



Ministry of
Social Development



**CUSTOMIZED EMPLOYMENT
DEMONSTRATION PROJECT**

May 31, 2012

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Executive Summary

This Customized Employment Demonstration Project (the Project) was the outcome of joint stakeholder consultations undertaken by Community Living BC (CLBC) and the Ministry of Social Development (MSD or the Ministry) in 2007, which identified that individuals with developmental disabilities may need a different approach to achieve their employment goals. This collaborative and jointly funded Project was from July 1, 2008 to May 31, 2012. During this period eight service providers, chosen through an RFP process, provided Customized Employment¹ services to 285 individuals (75% under age 30) with developmental disabilities.

This report provides a brief summary of the Project outcomes and observations.

During the Project, service providers found 242 employment placements to assist 182 individuals to remain attached to the work force. These multiple placements reinforced our observations on working with youth and many individuals searching for their first jobs, service provider maturity in their understanding and application of the Customized Employment approach, the required ongoing supports in changing work environments and to some extent the B.C. economy during the term of the Project. In this report, we have provided employment outcome information, including a summary of the types of jobs found. We have also provided a summary of the Customized Employment service delivery milestones and estimated effort required.

At the May 31, 2012 project end date, 140 individuals were transferred to other CLBC or Ministry employment services. Of these, approximately 50% were employed requiring follow up services with the remainder continuing their employment search.

¹*Customized Employment means individualizing the employment relationship between employee(s) and employer(s) in ways that meet the needs of both. It is based on an individualized determination of the strengths, needs, and interests of the person with a disability, and is also designed to meet the specific needs of the employer. It may include employment developed through job carving, self-employment or entrepreneurial initiatives, or other job development or restructuring strategies that result in job responsibilities being customized and individually negotiated to fit the needs of individuals with a disability.*

Customized employment assumes the provision of reasonable accommodations and supports necessary for the individual to perform the functions of a job that is individually negotiated and developed.

At the end of the Project, evaluation surveys were sent to participants, family members/caregivers and employers. The actual survey results and summary comments are included in this report. In summary these evaluations:

- Indicated general support for the Customized Employment process;
- Showed participants viewed success as “Did I get a job that I like and is it enough work to meet my goals”;
- Reinforced our conclusions on successful practices in that it is all about creating and maintaining strong relationships; between the participant, the service provider, the business/employer and the community; and
- Ongoing communications cannot be over emphasized.

As part of the Project legacy, a CD with voiced (scripted) slides including pictures, videos and interviews with parents, employers and service providers was prepared. The presentations provided a summary and observations on successful practices. Topics covered in half hour chapters included:

- Project Overview;
- Customized Employment;
- Connections - Know your Community;
- Youth; and
- Organizational Success.

MSD and CLBC have numerous copies available for distribution and posting to websites. The CD can be used by parents, staff, families, employers or service providers to gain insights into the Project and the Customized Employment approach.

In May 2012, the Project results, observations and conclusions were presented in the six communities originally visited to seek input on Project design: Victoria, Nanaimo, Prince George, Vernon, and Chilliwack. Following a brief presentation, there was an active question and answer period primarily focused on the Customized Employment process and impacts on future services, including how the findings from the demonstration pilot project would be incorporated into the Ministry’s new WorkBC programs.

Overall, service providers were enthusiastic about the Customized Employment approach, their successes with individual clients and the results of their engagement with local businesses and others in their communities. We did have some challenges during the Project which included:

- Recruiting, training and keeping skilled employment specialists who are able to deliver Customized Employment services. Service providers needed new policies and procedures, for example adjusting hiring practices to reflect the competencies needed to build relationships with employers;
- Working together to create new partnerships; businesses in the community are now considered partners in increasing employment for individuals eligible for CLBC services. New relationships amongst service providers were also created;
- Engaging the school system for many of the youth served had mixed results, with varied approaches and any successes unique to each service provider, school and community;
- Working with families and realizing that each family has different expectations and different levels of understanding of their role when their family member is working;

- As many participants were youth, they often required more supports to prepare them for entry into the workplace;
- The quick down turn in the BC economy just as the Project was gaining momentum and employment opportunities were sought;
- Speaking the same language on employment, using a business like approach to work with potential employers; and
- Recognizing that the business community continues to need information about the benefits of hiring individuals with developmental disabilities.

Our successes and observations on best practices have positively influenced the design of employment services offered by MSD and CLBC. MSD's WorkBC (the Employment program of British Columbia or EPBC) services commenced April 1, 2012 with Customized Employment included as a service option for persons with disabilities.

Going forward, we see the following:

- Continued use and expansion of the Customized Employment tool. For example, service providers noted that Discovery (a foundational piece in the customized approach on how we get to truly know and understand the individual) is an excellent tool to set the base from which to look for/create that just right employment opportunity. It can also have broader application, for example in the more broadly based planning process;
- Recognition that Customized Employment is just one tool/approach in finding and maintaining employment. It should be used as appropriate in individual situations;
- Continued support to service providers as they improve their understanding and use this approach. Customized Employment requires new skills and often a new type of job developer/marketer and job coach. New technical skills are required, for example, systematic instruction, adaptations;
- The Project emphasized the key role of relationships: individual, community, employers, service provider. Funders have a continued role in global initiatives (for example the 10 by 10 Challenge, Workable Solutions, CLBC newspaper inserts), community consultations and policy development/publication to support employment for persons with disabilities. These greatly assist service providers to initiate and maintain those critical relationships;
- Excellent work was begun on working more purposely with school districts and youth as they transition to adulthood. Project observations working with youth, either in high school or recent graduates, successful practices and findings from the one year sub-project undertaken by CBI Consultants (where the focus was paid work while in high school with employment thinking part of the high school graduation process) should be leveraged into transition planning and explored as part of the commitment to integrated "one government" services at all life stages; and
- As 140 individuals who had benefited from the Customized Employment approach to finding employment were transitioned to new services, we recommend a structured follow up in 6 to 12 months to ensure these individuals continue to meet their employment goals.

1. Background

The Customized Employment Demonstration Project (the Project) was originally a three-year (July 1, 2008 to June 30, 2011) collaborative project between Community Living BC (CLBC) and the Ministry of Social Development (MSD or the Ministry). The Project was extended to May 31, 2102 to allow for a maturing of CLBC employment initiatives, to provide an extra 11 months to provide continued support services and create employment opportunities, to coincide the Project end with the introduction of MSD Employment Program for British Columbians (WorkBC) and to facilitate a smoother transition for client receiving services.

The Project was the outcome of joint stakeholder consultations undertaken by CLBC and MSD in 2007, which identified that individuals with developmental disabilities may need a different approach to achieve their employment goals. CLBC and MSD combined consultation findings with research on employment policy and program delivery in other jurisdictions to develop the Project based on the principles of Customized Employment.

In March 2008, a joint Request for Proposal (RFP) was issued for Customized Employment Services for Persons with Developmental Disabilities. The eight successful proponents were awarded three year contracts that began on July 1, 2008 and extended to May 31, 2012. These agencies are located in a representational mix of urban and smaller rural/semi urban communities.

The eight service providers were chosen as they demonstrated the necessary qualifications, experience and expertise to deliver Customized Employment Services. They had an established reputation for individualized services and strong community and labour market connections.

These Project partners were:

| Service Provider | Primary Areas Served |
|---|--|
| CBI Consultants | Vancouver, Burnaby, New Westminster |
| Delta Community Living Society | Delta |
| Community Link Connexions Inc. | Ladysmith |
| Langley Association for Community Living | Langley |
| Powell River Association for Community Living | Powell River |
| Polaris Employment Services Society | Coquitlam, Tri Cities, surrounding communities |
| Semiahmoo House Society | White Rock, South Surrey |
| Vancouver Island Vocational and Rehabilitation Services (VIVRS) | Nanaimo, Port Alberni, surrounding communities |

These agencies were tasked with meeting the following Project goals:

- Focus on individual employment outcomes, based on the principles of Customized Employment;
- Ensure the required employment/employer supports are in place and a transition to natural supports takes place;
- Provide timely reporting against Quality Indicators;
- Require a sharing of knowledge amongst Project participants;
- Document best practices as a blue print for future services, and
- Create leaders in our communities and build community capacity.

More specifically, the employment goals were:

- Provide employment opportunities for approximately 300 persons with developmental disabilities (with 60% being youth transitioning from school to work); and
- Gain a better understanding of how to best identify the skills and strengths a person with a developmental disability can use in the workplace, and match them with work in an integrated setting.

For purposes of this Project and in discussing employment initiatives within CLBC, work was defined as:

- Paid work that takes place in an integrated community setting, alongside people without disabilities; and where wages, benefits and working conditions comply with industry standards and relevant laws (e.g. Employment Standards);
- Employment does not include work experience or volunteering; and
- May include self-employment

Work is created to meet individual needs and provide economic benefit to the employer and the employee. There is also an expectation that workplace and natural supports² are in place to help the individual succeed. For purposes of this Project, volunteering, while considered an essential part of full community inclusion and something of benefit to all, was not considered an employment outcome.

² To further understand natural supports, the following three perspectives are offered. Natural supports is:

“A process for linking individuals to existing social supports in the work environment that are either formal or informal (from co-worker and peers on the job) or formally (from supervisors and company sponsored training programs.)” Dileo, Luecking, Hathaway, 1995.

“All the assistance typically available from an employer and other employees that can be used to learn job skills and sustain employment.” Michael Callahan in 1992

“To work in partnership with the employer to draw on all of the resources inherent in the workplace (recognizing that they may need to be modified, enhanced or adapted) to train, acclimatize, socially connect and support the ongoing success of the new employee throughout the term of his/her employment.” Rob McInnes, Feb 5, 2009.

2. Project Delivery

2.1 Individuals Served

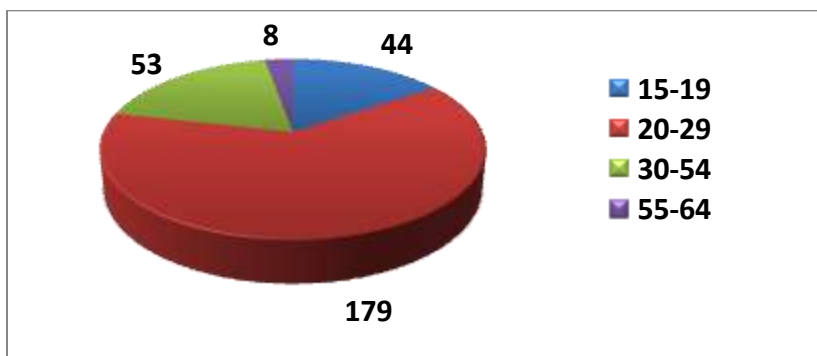
The statistics presented in this report are as of May 31, 2012, the end date for the Project.

Over the Project 285 individuals received services as compared to contract expectations of 305 (as adjusted to May 31, 2012). There were a number of reasons client targets were not fully met:

- The start up time was longer than expected while service providers build internal capacity, became familiar with the principles of customized employment and interviewed potential clients to establish initial caseloads. At the start, interest exceeded service provider capacity;
- In the first year, services took longer than anticipated as service providers, individuals and their families worked through the Customized Employment process. Over time, as experience grew, services became more streamlined;
- A primary focus of the project was Youth. Significant efforts and multiple jobs were required to keep many youth attached to the work force;
- The economic environment of 2008 and 2009 negatively impacted employment opportunities, again lengthening the time required for each individual to secure employment; and
- A shift in the services offered by CBI in the final year of the project, where their work was focused exclusively on youth. They worked intensively with fewer clients and more directly with the school system to build employment thinking in the school curriculum. See section 3.5.

Details for each service provider are included in Appendix 1.

The Project was focused on providing services to youth. 78% of the 285 participants were under age 30, compared to an anticipated 70%. Age breakdown is as follows:



57% were male and 43% were female. At least 70% of participants were in receipt of Income Assistance as provided by MSD, although not all service providers provided this information.

2.2 Services Received

The following milestones were achieved for the 285 individuals served by all service providers:

| Intake | Discovery | Job Development | Placement |
|---------------|------------------|------------------------|------------------|
| 285 | 267 | 290 | 242 |

These are the major service milestones/steps in the Customized Employment process. Completion at each of these stages was documented in the MSD web based reporting templates. As noted below there are instances of multiple job development and job placement.

Over the Project, service provider activity was measured with the following summary of service milestones noting average duration in weeks and the approximate direct service delivery time.

Note that these effort hours do not include any administration time/costs or corporate infrastructure costs, for example, time and effort build those absolutely necessary community connections to make the services work staff training in the Customized Employment process.

| Service Milestones | Average Duration Weeks | Average Effort Hours |
|---|-------------------------------|-----------------------------|
| <i>Intake</i> | 2 | 3 |
| <i>Discovery</i> | 9 | 22 |
| <i>Vocational profile/plan for employment</i> | 5 | 15 |
| <i>Job retentions strategies, i.e. transportation</i> | <i>ongoing</i> | 8 |
| <i>Job development activities</i> | 16 | 40 |
| <i>Training plan/natural supports</i> | 8 | 12 |
| <i>Employment activities</i> | 14 | 48 |
| <i>To Employment</i> | 44 | 148 hours |
| <i>Follow up supports</i> | 36 weeks | 40 hours |

Service delivery milestones matured over the Project. For example, the first Discoveries may have been up to 60 hours but as service providers became more comfortable with the process, time was reduced to an average of 22 hours, similar to the 20 hours suggested by Cary Griffin³.

Follow up supports are on going. Based on our experience, once an individual is secure in their employment (training completed, accommodations developed, faded job coaching, employer supports in place), the individuals received approximately one hour a week of follow up services. These were not necessarily weekly but as and when appropriate for the individual and the employer.

³Griffin-Hammis Associates
<http://www.griffinhammis.com/>

2.3 *Employment Outcomes*

Appendix 3 provides details of employment outcomes by service provider. These are summarized as follows:

| | |
|---|------------|
| Total number of individuals receiving services | 285 |
| Total number of recorded placements | 242 |
| Total number of individuals who found work in the Project <i>As a % of the total number of individuals</i> <i>64%</i> | 182 |
| Number of multiple placements | 60 |
| Average number of placements for each individual who found work | 1.5 |
| Number of individuals working at transition ⁴ | |
| <i>Working with one placement</i> <i>73</i> | |
| <i>Working having had multiple placements</i> <i>27</i> | 100 |
| <i>Of the 100, number working at more than one job</i> <i>6</i> | |
| Number of individuals at May 31, 2012, who had previously worked, but were now looking for a new job | 35 |

As previously noted, it takes approximately 48 weeks to stabilize employment, allowing the job coach to fully fade and natural supports to evolve. Through the Project, we often noted that several jobs were required to keep the individual attached to the work force. The reasons include:

- The learning curve - placements were better and longer as service providers became more familiar with the Customized Employment process;
- The Project focus was youth - many first jobs, part time or summer employment ;
- Given the location of some of the service provider, many were seasonal jobs with returns and different off season work; and
- Many may have wanted more work. Where desired and part of the overall plans, a second job may have been found. At some points in the project, over 10 individuals had more than one job at a point in time.

Over the term of the Project, we noted that better placements were achieved if the Discovery and Job Development were done well, following all of steps and the principles of Customized Employment. If these steps are done well, services providers noted that good working relationships were established with the employer, job coaching was reduced and natural support evolved more quickly.

⁴ Transition planning started in February 2012. This is the number of individuals working in early April 2012. With a real time reporting system, this number was changing regularly as service providers hurried to secure jobs under discussion, or saw fit to close files prior to the Project end where individual's employment was stable or seasonal jobs started and/or ended.

Pending transition, the work experience of individuals employed was broken down as follows:

| | |
|------------|-----|
| <3 months | 5 |
| 3-6 months | 15 |
| >6 months | 80 |
| Total | 100 |

Some of these files were closed prior to on Project end. At May 31, 2012, 68 employed individuals were transitioned to new services for continued employment supports.

2.4 Transitioned Clients

This was a demonstration Project with a scheduled end date. At the beginning of the Project, a commitment was made to ensure that all individuals who were receiving services at the end of the Project would be transitioned to another employment service, either the Employment Program of British Columbia (EPBC), or other employment programs funded by MSD or CLBC. A Transition Protocol was established including guiding principles; responsibilities, timelines and a requirement for a transition plan for each individual (see Appendix 2). Meetings were held with the service provider and representatives from MSD and CLBC to determine the best service continuation. Copies of the transition plans (with client consents) were delivered to new service providers providing full information of services received and recommendations for continuing services and to CLBC allowing client file updates for services received.

The following summarizes transition:

| Total clients served | Files closed prior to start of transition | Closed with employment at end of Project | Clients Transitioned |
|----------------------|---|--|----------------------|
| 285 | 113 | 32 | 140 |

On Project end, 32 files were closed, primarily as the individuals were well stabilized in their employment situation, requiring little or no ongoing support. Contact information for new service providers was provided in the event that further assistance is required.

The 140 individuals transitioned are receiving continuing services in their community as follows:

| Work BC (Employment Program for BC) | MSD – LMA Customized Employment Services | CLBC services or same service provider |
|-------------------------------------|--|--|
| 46 | 25 | 69 |

Of the 140 individuals transitioned, 68 or approximately 50% were employed and required follow up services only. The remaining individuals were at various stages in their employment search.

2.5 Closed Files

During the Project, it was not unusual for some individuals to cease services for a variety of reasons. The reasons for file closure were tracked and followed up for further explanations. Interestingly there were a number of file closures at the beginning of the Project as service providers, individuals and their networks became more familiar with the Customized Employment process and realized that perhaps this was not the right time or the right service. As the Project progressed file closures were more related to employment stabilization or changing situations (i.e., moved, back to school).

The following is a summary of the files closed in during the Project and the reason for their closure.

| Reason for Closure | Number |
|---|------------|
| Health reasons | 15 |
| Concern of losing day program space | 3 |
| No longer interested in employment or continuing services | 38 |
| Family/support concerns | 6 |
| Moved | 8 |
| Returned to school | 5 |
| Employed – limited support | |
| Prior to transition | 38 |
| At project end | 32 |
| | 145 |

3. Project Goals

The following is a brief summary on how the Project achieved the intended goals.

3.1 Deliver Customized Employment Services

Statistics and general summary of services was provided in section 2. A full summary of the Project is also provided in the Customized Employment Demonstration Project CD - Project Overview.

The Project confirmed the strengths of the Customized Employment approach:

- An individualized approach - builds on skills, talents and interests;
- Use of the Discovery Process;
- In job search/creation A Focus on employer “unmet needs”;
- Creates stronger employee/employer relationships; and
- Builds Natural Supports.

3.2 Project Reporting

Annual and Quarterly reports were shared with CLBC and MSD. These included statistics on clients served and employment outcomes and observations on activities during the period. Commencing July 1, 2010, the Customized Employment service providers began using the newly developed MSD web based reporting system. This provided immediate online and consistent statistical reporting. Throughout the Project, service providers also electronically submitted quarterly narrative reports including for example: individual success stories, outreach and community activities, a description of new jobs and other highlights during the quarter.

Service providers also collected data to support the milestone effort reported in section 2.3.

Final statistics are included in this report.

3.3 Sharing Knowledge and Documenting Best Practices

Throughout the Project, the service provider participants met as a group approximately three times each year. Each meeting included updates from MSD and CLBC, review of year to date performance and predictions, service provider issues and/or concerns, service delivery practices and technical/educational sessions.

A two day meeting in September 2009 was a joint meeting with MSD service providers newly contracted to provide Customized Employment services to any British Columbian with a developmental, neurological, mental health disabilities (including Autism Spectrum Disorder), learning disorders, and other cognitive conditions. This meeting provided an excellent opportunity to share information from the Project and participate in two technical sessions: Systematic Instruction and Discovery-Updated.

From service delivery experience to date, participant discussions at regular meetings and project manager/service provider follow up, a summary of Best/Successful Practices has been developed and shared. Successful practices were documented in four areas:

- Customized Employment – the process and service delivery milestones;
- Connections - Know your Community;
- Youth; and
- Organizational Success.

These are the subject of the Customized Employment Project CD that demonstrates through an interactive format with interviews, videos and narrated PowerPoint the learnings and successful practices of Customized Employment. This has been made available to MSD and CLBC for distribution and website publication.

Other Resources

In 2010, several resources were developed by British Columbia service providers to advance the employment of individuals with developmental disabilities and increase the sustainability of employment services. These resources were funded by CLBC and are organized around three themes:

- Transforming Organizations;
- Building Capacity; and
- Tools and Service Delivery Resources.

Individual projects reflect many of the issues raised, explored and developed through the Customized Employment Demonstration Project and address the key success factors identified early as necessary to increasing employment for individuals with developmental disabilities.

A full list of resources to assist service providers is included at Appendix 4.

3.4 Creating Leaders and Building Community Capacity

Project results, issues and observations were continuously shared with CLBC and MSD. The Customized Employment Demonstration Project has raised awareness in the service provider community, challenging organizations and funding bodies to review how employment services are provided.

Training and Education Opportunities

Some of the training and education opportunities during the Project period include:

- Cary Griffin – Four presentations on Customized Employment to the Project participants and other provincial service providers. Presentations were arranged as part of the Project and focused on the Customized Employment approach, the discovery process, successes, natural supports and practical observations.
- Two day seminar present by Paul Wehman in 2010 on employment, the customized approach and working with employers.
- MSD assisted in promoting Customized Employment to broader audiences as evidenced by its commitment to fund various educational seminars including a two day sessions with Denise Bissonnette - Beyond Traditional Job Development, that was held in early fall 2010. Objectives of this two day session were to champion and provide a forum for the development of best practices in effective job development strategies for Customized Employment. See Appendix 4 for resources.
- Employment service providers have long recognized the skills sets required to effectively deliver employment services to persons with disabilities. Through their efforts and support of the project, from CLBC, a five day hands-on course on Customized Employment is now offered at Douglas College and Okanagan College with ongoing efforts to deliver this more widely, including electronic delivery through partnerships with other B.C. community colleges.

Presentations

The following is a brief summary of some of the presentations made on the results and findings of the Project, both as we progressed and at the Project's conclusion.

- BCACL annual general meeting, 2010 and 2012;
- APSE, Seattle Washington, 2011;
- CASE – Working Matters 2008 and Winnipeg – 2012;
- Victoria Resources Teachers Association – June 2011;
- Accessibility Conference, Vancouver 2010;
- Pacific Association for Autistic Children 2010;
- MSD policy group 2010 and 2011;
- Presentations to CLBC service providers as part of Transforming Day Services workshops;
- Webinar to CLBC staff including Customized Employment; and
- CLBC held community information sessions in May 2012 to report out on the Project (same locations as part of the original consultations in 2007).

Impact on MSD services

MSD provided employment services to any British Columbian with a disability under the Employment Program for Persons with Disabilities (EPPD) up to March 31, 2012. Starting April 1, 2012, employment services are being provided under WorkBC. Findings, positive feedback and momentum from the Project have influenced MSD service offerings in a number of ways:

- In general raised awareness within MSD persons with developmental disabilities, their desire to work and types of employment services requested;
- On receipt of Labour Market Agreement (LMA) funding from the federal government, MSD had an opportunity to expand employment services specifically aimed at British Columbians with developmental, neurological, mental health disabilities (including Autism Spectrum Disorder), and/or learning disorders. These services commenced in 2010 (to 2014) and were modelled on the Project service delivery principles, service delivery descriptions and expectations. This provided a unique opportunity to share results and learnings with service providers and build greater capacity to provide these individually focused services;
- To fully report on all services, MSD created a web based reporting system. This was modified slightly and used by all providing Customized Employment services (the Project and the later LMA contracts). This aided in more fully understanding services, duration and results;
- Recognizing the unique approach of Customized Employment for certain individuals, several EPPD service locations offered a Customized Employment approach as part of their EPPD service spectrum; and

- With two years in the planning, MSD undertook a major service transformation in its approach and delivery of all employment services to British Columbians, investing in excess of \$300 million annually. The WorkBC services commenced April 1, 2012. Customized Employment is included as a service option. This reflects the information and best practices gathered in the first two years of the Project and their influence on the best design for employment service for persons with disabilities.

To assist MSD in furthering their understanding of the Project and the approach and principles underlying Customized Employment, a summary of the Project was presented, including principles and best practices to the Ministry's Policy Division.

Impact on CLBC services

During the Project term, CLBC undertook various employment initiatives to reinforce the value of work, individual desire and family support and to raise awareness on employment within the organization, and with individuals, service providers and the community. To assist in this, CLBC developed Webinars on employment services and an employment section included in CLBC staff orientation.

CLBC services continued an employment focus in accordance with the Deputy Ministers Report on CLBC, recommendation seven - Increase employment services planning and supports as well as alternative day programming options, including the reallocation of existing resources to have an employment focus.

In summer 2012, CLBC has undertaken a strategy to develop and have in place a three year Community Action Employment Plan by January 2013. This plan is intended to look at increasing employment opportunities for people who want to work, help with youth transition planning, provide more support for self – employment, and better work opportunities for people who are under employed or in programs that aren't work-related. The input from the community consultations to develop this plan will also contribute to the development of a cross-ministry model for service delivery for adults with developmental disabilities as per recommendations from the Deputy Minister's Working Group.

CLBC's employment initiatives co-ordinator used the observations of this Project to leverage many other CLBC activities and opportunities to raise employment awareness, and service expectations.

3.5 Working with Youth

During the Project, we recognized some of the challenges working with youth and the need to start the employment discussion early and in co operation with the local school system.

In the last year of the Project, with CLBC and MSD's agreement, CBI Consultants Ltd. (CBI) focused their efforts entirely in working with youth in their last year of high school, focusing on employment goals. They worked with the Burnaby School District and Burnaby Association for Community Inclusion (BACI) to create a partnership to implement and demonstrate best high school transition practices to focus on paid work. There was considerable interest at the school district level to embrace this potential pilot as a priority district initiative with a goal to leverage findings into other districts.

This project demonstrated best practices including innovative practices not yet part of the research base. CBI worked with the school district and in depth with four students eligible for CLBC services upon graduation. This project will demonstrate:

Established Practices from Research Implemented:

- Self- directed Person Centered IEP's with employment first focus;
- Paid work during high school years;
- Inter-agency collaboration (CBI mentoring a service provider agency and Burnaby School District through online training and direct support); and
- Seamless transition upon high school graduation.

Innovative Practices Expanding Current Research Base:

- Blend paid work for students with disabilities with employment focus for typical students;
- Develop a mentorship program and pool of employer contacts from Burnaby School District Parent Advisory Council and other community contacts (leveraging school and community assets for benefit of all students);
- Implement self-determination curriculum for students with and without disabilities;
- Create new designation within school district personnel (teaching assistants with employment specialist training from CBI); and
- Leverage peer mentoring and peer supports on the job for targeted students with disabilities achieving real work for real pay.

The deliverables and legacy beyond 2012 are:

- BC based demonstration of best practices and solution to chronic unemployment and segregated adult lives for persons with intellectual disabilities;
- Demonstration of evidence based integrated system of support (education, MSD, CLBC, business community, peer supports);
- Demonstration of innovative training and technical assistance utilizing web based learning and direct face to face consultation;
- Mobilizing existing resources within schools to focus on inclusive employment for students with disabilities (specialized training to select teaching assistants to become employment specialists);

- Present model and demonstration to all school districts within BC. Exact forum not yet determined, individual presentations made, consider at the British Columbia Council of Administrators Annual Conference;
- Summary report and presentation;
- Legacy of demonstration can be long term systems change reaching every school district in British Columbia and beyond.

CBI has prepared a power point presentation summarizing research and findings. This has been shared with MSD and CLBC. Two slides on the model suggested by research are included as Appendix 5.

This has furthered the discussions with school districts and others interested in adopting this approach. This is very much part of the inclusive services and best practices recommended under the Youth Transition Protocol and supports recent initiatives to develop a coherent, one government integrated services and supports for persons with development disabilities, through all life stages.

4. Project Evaluation

At the end of the Project, we developed a survey questionnaire for:

- Project participants;
- Family members /caregivers; and
- Employers.

A copy of each questionnaire is at Appendix 6. We have also included the percentage summary responses to each question. As well, we have also included some of the comments received. The following are highlighted results.

4.1 Completed Surveys

| Participants | Family Members / Caregivers | Employers |
|---------------------|--|------------------|
| 96 | 73 | 50 |

% that rated satisfaction/pleased with Customized Employment at above average and/or excellent

| Participants | Family Members / Caregivers | Employers |
|---------------------|--|------------------|
| 70.6% | 78.1% | 95% |

4.2 Participants

96 participants responded to the questionnaire. Responses varied with few written comments. This survey had the highest number of N/A responses to several questions. This was primarily in the section of “Please rate your experience with doing your Employment Plan (approx 20% N/A) and “please rate your experience with job coaching” (24.7%). This could be a function of where the individual was in their job search process. There were no narrative comments to support N/A responses.

N/A responses were not evident in either the Family/Caregiver or Employer surveys. From the more subjective final questions:

| | |
|---|--|
| 61.1% Helped me find a job I like | 80.0% Helped me meet new people |
| 74.4% Made me feel good about myself | 63.3% Allowed me to be a part of choosing my job |
| 58.9% Increased my overall skills and abilities | 48.9% Helped me reach my goals |
| 57.8% Given me more freedom and independence | 64.4% Increased the amount of money I have to spend on things I want |

There were few comments made in the Participant’s Survey. Most related to enjoying work, wanting to get a job and wanting more work. Some sample comments:

- Thanks for everything, you were a great coach;
- Had different employment specialists and different experiences with each one;
- One work experience I tried was not an interest to me, but I had another that I loved!
- I really liked the informational interviews;
- Too bad my job was so short, more work would be great; and
- Loved my part time job but want more work. Not enough opportunities to show off my skills and abilities.

4.3 Family Members/Caregivers

73 family members or caregivers responded to the survey.

From the most subjective question 5 “The Customized Employment process has”:

- 68.1% Helped the individual find a job they like
- 76.8% Increased the individual’s self esteem
- 78.3% Helped me realize the potential of my son/daughter/individual
- 76.8% Increased the individual’s independence
- 92.8% Helped the individual meet new people

In general the customized process was well received. A sample of the summary comments from family members and caregivers is included in Appendix 5.

These can be summarized as follows:

- Relationships and staff continuity are key;
- Take time to explain the process and expectations;
- Engaging family is important but at the right level for each situation;
- The Discovery process is good. Family members appreciated service providers taking time to really know and understand the individual, what the abilities and interests are; and
- Generally seen as a good program, but still some gaps in “visualizing employment” and then actually finding the right employment situation.

4.4 Employers

The most positive comments came from the 50 employers’ responses: Summary results are:

- 100% of all employers said the service provider fully explained the customized approach to them.
- 96% said the service was delivered as expected
- 98% excellent or good in introducing the job seeker and negotiating the job to be done
- 96% excellent or good experience with job coaching
- 97% would recommend this to other businesses

From question 6 – “The Customized Employment process has”:

- 26% Increased efficiency
- 16% Saved money
- 66% Had a positive impact on the workplace
- 20% Improved customer service
- 68% Had a positive impact on public relations/image in community
- 62% Assisted the organization to become more inclusive of people with disabilities

Appendix 6 also summarizes employer comments. Most were favourable and supported the Customized Employment process. Again, comments reflected that strong relationships are necessary to make employment a success for all parties. Employers appreciated support given to their employees and noted the importance of ongoing support and training.

5. Conclusions

In summary, the Project successfully demonstrated the Customized Employment approach in finding and maintaining employment for persons with developmental disabilities. As appropriate the approach can be used for many individuals with disabilities in their employment quest. MSD and CLBC employment services have both benefited from the Project activities and observations.

If all steps in the Customized Employment approach are followed (particularly the Discovery and Job Development), jobs found are of better quality, job coaching is reduced, natural supports take over sooner and the jobs last longer. Therefore it is important that service providers develop the skills and experience in using the Customized Employment approach. This requires new policies and procedures as well as new skills.

Service providers noted that recruiting, training and maintaining skilled staff was a continual challenge throughout the Project. This is not new but evolving as funders, primarily CLBC and the Ministry, and individuals increase their employment service expectations.

Individuals were supported for the duration of the Project. While the Project demonstrated the process and the milestones required to fully know and understand the individual, find the right job and initially support the individual in that job, we did not gather substantive information on the development of, and transition to, natural supports and what is really required to continually support the individual on the job. Ongoing employment supports to the employer and the employee are required, the timing, however is very much as and when needed. Over the Project, we noted that the differentiation between “employment supports” and “personal supports” was somewhat blurred. This is one area we believe we could have spent more time exploring and certainly should be part of the ongoing discussion in further service refinements.

As noted, working with youth presents its own unique challenges. Our observations support other recommendations on the value of working early with youth in partnership with the school system. There have been past challenges in this area. MSD and CLBC have a number of initiatives, including the Cross Ministry Transition Protocol for Youth with Special Needs underway with various partners such as the ministries of Children and Family Development, Health and Education, focused on the service continuum including advancing employment. The observations from the intensive work done by CBI working with school districts and youth should be part of future efforts to engage all parties in achieving the transition to adulthood including inclusive paid work.

One hundred and forty individuals were transitioned to new services as of June 1, 2012. These individuals and their support network had the benefit of the Customized Employment to meet their employment goals. We suggest a follow up after six to 12 months to ensure that those transitioned continue to meet their employment goals.

Appendix 1
Individuals Served

Total Individuals Served

| | Expected to end of Contract | Actual number of individuals served over Project |
|-----------------|--------------------------------|--|
| CBI | 36 | 31 |
| Delta | 32 | 31 |
| Ladysmith | 15 | 15 |
| Langley | 35 | 37 |
| Polaris | 30 | 24 |
| Powell River | 22 | 16 |
| Semiahmoo House | 50 | 52 |
| VIVRS | 85 | 79 |
| | 305 | 285 |

Age Range

| | 15-19 | 20-29 | 30-54 | 55-64 | Total |
|-----------------|-----------|------------|-----------|----------|------------|
| CBI | 7 | 21 | 3 | | 31 |
| Delta | 1 | 15 | 12 | 3 | 31 |
| Ladysmith | 7 | 8 | | | 15 |
| Langley | 10 | 19 | 7 | 1 | 37 |
| Polaris | 2 | 19 | 3 | | 24 |
| Powell River | 5 | 10 | 1 | | 16 |
| Semiahmoo House | 0 | 38 | 13 | 1 | 52 |
| VIVRS | 11 | 48 | 17 | 3 | 79 |
| | 43 | 178 | 56 | 8 | 285 |

Milestones Achieved

| | Intake | Discovery | Job Development | Placement |
|-----------------|------------|------------|-----------------|------------|
| CBI | 31 | 31 | 31 | 20 |
| Delta | 31 | 31 | 36 | 26 |
| Ladysmith | 15 | 15 | 20 | 18 |
| Langley | 37 | 36 | 53 | 49 |
| Polaris | 24 | 22 | 15 | 19 |
| Powell River | 16 | 16 | 35 | 25 |
| Semiahmoo House | 52 | 45 | 46 | 39 |
| VIVRS | 79 | 71 | 54 | 46 |
| | 285 | 267 | 290 | 242 |

Appendix 2
Transition

| | Total clients served | Files closed prior to start of transition | Active files for transition | Closed on end of project | Clients transitioned to new services | Clients transitioned with employment |
|-----------------|-----------------------------|--|------------------------------------|---------------------------------|---|---|
| CBI | 31 | 3 | 28 | 9 | 19 | 5 |
| Delta | 31 | 4 | 27 | 0 | 27 | 16 |
| Ladysmith | 15 | 2 | 13 | 2 | 11 | 3 |
| Langley | 37 | 9 | 28 | 13 | 15 | 8 |
| Polaris | 24 | 6 | 18 | 0 | 18 | 11 |
| Powell River | 16 | 5 | 11 | 1 | 10 | 5 |
| Semiahmoo House | 52 | 25 | 27 | 2 | 25 | 14 |
| VIVRS | 79 | 59 | 20 | 5 | 15 | 6 |
| Totals | 285 | 113 | 172 | 32 | 140 | 68 |

Transition - Continuing Services

| | Active files for transition | Transition Plans | | | |
|---------------------------------|------------------------------------|-------------------------|------------|---|---------------|
| | | Work BC | LMA | CLBC services or same service provider | Closed |
| CBI | 28 | 5 | 14 | | 9 |
| Delta Community Living Services | 27 | 4 | | 23 | |
| Ladysmith | 13 | 4 | | 7 | 2 |
| Langley | 28 | | | 15 | 13 |
| Polaris | 18 | 14 | 3 | 1 | |
| PRACL | 11 | 4 | | 6 | 1 |
| Semiahmoo | 27 | 10 | | 15 | 2 |
| VIVRS | 20 | 5 | 8 | 2 | 5 |
| Totals | 172 | 46 | 25 | 69 | 32 |
| | | Total 140 | | | |

Work BC
LMA

MSD's Employment Program of British Columbia, also referred to as EPBC
Customized Employment Services funded by MSD under the Labour Market Agreement

CUSTOMIZED EMPLOYMENT DEMONSTRATION PROJECT
May 31, 2012

Individual Transition Plan

CLBC OFFICE _____ #

CUSTOMIZED EMPLOYMENT DEMONSTRATION PROJECT

| | |
|--|--|
| <i>PERSONAL INFORMATION:</i> | |
| <i>Name</i> | |
| <i>Address</i> | |
| <i>Phone number/email</i> | |
| <i>Other contact person</i> | |
| <i>Other contact information</i> <i>Phone number/e mail</i> | |
| <i>Organization</i> | |
| <i>Organization contact name</i> <i>Phone number / e mail</i> | |
| <i>Date services started</i> | |
| <i>Service status at transfer date</i> <i>i.e. working, completed discovery,</i> <i>looking for employment etc</i> | |

| | |
|--|--|
| <i>PERSONAL PROFILE</i> | |
| <i>Introductory description</i> | |
| <i>Brief summary of the discovery</i> <i>process and findings</i> | |
| <i>Vocational profile, themes</i> | |
| <i>Any recommendations to new</i> <i>service providers</i> | |

CUSTOMIZED EMPLOYMENT DEMONSTRATION PROJECT
May 31, 2012

| | |
|---|--|
| EMPLOYMENT | |
| <i>Name of employer</i> | |
| <i>Address</i> | |
| <i>Phone number/e-mail</i> | |
| <i>Other contact person</i> | |
| <i>Date employment started</i> | |
| <i>Job description</i> <i>Including hours of work, etc</i> | |
| <i>Nature of assistance currently provided</i> | |

| | |
|---|--|
| TRANSITION RECOMMENDATIONS | |
| <i>Recommended organization</i> | |
| <i>Rationale for recommendation</i> | |
| Recommended future services and consideration points | |
| <i>Job development:</i> | |
| <i>Employer supports</i> | |
| <i>Ongoing supports</i> | |
| <i>Special considerations</i> | |

| | |
|-------------|--|
| <i>Date</i> | |
|-------------|--|

- Copies:
1. New service provider as part of file
 2. Local CLBC office
 3. Copy of each bundled and sent to Janet Heino

All existing CE clients will be transitioned for continuing employment services. Guiding principles for transition are:

- All active CE clients will have an individualized transition plan;
- Continuing services are employment focused;
- Decisions will be client centered (i.e. what is the best for the client will be the basis for all decisions);
- Transition planning will include the individual (and support networks as appropriate), the existing CE service provider, MSD and CLBC representatives;
- The CE model for service delivery will be continued;
- The existing CE service provider will determine which services can be reasonably completed under the terms of the existing CE contracts, recommending the ideal transition timing and continued service requirements;
- Services will not be duplicated; and
- The existing CE service provider and the new service providers must work together to ensure a smooth and seamless transition for all clients.

Appendix 3
Employment Outcomes

Employment / Placements

| | Recorded Placements | Individuals employed at transition date | previously worked, looking for more work on transition | Employed files closed | Files closed with previous work | # of clients who found work | Multiple placements |
|-----------------|----------------------------|--|---|------------------------------|--|------------------------------------|----------------------------|
| CBI | 19 | 10 | 7 | 1 | | 18 | 1 |
| Delta | 26 | 16 | 3 | 1 | | 23 | 3 |
| Ladysmith | 18 | 10 | 1 | 1 | | 12 | 6 |
| Langley | 49 | 22 | 5 | 4 | | 31 | 18 |
| Polaris | 20 | 11 | 3 | 0 | 2 | 16 | 4 |
| Powell River | 25 | 6 | 3 | 1 | 1 | 11 | 14 |
| Semiahmoo House | 39 | 14 | 10 | 4 | | 28 | 11 |
| VIVRS | 46 | 11 | 3 | 26 | 3 | 43 | 3 |
| | 242 | 100 | 35 | 38 | 6 | 182 | 60 |

CUSTOMIZED EMPLOYMENT DEMONSTRATION PROJECT
May 31, 2012

Sample Employment Placements

Seventy per cent of all Project participants were youth. Many jobs were first jobs. All jobs were part time, many at minimum wage. The following is a sample of the jobs found. In many case the description refers to more than one job. There are many different employers represented, from larger national chains such as Home Depot, Starbucks, Superstore, London Drugs, some municipalities; however, the majority are smaller one off businesses, locally owned and managed.

| Description | Hourly Wage | Hours per Week (average) |
|--|------------------------------|-------------------------------------|
| Inventory parts picker | \$11.25 | |
| Paper delivery – self | \$8.00 | |
| Shipper | \$8.50 | |
| Parks and recreation Front desk Activity staff Event management assistance | \$13.50 \$10.00 \$8.75 | 20 As per events |
| General labourer | \$8.00 | |
| Flyer prep and delivery | \$8.50 | |
| Lot associate – various business types (retail, car) | \$9.50 | |
| Car washer for municipal works | \$15/car \$20/truck | 8-10 |
| Library page – several positions | \$16.95 | 12 |
| Car washer | \$15.00 | 8-10 |
| Golf course worker | \$9.00 | 4-6 |
| Confidential shredding – municipal government | \$9.25 | 10 |
| Grounds keeping /gardening Yard maintenance Hanging basket maintenance Self employed lawn care General grounds keeping | \$9.50-\$10.00 | 4-8 |
| Indoor plant caretaker | \$15.00 | 4 |
| Lumber yard worker | \$10.00 | 16 |
| Courier services – If employed | \$16.00 | |
| Special projects-design shop | \$10.00 | 4 |
| Cardboard crusher in manufacturing plant | \$8.00 | |
| Oil and lube shop assistant | \$8.00 | |
| Inventory parts picker | \$11.25 | |
| Youth mentor | \$12.60 | |

CUSTOMIZED EMPLOYMENT DEMONSTRATION PROJECT
May 31, 2012

| Description | Hourly Wage | Hours per Week (average) |
|---|--------------------|-------------------------------------|
| Guide in training | \$8.75 | |
| Camp assistant | \$10.00 | 4-6 |
| Bakery assistant, bakery service clerk | \$8.75 | |
| Gas jockey | \$8.50 | |
| Retail industry Sales associate Customer courtesy clerk Customer service desk Cashier handling General services Merchandise placement | \$8.75-9.25 | Up to 20 hours |
| Advertisement/shaker board | \$8.75 | 10 |
| Salvation Army, Christmas Kettle Attendant/host | \$8.00 | seasonal |
| Cafe Attendant – Starbucks and others | \$8.50 | 4-12 |
| Greenhouse labourer | Min wage | |
| Theatre attendant, ticket taker, lobby attendant | \$8.75 | |
| Day care assistant | \$10.00 | |
| Office Administration various businesses – private and public Front desk assistance Receptionist File clerk General office duties and admin support | 8.50-10.50 | Up to 20 hours |
| Mail out assistant | \$8.75 | 8-12 |
| Events office assistant | \$8.75 | 2-4 |
| Pizza maker | \$8.75 | |
| Horse stable attendant | \$8.00 | |
| Janitorial services | \$8.00 | |
| Catering service clerk | \$8.00 | |
| Marketing ambassadors | \$8.00 | |
| Recycling services Shredding Bottles Paper and other materials | \$8.75 | |
| Production assistant | \$8.00 | |

CUSTOMIZED EMPLOYMENT DEMONSTRATION PROJECT
May 31, 2012

| Description | Hourly Wage | Hours per Week (average) |
|---|-----------------------------|-----------------------------|
| Floor Attendant – Faces Product | \$9.40 | |
| Floral shop assistant and flower arranger | \$8.50 | |
| Farm hand / Store Assistant | \$8.00 | 4-8 |
| Clean toys and organize toy lending packages | \$13.50 | |
| Hotel laundry | \$10.00 | |
| Food service industry - various Kitchen assistant Dining room assistant Dishwasher Bus person | \$8.00 - \$8.25 | |
| Self employment – kayaking business | Per trip net of expenses | |
| Dog Treats-self employment | Profit on sales | |
| House cleaning-self employment | \$15.00 | |

Appendix 4

Customized Employment Online Resources

1. Griffin-Hammis Associates
<http://www.griffinhammis.com/>
 - Full section devoted to Customized Employment
 - Multi subject site
 - Extensive training material and further references

2. Virginia Commonwealth University Rehabilitation Research and Training Center (RTTC)
<http://www.worksupport.com>

Paul Wehman, internationally recognized in the field of employment for persons with disabilities in the Director of RTTC. The Center provides extensive resources and training modules for professionals, individuals with disabilities, and their representatives.

 - Employment including self employment
 - Organizational success-staff hiring and retention
 - Related topics

Q & A on Customized Employment
<http://www.worksupport.com/documents/odepfactsheet.pdf>

3. The University of Montana Rural Institute
Center for Excellence in Disability Education, Research, and Service
<http://ruralinstitute.umt.edu>

Transition and Employment Projects
<http://ruralinstitute.umt.edu/transition>

 - Extensive resources on customized employment
 - Training videos and sessions

4. Marc Gold and Associates
<http://www.marcgold.com/>
 - **Michael Callahan** is a prime contributor
 - A network of consultants that provide training and technical assistance to systems, agencies, and families interested in ensuring the complete community participation of people with significant disabilities
 - Excellent source of online seminars.

For example on Customized Employment:
Distinction between Supported Work versus Customized Employment
<http://www.marcgold.com/Publications/CE%20SE%20Matrix.pdf>

Customized Employment Competency Model
<http://www.marcgold.com/Publications/Customized%20Employment%20KSAOs.pdf>

What is Discovery?
<http://www.marcgold.com/Publications/Discovery%20vignettes.pdf>

5. University of Wisconsin - University Center for Excellence in Developmental Disabilities
<http://www.waisman.wisc.edu/cedd/about.php>
 - Dedicated to support the full inclusion and self determination of people with developmental disabilities and their families
 - Good reference source and training materials

6. Washington Initiative for Supported Employment WiSe
<http://www.theinitiative.ws/>
Dedicated to expanding employment opportunities for people with developmental disabilities.
Reference materials on:
 - Technical Assistance
 - Innovative Project Design and Demonstration
 - Information Technology Assessment and Assistance
Excellent source of information on:
 - Organizational Development and Management Coaching

7. Employnet BC
www.bcemploynet.org/advancingemployment
22 resources service provider developed resources on the evolution to employment
 - Transforming the organization
 - Building Organizational Capacity
 - Tools and Service Delivery Resources
 - Job Developers handbook

8. Denise Bissonnette
<http://www.diversityworld.com>

Published Resources and Training on Disability and Employment, Diversity in the Workplace.

9. BC Government
BC Labour Code website
www.lrb.bc.ca/code

BC Human Rights website
www.bclaws.ca

10X10 website and materials
www.engageability.ca

A Guide to BC Employment Standards
<http://www.labour.gov.bc.ca/esb/esaguide/guide.pdf>

10. Ministry of Social Development
Employment and Labour Market services
<http://www.labourmarketservices.gov.bc.ca/>

11. Community Living BC
<http://www.communitylivingbc.ca/individuals-families/employment-initiative/>
12. Ministry of Children and Families
Cross Ministry Transition Protocol for Youth with special Needs
http://www.mcf.gov.bc.ca/spec_needs/pdf/transition_planning_protocol.pdf
13. BC Association for Community Living
<http://www.bcacl.org/our-priority-areas/employment>
14. T TAP (funded by the US department of Labour)
<http://www.t-tap.org/>
 - Training and Technical Assistance for Providers
 - Includes technical assistance/training from Michael Callahan
<http://www.t-tap.org/training/onlineseminars/callahan/callahan.htm>
15. United States Department of Labor – Office of Disability Employment Policy
<http://www.dol.gov/odep/>

Extensive US government site. Research and employment data

 - Full section and resources on Customized Employment
<http://www.dol.gov/odep/topics/CustomizedEmployment.htm>
16. National Center on Workforce and Disability
<http://www.onestops.info/i.php?i=1>

Customized Employment resource that define, describe, and further illustrate the process of customized employment.
17. **Workshops**

Free Workshop from the **Employers' Advisers** who provide independent advice, assistance, representation and education concerning workers' compensation issues under section 94 of the *Workers Compensation Act*. In fulfilling this mandate, Employers' Advisers cover various topics that include WorkSafe BC and Payroll issues.
http://www.labour.gov.bc.ca/eao/factsheets/about_us.pdf
18. **Handbook**

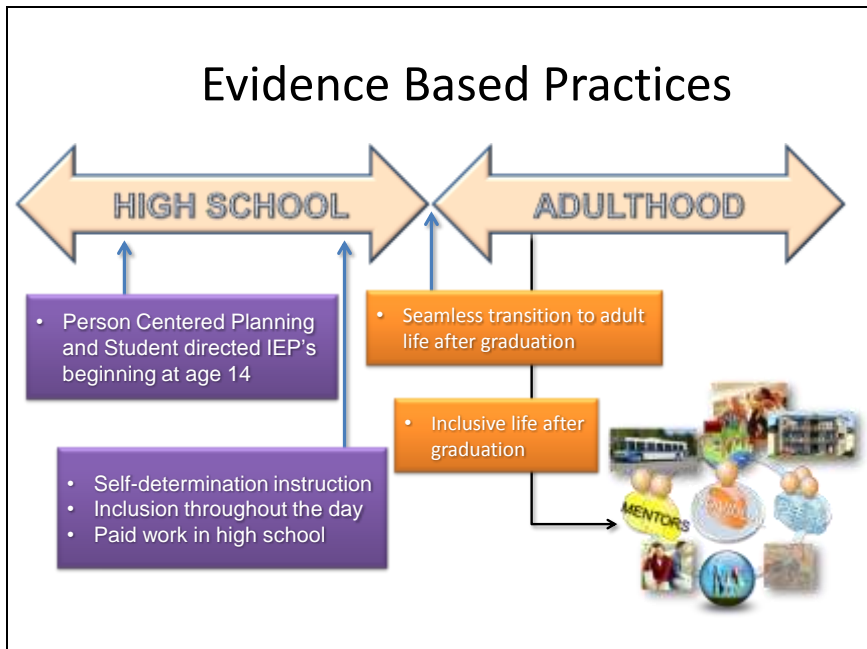
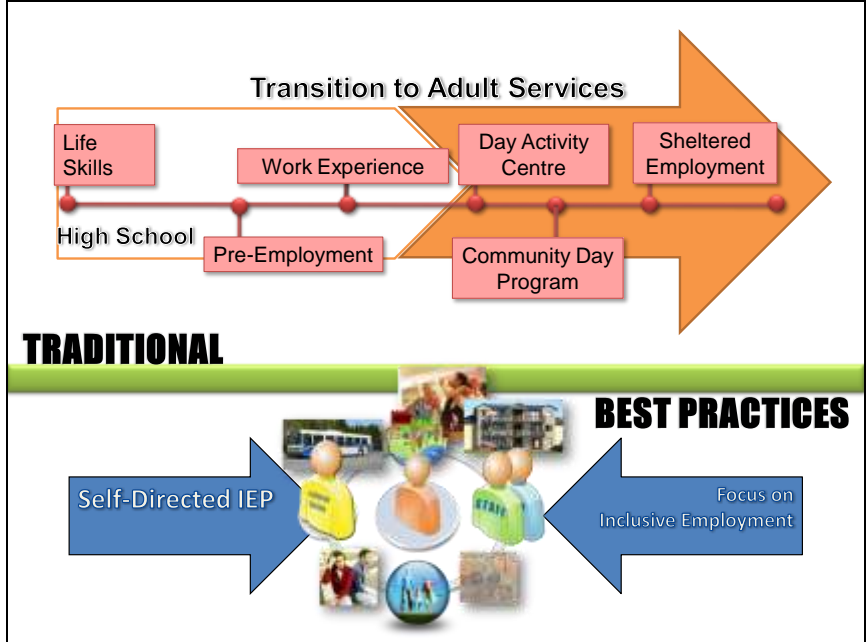
The Job Developer's Handbook - **Practical Tactics for Customized Employment**
By Cary Griffin, David Hammis, & Tammara Geary

Job Development Manual
Back in Motion

A detailed job development manual that provides a clear and systematic approach to the placement phase of Customized Employment

<http://www.bcemployonet.org/backinmotion.htm>

Appendix 5
Transitioning Youth - PowerPoint Slides



Appendix 6

Evaluation - Surveys and Results

Participant Satisfaction Survey and Results

The Customized Employment Demonstration Project is committed to evaluating the quality of services that were provided during the project. Your feedback on the project is appreciated. Please return this survey to the agency/person that gave it to you.

1. Overall please rate the Customized Employment process.

| Poor | Below Average | Average | Above Average | Excellent |
|------|---------------|---------|---------------|-----------|
| 2.1% | 7.4% | 20% | 27.4% | 43.2% |

2. Please rate the communication with your service provider

You were included in the customized employment process including discovery, the employment plan and job development.

| Never | Sometimes | Most of the time | Always |
|-------|-----------|------------------|--------|
| 0 | 13.7% | 25.3% | 60.0% |

Your issues and concerns were answered in a helpful and timely manner

| Never | Sometimes | Most of the time | Always |
|-------|-----------|------------------|--------|
| | 12.6% | 28.4% | 58.8% |

3. Please rate your experience of Discovery

I liked having a team of people to help me to see my strengths, skills, abilities and interests

| Yes | Sort of | No | N/A |
|-------|---------|------|-------|
| 68.4% | 15.8% | 2.1% | 13.7% |

I liked doing different activities and showing my employment specialist what I like to do

| Yes | Sort of | No | N/A |
|-------|---------|------|-------|
| 71.6% | 10.5% | 4.2% | 13.7% |

Other comments:

Participant Satisfaction Survey and Results

4. Please rate your experience of doing your Employment Plan

I liked doing my employment plan, figuring out where would be a good place to work

| Yes | Sort of | No | N/A |
|-------|---------|------|------|
| 75.8% | 16.8% | 0.0% | 7.4% |

I liked doing informational interviews at workplaces; it helped me know more about work at different places

| Yes | Sort of | No | N/A |
|-------|---------|------|-------|
| 55.8% | 14.7% | 5.3% | 24.2% |

I liked putting together and presenting my job proposal with my employment specialist

| Yes | Sort of | No | N/A |
|-------|---------|------|-------|
| 60.0% | 21.1% | 2.1% | 16.8% |

Other comments:

5. If you are working do you like your job/jobs?

| Yes | Sort of | No | N/A |
|-------|---------|------|-------|
| 66.3% | 8.4% | 1.1% | 24.2% |

6. Please rate your experience of Job Coaching

My job coach was very helpful when I started my job

| Yes | Sort of | No | N/A |
|-------|---------|------|-------|
| 71.6% | 7.4% | 1.1% | 20.0% |

My job coach checked in with me after I was OK to do my job on my own.

| Yes | Sort of | No | N/A |
|-------|---------|------|-------|
| 70.5% | 0.0% | 2.1% | 27.4% |

This was helpful.

| Yes | Sort of | No | N/A |
|-------|---------|------|-------|
| 63.2% | 6.35 | 3.2% | 27.4% |

Other comments:

7. The Customized Employment process has:

| | |
|---|--|
| 61.1% Helped me find a job I like | 80.0% Helped me meet new people |
| 74.4% Made me feel good about myself | 63.3% Allowed me to be a part of choosing my job |
| 58.9% Increased my overall skills and abilities | 48.9% Helped me reach my goals |
| 57.8% Given me more freedom and independence | 64.4% Increased the amount of money I have to spend on things I want |

Family/Caregiver Satisfaction Survey and Results

The Customized Employment Demonstration Project is committed to evaluating the quality of services that were provided during the project. Your feedback on the project is appreciated. Please return this survey to the agency/person that gave it to you.

1. Overall please rate the Customized Employment process.

| Poor | Below Average | Average | Above Average | Excellent |
|------|---------------|---------|---------------|-----------|
| 0% | 5.5% | 16.4% | 32.9% | 45.2% |

2. Please rate the communication with your service provider

You were included in the Customized Employment process including discovery, the employment plan and job development.

| Never | Sometimes | Most of the time | Always |
|-------|-----------|------------------|--------|
| 0% | 13.7% | 21.9% | 64.4% |

Your issues and concerns were answered in a helpful and timely manner

| Never | Sometimes | Most of the time | Always |
|-------|-----------|------------------|--------|
| 0% | 8.2% | 19.2% | 72.6% |

Other comments:

3. Please rate your experience of Discovery

I liked being part of a team that helped to see the strengths, skills, abilities and interests of my family member/individual

| Yes | Sort of | No |
|-------|---------|----|
| 90.4% | 9.6% | 0% |

Other comments:

Family/Caregiver Satisfaction Survey and Results

4. Please rate your involvement or being informed in the following services that were provided

Orientation and Intake

| Never | Sometimes | Most of the time | Always |
|-------|-----------|------------------|--------|
| 5.5% | 8.2% | 26% | 60.3% |

Discovery Process

| Never | Sometimes | Most of the time | Always |
|-------|-----------|------------------|--------|
| 5.5% | 13.7% | 26% | 54.8% |

Job Development

| Never | Sometimes | Most of the time | Always |
|-------|-----------|------------------|--------|
| 8.2% | 17.8% | 24.7% | 49.3% |

Job Coaching/ on the Job Training

| Never | Sometimes | Most of the time | Always |
|-------|-----------|------------------|--------|
| 13.7% | 13.7% | 26% | 46.6% |

Other comments:

5. The Customized Employment process has:

- 68.1% Helped the individual find a job they like
- 76.8% Increased the individual's self esteem
- 78.3% Helped me realize the potential of my son/daughter/individual
- 76.8% Increased the individual's independence
- 92.8% Helped the individual meet new people

Family/Caregiver Satisfaction Survey and Results

Some Comments

- What a wonderful service.
- Seemed very slow process, informed that it would take time, still not sure why?
- My son is very independent and I didn't need to be a full part of the process. Excellent experience though.
- Would recommend this for all kids needing help. It has been a pleasure working with you...
- Support provided and information given was wonderful. I loved this program; I was very pleased with the way things unfolded and the very personal and dedicated attention of the employment specialist.
- The employment specialist was always there to answer questions and concerns.
- It has been very important that the team know my child and our family.
- Discovery went well, the team got to know my son, his interests, what he can do and enjoys.
- Good process, however, we still have no idea what a job would look like for our son, did not find a job so it did not really work for us.
- Part time and seasonal jobs only found. Some subsequent challenges with decreased self esteem and trying to get "up" to find a permanent job. Good support and process, also good that we still were working with the same individuals.
- Fantastic opportunity. However in some respects services fell short of expectations, primarily the result of changing staff members. When we had an issue or concern, there was a new person assigned and then started the process over. We feel it is essential that make sure where there are staff changes there is continuity between staff members so services can continue and not start all over again.

Employer Satisfaction Survey and Results

The Customized Employment Demonstration Project is committed to evaluating the quality of services that were provided during the project. Your feedback on the project is appreciated. Please return this survey to the agency/person that gave it to you.

Name of Business:

Business Sector:

1. Did the employment service provider explain their customized employment approach to you in a way that made sense to you?

| Yes | No |
|------|----|
| 100% | 0% |

2. Did Customized Employment deliver the service you expected?

| Yes | No |
|-----|----|
| 96% | 4% |

3. Please rate the process of introducing the job seeker with their employment goal and negotiating the job to be done.

| Excellent | Good | Just OK | Did not work |
|-----------|------|---------|--------------|
| 68% | 30% | 0% | 2% |

4. Please rate your experience of job coaching and training

| Excellent | Good | Just OK | Did not work |
|-----------|------|---------|--------------|
| 66% | 30% | 4% | 0% |

5. Would you recommend Customized Employment Services to other businesses?

| Yes | Maybe | No |
|-----|-------|----|
| 98% | 2% | 0% |

6. The Customized Employment process has:

| | |
|-----|--|
| 26% | Increased efficiency |
| 16% | Saved money |
| 66% | Had a positive impact on the workplace |
| 20% | Improved customer service |
| 68% | Had a positive impact on public relations/image in community |
| 62% | Assisted the organization to become more inclusive of people with disabilities |

Other Comments:

Employer Satisfaction Survey and Results

Comments

- We have very much enjoyed our relationship. They have been able to match with the perfect employees for our needs.
- We have rally enjoyed the partnership and look forward to continuing in the future.
- It is very helpful to have someone that knows the employees abilities and personality and what our needs would be. It wasn't just about who would be the suited for us but also who we would be suited to.
- All positive results from this program and would like to see it continue.
- The employment service provider was great to work with and always available to help with any issues I had.
- What I would like to see implemented for the future is some sort of training for the people who are working with the individuals. I believe a quarterly review would be well received for both parties.
- Watching the growth and the participant of the individual has been a positive and pleasurable experience. The service provider's staff have been with working with the individual to make the experience very easy for us.
- The service provider representative worked individually with perspective employees to ensure it was a good fit both my business and the individual. They handled themselves very professionally.
- Our biggest challenged was in trying to really understand the employee's abilities. We did have excellent support from the job coach where we thought we may have to accept something different than we would expect or accept from our other employees. At time we felt we had to accept things that perhaps we would not from other employees.
- You can't judge a whole company or service by the results of one employee or client that did not work out. We were happy with the organization and give them 100% in their efforts.
- Turnover in job coaches can be frustrating. Supports varied, we could have had more ongoing support from customized employment but maybe this is just a natural process as times goes by?