

Customized Employment (CE) Service Deliverables Overview

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Each Customized Employment Deliverable document is described and linked below. Agency deliverables are the same with only small differences such as logos and language differences (ie: Case Manager vs. VR Counselor). Use the deliverable for the agency that is the primary CE funder. In joint cases, DDS deliverables will be used for Discovery and ADS deliverables will be used for the remainder of CE.

Service Initiation

Job Seeker Information Agreement

[ADS Version](#) | [DDS Version](#)

Used by the Case Manager (CM) or Vocational Rehabilitation Counselor (VRC) to review the aspects of CE with the individual seeking the service. The agreement clearly defines the next steps that will occur and outlines the responsibilities of both the job seeker and the CM/VRC. This document is signed by the job seeker and CM/VRC as well as a legal representative if applicable.

CE Provider Referral Form

[ADS Version](#) | [DDS Version](#)

The official record of service initiation for ADS/DDS and the agency providing CE Services. This document may only be used after an internal CE referral has been approved by ADS/DDS.

Job Discovery

CE Discovery Report

[ADS Version](#) | [DDS Version](#)

Used by CE Certified Staff to facilitate the Discovery process. Discovery is a qualitative approach to information gathering about the job seeker. Information is learned through observation, informational interviews with family, friends, and community supports, as well as job exploration activities and participation in recreational and community activities with the job seeker. The first part is used to collect information about the individual. The second part takes the information learned and begins to synthesize for the next phase of CE Information should be specific and detailed. Report what is observed and what you are told. No interpretation. A Discovery Activities Log completes this report with a record of direct contact time spent with the job seeker, family, friends, and others in the job seeker's community.

CE Plan

[ADS Version](#) | [DDS Version](#)

A **draft** CE Plan is prepared following completion of all Discovery observations and activities prior to the Discovery Team meeting. At this meeting the CE Plan is reviewed and **agreed to by the job seeker and Service Delivery Team**. The Discovery Team meeting is facilitated by the CE Certified Staff who was **most involved** in the Discovery process with the job seeker. Case Manager and/or VR Counselors, personal support team members, family, friends, and other individuals of personal or professional relationship with the job seeker may also attend with the job seeker's permission. The meeting should be **held in-person**, and it is recommended that the **CM/VRC co-facilitate**.

Visual Resume

Developed for each job seeker during the Customized Employment process. The Visual Resume (example [here](#)) is used to present the job-seeker to a potential employer to highlight the job-seeker: their relevant interests, education, employment and volunteer experience, potential contributions to the business, and a specific list of tasks the job-seeker has to offer. Visual resumes may also include successful support strategies and information about ongoing needs as it pertains to employment.

Potential substitutions, if agreed to by the job seeker and service delivery team, include: An art portfolio, video resume, existing resume, etc.

Job Development, Negotiation, & Placement

CE Job Development: Contact Log

[ADS Version](#) | [DDS Version](#)

Used by CE Certified Staff to record all communications with employers while job developing for a CE site for one (1) of the Job Seeker's areas of interest. For each business contacted successfully for a job analysis that has negotiation potential, complete a "CE Job Development: Analyzing Employer Needs" deliverable (separate report). There should be one (1) Job Negotiation & Development Contact Log for each of the Job Seeker's three (3) areas of interests. **Multiple versions of this deliverable will be submitted for each job seeker.**

CE Job Development: Analyzing Employer Needs

[ADS Version](#) | [DDS Version](#)

This deliverable is completed with the "Job Development: Contact Log" for any jobs developed that have negotiation potential. CE Certified staff will complete this document the Analyzing Employer Needs deliverable **for each employment site or business visited**. Multiple copies of will be submitted, representing each theme/vocational area of interest.

CE Job Placement Specification Report

[ADS Version](#) | [DDS Version](#)

Used by CE Certified Staff to report the job seeker's successful job placement. Employment site information and job specification must be reported as well as needs for ongoing supports and reporting of natural supports in the position.

CE Job Placement Retention Report: 90-Day

[ADS Version](#) | [DDS Version](#)

Used by CE Certified Staff after the job seeker has been in their customized employment position for 90 days. Included in this document are wage verification and ongoing support needs. The document must be verified with the employer before submission.

Post Employment Supports

CE Post Employment Referral Form

[ADS Version](#) |

Used to request job support (job coaching) at time of placement to support the job seeker with initial training, implement support strategies and identify potential need for ongoing support over time. This Referral is submitted with the CE Job Placement Specification Report and provides the details of the support plan negotiated and coordinated with the Employer for the job seeker's initial training.

CE Post Employment Report

[ADS Version](#) |

Used to report monthly on job coaching for initial training as the job seeker learns the necessary tasks of the job, fading job support plans and continued coaching for job seekers for whom job support is determined necessary to maintain learned tasks of the job until transition to an extended services provider occurs.