

Best Practice in Community Integrated Employment (CIE):

Supported Employment, Individual Placement and Supports and Customized Employment

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AGENDA

- What is CIE
- Supported Employment (SE)
- Customized Employment (CE)
- Individual Placement & Support (IPS)
- Career Pathway Models

- How to Structure Service to Provide Sufficient Support
- Organizational Structures
- Supervisor and Employment Specialists Caseloads
- Managing Time to Provide Maximum Support to Staff



IMPLEMENTING BEST PRACTICE COMMUNITY INTEGRATED EMPLOYMENT (CIE) SERVICE MODELS:



WHAT DOES “EVIDENCE-BASED, BEST PRACTICE” MEAN?

Establishing evidence-based practices in disability services involves doing more of what have proven to yield the required or desired outcomes.

Providers should continuously learn and improve the quality of the supports and services they provide

1. Establish evidence-based practices, one should identify current best practice guidelines and evidence-based interventions associated with improved outcomes
 2. Identify, promote, and implement evidence-based practices – instructional approaches, therapies, and interventions shown by high quality research to result reliably in generally improved outcomes for the client or student
- Health.gov - <https://health.gov/.../evidence-based-resources>

A woman with blonde hair, wearing a light-colored trench coat and dark pants, is walking on a city sidewalk. She is using a white cane and is accompanied by a black guide dog. The background shows a street with trees, buildings, and parked cars. The text "What are some best practices for the employment of people with disabilities?" is overlaid in white on the image.

What are some best practices
for the employment of people
with disabilities?

Work Matters Checklist

DOL – Work Matters-SEED/State Exchange on Employment and Disability

The checklist includes an overview of the guiding principles and themes detailed in Work Matters, as well as the key components of these disability-inclusive policy options:

- ✓ State as a Model Employer of People with Disabilities Private Sector Engagement
- ✓ Youth Transition to Employment
- ✓ State Agency Coordination and Collaboration (Employment First)
- ✓ Stay-at-Work and Return-to-Work
- ✓ Transportation (Getting to Work)
- ✓ Disability-Owned Businesses

Policies adopted by states included in a report titled *Work Matters: A Framework for States on Workforce Development for People with Disabilities*, developed through a collaboration with the Council of State Governments (CSG) and the National Conference of State Legislatures (NCSL);

NY Alliance Webinar #2

WORKFORCE INNOVATION & OPPORTUNITY ACT (WIOA)

With the passage of the Workforce Innovation and Opportunity Act (WIOA), Congress has reauthorized the Workforce Investment Act of 1998 (WIA), including the Rehabilitation Act, through 2020.

- Increased VR role in transition
- Limitations on sub-minimum wage
- Changes in definition of supported employment
- Focus of supported employment state grants on youth
- Increased emphasis on role of general workforce development system:

WIOA DEFINITIONS

- **Competitive integrated employment** defined: The Rehabilitation Act previously used “competitive” employment but never defined. WIOA defines competitive integrated employment as full-time or part-time work at **minimum wage** or higher, with wages and benefits like those w/o disabilities performing the same work, and **fully integrated** with co-workers without disabilities. **Considered the optimal outcome** under WIOA.
- **Customized employment** - “competitive integrated employment, for an **individual with a significant disability**, based on an individualized determination of the strengths, needs, and interests of the individual with a significant disability,” “designed to meet the specific abilities of the individual with a significant disability and the business needs of the employer,” and “carried out through **flexible strategies.**” As a result, customized employment is now among the available services from public VR nationally.

COMMUNITY INTEGRATED EMPLOYMENT (CIE): EMPLOYMENT MODELS

- The Workforce Innovation and Opportunity Act (WIOA) defines competitive integrated employment (CIE) as work that is performed on a full-time or part-time basis for which an individual is:
 - Compensated at or above minimum wage and comparable to the customary rate paid by the employer to employees without disabilities performing similar duties and with similar training and experience;
 - Receiving the same level of benefits provided to other employees without disabilities in similar positions;
 - At a location where the employee interacts with other individuals without disabilities; and
 - Presented opportunities for advancement similar to other employees without disabilities in similar positions.

WIOA - EMPHASIS ON TRANSITION

- **15% VR Budget Must Be Used For Transition Services**
- Pre-Employment Transition Services:
 - Job Exploration Counseling & Support
 - Work-based Learning Experiences
 - Counseling On Post-secondary Opportunities
 - Workplace Readiness Training
 - Training On Self-advocacy
- Each Local VR Office Must Engage In Pre-employment Transition Coordination With All Local Schools And Workforce System

SUPPORTED EMPLOYMENT

Supported Employment is for persons:

- with the most significant disabilities,
- who need intensive or ongoing job support,
- who have traditionally been excluded from competitive work settings, or
- whose work has been interrupted or intermittent because of their disabilities.

SUPPORTED EMPLOYMENT

“Supported employment” as competitive integrated employment, including customized employment, or employment in an integrated work setting in which an individual with a most significant disability, including a youth with a most significant disability, is working on a short-term basis toward competitive integrated employment; and that is individualized and customized, consistent with the individual’s unique strengths, abilities, interests, and informed choice, including with ongoing support services for individuals with the most significant disabilities.

- Section 7(38) of the act, and implementing VR program and Supported Employment program regulations in 34 CFR §§361.5(c)(53) and 363.1(b),

What is supported employment?

- * Individuals with the most significant disabilities
- * Integrated work settings
- * Competitive work
- * Ongoing support
- * Time Limited and Extended Services



SE COMPONENTS

- Community-based Assessment
- Job Development & Marketing
- Job Site Training
- Modifications and Accommodations
- Fading & Stabilization
- ON-GOING follow along

CUSTOMIZED EMPLOYMENT

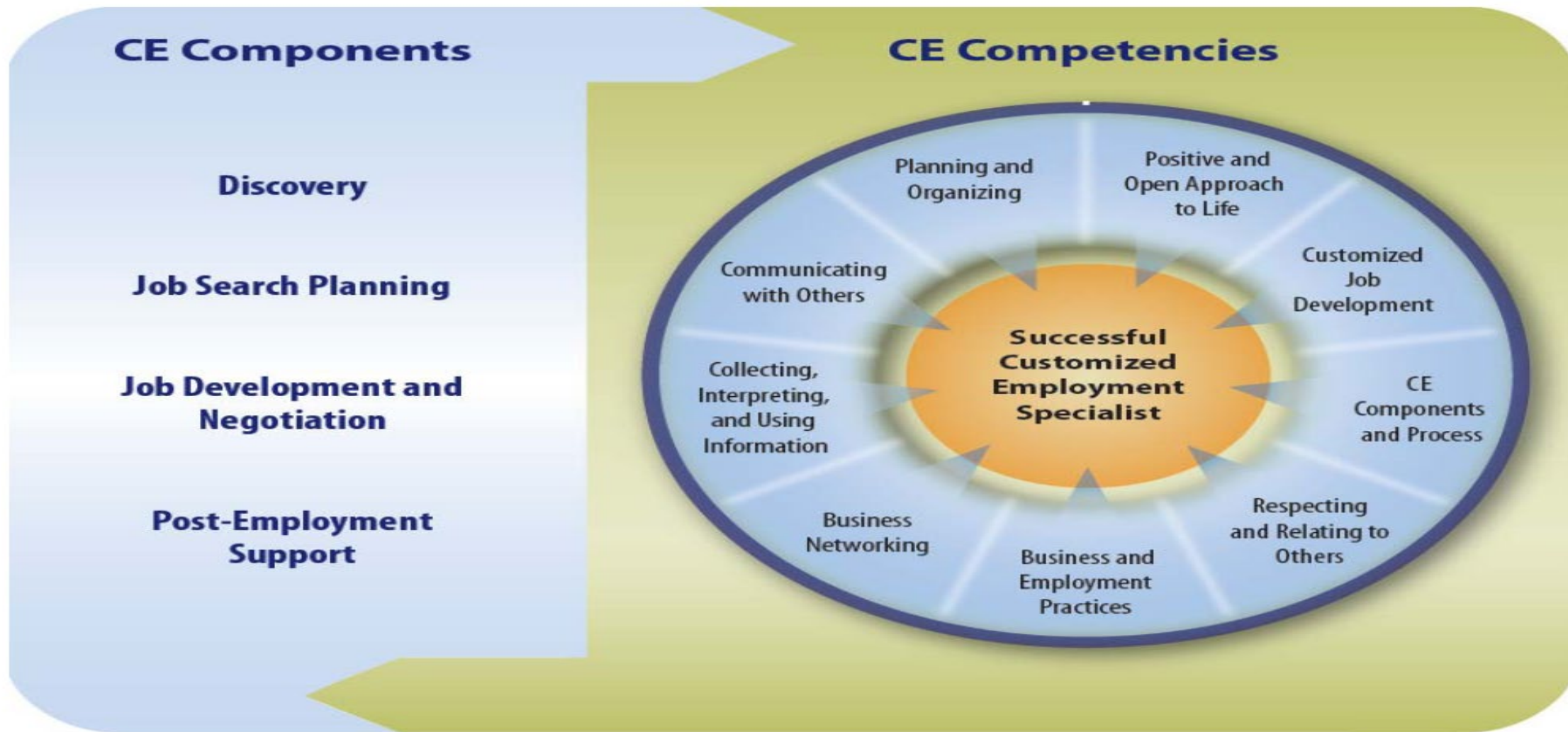


Customized employment is a process for achieving competitive integrated employment or self-employment through a relationship between employee and employer that is personalized to meet the needs of both. It is a universal strategy that benefits many people, including people with disabilities who might not have found success through other employment strategies. In 2014, customized employment was included in Title IV of the Workforce Innovation and Opportunity Act (WIOA) as a strategy under the definition of supported employment.

COMPONENTS OF CUSTOMIZED EMPLOYMENT

- Discovery and Discovery Profile
- Customized Employment Plan
- Job Development, Negotiation and Placement
- Job Site Training & Coaching
- Job Stabilization
- Successful Case Closure and start of Long Term Follow Along supports

Customized Employment Competency Model



CUSTOMIZED EMPLOYMENT – VIDEO

- <https://www.youtube.com/watch?v=QxYhcrcG7jg>
- Samantha



INDIVIDUAL PLACEMENT & SUPPORT (IPS)

Individual Placement and Support (IPS) is a model of supported employment for people with serious mental illness (e.g., schizophrenia spectrum disorder, bipolar, depression). IPS supported employment helps people living with behavioral health conditions work at regular jobs of their choosing. Although variations of supported employment exist, IPS refers to the evidence-based practice of supported employment. Mainstream education and technical training are included as ways to advance career paths. IPS is based on 8 principles.



Competitive Employment

1. Competitive Employment

2. Systematic Job Development – visit employers to determine openings and need

3. Rapid Job Search - The first face to face contact with the employer occurs within 30 days.

4. Integrated Services -integrated with mental health treatment teams. Employment specialists attach to mental health treatment teams, to discuss their caseload.

5. Benefits Planning – referral to SSA Benefits Planning services

6. Zero Exclusion – no one is excluded based on readiness, diagnoses, symptoms, substance use history, psychiatric hospitalizations, homelessness, level of disability, or legal system involvement

7. Time Unlimited Supports – at least monthly

8. Worker Preferences

THE EIGHT PRINCIPLES OF IPS

CAREER PATHWAY MODELS

- A career pathway is a series of connected education and training opportunities – sometimes referred to as stacked credentials – and support services that equip job seekers to enter and advance in an industry or occupation. Career pathways are established by aligning secondary and post-secondary education with workforce development systems and human services at the local, regional or state level. National Disability Institute believes that inclusion in career pathways is required to achieve equal opportunity for individuals with disabilities.

NDI – National Disability Institute



INTERNSHIPS, APPRENTICESHIPS AND WORKPLACE LEARNING



RESOURCES

- <https://ipsworks.org/> IPS Employment Center website
- <https://www.dol.gov/agencies/odep/program-areas/customized-employment> Customized Employment
- <https://www.pacer.org/transition/learning-center/employment/employment-supports.asp> PACER's National Parent Center on Transition and Employment

summary

There are a variety of employment models that are available to provide the most responsive and “best practice” supports and services. Some of these models lend themselves best to certain groups of individuals with disabilities based on type and intensity of supports as well as the emerging needs of the individuals.





thank you

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