



# **MRAJPD Presents: Customized Employment Michigan Update- Future Planning**

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Russell Sickles

Rachel Mularz

Larry Thouin

**Re:Con 2024**

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# Overview



Presenter Bio's



Introduction to Customized Employment- Russell Sickles



Review of Discovery Phases- Rachel Mularz



Review of the JDSR and activities



**Successful Outcomes** - Q&A- Open Discussion



Review, Resources and Contact Information

# Russell Sickles/Griffin Hammis

## Senior Consultant

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Russell Sickles is a Senior Consultant with Griffin-Hammis Associates, based in West Virginia, and owner of Paradox Capital, LLC. He focuses on the areas of Customized Employment Training and Technical Assistance, Rural Employment Development, Workforce Customized Employment Development, Social Security Administration Work Incentives, and Self-Employment. He has trained all manner of service workers, well as employment-seekers, families, and their allies on Creative Employment strategies.

Russell has over 20 years' of experience in direct services within Supported Employment, Customized Employment, and Supported Living contexts. During 10 of these years, he acted concurrently as a program director.



# Rachel Mularz / Selective Case Management CE Mentor



Rachel has over 14 years of experience in vocational rehabilitation and business development. As Director of Business Development at Selective Case Management, Rachel focuses on expanding services, building partnerships, and fostering inclusive workplaces. Rachel holds an MBA in Health Management and is a Certified Employment Supports Professional and Disability Recruiter.





## Larry Thouin/ New Horizons CE Mentor and Specialist

Larry has over 10 years of experience in vocational rehabilitation. Over the first 4 years at New Horizons Larry oversaw the community volunteer programs at New Horizons. The last 6 years Larry has supervised the supported employment programs at New Horizons in addition to being a part of the customized employment pilot program for New Horizons about 5 years ago. Larry works with individuals attending the different program New Horizons offers in determining their career path and helping them to take steps needed in achieving their goals. Larry holds a Bachelors degree in Secondary Education.



# Introduction to Customized Employment Russell Sickles

Intro to CE

How CE started in Michigan

Michigan CE Roll Out Update

Other provider options and training

*Over the past three years, there have been several studies (Inge et al. 2018; Smith et al. 2019; Riesen et al. 2018; 2019; 2021a; 2021b) that represent a promising step toward systematically operationalizing the interventions, descriptions of the customized employment process.*

# The Essential Elements of Customized Employment: Results From a National Survey of Employment Providers



*Inge and her colleagues conducted a series of focus groups with nationally recognized experts in CE to identify the practices that are associated with CE (Inge et al., 2018).*

*Twelve themes, or core practices of CE were identified from the focus group analysis.*

- *physically meet at a location of the individual's choice;*
- *build rapport and get to know the individual;*
- *mindfully listen to the person;*
- *identify the individual's interests, skills, and abilities;*
- *conduct in-depth interviews with family and friends concerning the person's interests, skills, and abilities;*
- *observe the person in daily activities in a number of different community settings;*



Arrange	arrange for the job seeker to observe at local businesses that potentially match job seeker's interests, skills, and abilities;
Conduct	conduct informational interviews with employers at local businesses that are representative of the job seeker's interests, skills, and abilities;
Observe	observe the job seeker engaging in job-related tasks;
Assist	assist the job seeker in identifying a work experience(s) to refine/identify job interests, skills, and abilities;
Collaborate	collaborate with the job seeker, family, and friends in confirming the job seeker's interests, job interests, skills, and abilities; and (l) negotiate a customized job description.

# Rachel Mularz/Selective Case Management CE Mentor



Review of Discovery Phases



Tips for Familiar and Unfamiliar Activities



Successful Case Review

# Review of Discovery Phases

## 1. Home and Familiar Environments Observation:

- Purpose: To observe the individual in environments where they are comfortable and where their natural behaviors and routines can be witnessed.
- Activities: This may involve spending time with the individual at home, in community settings, or in other places where they typically spend their time.
- Focus: The goal is to identify strengths, skills, interests, and potential challenges in an environment where the individual feels most at ease.

## 2. Interviewing Key People:

- Purpose: To gather insights from people who know the individual well, such as family members, friends, caregivers, or support staff.
- Activities: Conducting interviews to understand the individual's history, preferences, successful past experiences, and potential job interests.
- Focus: The focus is on gathering information that can help identify the individual's unique abilities and potential work environments that would be a good match.



# More Discovery!

## 3. Exploration of Interests and Skills:

Purpose: To explore the individual's interests, skills, and passions in greater depth.

Activities: Engaging the individual in activities or tasks that align with their interests to see how they perform and what they enjoy.

Focus: Identifying specific skills, talents, or work tasks that the individual enjoys and can excel at, which can be further developed or matched to potential employment opportunities.

## 4. Community-Based Discovery:

Purpose: To observe and assess the individual in community settings that might offer employment opportunities.

Activities: This may involve visiting local businesses, participating in community events, or engaging in volunteer activities.

Focus: The objective is to see how the individual interacts in community settings and to identify potential job sites or industries that align with their skills and interests.

## 5. Skills and Strengths Identification:

Purpose: To clearly identify the individual's specific strengths, skills, and abilities.

Activities: Analyzing the information gathered during observations, interviews, and community exploration.

Focus: This phase culminates in a detailed profile of the individual's capabilities, which will guide the job development process.

# And...More Discovery!

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## 6. Creation of a Vocational Profile:

- Purpose: To compile all the information gathered during the Discovery process into a comprehensive vocational profile.
- Activities: Documenting the individual's skills, interests, support needs, and potential work environments.
- Focus: This profile serves as the foundation for developing a customized employment plan, including potential job roles, necessary accommodations, and support strategies.

## 7. Informational Interviews and Job Analysis:

- Purpose: To explore potential employment opportunities by meeting with employers and analyzing job roles that could be customized.
- Activities: Conducting informational interviews with employers, visiting workplaces, and assessing how job tasks could be tailored to fit the individual's strengths.
- Focus: Identifying specific job tasks or roles that align with the individual's profile and determining how those roles could be customized.

## 8. Development of the Customized Employment Plan:

- Purpose: To create a plan that outlines specific job roles or tasks, potential employers, and the supports needed for successful employment.
- Activities: Collaborating with the individual, their family, and other stakeholders to finalize a plan that leads to employment.
- Focus: The plan will serve as the roadmap for job development and placement, ensuring the employment aligns with the individual's strengths, needs, and interests.

Larry Thouin/New  
Dimensions  
CE Mentor



**Review of the JDSR and  
activities**



CETS (Final Phase) Review  
and Tips



Successful Case Review

# Job Development Staging Record (JDSR)



Follows the conclusion of the discovery stage and after initial list of businesses matching one of the interests (themes)



Job Development stage takes what was learned during the discovery process and builds upon it (more focused look at company needs)



Work off the list of businesses agreed upon at the end of discovery to arrange meetings during job development stage.



Continue contacting the list businesses to arrange meetings until a job has been offered by the business and accepted by the individual. (importance of having a support team in place that can offer good leads instead of resorting to all cold calls)



Still can be a fluid situation with new information possibly arising. Just because we come up with initial list of businesses to contact this can still change as we continue to gather more information even through the job development stage.



During job development stage we are not looking into specific job postings but rather learning about the company through the lens of our individuals' strengths and interest and see if they align with what we learned may be needs of the company



Job development stage is not complete until a position with a company has been offered and accepted

- THIS NEXT STAGE OF CUSTOMIZED EMPLOYMENT STARTS WITH THE FIRST OFFICIAL DAY FOR THE INDIVIDUAL ON THE JOB (WHICH COULD INCLUDE PAID TRAINING)
- CETS IS A FORM OF JOB COACHING WITH MORE CONCENTRATED EFFORT TOWARDS THE GOAL OF BUILDING INDEPENDENCE STARTING DAY 1 FOR THE INDIVIDUAL ON THE JOB. THIS DOES NOT MEAN WE FADE BACK SERVICES IMMEDIATELY BUT WE ALSO DO NOT PROVIDE SERVICES THAT ARE UNNECESSARY.
- We start day 1 looking at fleshing out what was written out on the original job analysis and getting more detailed description on what the day to day work will look like.
- We also understand that we do not provide the training. The business provides the training necessary just as they would to all other employees. We are there to provide any support needed to help
- We also look for natural resources within the company and make sure to communicate with the individual who to go to when they have questions regarding certain aspects of the job (both work and non-work related aspects).
- Ensure transportation is lined up before starting work. The transportation discussion starts early in the discovery process of CE.
- We also look for any accommodations that may be needed on the job.
- As the individual starts to feel more comfortable on the job and we are able to fade back services we still have contact information where we can be reached at and brought back in as needed
- As the individual grows in their position within the company their responsibilities, hours worked, and who they report to as a supervisor could change as well. We are able to be brought back in to help with adapting to any of these changes as needed.

## CETS (CONSULTATIVE EMPLOYMENT TRAINING & SUPPORTS)

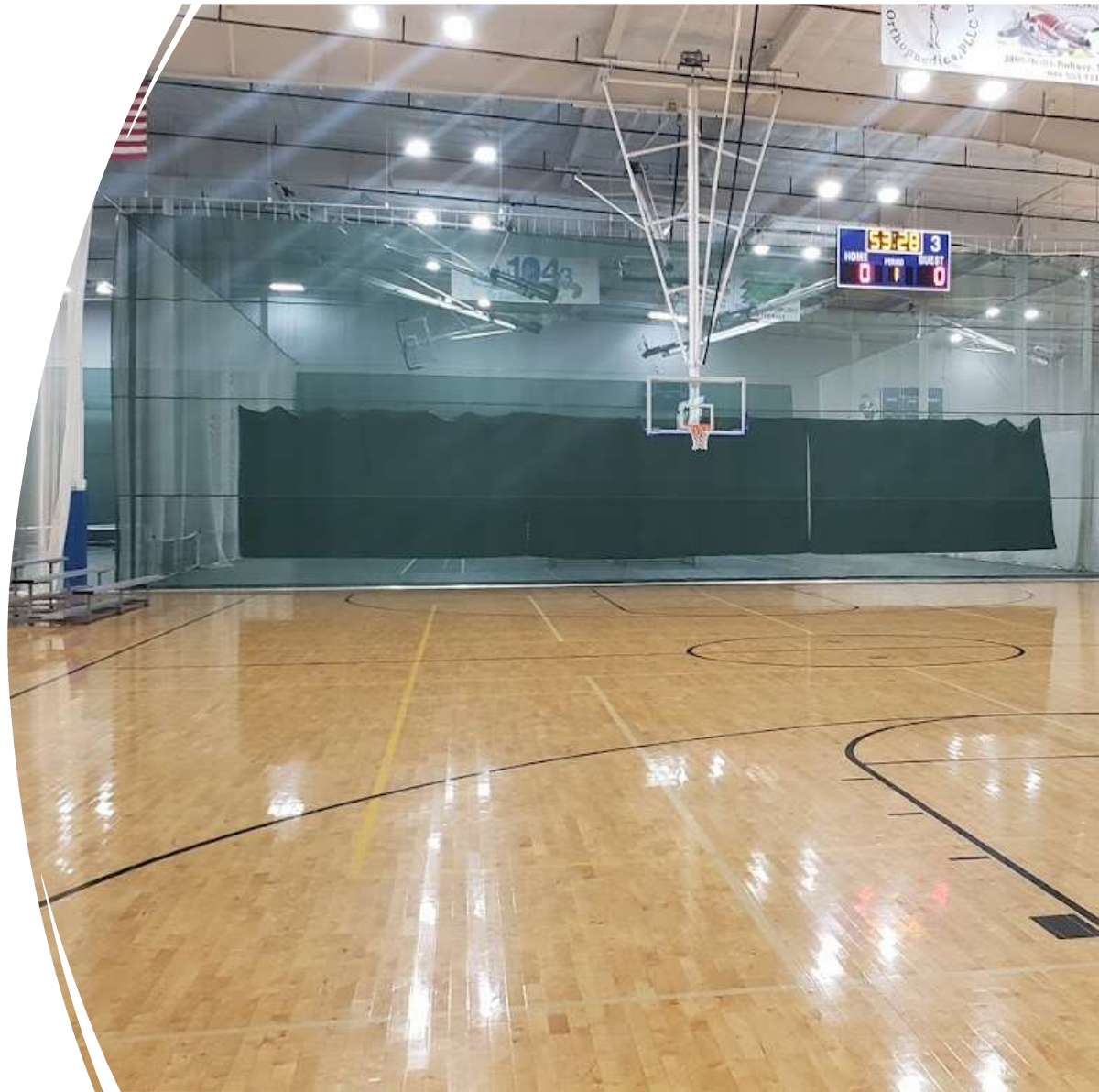


# Successful Outcomes w/Rachel and Larry

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## Jeremy Loomis – Isabella SportsPlex

- Resource ownership process (BSBP purchased a floor scrubber)
- Maintenance and Court/Floor Polisher
- Customers 1<sup>st</sup> successful CIE!









## Gwen Casey (Classroom Assistant/ Floater)

- Had previous job in which she was placed at without being heard or asked if that were something she would like to do
- While in the discovery stage I learned that Gwen was interested in working with people (especially children), arts and crafts, and she also had a passion for animals. Her work with children and the choir at her church was also very important to her.
- It was evident early in the discovery process that Gwen's first choice for work involved being around children (past experiences and her joy for being around kids).
- Early in job development we reached out to a daycare that we had been to before during the discovery stage
- After the director of this daycare saw Gwen interact with the kids in the classrooms, she mentioned that they had a need for someone to cover breaks and lunches for the classroom teachers as well as helping the chapel director conduct a weekly Bible story and song with the kids.
- I brought up this up to Gwen and she said she would love to help teach Bible stories and songs to the kids and she liked the idea of getting to move around and help in different classrooms as needed.
- Set up a meeting with the director where we hashed out the details and Gwen was then offered a position with the company (part time which is what Gwen was looking for at the time).

# Jordan Kalie

## (Administrative Assistant)

- Jordan had a variety of skills and interest
- She had never had a job before preferring to focus on her education
- She did very well when meet withing business owners and managers in her overall presentation
- She did experience some ups and downs during the program
- Landed a job doing some clerical work as well as creating social media content at the Library Network
- Job site was very welcoming and accommodating
- Started off as a temporary position with opportunity it could become more in the future
- After 6 months the site offered Jordan a permanent position within the company





# Q&A- Open Discussion

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- Success stories
- Challenges
- Changes to come
- Collaborate and Share

# References

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