**What is an Employer Needs Analysis as it relates to Customized Employment?**

Employer Needs Analysis examines how tasks are performed in order to learn if there are more efficient ways to perform the tasks in order to improve the business’s workflow.

**Why is an Employer Needs Analysis helpful in Job Development?**

It offers employers useful information that could improve their bottom line and it positions the job developer as a resource which establishes a foundation for partnership. An Employer Needs Analysis can identify unmet needs that, if addressed, could improve the employer’s workflow and identify tasks a jobseeker could perform. This results in a win/win for both the employer and jobseeker.

**Why do an Employer Needs Analysis?**

To determine needs of a business which the jobseeker could meet, allowing the job seeker to not have to compete with others around job qualifications.

**How is an Employer Needs Analysis done?**

Engage the employer in a self-analysis of the workplace. Ask the employer to consider where you should observe to identify:

- What the unmet needs of the business are.
- Extraneous actions by employees.
- Delays in supporting customers or employees.
- Things that need to get done that are not getting done.
- Additional supports or tasks that could improve the workflow.

**What to look for:**

- Job tasks that are already being done by higher paid workers that might be able to be accomplished by another employee at a lower pay, thus improving profitability.
- Job tasks that are not currently getting done but need to be.
- Tasks that are getting done by current employees but are not getting done well.
- Task that being performed in ways that are not efficient to the overall business bottom line.

Observe Employees Performing Tasks, Targeting:

- Episodic duties needing assistance, tasks better performed by others at a lower pay grade, tasks needing addition production/quality enhancement, back-ups and bottlenecks, material and tool supply, interruptions, wasted motions, missed opportunities.

Observe the Work Environment, Targeting:


Observe Customers, Targeting:

- Customers waiting, customer confusion, customers asking for specific information, angry or complaining customers, customers needing general assistance, customer overload.

**Present observations to the employer:**

Always present observations about the business to the employer. This conversation should determine:

- If the employer is willing to pay for identified tasks to be done.
- If the tasks meet the conditions of the job seeker.
- Does the employer want a written proposal on how the unmet needs will be addressed? This document can lay the foundation for a customized job description.

For additional disability related information or resources contact:

Center for Development and Disability Information Network
1-800-552-8195 or 505-272-8549

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**Additional Resources**

**Office of Disability Employment Policy (ODEP)**

Phone number: 1-866-633-7365 OR TTY: 1-877-889-5627

Website: [http://www.dol.gov/odep/topics/CustomizedEmployment.htm](http://www.dol.gov/odep/topics/CustomizedEmployment.htm)

**Mark Gold & Associates**


**Griffin Hammis Associates**


**The Employer View on the Business Value of Hiring People with Developmental Disabilities**


**Job Development for People with Disabilities: Overview**


**Customized Employment Process/Services Description**

[https://dwd.wisconsin.gov/dvr/se/alternate_models/customized_process.pdf](https://dwd.wisconsin.gov/dvr/se/alternate_models/customized_process.pdf)

**Partners for Employment Videos**

Road Map to Creating a Culture of Inclusion in Your Workplace
[http://cddumn.adobeconnect.com/p1cm02zc1oy/](http://cddumn.adobeconnect.com/p1cm02zc1oy/)

**CDD Informational Tip Sheets & Videos**

[www.cdd.unm.edu/infonet/infotipsheets/](http://www.cdd.unm.edu/infonet/infotipsheets/)

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