

## 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:

- Unattended materials, waste/scrap materials, consistent errors in goods/materials, misplaced materials/goods, dusty/broken goods/materials, unsafe/unsightly conditions.

### 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**

## 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>

**Mark Gold & Associates**  
<http://www.marcgold.com/>

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

**The Employer View on the  
Business Value of Hiring  
People with  
Developmental  
Disabilities**  
<http://gowise.org/Wise-Videos?ID=340>

**Job Development for  
People with Disabilities:  
Overview**  
[http://www.careerinfonet.org/crl/CRL\\_RRSearch.aspx?docn=9478&strSword=DISABILITY&radioChoice=ANY](http://www.careerinfonet.org/crl/CRL_RRSearch.aspx?docn=9478&strSword=DISABILITY&radioChoice=ANY)

**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)

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