

What is Customized Employment?

Customized employment is a Universal Strategy that meets the needs of employers when considering When, Where and How work is efficiently done. It allows businesses to identify workforce needs and fulfills those needs with an employee who is a good fit for both the tasks and the work place culture. The customization process provides a level of flexibility that is mutually beneficial to both the employer and employee, thus resulting in cost effective outcomes. Customized Employment strategies result in employers hiring individuals who meet the needs of their business in a fluid economy. Customizing the employer's needs to an individual's skills and contributions is a growing trend in hiring. It is replacing a one size fits all philosophy.

How does Customized Employment align with current HR trends?

The current traditional HR system, which defines a job and then assumes they will secure the correct people to do those jobs, is not effectively meeting businesses needs today. Google studied over 10,000 interviews and found no correlation between how those candidates scored in their interviews and performed on their job. Cantrell and Smith, in Work Force of One, states "We saw firsthand how customization fosters a workplace that is happier and more engaged, and how organizations achieve marketplace advantage through improved employee performance and productivity." The impact of technology has created "made to order" employment relationships in the last decade. Customized Employment is an extension of that trend. This trend offers benefits to both employer and employee. In an article "Top 10 Human Resources Trends of the Decade", Susan Healthfield, HR expert, states, "We'll see considerably more from these trends in the next decade. Hold on to your seat."

How to do it!

Customized Employment is a process-driven approach to hiring that meets employer's unique needs and intimately improves the business's bottom line.

- **Discovery:** Job seeker's unique skills, contribution and abilities are identified and translated into employment tasks.
- **Employer Focused Planning:** This process identifies employers' needs through informational interviews, tours, analysis of work sites in order to bundle job tasks thus improving their bottom line.
- **Negotiation:** The employer and job seeker work collaboratively to negotiate a customized job. Negotiations might include When, Where and How work is done, the provision of supports needed, and the terms of employment.
- **Post-Employment Support:** If post-employment services are needed, this process could include setting up ongoing post-employment supports and monitoring the employment relationship to ensure satisfaction of the employer and the ongoing success of the employee.

**For additional disability related information or resources contact:
Center for Development and Disability Information Network
1-800-552-8195 or 505-272-8549**

For More Information Contact:

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>

Additional Resources:

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

<http://gowise.org/Wise-Videos?ID=340>

Top Ten Human Resources Trends of the Decade

http://humanresources.about.com/od/businessmanagement/a/top_ten_trends.htm

Disability.gov
https://www.disability.gov/?s=&fq=topics_taxonomy:Employment%5E%5E

Equal Employment Opportunity Commission (EEOC)

Northern & Central NM
800-669-4000
Southern NM
915-534-6701
www.eeoc.gov

Partners for Employment Videos
Roadmap to Creating a Culture of Inclusion in Your Workplace

<http://cddunm.adobeconnect.com/p1cm02zc1oy/>

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