Please stand by for realtime captions.

Testing the captions.

Good afternoon and good morning. Welcome everyone to the webinar, customized employment , exploring opportunities with the dual customer approach. My name is Katie Allen from the Institute for community inclusion at UMass Boston. I will mention a few logistical points before we begin today's webinar. We asked that any participants who are listening to the presentation today to try to listen through your computer speakers or headphones. It if you do call into the webinar today, please mute mute your phone to avoid broadcasting and recording any background noise. In your environment through the webinar. If you cannot find your phone mute button press star pound to mute your phone. If you experience any connection issues during today's webinar, first try closing all of the Internet applications and logging out and logging back into the webinar and if you continue to experience any technical difficulties you can type in the question and comments box in the upper right corner of your screen. We have reserved some time at the end of today's presentation and questions and comments. We encourage you to type all of your questions and comments in that questions and comments box in the top right-hand side of your screen. And if you would like a copy of the PowerPoint presentation you can download that from the downloadable files box at the bottom right side of your screen. At the end of the presentation there will be a link to an evaluation that will appear on your screen. If you complete the webinar evaluation, if you're a certified rehabilitation counselor requesting credit for the webinar you must complete the evaluation although we encourage everyone to complete the evaluation. In this webinar is worth one CRC credit today. Finally we are recording this webinar will be archived on www. Explore VR .org after the live webcast. And you can find more information about all of our coming -- as well as our archived webinar. Neil McNeil from the Institute for Community Inclusion and Lori Ford from the University of Washington at the center for continuing education and rehabilitation will be our host for today's webinar. You will introduce the presenters and objectives for today's webinar. Take it away Neil.

Thank you very much. Today's objectives are to explain the job-driven goals, partners, technical assistance technical assistance and learning collaborative. To describe the background and services. Explain JD VR project. To discuss [ Indiscernible ] project purpose and goals. To describe project implementation, to share JD VR tech project to complements, to share challenges and lessons learned from JD VR tech project. And to describe the current dentist of the JD VR tech project. And to discuss what was most helpful from technical assistance and learning collaborative throughout this process. And we will also share next steps and future directions and goals. And in case you don't know what JD VR tech job-driven okay -- vocational rehabilitation technical assistance. The goals of our technical assistance center are to improve the skills and safety of staff, other rehab rehab professionals and providers in VR services were trained to provide job-driven VR services and support. To persons with disabilities, employers and customized training for providers. Our topic is -- business engagement, supports, labor market information, and customized training providers. We have a number of partners in our project. Jumps for the future, University of Arkansas, University of Washington, state administrators of vocational rehabilitation, US business leadership network, and the Association of University centers on disabilities. And we are also collaborating with the national Council of state agencies for the blind, and they technical assistance center collaborative. We provide technical assistance, three kinds. Intensive, targeted, and universal. Intensive TA involves 11 VR agencies participating in court one. And nine agencies participating in cohort 2. Agencies receiving intensive TA the come members a learning collaborative to share some strategies and solution. Targeted technical assistance involves CA related to one of four job-driven areas. Additionally the center is hosting communities of practice and forms on relevant issues. Universal technical assistance means that we host and archive webinars on topics related to the four job-driven topical areas. We present product information at CSAVR and and CSAP. Learning collaborative's. As as part of receiving and technical -- intensive technical assistance states attended two to three in person learning collaborative meetings to provide project updates, collaborate across agencies, and participate in topical discussions. Participate in conference calls with their cohort to discuss job-driven [ Indiscernible ]. And 18 state VR agencies are part of the JD VR tech learning collaborative. Background on Nebraska VR. Nebraska VR is a general agency housed within the department of education. They have 12 state right state offices. 45 VR counselors, 15 vocational evaluator's. 30 placement specialist. For business account managers, and a designated team of 11. They're projects involve applying for technical assistance to develop and provide training to staff on a customized employment component. And competencies with a focus on business networking, business and employer practices, job analysis, and development in negotiations. A very unique product project go to --

I think you could introduce page at this point.

I would like to introduce page and Cindy.

Thank you. I will jump in talking about the four project goals. Of our technical assistance project. The first one was to increase our agencies buy-in, the idea of customized employment. Really helping our staff feel more comfortable when working with an individual with an intellectual or a developmental disability. Our leadership staff at the VR used every opportunity to keep your staff updated as often as possible with all the change. We have a team [ Indiscernible ] and assistant director to update all staff. We provided overviews of the grants to various committees along the way, and VR groups. Eight [ Indiscernible ] committee was formed. And sell text stands for customized employment leadership team that was made up of a good mix of agency folks and partner staff to provide feedback and guidance as we progressed with the project. The second goal, development of engagement competencies is really the idea is to increase the contacts to -- are open to a customized approach. And establishing those value added opportunities with the dual customer mindset. The third goal was development of customized employment components. And competencies for our staff and also service provider agencies to work on [ Indiscernible ]. We had Virginia Commonwealth staff come in and provide training around customized employment. We used our state staff training and had breakout sessions around customized employment. During disability awareness month in October there was a presentation at the Lincoln VR office to employers. On customized employment. And then at our statewide transition conference, there was a breakout session on customized employment. And then most recently, Virginia Commonwealth -- we invited them back to do task analysis training. Diving a little bit deeper into how to get started and negotiate, and really break down jobs for customized employment. We wanted to increase referrals for individuals with intellectual and developmental disabilities, and of course quality employment opportunities. Increasing salary, benefits, all the time focused on competitive integrated employment. And thanks to the workforce innovation and opportunity act, meeting the requirements of doing career counseling and information and referral meetings, this has naturally allowed for more referrals of individuals with intellectual and developmental disabilities to come our way and start exploring competitive integrated employment. Number four, increase business engagement and customized employment. And one way that we have demonstrated this is by developing several success videos that we have really -- would highlight will executed customized employment opportunities from the employer perspective. So we are not only interviewing the individuals who are successfully place but also hearing from the employer about the match and relationship and how it was a win/win. Also collaborating with developmental disabilities in our state, and our local IDD service providers.

This naturally lines up with other priorities that our agency has. The job-driven approach is reflected in our project search site. We have 16 active sites in the state including to adult sites. And that number continues to grow. Our certificate program, electrical helper, welding, automotive, HVAC, nurse aide, are some examples of those on-the-job evaluation sites. And now work -based learning. So the meet you where you are model simply means engaging individuals and some type of element should work. Progressive employment model that Vermont developed, rapid engagement strategies may include job shadows, employer tours, informational interviews, mock interviews, and then on the job evaluations, what they are learning. Just to get someone exposed to work. Section 511 of the workforce innovation and opportunity act discusses the limitations on minimum wage employment. In the movement for each state for becoming an employment first state. And Nebraska we are not an employment first state that we feel we are headed in that direction. With the initiatives around WIOA. Increased collaboration with all the partners that we mentioned before. And when responsibility is educating schools, to encourage partnership with adult agencies sooner, and providing those five areas of preemployment transition services. The person-centered philosophy, collaborated very well with the supported employment network within our state. With developmental disabilities and the government service providers. We have hired for -- we created for new positions and that acronym stands for business account managers. But business account managers really are a support to the entire team. They are not out developing staff for one particular, client, they are hoping to make connections with employers to help support the job placement specialist and their roles. And again, keeping to a customer approach. The employer contacts talent bank was something that we have developed internally. Not only for the business account managers, but also placement staff and all VR staff to go in and take a look at which employers we have worked with, and I know that Lindy will talk more about that as we move through the webinar. What is customized employment? We don't want to confuse customized employment with customized training. Customized employment really is just a flexible process, to personalize the employment relationship between a job candidate and an employer in a way that meets the needs of both. This could take on the form of task reassignment, taking away duties from existing employees where they don't have time to get certain tasks done but yet they are very important. It can be a modified job description or negotiation with the old job [ Indiscernible ]. Job sharing is a possibility that comes to mind. Again, taking away tasks or if there are a couple jobseekers who both have the strength and skills to meet the employer expectations. Or it could be a mixed relationship. And then self-employment. Also has the opportunity to be customized.

Customized employment is not traditional job development strategy. There may not be a vocational evaluation or an assessment that we are focused on. There may not be interview class and resume development that traditionally jobseekers respond to. We really focused on discovery and getting to know the individual and what their strengths are. And what they desire for their job preferences. Profiles are used. Informational interviews may be used quite often to help make connections. Working interviews or John tryouts are other common strategies. When we are talking about customized employment. And again that's really matching the skills of the individual and the employer needs, so then folks know that employment proposal. Okay, project accomplishments. One major accomplishment that we are very proud of in Nebraska is an agreement that was reached between VR and the division of developmental disabilities where there was a funding transfer to be able to serve more individuals with intellectual and developmental disabilities. We were able to match federal funds to serve more individuals and avoid a potential order of collection. The Virginia Commonwealth training around customized and task analysis training was an important accomplishment. Stephanie and Alyssa were our trainers that we had, and their expertise and real life experiences that they shared were very valuable and they also shared frustration. And then they would run [ Indiscernible ] which we all have. Around discovery, we use pieces of the Griffin Hammons model and Mark Golder Associates work. And made our own discovery document, which we have titled the VR profile for supported customized employment. And at the guidance of our technical assistance team, we also came up with a sample document for providers of what a good VR profile completed should look like. And how it can be useful in job development and career planning with the person. With a great deal of collaboration around the discovery work, and again I can't thank the JDI VR tech team or the [ Indiscernible ] and University of Arkansas for all the help they provided. On the discovery documents. Statewide rollout training, we went around to 12 different locations in the state. We had VR staff presence, developmental disabilities staff, and intellectual and developmental service providers staff, and we shared information about the impact of WIOA, what this all means for working together and collaborating. To get people with IDD employed. And moved out of sheltered workshops and into that competitive integrated position which most likely will be a customized employment negotiation.

And then again, success videos were released over the past year or so. And they really do a nice job highlighting customized employment. Looking at that dual customer approach, and really finding employment satisfaction for individuals with disabilities where it wasn't just an advertised job that anybody could apply for.

Good afternoon, this is Lindy Foley, and we have embedded a couple of the pathways employment videos in this presentation. So we are hoping that after the presentation you are able to take a look, not only at the couple videos that we have embedded in the presentation but also we will give you a link to view the others on our Nebraska VR website. Just to give you a little bit of history of the video that is here with Sam, Sam actually participated in one of our project search site and Nebraska medicine in Omaha. And his internship turned into a paid position, and one of his job duties as environmental services associate was to clean isolates or the infant incubators in the NICU. And the supervisor at Nebraska medicine, he saw all of Sam's hard work and attention to detail, and together with the help of Nebraska VR and identifying some of their business needs, as as well as capitalizing on Sam's talent, they actually created a customized position that met both the needs -- both of Sam and also as the employer. So this is a great highlight to how customized employment is a win/win for employers for employers and for our jobseeking clients that again hopefully after this presentation you can take a look at Sam's story. I wanted to take just a little bit of time to highlight the efforts that we have made to ensure our process to outreach business is supportive of exploring customized employment. We are not looking at planning for the big picture with utilizing -- we need to be looking at the big picture to say what are we doing for our jobseeking clients as it relates to customized employment? If we are not doing the same thing on our business outreach side, we are falling short. What I would like to do in the next few slides is to highlight some of the strategies we have used with businesses and we continue to build upon. So with that, to tell you a little bit about our infrastructure and the elements and some of this at the beginning, we do have VR placement specialist who we have had those positions for a number of years. VR placement specialist serve both of our clients. They are working regularly with our jobseeking clients, working on resumes, filling out applications developing interview skills and there also providing outreach to businesses. They certainly have that dual customer approach. We also within the last couple of years created a new position in our agency and it's called the business account manager. And these individuals work with more than just one VR team. It is more of a regional approach with them. Their primary responsibility is reaching out to businesses. And they are gathering information about hiring trends, high turnover positions, and overall opportunities to partner, and we are really looking at building upon those relationships beyond that discussion of do you have any job openings. And as mentioned earlier, today we have four full-time business account managers working for Nebraska VR.

Share some of our strategies. With the understanding that there could be multiple people from our VR office reaching out to businesses, it's very important that we work in coordination, and part of that includes having a suitable contact for the business. We've heard this request time and time again where they employers what one person who they can communicate with. Another important strategy is that our staff needs to be aware of our clients career interest in job goals. Being aware of who our candidate pool is helps us to strategically plan our outreach to businesses. Not just going out and knocking on doors of any employers. Were informed about the job goals that are in place, the plans that are in place, and we are strategically reaching out to businesses based on that. How do our placement specialist and business account managers get that information? It is typically communicated during a meeting or work in Nebraska meeting. Or also from our Nebraska VR talent bank. I want to share a little bit about what our talent bank is. It's a homegrown system, which pulls in aggregate information about job goals from our case management system. So the information is displayed in a practical form by category. And so pulling from this system of staff a really quick and easy report to gain understanding of what kind of work our clients are looking for. And therefore which businesses should be prioritized in our outreach. The meetings that I mentioned earlier or work in Nebraska meetings are intended to be a short one hour meeting every other week or every week in some cases in some of our offices. And that's an opportunity for VR staff to brainstorm client cases, to celebrate our successes and to hear about labor market information that the business account managers and placement specialist are bringing back. During this meeting, the business account managers and placement staff are also hearing about special considerations presented, so for example there might be a discussion about a client who for a number of reasons might be looking for limited hours of work per week. Which may then lend itself to a job sharing opportunity or even job restructuring. And then the placement staff can keep that information in mind while meeting with employers to explore potential opportunities. A third strategy that is used in our business outreach is to support customized employment process and the development of what we call Nebraska rapid engagement. I want to give a shout out, I think think I saw [ Indiscernible ] earlier. We have worked with Vermont with their progressive employment model, and the rapid engagement concept is one of those pieces, just like the wind meetings that we have been able to use with our work from Vermont, so thanks to you and the partners there. So the rapid engagement as page mentioned earlier is the notion of speaking to employers about opportunities beyond job openings. Business account managers can ask during the meetings and the community about whether an employer is open to a company tour, or maybe a job shadow or a mock interview. Again, earlier I mentioned beyond just asking about what job positions are open, and it's really about building those partnerships. I'd say that we find overall that businesses are open to these opportunities. They want to share their business, and they also see the benefit in helping us to better understand their hiring needs. And we also find this is a great way to engage the job seeker and get the candidate out in front of the employer, in a nontraditional way. So I think that as we are looking at customized employment, it is all about being individualized, being creative, and knowing that the business is open to some of these alternative ways to partner as a way that we can support that.

Finally, another example is now with the training of customized employment, the business come managers have another tool in their belts to offer to businesses. Customized employment needs to be seen as a benefit as we have mentioned before. To both the jobseeking client and the business. So again, we get a chance to view the video of Sam and his work in Nebraska medicine, I think you will truly hear how that was a win/win situation. I think just looking ads the meetings, another part of that is not only hearing about what our client needs are during those weekly or every other week meetings, but it's also an opportunity for the business account managers to report back to staff so they can hear what employers are looking for. So that's kind of a continuous conversation with hearing what our jobseeking client needs are but also business account managers reporting back in hearing what businesses need. Earlier, we heard and I mentioned the employer database, and that is also a homegrown system that staff were able to use to record information about a business. I think it's just important to note that we need to utilize the time that we have with an employer, and therefore we need to gather as much information as possible from them during those meetings. So our employer database is a way that we can capture and archive that information. At a minimum the database includes the business point of contact, it includes business contact information, it it also allows staff to go in and look at a checklist of information as to whether an employer -- what we found out. Did the employer require background checks? Does the employer look at hiring individuals under the age of 18 and so on. This also gives this is also a place where staff can add information about conversation had about job restructuring or about customized employment. Any type of task analysis could be referred to in this database. So it's expected that VR staff look at the database before making any kind of contact. That's an effort to ensure that we are leveraging any existing information we have about them. We also can run reports from the database in case of a counselor or an evaluator or placement staff might have a particular client in mind that could benefit. So again, the employer database is a way that we can look into that business. Look and see what we have learned from them before making other future contacts.

I know this is small and I apologize. But we just wanted to give you a view into what that employer database looks like. So that employer database is accessed by anyone of our VR staff from across the state. So we hope that that is a valuable tool for any of our staff to interact with when thinking about working with them.

The other thing that I wanted to mention is we find a very useful when we are talking to employers to have quality marketing information to share with them. Pieces of information that we can leave behind after we have had those face-to-face meetings. So these are just samples of some of the information that we use with employers. The creative hiring opportunities, you can see that off to the left of the slide. That highlight some of the rapid engagement those company tours, the job shadows, the evaluations that we might be doing on-site with an employer. It describes what some of those opportunities look white and on the back in includes things like insurance. So we know those are things that employers want to know about as future candidates come on-site. Have the work opportunity tax credit that we share with our businesses, that we know that's an option for them. We don't lead with that, but but that is something that is available and we want businesses to know that that is something they can access. And then I think we have already mentioned how proud we are about the videos, but that is certainly way that we can put a two to three minute video out in front of employer so they could hear from their peers from across the state, those who are working with Nebraska VR and the benefits. To see more of our resources and the supports that we can provide to business, here is the link to our website, Nebraska VR website. There is a lot of information out there, some of the resources I just mentioned, as well as employer and business testimonies. And information as far as them contacting us, should they have questions or should do have any hiring needs, we want to make sure it's easy for them to get a hold of us. With that, I think we will move on to some of the challenges and lessons learned we have experienced during this TA.

System change takes time. We all know that. It is a mindset. We have to get away from this is the way we have always done it. At VR. And everybody is learning from others, so that is a great thing, and really forces communication between all the agencies and service providers. Changes heart of course especially with a very aggressive timeline that we have been up against. Our referrals are up significantly, which means that all the teams across the state have had to be -- have realigned themselves to meet those needs. Neil mentioned the [ Indiscernible ] team. That is a team of 11 in the Omaha metro area. And then also referrals for individuals with developmental disabilities are also up significantly. The result of the career counseling and information and referral meeting going on. And the relationship with developmental disabilities in our state. Focusing on staff strengths with new initiatives. Again, the [ Indiscernible ] team focus is something that we felt was a necessity for the metro area. When staff expressed an interest in working with a certain population, I think think that is something to consider. If [ Indiscernible ] and service areas for instance need to be realigned. So that is what a lot of the teams within Nebraska VR have done. Is focused on stuff.

Some other accomplishments and focus for what we are working on now. Recently, service agreements have been updated with our providers. Who we contract with. Which just means that -- we use milestones in Nebraska, for reimbursement. So we have reconnected or been working hard to rebuild relationships with some providers that we have not worked with in several years or ever. So simply getting to the point of having a current agreement is a huge accomplishment. We have the newly approved supportive and customized employment milestones through the schedules. We will be providing further follow-up training on the milestones, and providing billing support. Through the agency. Striving to increase effective communication with all partners. And again, we now have a more robust relationship with the division of developmental disabilities in our state. Working in Nebraska promotion, this is something that has taken some education for VR staff. To be less territorial and other partners and agencies and employers to the table with the goal of getting individuals with disabilities employed. And finally there on the slide, and you'll see a picture of it, it is a letter that was sent to all school districts in our state. This was a joint letter put together by VR, Department of Education, social education, and the commission for the blind and visually impaired. It outlines the provision of preemployment transition services, and early connections with adult agencies, and most importantly, the expectation of employment. For all. What was most helpful about the TA? It was helpful to and learn from other states. The resource sharing, document examples, marketing tools, team strategies, was invaluable. The presenter contact that we received and getting connected with Stephanie and Alyssa from BC you was fantastic. BC you work support website has continued to be a great resource. And [ Indiscernible ] connection for guidance as well as JDI VR tech. Also helpful was stay contacts who have had topics and some success in utilizing customized employment. It was helpful for us to see existing information on schedules, reimbursement rates, and looking at process and policy that is already in place. In formulating our [ Indiscernible ].

So where we going from here? Further training around customized employment, the service providers are asking for this. I think in the short term, where focusing on providing some job coaching training, as well as job developer training. Additional job restructuring training. We are thinking about having to -- having a spec or back and provide more support for the business account manager as well as placement staff. Expansion of meetings, again want to see more invitations to service providers and other agency staff. Better coordination of effort in getting individuals with disabilities employed. And the workforce innovation opportunity, impact families. In an effort to keep everyone informed, who are concerned and anxious about all of the change when it comes to their loved ones and what this means, and thinking about integrated employment. And then down the road further, we hope to do another survey of our VR staff around customized employment to measure staff competencies, gains, and hope to see that they are using the strategies. To wrap it up, there is another video we first shared which is Amanda at a local grocery store. We hope you will take time after the webinar to check out that link. It is a great video. And now we will open it up to any questions. That anyone house.

That's great. This is Lori Ford at the University of Washington and I want to say as part of the TA team that it was such a pleasure working with the Nebraska folks. You guys are so organized and forward thinking as an agency. I really want to give you some kudos there. I will ask the first question and we will see if other folks have Russians. Go ahead and type them into the chat box there. But going back to the middle of the presentation around discovery and the role of discovery in the customized employment process. Who is doing the discovery for you? Is it being done by internal VR staff? Or is it being done by contractors?

That will be done by the service providers who we are contracting with, essentially. They will fill out the VR profile document. Anybody can contribute to the discovery process. If the service coordinator has some information that would be helpful in job development and job planning. The VR counselor, there is opportunities for family members to be interviewed, and residential staff, vocational staff. Several people will contribute to that, but it is the service provider agency who is collecting and recording it. And then we have set up discovery as an assessment support service. So that if a great amount of work goes into doing that, we are able to pay them for that. Separately from the milestones that they will eventually go for customized employment.

So it is a product based [ Indiscernible ].

Yes.

Okay good. That something a lot of agencies are struggling with. Who pays for it who should be doing it. A little bit of a different approach from a typical VR service. And while we are waiting for other questions, I have another question. I know that you are really just putting the customized employment process rolled out. If you have any information in terms of success? And have your videos -- in terms of numbers. How many participants are involved in employment would you say?

That's data we would have to retrieve. I don't have any way of [ Indiscernible ]

Okay, I was just curious. You put a lot of resources, a lot of effort into this initiative, and knowing Nebraska, you guys are keeping track of what is staying up and what is an. Just curious to see if you have any of that to Sherry a. Sounds like we will have to wait a little bit for that.

Going forward, and trying to move individuals out of sheltered workshops, I anticipate the number of customized employment plans will far outweigh the number of supported employment plans. So yes, I am anxious to see some numbers and report back to you.

This is Lindy. I guess I would just add that we just started authorizing those milestones about a month or so ago. So is still pretty early. That will be information that will we will be able to pull out and take a look at and evaluate as we move forward.

Great. Multiple attendees are typing questions. We are waiting for those to pop up on the screen here. Neil, did you you have any questions you want to throw in?

What has been the reception of businesses to customized employment as a model? Do they understand it? What's been the reception?

This is Lindy, and I think what we have been trying to do is we found that using the verbiage customized employment with employers isn't getting us very far. But talk about job restructuring or breaking down some of that task analysis that page mentioned earlier. I think that our initial reaction is they are interested, especially if we can show them other employers who have utilized it. Helping them show how it is efficient for their business to use this model. Like in [ Indiscernible ] example. And in that case, it was upwards to 15 thousand dollars to $20,000 they were saying by not outsourcing their laundry but instead having Sam do it internally. It's all about helping them see how it can better the services and that's the piece we have been trying to leverage.

We've got several questions here. The first one is from Heidi. Was responsible for updating and maintaining employer relation on the database, and you you have challenges keeping information current?

It's the responsibility of the business account manager to enter contact. The intention is that the business account manager is going to go in and lay the groundwork, bars who Nebraska of you in the services that we can provide, they're going to gather a lot of that information that that I mentioned earlier like the hiring . Their job application process is online. Some of those helpful that will play key to our staff as they move forward with the jobseeking client. So the business account manager, that is their primary responsibility. We also have the placement staff who are out making contacts. It is something that we need to stay on top of. We are able to generate reports and that is date stamped, so we can see how often the contact has been made from our staff, and who was the last person who contacted the business. So its something that we continue to work on, but it is an expectation for staff. They see that or we hope they are beginning to see that the employer database is just like the case management system for our jobseeking clients.

Excellent. What have been some of the challenges that you face with both employers and the customers themselves? I mention the customers because customized employment can take a while.

I am rereading the question. Can you say that again Lori?

It is a broad question. We have addressed some of the employer concerns. Have you had any challenges with customers that you think would be appropriate for customized employment? Is it something that people are pretty comfortable with?

Yes, I would say that families may be concerns of hoping the business is genuinely committed to the customized position. Making sure existing employees at the business have some education around disabilities. Just making sure its an overall good placement.

That makes sense. Here's a question from Kim Jones. Have you thought about pulling together a pool of businesses to act as mentors for other businesses who are considering customized employment?

That's a great idea. We do have some pieces in place that we have groups of businesses that come together to talk about the benefits of hiring people with disabilities. Project searches an example. We have business advisory councils for those. So that could be a way, because you are right, that's an effective strategy for an employer to talk about the benefits, and we can maybe take the best seat and let them talk about what works, and what may be some of their initial concerns were, and how we had VR were able to help with that. So we do have some pieces in place that we could certainly do that.

A question from Carla. Do you need to do discovery plant -- prior to customized employment?

Yes, that's that's how our process is laid out. Discovery really is getting to know the individual and what their strengths are and their desires, and their preferences around -- discovery should help ensure that the placement is more successful. And avoid those repetitive job losses that can be typical of individuals with intellectual and developmental disabilities. Something that goes wrong at home or on a daily schedule. That can impact work. So the idea behind discovery is to help make sure that the placement is the correct one.

Having spent some time in the last month or so, meeting with folks about competencies for customized employment, and at the components, I would say that there is a much universal agreement that discovery is a very integral part of customized implement. You can't really do customized job development without the discovery process. That you guys have already reflected that in your model. There is a question Suzanne. Have you compared placement they do with those participating in the program versus those who didn't? It sounds like you are not quite there yet. Just really getting started with moving customers through the CE process.

That's correct.

We've got a couple minutes. Suzanne is typing. We will get for a second to finish up there. There are a couple more questions. While we are waiting for them, do you have any advice for other VR agencies that are interest did in implementing customized employment?

It was helpful for us when looking at what other states have done. And just making it fit for your agency and your state. Any ideas are helpful.

Carla has a follow-up question. Clients need to be in category one and supported employment as well? When he write a C plan, are you writing a supportive supportive employment plan with customized employment included or is it a separate design?

They can be separate or they can be combined. We may write a supportive employment plan, and then if there are some struggles in job development, we may need to shift over to a customized approach. So really, it can blend based on it person centered planning, and whatever the individual's needs are.

11:58 here in Seattle, and that's just about my lunchtime. I know my tummy is going. Any last comments? Hearing none, thank you you so much everybody for joining us and don't forget to do the evaluation. If you're looking for CRC credit, you will need to do that in order to get the credit, and even if you aren't, please click on the link and give us some feedback on the webinar. Page and Lindy, thank you so much for sharing your experience with everyone. Obviously a lot of interest in this topic. I think at one point we had 175 people 75 people on the webinar. Thank you so much, have a a wonderful day, and take care everybody. Goodbye. [ Event Concluded ]