;;;;ECONSYS 180504

>> GOOD MORNING, WE WILL START

THE CONFERENCE DIRECTLY AT

10:00.

THANK YOU.

IF ONE OF THE ATTENDEES CAN

CONFIRM THAT YOU HEAR THE AUDIO

THAT WOULD BE APPRECIATED.

THANK YOU.

THANK YOU FOR JOINING THE

WEBINAR ON CUSTOMIZED EMPLOYMENT

OVERVIEW, SPONSORED BY THE

MISSOURI EMPLOYMENT FIRST STATE

LEADERSHIP TEAM.

IT'S A COLLABORATIVE OF THE

DEVELOPMENTAL DISABILITIES,

BEHAVIORAL HEALTH, REHAB

SERVICES FOR THE BLIND,

VOCATIONAL REHABILITATION AND

WORKFORCE DEVELOPMENT.

IN ORDER TO ADVANCE EMPLOYMENT

FIRST THE OFFICE OF DISABILITY

EMPLOYMENT POLICY CREATED THE

EMPLOYMENT FIRST STATE

LEADERSHIP MENTORING PROGRAM.

ONE OF THE OUTCOMES OF THIS

INITIATIVE IS TECHNICAL SUPPORT

WITH BUILDING MISSOURI'S

CAPACITY TO PROVIDE CUSTOMIZED

EMPLOYMENT.

MY NAME IS DUANE, I AM THE

DIRECTOR OF YOUTH TRANSITION

EMPLOYMENT FOR DIVISION OF

DEVELOPMENTAL DISABILITY AND I

WILL BE YOUR HOST FOR TODAY'S

WEBINAR.

I'D LIKE TO BEGIN WITH A FEW

HOUSEKEEPING ITEMS.

FIRST, ALL PARTICIPANTS ARE

MUTED UPON ENTRY.

HOWEVER IT IS SUGGESTED THAT YOU

STILL MUTE YOUR LINE ON YOUR END

AS WELL.

SECONDLY IF YOU ARE USING A

HEADSET WITH YOUR COMPUTER DO

NOT HAVE SOUND YOU MAY NEED TO

CHECK THAT YOU ARE CONNECTED TO

THE CORRECT AUDIO SOURCE AS YOUR

DEFAULT MAY BE SET TO SOMETHING

DIFFERENT THAN YOUR HEADSET.

THE INFORMATION THAT'S BEING

REVIEWED TODAY WAS AVAILABLE IN

THE REGISTRATION RESOURCE LINKS.

IF YOU HAVE NOT FOUND THOSE

REGISTRATION RESOURCE LINKS

PLEASE POST IN THE CHAT BOX AND

WE WILL ENSURE THAT REGISTRATION

LINK IS SHARED WITH YOU.

IN ADDITION WE WILL BE RECORDING

TODAY'S WEBINAR THAT WAY IF YOU

WOULD LIKE TO REVIEW IT AGAIN IN

THE FUTURE IT WILL BE AVAILABLE.

YOU DO HAVE CO-WORKERS WHO ARE

NOT ABLE TO PARTICIPATE THE

ARCHIVED LINK WILL BE SENT OUT

SO YOU CAN SHARE IT WITH OTHERS.

IF YOU DO HAVE QUESTIONS

REGARDING CONTENT BEING

PRESENTED WE ASK THAT YOU USE

THE Q&A BOX ON THE RIGHT SIDE OF

YOUR SCREEN TO POST THOSE

QUESTIONS.

IF YOU ARE HAVING ISSUES WITH

CONNECTIVITY, THINGS SUCH AS

SOUND, AUDIO, PLEASE POST THAT

INFORMATION IN THE CHAT BOX.

IN ADDITION IF YOU ARE NEEDING

CLOSED CAPTIONING SERVICE, YOU

CAN OPEN THE MULTI-MEDIA VIEWER

LOCATED AT THE BOTTOM RIGHT OF

YOUR SCREEN AND THE CAPTIONING

SERVICE WILL BE PROVIDED THERE.

AT THE COMPLETION OF THIS

WEBINAR THERE WILL BE A BRIEF

SURVEY THAT WILL OPEN IN YOUR

WINDOW.

WE ENCOURAGE TO YOU PLEASE

COMPLETE THE SURVEY AS YOUR

FEEDBACK IS IMPORTANT FOR US AND

WE DO NEED INFORMATION FROM THE

FEEDBACK SURVEY IN ORDER TO

VERIFY WITH THE OFFICE OF

DISABILITY EMPLOYMENT POLICY,

THE PARTICIPANT'S OPINIONS OF

TODAY'S PRESENTATION.

WITH THAT I AM GOING TO

INTRODUCE OUR SPEAKER TODAY,

MISS JANET STEVEL,Y ASSOCIATE

SENIOR CONSULTANT AND SUBJECT

MATTER EXPERT WITH THE

EMPLOYMENT FIRST STATE MENTORING

PROGRAM.

WORKING ON CUSTOMIZED EMPLOYMENT

INITIATIVES, ENTREPRENEURSHIP

BOOT CAMP.

AND VARIOUS OTHER PROJECTS

AROUND CUSTOMIZED EMPLOYMENT AND

BENEFIT PLANNING.

SINCE 1992, JANET HAS OPERATED

WORKABLE SOLUTIONS, CONSULTING

FIRM BASED IN ASHLAND, OREGON,

THAT SERVES ON SOCIAL SECURITY

TICKET TO WORK PROGRAM.

A FORMER SPECIAL EDUCATION

TEACHER AND SPECIALIST, WORKED

ON STATE AND NATIONAL TECHNICAL

ASSISTANCE PROJECTS AROUND

EMPLOYMENT AND TRANSITION

SERVICES.

JANET IS WELL VERSED IN MICRO

ENTERPRISE AND EXPERT IN

OPTIMIZING PUBLIC BENEFITS GO

ACHIEVE EMPLOYMENT GOALS THROUGH

SUPPORT.

WITH THAT WE'LL TURN IT OVER TO

JANET.

>> THANK YOU TO THE WHOLE TEAM

FOR ORGANIZING THAT WEBINAR

SERIES.

I JUST WANTED TO SAY I'M REALLY

EXCITED TO MEET YOU ALL IN JUNE.

CUSTOMIZED EMPLOYMENT IS JUST A

TOPIC THAT IS NEAR AND DEAR TO

MY HEART.

LIKE DUANE SAID I'M A FORMER

TEACHER AND TRANSITION

SPECIALIST AND WORKED WITH THE

JOB DEVELOPER PLACING FOLKS THAT

WERE -- MY STATE, I LIVE IN

OREGON.

I KNOW WHEN I STARTED DOING THAT

I WAS EXTREMELY FRUSTRATED.

BECAUSE I WAS TRYING AS HARD AS

I COULD TO HELP PEOPLE GET JOBS

I JUST FELT LIKE I WASN'T

GETTING ANYWHERE I FELT LIKE

THERE WAS A TON OF PRESSURE

BECAUSE ALL MY JOB SEEKERS

WANTED THEIR JOBS YESTERDAY.

AND I'M TRYING TO DO A GOOD JOB

FOR THE REHAB COUNSELORS THAT

ARE REFERRING CLIENTS TO ME JUST

FELT LIKE A LOT OF PRESSURE.

WHEN I WENT ABOUT CUSTOMIZED

EMPLOYMENT, I JUST NEEDED A

TOOL, SOME GOOD TOOLS THAT WOULD

REALLY HELP ME GET PAST THAT

KNOCKING ON DOORS AND PUTTING IN

APPLICATIONS BEING TOLD NO ALL

THE TIME.

THIS IS THE FIRST IN THE

FIVE-PART SERIES.

HERE WE GO.

THIS IS THE FIRST IN FIVE-PART

WEBINAR SERIES TODAY WE'RE GOING

TO BE FOCUSING ON JUST OVERVIEW

OF CUSTOMIZED EMPLOYMENT AND

THEN WEBINARS TWO AND THREE

WE'RE GOING TO BE TARGETING

DISCOVERY.

DISCOVERY IS THE FIRST STEP IN

CUSTOMIZED EMPLOYMENT, KIND OF

THE ASSESSMENT PIECE OF GETTING

TO KNOW THE PERSON AND GETTING

TO KNOW THEIR IDEAL CONDITIONS

OF EMPLOYMENT.

THE FOURTH WEBINAR IS GOING TO

FOCUS ON CUSTOMIZED JOB

DEVELOPMENT AND NEGOTIATION.

WE'LL GET INTO SOME STRATEGIES

HOW TO APPROACH EMPLOYERS AND

HOW TO NEGOTIATE JOBS FOR

PEOPLE.

THEN AFTER THE FOURTH WEBINAR IS

THE ON SITE TRAINING.

ON JUNE 5-7 WILL BE ON-SITE

TRAINING.

THE FIFTH WEBINAR HAPPENS AFTER

THE ON-SITE TRAINING THAT WILL

FOCUS ON IMPLEMENTATION WHICH

IS, I THINK BY THEN YOU'LL HAVE

GOTTEN FAR ENOUGH THAT YOU'LL

HAVE SOME REALLY GOOD QUESTIONS.

SOMEBODY TRYING TO ASK A

QUESTION THERE?

OKAY.

LET'S GO ON TO OBJECTIVES FOR

TODAY.

TODAY IS JUST OVERVIEW OF

CUSTOMIZED EMPLOYMENT.

IT'S A RESULT OF THIS WEBINAR

I'D LIKE TO YOU BE ABLE TO

DEFINE CUSTOMIZED EMPLOYMENT,

DESCRIBE HOW CUSTOMIZED

EMPLOYMENT DIFFERS FROM

TRADITIONAL METHODS.

OF JOB FINDING.

AND LIST FOUR POTENTIAL OUTCOMES

OF CUSTOMIZED EMPLOYMENT.

WE'RE GOING TO BE TALKING ABOUT

WHAT CUSTOMIZED EMPLOYMENT IS

AND SPECIFICALLY HOW IT'S

DIFFERENT FROM SUPPORTED

EMPLOYMENT OR OTHER APPROACHES

BECAUSE I KNOW IT GETS CONFUSING

WE HAVE SUPPORTED EMPLOYMENT, WE

HAVE CUSTOMIZED EMPLOYMENT, IS

IT THE SAME, IS IT NOT, WHAT IS

GOING ON HERE?

WE'LL TALK A LITTLE BIT MORE

ABOUT WHAT IT IS AND WHAT IT'S

NOT.

CLICK SIR A LITTLE HARD TO GET.

LET'S START WITH THE DEFINITION

OF CUSTOMIZED EMPLOYMENT.

NOW THIS DEFINITION CAME OUT OF

THE FEDERAL REGISTER, IT WAS

POSTED IN 2002, KIND OF MY

FAVORITE, I THINK IT'S SIMPLE

AND CLEAR CUSTOMIZED EMPLOYMENT

MEANS INDIVIDUALIZING THE

EMPLOYMENT RELATIONSHIP BETWEEN

EMPLOYEES AND EMPLOYERS IN WAYS

THAT MEET THE NEEDS OF BOTH.

THAT IS A REALLY IMPORTANT PO

POINT.

WAYS THAT MEET THE NEEDS OF

BOTH.

WHAT WE'RE REALLY SPEAKING IS A

WIN-WIN SITUATION THAT MATCHES

THE JOB SEEKER IN A SENSE THAT

IT MATCHES THEIR INTERESTS AND

THEIR SKILLS AND THEIR IDEAL

CONDITIONS OF EMPLOYMENT BUT

ALSO BENEFITS THE EMPLOYER.

BECAUSE WHAT WE'VE LEARNED IN

THE PAST IS THAT IF THERE'S NO

BENEFIT TO THE EMPLOYER,

OFFERING PEOPLE JOBS OUT OF THE

KINDNESS OF THEIR HEART REALLY

CONCRETE BENEFIT TO THE

BUSINESS, IT TYPICALLY DOESN'T

LAST.

WE'RE GOING TO BE LOOKING FOR

JOBS THAT REALLY DO HAVE THAT

COMPONENT.

THIS IS A MORE RECENT DEFINITION

FROM THE REHAB ACT.

FROM 2014.

CUSTOMIZED EMPLOYMENT DEFINED AS

COMPETITIVE INTEGRATED

EMPLOYMENT FOR AN INDIVIDUAL

WITH A SIGNIFICANT DISABILITY,

THAT IS BASED ON AN

INDIVIDUALIZED DETERMINATION OF

THE STRENGTHS, NEEDS AND

INTERESTS OF THE INDIVIDUAL WITH

A SIGNIFICANT DISABILITY,

DESIGNED TO MEET THE SPECIFIC

ABILITIES OF THE INDIVIDUAL WITH

A SIGNIFICANT DISABILITY AND THE

BUSINESS NEEDS OF THE EMPLOYER

AND CARRIED OUT THROUGH FLEXIBLE

STRATEGIES.

AGAIN WE'RE REALLY GETTING AT

THAT WIN-WIN, USING VARIETY OF

CREATIVE STRATEGIES TO MAKE THAT

HAPPEN.

I THINK OF CUSTOMIZED EMPLOYMENT

AS AN OUTCOME FOR SURE BUT ALSO

AS A SET OF TOOLS AND STRATEGIES

THAT RESULTS IN POSITIVE

EMPLOYMENT OPPORTUNITIES BY

MATCHING A JOB SEEKERSER'S

INTERESTS, SKILLS AND IDEAL

CONDITIONS OF EMPLOYMENT WITH

THAT EMPLOYER NEED.

THINK OF IT AS TOOLS FOR THE

TOOLBOX.

ONE OF THE QUESTIONS WE REALLY

WANTED TO FOCUS ON TODAY WAS HOW

DOES CUSTOMIZED EMPLOYMENT

DIFFER FROM SUPPORTED EMPLOYMENT

OR OTHER APPROACHES.

TO DO THAT I JUST LIKE TO STEP

BACK FOR A MINUTE AND THINK

ABOUT THE EVOLUTION OF

CUSTOMIZED EMPLOYMENT.

IT WAS DESCRIBED FROM THE

DISABILITY FIELD, AS YOU CAN SEE

FROM THE REHAB ACT DEFINITION

THAT IT DOES FOCUS ON PEOPLE

WITH SIGNIFICANT DISABILITIES

BUT REALLY I FIND THAT IT CAN BE

USEFUL FOR A BROAD RANGE OF

PEOPLE WITH OR WITHOUT

DISABILITIES.

THINKING BACK EARLY ON IN

HISTORY THERE WAS A TIME WHEN

PEOPLE WITH DISABILITIES WERE

INSTITUTIONALIZED THEY WEREN'T

EXPECTED TO WORK.

THERE WAS NO EMPLOYMENT.

AS TIME WENT ON WE REALIZED THAT

PEOPLE HAD SKILLS, PEOPLE COULD

PROVIDE AND CONTRIBUTE TO THE

SOCIETY AND SO SHELTERED

WORKSHOPS STRANG UP.

A PLACE WHERE PEOPLE COULD WORK

IN A GROUP SETTING WITH SUPPORT

THAT THEY NEEDED TO BE

SUCCESSFUL, BUT THE IDEA OF THE

SHELTERED WORKSHOP WAS ALWAYS

TRAIN PEOPLE IN THE SHELTERED

WORKSHOP EVENTUALLY THEY WOULD

BE ABLE TO PLACE IN COMMUNITY

JOBS.

HOWEVER THAT HASN'T REALLY

HAPPENED.

WHEN YOU LOOK AT THE DATA HOW

MANY PEOPLE MOVED OUT OF THE

SHELTERED WORKSHOP NOT VERY

MANY.

IN THE '80S CREATED WHAT WE CALL

SUPPORTIVE EMPLOYMENT AS WAY TO

GET PEOPLE WORKING IN THE

COMMUNITY BUT ALSO WITH THE

SUPPORT THEY NEEDED.

AT THAT TIME IN THE '80S WE

DECIDED SUPPORTED EMPLOYMENT,

STILL DEFINED THIS WAY,

COMPETITIVE WORK IN INTEGRATED

SETTINGS FOR INDIVIDUALS WITH

SEVERE HANDICAPS FOR WHOM

COMPETITIVE EMPLOYMENT HAS NOT

TRADITIONALLY OCCURRED.

WAS REALLY ECONOMY COMPONENTS TO

THAT.

THAT SUPPORTED EMPLOYMENT

INVOLVES REAL WORK AND REAL PAY

IT WASN'T MADE UP WORK.

IT WAS THE PAY THAT WAS

COMMENSURATE WITH WHAT OTHER

PEOPLE WERE GETTING PAID.

INTEGRATED IN THE SENSE THAT

PEOPLE WERE WORKING ALONGSIDE

OTHERS WITHOUT DISABILITIES.

AND PROVIDED THAT THIRD

COMPONENT OF ONGOING SUPPORT.

IT HAD TO HAVE ALL THREE, VERY

CENTER OF THAT DIAGRAM WOULD

REPRESENT SUPPORTED EMPLOYMENT

IN THE SENSE THAT IT HAS TO HAVE

ALL THREE TO BE CONSIDERED

SUPPORTIVE EMPLOYMENT, BECAUSE

IF IT'S REAL WORK, INTEGRATED,

THERE'S NO ONE GOING SUPPORT

WHICH IS CONSIDERED THAT

COMPETITIVE EMPLOYMENT, RIGHT?

IF IT'S REAL WORK AND REAL PAY

THERE'S ONGOING SUPPORT BUT IT'S

NOT INTEGRATED, WE CALL THAT

SHELTERED EMPLOYMENT.

IF IT'S INTEGRATED AND HAS

ONGOING SUPPORT BUT IT'S NOT

REAL WORK OR REAL PAY WE'D

PROBABLY CALL THAT VOLUNTEER

WORK OR SOME KIND OF TRAINING

SETTING.

HAS TO HAVE ALL THREE TO BE

CONSIDERED SUPPORTED EMPLOYMENT.

AS WE STARTED IMPLEMENTING

SUPPORTED EMPLOYMENT WE LEARNED

A LOT OF THINGS.

FIRST OF ALL WHAT ENDED UP

HAPPENING EARLY ON WAS A LOT OF

GROUP PLACEMENTS WERE OCCURRING

WHERE THERE WERE LARGER CREWS OR

ENCLAVE, IS THAT YOU CAN

UNDERSTAND HOW THIS HAPPENED.

THAT PEOPLE WERE FOCUSING ON HOW

TO PROVIDE SUPPORT FOR AS MANY

PEOPLE AS POSSIBLE.

TO HELP GET PEOPLE IN COMMUNITY

JOBS.

BUT WHAT WOULD HAPPEN EVERYBODY

HAD TO GO WHERE THE CREW OR

ENCLAVE WENT.

IT WASN'T REALLY BASED ON

INDIVIDUAL INTERESTS OR

INDIVIDUAL NEEDS AND SO

OFTENTIMES WHAT WOULD HAPPEN IS

THAT THE PEOPLE WHO WERE MOST

SKILLED ON THE CREW EVEN IF THEY

WANTED TO LEAVE AND GET A

DIFFERENT JOB, THE AGENCY SORT

OF NEEDED THEM TO MANAGE THE

CREW.

BECAUSE THEY WERE THE PEOPLE

THAT WERE GETTING THE MOST WORK

DONE OR PEOPLE THAT WERE MOST

INDEPENDENT.

WHAT WE'VE LEARN ASKED THAT WE

REALLY NEED TO APPROACH THIS ONE

PERSON AT A TIME.

ALWAYS SAY ONE PERSON, ONE JOB.

THE OTHER THING THAT WE LEARNED

FROM THE PAST IS SHELTERED

WORKSHOPS WERE ORIGINALLY

DEVELOPED AS A PLACE WHERE WE

COULD TRAIN PEOPLE THEN PLACE

THEM IN COMMUNITY JOBS.

BUT WE KNOW THAT PEOPLE WITH

SIGNIFICANT DISABILITIES DON'T

GENERALIZE WELL F. THEY LEARN IN

ONE SETTING THEY DON'T

NECESSARILY PERFORM IN ANOTHER

SETTING WHERE THE EXPECTATIONS

MIGHT BE A LITTLE DIFFERENT.

WE'VE LEARNED THAT WE REALLY

NEED TO PLACE PEOPLE ON JOBS AND

TRAIN THEM THERE IN THE ACTUAL

ENVIRONMENT WHERE THEY CAN BE

WORKING.

THINK OF THAT PLACE IN TRAINING

VERSUS TRAIN IN PLACE.

WE ALSO LEARNED THAT WE NEED TO

NEGOTIATE TASKS AROUND WHAT

PEOPLE CAN DO VERSUS TRYING TO

FIT THEM INTO EXISTING JOB

DESCRIPTIONS.

THIS IS WHERE I WAS GETTING SO

FRUSTRATED AS A NEW JOB

DEVELOPER, I WAS TRYING TO FIT

PEOPLE INTO EXISTING JOB

DESCRIPTIONS THAT REALLY DIDN'T

FIT.

THE SQUARE PEG, ROUND HOLE KIND

OF THING.

DO PARTS OF THE JOB BUT MAYBE

NOT ALL THE JOBS THEN OF COURSE

WE ALWAYS TALK ABOUT STRATEGIES

LIKE THAT.

I REALIZE NEEDED TO BE A BIGGER

FOCUS ON FIGURING OUT WHAT

PEOPLE CAN DO.

ALSO NEED TO FIGURE OUT WAYS TO

SUPPORT WORKERS LONGER TERM IN

COMMUNITY JOBS.

THERE'S MUCH MORE NEED FOR

THINGS LIKE GOOD SYSTEMATIC

INSTRUCTION, USE OF ASSISTIVE

TECHNOLOGY AND USE OF NATURAL

SUPPORTS WHICH ARE ALL

COMPONENTS OF CUSTOMIZED

EMPLOYMENT.

CUSTOMIZED EMPLOYMENT REALLY

STANDS ON THE SHOULDERS OF

SUPPORTED EMPLOYMENT.

IT'S BASED ON THE SAME VALUES

THAT EVERYONE CAN WORK, IS IN

THE RIGHT JOB AND GIVEN THE

RIGHT SUPPORT.

BUT THERE'S SOME ADDED TOOLS AND

STRATEGIES THAT REALLY HELP

EMPLOYMENT SPECIALISTS.

THE FIRST OF THOSE IS WHAT WE

CALL DISCOVERY WHICH IS THE

ASSESSMENT PIECE OF CUSTOMIZED

EMPLOYMENT WAYS OF REALLY

GETTING TO KNOW INDIVIDUAL

STRENGTHS AND CONTRIBUTIONS AND

THOSE CONDITIONS OF EMPLOYMENT

THAT WE ALL HAVE THAT GET PEOPLE

REALLY NEED TO BE SUCCESSFUL.

ANOTHER EMPHASIS IS REALLY

IDENTIFYING BUSINESS NEEDS.

AND RATHER THAN JUST TRYING TO

MATCH PEOPLE TO JOBS, REALLY GET

IN AND GET TO KNOW BUSINESS

OWNERS AND GET TO KNOW WHAT

NEEDS THAT THEY MAY HAVE THAT

THEY MAY NOT EVEN RECOGNIZE THEY

HAVE.

WE'LL BE TALKING ABOUT THAT A

LOT IN SESSION FOUR.

ALSO NEGOTIATE SPECIFIC JOB

DUTIES THAT CREATE THE WIN-WIN

SITUATION.

WHEN I THINK ABOUT WHAT IS

DIFFERENT WITH CUSTOMIZED

EMPLOYMENT VERSUS SUPPORTED

EMPLOYMENT I THINK NEGOTIATED

DUTIES IS A BIG PIECE OF THAT.

AND ALSO CUSTOMIZED EMPLOYMENT

REALLY FOCUSES ON UTILIZING

PEOPLE'S SOCIAL CAPITAL AND

NATURAL SUPPORT.

IT'S A LOT ABOUT WHO YOU KNOW IN

GETTING INTO THE JOB.

WE'VE BUILT SPIN POLLING

QUESTIONS TO MAKE THIS A LITTLE

MORE INTERESTING.

YOU SHOULD BE ABLE TO SEE THIS

ON THE SIDE PANEL AND WE'D

LIKE -- GO AHEAD TO CLICK TO

ANSWER THESE QUESTIONS.

THE FIRST QUESTION IS, HOW DO

YOU GET YOUR FIRST JOB?

WAS IT BY RESPONDING TO POSTED

JOB OPENING?

WAS IT THROUGH A FAMILY MEMBER

OR FRIEND?

WAS IT PARTICIPATING IN A WORK

EXPERIENCE OR IN TESH SHIP OR

BECAUSE YOU KNEW THE EMPLOYER OR

FAMILY BUSINESS OR SOME OTHER

WAY.

THIS IS YOUR FIRST JOB.

YOU CAN DEFINE THAT ANY WAY YOU

WANT, WHETHER IT WAS

BABY-SITTING OR NEWSPAPERS OR

JOB WHERE YOU ACTUALLY GOT A

PAYCHECK.

GO AHEAD AND RESPOND TO THAT

ONE.

I'LL JUST PAUSE FOR A MINUTE

WHILE THAT IS COMING UP.

I'M GOING TO GO AHEAD WHILE

YOU'RE FILLING THAT IN I'M GOING

TO READ THROUGH THE NEXT ONE.

THERE'S A POLLING QUESTION

NUMBER TWO THAT WILL COME UP IN

A MOMENT.

THAT ONE IS ABOUT WHO TAUGHT YOU

YOUR FIRST JOB.

DID YOU ALREADY HAVE SKILLS AND

KNOWLEDGE TO PERFORM THE JOB.

DID YOUR EMPLOYER PROVIDE FORMAL

ORIENTATION AND TRAINING.

DID YOUR SUPERVISOR OWE

CO-WORKER TEACH YOU HOW TO DO

THE JOB.

OR OTHER.

GO AHEAD FILL IN THAT POLL AS

WELL.

I'M GOING TO MOVE ON AND TALK

WHILE YOU'RE DOING THE POLL.

WHILE YOU'RE DOING THAT, I JUST

WANTED TO COMPARE AND CONTRAST A

LITTLE BIT, HOW CUSTOMIZED

EMPLOYMENT IS DIFFERENT FROM

TRADITIONAL APPROACH BECAUSE

REALLY IT'S MEANT TO CIRCUMVENT

THIS MORE TRADITIONAL APPROACH.

THIS IS WHAT I WAS DOING AS A

NEW JOB DEVELOPER.

I WAS -- YOU CAN HAVE FORMAL

ASSESSMENT, HELPING PEOPLE GET

RESUMES TOGETHER, PRACTICE

INTERVIEWING AND THEN HELPING

THEM IDENTIFY AND RESPOND TO

POSTED JOB ADS, WHETHER IT WAS

THROUGH PUBLIC WORKFORCE SYSTEM

OR WANT ADS IN THE PAPER OR

CRAIGSLIST OR WHEREVER.

THEN HELPING PEOPLE WITH

APPLICATIONS AND INTERVIEWS.

WHAT I FOUND WAS THAT IT WASN'T

WORKING.

MAINLY BECAUSE WHEN YOU USE THE

STRATEGY, THE QUESTION TO THE

EMPLOYER IS WHO IS THE BEST

PERSON TO FIT THE JOB

DESCRIPTION.

AND THEY MAY GET AN APPLICANT,

IF SOMEBODY HAS BARRIERS TO

EMPLOYMENT, THEY MAY NOT COME UP

ON THE TOP OF THE STACK.

I WAS FINDING THAT PROCESS TO BE

VERY, VERY COMPETITIVE AND FOLKS

I WAS WORKING WITH DIDN'T

NECESSARILY COMPETE WELL.

WITH WITH THE MORE CUSTOMIZED

APPROACH WE START WITH DISCOVERY

WHICH AGAIN IS A TYPE OF

ASSESSMENT BUT REALLY AT GETTING

TO KNOW THE PERSON AND GETTING

TO KNOW THAT PERSON'S INTEREST

AND SKILLS AND CONTRIBUTIONS AND

WHAT IS GOING TO BE GOOD JOB FOR

THEM.

USING PEOPLE'S CONNECTIONS TO

GET IN THE DOOR.

AND WHEN A MATCH IS FOUND

BETWEEN A PERSON'S SKILLS AND

EMPLOYER NEEDS THEN WE'RE

ACTIVELY PROPOSING EMPLOYMENT.

IT'S PROACTIVELY PROPOSING

EMPLOYMENT.

THE QUESTION TO THE EMPLOYER IS,

CAN THIS ONE PERSON MEET ONE OR

MORE OF MY IDENTIFIED NEEDS.

THAT IS A REALLY DIFFERENT

QUESTION FOR THE EMPLOYER.

I'M GOING TO GO BACK, ON THE

POLL, THE POLL QUESTIONS, THE

ANSWERS COMING UP.

AS YOU CAN SEE BY FAR THE

CATEGORY THAT'S GOT THE MOST

VOTES ARE HOW PEOPLE FOUND THEIR

JOBS.

MOSTLY THROUGH FRIENDS AND

FAMILY, OKAY?

HAVE SOME RESPONSE FROM THE

OTHER ONES.

KNOW THAT FRIENDS AND FAMILY IS

A WAY THAT LOTS OF US FIND JOBS,

PARTICULARLY OUR FIRST JOB.

BECAUSE WHEN YOU THINK ABOUT IT,

THE FIRST JOB WE MAYBE DON'T

HAVE LOT OF EXPERIENCE, WE DON'T

HAVE LOT TO PUT ON A RESUME.

THOSE KINDS OF THINGS, WE REALLY

DEPEND ON OUR SOCIAL

CONNECTIONS.

ON THE POLLING QUESTION NUMBER

TWO, IT LOOKS LIKE THE MAJORITY

OF YOU LEARNED YOUR FIRST JOB BY

YOUR SUPERVISORS OR CO-WORKERS

TEACHING YOU THE TASK YOU NEEDED

TO KNOW.

YOU DIDN'T HAVE TO KNOW ALL THE

SKILLS.

DIDN'T HAVE TO KNOW HOW TO DO

THE JOB OR OF A ALL THE SKILLS

GOING IN.

BUSINESSES ARE USED TO TRAINING

PEOPLE.

THEY DO THAT, THEY'RE USED TO

HAVING PEOPLE COME IN THAT DON'T

HAVE THE SKILLS.

SOMETIMES THEY EVEN PREFER TO

TEACH THEM THAT WAY.

I ALWAYS LIKE TO GET PEOPLE

THINKING ABOUT THEIR FIRST JOBS

IT DOES REALLY SET THE TONE FOR,

WE GET JOBS THROUGH OUR SOCIAL

CONNECTIONS AND WE DON'T HAVE TO

HAVE ALL THE SKILLS WHEN WE

START.

WE CAN LEARN THEM AS WE GO.

VERY GOOD.

THANKS FOR DOING THAT.

HERE IS JUST A LITTLE

INFORMATION.

THE HIDDEN JOB MARKET.

THE REASON THE TRADITIONAL

APPROACH SOMETIMES DIFFICULT FOR

PEOPLE IS TO THINK ABOUT IT, 80%

OF ALL JOBS NEVER FORMALLY GET

ADVERTISED BECAUSE EMPLOYERS

TEND TO HIRE PEOPLE THEY KNOW OR

PEOPLE THAT ARE REFERRED BY

OTHER EMPLOYEES OR IF THEY CAN

AVOID THAT WHOLE HIRING PROCESS

THEY SAVE THEMSELVES A LOT OF

TIME AND MONEY AND THEY'RE

GETTING REFERRALS FROM PEOPLE

WHO THEY KNOW AND TRUST THAT

THIS PERSON MIGHT DO A GOOD JOB.

THEY SAY THERE IS SLIGHTLY

DIFFERENT STATISTICS OUT THERE.

BUT APPROXIMATELY 60% OF PEOPLE

ARE LOOKING FOR WORK THROUGH THE

HELP OF FAMILY, FRIENDS AND

ACQUAINT ANSWERS.

THIS ISN'T NECESSARILY THE FIRST

JOB.

SIMILAR TO LIKE THAT, THIS IS A

MAIN WAY THAT PEOPLE GET JOBS.

REALLY IS ABOUT WHO YOU KNOW, A

LITTLE BIT ABOUT WHAT YOU KNOW.

WHO YOU KNOW IS REALLY

IMPORTANT.

EMPLOYERS ARE OFTEN MORE WILLING

TO HIRE SOMEBODY THAT'S

RECOMMENDED.

A LOT OF JOBS NEVER GET POSTED

TO BEGIN WITH.

POLLING QUESTION NUMBER THREE.

WHO MIGHT CUSTOMIZED EMPLOYMENT

HELP, DO YOU THINK?

IF IT'S PEOPLE THAT EXPERIENCE

INTELLECTUAL AND DEVELOPMENTAL

DISABILITIES?

PEOPLE WHO EXPERIENCE MENTAL

HEALTH DISABILITIES?

PEOPLE WHO HAVE HAD INVOLVEMENT

WITH JUSTICE SYSTEM.

INDIVIDUALS WHO LIVE IN RURAL

ENVIRONMENTS WITH LIMITED JOB

OPPORTUNITIES OR ANYONE

EXPERIENCING BARRIERS TO

EMPLOYMENT.

I'M GOING TO KEEP TALKING WHILE

YOU'RE FILLING THIS OUT AND

WE'LL COME BACK TO THAT

QUESTION.

>> JANET?

>> YES.

>> WE WILL BRING THE POLL UP FOR

YOU TO VIEW IN A SECOND IF WE

PULL IT BACK DOWN TOO QUICKLY

FOR YOU JUST LET US KNOW WE'LL

BRING IT BACK UP.

>> OKAY.

THANKS, EVERYBODY, WE'RE

FIGURING THAT OUT AS WE GO.

WORKING PRETTY WELL SO FAR.

WHEN I TALKED ABOUT CUSTOMIZED

VERSUS TRADITIONAL APPROACHES I

DON'T BY ANY MEANS INDICATE THAT

TRADITIONAL APPROACH IS BAD.

YOU GOT YOUR FIRST JOB THROUGH

RESPONDING TO A JOB AD OR IT'S

NOT THAT IT'S A BAD APPROACH.

IT JUST DOESN'T WORK FOR

EVERYBODY.

IF YOU'RE SOMEBODY THAT DOESN'T

COMPETE WELL AGAINST A LOT OF

OTHER CANDIDATES SOMETHING ELSE

IS NEEDED.

THIS IS WHERE I WAS STRUGGLING

IS BECAUSE I KEPT USING THE SAME

STRATEGY AND IT WASN'T WORKING

AND I DIDN'T KNOW WHAT ELSE TO

DO.

WHEN I LEARNED ABOUT CUSTOMIZED

EMPLOYMENT IT REALLY OPENED MY

EYES TO A DIFFERENT WAY OF GOING

ABOUT JOB SEARCH.

NOT BAD, NOT THAT IT'S A GOOD

STRATEGY OR BAD STRATEGY JUST

APPLES AND ORANGE.

WHAT CUSTOMIZED EMPLOYMENT DOES

NOT INVOLVE, I THINK THIS IS

IMPORTANT, TOO, IT DOESN'T

INVOLVE GROUP PLACEMENT.

REALLY STICK TO THAT IDEA OF ONE

PERSON, ONE JOB.

I FIND THIS REALLY EASY, SAY WE

GET SOMEBODY A JOB SOMEWHERE,

IT'S EASY TO SAY, MAYBE GET

SO-AND-SO A JOB THERE, TOO.

OR WE HELP SOMEBODY START A

BUSINESS, MAYBE THEY CAN EMPLOY

THREE MORE PEOPLE WITH

DISABILITIES.

IT'S NOT ABOUT GROUP AT ALL.

ONE PERSON, ONE JOB.

JOB PLACEMENTS ARE AT LEAST

MINIMUM OR PREVAILING WAGE FOR

THE JOB.

ANYTHING LESS THAN THAT IS NOT

CONSIDERED CUSTOMIZED EM

EMPLOYMENT.

ALSO FITTING THE JOB SEEKER INTO

AN EXISTING JOB DESCRIPTION IS

NOTHING CUSTOMIZED ABOUT THAT.

THAT'S FINE IF THE JOB SEEKER

CAN DO THE JOB AROUND EXISTING

JOB DESCRIPTION, THAT'S FINE.

BUT IT'S PROBABLY NOT CUSTOMIZED

THEN.

BECAUSE CUSTOMIZATION IS ABOUT

THAT NEGOTIATION WITH EMPLOYERS

ABOUT JOB DUTIES.

IT'S TYPICALLY RELIANCE ON LARGE

COMPANIES OR COMPANIES WITH HIGH

TURNOVER IS NOT A VERY

CUSTOMIZED APPROACH.

I KNOW LIKE IN THE '89 50S WHEN

WE STARTED DOING SUPPORTED

EMPLOYMENT WE THOUGHT WE JUST

HELPED OUT THE FAST FOOD

INDUSTRY BECAUSE THAT WAS A VERY

HIGH TURN OVER INDUSTRY AND

POACHING PEOPLE WITH THE IDEA

THAT, HEY, WE'VE GOT PEOPLE WHO

WILL STAY AT NEW JOBS, WON'T

HAVE TO DO RETRAINING OVER AND

OVER.

ALL THE MANAGERS TURNED OVER,

TOO.

SO PEOPLE DIDN'T HAVE THE LONG

TERM SUPPORT THEY NEEDED TO BE

SUCCESSFUL THERE.

LARGER COMPANIES ARE FINE IF YOU

CAN GET THROUGH THE PROCESS.

TYPICALLY JUST LARGE COMPANIES

HAVE HR DIVISIONS, THEY HAVE SET

JOB DESCRIPTIONS THEY DON'T LIKE

TO DEVIATE FROM THE JOB

DESCRIPTION.

WHAT WE FIND IS THAT IT'S JUST

SOMETIMES TOO FRUSTRATING TO GO

THAT ROUTE.

ALSO RUNNING JOB SEEKERS THROUGH

A PRE-ESTABLISHED SET OF WORK

EXPERIENCES IS NOT A CUSTOMIZED

APPROACH.

I KNOW LOT OF PEOPLE, ESPECIALLY

SCHOOLS DO THAT THEY HAVE SOME

PREESTABLISHED WORK EXPERIENCE,

EVERYBODY GETS ROTATED THROUGH.

CUSTOMIZED EMPLOYMENT WE REALLY

LOOK AT DEVELOPING THOSE KINDS

OF AROUND EACH PERSON'S

INDIVIDUAL INTEREST.

SO IF IT'S PREESTABLISHED, IT

PROBABLY ISN'T CUSTOMIZED.

I'M GOING TO PAUSE FOR JUST A

SECOND AND SEE IF THERE'S ANY

QUESTIONS.

I DON'T SEE ANY QUESTIONS THERE.

IF YOU HAVE A QUESTION GO AHEAD

AND WRITE IT IN THE CHAT BOX.

>> IF YOU DO HAVE QUESTIONS TYPE

THEM IN THE Q&A BOX.

OR YOU CAN ALSO RAISE YOUR HAND

AND WE CAN LOOK AT UNMUTING YOU

AS WELL, THANK YOU.

>> I'LL KEEP GOING.

FROM WILL BE -- GO AHEAD AND

TYPE IN ANY TIME YOU DO HAVE A

QUESTION.

I WANTED TO CONTINUE WITH SOME

OF THE POTENTIAL OUTCOMES OF

CUSTOMIZED EMPLOYMENT.

GIVE YOU SOME EXAMPLES OF EACH.

FIRST OF ALL, FOUR POTENTIAL

OUTCOMES OF CUSTOMIZED

EMPLOYMENT.

WAGE EMPLOYMENT OUTCOMES AND TWO

ARE SELF EMPLOYMENT OUTCOMES

BECAUSE CUSTOMIZED EMPLOYMENT

DOES SOMETIMES RESULT IN SELF

EMPLOYMENT FOR PEOPLE.

UNDER WAGE EMPLOYMENT OUTCOMES

I'LL HAVE BOTH NEGOTIATED JOBS

AND RESOURCE OWNERSHIP.

AND UNDER SELF EMPLOYMENT WE

HAVE MICRO ENTERPRISE AND A

BUSINESS WITHIN A BUSINESS.

I'LL GO ON.

I'M GOING TO PAUSE FOR A MINUTE

BECAUSE POLLING QUESTION CAME

UP.

I SEE THAT THE MAJORITY OF YOU

RESPONDED, ANYONE EXPERIENCING

BARRIERS TO EMPLOYMENT.

CERTAINLY APPLIES TO ALL OF

THESE GROUPS, KIND OF ALL OF THE

ABOVE.

THINK ABOUT IT, THERE'S LOTS OF

REASONS PEOPLE HAVE BARRIERS TO

EMPLOYMENT OTHER THAN

DISABILITY.

IT MIGHT BE INVOLVEMENT WITH THE

JUSTICE SYSTEM, IT MIGHT BE

LIMITED ENGLISH SKILLS, IT MIGHT

BE MEDICAL APPOINTMENTS OR LIFE

CIRCUMSTANCES THAT PEOPLE HAVE

RESPONSIBILITIES FOR KIDS OR

ELDERLY PARENTS OR THINGS THAT

SORT OF CREATE CHALLENGE TO

EMPLOYMENT IN THE WAY THAT WE

TYPICALLY SEE IT.

THAT THINGS HAVE TO BE A LITTLE

MORE CUSTOMIZED AND

INDIVIDUALIZED AROUND WHAT WORKS

FOR THEM.

>> JANET, WE DO HAVE COUPLE OF

QUESTIONS IN THE Q&A IF YOU'RE

ABLE TO SEE THOSE.

HAS CUSTOMIZE EMPLOYMENT PROVEN

TO BE MORE SUCCESSFUL DURING

TIMES OF LOW UNEMPLOYMENT RATES.

ONE THING I WILL SAY IS THAT THE

RATES ON EMPLOYMENT FOR PEOPLE

WITH DISABILITIES DON'T SEEM TO

VARY MUCH WHETHER THE ECONOMY IS

GOOD OR THE ECONOMY IS BAD.

THAT'S ONE OF THE REASONS.

YOU WOULD THINK THAT IN TIMES

WHEN UNEMPLOYMENT RATES ARE LOW

THAT WE HAVE MORE SUCCESS IN

GETTING PEOPLE JOBS.

IT DOESN'T SEEM -- IT SEEMS TO

STAY FLAT REGARDLESS OF WHAT

UNEMPLOYMENT RATES ARE.

I THINK CUSTOMIZED EMPLOYMENT

HAS BEEN PROVEN TO BE MORE

SUCCESSFUL IN GENERAL AT GETTING

PEOPLE JOBS.

SO I DON'T KNOW IF THAT QUITE

ANSWERS YOUR QUESTION.

WE ALSO HAVE QUESTION HERE,

COMMENTED ABOUT ESTABLISHED SET

OF WORK EXPERIENCE AND

REFERRING, PARTNERING WITH THE

SAME BUSINESSES FOR PROVIDING

SKILL DEVELOPMENT.

I THINK WHAT HAPPENS A LOT IS

THAT, FOR ASSESSMENT PURPOSES

ESPECIALLY, AGENCIES OR SCHOOLS

MIGHT SET UP LIKE, SAY, JUST FOR

EXAMPLE THREE DIFFERENT WORK

EXPERIENCE SITES.

MAYBE LIKE ONE IS AT THE

HOSPITAL, ONE IS IN THE SCHOOL

CAFETERIA, AND IT'S ROTATING

PEOPLE THROUGH THOSE SITES AND

ASSESSMENTS WHERE AS DISCOVERY

REALLY LOOKS MORE INDIVIDUALLY

AT EACH PERSON, LIKE, FOR

INSTANCE, IF SOMEBODY REALLY HAS

AN INTEREST IN SAY WORKING WITH

CHILDREN, WE WANT TO SEE THEM IN

A WORK EXPERIENCE WORKING WITH

CHILDREN.

OR THROUGH PIECES OF DISCOVERY

GET THEM OUT AND WORKING WITH

KIDS AS OPPOSED TO GOING THROUGH

THE PRESET SITE THAT MAY NOT

HAVE ANYTHING TO DO WITH KIDS.

MAKE SURE THAT WE'RE FOCUSING IT

ON WHAT PEOPLE ARE INTERESTED

AND WHAT WE'RE LEARNING ABOUT

THEM.

MORE QUESTIONS?

>> THERE'S ALSO A QUESTION

INQUIRING ABOUT LENGTH OF TIME

OF CUSTOMIZED EMPLOYMENT AND

TIME OF THE PROCESS.

>> I THINK YOU'RE REFERRING TO

HOW LONG THE JOBS ARE LASTING, I

DON'T KNOW IF THERE'S ANY FORMAL

DATA ON THAT.

SOME DATA THAT WE HAVE, THIS HAS

BEEN COLLECTED THROUGH EASTER

SEALS OF SOUTHERN CALIFORNIA, IS

THAT WE'VE CUSTOMIZED

EMPLOYMENT, THEY'RE FINDING THAT

WHILE -- DISCOVERY PROCESS IS

SPENDING MORE TIME UP FRONT THAT

IT'S CUTTING OFF ROUGHLY A THIRD

OF THE TIME THEY'RE SPENDING IN

JOB DEVELOPMENT.

THAT IS A LITTLE BIT OF DATA

THERE.

HOW LONG CUSTOMIZED

EMPLOYMENT -- CUSTOMIZED JOBS

ARE LASTING, I'M NOT SURE THAT

WE HAVE ANY DATA ON THAT.

BUT THAT WOULD BE SOMETHING

REALLY INTERESTING TO LOOK AT.

MAYBE WE CAN GET MISSOURI TO

COLLECT SOME DATA ON THAT, HOW

ABOUT THAT?

GOOD QUESTION.

GO BACK JUST A SECOND TO REVIEW.

FOUR POTENTIAL OUTCOMES OF

CUSTOMIZED EMPLOYMENT,

NEGOTIATED JOBS, RESOURCE

OWNERSHIP, MICRO ENTERPRISE AND

BUSINESS WITHIN A BUSINESS.

I WANT TO GO ON TALK ABOUT EACH

ONE WHAT THAT MIGHT LOOK LIKE.

IN A NEGOTIATED JOB I THINK

WE'RE ALL PRETTY FAMILIAR WITH

THE IDEA OF JOB CARVING,

NEGOTIATING AROUND PIECES THAT

THE PERSON CAN DO TRYING TO

SHIFT OTHER PIECES TO A

CO-WORKER OR SOMETHING ELSE.

JOB REACHES IS A LITTLE

DIFFERENT IN THAT IT MAY BE --

MAYBE THERE WASN'T A JOB

DESCRIPTION OR MAYBE EVEN

SOMEBODY DOING THE JOB.

I'LL GIVE YOU AN EXAMPLE.

DEBBY WAS LEAVING HIGH SCHOOL IN

WHAT WE'VE LEARNED ABOUT HER

THROUGH DISCOVERY SHE WAS VERY

IN TO ORGANIZING THINGS.

A VERY CLEAN AND STRUCTURED

ENVIRONMENT, SHE'S ON AUTISM

SPECTRUM, TO GET TO WORK SHE

NEEDED TO USE THE BUS.

AND THE BUS ONLY RAN ON THE

WEEKDAYS.

SOME OF HER CONDITIONS THEN WERE

CLEAN AND STRUCTURED, WEEKDAYS

ON THE BUS ROUTE.

WE WERE LOOKING FOR OFFICE KIND

OF JOBS.

WE STUMBLED UPON THIS JOB.

WHEN WE WENT TO TALK TO THEM WE

TALKED TO THE CUSTOMER SERVICE

SUPERVISOR.

BECAUSE DEBBY IS NONVERBAL, SHE

DOESN'T TALK, WE THINK ABOUT

CUSTOMER SERVICE THINK ABOUT

PRETTY INTERACTIVE JOBS.

WE CHATTED WITH HER FOR AWHILE.

SHE EXPLAINED WHAT CUSTOMER

SERVICE REPS DO, THEY ARE ON THE

PHONE.

AT ONE POINT IN THE DISCUSSION

WE SAID IS THERE ANYTHING THAT

DOESN'T GET TO BE AROUND HERE.

RIGHT AWAY SHE SAID, OH, YEAH,

FILING.

FILING IS A BAD WORD AROUND HE

HERE.

PEOPLE PAY THEIR KIDS TO COME IN

AND FILE, WENT ON ABOUT IT.

SHE TOOK US ON A TOUR AND WE

LANDED IN THE FILING ROOM AND

SURE ENOUGH THERE WAS FAIRLY

LARGE ROOM FILLED WITH

FOUR-DRAWER FILE CABINETS WITH A

FOOT OF PAPERWORK ON TOP.

YOU'RE NOT KIDDING WHAT IS GOING

ON WITH THE FILING?

LONG STORY SHORT, WHAT IT TURNED

OUT TO BE IS THAT CUSTOMER

SERVICE REPS GOT PAID COMMISSION

WHEN THEY WERE ON THE PHONES

SELLING PHONE PACKAGES, NOT AN

OPPORTUNITY TO EARN COMMISSIONS

WHEN THEY WERE IN THE BACK ROOM

FILING.

THE FILING WASN'T GETTING DONE.

SO A WEEK LATER WE WENT BACK AND

SID, WHY DON'T YOU CONSIDER

HIRING DEBBY TO DO YOUR FILING.

OTHER THING WE LEARNED THAT

EVERYTHING WAS FILED BY PHONE

NUMBER NOT BY -- NOT

ALPHABETICALLY WHICH I THINK

ALPHABETICAL FILING WOULD HAVE

BEEN A DIFFICULT SKILL FOR

DEBBY.

BUT FILING BY PHONE NUMBER SHE

WAS PRETTY GOOD AT MATCHING

NUMBERS, ONLY ABOUT FIVE

PREFIXES IN THAT COMMUNITY.

SHE COULD DO THIS PRESORT THEN

FIGURE OUT WAY TO HAVE HER

FURTHER SUBDIVIDE.

WHEN SHE HAD STACK OF PAPER IT

WAS ALL GOING TO THE SAME FILE

DRAWER NOT RUNNING ALL OVER THE

FILE ROOM.

WHEN WE PRESENTED IT TO THE

COMPANY WE SAID, WHY DON'T YOU

CONSIDER HIRING DEBBY TO FILE

YOUR PAPERWORK AND THESE ARE THE

BENEFITS FOR YOU.

FIRST OF ALL INCREASES YOUR

EFFICIENCY BECAUSE YOU CAN FIND

YOUR PAPERWORK WHICH IS

IMPORTANT.

B, IT COULD HELP YOU MAKE MONEY

BECAUSE YOUR CUSTOMER SERVICE

REPS ARE SPEND CAN MORE TIME ON

THE PHONE AND LESS TIME IN THE

FILING ROOM.

AND C, IMPROVES EMPLOYEE MORALE

BECAUSE OBVIOUSLY THE CUSTOMER

SERVICE REPS DON'T WANT TO DO

THIS ANYWAY.

WHEN IT WAS PRESENTED LIKE THAT

IT WAS LIKE A NO BRAINER TO

THEM, YES, OF COURSE WE'LL HIRE

DEBBY PART TIME.

SHE WORKS ABOUT 230 HOURS A

WEEK.

WORKED THERE FOR COUPLE OF

YEARS, THAT WAS HER FIRST JOB

OUT OF HIGH SCHOOL IT WAS A

GREAT FIRST JOB FOR HER.

RESOURCE OWNERSHIP IS REALLY A

NEGOTIATED JOB, TOO, WITH ONE

TWIST.

THE TWIST IS, THAT THE

INDIVIDUAL, THE JOB SEEKER IS

BRINGING SOMETHING TO THE

COMPANY THAT HELPS THEM, THAT

CREATES MORE WORK.

BECAUSE WHAT WE KNOW IS

BUSINESSES DON'T HIRE PEOPLE

WHEN THEY'RE NOT MAKING MONEY.

PEOPLE HIRE PEOPLE WHEN THEY ARE

MAKING MONEY, WHEN BUSINESS IS

GOOD.

SOMETIMES BRINGING SOMETHING TO

THAT BUSINESS, TYPICALLY A PIECE

OF EQUIPMENT BUT IT COULD BE

SOMETHING ELSE.

IT COULD BE SOME SPECIALIZED

TRAINING OR SOMETHING THAT HELPS

THAT BUSINESS EXPAND THEIR

SERVICES SO THAT THEY CAN HIRE

SOMEBODY.

IF IT'S A PIECE OF EQUIPMENT

THEN OPERATING EQUIPMENT

GENERALLY BECOMES THE DUTY OF

THE INDIVIDUAL.

BUT THINK ABOUT IT AS AN

ECONOMIC DEVELOPMENT APPROACH.

LIKE MEANT TO BE A WIN-WIN.

I GOT TO TELL YOU WHEN I FIRST

HEARD ABOUT THIS I THOUGHT,

THAT'S JUST FINDING SOMEBODY A

JOB.

THINK ABOUT IT, IT'S NOT THAT

UNUSUAL.

I'M SURE MANY OF YOU ARE

REQUIRED TO HAVE COLLEGE DEGREES

FOR YOUR JOB, THAT WAS AN ASSET

THAT YOU PAID FOR THAT COST YOU

A GOOD BIT OF MONEY.

SIMILARLY MAY BE REQUIRED TO

HAVE AN AUTOMOBILE FOR THE JOB

WHICH ALSO IS A BIG TICKET AS

ASSET.

SOME PROFESSIONS, PEOPLE ARE

EXPECTED TO BRING THEIR OWN

TOOLS.

IT'S NOT THAT DIFFERENT THAN THE

REST OF US.

HAVING THAT PIECE OF EQUIPMENT

MIGHT OPEN UP THE REAL

POSSIBILITIES FOR PEOPLE.

HERE IS AN EXAMPLE.

THIS IS SCOTT'S ICE CREAM.

WE'LL TALK ABOUT -- HE HAD

CULINARY THEME, HE WAS INTO

FOOD, HE WAS WORKING AT A

RESTAURANT.

HE WANTED MORE HOURS AND

RESTAURANT OWNERS COULDN'T OFFER

THAT.

THEY LIKED SCOTT, THEY WERE

HAPPY WITH HIS WORK BUT JUST

COULDN'T PROVIDE MORE HOURS.

GIVEN THEIR INCOME, BUSINESS

INCOME.

TALKED TO THE OWNERS ABOUT WHAT

COULD HELP THEM GENERATE MORE

INCOME SO THAT THEY COULD GIVE

SCOTT MORE HOURS, SOMETHING THAT

CAME OUT OF THAT WAS THAT THEY

WERE PURCHASING DESSERTS FROM

ANOTHER COMPANY WHICH BECAUSE

THEY WERE PURCHASING FROM

ANOTHER COULD THERE WAS A SMALL

MARK UP.

IF THEY COULD MAKE THEIR OWN

DESSERTS THAT WOULD CREATE MORE

REVENUE THAT WOULD ALLOW TO HIRE

SOMEBODY.

THE LONG AND SHORT OF IT, THIS

IS ONE OF THE ASSIGNMENTS FOR

THIS TIME IS TO READ COUPLE OF

SHORT ARTICLES ONE IS ABOUT

SCOTT'S ICE CREAM.

WHAT IT ALLOWS HIM TO DO TO

PURCHASE AN ICE CREAM MACHINE

WHICH GENERATED MORE HOURS OF

WORK FOR HIM THEN THEY ACTUALLY

SORT OF BRANDED THE ICE CREAM AS

SCOTT'S ICE CREAM, IN ADDITION

TO THE RESOURCE OWNERSHIP

STRATEGY ALSO THEN CREATED A

SMALL BUSINESS OPPORTUNITY FOR

HIM BECAUSE HE LATER STARTED

SELLING IT AT OTHER PLACES.

RESOURCE OWNERSHIP IS A WAGE

OUTCOME, EMPLOYER STILL PAYING

THE PERSON A WAGE, BUT THEY

BRING THAT PIECE OF EQUIPMENT.

NOW IN SCOTT'S CASE THERE WAS

VARIETY OF SOURCES THAT WENT

INTO THAT, VOCATIONAL

REHABILITATION, HE ALSO USED

PASS PLAN STANDS FOR PLAN TO

ACHIEVE SELF SUPPORT, WAY PEOPLE

CAN GET MONEY FOR THINGS THAT

THEY NEED WHICH INCLUDES

RESOURCE OWNERSHIP.

HE ALSO HAD SOME PERSONAL IN

INVESTMENT IN THE ICE CREAM

MACHINE AND EMPLOYER KICKED IN A

LITTLE BIT, TOO.

IT OF THE JUST NICE BLENDING OF

FUNDS TO HELP PAY FOR THAT

EQUIPMENT.

HERE IS ANOTHER EXAMPLE OF

RESOURCE OWNERSHIP.

CHELSEA WAS VERY INTERESTED IN

WORKING WITH KIDS AND ALSO VERY

INTERESTED IN TECHNOLOGY.

THEY DID A WORK EXPERIENCE WITH

CHILDREN IN THE PUBLIC SCHOOLS

TEACHING THEM TO USE iPADS.

THEY APPROACHED THE SCHOOL

DISTRICT ABOUT HIRING CHELSEA

BUT THEY REALLY DIDN'T HAVE THE

FUNDS BUILT INTO THE PROJECT FOR

THAT KIND OF POSITION OR FOR

THE iPAD.

AS A RESULT OF THE NEGOTIATION

AROUND THIS, VOC REHAB AND SOME

SPECIAL PROJECTS, PURCHASE A SET

OF iPADS THAT THEN WERE USED

TO NEGOTIATE THE JOB FOR CHELSEA

SO SHE WAS HIRED BY THE SCHOOL

DISTRICT TO WORK WITH KIDS ON

iPADS.

SHE LOVED HER JOB AND JUST

REALLY COOL WIN-WIN FOR BOTH THE

EMPLOYER AND THE EMPLOYEE.

THE WAGE EMPLOYMENT OPTION ARE

NEGOTIATED JOB OR RESOURCE

OWNERSHIP.

NOW SHIFT TO THE OTHER SIDE FOR

A MINUTE SELF EMPLOYMENT.

>> JANET?

WE DO HAVE COUPLE OF QUESTIONS.

WE HAVE ONE IN THE Q&A FROM MAX

INQUIRING --

>> LET ME SCROLL DOWN.

>> THEN ALSO QUESTION IN THE

CHAT BOX AS WELL.

>> MAX'S QUESTION IS FOR

CUSTOMIZED EMPLOYMENT DO YOU

STILL USE JOB COACHES, IF SO

RULE OF THUMB HOW LONG.

>> YES.

WE DO TRY TO PROMOTE NATURAL

SUPPORT AS MUCH AS POSSIBLE.

BUT OFTEN THERE IS A NEED TO

HAVE A JOB COACH THERE, TOO.

BUT THE JOB COACH'S ROLE CHANGES

A BIT.

REALLY TRYING TO BE LIKE A

CONSULTANT TO BOTH THE BUSINESS

AND TO THE EMPLOYEE.

WE DON'T WANT TO JUST JUMP IN

AND TAKE OVER TRAINING FOR THE

BUSINESS.

BUT REALLY SUPPORT THE BUSINESS

IN DOING THE TRAINING WITHIN THE

NEW EMPLOYEE TO THE EXTENT

POSSIBLE.

RULE OF THUMB IS ALWAYS AS SOON

AS YOU CAN.

BUT THAT CERTAINLY VARIES ACROSS

PEOPLE.

SOME PEOPLE ARE GOING TO THERE

LONGER F. YOU GO IN, NEGOTIATE

THE JOB SAYING WE'LL PROVIDE ALL

THE TRAINING THEN IT'S HARD TO

GET OUT OF THERE BECAUSE YOU

ESTABLISH EXPECTATION THAT

YOU'RE GOING TO BE THERE.

IF YOU START NEGOTIATION WE WILL

SUPPORT YOU IN PROVIDING THE

TRAINING IT SETS A DIFFERENT

TONE.

I SEE ANOTHER QUESTION HERE

ABOUT COULD YOU PROVIDE MORE

INFORMATION ABOUT HOW TO ASSIST

A CLIENT IN UTILIZING A PASS

PLAN.

PROBABLY NOT TODAY.

DUANE, MAYBE YOU CAN SPEAK TO

THIS AT THE END OF THE WEBINAR

THAT WE'RE ALSO GOING TO BE

DOING A SIMILAR SERIES LIKE THIS

ON SOCIAL SECURITY WORK

INCENTIVES AND PASS IS ONE OF

THOSE SOCIAL SECURITY WORK

INCENTIVES.

IT IS A VERY, VERY COOL WAY,

VERY UNDER UTILIZED WAY OF

GETTING FUNDS FOR PEOPLE TO HELP

THEM ACHIEVE THEIR WORK GOALS

LEADING TO SELF SUPPORT WHICH

MEANS LEADING TO REDUCTION OR

ELIMINATION OF SOCIAL SECURITY

BENEFITS.

>> WE WILL BE HAVING A FIVE-PART

WEBINAR SERIES IN JULY AND

AUGUST ON UTILIZATION OF PASS

PLANS, RELATED WORK EXPENSES HOW

TO DO BENEFITS PLANNING

NOMINATIONS FOR THAT WILL BE

SUBMITTED PROBABLY WITHIN THE

NEXT TWO WEEKS.

>> BE LOOKING FOR THAT.

IT IS A COOL THING.

THERE WAS A QUESTION, I DON'T

SEE A QUESTION IN THE CHAT BOX.

>> HOW DO YOU CONVINCE EMPLOYERS

TO ADD AN EXTRA POSITION IN A

TIGHT ECONOMY.

>> WE'LL TALK A LOT ABOUT THAT

IN SECTION FOUR.

IT REALLY IS ABOUT GETTING AT

THEIR NEEDS.

IF YOU CAN SHOW A BUSINESS THAT

YOU BRING SOME VALUE TO THEM OR

THAT THAT PERSON CAN BRING SOME

VALUE TO THEIR BUSINESS.

THIS IDEA ABOUT RESOURCE

OWNERSHIP.

IT'S REALLY VERY FUNNY HOW --

WE'LL GET INTO MORE DETAIL ON

THAT IN THE FOURTH WEBINAR.

LET ME GO AHEAD FINISH ON SELF

EMPLOYMENT WE'LL HAVE TIME FOR

FEW MORE QUESTIONS.

SELF EMPLOYMENT, POTENTIALLY FOR

ANYONE BUT NOT FOR EVERYONE.

IT CAN REALLY INCREASE THE RANGE

OF OPTIONS AND OPPORTUNITIES FOR

SUCCESS.

LIKE ESPECIALLY IN LIKE TIGHT

ECONOMIES OR VERY RURAL

ENVIRONMENTS WHERE THERE MAY NOT

BE AS MANY OPPORTUNITIES.

PEOPLE HAVE TO GET MORE

CREATIVE.

JUST HAVE TO BE MORE CREATIVE.

IT'S ALSO ONE WAY FOR PEOPLE WHO

RECEIVE SSI AND/OR MEDICAID TO

ACCUMULATE WEALTH.

BECAUSE WE KNOW, MAYBE YOU KNOW

THIS, BUT PEOPLE WITH SSI OR

MEDICAID HAVE THAT $2,000

RESOURCE LIMIT.

SO SOME PEOPLE ARE ALWAYS HAVING

TO SPEND THEIR MONEY, THEY CAN'T

ACCUMULATE MONEY BECAUSE THEY

HAVE TO SPEND IT SO THAT THEY

CAN KEEP THEIR MEDICAL BENEFITS.

KEEP THEIR PLACEMENT OR SERVICES

THAT YOU PROVIDE.

PEOPLE WHO GET SSI OR MEDICAID

ARE SELF EMPLOYED THEY CAN

ACTUALLY ACCUMULATE MONEY IN A

BUSINESS ACCOUNT, IT HAS TO BE

AN ACTIVE BUSINESS ACCOUNT.

SO IT CAN BUILD UP IT CAN BE

MORE THAN $2,000.

THERE'S AN EXCLUSION FOR THAT

THEY CALL PROPERTY ESSENTIAL TO

SELF SUPPORT.

IT SAYS THAT THEY CAN BUILD THAT

UP NOT HAVE IT COUNT AGAINST

THEIR $2,000 RESOURCE LIMIT.

THINK ABOUT THIS.

SOMEBODY WAS SELF EMPLOYED

THEY'RE BUILDING UP MONEY IN

THEIR BUSINESS ACCOUNT THEN

LET'S SAY THEY WANTED TO BUY A

CAR.

A CAR IS AN EXCLUDABLE RESOURCE.

OR HOME THAT THEY LIVE IN.

USE THAT MONEY AS DOWN PAYMENT

ON A HOME.

AGAIN IT'S A WAY THAT PEOPLE CAN

ACCUMULATE -- USED TO BE THE

ONLY WAY.

NOW THAT WE HAVE ABLE ACCOUNTS

COMING UP THERE IS DIFFERENT

WAYS TO DO THAT.

I DON'T WANT TO DWELL ON THAT

TOO MUCH WE'LL JUST GO ON.

HERE IS ANOTHER POLLING QUESTION

FOR YOU.

GO AHEAD.

TRUTH OR MYTH.

ENTREPRENEURS MUST BE ABLE TO

HANDLE ALL ASPECTS OF THE

BUSINESS.

ENTREPRENEURS MUST BE ABLE TO

WRITE A BUSINESS PLAN.

ENTREPRENEURS WORK MANY MORE

HOURS THAN WAGE EMPLOYEES.

PEOPLE WITH DISABILITIES HAVE A

HARDER TIME ACCESSING SOURCES OF

FUNDING FOR SMALL BUSINESS,

LOANS AND THINGS LIKE THAT.

GO AHEAD AND INDICATE TRUTH OR

MYTH.

I'M JUST LOOKING AT THE POLL.

>> JANET, AS THIS POLL IS BEING

COMPLETED JUST TO LET YOU KNOW

ON TIME I THINK YOU HAVE NINE

SLIDES WE'VE GOT ABOUT NINE

MINUTES REMAINING.

>> OKAY, I'M MOVING.

I WILL GO ON.

I'LL TELL WHAT YOU DOESN'T LOOK

LIKE THERE'S TRUE OR FALSE

OPTION.

MAYBE CHECK IT IF YOU THINK IT'S

FALSE.

I'M GOING TO GO ON TALK ABOUT

MICRO ENTERPRISE.

VERY SMALL BUSINESSES, YOU THINK

ABOUT BUSINESSES THAT ARE OWNER

OPERATED OR EMPLOYING FIVE OR

FEWER WORKERS.

GENERALLY TALKING ABOUT SMALL

OPERATIONS.

IN 2013, WHICH IS THE MOST

CURRENT DATA YOU CAN GET THERE

WERE ALL 29 SMALL BUSINESSES IN

THE U.S.

23 MILLION OF THOSE HAD NO

EMPLOYEES.

SORT OF SINGLE OPERATOR KINDS OF

BUSINESSES.

MICRO ENTERPRISE IS REALLY THE

BACKBONE OF THE U.S. JOB

CREATION, RIGHT?

MANY, MANY MORE SMALL BUSINESSES

OUT THERE THAN THERE ARE LARGE

BUSINESSES.

INCREASINGLY, PEOPLE WITH

DISABILITIES HAVE HAD

OPPORTUNITIES TO BECOME BUSINESS

OWNERS.

WHAT WE FIND IT'S GENERALLY NOT

PEOPLE THAT ARE SAYING, I WANT

TO BE A BUSINESS OWNER.

IT'S PEOPLE THAT ARE ARTISANS.

THEY'RE JUST PARTICULARLY

INTERESTED IN PROVIDING A

PARTICULAR PRODUCT OR A

PARTICULAR SERVICE THAT JUST

MATCHES WHO THEY ARE.

SELF EMPLOYMENT MIGHT BE

CONSIDERED WHEN PEOPLE'S

INTERESTS AND SKILLS AND

CONDITIONS OF EMPLOYMENT REALLY

MATCH A GOOD BUSINESS IDEA OR

OPPORTUNITY.

MOST PEOPLE WHO HAVE NEEDED

SUPPORT TO ESTABLISH THAT.

THAT SOMETIMES I THINK IS THE

HARDER PIECE.

PEOPLE MIGHT HAVE A GREAT IDEA

BUT SOMETIMES THEY DON'T HAVE

THE SUPPORT TO REALLY MAKE IT

HAPPEN.

WE NEED TO THINK THROUGH ALL

THOSE THINGS BEFORE GOING DOWN

THE SELF EMPLOYMENT ROUTE.

HERE IS AN EXAMPLE, ONE OF THE

FIRST PEOPLE I WORKED WITH ON

SELF EMPLOYMENT.

ALAN HE WAS THIS ROUGH-TOUGH GUY

BUT WHEN HE TALKED ABOUT PLANTS

HE GOT REALLY SOFT AND GENTLE,

VERY SWEET.

BUT HIS CONDITIONS OF EMPLOYMENT

WERE FIRST OF ALL A LATE MORNING

OR AFTERNOON START.

IT WASN'T BECAUSE HE WAS LAZY,

DIDN'T WANT TO GET OUT OF BED IT

WAS BECAUSE HE HAD A SEVERE

SEIZURE DISORDER AND TOOK

MEDICATION THAT JUST MADE HIM

FEEL GROGGY IN THE MORNING, HE

COULDN'T FUNCTION.

WE KNEW THAT THAT WAS GOING TO

BE A CONDITION OF EMPLOYMENT FOR

HIM.

ALSO HE USED A WHEELCHAIR HE

NEEDED ACCESSIBLE WORK SITE.

HE PREFERRED TO BE OUTSIDE.

INITIALLY WE TRIED WAGE

EMPLOYMENT, WE HAD HIM DOING

WORK EXPERIENCE IN A LARGE

NURSERY SETTING OR BIG WIDE

AISLE, IS THAT WERE PAVED EASY

TO GET HIS WHEELCHAIR THROUGH HE

WAS WATERING PLANTS THERE.

BUT IT HAPPENED EARLY IN THE

MORNING WHICH IS WHEN LOT OF

THAT STUFF HAPPENS.

IT WASN'T WORKING FOR HIM

BECAUSE OF THAT, AT ONE POINT WE

SAID THIS ISN'T WORKING, HE DOES

HAVE REALLY -- LOT OF MEDICAL

ISSUES, GOOD DAYS, BAD DAYS.

HE LIVED IN THE GROUP HOME THAT

HAS THIS HUGE YARD, MAYBE WE

SHOULD THINK ABOUT SELF

EMPLOYMENT AS AN OPPORTUNITY.

WE INITIALLY HELPED HIM START

THIS BUSINESS GROWING TREES

THINKING THAT HE WAS GOING TO

GROW THE TREES THEN GO SELL THEM

AT THE FARMER'S MARKET.

THIS WAS A LONG TIME AGO.

I'VE LEARNED A LOT SINCE THEN.

WHAT WE FOUND IS TREES GROW

REALLY SLOW, FARMER'S MARKET

HAPPEN EARLY IN THE MORNING,

TOO, SO THAT DIDN'T WORK.

AT ONE POINT WE GOT A NEW PERSON

ON THE TEAM WHO HAPPENED TO BE A

MASTER GARDNER AND HE HAD BEEN

SELF EMPLOYED HIMSELF.

FIRST THING HE DID WAS ALAN HE

TOOK HIM OUT STARTED TALKING TO

SOME OF THE NURSERIES AND PLACES

IN TOWN THAT SOLD PLANTS ABOUT

WHAT THEY NEEDED.

WHAT THEY ALL SAID WE DON'T NEED

TREES, WE NEED GROUND COVER.

GROUND COVER IS FLYING OUT OF

HERE LIKE HOT CAKES,.

WE AMENDED HIS PATH HELPED HIM

CHANGE UP THE BUSINESS TO WHERE

HE WAS GROWING GROUND COVERS.

VOC REHAB, HE ALSO USED A PASS

PLAN AND TO PURCHASE THE

GREENHOUSE AND MATERIALS TO GET

STARTED HE HAD A LOT OF SUPPORT

FROM BOTH EMPLOYMENT STAFF BUT

GROUP HOME STAFF TO HELP WITH

THAT.

LOOKING OVER AT YOUR RESPONSES

TO THE POLLS, ACTUALLY I WOULD

SAY ALL OF THOSE ARE FALSE.

PROBABLY A LITTLE CONFUSING WITH

THE TRUE-FALSE THING.

BUT IF YOU GO BACK TO THE

QUESTIONS, I'M GOING TO SLIP

BACK FOR A SECOND.

THAT ENTREPRENEURS MUST BE ABLE

TO HANDLE ALL ASPECTS OF THE

BUSINESS.

ALL ASPECTS OF THE BUSINESS NEED

TO BE HANDLED BUT MOST

ENTREPRENEURS DON'T DO

EVERYTHING THEMSELVES.

MOST PEOPLE WHO ARE SELF

EMPLOYED HAVE OTHER PEOPLE THAT

HELP THEM EITHER THEY CONTRACT

IT OUT OR MAYBE THEY HAVE FAMILY

MEMBERS THAT HELP WITH THEIR

WEBSITE OR HELP WITH MARKETING

OR THINGS LIKE THAT.

PEOPLE DON'T HAVE TO BE ABLE TO

DO IT ALL THEMSELVES BUT THEY DO

HAVE TO BE ABLE TO FIGURE OUT

HOW TO GET IT ALL DONE.

ENTREPRENEURS MUST BE ABLE TO

WRITE A BUSINESS PLAN.

I THINK THAT THIS MUCH LIKE JOB

DEVELOPMENT.

IF PEOPLE NEED SUPPORT TO FIND A

JOB IT'S BECAUSE THAT'S NOT

THEIR SKILL SET.

THEY MIGHT BE VERY GOOD AT DOING

CERTAIN TASKS BUT FINDING THE

JOB PIECE.

SAME THING APPLIES TO BUSINESS

PLANNING.

SOMEBODY CAN HAVE REALLY GOOD

BUSINESS IDEA AND BE REALLY GOOD

AT PROVIDING THAT PRODUCT OR

SERVICE, BUT THEY MIGHT NEED

HELP AND SUPPORT WRITING THE

BUSINESS PLAN.

JUST THAT IS COMPLETELY

DIFFERENT SKILL SET.

WE CAN PROVIDE SUPPORT FOR

PEOPLE THROUGH THAT.

ENTREPRENEURS WORK MANY MORE

HOURS THAN WAGE EMPLOYEES.

I KNOW LOTS OF SELF EMPLOYED

PEOPLE WHO WORK A LOT OF HOURS.

MYSELF BEING ONE OF THEM.

BUT I ALSO KNOW A LOT OF WAGE

EMPLOYED PEOPLE WHO WORK AN

AWFUL LOT OF HOURS.

IF THE NUMBER OF HOURS IS A

CONSIDERATION FOR THIS PERSON,

WHICH IT MIGHT BE, MAYBE DUE TO

MEDICAL APPOINTMENTS OR STAMINA,

I CAN ONLY WORK X NUMBER OF

HOURS A WEEK, THEN QUESTION IS,

CAN WE MAKE THE BUSINESS WORK IN

X NUMBER OF HOURS A WEEK.

GENERATE THE KIND OF INCOME THAT

THE PERSON NEEDS TO GENERATE.

THAT COULD BE TRUE OF WAGE

EMPLOYMENT, TOO, IS THAT THEY

JUST NEED TO LIMIT THE HOURS TO

WHAT THEY CAN DO.

AGAIN I THINK THAT'S FALSE.

PEOPLE WITH DISABILITIES HAVE A

HARDER TIME ACCESSING SOURCES OF

FUNDING FOR SMALL BUSINESSES.

THAT COULD OR COULDN'T BE TRUE.

WHAT I FIND IS THAT PEOPLE HAVE

TROUBLE ACCESSING THINGS BECAUSE

THEY MIGHT HAVE LIMITED CREDIT

OR BAD CREDIT HISTORY OR THINGS

LIKE THAT.

ENTREPRENEURS WITH DISABILITIES

HAVE ACCESS TO THINGS LIKE PASS

AND SOME OTHER OPPORTUNITIES

THAT PEOPLE WITHOUT DISABILITIES

MAY NOT HAVE.

JUST ONE LAST THING HERE THIS

IDEA OF A BUSINESS WITHIN A

BUSINESS.

THINK ABOUT COMPANY THAT'S UNDER

THE HOST BUSINESS SORT OF LIKE

BEST BUY.

BEST BUY IS THE HOST BUSINESS,

WE'VE GOT THE GEEKS IN THE

CORNER BUT THEY ARE SEPARATE

BUSINESSES BUILT HAVE THE SAME

CUSTOMER BASE AND THEY OFFER

COMPLIMENTARY PRODUCTS AND

SERVICES.

IF I GO IN TO BUY A COMPUTER, GO

RIGHT THERE I NEED MY DATA

TRANSFERRED THE GEEKS ARE RIGHT

THERE.

SIMILARLY IF I GO TO THE GEEKS

MY COMPUTE SIR BROKEN THEY SAY

IT'S NOT WORTH FIXING, I'M RIGHT

THERE CAN BUY A COMPUTER AT BEST

BUY.

THIS CAN PROVIDE REALLY COOL

OPTIONS FOR PEOPLE WITH

DISABILITIES BECAUSE SOME OF

THAT SUPPORT IS ALREADY BUILT

IN.

HERE IS A FEW EXAMPLES OF A

BUSINESS WITHIN A BUSINESS.

I KNOW WE'RE GETTING CLOSE TO

TIME HERE I'M GOING TO SKIP OVER

THAT ONE.

I THINK WE'LL JUST SKIP THIS

ONE, TOO.

JUST SKIP THAT POLL QUESTION.

WE'LL COME BACK.

JUST SOME NEXT STEPS.

THINK ABOUT WHO YOU WORK WITH,

THE JOB SEEKERS YOU WORK WITH

WHO IS NOT DOING WELL IN

TRADITIONAL PROCESS.

THINK ABOUT THEM.

WHO MIGHT BE GOOD CANDIDATE FOR

CUSTOMIZED EMPLOYMENT.

AS WE MOVE THROUGH THE WEBINARS

AND ON SITE TRAINING, THINK

ABOUT THAT PERSON AND STEPS YOU

WOULD TAKE WITH THAT PERSON.

THIS PIECE SHOULD SHOW UP, DUANE

HELP ME OUT THAT SHOWS UP AFTER

THEY SIGN OFF OF THE WEBINAR WE

DO HAVE SOME EVALUATION

QUESTIONS TO ASK IF YOU PLEASE

DO THAT WE'D APPRECIATE IT.

>> THAT'S CORRECT.

WANT TO CLOSE OUT OF THE

WEBINAR, SURVEY WILL POP UP IN

YOUR WINDOW.

>> AWESOME.

I AM HERE FOR ANY FINAL

QUESTIONS.

I'LL GO TO Q&A HERE IF THERE IS

ANY MORE.

I DON'T SEE ANY.

I KNOW WE'RE AT TIME.

ANY LAST THINGS YOU'D LIKE TO

SAY?

>> WHAT WE CAN DO, JANET, CLOSE

THOSE OTHER POLL QUESTIONS AS

PART OF THE REGISTRATION

QUESTIONS FOR NEXT WEEK'S

WEBINAR.

THAT WAY WE CAN GET FEEDBACK

FROM FOLKS ON THOSE POLL

QUESTIONS.

I WOULD LIKE TO THANK EVERYBODY

FOR THEIR PARTICIPATION IN

TODAY'S WEBINAR AS THIS IS A

FIRST OF A FIVE-PART SERIES.

JUST LIKE YOU ALL WE ARE --

WE'RE LEARNING NOT JUST

CUSTOMIZED EMPLOYMENT BUT ALSO

LEARNING HOW TO NAVIGATE THIS

WEBINAR PLATFORM.

I APPRECIATE EVERYONE'S PATIENCE

AS WE DO THAT I SEE COUPLE OF

QUESTIONS ABOUT THE HOMEWORK

ASSIGNMENT.

THAT INFORMATION WILL BE IN THE

RESOURCE LINK IN FOLDERS

ATTACHED AND ASSOCIATED WITH

EACH OF THE WEBINARS.

WE WILL SEND OUT A NEW

REGISTRATION LINK FOR WEBINARS

TWO, THREE AND FOUR.

THOSE SHOULD BE COMING OUT

PROBABLY TODAY OR EARLY NEXT

WEEK.

SOME OF THE OTHER QUESTIONS ARE

CAN WE HAVE JANET CONTACT INFO.

IT'S ON THE SCREEN RIGHT NOW.

>> HOMEWORK ASSIGNMENT, JUST

COUPLE OF VERY SHORT ARTICLES TO

LOOK AT.

ONE IS CALLED WEB CUSTOMIZED

ABOUT IT.

I THINK IT'S ONE PAGE.

THE OTHER ONE IS ABOUT SPOT'S

ICE CREAM STORY.

AGAIN, THEY'RE VERY SHORT.

DON'T STRESS ABOUT IT.

I THINK THEY WILL BE HELPFUL.

>> OKAY.

IF PEOPLE DO HAVE QUESTIONS YOU

CAN DEFINITELY E-MAIL JANET ON

THE ADDRESS HERE AND WE WILL

ALSO HAVE CONTACT INFORMATION

UPLOADED TO THE RESOURCE PAGE.

AND AGAIN NEXT WEEK WE'LL SEND

OUT THE REGISTRATION FOR

WEBINARS, TWO, THREE AND NOW.

WE WILL ALSO BE COORDINATING

WITH INDIVIDUALS ON THE LOCATION

FOR THE ON-SITE TRAINING WHICH

OCCUR THE FIRST WEEK IN JUNE AND

IF THERE ARE ANY QUESTIONS THAT

WEREN'T ABLE TO BE ASKED TODAY

WE WILL MAKE SURE THAT THEY GET

ANSWERED NEXT WEEK.

I SEE QUESTION HERE, WILL YOU

E-MAIL OUT THE TIMES AND DATES

OF EACH WEBINAR THAT SHOULD BE

IN THE INITIAL TRAINING

ANNOUNCEMENT THAT YOU RECEIVED.

EACH OF THE WEBINARS ARE THE

FRIDAYS IN MAY FROM 10:00 UNTIL

11 AG.

THEN THE FIFTH WEBINAR IS

ACTUALLY ON JUNE 22nd AT 10:00

A.M.

WE WILL BE HAVING IN-STATE

TRAINING THAT FIRST FULL WEEK OF

JUNE, IT WILL BE TUESDAY,

WEDNESDAY, THURSDAY OF THAT WEEK

IN SIN LAWS THEN JEFFERSON CITY

THEN ON TO KANSAS CITY.

THE QUESTION HOW WE GET TO THE

ARTICLES, THEY ARE IN THE

RESOURCE LINK AND WE WILL MAKE

SURE WE E-MAIL THAT LINK BACK

OUT TO EVERYONE WHO HAS SIGNED

UP TO PARTICIPATE IN THIS

WEBINAR SERIES.

WE WILL MAKE SURE THAT GETS

E-MAILED BACK OUT TO EVERYBODY

WHO PARTICIPATED TODAY.

ALL RIGHT.

WITH THAT, WE WILL END TODAY'S

SESSION.

THANK YOU ONCE AGAIN FOR YOUR

PARTICIPATION PLEASE COMPLETE

THE SURVEY RESULTS THAT POP UP

AS YOU EXIT.

AND WE WILL SPEAK WITH YOU NEXT

FRIDAY AT 10:00 A.M.

>> THANKS SO MUCH.