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Customized Employment Pilot Project - Arizona VR

ARIZONA @ WORK™
Innovative Workforce Solutions
A proud partner of the americanjobcenter network



Arizona Vocational Rehabilitation

TEAM MEMBERS



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Systems Change Liaison
(Sonoran Center)



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Strategic Initiatives Manager
(RSA/VR)

Bold Vision

The Customized Employment Pilot is creating meaningful job opportunities for people with significant disabilities in Arizona. Designed for statewide use, it focuses on:

- collaboration
- innovation
- long-term success

By working with families, providers, employers, State Employment Services, and community partners, we're:

- addressing real needs
- improving with data
- building a more diverse workforce



Actual ARIZONA@WORK Client

Guiding Philosophy

Employment
First



Customized
Employment

2

Competitive
Integrated
Employment

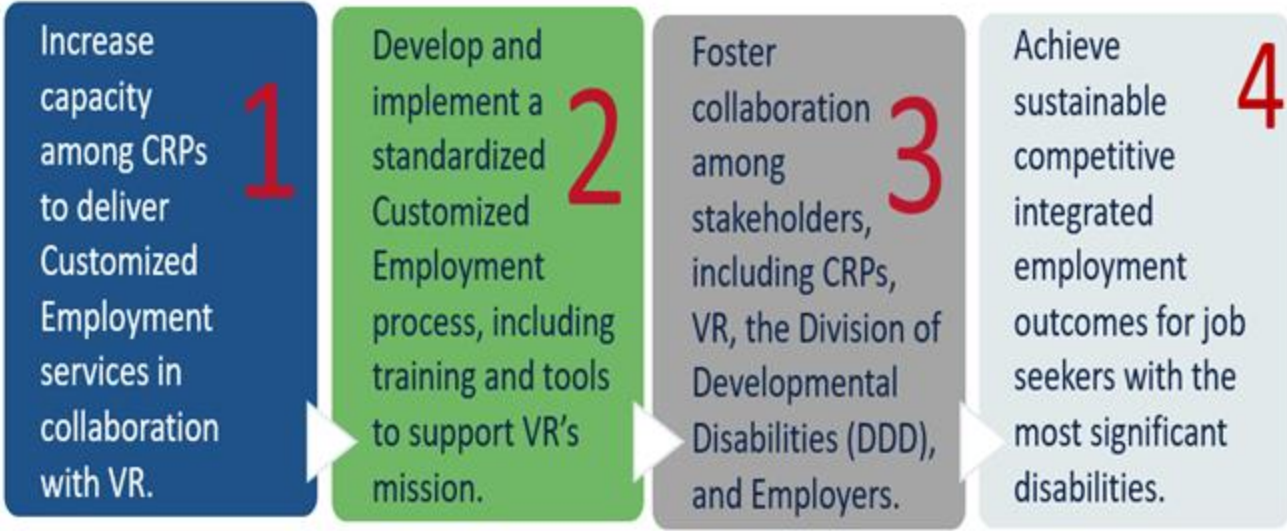
3



Pilot Goals



Actual ARIZONA@WORK Client



“

I enjoy the positive view and encouraging our clients to share and show what they can do instead of focusing on what they cannot. They have heard what they cannot do all of their life, this is about what they can.

CUSTOMIZED EMPLOYMENT PILOT
EMPLOYMENT PROFESSIONAL

“Can Do Attitude”

In this pilot, we focus on what job seekers can do—their strengths and abilities—rather than what they can't. This positive approach helps empower them to reach their full potential. By matching a person's strengths, interests, and needs with what employers are looking for, Customized Employment makes it possible for everyone to succeed in competitive integrated jobs, creating a more diverse and supportive workforce.

Pilot Providers



Your partner for a safe, strong, and healthy community.

La Frontera Center

*Pilot Focus: Tucson;
Behavioral Health*



Odyssey Services Corporation

*Pilot Focus: Phoenix, Northern
Arizona, & Rural or Tribal
Community*



WORKABILITY

Workability

*Pilot Focus: Tucson, Nogales
& Yuma*



Pilot Steps

PLANNING

- Goals
- Objectives
- Strategies

CREATING

- Designing
- Developing

TRAINING & PREPARATION

- Extensive Training

IMPLEMENTATION

- Implementation of Services
- Coordination of Team

ONGOING SUPPORT & ADJUSTMENT

- Continuous Support

EVALUATION & FEEDBACK

- Data Collection
- Surveys & Evaluation
- Future Feedback

SCALABILITY PLANNING

- Planning for Statewide Model

Training



Arizona Customized Employment (ACE):

- ★ 9 Modules
- ★ Self Paced, Asynchronous Learning
- ★ Avg time to complete: 16.5 hours

Training also includes: 3 – In-person Trainings With:

- ★ Leadership
- ★ Direct Service
- ★ Employment Professional



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**Follows ACRE
Competencies**



**Does Not Lead to
ACRE Certification**

ACE Training



Customized Employment
Values, Discovery & Person-
Centered Planning



Introduction to Job
Development & Marketing



Introduction to Job Coaching &
Systematic Instruction



I thought we were
already providing
customized employment
services, but this looks
quite different from what
I expected.

CUSTOMIZED EMPLOYMENT PILOT
EMPLOYMENT LEADERSHIP



Education

Resources

Created training guides, workflow documents, and informational tools designed to help everyone involved navigate customized employment services



Information

Created videos and general information on Customized Employment to increase understanding and awareness of this innovative approach.



Title



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Participating VR staff & DDD staff are invited to take the ACE training

VRC staff assigned to job seeker will receive practical training on implementation of services

Collaboration with DDD partners to ensure extended services

Collaboration with local Tribal VR offices

“

The structured approach of this customized employment pilot reflects a commitment to inclusivity and collaboration, ensuring that the needs and insights of providers are prioritized in the process. By actively seeking to understand these perspectives, the pilot aims to create a more effective and responsive employment framework that benefits all stakeholders involved.”

CUSTOMIZED EMPLOYMENT PILOT
EMPLOYMENT LEADERSHIP



Implementation of Services

Job Seekers

- 9 Pilot Job Seekers
- Job seekers live in different regions of the State

Identify Job Seekers

Collaborate with Team

Implement Services

Team Members

- Job Seeker
- Parent / Guardian
- Person Who Lives with the Job Seeker
- Vocational Rehabilitation Counselor
- DDD Support Coordinator



Actual ARIZONA@WORK Client

Tools & Reporting

Appendices

Detailed tools to help the Provider implement step-by-step customized employment services.

Exhibits

A Report of the condensed version of the information learned throughout the customized employment process.



Communication



Monthly
Customized
Employment
Network

1

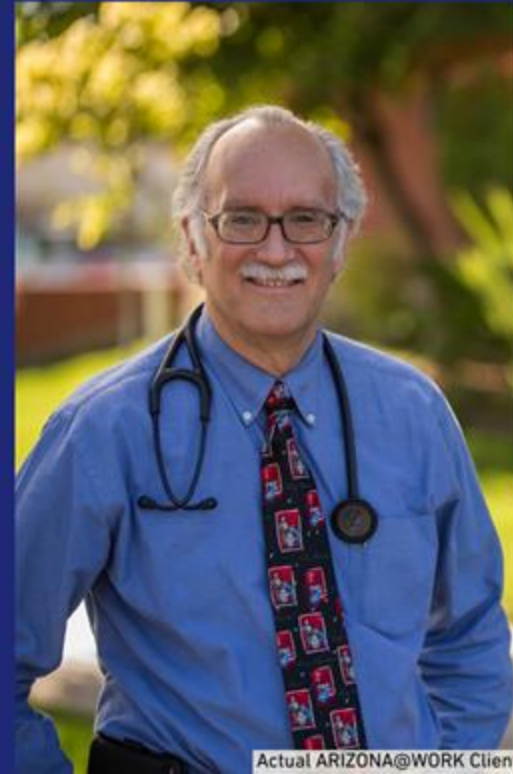
Monthly
Newsletter
for VR
Leadership

2



Perspective-
Sharing with
Organizations
or Groups

3



Addressing Statewide Challenges

Challenge	Pilot Strategies
Expanding Access to Individualized Supports	Introduces Discovery and other person-centered tools to meet the unique needs of job seekers with significant disabilities, ensuring VR can offer tailored services that prioritize individual strengths and interests
Strengthening Collaboration Across Systems	Establishes structured communication and coordination among Families, VR, DDD, and Service Providers to ensure collaborative approach
Promoting Cultural Competency & Inclusion	Intentionally focuses on reaching rural and tribal communities, engaging directly with these areas to better understand their unique needs to improve statewide service delivery
Building Provider Capacity	Offer comprehensive training on customized employment strategies, the pilot ensures VR staff and providers are equipped to deliver effective, innovative employment supports
Advancing Data-Driven Accountability	Incorporates robust data collection tools to evaluate pilot outcomes, track progress, and inform service improvements
Encouraging High Expectations for Employment	Promotes a strength-based approach that focuses on abilities and emphasizes Employment First principles advancing not only customized employment but Employment First throughout Arizona
Addressing Economic & Employment Disparities	Promoting competitive integrated employment as the primary service goal, the pilot supports efforts to improve economic independence for individuals with disabilities, contributing to Arizona's workforce and economy





THE UNIVERSITY OF ARIZONA
COLLEGE OF MEDICINE TUCSON

Sonoran Center for
Excellence in Disabilities

Explore our Customized
Employment pilot webpage
for the latest updates,
resources, and tools.



sonorancenter.arizona.edu

THANK YOU!

