

**Customized
Employment 2.0:**
*Principles to
practice*

CoP #4
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Sara Murphy



TransCen

MEANINGFUL WORK + COMMUNITY INCLUSION

Supporting Employers to Organize Customized Jobs:



Job Coaching on Steroids

Requires Job Coaches to be:

- Creative thinkers
- Knowledgeable about business
- Strong problem-solvers
- Skilled teachers

Customized Jobs: New Positions, New Processes

- Customized jobs are new (or re-allocated) - and require some degree of “set-up”. Coaches must work with employers to clarify job tasks/responsibilities and establish new processes.
- Identify departments and co-workers who will be impacted by the new position - get their input and buy-in
- Be aware: Changing people’s work habits can be challenging- new job may even be seen as a threat to some
- Coach’s role: A fresh set of eyes- an outsider who can ask the “dumb” questions

Customizing a Job: Organizing and Structuring a New Position

Coaching starts with:

- Clarifying job tasks and expected outcomes
- Locking in a standard process and a routine schedule. (Structure, structure and more structure)
- Restructuring and “set-up” will vary based on what is already in place
- Organizing the work area and tools

Good Teaching starts with Getting Organized

- What would make the job task easier (i.e. eliminate unnecessary clutter, take the judgement out)?
- Are there ways to restructure or simplify the tasks/steps and still get the same outcome (i.e. more efficient methods, move tools closer)?
- Identify natural cues— how can you highlight/clarify these?
- Are there ways to error-proof the job?
- Accommodations/adaptions for your learner
- Will technology help?

Use Lean Methods and Tools

- Lean Toolkit for Process Improvement: standing in a circle, 5-S, spaghetti charts, error proofing
- Look for ways to increase efficiency and productivity and reduce waste
- Set in place a standard process—one that incorporates on-demand services and one-piece flow
- Organize tools/supplies and streamline workflow process



“Now! *That* should clear up a few things around here!”

Organize and standardize the job tasks

Using a Lean toolkit: 5-s'ing, checklists and lots of labels



**Sometimes “5-
s’ing” will be
the place to
start.**

A Lean Tool: 5-s'ing



- 1. Sort
- 2. Set in Order
- 3. Shine
- 4. Standardize
- 5. Sustain

5-s Numbers Game

Between the numbers 1 to 50, three numbers are missing. Which numbers are they?



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Example of 5-s'ing: Inventory/reorder snacks. What's low?

Before

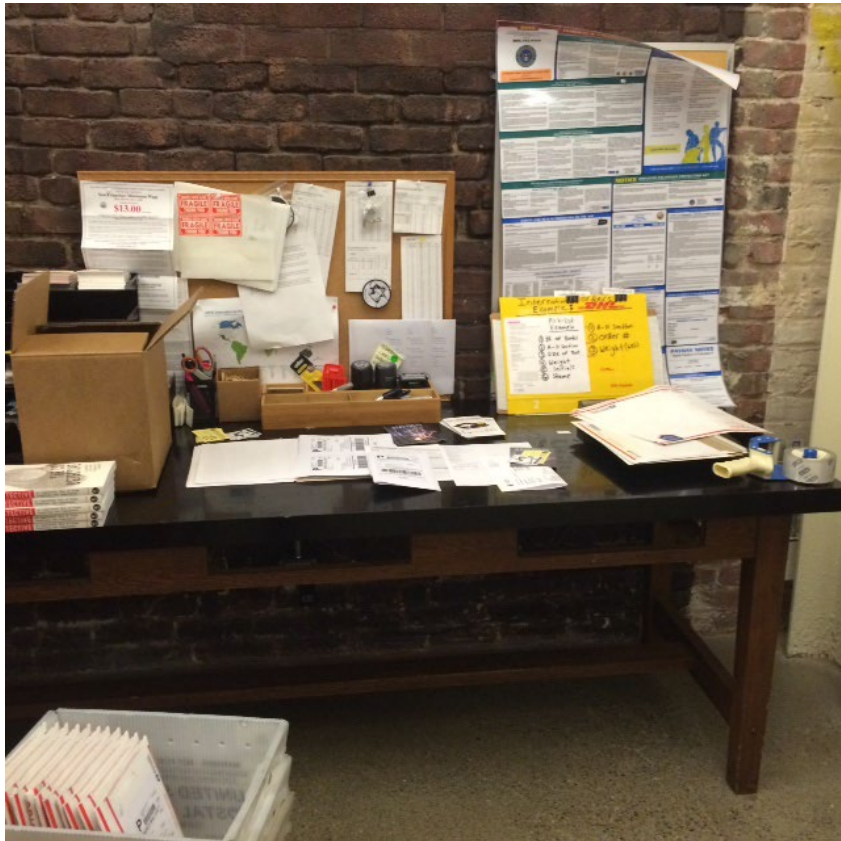


After



5-s'ing the Shipping Dept.

Before



After



Organize Tasks and Supplies

- Label supplies and materials



- Set Par levels (how much is needed?)



Organizing *Inventory*

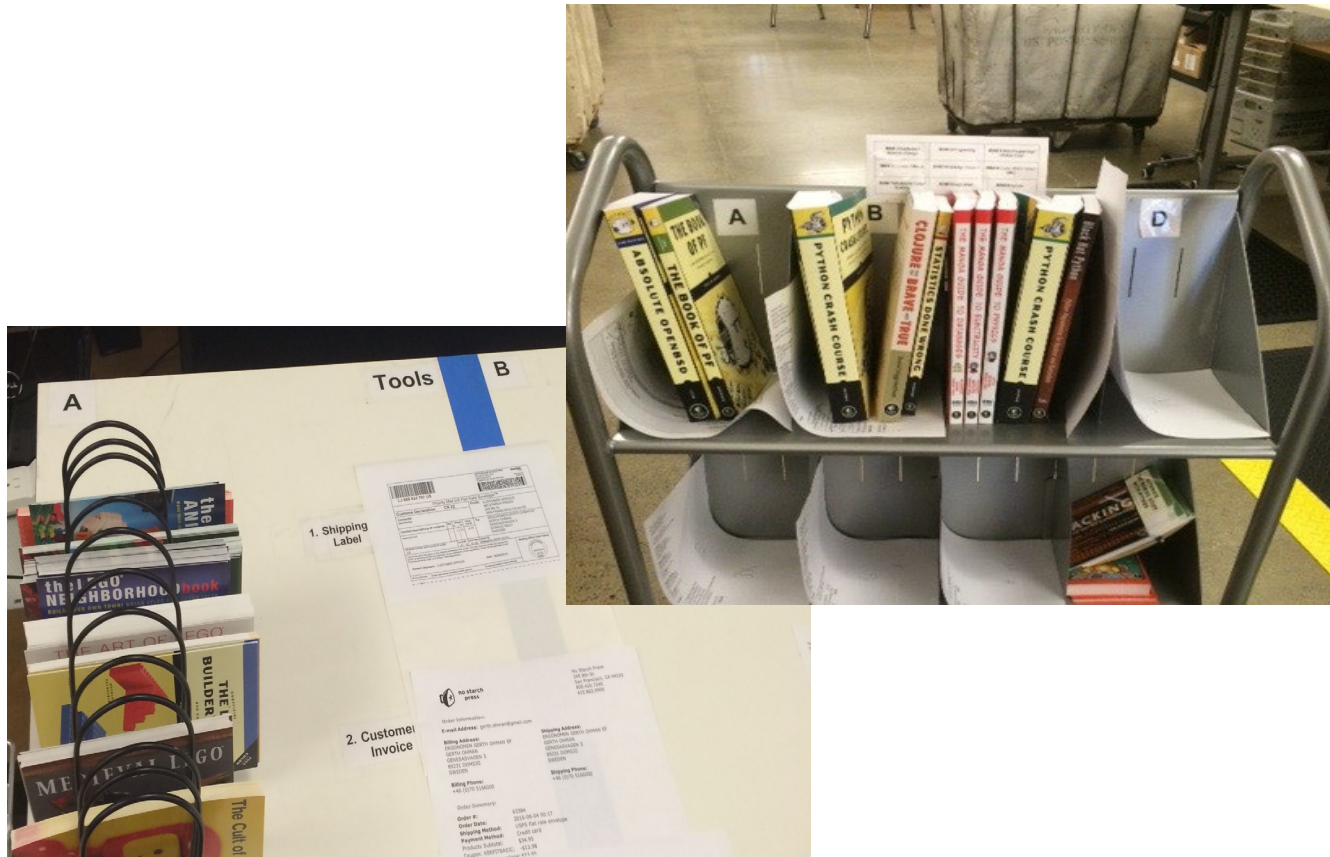
- Before



- After



Structure and Standardize the Process



Shipping Checklist

Marketing Packets

1. No Starch Press Sticker
2. Seasonal Sticker
3. Valid Coupon (check date)
4. Add all three items in bag

Shipping and packaging directions

1. Layout shipping set in A-H range (label, Customer Invoice, Pick-list)
2. Mark the Number of BOOKS and mark what A-H range on each Pick-list passion.
3. Grab all 8 pick-lists and gather products using cart, keeping orders separated.
4. Return pick-list and products on table in A-H order.
5. Double check all paper work and product. Check of pick-list to confirm each item to be shipped. (also check product quality)
6. Fold Customer Invoice in half, add 2 Marketing Postcards inside the book cover and add 1 Marketing Packs on top of book.
7. Pack each order one by one (A-H).

Why is a *Standardized Process* Important?

- Creates a consistent teaching method. All involved will teach the same way. What's the "best way today"? Do we all agree?
- Determines steps, cues and prompts
- Lock it in with *Checklists* and *Tasks Analysis*— great tools for complex jobs
- Creates a "sense of structure" or a "clear route": Keeps people from "ping-ponging", missing sections, defines when the job is done
- Reduces need for supervision and direction (what's next?)

Create a Standardized Process: Inventory/Ordering Made Simple

1. Fills the Front Stock



2. Counts the back stock



3. Less than 2 boxes*-Reorders



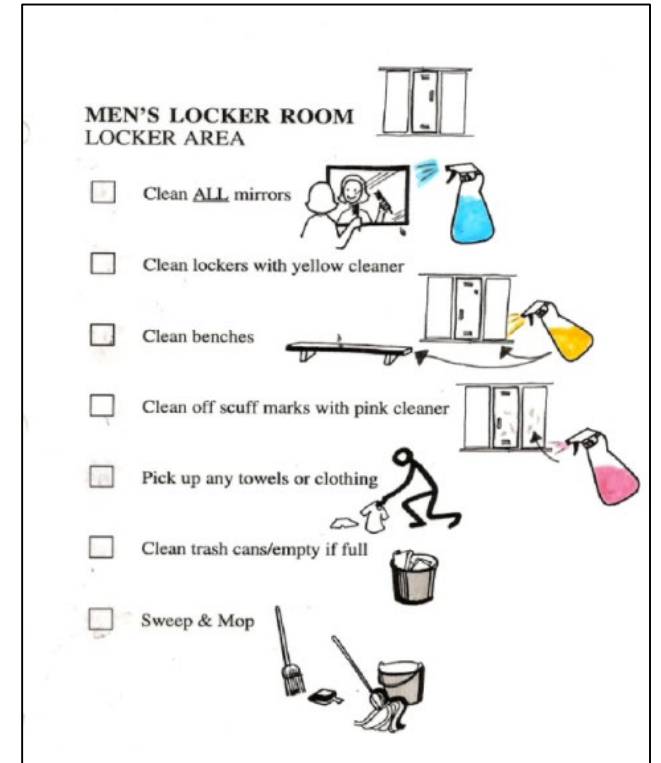
Set PAR* Levels,
Periodic Automatic Replenishment
How much is needed? When is it time to Reorder?

Take the Judgement Out

- “Clean it when it’s dirty”
- “Fill it when it’s low.”
- “Which cleaner? How much spray?”
- “What’s the right spray?”
- What’s next?
- Am I done?



This is “low”.



Error-proofing: Look for Ways to “Prevent Errors”

Controls: Error can't occur



Warnings: Let's you know error has happened or is about to happen.



Customizing Jobs: Restructuring tasks



Think of a problematic job site that you have coached.

- What were the issues?
- What might you do to address the situation through restructuring or redesigning the tasks or using lean tools?



Customizing a Job: Kaiser Family Medicine

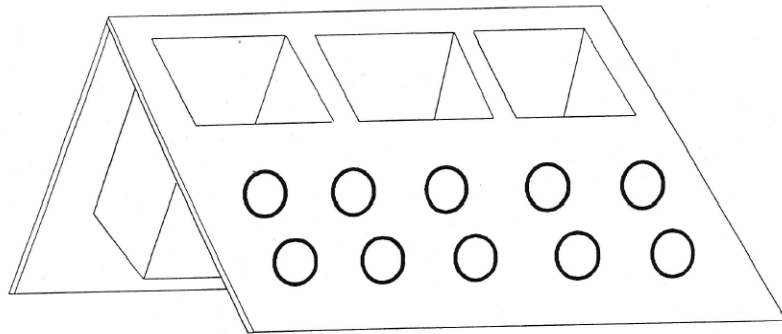
Issues identified:

- Inventory issues
- Restocking exam rooms
- Medical Assistants: "set ups"
- Cleaning/sanitizing rooms and waiting area
- "Booger boxes"

What would you propose?

Take the Judgement Out

Piece of duct tape on the wall
"Fill it no higher than this"



Jig for bagging syringes

"Placemats" for Exam Kits



Customizing Employment: Next Steps?



What are your next steps to implement *Customized Employment* within your organization?

What are the challenges that are keeping you from customizing jobs?

Customized Employment 2.0: What's next?

Find a Job seeker in your organization who will benefit from a more customized placement approach. Use the tools and methods from our trainings and CoP meetings to:

- 1) Profile the job seeker;
- 2) Target the employer;
- 3) Identify employer needs;
- 4) Negotiate a customized position;
- 5) Send us Information on your placements by 5/15/2024.

Any Questions? Comments?



For More Information:

Sara Murphy

415.979.9520 (office)

415.225.2187 (cell)

smurphy@transcen.org

Laura Owens

301.424.2002 (office)

414.581.3032 (cell)

lowens@transcen.org

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