

**I ALREADY KNOW  
WHERE I'M GOING**

**SHOW ME HOW TO GET THERE**

# Today you will...

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- ▶ **Learn** the key components to Customized Employment
- ▶ **Understand** the practical implications of Customized Employment
- ▶ **Develop** an effective strategy to drive Customized Employment



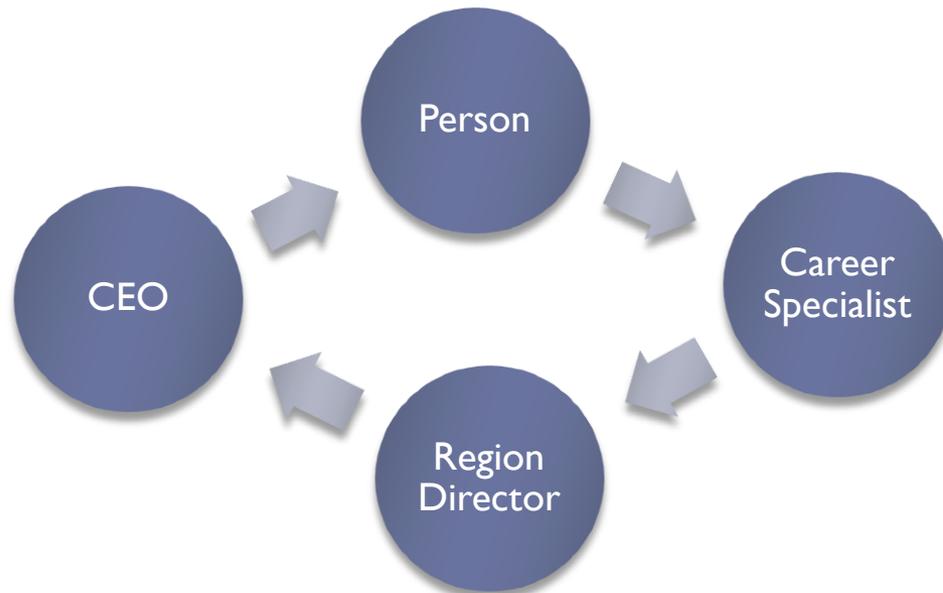


The  
**Briggs & Associates**  
Approach!

# How we assist people in achieving their goals!

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- 📄 Structure of the organization remains flat and responsive to those we serve



- 📄 Walk along side each person through every hurdle and celebrate each success

- 📄 Coaching .... Not caregiving
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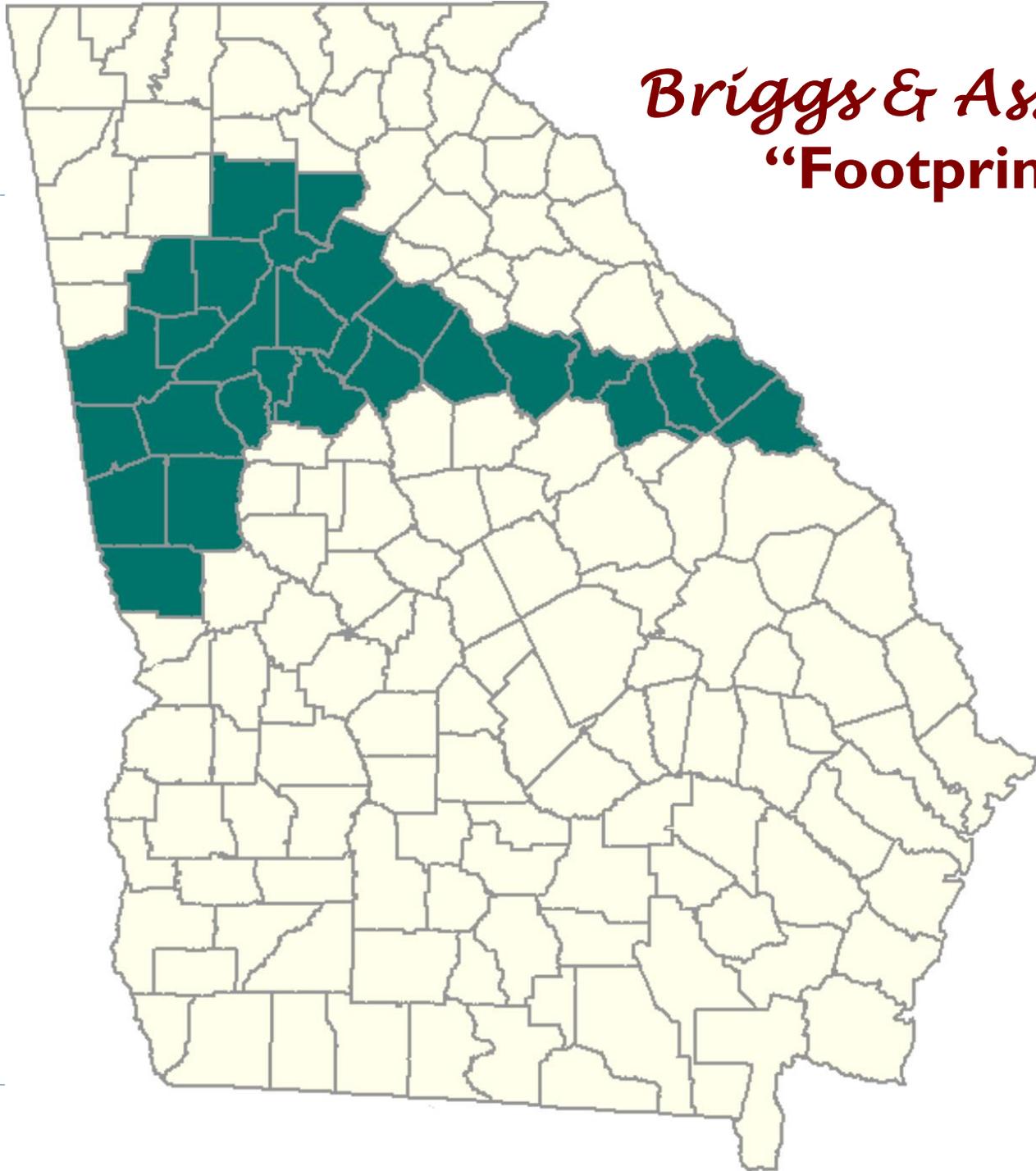
# Est. 1988

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- More than 29 years of service
- Presence in 4 of the 6 Regions
- Maintain 85% employment
- Everyone works above minimum wage
- Zero exclusion



*Briggs & Associates*  
**“Footprint”**



# Enter into Our World...

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Parameters:

- Employment is for Everyone
- You are ready 'as you are' (**no fixing necessary**)
- As many chances as you need
- Supported Employment is Economically Feasible



## What its about...

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➤ **REAL** people + **REAL** jobs = **REAL**



➤ building dreams.. changing communities..  
eroding stereotypes

➤ possibilities, abilities, and what **CAN**  
happen

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# Philosophy

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“Anyone who has the desire has the ability to be successful in the workplace”

~Jennifer Briggs



# Person Centered vs. Competitive

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a different  
approach...



# Key Components

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- ▶ Job Seeker Strengths
- ▶ Employer's Needs



# The Essentials...

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Discovery + Systematic  
Instruction =

Successful Career

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- ▶ WHO IS THE PERSON?
  - ▶ WHAT ARE THEIR CAPABILITIES, INTERESTS, STRENGTHS, TALENTS, & RESOURCES?
  - ▶ WHAT ARE THEIR CONTRIBUTIONS?



# Why do we Need Discovery



Complexity is like a fog, obscuring the best of who people are.



# The Role of Discovery

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Determine, in a non-comparative,  
non-competitive manner the:

- Strengths
- Needs Interests
- of the individual.



# The Focus of Discovery

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- **Conditions** for Success
- **Interests** toward an aspect of the Labor Market
- Potential **Contributions** to Employers



# **Distinct Approaches Job Development**

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*Labor Market Job Development:* Responding to the needs of employers with applicants who are “qualified” to meet those general needs.

*Customized Job Development:*

Discovering the “strengths, needs and interests” of job seekers and negotiating a job description that meets both the applicant’s and employer’s specific.

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# Systematic Instruction

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- ▶ Everyone can learn; we just have to figure out how to teach them



# *Briggs & Associates*

**“Everybody is a genius.**

**But, if you judge a fish by its ability to climb  
a tree, it will spend its whole life believing  
that it is stupid.”**

**~ Einstein**



# Why is Systematic Instruction Important?

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1. People being supported are often taught to follow along – not take the lead (“learned helplessness”).
2. People are often provided low challenge tasks because they’re not believed capable of doing more.
3. Good intentions with no results = no results.
4. People with disabilities are limited by other’s lack of knowledge about good instruction.
5. When you know you can teach it your vision for new careers open up



# Understanding the Seven Phase Sequence:

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- PHASE 1: Typical Ways
- PHASE 2: Typical Means
- PHASE 3: Typical People
- PHASE 4: Facilitate Successful Performance
- PHASE 5: Support, Assist, Substitute
- PHASE 6: Reconsider Typical Means
- PHASE 7: Adapt/Modify Typical Ways



## **SEVEN (7) PHASE SEQUENCE**

# How we make a difference in lives....

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Give **hope** that the future does not have to be what exists



Teach people to **honor** their abilities and contributions



**Model** problem solving that does not stop a dream



Teach people to be **resourceful** in their approach to life



**Take away** a label and **give back** a life



Encourage people to be **responsible** for their own actions

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Help people **realize** that free money is limiting



# Hospital Partners

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Emory University Hospital Midtown  
Atlanta Medical Center Emory University Hospital  
CHOA at Egleston  
Wesley Woods Geriatric Hospital  
CHOA at Scottish Rite  
Emory St. Joseph's Hospital  
CHOA Urgent Care Ctr.  
Emory Center for Rehabilitation Medicine  
Gwinnett Medical Center  
WellStar North Fulton Hospital  
Grady Health System



Q & A

# **Mission & Values**

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“There's place and means for every man alive”

Shakespeare-  
All's Well That Ends Well

“Anyone who has the desire has the ability to be  
successful in the workplace”

Jennifer Briggs

**We feel a deep commitment to an individuals right to fully participate in their community. That right includes the opportunity to be productive citizens. Employers we work with share that commitment.**

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“Our communities are not whole until all its members are valued and contributing.”

~Jennifer Briggs



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