# PART C, CHAPTER 14: CUSTOMIZED EMPLOYMENT

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| **Policy Number** | **Authority** | **Scope** | **Effective Date** |
| Part C, Chapter 14 | 34 CFR [§361.5(c)(11)](https://www.ecfr.gov/current/title-34/part-361#p-361.5(c)(11)) | All TWC-VR staff | 9/3/2024 |

## PURPOSE

In accordance with the authority (Federal and State) listed above, this policy is issued by the Texas Workforce Commission Vocational Rehabilitation Division (TWC-VR). Adherence to these rules and regulations issued under the Rehabilitation Act of 1973, as amended by Title IV of the Workforce Innovation and Opportunity Act (WIOA), supports Texans with disabilities in gaining, maintaining, and advancing in competitive integrated employment (CIE).

Specifically, the purpose of this policy and these procedures is to ensure adherence to the provision of customized employment services required by customers with significant disabilities.

## DEFINITIONS

There are no specific definitions for this policy and these procedures.

## POLICY

### General Overview

Customized employment refers to competitive integrated employment tailored for individuals with significant disabilities. It involves the following:

* Individualized assessment of the person's unique strengths, needs, and interests;
* Designing employment opportunities that match both the individual's abilities and the employer's business needs;
* Implementing flexible strategies such as job exploration and collaboration with employers;
* Customizing job descriptions, duties, work schedules, supervision arrangements, and job locations;
* Utilizing professional representatives or self-representation to assist with employer engagement; and
* Providing necessary services and supports at the job location to ensure success.

TWC-VR is in the process of developing customized employment services that will be made available Statewide to those who meet the service requirements. When this policy and its procedures are developed, approved, and implemented, the final policy will be published here.

## PROCEDURES

There are no procedures for this policy.

## APPROVALS & CONSULTATIONS

There are no approvals or consultations for this policy and these procedures.

**REVIEW**

The Policy Planning and Statewide Initiatives Team, or designee, is responsible for reviewing this policy and these procedures and will update the Document History log if necessary.

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| **Date** | **Type** | **Change Description** |
| 9/3/2024 | New | VRSM Policy and Procedure Rewrite |