



## Customized Employment

***Through Customized Employment, the relationship between employee and employer is personalized in a way that meets the needs of both. It's a universal strategy that benefits many people, including people with disabilities.***

## Who We Are

New Horizons Rehabilitation Services is an accredited, not-for-profit organization founded in 1964 that helps people with disabilities achieve their goals, and lead more fulfilling lives through employment programs and other activities.

### Components of CE

## Discovery

Gathering information from the job seeker and the CE support team.

## Job Search Planning

Using the information learned about an individual job seeker in Discovery to develop a plan toward a meaningful employment, determine a list of potential employers, and conduct an analysis of benefits.

## Job Development & Negotiations

Working collaboratively with the individual and the employer to negotiate a customized job.

## Post-Employment Support

**Benefit** Setting up on-going post-employment supports and monitoring the employment relationship to ensure satisfaction of both the individual and the employer.

## Receiving Services

Please contact one of our locations listed on the back of this brochure if you are interested in referring someone to or receiving services from New Horizons.

We look forward to helping you!

## What is Customized Employment (CE)?

The Customized Employment program is an intimate employment strategy, and is especially useful for employment seekers with substantial barriers to employment as a result of a significant disability.

New Horizons' Customized Employment staff see the individual referred into the program from the beginning to the end. This process is thorough, as each position is customized to an individual's goals.

**Immediate job placement is not the basis of CE.**

Staff provide resume completion, interviewing, job placement, initial job coaching (20-40 hours), and task analysis. Moreover, follow-along services are also provided, while developing natural supports through their new employer.

## Who Benefits from Customized Employment?

- Limited or no work history in mainstream employment
- Past work experiences have been negative and/or poor matches
- Difficulty fitting in to standardized job descriptions
- Difficulty with the traditional application process or interview process
- Employers obtain dedicated and mission-driven employees

## Customized Employment Targets?

- CE provides strategy for employers to focus on the unmet needs
- CE can focus on tasks performed better by others
- CE can utilize specific job seeker competencies based on discovering their strengths, needs, and interests
- CE can match and negotiate with existing employer needs

**Please visit our website at [www.NewHorizonsRehab.org](http://www.NewHorizonsRehab.org) for more information**

## MISSION

Investing in our communities by providing employment opportunities for individuals facing barriers to employment.

## PURPOSE

Breaking employment barriers for individuals.

## VALUES

- We believe in the worth of all individuals.
- We believe that the people we serve are our most important customers.
- We believe in the dedication to individual growth, employment, and self-sufficiency.
- We believe in managing public and private funds efficiently and responsibly.
- We believe our staff is professional, committed, and caring.
- We believe in quality service; as measured by outcomes, is paramount.

**New Horizons has been accredited since 1966**  
and is associated with many reputable organizations

## Accreditation

New Horizons is proud to be a CARF-accredited agency, CARF, The Commission on Accreditation of Rehabilitation Facilities, has established national standards of quality for rehabilitation organizations. CARF accreditation means you can be confident that New Horizons has made a commitment to continually enhance the quality of its programs and services and has a focus on consumer satisfaction.



## Locations

### AUBURN HILLS AND ADMINISTRATIVE OFFICES

1814 Pond Run  
Auburn Hills, MI 48326-2768  
Tel: (248) 340-0559  
Fax: (248) 340-0694

### CLINTON TOWNSHIP

43630 Hayes Road, Suite 110  
Clinton Township, MI 48038-3536  
Tel: (586) 226-1189  
Fax: (586) 226-0129

### DAVISBURG

10445 Dixie Highway  
Davisburg, MI 48350-1308  
Tel: (248) 625-0808  
Fax: (248) 625-1827

### TROY

5505 Corporate Drive, Suite 404  
Troy, MI 48098-2614  
Tel: (248) 340-0549  
Fax: (248) 340-0694

### MADISON HEIGHTS

32021 Howard Avenue  
Madison Hts., MI 48071-1430  
Tel: (248) 585-9593  
Fax: (248) 585-6648

### NOVI

41108 Vincent Court  
Novi, MI 48375-1922  
Tel: (248) 476-6910  
Fax: (248) 476-1380

## EEO Policy

New Horizons provides equal employment opportunities to all employees and applicants for employment without regards to race, color, religion, sex, sexual orientation, national origin, marital status, age, disability, illness, weight, height, or veteran status in accordance with applicable laws. Auxiliary aids and services are available upon request.

