Customized Employment Supports (CES)

TARGET AUDIENCE
This program is for adults who are undergoing methadone treatment and are unemployed.

SUMMARY
Customized Employment Supports (CES) is a community-based program that is designed to encourage participants to overcome vocational and non-vocational barriers to employment, obtain viable employment, and transition from chronic unemployment to an enduring position in the competitive workplace.

EVIDENCE
In a randomized clinical trial, patients in the CES treatment group were significantly more likely to obtain some form of paid employment and informal (e.g., part-time or short-term) paid employment at the 6- and 12-month follow-up periods compared to the control group. There were no significant differences between the treatment and control groups in competitive employment (i.e., consistent full- or part-time employment) or in total earnings.

COMPONENTS
This program is facilitated by CES counselors who work with participants through six stages of delivery:

- Engagement: Establish trusting relationship between counselor and participant;
- Assessment: Initiate continuous process, during engagement phase, in which counselor observes participant’s behaviors;
- Enhancement: Improve participant’s self-efficacy using the following techniques: Mastery - counselor encourages patient to meet program expectations; Role modeling - counselor displays consistent, honest, and reliable behaviors and models specific tasks, such as finding housing lists; Persuasion - counselor urges and supports participant to initiate mastery tasks; Cognitive restructuring - counselor helps participants transform personal perceptions concerning their self-worth and ability to set and achieve goals; and Minimizing emotional arousal - counselor helps patients re-frame anticipatory anxiety around events, such as a job interview;
- Employment skills: Counselor addresses issues, such as conducting a job search, identifying opportunities, discussing job duties, and understanding presentation of self in job search;
- Preparation: Counselor helps participant strengthen his or her interview techniques; and
- Job retention: Counselor maintains contact with employed participants and addresses issues, such as mastering job duties, developing and maintaining relationships with co-workers and supervisors, and finding transportation.

Sessions may occur in person in an office, clinic, or in the community or via phone or email.

PREVIOUS USE
CES has been implemented since 2001. Additional previous use information was unavailable.
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**TRAINING**

On- or off-site training and consultations are not required by the developer, but they are available. Please contact the developer for more information.

**CONSIDERATIONS**

Considerations for implementing the CES program include acquiring a master's-level vocational counselor, ensuring participant buy-in and commitment, and obtaining implementation materials.

The Clearinghouse can help address these considerations. Please call 1-877-382-9185 or email Clearinghouse@psu.edu

**IMPLEMENTATION**

If you are interested in implementing the CES program, the Clearinghouse is interested in helping you! Please call 1-877-382-9185 or email Clearinghouse@psu.edu

Counseling sessions occur approximately three times a week for up to 6 months.

**EVALUATION PLAN**

To move the CES program to the Promising category on the Clearinghouse Continuum of Evidence, at least one evaluation should be performed demonstrating positive effects lasting at least one year from the beginning of the program or at least six months from program completion.

The Clearinghouse can help you develop an evaluation plan to ensure the program components are meeting your goals. Please call 1-877-382-9185 or email Clearinghouse@psu.edu

Program materials are free and include a CES training manual, fidelity scale, vocational outcome interviews, and weekly vocational activity logs. The approximate annual cost of employing a master's degree-level vocational counselor could range from $50,000 to $70,000 per year.

**CONTACT**

Contact the Clearinghouse with any questions regarding this program. Phone: 1-877-382-9185 Email: Clearinghouse@psu.edu

You may also contact Elizabeth Madison, M.A., C.R.C., by phone 1-917-282-5195 or email eomadison@msn.com or contact Laura Blankertz, Ph.D., by phone 1-610-353-3309 or email blankertz@aol.com

**SOURCE**

http://legacy.nreppadmin.net/ViewIntervention.aspx?id=79 and www.ndri.org/ctrs/itsr/ces.asp This latter website is no longer available.

www.militaryfamilies.psu.edu

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