

## Our Mission

Customized Employment & Vocational Services are programs of Community Support Services, Inc., private, nonprofit agency that initiates, provides and promotes services for people with intellectual/developmental disabilities and their families, within their communities, in order to strengthen their independence, self-esteem, and ability to participate in and contribute to community life.

Our Customized Employment & Vocational Services help people lead fulfilling lives outside the home by thoroughly assessing their abilities and carefully matching them to volunteer and employment opportunities.

- 4-Step Individualized Employment Plans give each participant and employer match the **best** likelihood of long-term success.
- A Specialized **Canine Care Assistant Training Program** at the Chicago Canine Club is available for those interested in the pet care field.
- The **Bridges Volunteer Program** at the Brookfield Zoological Society promotes job readiness skills.



## Fact:

The importance of routine in the lives of people with disabilities means our business partners gain reliable, dedicated and eager-to-contribute employees.

"I appreciated the job coaching aspect of working with CSS. A CSS Job Coach actually learned the job before Nicole arrived to help ensure it was a smooth transition."

— Mark Kargol, General Manager,  
Cost Plus World Market®

"Alex is a great volunteer. He's responsible for getting here on time and performing all of the volunteer duties that other volunteers do here at the Play Zoo. He fills out a volunteer timesheet, interacts with guests—all great job skills that transfer to paying work."

— Mark Freelund, Play Program  
Supervisor, Chicago Zoological  
Society



Community Support Services, Inc.



Shown on the cover:  
CSS Participant, Chris,  
with his team at Culvers



### Community Support Services, Inc.

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[www.CSSservices.org](http://www.CSSservices.org)

## Customized Employment & Vocational Services

Employment, volunteer and skill development opportunities for people with disabilities to make lasting contributions in their communities.

## Customized Employment Services

CSS' Individualized Employment Plans ensure success with a 4-Step process:

### Step 1: Comprehensive Assessment

- Identify marketable skills & abilities
- 95% of participants ready to work

### Step 2: Job Readiness Training

- Weekly meetings with CSS Specialist
- Focus: self-presentation/social skills

### Step 3: Job Matching

- CSS Job Developer finds 'good fit' match for employer and participant
- Matching on skills/tasks & work environment

### Step 4: Job Coaching & Retention

- CSS Job Coach learns job and trains participant on site
- CSS provides ongoing support to employment partner and participant to further ensure job retention

## Our 4-Step Process

### CSS' Customized Employment Services

- 1 Comprehensive Assessment
- 2 Job Readiness Training
- 3 Job Matching
- 4 Job Coaching & Retention

### Other Job Services

Job Placement

## Free Services for CSS Employment Partners

- FREE Consultation to identify target positions
- FREE Recruiting and Pre-screening
- FREE On Site Job Training Assistance
- FREE Job Coaching support
- FREE new employee Transportation Training to ensure timely arrival

### 24 Business Partners Trust CSS Participants to Contribute Toward Their Success!

Brookfield Library	Jewel-Osco
Brookfield Zoo	La Grange Park District
Brunswick Zone	Lifetime Fitness
Burger King	Loyola Medical Center
Chicago Canine Club	Marshalls
Class Computing	McDonald's
Congregation of St. Joseph	Meijer
Cost Plus World Market	Oak Park Arms
Culver's	Pop's Italian Beef & Sausage
Fireside Pizza & Cafe	Super Tony's Finer Foods
Goodwill	Talbots
Home Run Inn	Target

## Vocational Training Services

After completion of our 7-week **Canine Care Assistant Training Program** at the Chicago Canine Club, students understand canine care and safety. Some go on to work in pet facilities. CSS' **Bridges Volunteer Program** partners with Brookfield Zoological Society to teach customer service skills and working with children, during this 10-week program supported by a CSS Job Coach.

### Everyone Benefits

Employers may reduce worker turnover and receive tax benefits by hiring CSS participants. For Nicole, Robert, Chris and others with disabilities, volunteering and working are the means toward independence and a great sense of pride because people value their abilities.

### Learn More

Interested in becoming an Employment Partner or participating in Employment and Vocational Services? Call **708-354-4547**.



CSS Participant Nicole with team member at Cost Plus World Market



CSS Participant Robert and his supervisor at Super Tony's Finer Foods

Ensure **success.**

Get **tax benefits.**

**Reduce** turnover.