DISTANCE LEARNING PROTOCOL
(SAME EXPECTATIONS AS IN-PERSON)

• Be on-time. Late arrivals will not be admitted.
• Choose an appropriate place to set up your webcam (e.g. not lying down or in bed, driving, shopping, sitting in front of a window)
• Keep the camera centered and avoid moving around
• Minimize background noise and visual distractions
• Please only 1 person per device
• Must attend the 2 days as scheduled to receive credit
• 100% participation is required (chat discussions, poll questions, etc.)
• No cell phones & tablets must be in landscape mode
• No Smoking or vaping on camera

IMPORTANT INFORMATION FROM OPWDD

• OPWDD is open for business! ETP Supervisors are available to answer questions and assist you.
• Please submit any employment and vocational service questions you may have to:
  ✦ employment.technical.assistance.questions@opwdd.ny.gov
• Please be aware of the unique situations and difficult circumstances of the people you work with.
  • Know who is on your roster and what services could benefit them.
  • What can they be working on now
  • Discovery?
  • Work Readiness?
• Will they be ready to get back to work if they’ve been furloughed or terminated? Are they maintaining or learning new skills?
• What services do you need to request now in order to be ready to support people returning to work? Requests to bill Intensive and Extended SEMP hours are being processed regularly.
Purpose: To clarify the Job Development process and discover new strategies to identify and connect with businesses.

Process:
- Review Job Development steps
- Discuss Preparation Approaches
- Practice Engagement Strategies

Payoff:
- Understanding the Job Development process
- Learning new approaches to get people hired

AGENDA
- Background Information
- Job Development Plan
- The Business of Job Development
- Supporting the New Employee
Job Development vs. Job Placement

Key Components of Successful Employment:
- Discovery: Interviews, Observations, Assessments
- Job Match: Targeted Job Development Plan
- Job Coaching: Individualized Supports
- Discovery
- Job Match
- Job Coaching
- Individualized Supports
- Discovery
- Job Match
- Job Coaching
- Individualized Supports
KEY COMPONENTS OF SUCCESSFUL EMPLOYMENT

- Discovery
  - Interventions
  - Observations
  - Assessments
- Job Match
  - Targeted Job Development Plan
- Job Coaching
  - Individualized Supports

HOW DO OPWDD EMPLOYMENT SERVICES FLOW?

- Day Habilitation, Work Centers, Other
- Community Based Voc
- Employment Training Program
- OPWDD Extended Supported Employment
- Intensive Supported Employment
- ACCES-VR
- Pathway To Employment

"Everyone has the potential for genius and it is our job to find the context in which each person can truly shine, creating opportunity for the benefit of both the job seeker and the employer. Through job creation we come to realize that we that we are not just job developers, we are business developers and community developers."

~ Denise Bissonnette
BUSINESS ENGAGEMENT AND JOB DEVELOPMENT IN OPWDD SERVICES

Employer Focused (Employer Centered)
- Identify employer needs for individual job seeker or other services
  - Identify hiring needs based on trends, problems, community issues, growth, etc.
  - Look for a match between needs of a business and the interest and abilities of job seekers

Applicant Focused (Person-Centered)
- Develop opportunities for individual job seekers
  - Determine needs a person can meet given their skills, abilities, life experience, interests, and strengths
  - Identify organizations that have these needs and match job seeker

Adapted from: “Beyond Traditional Job Development: The Art of Creating Opportunity” by Denise Bissonnette

THE INTERSECTION
- Discover unmet needs of a business and proposition of value
- Utilize sphere of influence
- Use of business language
- Use of Discovery and job analysis information
- Handling employer objections – dispelling myths and stereotypes
- Requires tools, strategies, research and much preparation
- Leads to employment, volunteer and assessment opportunities

The Employment Process
- Person-Centered Planning with the Person and their Support Team
- Implementing Discovery, Creating Community Experiences, Building Independence and Skill Development
- Job Coaching, Building Independence, Facilitating Relationships and Building Natural Supports in Community Employment
- Job Development, Job Matching, and Negotiating Training and Performance Agreements with Businesses
THE JOB DEVELOPMENT PROCESS

1. Review Discovery
2. Write Job Development Plan
3. Identify Target Businesses
4. Engage with the Business
5. The Targeted Job Match
6. Review Matches with Job Seeker
7. Job Interview Preparation
8. Negotiate the Job/Relationship

STEP 1:
REVIEW THE DISCOVERY REPORT

Take time to notice and wonder
Confer and seek clarification
Utilize the Discovery Report Findings

Discovery Report
Findings
If Discovery was done via the Employment Training Program, the ETP Supervisor will notify the SEMP agency to complete the Job Development Plan.

STEP 2: WRITE THE JOB DEVELOPMENT PLAN

“...provide targeted job development at businesses who have positions that meet the individual’s skill, ability, preference, experience, schedule, transportation, environmental, cultural, and support needs.”

THE JOB DEVELOPMENT PLAN

Funnels Discovery information into a clear plan:
- Career areas to focus on
- Strengths
- Ideal culture/environment
- Availability and transportation
- Potential businesses
- Vocational gaps/barriers
- Supports available
Dispelling Myths around Job Development

STEP 3: IDENTIFY TARGET BUSINESSES

- Use your networks
- Conduct online research
- Identify key staff
- Arrange a meeting

“If all you see are obstacles, all you will encounter is obstacles.”

What's in this town.pptx

- Phillip Aya
  AHRC, New York
RESEARCH FOR EXISTING RELATIONSHIPS

Questions about the business:

♦ Do they have a position to match the Job Development Plan?
♦ Do their hours align with those of the job seeker?
♦ Is the business accessible?
♦ Who is currently on-site there?
♦ Do we have a contact person?
♦ Are they hiring?

RESEARCH FOR NEW RELATIONSHIPS

Where and what to look for:

♦ Visit the website.
♦ Use your networks.
♦ What are some of the jobs within the business?
♦ Does this industry create an opportunity for a targeted job match?
♦ Learn the language of the business.
♦ Accessing the Hidden Job Market
UNDERSTANDING BUSINESS NEEDS

STEP 3: Targeted Business

♦ Profit
♦ Value
♦ Customer Satisfaction

PREPARE FOR THE MEETING

Have talking points ready about the company
Have insightful business-related questions ready
Ask about corporate culture
Ask to tour the facility
Be prepared to talk about your program and the job seeker
Bring a "Leave Behind"

STEP 4: ENGAGE THE BUSINESS

♦ Know your value proposition
♦ Practice your introduction
♦ Speak their language
♦ Get information to take with you
♦ Ask questions
WHO TO APPROACH

- Owner/manager
- Human Resources
- Marketing
- Operations
- Whoever has the hiring authority

THE LANGUAGE OF BUSINESS

- How do they measure success?
- Possible key performance indicators?
  - Sales
  - Turnover rate
  - Items scanned per minute
  - Average transaction rate
  - Items produced per hour/day/month

MAKING CONTACT

- Cold Call
- Introductory Call
- Have a straightforward, informative approach
- Identify yourself and what you do
- Clearly state the value proposition
- End with an appointment to meet
DISCOVERY OF THE BUSINESS

♦ In person meeting
♦ Create conversations
♦ Observe
♦ Identify unmet needs

THE MEETING

Think about Discovery:
♦ Know what you are seeking to learn
♦ Create conversations to illicit good information
♦ Ask for a tour to observe tasks, culture, etc.
♦ Demonstrate the added value to the business
♦ Does this align with the Job Development Plan

Introduce the Job Seeker:
♦ Relate their skills based on what you’ve learned
♦ Show specific value they add
♦ Have their resume ready
♦ Keep is asset based
THE TOUR

What do you observe?
♦ Consider the Situational Assessment
♦ Workplace Culture
♦ Working Environment
♦ Accessibility
♦ Unmet needs

RESPONSES TO COMMON REPLIES

▪ We’re not hiring
▪ Just send me some literature
▪ I have to get approval from corporate
▪ We don’t work with agencies
▪ We just laid off/furloughed people
▪ We’re not interested

SCHEDULE AN INTERVIEW

♦ Ask to schedule an interview
♦ Reinforce the Job Coaching supports
♦ Leave a resume with the business
♦ Remember to speak their language
STEP 5: THE TARGETED JOB MATCH

WHAT IS THE IMPACT OF A POOR JOB MATCH?
NOT A MATCH?

Go back to the Job Development Plan
♦ Amend it, if needed
♦ Review the list of businesses
♦ Revisit networks, if needed

IF IT APPEARS THERE IS A MATCH

♦ Have you done a Job Analysis?
♦ Review Non-negotiables: Job Seeker and Business
♦ Does the position meet:
  • Skills
  • Ability
  • Job Preference
  • Experience
  • Schedule needs
  • Transportation
  • Environment
  • Cultural
  • Support Need

DISCREPANCY ANALYSIS

<table>
<thead>
<tr>
<th>Job Requirement</th>
<th>Applicant Skill</th>
<th>Discrepancy Yes / No</th>
<th>Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lift 30 Lbs</td>
<td>Can lift 30 lbs</td>
<td>Yes</td>
<td>1. Will lift items to cart</td>
</tr>
<tr>
<td>Carry 30 lbs.</td>
<td>Can carry up to 5 feet</td>
<td></td>
<td>2. Use cart to move items</td>
</tr>
<tr>
<td>Follow written instructions</td>
<td>3rd grade reading level</td>
<td>Yes</td>
<td>3. Instructions can be recorded</td>
</tr>
<tr>
<td>Stand up to 4 hours</td>
<td>Can stand for 4 hours</td>
<td>No</td>
<td>MATCH</td>
</tr>
</tbody>
</table>
Job Seeker – Joel

- Joel left High School with a IEP Diploma
- Joel works as a Material Handler at the Agency Sheltered Workshop. Duties include:
  - Gathering finished products from assemblers and packing them into boxes.
  - Using a pallet jack to get boxes and bring them to shipping area.
- Joel began activities in CBPV in August 2018 to learn employability skills to support his goal of a competitive job.
- Duties include:
  - Gathering finished products from assemblers and packing them into boxes.
  - Using a pallet jack to get boxes and bring them to shipping area.
  - Creating a pallet for shipping and wrapping the pallet.

Aldi – Part-Time Stocker

Education and Experience:
- High School Diploma or equivalent preferred.
- Prior work experience in a retail environment preferred.
- A combination of education and experience demonstrating equivalent knowledge.

Job Qualifications/knowledge/Skills/Abilities:
- Selects products efficiently and accurately.
- Ability to safely and properly operate powered equipment.
- Gives attention to detail and follows instructions.
- Effective time management; maximizes productivity.
- Problem-solving skills.

Physical Demands:
- Regularly required to stand, bend, reach, push, pull, lift, carry, and walk about the store.
- Ability to stock merchandise from store receiving to shelving.
- Ability to place product, weighing up to 45 pounds, on shelving at various heights.

NON-NEGOTIABLES

For the Job Seeker AND for the Business?

Step 5: Job Match

WORKPLACE INCLUSION PLANNING

Measures of success

Values

Corporate Beliefs

Rituals

Ceremonies
♦ Review the businesses/jobs
♦ Ensure Job aligns with Discovery
♦ Prepare for interviews

STEP 6: REVIEW THE MATCH

♦ Talk about the business
♦ Show how this is a good match
♦ Arrange a tour/job shadow

WHAT DOES THE JOB SEEKER THINK

♦ Practice, practice, practice
♦ Complete the application
♦ Use the job description
♦ Dress for success
♦ Adding value to the business

STEP 7: INTERVIEW PREPARATION
COMPLETE THE APPLICATION

♦ Create an information sheet for Job Seekers
♦ Practice to ensure accuracy
♦ Tailor the resume to the Job Posting/Description
♦ Follow up

ONLINE APPLICATION ASSESSMENTS

76% of organizations with more than 100 employees use tests for external hiring.

▪ Companies use them to identify people with the traits and skills required for particular jobs, and new hires who have misrepresented themselves are quickly found out.

▪ Valid tests help companies measure three critical elements of success on the job: competence, work ethic, and emotional intelligence.

MOCK INTERVIEWING

♦ Practice their stories
♦ Review common interview questions and answers
♦ Practice, practice, practice
♦ Arrange for mock interviews
♦ To disclose or not to disclose
THE INTERVIEW

- Transportation
- Documentation
- Dress for success
- Be punctual
- Greetings during COVID-19

AFTER THE INTERVIEW

- Job Seeker sends a “Thank You” email or note to interviewer
- Process the interview with the job seeker
- BE ENCOURAGING!
- Create a plan to follow up with the interviewer

STEP 8: NEGOTIATING A JOB/RELATIONSHIP

- Follow up with the person who makes the hiring decision
- Pass the baton
Step 8: Negotiating

NEGOtiATE THE POSITION

♦ Review job offer(s)
♦ Accept the job
♦ Contact the business to confirm hiring information
♦ Determine a start date
♦ Arrange job coaching
♦ Celebrate!

Step 8: Negotiating

INDIVIDUALIZE SUPPORTS

♦ Create a Job Coaching Plan
♦ Touch Base with the Business
♦ Check in with:
  ▪ Employee
  ▪ Coach
  ▪ Business Contact

Step 8: Negotiating

THE BUSINESS OF JOB DEVELOPMENT

♦ Communication
♦ Business tracking
♦ Discovering the labor markets
♦ Resources
COMMUNICATING

♦ With the Supported Employment Team
♦ With the new employee
♦ To maintain Business relationships

TRACKING BUSINESSES/EMPLOYERS

<table>
<thead>
<tr>
<th>#</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Staff</td>
<td>Business</td>
<td>Contact</td>
<td>Phone/email</td>
<td>Last contact</td>
<td>Details</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Inn</td>
<td>Home Depot</td>
<td>Emily</td>
<td>330-3300</td>
<td>3/20/2019</td>
<td>Hiring PCH</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Team</td>
<td>Bob's Diner</td>
<td>Bob</td>
<td>555-5555</td>
<td>2/30/2019</td>
<td>Not hiring</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Cristina</td>
<td>Metso Systems</td>
<td>Alan</td>
<td>555-5555</td>
<td>6/1/2019</td>
<td>Initial meeting</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Sandy</td>
<td>Walmart</td>
<td>Mike</td>
<td>555-5555</td>
<td>7/3/2019</td>
<td>Follow up June</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Laura</td>
<td>Air Auto Body</td>
<td>Amy</td>
<td>555-5555</td>
<td>9/10/2019</td>
<td>Hiring detailers</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Esther</td>
<td>City Flowers</td>
<td>Maura</td>
<td>555-5555</td>
<td>4/3/2019</td>
<td>Hiring cashiers</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Katie</td>
<td>Computers</td>
<td>Chris</td>
<td>330-3300</td>
<td>8/11/2019</td>
<td>New manager</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Marianne</td>
<td>Valley Chemical</td>
<td>Barbara</td>
<td>555-5555</td>
<td>3/22/2019</td>
<td>Hiring 20 people</td>
<td></td>
</tr>
</tbody>
</table>

TEAM MEETINGS

♦ Updates on businesses
♦ Case Review
♦ Supporting each other and employees
♦ Share leads
♦ Coordinate outreach
LABOR MARKET TOOLS

- labor.ny.gov
- O-net
- LinkedIn
- Careerinfonet.org
- Bureau of Labor Stats
- Local Business Journals

♦ Challenges
♦ Being efficient with your time
♦ Neighborhoods

CITY VS. RURAL

THE POWER OF JOB FAIRS

♦ Preparing
♦ Virtual vs. In Person
♦ What to bring
♦ Timing
♦ Follow up
Consortiums
Advisory Councils
Your Board(s)

Trust takes years to build, seconds to destroy and forever to repair

THANK YOU
- www.Eleversity.org
- Info@Eleversity.org
- 585-340-5214