



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.

INNOVATIONS TRAININGS
 MORE INFORMATION IS AVAILABLE ON OUR WEBSITE AT:
WWW.ELEVERISITY.ORG

Core Classes

- Introduction to Employment
- Discovery: Assessment and Planning
- Effective Job Coaching
- Basics of Business Engagement

Quick Bites

- Technology for Vocational Services
- Demonstrating the Benefits of Supported Employment to Businesses
- A Case Study in Discovery

Other Offerings

- Beyond Discovery
- Job Development
- Community Prevocational Services
- Employment Training Program (ETP) 101
- Management Skills for SEMP Leaders

TRAINING OBJECTIVES

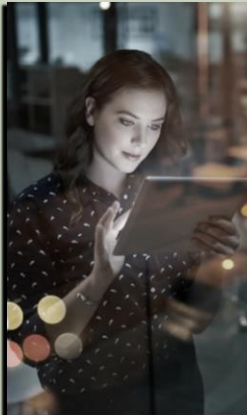
Purpose: To clarify the Job Development process and discover new strategies to identify and connect with businesses

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

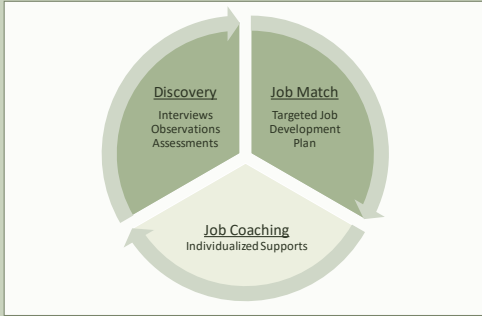


**Job Development
vs.
Job Placement**

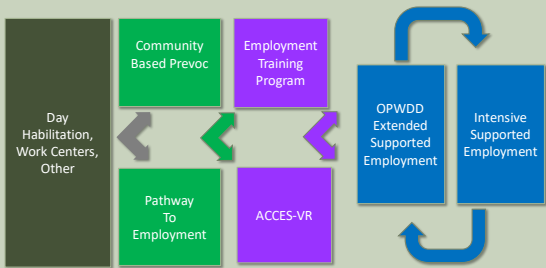




KEY COMPONENTS OF SUCCESSFUL EMPLOYMENT



HOW DO OPWDD EMPLOYMENT SERVICES FLOW?





"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

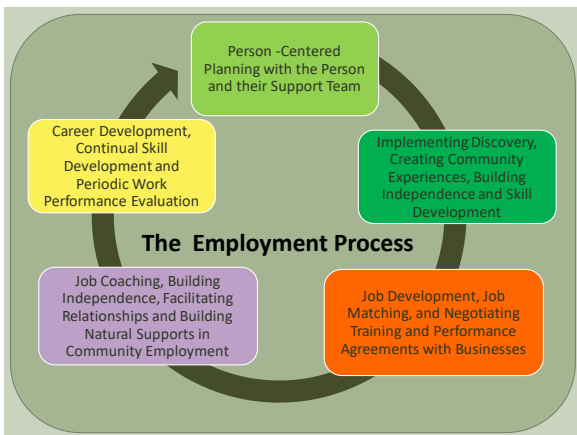
BUSINESS ENGAGEMENT AND JOB DEVELOPMENT IN OPWDD SERVICES

Employer Focused (Employer Centered)	Applicant Focused (Person-Centered)
Identify employer needs for individual job seeker or other services <ul style="list-style-type: none"> ◆ 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 	Develop opportunities for individual job seekers <ul style="list-style-type: none"> ◆ 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 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

Take time to notice and wonder

Confer and seek clarification

Utilize the Discovery Report Findings

STEP 1: REVIEW THE DISCOVERY REPORT

Step 1: Review Discovery

Discovery Report Findings

Discovery Report Findings

DISCOVERY ACTIVITY	NUMBER OF PARTICIPANTS	DISCOVERY REPORTS	ACTIVITY COMPLETION RATE
Review of Job Description, Support Staff, Family, and Friends	4	4	100%
Observation of Job	4	4	100%
Individual Assessment Site Development	2	2	100%
Community-based Assessment	24	24	100%
Discovery Report Findings	1	1	100%
Client Research	2	2	100%
Recommendations, Review, and Approval	1	1	100%
Other Communications, Travel, Site Visitation, Planning Meetings	10	10	100%
TOTAL	48	48	100%

*Additional learning is indicated by an ETP signature of a staff member.

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Step 1. Review Discovery



If Discovery was done via the Employment Training Program, the ETP Supervisor will notify the SEMP agency to complete 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.”

**STEP 2:
WRITE THE JOB DEVELOPMENT PLAN**

Step 2: Job Dev Plan

THE JOB DEVELOPMENT PLAN

Funnel 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



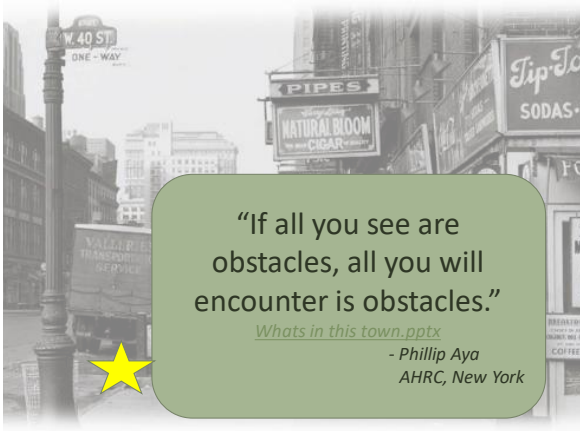
Dispelling Myths around Job Development





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


**STEP 3:
IDENTIFY TARGET BUSINESSES**



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


Whats in this town.pptx

- Phillip Aya
AHRC, New York





NETWORKING



Linked In
Glass Door
Facebook



Personal connections
Circle of support
Work connections



Community Mapping
Google Maps
Newspapers

Step 3: Targeted Business

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?

Step 3: Targeted Business

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

Step 3: Targeted Business



- ◆ Profit
- ◆ Value
- ◆ Customer Satisfaction

UNDERSTANDING BUSINESS NEEDS

Step 3: Targeted Business

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"



- ◆ Know your value proposition
- ◆ Practice your introduction
- ◆ Speak their language
- ◆ Get information to take with you
- ◆ Ask questions

STEP 4: ENGAGE THE BUSINESS

Step 4: Engage Business

WHO TO APPROACH

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



Step 4: Engage Business

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



Step 4: Engage Business

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

THE MEETING

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

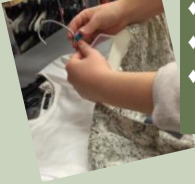
Step 4: Engage Business

THE TOUR



What do you observe?

- ◆ Consider the Situational Assessment
- ◆ Workplace Culture
- ◆ Working Environment
- ◆ Accessibility
- ◆ Unmet needs



Step 4: Engage Business

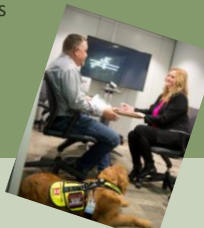
RESPONSES TO COMMON REPLIES

- 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

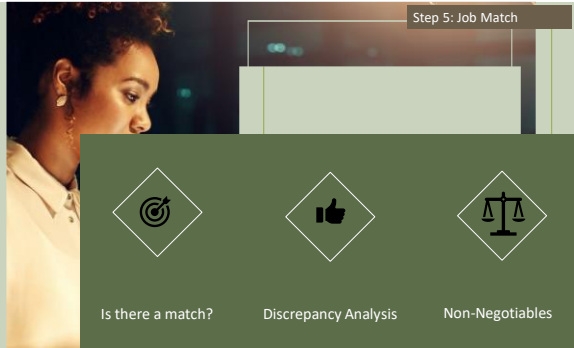
Step 4: Engage Business

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: Job Match



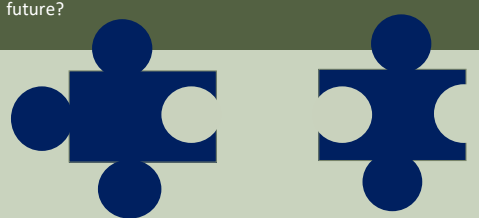
Is there a match? Discrepancy Analysis Non-Negotiables

STEP 5: THE TARGETED JOB MATCH

Step 5: Job Match

NOT A MATCH?

- Will another job seeker benefit from this relationship?
- Would another program benefit from this relationship?
- How can we cultivate a relationship with this business for the future?





WHAT IS THE IMPACT OF A POOR JOB MATCH?

Step 5: 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

Step 5: Job Match

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

Step 5: Job Match

DISCREPANCY ANALYSIS

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

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 gather boxes and bring them to shipping area.
 - Creating a pallet for shipping and wrapping the pallet.
- Joel began activities in CBPV in August 2018 to learn employability skills to support his goal of a competitive job.
- While working at the local food bank in CBPV, Joel helps load and unload boxes and package food for people then bring it to their cars.
- Activities to support Joel include:
 - Prompting to interact with customers.
 - Learning to use public transportation.
 - Improving communication skills; following directions, social skills when interacting with customers.
 - Managing frustrations while on the job.
- Joel likes to be active and can lift up to 70lbs, but has difficulty lifting heavy items over his head.

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.

Step 5: Job Match

NON-NEGOTIABLES

For the Job Seeker AND for the Business?

Step 5: Job Match

WORKPLACE INCLUSION PLANNING



- ◆ Review the businesses/jobs
- ◆ Ensure Job aligns with Discovery
- ◆ Prepare for interviews

STEP 6: REVIEW THE MATCH

Step 6. Review

Awesome!!

EXCELLENT

GOOD

AVERAGE

POOR

- ◆ 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

Step 7. Interview Prep

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.

Step 7. Prepare for Interviews

MOCK INTERVIEWING

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

Step 7. Prepare for Interviews

THE INTERVIEW

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

Step 7. Prepare for Interviews

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



- ◆ Follow up with the person who makes the hiring decision
- ◆ Pass the baton

STEP 8: NEGOTIATING A JOB/RELATIONSHIP

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



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

INDIVIDUALIZE SUPPORTS

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

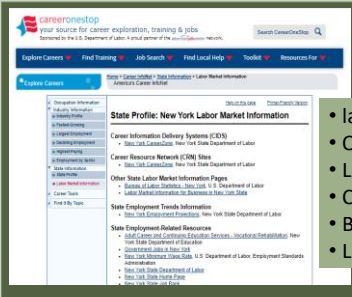
	A	B	C	D	E	F	G
1	Staff	Business Name	Contact Name	Phone/email	Last contact	Details	
2	Jim	Home Depot	Emily	555-5555	5/20/2019	Hiring FOH	
3	Sam	Bob's Diner	Bob	555-5555	2/20/2019	Not hiring	
4	Cristina	Metro Systems	Alan	555-5555	6/1/2019	Initial meeting	
5	Grady	Walmart	Mike	555-5555	7/3/2019	Follow up June	
6	Laura	All Auto Body	Amy	555-5555	9/6/2019	Hiring detailers	
7	Esther	City Flowers	Maura	555-5555	4/3/2019	Hiring cashiers	
8	Katie	Compsys	Chris	555-5555	8/12/2019	New manager	
9	Marianne	Valley chemical	Barbara	555-5555	5/22/2019	Hiring 20 people!	
10							
11							



- ◆ Updates on businesses
- ◆ Case Review
- ◆ Supporting each other and employees
- ◆ Share leads
- ◆ Coordinate outreach

TEAM MEETINGS

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





The Business of Job Development



- ◆ Consortiums
- ◆ Advisory Councils
- ◆ Your Board(s)

ADDITIONAL RESOURCES



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



THANK YOU

-  www.Eleversity.org
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