

Innovations in Employment Support

Connecting Talent to Business Needs

585-340-2051



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Help businesses avoid the cost of a “bad hire”

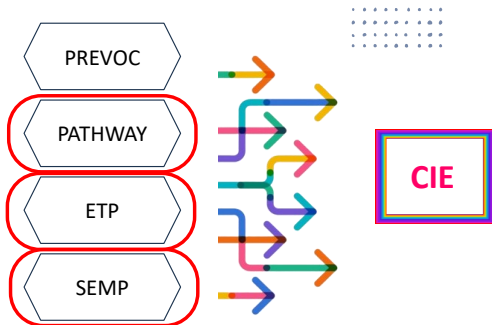
Benefit for Job Seekers:

- Creates a Career Roadmap
- Enhances Skills & Knowledge
- Boosts Motivation & Confidence
- Improves Performance
- Supports Career Advancement
- Prepares for Adaptability/Change

Benefit for the Business:

- Increases Employee Retention
- Improves Employee Engagement
- Closes Skills Gap
- Prepare for Employee Development
- Enhances Company Culture
- Increase in Overall Productivity AND PROFITABILITY

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The Job Development Plan: Pathway to Employment

- Review the individual's Life Plan, Pathway to Employment Activity Plan and Discovery Report Findings to make recommendations for next steps.
- Complete the plan associated with the Final Recommendation, Job Development Plan or Vocational Development Plan

If you are recommending **Job Development**, what are the two (2) main career areas:
 a. _____ b. _____

If you **not recommending Job Development**, what other services/supports are being recommended? (Reference Vocational Development Plan).
 a. _____ b. _____

Bring the Life Plan, Pathway to Employment Activity Plan and Discovery Report Findings to the meeting for reference, along with the Job Development or Vocational Development Plan.

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The Job Development Plan: ETP

If the ETP Supervisor agrees with the recommendation of Job Development, they will request a Job Development Plan prior to approval.

Do not begin ETP Job Development without the written approval of an ETP Supervisor.

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The Job Development Plan: SEMP

CHECK ONE OF THE FOLLOWING BOXES AND COMPLETE AS DIRECTED:

Individual has a completed OPWDD Discovery, and provider is requesting job development. (Complete Sections I, II, III)

Individual was recently approved for job development hours and provider is requesting additional hours for job development. (Complete Sections I, III, V)

Individual has several years of positive and continuous work history, has been employed within the last year and has previously completed ACCES-VR or ETP. (Complete Section III)

Individual is starting a job within 6 weeks. (Complete Sections I, V)

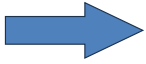
6

EVERYTHING
You need,
is right
here...



JOB DEVELOPMENT PLAN

PURPOSE: To research and consolidate the pertinent information related to an individual's employment related needs and qualifications **before** approaching businesses to develop a placement. By having this information, the Job Developer will be able to 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 Developer will be prepared to negotiate any necessary customization to positions so that they meet the individual's needs. With the focus and strategies provided by this plan, the Job Developer is more likely to create effective job matches. The Job Developer should approach businesses the provider currently has relationships with as well as new businesses to build new relationships. Targeted job development is best accomplished by directly contacting businesses to develop placement opportunities. **Do not just focus on completing online applications.** The SEMP Manager should provide oversight and guidance throughout job development.



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The Targeted Job Match

- happens when a person's **skills, interests, values, and support needs** align closely with the **requirements, environment, and expectations** of a specific job.
It's about finding a **good fit**—a position where the person can perform successfully, feel satisfied, and grow.

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From Discovery to Career Planning



9



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ASSESSMENT
STEP 1



11

The Job Development Plan
Page 1



EMPLOYMENT TRAINING PROGRAM
Job Development Plan

Name: _____ TABS ID #: _____

1. List the 2 career areas and possible positions that will be the focus of Job Development:
 - a. Career Area 1: _____
 - i. Positions: _____
 - b. Career Area 2: _____
 - i. Positions: _____

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The Discovery Report Recommendation

The individual is recommended for Job Development for competitive employment in the community.

I am recommending the following 2 careers as **determined by Career Research and approved by the individual**. If Identified Career Options do not match the individual's preferences, I have discussed this with the individual. Date of Meeting: 3.15.2024

1. Dishwasher
2. Stocker

If the ETP Supervisor agrees with the recommendation of Job Development, they will request a Job Development Plan prior to approval.

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The Job Development Plan Page 2

2. List the hard skills **demonstrated** in previous employment or volunteer activities by the individual that support success in each area: (examples: clerical, money handling, mechanical, and/or cleaning skills)

- a. Career Area 1
- b. Career Area 2

3. List the soft skills **demonstrated** in previous employment or volunteer activities by the individual that support success in each area: (examples: ability to focus,)

- a. Career Area 1
- b. Career Area 2

4. List any other factors that explain why these career areas are a good match for the individual: (examples: previous experience, strong interest, personal traits, transferrable skills)

- a. Career Area 1
- b. Career Area 2

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Using the manual, fill in the corresponding section of the Job Development Plan.

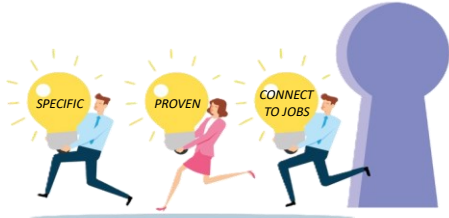
Group 1:
DEMONSTRATED
HARD SKILLS

Group 2:
DEMONSTRATED
SOFT SKILLS

Group 3:
SUPPORTING FACTORS

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What's your takeaway?



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Factors for an Ideal Workplace Culture

The culture of a workplace is its unique personality, a system of shared assumptions, values, and beliefs that governs how people behave and interact. These characteristics can be observed across three main levels:

| Observable Signs | Espoused Values | Underlying Assumptions |
|--|--|--|
| <input type="checkbox"/> Physical Environment & Layout | <input type="checkbox"/> Mission & Vision | <input type="checkbox"/> Beliefs about Leadership |
| <input type="checkbox"/> Behavioral Patterns | <input type="checkbox"/> Code of Ethics/Conduct | <input type="checkbox"/> Beliefs about Risk |
| <input type="checkbox"/> Symbols & Language | <input type="checkbox"/> Employee Policies | <input type="checkbox"/> Beliefs about Customers |
| | <input type="checkbox"/> Performance & Recognition | <input type="checkbox"/> Beliefs about Competitors |

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CULTURE:

- Dakota will work best in an employment setting where he can work independently. He will be able to stay engaged if given a variety of tasks but should not be given more than one or two tasks to complete at once. Dakota will benefit from having clear expectations and open/frequent communication with management at any given time. Dakota prefers a business that is smaller, so that can get to know his coworkers. Dakota will do best with coworkers who are respectful towards him.

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Factors for an Ideal Workplace Environment

The **workplace environment** is the combination of physical, social, and psychological factors that influence an employee's experience, well-being, and performance. It's often broken down into the following identifiable characteristics:

| Physical Factors | Psychological & Social Factors | Organizational & Cultural Factors |
|--|--|---|
| <input type="checkbox"/> Workspace Design & Layout | <input type="checkbox"/> Psychological Safety | <input type="checkbox"/> Communication & Transparency |
| <input type="checkbox"/> Aesthetics | <input type="checkbox"/> Trust and Respect | <input type="checkbox"/> Information Flow |
| <input type="checkbox"/> Accessibility | <input type="checkbox"/> Conflict Resolution | <input type="checkbox"/> Feedback & Appreciation |
| <input type="checkbox"/> Resources & Amenities | <input type="checkbox"/> Leadership Support & Well-being | <input type="checkbox"/> Growth & Development |
| | <input type="checkbox"/> Work-Life Balance | <input type="checkbox"/> Beliefs about Competitors |

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ENVIRONMENT:

- Dakota reports being sensitive to bright light, so the lighting in the work environment should be somewhat dim or not have many windows. Dakota works best in a temperature-controlled setting. Dakota would prefer a workplace environment where there are not many children. Dakota would also like to stay away from a large warehouse or office environment. It should also be noted that Dakota is allergic to rabbits and should not work in an environment where there are rabbits.

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WEEKLY AVAILABILITY & TRANSPORTATION

7. Weekly Availability

| Day | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|--|--------|---------|-----------|----------|--------|----------|--------|
| From | | | | | | | |
| Until | | | | | | | |
| List any times, days, or dates that the individual is NOT available to work and why: | | | | | | | |

8. Transportation information:

- Available Mode(s): _____
- Travel radius / area: _____
- Travel restrictions: _____

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Things to consider...

- Can the person navigate in the community independently and do they have time alone?
- What other services/programs/activities is the person participating in and will they impact the ability to work?
- Does the person have access to on-going, reliable transportation?
- Will they need supports when starting the new job?

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WEEKLY AVAILABILITY & TRANSPORTATION

| Day | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|-------|--------|---------|-----------|----------|--------|----------|--------|
| From | 9am | 12pm | 9am | 12pm | 9am | 9am | 9am |
| Until | 5pm | 5pm | 5pm | 5pm | 5pm | 8pm | 6pm |

List any times, days, or dates that the individual is NOT available to work and why:
 Work schedule needs to accommodate CBPV; Prefers not to work weekends and will not work every weekend

8. Transportation information:
- a. Available Mode(s): RTS Bus, residential staff, walking, bike, comm hab and family
 - b. Travel radius / area: Job location must be located on public transit route
 - c. Travel restrictions: No jobs outside public transit area, not on the west side of city

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Identifying Businesses:

9. List potential employers that meet the criteria for success listed in 1-8 that the SEMP Agency or individual has an established relationship with:

| Business | Career Area 1 or 2 | Location |
|----------|-----------------------|----------|
|----------|-----------------------|----------|

10. List potential employers that meet the criteria for success listed in 1-8 that the SEMP Agency can contact to develop a new relationship:

| Business | Career Area 1 or 2 | Location |
|----------|-----------------------|----------|
|----------|-----------------------|----------|

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Identifying Businesses:

Established Relationships

| Business | Career Area (1 or 2) | Location |
|------------------------|----------------------|-----------------------------------|
| Trader Joe's | 2 | Monroe Ave, Rochester |
| The Friendly Home | 1 & 2 | Clover Street, Brighton |
| Highlands of Pittsford | 1& 2 | Pittsford Palmyra Rd, Pittsford |
| Marshalls | 1 | Monroe Ave, Pittsford |
| Home Depot | 2 | East Ridge Road, East Irondequoit |
| Home Depot | 2 | West Ridge Road, Greece |

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Identifying Businesses:

New Relationship Development

| Business | Career Area (1 or 2) | Location |
|-----------------------|----------------------|-----------------------------------|
| The Garden Factory | 2 | Stone Road, Greece |
| Country Max | 2 | Ridge Road, Webster |
| Bauman's Farm Market | 2 | Five Mile Line Pt., Penfield |
| Tops Friendly Markets | 1 & 2 | East Ridge Road, Rochester |
| Pet Supplies Plus | 2 | East Ridge Road, East Irondequoit |
| DiBell's Subs | 1 | East Ridge Road, East Irondequoit |

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Potential Barriers to Success:

11. List and describe vocational gaps in the following areas that could create barriers to success in the chosen careers or with the potential employers:

- a. Hard Skills
- b. Soft Skills
- c. Workplace Culture
- d. Workplace Environment
- e. Schedule / Availability
- f. Transportation

12. List any other potential barriers to successful employment:

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Potential Barriers to Success:

- Hard Skills:** Dakota cannot work with money or use a cash register
Dakota has not worked much with computer input for inventory
- Soft Skills:** Dakota has trouble with social cues and making appropriate conversation
Dakota occasionally gets distracted with socializing instead of completing tasks
- Workplace Culture:** Dakota becomes frustrated if others are not respectful towards him, or he perceives them to be making fun of him
- Workplace Environment:** Dakota will benefit from a temperature-controlled environment
He has trouble keeping a steady pace when the environment is too hot
Dakota also has hearing loss and will benefit from an environment without loud, ambient noise
- Schedule / Availability:** Dakota's work schedule will need to allow for meetings with his comm-hab services
- Transportation:** Dakota will need support learning any new public transit routes needed for work
- 12. **List any other potential barriers to successful employment:**
Dakota will need employment that keeps him physically moving, rather than being stationary or sedentary.
On-going benefits advisement will be

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Supports for Potential Barriers to Success:

13. List all supports that will address the gaps and barriers described in 11 & 12 and how each support plans to address them both on and off the job:

List specific Job Coach Supports:

Other Supports:



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Supports for Potential Barriers to Success:

- a. Ensure there is no money handling in the job or computer input related to tasks. Ensure job includes 1-2 tasks at a time with clear expectations and in a smaller environment.
- b. Coaching support with social cues and support on conversation appropriate to workplace through redirection via verbal prompt.
- c. Coach will need to closely observe Dakota's facial expressions as he begins to frown when he feels coworkers are disrespectful or talking about him. Coach will process with Dakota to help him learn to communicate his with those coworkers for clarification. Coach can discuss a referral to CBPV to also help upskill social engagement supports.

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Supports for Potential Barriers to Success:

- d. Temp. controlled environment, and no bright lights are needed. Dakota and his coach will need to discuss variances in temp. if they happen, identify frequency of possible changes. Due to Dakota's hearing loss, jobs with loud ambient noise should be avoided.
- e. Coach will need to work with Dakota and Comm Hab staff for work schedule. Dakota's work schedule will need to consider transportation needs.
- f. Dakota requires a job accessible by public transportation and coach may need to assist in learning new schedule to and from work.

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Signature Page

I contributed to, reviewed, and approve of this plan:

Individual:

| | | |
|--------------|------|------|
| | | |
| Print / Type | Sign | Date |

Additional Signatures:

- Plan Preparer
- Business Relationship Manager / Job Developer
- SEMP Program Manager

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Signature Page

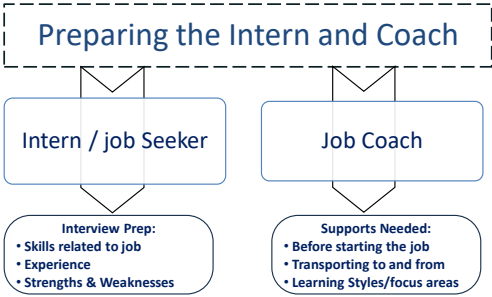
Date Job Development could begin: _____
 Agency staff are available to provide _____ hours of job development each month.

Submit the Job Development Plan to an ETP Supervisor for review and final approval.

ETP Supervisor Approval: **ACTION REQUIRED**

** You can not begin Job Development until ETPS tells you to begin**

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Intern / job Seeker

This is the #1 or #2 question on each site:

- Tell me about yourself.

All on the different sites in their top questions:

- What are your strengths?
- What are your weaknesses?
- What do you know about us? Why do you want to work here?
- What skills do you bring to the job?

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Preparing the Coach

You have just been assigned to job coach Dakota, who is starting a new job in 2 weeks.

1. Do you have a coaching plan?
2. What information is provided for you to create a coaching plan?
3. If you don't get anything, what are the things that you WISH you were getting?

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Your Job Coaching Plan

Job Development Plan – Pg. 5

| |
|------------------------------|
| Hard Skills |
| Soft Skills |
| Workplace Culture |
| Workplace Environment |
| Schedule and Availability |
| Transportation |
| Any other potential barriers |

Discovery Report - Findings

| |
|--|
| Physical / medical / mental health / stress mgt. |
| Communication and social interactions |
| Focus / attention to task |
| Productivity / work pace |
| Safety / environmental awareness |
| Personal grooming / hygiene |
| Initiative / motivation to work |
| Other |

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The Targeted Job Search

- A **purposeful, focused approach** to looking for jobs that meet **specific criteria** based on the person's profile. Instead of applying everywhere, the person searches for opportunities that match their **skills, interests, preferences, and support needs**.

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- . Patronize local businesses
- . Network with former employees
- . Network with colleagues (including other agencies)
- . Identify shared interests/develop personal connections

- . Try to meet with CEO or other key personnel (i.e. hiring manager, HR staff)
- . Learn and use business language
- . Sell the benefits of hiring people with disabilities
- . Suggest variety of work options (i.e. part- time, shared job, internships)
- . Provide information on tax credits & financial incentives

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What do
Businesses want from
Job Developers?

Just 3 things!

1. Demonstrating how applicants add value to the business
2. Using testimonials to document performance
3. Demonstrate how the applicant will add value to the bottom line

The End.

"What Color Is Your Parachute" by Richard N. Bolles & Transcend Career & Workforce Development Report

40

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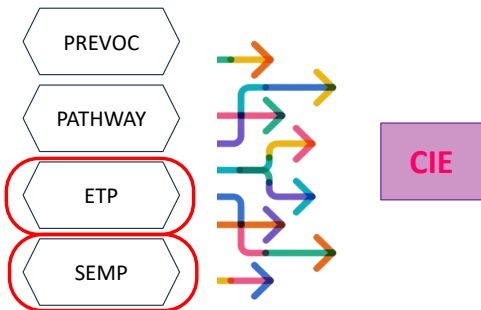
1. _____
2. _____

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Do not begin ETP Job Development without the written approval of an ETP Supervisor.

The Discovery report

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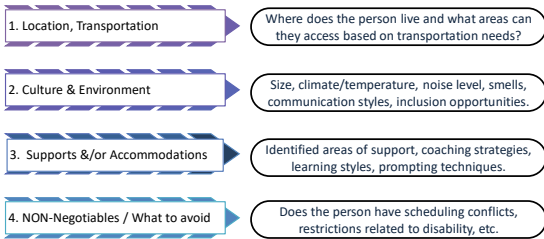
RESEARCH OF BUSINESSES

STEP 2



43

DISCOVERY OF THE BUSINESS



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STEP 3: CREATE A LIST OF BUSINESSES

STEP 4: NETWORK & CONNECT FOR THE TARGETED MATCH



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Creating a Job Search Tracker

- **Name:** Full name of the contact.
- **Company and Title:** The person's current employer and job title.
- **Email and Phone:** The most reliable contact details for communication.
- **LinkedIn Profile URL:** A link to their profile for easy reference.
- **Referral Source:** The name of the person who introduced you, if applicable.
- **Personal Details:** Shared during meeting – upcoming events, vacations, hobbies, etc.
- **Date of contact, Action items, Follow-up date:** Create an opportunity to meet, provide details on added value, introduce the job seekers resume.
- **Career Area / Possible jobs:**
- **Program Partnerships** (current or possible future):

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Job Search Tracking ETP & Direct Hire



| Job Seeker | Name | Email | Phone | Company | Job Title | Website | How We Met | Upcoming Meetings | Action Step |
|---------------|--|--|----------------|---------------------|--------------------|--|-------------------------------|-------------------|---|
| Jan Smith | Nancy Jones | Nancy@TJ.com | (123) 456-7890 | Walmart | Operations Manager | Walmart.com | Current business relationship | N/A | 1/22/2025 - Review email (preferred contact method) |
| Michael Engle | Wynona@Walmart.com | 567-890-1234 | T.J. Maxx | Store Manager | TJ.com | Intro from contacts | Call to schedule | N/A | Will contact per Nancy |
| Nancy Smith | Nancy.Smith@Walmarts.com | 678-901-2345 | Walmarts | Bakery Dept Manager | Walmarts.com | Saw job posting online, then Called | | | |

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Google Maps



- Put in the Job Seekers address
- Use the "nearby" tab to seek out businesses:
 - Careeronestop.org
 - Indeed
 - America's Job Bank
 - LinkedIn, etc.
 - Job Development Plan
- Go to company Websites
 - About us or company history
 - Careers/Employment Opportunities
- Network to connect with people who work there

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Getting Started

“Creating your introduction to businesses starts the opportunity for a targeted match”

Askearn.org

| | | | |
|------------------|-----------------------|---------------------------|------------------------------------|
| Who are you? | What do you do? | How do you do it? | What makes you unique? |
| Name | Experience | Assess job seeker skills | Reinforce Training |
| Agency/Job Title | Share your data | Support needs of business | Retention Support |
| What you do | Relatable connections | How you can help | Facilitate Success of new employee |
| Your added value | | | |

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Create an Introduction

We will use the JDP for Dakota to connect with a local TJ Maxx, because we have learned that there is a job opening for a merchandise processor and stock person. You want to learn more about the job, related tasks, skills they are looking for, etc. You have worked with Marshall's in the past, but not TJ Maxx.

You have a good relationship with Nancy, a manager in the local Marshall's. She tells you that the 2 stores are TJX Companies and that she knows the manager at TJ Maxx. You ask and she agrees to contact the TJ Maxx and let Mr. Briggs know that you will be calling about the job. She tells him to meet with you to learn more about the services and staffing support you have brought to Marshall's.

You are preparing to call Mr. Briggs, create your introduction and talking points for the conversation. Keep in mind what you know businesses want and the tips for creating an introduction.

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To Do and Not To Do

The key to successful job development is a tailored, systematic approach that addresses the company's specific needs. The goal is to evolve from gathering information to actively presenting a valuable, targeted solution.

01

Follow with a summary of identified needs of the business

02

Use the information to ensure the targeted match

03

Present a solution for the business, NOT just a candidate

04

Schedule a meeting to present solution/proposal tailored to the business

Adapted from US News Money

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Mistakes to avoid

- Failing to follow up promptly:** A delayed follow-up can make you seem uncommitted and can cause the business to lose momentum.
- Ignoring key takeaways:** Sending a generic or untargeted follow-up shows you weren't listening and wastes the business's time.
- Focusing on a quick response:** The goal is to build a lasting, trusted relationship, not to fill a position at any cost. Prioritizing the business's long-term success is crucial.
- Presenting irrelevant candidates:** This overwhelms the business and signals that you did not pay attention to their specific needs. Quality over quantity is key.
- Neglecting to ask for feedback:** Ask for their thoughts on the candidates you present. This shows you value their opinion and helps you refine your search if necessary.

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MEETING WITH BUSINESSES & ACTION STEPS TO CONFIRM JOB MATCH STEP 5

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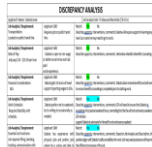
You are equipped for this!!



Job Development Plan - job seeker skills, abilities, supports for job



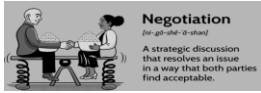
Job Analysis – requirements and expectations of the job



Discrepancy Analysis – align job expectations with job seeker skills

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Job Development & Negotiation

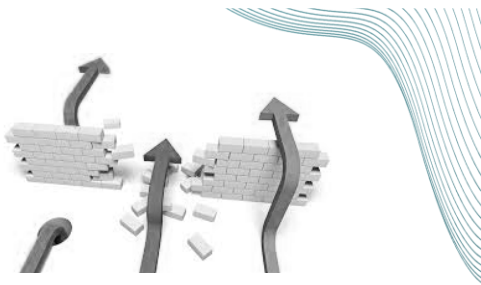


Negotiating with employers:

- Highlights the qualifications of the job seeker/intern
- Developing an employment proposal for medication to tasks
- Demonstrate the steps to customize a position and the benefit (R.O.I.) for the business.

(Adapted from "Q&A on Customized Employment: Employment Negotiations" by VCU & the Inst. for Community Inclusion @ UMass Boston) on how to negotiate carving/customizing, adapting as needed.

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Breaking Down Objections

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Tools to Break Down Objections

| | | |
|--|-------------------|--|
| | S Support | Draw out concerns and experiences |
| | O Obtain | What is the underlying cause for concern |
| | L Listen | To the concern to be able to address it |
| | V Validate | Let them know you hear the concern |
| | E Explain | Address the concern with a solution |

Adapted from "Responding to Employer Objections: Worksheet" from the Institute for Community Inclusion - UMass Boston

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