Job-Driven Technical Assistance Center (JD-VRTAC)
Learning Collaborative State VR Agency Presentations

July 2016

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Job-Driven Center Goals

Improve skills of state VR agency staff, other rehab professionals & providers of VR services, who are trained to provide "job-driven" VR services & supports to PWD, employers & customized training providers.

Four Topic Areas:

1. Business Engagement
2. Employer Supports
3. Labor Market Information (LMI)
4. Customized Training Providers

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Job-Driven Center Partners

Institute for Community Inclusion (ICI) at Univ. of Massachusetts, Boston

***In Partnership with*:**

- Jobs for the Future (JFF)
- Univ. of Arkansas
- Univ. of Washington
- Council of State Administrators of Vocational Rehabilitation (CSAVR)
- United States Business Leadership Network (USBLN)
- Association of University Centers on Disabilities (AUCD)

In Collaboration with:

- National Council of State Agencies for the Blind (NCSAB)
- Technical Assistance Center Collaborative

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Delaware Division of Vocational Rehabilitation

"DVR"

PURPOSE: Infusing "Career Pathways" as DVR's guiding philosophy with the Georgetown, DE site acting as pilot. Rollout to remaining sites in FY2017.
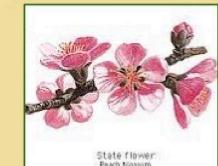
GOALS ACHIEVED: Staff's personal Career Pathways are supported by agency. We believe that staff supported in their career goals will be more likely to help job seekers achieve their career goals. Career Pathways has been defined, staff is engaged and has the right tools. Initial measurements show that staff feel supported.

OUR TOOLKIT:
- Centered on DOL's Employment and Training (E&T) career lattice patterns
- All day training where core partners have been introduced
- Staff Joblink training completed
- New assessment tools in addition to in-house assessment team
- E&T and DVR sharing resources to benefit job seekers
- Counselors engaging job seekers with JobLink at start
- Hiring Career Pathways expert to streamline process

NEXT STEPS:
- Mini contract with Career Pathways DWDB liaison to link additional partners
- SPARC (Success Pathways and Roads to Careers)
- Training E&T around "best practices" re: serving people with disabilities
- MOU's with partners

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GOAL

Strengthen the strategic partnership between MCB, Perkins, Carroll Center and develop a shared database of Massachusetts employers

Got all 3 partners at the table to meet and to work on project together!

To Do:

- To approve the MOU
- Build the database and determine where it is housed
- Who will have access and how much access, (editing, view only);
- Determine how to identify the levels of engagement for each employer

Agreed on a database – Salesforce Created a branding message and vision statement
- Discussed data elements to include in database
- Drafted MOU

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The New Jersey Division of Vocational Rehabilitation Services
New Jersey Department of Labor and Workforce Development

Our mission is to raise the awareness of the business community by showcasing the talents and skills that people with disabilities can bring to the workforce.

ACCOMPLISHMENTS:

Worked with the department leadership to establish a statewide service delivery system based on the history of DVRS employment programs, national initiatives and the response to statewide need.

Created job specifications and conducted an internal search ending in the selection of a Chief of Business Services.

Using Labor Market Information (LMI) and our experience with the Talent Networks we have developed strategies to best respond to the state's employment needs.

Our Plan:

- **Select six experienced vocational rehabilitation professionals to function as regional representatives**
- **Enhance the partnerships between DVRS and the Business Community**
- **Create a Business Outreach Team that develops programs and responds to employer needs**
- **Establish effective relationships between the team and the network of regional offices,**
- **Build a level of understanding with the Workforce New Jersey Talent Networks**
- **Develop process and performance measures to ensure success**
- **Team Activities: Determine equipment, training, logistics (Central Office/Local Offices)**

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North Dakota Division
of Vocational Rehabilitation

Project Goals	Accomplishments	Completed	Next Steps
Improve **Business Engagement** Practices throughout the State	Developed Best Practice Guidelines on Business Engagement	Yes	Train all staff at ND DVR's Annual Training October 2016
Hold twice monthly meetings of Business Specialists and VRC's	Currently in implementation in 4 of the 8 Regional offices	50%	Training will be provided to all offices, by poly-com, in September 2016
Set VRC goals for Employer Contacts and Presentations	Goals have been set by Administrators in the 8 Regional Offices	Yes	Will be implemented 10/01/16; Data to be collected during FY2017.
Identify Federal Contractors and target high demand occupations	Emailed 2016 Federal Contractor list, tips on landing Federal job, Federal resume writing & Schedule A letter revision to 8 Regional Offices.	Yes	Training will be provided to all offices. Implementation is still being discussed
Utilize Rapid Response (RR) approach to help retain current employees	Currently using RR and has been written into Best Practice Guidelines	Yes	Training will be provided to all offices, by poly-com, in September 2016
Improve use of **LMI**	Developed lesson plan for an LMI group consisting of a guided study sheet on how to access LMI online in ND and a worksheet to keep track of LMI for three careers of interest to be explored with VRC	Yes	Use for instruction within LMI group
Improve use of LMI	Implemented pilot of LMI group	Yes	Collect data regarding effectiveness
Improve use of LMI	Gathered information regarding VR C use of LMI prior to implementation of LMI group	Yes	Collect data to find out changes in VRC usage at the end of the pilot

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PA **O**ffice of **V**ocational **R**ehabilitation
Educating Staff to Enhance Employment Outcomes

(1) Integrate LMI into VR

- ✓ Staff Survey → Needs
- ✓ Collaborate → Information
- ✓ Curriculum → Guidance
  - Access Tools
  - Understand Tools
  - Apply Information
- ✓ Staff Feedback → Evaluate
- ❖ *UP NEXT: Repeat Survey*

(2) Engage Employers for WBLE
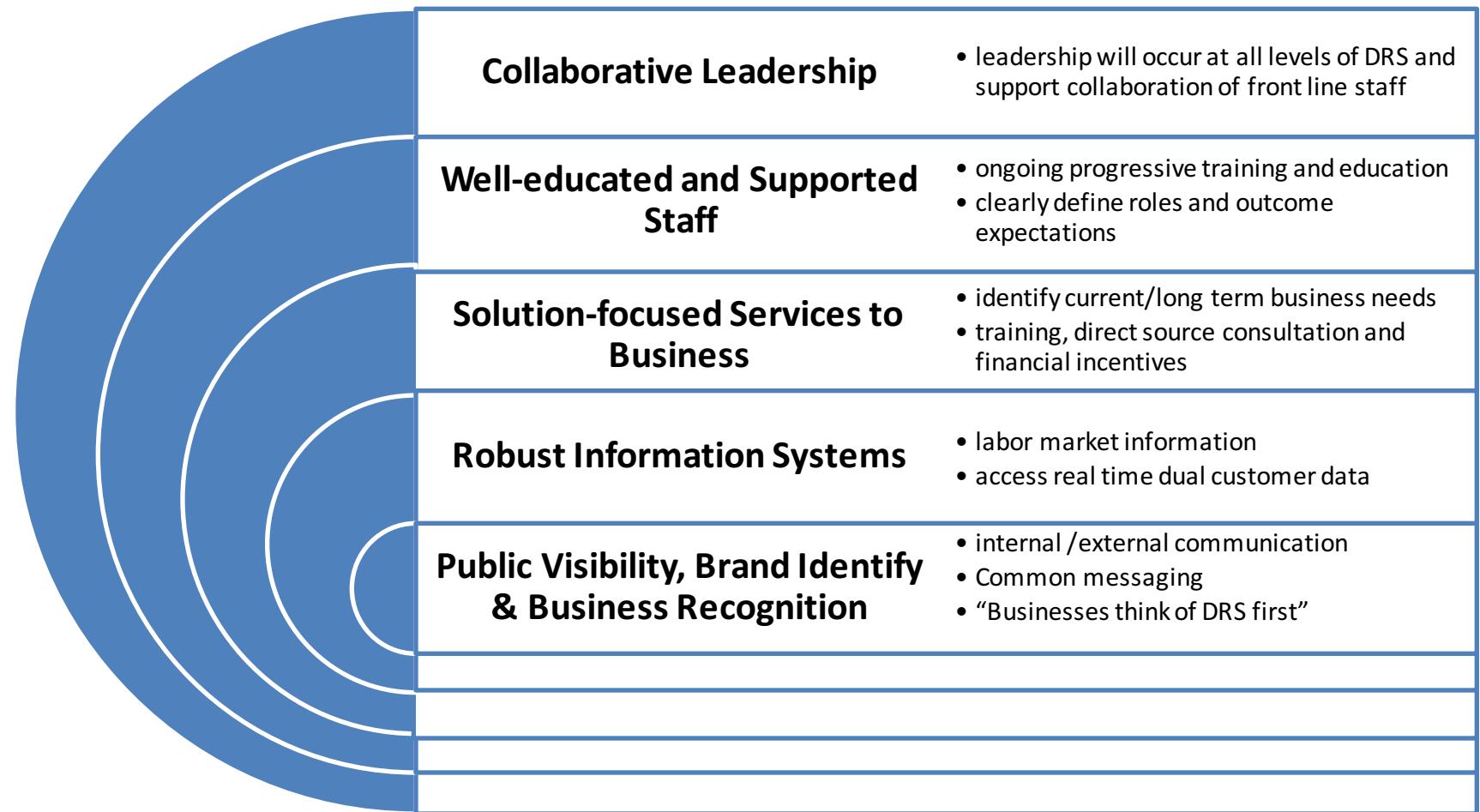
- ✓ Roundtable → Needs
- ✓ Research → Information
- ✓ Hire PETS BSR → Focused Staff
- ✓ Curriculum → Guidance
  - Understand Challenges
  - Access Tools
  - Brainstorm Solutions
- ✓ Staff Feedback → Evaluate

FUTURE VISION: Reinforce and Magnify

pennsylvania
DEPARTMENT OF LABOR & INDUSTRY
OFFICE OF VOCATIONAL REHABILITATION

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Illinois Division of Rehabilitation(DRS)
We're on a Mission to Engage Illinois Businesses!

Collaborative Leadership	• leadership will occur at all levels of DRS and support collaboration of front line staff
Well-educated and Supported Staff	• ongoing progressive training and education • clearly define roles and outcome expectations
Solution-focused Services to Business	• identify current/long term business needs • training, direct source consultation and financial incentives
Robust Information Systems	• labor market information • access real time dual customer data
Public Visibility, Brand Identify & Business Recognition	• internal /external communication • Common messaging • "Businesses think of DRS first"

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Customized Employment

Increase referrals for individuals with IDD, quality of outcomes, and number of businesses open to CE opportunities
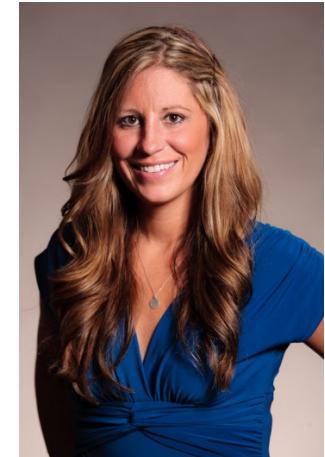
Accomplishments:

- Formed CELTics Leadership Team
- VCU Trained VR, VR Tribal, ATP, & Service Providers
- Pre- and Post-Surveys

Going Forward:

- Additional training to Evaluators
- Team Collaboration
- Funding Discovery
- ELC Community of Practice

New Hampshire Vocational Rehabilitation
N.H.V.R.
New Hampshire Department of Education

Establish a Business Engagement Unit to include participation from all Seven Regional Offices and create a Menu of Services to offer our Business Partners

✓ NHVR Director has met with all Regional offices to discuss Business Engagement efforts

✓ New Business Relations Consultant job description completed for 4 new staff in 2016

✓ Program Specialist III Position filled – Will provide direct support to BEU, NHVR vendors and Business Partners

✓ Start providing Business Education training in categories such as; Disability Etiquette, Work Opportunity Tax Credit, ADA, Civility in the Workplace, Preventing Workplace violence

Stay Tuned!!

❖ Business Relations Consultant Positions to be posted August 2016

❖ JD-VRTAC Facilitators and members of Business Engagement Unit to start meeting with NHVR Regional Offices July 2016

❖ Develop WIOA-Aligned Business Engagement Training for VR Counseling Staff/Office with two tracks. (Transition and Adult)

❖ Expand and define menu of Business Services & Measuring Success

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New Jersey Commission for the Blind and Visually Impaired

1. To create a Business Relations Unit (BRU) with the goal of developing & maintaining relationships with businesses in New Jersey.

2. To train VR Counselors to use Labor Market Information (LMI) as a counseling tool with consumers to identify vocational goals

Accomplished:

✓ Hired 2 Business Relations Specialists

✓ Implemented a VRC knowledge pre-test and training on Labor Market Information

✓ Connected with Talent Acquisition Portal

In progress:

❖ Purchase Salesforce & developing infrastructure to track business engagement data

❖ Finalize job description, performance metrics, and procedures/protocol for Business Relations Unit staff

❖ Create communications and marketing materials for use by BRU staff

❖ Train staff and enable consumers to use the Talent Acquisition Portal

❖ Engage staff with additional training opportunities on using LMI; follow up with post-test

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To develop an organizational framework to integrate and coordinate the work of the Business Relations Manager and Business Specialists in order to develop and maintain long-term relationships with businesses.

Transforming Lives

| Developed a common Mission and Vision for the Business Engagement Team | Refined the Business Specialist Job Description | Created consistent performance expectations | Gathered input from Area Managers, Supervisors and Business Specialists regarding Mission and Vision, Position Description and Performance Expectations |

COMING SOON!

- Develop a plan for business engagement with short and long term strategies and goals
- Identify Best Practices
- Create a system to support Business Specialists in managing workload and tracking and reporting outcomes
- Create a training plan (to include a toolkit)
- Develop a Communication Plan

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