Good afternoon and welcome to the Explorer webinar for skills business part one. My name is Katie Allen and I and the knowledge associate at the Institute for inclusion. I want to mention a few logistical points before we begin. >> First, as with all Explorer VR webinars we ask that you listen to your computer speakers or headphones. If you must call into the webinar please view your telephones to avoid broadcasting and recording any background noise in your environment through the webinar, if you cannot find your telephone view button pressing\*six will mute most phones.

Second, if you experience connection issues first try closing all Internet applications of marking out and back in. If you continue to experience technical difficulties during the webinar, please feel -- email the technology specialist at Rossdale.Wayne house at UMB Rossdale.Wayne house@UMB.com. It will be on the screen throughout today's presentation. We have reserved time at the end

of the webinar to address questions and comments related to content.

At the end of the presentation a question and comment box will appear in the upper right corner of your screen. We encourage you to type questions and comments into this box when it appears. You can find the PowerPoint slides on www. appears. You can find the PowerPoint slides on www.Explorer VR.org . -- Www.explorevr.org Verse that will be a link that appears on your screen after the presentation. Please follow the link to complete the webinar is valuation. If you are a certified rehabilitation Counselor requested -- requesting CR credit then you must request that it is worth one CR credit.

It is being recorded and will be archived on www.explorevr.org after the live webcast. When you visit you can find information about all archived webinars and upcoming webinars, and 14 will be getting the presentation by explaining more about the technical assistance Center and the agenda for today. Lara Thank you Katie and welcome everyone to part one for skills and business engagement presented by the job driven VR technical assistance Center or JD-VRTAC. The presenters today are Laurie Ford from the center of continuing education and rehabilitation at the University of Washington, myself, Tran 11 from the school for global inclusion in social to follow and in the Institute for community inclusion at 10 to and in 12 also worked with me at the school for global inclusion -- Rick Kugler

also works with me at the school for global inclusion.

We have various goals that we are working on to improve the skills of Steve VR agency staff, other rehab professionals and providers of VR services, who are trained to provide job driven vocational rehabilitation services and supports to people with disabilities, employers and customize training providers.

The center focuses on for topical areas they are business engagement, employer support, labor market information, or LMI, and services for customized training providers.

For more information about the technical assistance Center you can visit our website at www.explorevr.org .

The job driven -- we are funded by the rehabilitation services administration.

With a number of partners that we work with, the Institute for community inclusion at the University of Massachusetts, bought -- Boston, in practice -- partnership with jobs for the future, the University of Arkansas, the University of Washington, the United States business leadership network, the Association of University centers on disabilities, the Council of state administrators of vocational rehabilitation, and also in collaboration with the national Council of NCSABState agencies for the blind, , and the technical assistance Center collaborative.

Upon completing the webinar we are hoping that participants will be able to be familiar with the matrix of competencies involved in business engagement. >>

And be able to explain how the competencies in each of the categories contribute to engaging business in the vocational rehabilitation process.

I have a pool but I would like to put out to you as a way to get us started and I am wondering if you can take a minute to use your computer and your mouse to identify which of these activities you would define as business engagement.

We are putting up the question on the screen and you can select it anything you

think applies this business engagement activities.

We will close the pool in just a minute when we see that people have made their selections.

-- We will close the poll in just a minute when we see the people of made their selections.

It will be one more minute, it looks like the majority of people are saying that going on a tour and or informational interview in attending a business after hours event and researching online for a company.

Business engagement has a broad definition and will

differ depending on your role at the agency and the business community that you work with, I can say that business engagement has highlighted ways to start building relationships with employers and not just finding jobs for someone. We will get into the differences between job development and business engagement later in the webinar. It's interesting to see what a initial thoughts are.

Another transfer question that would help us know more about you is how you could identify how much time you currently spend in what you consider to be business engagement activities? If you can select one answer for this it will give us a sense of our audience is. >>

Most of you are saying that less than 50% of our time .

Rh, it looks like the majority of you feel like you already do some business engagement activities and those of you that have not done it yet we are hoping that webinar will move us along to doing those activities.

In my last post the beginning of the webinar is what do you feel is most challenging about business engagement, the majority of you identify that you are doing it. Again, if you could select one answer that would be wonderful. >> It looks like the biggest selection is finding time to do it and that is very common. Time management is difficult in this field .

The other thing is dealing with employer objections which I can understand.

Thank you, I appreciate this

and it is helpful for us as we guide these conversations.

It will turn over to Laurie Ford .

Thank you Lara, I will say good morning because I am on the West Coast because the sun is shining and I want to give a shout out to the people that are from my part of the country. It is nice for me to see familiar names on the list and realize that people come back to hear what we are talking about, Rick, Lara , and I were asked to put together materials in the Explorer VR website on business engagement around what competencies are important for those that are involved in business engagement activity.

As we started doing that we quickly realized that it is pretty hard to put a finger on a specific job title or job description that is related. In many agencies and for most of you you are doing other kinds of tasks, VR counseling

or specific job development on behalf of consumers.

We took a different route and we want to share that with you this morning. >> When we started we had conversations around business engagement and job development versus employer support.

That is an area that a lot of agencies are paying more attention to and the new legislation came out requires and encourages these agencies to provide support to employers and those of us that have worked in the field, I know all of your presenters today understand very well that you cannot draw hard and fast line between these services.

You could go out to do business engagement and they say we are looking for some one to do this kind of job and you say this could be good for Charlie and then you have moved into job development. >> They may say I am really glad that you came by and we are having difficulty with current employees who has a disability and can you help us with employee retention? Or we really need more information on how to support employees

to have mental health disabilities.

Then you move right into employer supports and there is a lot of overlap.

For our purpose of pulling together competency tables we made an artificial line saying business engagement happens before a specific person goes to work and job development and employer support are related to a specific job applicant and a specific employee that is working in the business. As we know it is really not this clean. We are on slide 9 now in case anyone is following along. When we talk to agencies

we realize that there were 3 basic models that agencies are using to provide business relationships and engagement services.

One is a centralized business relations unit where you have someone in the central office coordinating and providing most of the contact with businesses.

There are strings to this model, it supports unified and consistent message to businesses and makes it easier to track content rather than just having a couple of people doing it.

In a small state it could be efficient and effective because you do not have that many individuals to cover and I know our states tend to be geographically quite large and population wise quite to sports. This model may not be our best choice, it could be Rhode Island or Delaware or a smaller state where someone in the central office can literally reach out more quickly.

This could be a good way to do it.

The con side of this is that centralized offices could present a challenge in accessing this businesses that do not have a statewide presence and this is where a job development happens, in these smaller businesses, not necessarily in the Boeing and Microsoft of the world although they do their part as well.

It can be difficult to establish a system of communication and with all of these this is one of the business -- most important sticking points, how do we make sure that they know about the customers that may be available or suitable referrals to that business. >>

Another model is a regional model and we have this in Washington state where we have a centralized office and we have 21 business specialist that are located throughout the state coordinated by a person in a central office in Olympia and they are responsible from the being knowledgeable about local labor markets and participating in chambers of commerce and similar activities. >> They also have a closer contact with the counselors who have the information about potential consumers and job ready customers who could be linked

to interested businesses.

Again, one of the downsides of this model is the communication link between the central office in the business specialist and the business specialist to the counselors and job placement specialists that are working directly with the customer.

It sounds like a lot of you are doing business engagement to some degree and also other activities so you could be doing job development on behalf of customers and in a way it helps with the communication issues but it certainly prevents

and present time management issues.

There is no magic

bullet and we have not found the right way to do this.

The third model is to rely on local staff and community rehab programs and contracted partners to do business engagement and job development.

This is the default model and if you do not have a different structure or Central regional structure, this is what will happen, your CRP or contracted provider will be doing the majority of the business contact on behalf of the customers.

This can work well or having local counselors to this can work well.

There are strings there and local counselors are known in their communities, often they know local businesses and they know local labor information and can be effective advocates for customers that they are representing.

There are downsides to this as well, all of these individuals that are doing business engagement presenting a consistent message about vocational rehabilitation in what you have to offer and who you are representing?

It is a hard thing to maintain .

When we looked at these models and we started thinking about how to develop a table of competency, we are on slide 12, we realized that it would not make sense to say if you are a counselor to the business engagement, here is what you need to know. If you are a rehab Tech, here's what you need to know, if you are business specialist, here's what you need to know because different agencies have different job titles and assignees jobs to people at different levels.

In our toolkit which is available on the website the web link is provided for you on your screen, you will find this table that separates out the competencies into three topic areas and in two different levels .

If you are at the state or central office level or are a single point of contact, here is the stuff you need to know how to do. If you are at an area office for district level, you are a business cadre, and employment specialist, a counselor that is doing business engagement, here are competencies and topics that you need to be aware of.

That is how the table is set up, one for the state and central office and one for the area office for district level.

This is what you will see in the competency tables and the business toolkit. Two different levels and three different competencies and I will turn it over to Rick will share information about our categories.

Thanks so much Lori, this is Rick.

Business engagement, we identified 3 components when we constructed the list of competencies. Knowledge of labor market needs and some kind of communication strategy which Lori will talk about more how to communicate with business on their level and let business now about this and what you can provide.

Also an internal management strategy is really more about data collection and recording what you doing that sort of thing.

Starting with the first piece, the labor market needs, slide 15 we are all they are basically looking at assessing and utilizing information about trends and including opportunities in relationships. >> Part of the institutes -- part of this is that we owe an emphasis on the dual customer approach.

The reality is that

VR is good at getting to know their client customer, there is assessments and on-the-job tryouts and internships.

There is sake is house etc., these VR folks are very good at learning about their clients and customers.

The slight change we need about the labor market information is to get to know labor market and business with the same level of intimacy.

You know your clients and what motivates them and scares them and what barriers they face in what strengths they have .

You want to be able to look at the local business community in the same way and see those things. Charts and graphs, people that are in more rural areas you might say I only have a dozen employers in 200 square I only have a dozen employers in 200 mi.² and the issue would be if we look at these types all contribute to getting to know the employer and that is really the first step.

It will be the communication contact and it will get you creating opportunities.

Just like you would have a medical report or evaluation on a client that will give you a start to understand where they are at, the labor market gives you a start in understanding the local business community.

You have traditional labor market information which you can find in your state work development site and they generally have LMI sites and real-time labor market

information could have an example of that in the career index is another form of time labor and there is a third party type license that you can purchase with that.

There is also anecdotal labor market information and reconnaissance and things that you learned about an employer and their culture that could really make or break the employment situation for a person and all of these have a lot of value .

If you can communicate with employers in such a way in their language which Lori will talk about more, but for example, with the jobs, I am sorry, job skills

and ability and knowledge, a lot of times people might begin their conversation saying what kind of job openings do you have, this tells an employer that you have come here wanting something from me and if you can talk about skills and certifications in your hiring cycles, that kind of thing, you will be communicating with them in a way that makes them feel like you are more part of their community.

Some of the key points, keeping track of new businesses entering the area, Q local employers and other opportunities.

I would like to use an analogy that I hope you are willing to tolerate.

In some respects the labor market is like an ecosystem and if you are building a hospital and a County, the first thought would be there building the hospital and what kind of jobs in the hospital? Nurses and staff PCA, etc. >> Thinking more from a labor market lens, the idea would be that you build a hospital and the employees order pizza for lunch, they buy sandwiches and go out to dinner so the existence of the hospital affects the food and beverage industry and people in hospital administration needs suits dry cleaned, who does the laundry? Does the hospital take care of their own grounds or do they hire an outside entity to do that like a landscaping company.

In a way, you have to try and present yourself and interact with people on understanding that you are part of their community and you are not an outsider coming in looking for a job, you are part of their community and you understand the challenges and barriers and victories that they understand.

Stay aware of skill sets necessary to meet business needs and more than talking about exact job descriptions and openings you want to talk about what kind of skills you need to do in order to succeed as a business.

You also want to know what kinds of training programs will lead to employment outcomes.

I talked to a district manager who felt that labor market information really enlightened him from the standpoint that he was sending about five times as many people to get PCA training as there were jobs for PCA.

Granted you may want a client who is a burning desire to do this type of work and if you have clients that believe that being a PCA will get me a job and then they go to the training program and one out of five people who get a job for that.

That is a key element in training programs can be challenging because in college courses they could be guided by how many individuals want to take the course rather than being informed by the labor market. Then you want to learn what kind of business like internships or on-the-job training . >> Basically if the employer does not have a job opening there could be other ways that you could have a relationship with them, to worse, on the depth -- job-training opportunities and in some respects it could be a good way to start slow.

Most people do not go on their first day and then decide whether they will order dessert and then run to the guests to get married.

Knowing which businesses need which skills and being able to attach on some level which might not necessarily be job opportunity but informational opportunity, any of those things will make you part of that community.

Moving to slide 17, we have separated into different headings in the state and central office level in the area office level.

If you want to know about the state labor market and who are the big employers in the state, is there some type of corporate office or a satellite office or something, the central office having this kind of labor market information

is part of something that was successful

in the Walgreens distribution center CVS where they are able to do a strategic industry. Of course you will need to develop a strategic plan for business engagement and Lori took you through some different setups and configurations about business engagement and what it could look like.

The labor market information can provide a lot of support for strategic planning and how you will market you will handle this with.

Will talk about the data collection a little later. And some kind of formal employer recognition. Then if we look at the local office people know about the local labor market and they need to know awareness of key employers in their locality.

By having this directive 121 reconnaissance and not so much you didn't get it from there or a database, but those relationships in conversations, knowing this would allow you to negotiate these positions .

The short of this this has some competencies that would be helpful to possess and develop as you are developing intelligence.

Will turn over the communications piece to Lori.

Thank you Rick, communications is our second major area of the competencies

and it is the biggest one because this is a relationship business and you cannot influence the business people in your community unless you are able to communicate with them and then establish a relationship with them, we have divided this into 4 sub areas, how to market these services, hard to assess the needs of the business, how to speak the language and how we do our networking and connections because we know in this era and business environment that the networking in connection is really the key .

I just lost my train of thought there, why are communications and important area of skills for business engagement?

We are on slide 19.

Businesses may not be aware and we have just done roundtables with business people on the East Coast and talking about this very issue, do you contact them when you have a need for new employees and they said we don't even know they did this .

In a lot of places there's a lot of information about the agency and what you do and what you can provide.

The areas that we need to listen and learn about, every time we talk to businesses they say shut up, let us talk. Do not walk in the door and come in and tell us about your business. What are the challenges and what goes well for you.

What is the hard part of your job. Learn about your business needs and articulate the benefits .

We need to use our business connections to reach others and I know it's not a job development session so I won't go into a lot of detail. We know there is a lot of job development and 10% of jobs are posted there and most people still get their jobs through other people that they know.

It is important skill for us as we do business engagement on behalf of VR customers.

The first area, marketing services, we have competencies at the central market level or local level and there is overlap as well and what sources or services do not have anything to offer? What do you have the other people do not know an understanding so that we can build on that.

The central office will have to produce marketing materials in various media, what to take out to hand to dismiss employers that explain services and explains to people that you are representing.

Also to promote VR is a hiring resource so we do not get into the trap of saying that we can do all of this for you and then it turns out that you really can't because you do not have resources or time and you do not have 500 job applicants to send to the new call center.

At both levels we want to see respectful language and images of people that we are representing and that can be

a challenge.

You represent people with all kinds of disabilities, how do you talk about that in a generic way without disclosing and by being respectful for the capabilities of the people that you are representing .

Another important area is participating in business organizations and this can happen at the local level as well and addressing employer objections as they come up, that was one of the things on the poll that many of you said could be a challenge.

It's going to number 21, more marketing competencies at the state or central office level having a social media presence, are you on Facebook? Are you on twitter? Are you one other areas that I don't know about because I am an old person? We know that for the younger generation they are not communicating the way we used to communicate there is the responsibility of the state and central office level to have yourselves out there to the business community as a resource to promote VR as a hiring resource and explain financial contest, address employer objections, promote a brand identity and also network with the HR professionals. Gosh, I am blinking on the name of the organization of HR.

Sherm .

Thank you. The local meetings are the statewide meetings, or the US BLM . At the local level, making presentations to groups of individuals or families are advocacy groups about what VR can do on their behalf and viciousness --

business engagement. Understanding financial incentives. There is a lot to the job and it is very complex.

Our second sub area of communications is assessing business needs and going back to active listening, listening to what the employers are businesses have to say. Accurately identifying their needs, providing resources on accommodation strategies and disability issues as a consultant.

Coming in and doing presentations and trainings for the business or a one-on-one consultation .

There are so many wonderful resources that we can share with businesses through the job accommodation network for example or NDA information that we can help them access maybe we don't know about it.

Our third sub area is seeking business language and that the state or central office level creating a standardized approach and explaining features and benefits and basic labels . Also helping in developing

an elevator pitch that can be used across the agency so that everyone who is doing business engagement

has a basic set of language to start from.

Each of us will use our own approach in engaging businesses and it's not that it's more effective to have memorized speech that you lay on everyone, but standardized approach can help get consistency across the state.

At the local level where there is a lot of business contact going on, there are competencies about these businesses and this is another area that we hear loud and clear and you need to be available in answering the phone and responding to emails, however they want to contact you so they know they can count on you to get response when they need the information.

Also understanding what are typical personnel procedures . And how to close the sale, a competency from the sales side,

you get to the point where the business says that is interesting, how do you take the next step? What is the next step, what are you trying to accomplish.

Our last subcategory is connections and networking.

It is the state level using our business connections to reach others at the management level.

References and recommendations from other businesses are a tremendous tool for searching new businesses.

Job developers know that it works with business engagement as well.

We are calling and I am saying hello Rick, I looked up your name on LinkedIn anyone -- and I wonder if you have some minutes to meet with me, instead you want to say I got your name from Joe Schwartz because I have an interest in your business and I am wondering if I can come by.

Those connections are a huge plus in your work of engaging.

Also, communicating disability work trends . Business people are busy as well. They are busy as well.

One of the services that we can offer is to send out the information and say have you heard about this? Of using the new 503 recommendations? To know about the resource recruiting job applicants. At the local level using the personal and professional networks and working effectively with contracted agencies if that is does that for you in presenting to groups of individuals or HR professionals.

This is an area that is most difficult for those of you that are doing business engagement part time.

It is really hard to balance doing this with your other responsibilities and I know that I was doing job development business engagement and job coaching and keep things going with job opportunities and job placements and then we do that side of the work and we had keep kept the pie plate open .

This is one of the hardest areas and it's difficult to maintain when you have other job opportunities.

Back-to-back. -- Back to Rick.

Thank you Lori. >>

The information that you have collected is leading to knowledge and your daughter informs you and you have this.

Slide 25 we're talking about tracking and the marketing outcomes and tracking your connections and internal communication and shared potential opportunities.

I called the number of states in preparation for the webinar and for other reasons around this topic of data management and collecting information .

There are 3 over arching categories

and you want to know how many people are employed in the job-training situation did you make arrangements to do training for them without accommodations. You want to track your performance and your state has business engagement staff and we want to track the performance

and they make these connections that count.

Information around internal communication of opportunities I would classify this as employer demographics .

Who is the individual to someone contacts if they have a client that has the skill set that the business needs.

Are they willing to hire these offenders .

If they cannot hire right away because it is a seasonal business, perhaps they are willing to have tours or do informational interviews so that peace helps you connect with the employer directly.

This is from a larger level and being able to spare and share these business opportunities with other offices and as you move to slide 26 we are looking at white internal management and one of the drivers behind the talent acquisition portal in this whole thing that is related is that employers seem to desire to have more of a single point of contact rather than have six people from one office call them they would rather deal with 6 people from another office.

You do not want redundancy and maybe it gives you a more professional business link image. You want to evaluate your outreach in your market outcomes and make sure that you develop and maintain some sort of internal system to communicate key information.

One of the challenges in many states that they have brought up is the communication challenge and the state that is structured in such a way that they would have business account managers or business developers and these people have a full-time job to contact businesses and they don't work with the client directly, they were put businesses and they filter these down into an employer liaison that is actually the individual that works between and helps the client connect with the work and does the liaison type work.

Sometimes a challenge is the communication is not smooth . >> I can think of one in particular where the business representative

said we generate more employment opportunities than we have clients to fill them I think we need to question that and they are making some questions and there is not an opportunity are they cannot connect with the options that they are making the ultimately it is not really an opportunity because they are making contacts that aren't necessarily leading to outcomes for the client. >> It is very important that these counselors understand what type of businesses account managers or representatives are looking at.

It is important for business representatives to understand the skill set that these clients have.

Again, you want to develop a system for tracking business data. A lot of states use different things in many states you could be aware of the aware system that gives you numbers as far as how many people unemployed, etc.

They also use a number of different systems to track the business demographic.

Who's the contact? Does the hiring manager? Do they hire people with the criminal background.

Have they done an on-the-job training in periods? -- Experience?

In some ways people in a neighboring region have had great success working with the type of business in that business exists in another office area than that communication can spin off to say we have a great reputation, your sister company in the next county has hired another area.

You know whether or not you need to build a new bridge, or whether you can walk across an existing bridge or whether you have to fix an existing one .

You want to evaluate the marketing plan and see how progress is going.

You want to have some type of infrastructure, it is all over the map and they have monthly meetings in regular training this where they gather business representatives together with VR counselors.

Some do it with different providers to share the information and some people purchase formal systems.

Other people use an Excel spreadsheet .

You need some way since there are counselors and business representatives and what ever you label the position so that you have that communication.

Then in that way, everyone has information that they need to promote the business engagement.

You want to be able to track and report the impact of your marketing activities in an area or district level and you want to be able to contribute to the internal infrastructure.

Any data

with business engagement you want to make sure it is collective on every level whether it is a central office that feeds the information down from the corporate office or something like that or whether it is being set up from a local business relationship.

As we move towards the end of the webinar for questions, in summary, you want to increase your business perspective by developing the labor market intelligence and VR is good at learning about the client and you also want to do this with your business partner.

It is a dual customer approach so you want to see and you want to have that same level of efficacy. Want to improve your communications and increase the opportunities by speaking their language. A lot of businesses do not know this is and in other words, rather than coming from the outside insane you have something that we need, they bring a lot to business.

They can help people with training, they know the client well

and can provide support and training for the business.

There's a lot of things that they can do to provide business.

You are part of the community.

Tracking the business relations will help you focus your efforts productively and you will be able to have the desirable limit be in the single point of contact.

Then the right-hand woman with the left hand is doing.

What is next? I think I will turn this over to Lara Thank you, I just want to point out that Katie has opened up the questions and comments box on the top right of your screen, if you questions you want to present go ahead and take those in.

I will go to slide 29 .

We are in the process of developing another webinar to focus on specific competency areas and we like your input to help us know what to cover, if you could please take a moment to respond to this transfer question, what you want to know about engaging businesses and potential job development?

If you could go ahead and respond it will help guide us to what the next webinar will be on. >> I see a lot of people are saying how to get in the door.

It looks like the second highest is responding to employer objections this inch -- which does not surprise me.

Thank you, this is helpful and will help us move along.

I'm going to actually move on to slide 30.

A little bit until the ball comes down -- Temple comes down.

If you need to reach us directly our emails on the slide, lhf4@uw.edu and lara.eniendonovan@umb.edu and

rick.kugler@umb.edu .

Is also the business engagement website. I'm not an attorney back over to glory -- Lori .

We arbitrarily divided tasks and many are limited to state and regional leadership and they need to be done by local staff. The competency table that we developed is really a framework for each of you or each of your states or whoever is correlating the activities to start and say how does this work for us. Are there competencies here that we are missing that no one is really covering? Maybe it is the tracking of information or the development of communication tools or leave behind or whatever.

Figure out for your own sake where the tasks will lie and where the responsibilities lie because we said that every state is doing this a little bit differently for better or for worse.

I had a chat with the business coordinator from New Mexico VR and she is the only person in the state doing business engagement in New Mexico is like our state. A big state geographically but not very big in terms of population.

It is a difficult assignment to have to cover all of that.

Let's see, what else have we got, Sally, who is the best person to make contact with?

Rick, what do you think?

Anyone is willing to talk to you. I know that that sounds sarcastic, but in reality it creates the relationship that they feel like they can trust you and you are able to express what you have to offer them .

You could speak to the hiring manager but some of them could be open-minded and they might say we want to connect to the business community because it makes us look like we are a good business partner with the community and other people maybe have misconceptions about liability and things like that .

I am sorry to be coy like that, but I am not sure if there is necessarily always the right way to go.

I think that Lara might agree, people that are good job developers do this in their sleep, they do it automatically and it is almost a reflex because you run into people in the people and they are attached to some kind of business.

I believe it is more of a networking thing rather than a particular part of the organization. >> It also depends on the size of the business.

Race, you are asking if we have examples of spreadsheets to document business engagement and outcome, I don't believe we have that there now but we will put it on the list to look for and will post that.

I want to mention, Ralph, I am glad you are on the webinar. The Pennsylvania people have well-defined systems of approach. Pennsylvania is a large state and they have a lot of different economic regions.

They are well defined and I see that Ralph is offering and I am glad to share your PA model.

That is pretty helpful.

Another question that I saw you don't mind, Linda Carter it would be possible to see the research? I don't have any formal research written out but if you would like to have a phone call please send me an email and we will talk a while on the phone and I can give you some of the experiences that I had in talking to the states.

That is great, a couple of people have asked about data management, data collection systems and we have just established a community of practice around data collection systems.

If you are interested on being in these phone calls with other agencies you can email anyone of us and we will hook you up with the right person to get you involved with the community practice.

A lot of these states are struggling and Darlene is commenting that there is an awareness model for services and businesses.

Not all states use this for their case management system.

There is a wide range as Rick said from an important spreadsheets to very sophisticated cloud-based tracking systems as well. >> In response to Lynn and Darlene, people do use aware

that many people feel like they would like to be able to have a hybrid.

They would like to combine 2 different systems, one that has more demographic information and be able to have that interface with the aware system.

Some people have completely designed in internal system that does case management and the other sales force is a popular one that people use. It is a licensed type thing and if you have information on the salesforce not everyone gets to see it because only so many people can have a license.

There are pluses and minuses to these different approaches .

Katie is pointing out that we will have the salesforce demo on the toolkit soon and keep your eye on this business engagement toolkit.

Any other questions or comments?

I appreciate everyone's comments here. >>

I will just say something like June and Scott are typing. >> I have been in the business for a long time, more than 30 years. I know that this is a bit of a stretch for many of us who got into rehabilitation

because of the interest in supporting individuals with disabilities.

For some of you, like me that do not have a lot of other business experience and some of you may have a lot, but if you came up in the social service siding got a degree in counseling and had been working on that side of the house, it is a bit of a stretch to imagine yourself going out and engaging with businesses on behalf of your customers.

In a lot of ways, the skills are comparable and your communication skills that you have developed in working with your customers, your tracking skills, the case management skills, those are all great skills to pull over and use in the business community as well.

You may need to add on a few others, but you have the basics there.

I really agree with what Rick said about how good business engagement and job development is there. >>

My has been used to sell coffee, he is not a social service guy that he used to work for Seattle's best coffee in everywhere we went he would look for what kind of coffee they had and he would write a note to a chef on the back of the business card on whether they were there. And when he comes back a couple of weeks later to talk to the shop and sell some coffee the chef would know who he is because he had gotten his business card a couple of times.

A lot of that is getting into the mindset of what is going on in the business and how does this relate to the people we are supporting.

To echo that, I really think that if you think about it your client and customer comes to you because they have a problem. >> They want to attach the workforce and they want to develop a better life for themselves.

You help them solve problems.

If business has skills that are not being done or services that can be or can't be done because they need employees that may have a problem.

Consequently you can help solve their problems. >> Look at the aging workforce. You can do diversity training and accommodation and help people do things that will help you establish a relationship and then later on they will trust you more they will say okay, I know this guy helped me and they have been able to help me solve problems around here and we have some openings, we have some people with skills so let's see if we can make this work.

It is all about the relationship and I know that we need to wrap up but I want to say one more thing, Scott you are commenting that he do -- that you are sharing job leads and I assume what you mean is you are not getting much back and they are over many industry sectors and that is a huge area and maybe one that Rick and Laura and I will talk about and you will perhaps put together another webinar on how to build up the communication between the people that are responsible at a higher level and those that are responsible for connecting these businesses.

I appreciate the comment and we will try and hang on to this.

Hello , thank you for your comment, thank you for coming. We really appreciate it.

Thank you for joining in for your presentation. I have just navigated to the next screen with the evaluation link so please complete this evaluation and if you are a certified rehabilitation Counselor please complete the evaluation to get your credit and be sure to attend the next webinar in the next webinar series titled sector strategies, what are they and how can they help the art agencies -- VR

agencies, that is next Monday at 2 PM Eastern time, thank you for joining. Have a great day.

Goodbye.

Goodbye. >>[Event Concluded]