

What Employers Value When Hiring Anyone, Including Individuals with IDD

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Overview of Today's Webinar

- Technical Report review
 - “Strategies Used by Employment Service Providers in the Job Development Process: Are they consistent with what employers want?”
- Relationship building in the community
- Identify employer perspectives and values during:
 - Recruiting
 - Hiring
 - Career Advancement

Purpose of Study

- Share the findings of professional strategies in job development
- Compare these results with what employers really look for and value
- Identify suggestions for job development practices

Poll

Who is joining us today?

- a) Individual with IDD
- b) Friend or Family Member
- c) Service Professional (Support Coordinator, DSP, Job Coach, Educator, etc.)
- d) State Employee (DDD, DVR, DOL, etc.)
- e) Other

Poll

What do you think that employers find the most valuable during the recruitment process?

- a) How hard an individual can work
- b) How much experience they bring to the position
- c) How the applicant will add value to the business
- d) If the applicant has a job coach

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Developing and Maintaining Relationships

- Where to start
- Focus on trust and credibility
- Be a partner - inform and educate
- Be a resource - connect to other resources
 - Accommodations, laws/equal opportunities, tax benefits
- Portray value in your services
 - Return on Investment benefits

Employer Centered Marketing

- Focus on business needs and demands
- Understanding where the business has its needs and struggles
- Approaching Employers
 - Be a consultant
 - Use common language
 - Discuss features and benefits

Job Seeker Needs

Skills
Experience
Abilities

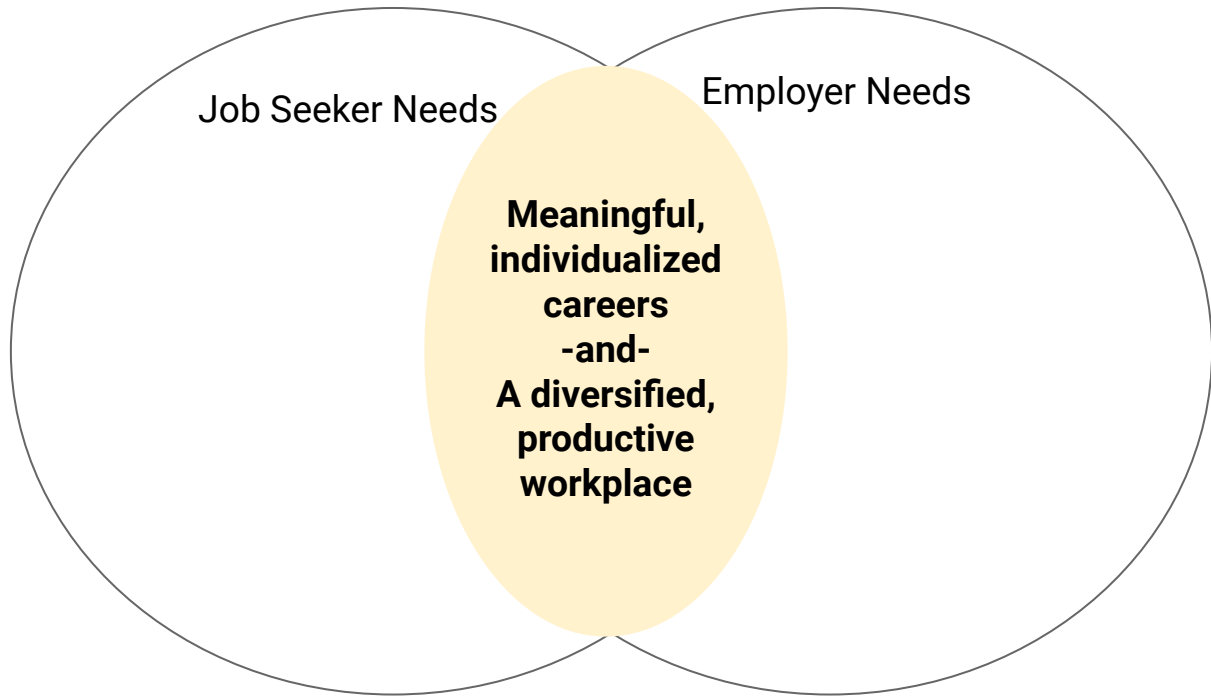
If working with a job coach...
Career Planning
Job Development
Skills Training
Etc...

Employer Needs

Understanding of needs
Resources
Knowledge and Information

If working with a job coach...
Hiring support
Training Assistance
Job Accommodations
Etc...

What We Provide



Job Seeker Needs

Employer Needs

**Meaningful,
individualized
careers
-and-
A diversified,
productive
workplace**

Recruiting

- The most persuasive recruitment strategy: addressing how you can support the business' bottom line
 - What does this mean?
 - How do we do this?



Recruitment Strategies

What Job Coaches and Advocates Currently Do

- Networking with colleagues, former employees, etc
- Patronize local businesses
- Identify shared interests and developing personal relationships
- Learning and using business language
- Selling the benefits of hiring individuals with disabilities

What Employers Want

- Attaining visible commitment
- Demonstrating how applicants will add value to the bottom line
- Testimonials to document performance

Recruitment Strategies

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Recruitment Strategies

How to Meet Employer Needs

- Focus on adding value
- Maximize and expand relationships
- Provide specific answers to hiring needs

Hiring

- When hiring, employers make decisions based on demands
- How will hiring you generate more for the business?
 - What does the business need?
 - How can you be a hiring solution for this need?
- Disclosure
 - Not something to hide, but share and embrace!

Hiring Strategies

What Job Coaches and Advocates Currently Do

- Look for positive office culture
- Cold calling, waiting for turnover
- Personal approaches
- Prepare employer for job coach's role
- Job develop for generic jobs
- Sell agency and services
- Sell individuals with a disability

What Employers Want

- Evidence of applicant performance
- Testimonials from other personnel
- Employees with previous work experience
- Third party assistance
- Hiring solutions

Hiring Strategies

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Hiring Strategies

How to Meet Employer Needs

- Demand-side interventions
 - Stimulate demand
- Present a hiring solution

Career Advancement

- Maximize employee benefits to the business
- The value of long-term employees
- Career advancement values to employers and employees
 - Adding value to company



Career Advancement Strategies

What Job Coaches and Advocates Currently Do

- Follow up and provide job coaching assistance
- Facilitate natural supports
- Provide ongoing support for identifying workplace accommodations and supports
- Problem solve

What Employers Want

- Assistance with performance appraisals
- Follow-up communication
- Coaching and support for supervisors
- Reduce staff turnover
- Return on investment
- Information/resources regarding disability policies and accommodations

Career Advancement Strategies

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Career Advancement Strategies

How to Meet Employer Needs

- Maximize employee benefits to the business
 - Job retention support
- Post-placement services = customer service

Disability Confidence

- What is disability confidence?
- Why is it important?
- How to facilitate this in employers:
 - Reason
 - Research
 - Representational Redescriptions
 - Resources and Rewards
 - Real World Events
 - Resistances

Strategies that Work when Educating Employers:

- Organizational leadership
- Information and assistance from a trusted third party
- Work experience
- Job design
- Training for managers, supervisors, and staff

Suggestions for Advocates

- Focus on trust and credibility, adding value, stimulate demand, and maximize benefits
- Remember - focus on the demand side when discussing with employers
 - Disclosure
 - Health and safety
 - Duty of care as an employer
 - Resources
 - Value
- What do employers need and want to know?
 - Myths
 - Issues
 - Possibilities
- Conversation shift from uncertainty to confidence

Suggestions for Employers

- Develop disability confidence
- Connections to employer networks
- Training events and information regarding government programs, policies, etc.



Ticket to Work Program Fact Sheet

Choosing the Right Employment Network for You

If you are ready to find work, Social Security's Ticket to Work (Ticket) program can help. Employment Networks (EN) are public or private organizations that are authorized by Social Security to provide a variety of free employment services to adults ages 18 through 64 who receive Social Security disability benefits (SSI/SSDI) and want to work.

What does an EN do?

An EN offers support services to help you prepare for, find or maintain employment.

Although services vary among ENs, they can include:

- Career planning
- Job leads and job placement
- Ongoing employment supports
- Assistance with requesting and obtaining job accommodations
- Benefits counseling

Connecting with an EN

There are several ways to find an EN:

- Call the Ticket to Work Help Line: Representatives are available Monday through Friday, 8 a.m. – 8 p.m. ET to answer many of your questions about working, benefits and the Ticket program. A representative can also send you a list of service providers. To connect with the Help Line, please call 1-866-968-7842 or 1-866-833-2987 (TTY).

- Use the Find Help tool: Using this online tool, you can search for local or virtual service providers that offer specific services, such as benefits counseling or self-employment help, or those that serve particular disabilities or speak a certain language. To start your search, visit [choosework.ssa.gov/indehelp](https://www.ssa.gov/indehelp).
- If you're working with your State Vocational Rehabilitation (VR) agency, once your VR case closes, the VR agency may be able to help you connect with an EN that can offer you ongoing supports and services to help you adapt to the workplace and understand how working will affect your benefits.

The right EN for you

Take your time and talk with as many ENs as you like to find the one that fits your needs and career goals. Asking questions and comparing services can help you choose the right EN for you. Questions to ask include:

1. What types of services does the EN provide? Do they offer benefits counseling?
2. How will you meet? Do they offer virtual support and services? Will you meet in person?
3. Does the EN understand your career goals?
4. Are they familiar with the supports and accommodations you may need?
5. What skills does the staff have?
6. Has the staff worked with other people who have employment needs like yours?
7. Can they provide references from other clients?



The bottom line is the bottom line...

Employers value time and money!

Poll

What do you think that employers find the most valuable when hiring new employees?

- a) If the applicant's skills match their business needs
- b) If the applicant will add value to the business
- c) If the applicant is able to develop a strong relationship with the business
- d) All of the above

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To sum it all up...

- Focus on trust and credibility
- Focus on adding value
- Focus on demand-side interventions
- Maximize employee benefits to the business
- Assist in developing disability confidence

Questions?
Comments?
Concerns?



Please take a moment to
fill out this evaluation
form to receive credit for
attending

<https://bit.ly/3xkEs8A>



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Trainings for Professionals Offered through TCS

- Job Development/Pre-Employment Success
- Job Coaching Techniques and Strategies
- Long-Term Follow Along Techniques and Strategies
- Task Analysis Training
- Supported Employment Documentation
- Developing an Orientation and Training Process for Staff
- Practical Skills for Managing a Supported Employment Program and Staff Supervision
- Program Efficiency

Trainings for Individuals and Families Offered through TCS

- Employment Options for Individuals with Disabilities
- Navigating Adult Employment Services
- Employment Resources for Individuals and Families
- What to Expect from Supported Employment Providers

Resources

Disabled World. (2014, April 4). Disability Confident: Definition and Information. *Disabled World*. Retrieved from www.disabled-world.com/disability/employment/uk/confident.php

Simonsen, Monica, and Ellen S. Fabian. "Strategies used by employment service providers in the job development process." *Are they consistent with what employers want* (2011).

Waterhouse, P., Kimberley, H., Jonas, P., & Glover, J. (2010). What would it take? Employer perspectives on employing people with a disability. National Vocational Education and Training Research.

<https://choosework.ssa.gov/library/choosing-the-right-employment-network-for-you>