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**EXCELLENCE
& ADVOCACY**

FEDCAP

Practice Improvement Institute
Business Development Series Part III:
The Rapid Job Placement Process—Ongoing Relationships Between Critical Parties
April 16th 2014

Practice Improvement Institute Faculty: Business Development Series



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Business Development Series Description

- Part I: The Business Development Process-
Understanding High Growth Sectors
- Part II: The Time is Now! *Turning a*
conversation with a business into a job!
- Part III: The Ongoing Relationship Between
Business Developers and Business
- Part IV: Expanding the Possibilities– *Creation of*
long term Business to Business
Partnerships
- Part V: Business Developer Roundtable Discussion –
Plus a Conversation with Human Resource Managers



Part III Overview

During this module we will discuss the rapid job placement flow, the critical communication link between identifying the job and the case managers/job coaches, how to maintain and advance your relationships with business.



The Rapid Job Placement Flow



Rapid Job Development: Structured Approach to Business Development, Job Placement and Job Coaching

Business Developers/Account Managers engage businesses throughout the state. **They maintain an ongoing relationship with the business—seeking to expand the number of jobs within a given company.**



When **potential** job is identified Job Description is obtained by Business Development and sent to Case Managers to **begin rapid candidate identification**

Business Developers finalize negotiations with employer: Job



Job Opportunity Form e-mailed to all case managers Case Manager meeting called immediately. **This TRIGGERS** dates that we will be tracking: job Opportunity Form submission to interview and interview to placement.

Resume Submitted
2-3 potential employees are identified. Rapid matching process occurs involving participants and case managers.



NOTE: We need to be ensuring that participants are being prepared every day to succeed in jobs. Whatever they are doing...is intended to enhance job readiness.



Within 10 days



Interview process between client and business. Prior to interview coaching on how to dress, speak, respond to questions, etc.

Participant is hired **Business Developer is notified**

Individual begins work with job coach support.

The role of the job coach is to build natural supports within the work environment.

If serious issues arise within the work setting, it is critical that the Business Developer be made aware so that when they go out on account visits, they are not surprised by information.



Job Coaching frequency diminishes as natural supports increase.. Job Coach maintains contact with employer

Statewide identification of Job Opportunities

- Review of the CEA Opportunity Board – a centralized point to post jobs for people with intellectual/developmental disabilities



- <http://www.cea.fedcap.org/job>



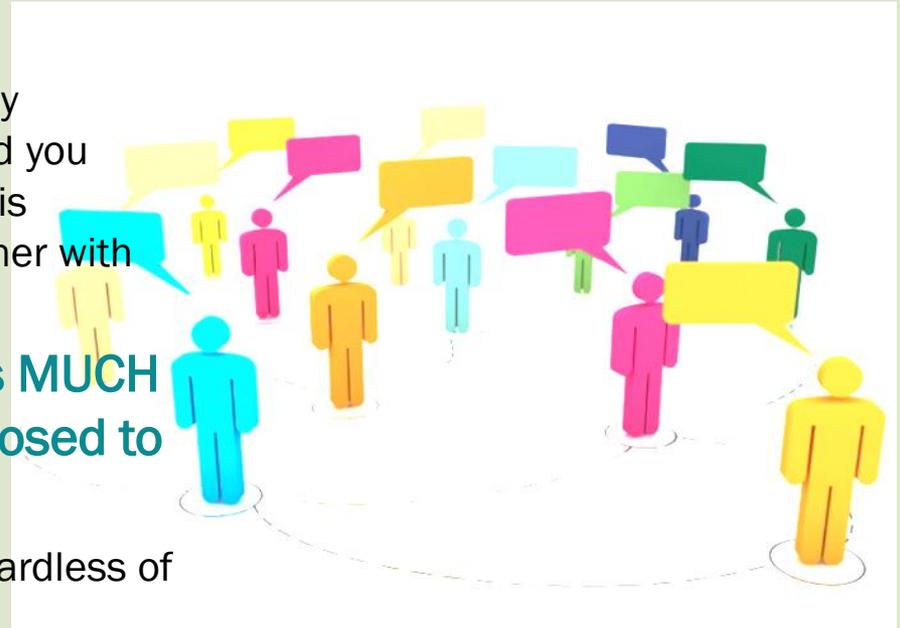
PREDICTABLE PITFALLS AND WHY COMMUNICATION SAVES THE DAY

- There may be bumps in the road—individuals who start out strong may, after 3 months or so, get tired of working, may not feel challenged, may feel like they can do more.
 - The workshop environment did not teach them how to manage these feelings. They called in sick, or they took long breaks.
 - **Disconnect comes when we fail to have regular communication.**
 - Participant to Case managers/job coach
 - Case Manager/Job Coach to employment supervisor
 - Case Manager/job coach to Business Developer (Any issues on the job HAVE to be communicated to the Business Developer as they have the formal relationship with the business).
 - Business Developer to Case Manager
 - Case managers/job coaches have to teach individuals with developmental disabilities how to communicate clearly and to make good decisions on the job.
 - If communication is occurring, when problems occur –we know about it fast!



It Is Nearly Impossible to Over Communicate

- Your ongoing relationship with business hinges on your regular communication with case managers/job coaches
 - Sometimes the case manager may say something that is a trigger to you--and you need to go in and see if the business is wavering in their commitment to partner with us
- For the Business Developer—it carries MUCH more weight when you stop by as opposed to calling.
 - Frequent “stop ins” are important regardless of how things are going.
 - If there is a problem, and you have maintained a strong relationship—they are more forgiving.



Tips for Ongoing Interactions with Business Clients

- Find out if the business believes that the participant is getting the support they need to continuously improve job performance
- Emphasize that we are committed to ensuring that the participant is doing the best that they can do
- **Remember ...it is always easier to grow existing business than to find new.**



Other Immediate Truths

- Every business has problems so if participants struggle on the job, admit it and commit to problem resolution.
- Use this as an opportunity to show your business customers how well you handle problems.
- When you are solving a problem for any business, you become an honored guest each time you show up.
- **Don't sell to people – listen, educate, partner and help them buy.**
- Practice continuous improvement every single day while finding ways to strengthen your team.
- Don't ignore concerns from the customer because you think it's minor, or you have no solution. Use your team and the customer to find solutions.
- The best advice I ever got was to “treat the business as if it was an infant child left in your care. Every decision you make should be about what is best for the business and its clients. If you truly do this, you cannot help but succeed.

