

COORDINATION WITH EMPLOYERS

1. Integration with DWD Mission

DWD's mission: Advancing Wisconsin's economy and business climate by empowering and supporting the workforce. DVR believes this initiative, transitioning the DVR Business Services Consultant (BSC) project positions into permanent positions, best demonstrates a new customer for DVR that fits well with the department's priorities of meeting the workforce needs of Wisconsin's business. DVR fully embraces the dual customer role of serving the workforce needs of Wisconsin's business community while building the needed talent through our DVR job seeker clientele. DVR is the state's preferred talent portal and by having a closer relationship to our business customer, DVR has been able to exceed our employment goal since the BSCs have been part of the DVR service delivery model.

Personnel

20 positions were created in 2013 to function as employment specialists (same classification as Wagner-Peyser Job Service-Employment and Training Specialists A, B) to conduct business needs assessments, develop job matches, and place consumers in jobs. The employment specialists, called Business Service Consultants (BSC) are proportionally distributed throughout the state with at least one BSC assigned to each Workforce Development Area.

Impact of Adoption

Business Services Consultants are able to work with businesses to determine if any of the 7,000 job seekers on DVR caseloads who are ready for employment match the skills that are needed by businesses, allowing DVR counselors to spend more time with job seekers who require intensive IPE development and career counseling.

The new positions have also assisted counselors in placing those in the training queue, another 7000 additional disabled individuals, that would be an excellent source of talent recruitment for businesses needing specialized skilled individuals. Internships and work experiences can be especially beneficial to those ending their academic training and needing work experience to better match to employer needs.

In FFY 2014, DVR Business Services Consultants:

- Were involved in 677 direct hires of DVR job seekers
- Arranged 298 On-The-Job Training (OJT) experiences for DVR job seekers
- Arranged 407 internships and temporary work experiences for DVR job seekers
- Had contact with 4,245 businesses in Wisconsin to discuss recruiting and hiring people with disabilities

Private-sector and state agency employers have benefited significantly from the following DVR On-the-Job Training initiatives:

- Since February 2009, more than 2,400 OJT private-sector hires were supported by a 50 percent payroll cost subsidy for employers providing up to 90 days of on-the-job training

following a hire. In this same time period, DVR has invested nearly \$2.6 million for more than 180 DVR job-seekers participating in six month OJT internships with 23 state agencies and other public entities.

Part of WDA Business Service Team

DVR Business Service Consultants are part of the Business Service teams located in each of the eleven workforce development areas. Along with other workforce partners, the BSCs conduct outreach to businesses and share the needs and job openings with all the workforce partners. Wisconsin workforce partners, through a DOL federal grant developed a common data system that tracks all business contacts and provides all the workforce partners with a common platform of business leads. DVR staff play a significant role in sharing the business needs with other partners and, in turn, have access to other business leads developed by workforce partners. The data base is called Salesforce and allows DVR and other partners to track metrics, job leads, services and outreach activities. Additional partners, such as the Wisconsin Technical College System and the Wisconsin Economic Development Corporation have also participated in the common business platform making it a robust and comprehensive catalog of business talent needs.

Innovation and Expansion—Place and Train Models

An important outcome of listening to business needs includes the development of specialized training programs either with other workforce partners or solely developed with DVR consumers, helping DVR job seekers obtain the needed curriculum instruction, experience and recruitment assistance necessary to meet the talent needs of specific employers.

DVR partnered with the Walgreens Retail Employees with Disabilities Initiative (REDI) to provide training for individuals with disabilities in a retail setting. This national program began its pilot in Milwaukee-area Walgreens retail locations in 2012 and is now a statewide initiative.

Building on the success of the REDI model, also called place and train, DVR offered the place and train model with other businesses and is currently working with businesses throughout Wisconsin to implement this model in their workplaces.

Two initiatives were included in the Wisconsin Blueprint for Prosperity that will allow DVR to expand place and train opportunities for job seekers with disabilities and Wisconsin businesses.

- Training Workers with Disabilities Grants, part of the Wisconsin Fast Forward grant initiative, awarded funding to businesses to develop training for high demand jobs in their industries, and to target job seekers with disabilities, including veterans with service-related disabilities, in their recruitment and hiring.
- New funding for Project SEARCH will create 20 new sites in Wisconsin by 2017, with seven new sites accepting students for the 2015-16 school year.