

Business Services Consultants

Good morning and thank you for the opportunity to meet with you and give you an overview of DVR's unique BSC program. The initiative is only a year old and represents a significant new direction for DVR.

Basic Overview of BSC

- Provide professional consultation services to Wisconsin businesses
- Assist business owners in developing short and long-term strategies regarding diverse disability-related issues
- Provide recruitment assistance and talent access to Wisconsin employers
- Assist individuals with disabilities maximize their employment opportunities by helping them develop the work readiness and employability skills that today's businesses are seeking in the workforce.

Quick sense of "day in the life" of a BSC

- Promote DVR's mission to business, workforce and partner agencies
- Serve as a labor market expert for Vocational Rehab Counselors to better connect job seekers with jobs
- Searching Job Postings using Job Center of Wisconsin, local newspapers, craigslist, company websites and HR Contacts.
- Researching Companies
- Identifying Job Seekers by Job Goal/ O*NET Codes
- Contacting Businesses
 - Current Openings vs. Cold Calls
- Meetings

- We meet with local businesses to understand their business, HR and recruitment needs.
- Helps DVR provide more effective pre-screening of DVR consumers – sending the business the job-seekers with disabilities whose skills and interests are a good fit for the business.
- Besides assisting in direct hires, the Business Services Consultants are available as a resource for business, to help access the DVR services that are available to them. Those include:
 - Retention assistance for employees who experience disability, helping to keep current employees on the job.
 - Assisting businesses to take advantage of the financial incentives that are available for hiring people with disabilities.
 - Assisting businesses with making their locations more accessible not only for employees, but also for potential customers.
 - Providing no-cost training to businesses about disability and employment, including the Americans with Disability and diversity topics.
- **“It is better to find out what your customers need and want and then match it to what you have, than it is to get them to buy what you are selling.”**
- Building Relationships

The old practice of “selling” employers on hiring people with disabilities needs to give way to more customer-oriented approaches that identify and meet specific employer needs through the careful matching of individual job seekers to workplace tasks and employer demands.

- This is why our daily research of employers, job seeker career goals, meetings, resume pre-screenings are so important. We can provider employers with a job seeker that meets their employment needs.

Success Stories

BSCs have built many great relationships with employers across the state. These relationships have led to many successful placements.

Here are some of the companies that I work with in WDA 8:

- Gordy's County Market
 - 15 locations, 1400 employees, 15 successful hires
- Mega Foods
- PMI, LLC
 - CDC pre-screening process
 - Fork-lift certification, drug screening, physical assessment
- Eau Claire Press Co.
 - Edlantis pre-screening process, drug screening, physical assessment, video, tour
- Larson Companies
 - Holiday Inn Eau Claire South, Johnny's Italian Steak House, Clarion Hotel, Green Mill, Holiday Inn Express
- Citizens Employment and Training Customer Service training
- Workforce Resource Life Skills (soft skills) Training

Challenges

- Having a sufficient number of "job ready" job seekers to assist businesses with their recruitment needs.
- Overcoming disability myths/misconceptions

- Provider network
 - Communicating job leads and working together
 - Not being territorial
- The vast majority of businesses that I contact are interested in working with DVR and hiring people with disabilities -- as long as they can be slotted into current positions with minimal accommodations. As BSCs, we are tasked with meeting the needs of business and are discouraged from acting as job developers; however, a substantial number of my job seeker candidates typically need some type of position "carve out" (at least initially) in order to (re)enter the workforce.

One challenge is helping businesses understand the ADA and that, while sometimes jobseekers do need accommodations, they are usually small and inexpensive. We have a strong pool of talent and don't want businesses to lose out on quality talent that can really help their bottom line just because of a need for accommodations by some candidates.

Strengths

Strengths of DVR/BSCs in reaching out to business....what really get businesses interested in working with DVR and hiring our job-seekers.

- Meeting their business needs
 - becoming a partner who can help them address a particular workforce or operational need of the company
 - offer ways to help them and provide them with good service.

- Assisting with the operational or bottom line needs of the employer to drive hiring.
 - Reducing hiring and training costs with incentives such as OJT, TWE, WOTC
 - Increasing retention

Our goal is really to listen. For BSCs, the EMPLOYER is our customer and our goal is to meet their needs, get them access to quality talent, increase the diversity of their workforce, and improve their bottom line.