

Partnerships Lead to Employment



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DARS Business Relations



Our goal is to:

- Enhance employment opportunities for individuals with disabilities by building relationships with the business community.
- Provide quality services that meet the need of businesses for a skilled workforce.

DARS Business Relations Structure



- 2 Statewide Program Specialists for Business Relations
- 10 Regional Business Relations Coordinators
- 9 Regional Employment Assistance Specialists
- 15 Outreach Service Coordination Teams across economic development areas.
- The key is regionally based to better serve the economic needs of the area.
- Jointly work together between Division for Blind Services and Division for Rehabilitation Services.
- Coordinate nationally with other VR agencies

The Dual Customer



DARS Business Relations Teams supports two customers:

- The business community
- Individuals with disabilities seeking employment

Building relationships allows us to

- determine the training/skills needed to be a qualified applicant.
- Better educate our consumers about labor market needs
- **Both are equally important and it's our job to assist in their linkage.**

Our Services



Disability Awareness & Education

- Disability awareness training and presentations
- Business symposia and expos

Worksite & Job Process Assessments

- Physical worksite
- Workplace technology
- Job description and essential duties
- Application process
- Interview process

Our Services (Cont.)



Hiring & Retention Assistance

- Job and career fairs
- Candidate screening, matching and referral
- Training programs to prepare job candidates for employment with your business
- Follow-up to ensure the new employee has the accommodations and support needed to be productive and retain employment

Examples of Partnerships



- HEB
- City of Austin
- Marriot Reservation Center
- Laredo ISD
- 22 Project SEARCH business partners statewide
- AHEAD Symposiums
 - *Workforce Solution Centers*
 - *Office of Federal Contract and Compliance Program*
 - *Veterans Administration*
- Guide for Hiring People with Disabilities

Diversity Drives Innovation and Creativity



*GERONIMO
RODRIGUEZ*





A team with a member who shares a client's ethnicity is 152% likelier than another team to understand that client.

Source - <https://hbr.org/2013/12/how-diversity-can-drive-innovation>

Six Behaviors...Unlock Innovation



- 1) ensuring everyone is heard;
- 2) making it safe to propose novel ideas;
- 3) giving team members decision-making authority;
- 4) sharing credit for success;
- 5) giving actionable feedback; and
- 6) implementing feedback from the team.

Leaders who give diverse voices equal airtime are nearly twice as likely as others to unleash value-driving insights, and employees in a “speak up” culture are 3.5 times as likely to contribute their full innovative potential.

Source - <https://hbr.org/2013/12/how-diversity-can-drive-innovation>

Diversity, Inclusion, & Cultural Competence Strategy



To move the organization from recognizing diversity to institutionalizing inclusion and cultural competence in our key business process areas

- Talent Acquisition
- Patient Access: Network Language Services
- Patient Care: Cultural Competence
- Workforce Readiness & Development

Talent Acquisition



- Means hiring qualified individuals and reflecting the community we serve

- Talent development and skills needed to succeed:
 - *teamwork*
 - *collaboration*
 - *an appreciation for the transformational changes in healthcare today*

Workforce Readiness & Development (1 of 2)



Inspiring the next generation of Healthcare Professionals:

- Medical residents through Dell Medical School
- Nursing residents through Seton Nursing Program
- Administrative Fellows
- Undergraduate Internships
- San Juan Diego Catholic HS Work Study Internships
- City of Austin/Travis County Summer Youth Internships
- Ann Richards School for Young Women Leaders
- Capital IDEA
- AARO (Austin Area Research Organization)
- HWACT (Healthcare Workforce Alliance of Central Texas)
- Project SEARCH

Workforce Readiness & Development (2 of 2)



- Operating at SMCW, SMCH, DCMCCT, UMCB and SNW
- Coming soon to Seton Highland Lakes!
- From 2007 – 2015, 118 interns have graduated; of those graduates, 87% have transitioned into competitive employment
- <http://www.youtube.com/watch?v=NIHqG7KYGWs&feature=youtu.be>



Equality

doesn't mean



Equity

When Partnerships Work



*RHONDA
MCGRATH*





Denise Shofner
Deli Clerk at No. 11
in Athens, Texas



EAST TEXAS
PARTNERS IN
PROGRESS
Linking Business with Diversity

What is Partners in Progress?



- Partners in Progress is a consortium of East Texas businesses, area agencies and organizations that work in partnership to connect employers with qualified job candidates to promote a more diverse workforce.
- We have been successful by promoting positive work environments that are flexible and open to the talents of all people, including those with disabilities and barriers to employment.

Who is this for?



People with barriers to employment

- Dislocated Worker - NEG
- Low Income
- Limited resources
- Lapse in or lack of work experience
- Disability – physical or mental
- Criminal history

Businesses who need people

- Work Opportunity Tax Credit
- Six weeks (240 hours) to determine “fit” for both parties

Who benefits from this?



Business

- Gain trained workers at little cost
- Community involvement

Individuals receiving assistance

- Their fulltime job is to look for a job (TANF customers)
- Individuals with disabilities are given an opportunity to “shine”
- Gain work experience and job skills
- Become self sufficient

Taxpayers

- More people working is good for our economy





17 Locations, 48 Positions



17 Locations, 125+ Positions



10 Locations, 24 Positions



31 Locations, 65 Positions



13 Locations, 5 Positions



1 Location, 1 Position



14 Locations, 16 Positions



1 Locations, 3 Positions



1 Location, 3 Positions



- Educate through meetings, roundtables, disability events,
- Provide support through sharing information about accommodations, specific disabilities, sharing successes and learning through our “failures”.
- Informal group of individuals (business leaders) primarily in HR roles who are passionate about helping others.
- Our business partners are our biggest advocates in recruiting other businesses because they speak the “same language”.



In a still from a new IHOP commercial, the chain affirms its "Everything you love about breakfast" tagline.



Making Partnerships Work



*FLOR E. LEAL &
GABRIELA MARTINEZ*



Two Agencies-One Common Goal



Common Goal: Help individuals become self-sufficient and find employment

- *DARS administers programs that ensure Texas is a state where people with disabilities, and children who have developmental delays enjoy the same opportunities as other Texans to live independent and productive lives.*
- *Workforce Solutions provides job seekers the skills, and business the talent, they need to be successful.*

Collaborative Partnership: What We do



DARS and Workforce Solutions continuously support one another's efforts by:

- Sharing data and information when requested or needed
- The use of office space for staff and/or meetings with customers
- Presentations on program services to agency staff
- Assist with implementation of special initiatives or projects

Collaborative Partnership: How It Works



Workforce Solutions(WFS) partnered with DARS to implement the following DARS initiatives this is how it works:

- Stepping Out (2014)- WFS: Assisted with recruitment of employers; provided technical assistance from WFS staff; and WFS staff presented on Business Services
- STAND Alliance (2013) – WFS: Assisted with recruitment of employers to participate in on-site job fair; WFS staff presented on Business Services

Collaborative Partnership: How It Works (Cont.)



- 2015 Employer Symposium – WFS: Assisted with recruitment of employers to participate; technical assistance from WFS staff; and WFS resources (printing of signs)
- Project HIRE (2012-2017)- WFS: Assisted with Job Readiness classes and work experience for youth participants who qualify for services under WIOA

Helping Individuals



Overview
Status/Outcomes
Partnership



Reach Employment

What Is Project HIRE?



Texas Council for Developmental Disabilities (TCDD) awarded a five-year \$1,250,000 grant to DARS in 2012 to support up to 50 individuals between the ages of 18 to 25 with *developmental disabilities* who want to pursue post-secondary education at South Texas College in McAllen, TX and gain employment.



Cross-section of Disabilities



- Visual Impairments
- Deafness and Hard of Hearing
- Autism
- Intellectual Disabilities
- Epilepsy
- Spina Bifida and Cerebral Palsy
- Speech Impediments

STC Certificates Selected



STC Certificates selected to-date include:

- Office Management & Legal Office Management
- Marketing & Management & Culinary Arts
- Childcare Development & Civil Drafting
- Multi-Media Specialist & Digital Imaging
- Computer Applications Specialist & Computer Information Specialist
- Mechanics & Construction Supervision

<http://www.southtexascollege.edu/>

Project HIRE Services



Six week summer College Readiness Training on campus before starting college.

Topics Include:

- *Disability Awareness*
- *Self-Advocacy & Self-Determination*
- *College and Vocational Readiness*
- *Success Strategies & Student Testimonials*
- *Goal Setting, Time Management*
- *Problem Solving & Life/Social Skills*
- *Financial Literacy... And More*

Services Highlights of Summer Training



Business Mentoring



- Employer in the community
- A few hours either weekly or twice per month
- Business Mentoring Coordinator
- Job coach if necessary



51 Students Served To-Date



Cohort #1 - 2012



Cohort #2 - 2013



Cohort #3 - 2014



Cohort #4 - 2015

Current Project HIRE Outcomes

Cohort	# of Students	Start Date	# Dropped Students with Retention Rate	Graduates with STC Academic Certificates
Cohort #1	12	June 2012	4 dropped with 67% retention	6 Graduations with 2 Graduations pending in 2016
Cohort #2	15	June 2013	4 dropped with 73% retention	2 Graduations with 4 Graduations pending in Dec 2015
Cohort #3	16	June 2014	3 dropped with 81% retention	
Cohort #4	9	June 2015	100% retention rate	

2.7 Cumulative GPA with over 600 credit hours completed after 3 academic years



STC Grads

20



Why Is Project HIRE Successful?



COLLABORATION

- UTRGV: utilize interns from the university, allowing them to fulfill their practicum hours
- DARS: increased successful cases & closer relationships with colleges
- CAGG: deeper involvement with partners
- STC: increased services to students
- WFS: increased employment for Consumers
- TCDD: funding for opportunities to PWD
- VCU: expertise
- Easter Seals: mentoring sites

Project HIRE Partners



www.drsprojecthire.com

Importance of Partnerships



- **Connections** – Partners connect with one another and develop valuable relationships that expand to other networks.
- **Learning** – Partnerships provide a valuable source of information and learning through participating in conversations outside of one's agency.
- **Action** – Partners are able to do their jobs better because they are better informed or connected. Understanding the system of partner agencies is helpful to being more effective in serving your own customer.
- **Impact** – Partnerships are difficult to measure because there are so many moving parts but the end result is a more seamless delivery of services for customers.



Business Mentoring





“I’m so grateful for this program and for what the educational coaches and staff have taught Yahaira. Through Project HIRE Yahaira has made so much progress in reaching independence and obtaining an education for successful future employment.”

**Elvia Mendez
Yahaira’s Mom**



"Project HIRE has played a huge role in providing encouragement, inspiration, and invaluable guidance to JP. Their impact on my son and the services provided to him won't impact him for a day, a week, or a month but for a lifetime. They have made a lasting impression on his heart and his mind. This influence will persist beyond school, college, and university and become a beacon of light guiding him through this journey of life."

Kathy Hernandez

JP's Mom



"Project HIRE, what an awesome concept! My wife and I have been fortunate to see the concept in practice. The program has opened up our daughter, diagnosed with Asperger's Syndrome, like a flower. She always barely made the grade in high school, but because of Project HIRE's individualized approach to discovering and improving her areas of challenges (and there were many) and more importantly her abilities Lindsey's GPA in her area of study is a 3.8!"

**Daryl Young
Lindsey's Dad**

“As Rey’s Mom I am thankful for this program, it has helped my son reach a goal we thought was unattainable. Project HIRE allowed my dreams for him to come true. There are no words to express my gratitude to all those involved, and I know that this program will make a huge impact if it’s replicated. Through this program, my son became the responsible and goal oriented son I’ve always wanted.”

Alicia Cantu
Rey’s Mom

