

## Employment COP

January 12, 2012

**Facilitator:** Denise Sleeper

**Note Taker:** Denise Sleeper

**\*Due to the inclement weather, this meeting was held as a teleconference for all. The agenda was condensed to include only quick updates and to facilitate a discussion with Susan Wells and Hugh Bradshaw from Vermont. The remaining agenda items will be carried over to the March 8<sup>th</sup> meeting being held in the South Function Room, Main Building, 105 Pleasant St, 1<sup>st</sup> Floor.**

**On Call:** Jane Morgan, Debbie Bogle, Sarah Reynolds, Laurie Vachon, Molly McNeil, Jim Hinson, Denise Sleeper, Mark Thorton, Dave Smith, Lisa Hatz, Tina Greco, David Hagner, Tobey Partch-Davies, Peter Darling, Chris Purington, Paula Gay, Terri Tedeschi, Naomi Preble, Candice Crane

**2012 Employment Leadership Award & Conference-** will be held on October 10<sup>th</sup> at the Christa McAuliffe Planetarium from 7am – 12pm.

**Certification of Employment Professionals:** NH did very well. Majority passed. Individuals should be receiving their notification shortly. At the March 8<sup>th</sup> meeting, all the names of NH Employment Professionals who passed the exam will be placed into the drawing for a sponsored trip to the June APSE Conference. One name will be drawn as the winner of the sponsored trip.

### **Presentation of the evolution of Vermont Workforce Coalitions: Susan Wells & Hugh Bradshaw**

The Vermont Coalitions started when the VT MIG provided a minimal amount of funding for 5 coalitions to become established. This effort was very successful and led to an additional 7 coalitions starting without funding. There are currently 12 Employment Teams (Coalitions) throughout Vermont. They meet weekly to share information about employers and to capture data on employers using a software application called: Salesforce. Each coalition has a facilitator (Business Account Manager paid through VR) that develops employer relationships on behalf of all the members. CRP's are required to participate on an Employment Team and use Salesforce. At first, there was a lot of skepticism and fear. However, since many staff are overloaded with casework with little time to go out and talk with employers...they began seeing the employment teams as adding value to their work. The coalitions also helped to generate conversations between MH and DD around employment that created greater coordination of effort with employers. Since the development of employment teams and VR's adoption of a progressive payment model, they have been experiencing greater employment outcomes.

The success of the coalitions has created a bit of a quandary: As more employers found out about the employment teams and collaborative marketing campaign, they were not able to fill all the jobs that were referred to the employment teams. Vermont looked at this as an opportunity to "beef up" their assessment and training. There was a greater focus on data and accountability. Many programs are small, so the coalitions really helped to build morale and provide connections for staff that are often the only one in their agency performing that function.

Q & A from those on the call:

**“How do you get to all the Coalitions”?**

The Business Account Managers attend regularly. VR is invited...many times to provide training. Surveys are created to identify what the specific needs are for each coalition. Having a feedback loop is critical. It is important to know who is struggling and identify what they need.

**How do you Manage Access to Salesforce?**

Salesforce is on the “cloud”. VR facilitates partner’s getting a license. Non-profit pricing is very affordable.

**How routinely do VR Counselors interact with Employment Teams?**

Rule of thumb: Keep conversations about employment. Avoid process discussions.

Having great facilitators helps. All teams progress differently, but keep the coalitions strictly about employer outreach and reviewing employment data.

Membership of coalitions vary by team. Some of housing staff, education staff, placement agencies, etc..

**From Hugh:**

We frequently get calls from employers. Employers often meet with teams...which is invaluable to have face time with employers.

MANTRA: “No Job Goes Unfilled”

**From Peter Darling:**

Vermont structure for paying CRP’s is very different from NH, In NH, CRP’s are independent and receive majority of funding from grants and contracts.

**Hugh:**

Vermont uses Progressive Employment as a Tool and feels it has greatly contributed to the increased outcomes. Performance targets are set with holdback provisions negotiated statewide. There was lots of resistance at first, but as with any transition it can be difficult at first but then it becomes the new norm. The Employment Team concept helps to reinforce coordinated points of contact.

Events help to coalesce groups. Meeting structure is very important, Surveys help to identify what’s not working .

**March 8<sup>th</sup> Meeting:**

Facilitator: Darren Deth

Note Taker: Amy Jenks