Please stand by for realtime captions. [Captioner is on hold, waiting for event to begin.]

Testing, testing. Testing Turco -- . >>

Judy Gunderson

We will be in and just one moment, for those of you who are on the lines please Mute your phone's . >> Amy Ervin .

[Silence] welcome , thank you for joining us today, Engaging Employers to Hire Minors, in an overview of Vocational Rehabilitation's, my name is Katie Allen and I am with the Institute of inclusion.

I will go over quick points. If you are calling in today , please knew -- Mute your phone. To prevent any background noise through the webinar, if you cannot find your phones new, press pound six, that will mute your line.

If you experience any issues, log out , and back in. Please email me at knowledge translation, my email address is on the screen now, and the webinar information box. We have reserved time at the end of today's presentation to go over today's questions, we encourage you to type all of your questions and comments in the box that will appear. If you would like a copy of the PowerPoint presentation, you can dial it -- download it now .

You can also download other files that the presenters will mention throughout the presentation today. There will be a link to the evaluation at the end of the question-and-answer period, after today's presentation. Please follow this link to complete the

evaluation. You must complete the evaluation to receive a certificate. This will be recorded and downloaded and recorded on the archives at www.explorervr.org , before I introduce our host, I would like to talk on slide three, four those of you following along, the J DVR tech -- JD-VRTAC -- The University of Washington, and the Council of state CSV AR -- CSAVR . And also in collaboration for the state agencies for the blind, and the center of collaborative.

-- Technical assistance Center collaborative. >> We will introduce the presenters and talk a little bit more about JD-VRTAC.

As Katie mentioned, I am Vondol Hammond -- For the rehabilitation technical assistance Center, two provide assistance to the technical agencies, poor areas include, Business Engagement, labor market information, employer services, and services for customized training, I encourage you to look at the

www.explorervr.org website, for the toolkits and some of the information and projects that the other states have been involved in. A treasure trove of information. Today's webinar would do with two of those areas. Labor market information, its use, its knowledge, and the utilization and inspiration with consumers, also business relations as it pertains in hiring and transitioning youth, and the Commonwealth of Pennsylvania , our presenters today, Sara Gales and Vondol Hammond , they will provide information as concerning what their project entailed, how they have proceeded , how they have looked at the labor market information, what knowledge the staff has, how the staff was utilized, what type of training staff was used to utilize more effectively, and also the Business Engagement, how to approach business concerning transition age youth, and how that can be better facilitated. As I mentioned today's presenters, Sara Gales, and Vondol Hammond, the first one up, Vondol .

-- On our first guide here, we will talk about the structure, the mission and disabilities for secure maintaining [Indiscernible] employment, in order to achieve the statewide goals , we have 15 offices and six Blindness and Visual Services, we cover all seven counties, so that Pennsylvania can accurately service and access all services available to them. In the middle of the state, we have the Hiram G. Andrews Center , to people across the state, OVR mission here, is to provide the rehabilitation services through training. Lastly I would like to say , we also have the office of deaf and hard-of-hearing, that office, offers advocacy

related everything to hearing loss, sign language interpretation, equal access for all of those who are deaf , blind, and Hard of Hearing. We help and assist the field in anything related to operations and execution , so that we can most efficiently serve our customers. We have links provided to be able to explore more about Pennsylvania OVR. We want to highlight some of our services that we have here, at Pennsylvania OVR, one of those services we have focused a lot on, as everyone focused on, WIOA, we do have group services accessible to group serves, self-efficacy training, work place readiness training, as well as workplace learning experience . We do provide conglomerate of other services, rehabilitation does provide diagnostic services, vocational evaluations, counseling, and along the way of that journey, we are working one-on-one to provide counseling and provide ends to our customers to achieve success. In career advancement. Along with the vocational rehabilitation services, you will see some of the services that are visual services, we have such shortened to BBVS, they have a multitude of services as well, including blindness skills training, to our Randolph Sheppard BEP program, allowing operators to operate their own business inside a cafeteria, that bars and restaurants areas rest up areas. >> So today, the reason why we are here today, Sara and I, too allow you to see our project, it was

Sara's welcome present, she is celebrating , -- She has done a phenomenal job in leading the charge to make sure that this is complete this year are -- Our journey we have been on.

This rehabilitation process, the overall goal is to equip our staff for the existing information about labor market trends, with the customer abilities and interests to develop goals, and increasing the use of that, and the successful long-term placements that would yield.

Our part to project was to engaging Employers to Hire Minors., Our work based learning experience. As we begin to do this with WIOA, we are hoping we will enhance the opportunities that students will have , and the opportunities they will explore as they move into their permanent jobs. >> When we look at our project, we wanted you to see how that is married with WIOA, in doing that, we have a side-by-side view. The WIOA, the parts that integrate with JD-VRTAC , he focused on students with disabilities, employer engagement, we will speak about that roundtable that begun the engagement.

And how we allow students to get competitive employment. Our projects consist of business engagement and Labor Market Information.

I will turn it over to Sara Gales, our training director. Those of you following along we are picking up on slide 11.

We would like to start off with a brief poll question. That would be described your opinion on the following, LMI should be included in planning with their customers, you also have an option not to vote as well. >> [Polling Participants]

As I see responses pouring in, everyone who has responded has chosen strongly agree or agree. >> That is to show LMI has an important place. We show you this question, it was one that we asked our staff before him barking on this training. What might prevent staff from using LMI? Is the second polling question. >> We have a couple options here. >> [Polling Participants] As that poll closes, we see a variety of the responses, do not know how to access it, and do not know how to incorporate it into vocational planning, similar to the results when we pulled our staff, our focus is to talk about how to access it to build into their process , along the way we threw in some tips. We will hit some more ideas as we continue.

Slide 12 I have outlined the steps. A very condensed part of the plan, downloadable to you, if it should be helpful if you are planning a project. It was a working document devised of the compliments -- Accomplishments along the way.

Regarding the available tools related to LMI, we looked at the website to select the products, and to recommend improvement, to access information we developed LMI survey for staff, so that we ensure our curriculum was designed to target areas needed. >> We delivered this survey, and use this for training curriculum revised it on feedback we received. May 17, 2016, we deliver this curriculum delivered video Cavalli videoconference -- Videoconference .

Because of our structure we do much of our training through video technology. It does have a lot of advantages and challenges along the way we will talk about as well.

In August 2016, we did a post test survey. Whether this had an impact on our field staff, and we analyzed results. Moving on to slide 13. This is how the training was developed, 39 available products related to LMI, we try to narrow that down to key projects , collaboration between myself and James Martini, from analysis, he picked what he thought was important, I picked what I thought was important and they lined up. We thought it made sense and we moved forward. We delivered a two-hour videoconference, statewide professional staff in attendance, we had three panel presenters. To staff from the center from analysis, and myself, we took turns presenting and fielding information and questions along the way, we had 80 PowerPoint slides, covering the background, JD-VRTAC , WIOA, definitions, survey results, and then the actual information application brainstorming questions and the youth -- Trent --

Brainstorming and questions -- >> If you would like to access the content of the training I will mention 80 PowerPoint slides is a bit overwhelming, if I had this to do over, we might streamline that, but we did cover what we needed to in this section.

The training content itself, covered 10 target projects. Listed here. Things like work stats, County profiles, demographic makeup of the county,

top 50 industries, projections and information on occupational wages, career guides and videos, those were whittled down from the 39 available ones.

A flow of information on how we talked about how to access the information, the CWIA site was redesigned in the midst of our project, we were able to transform, the developers -- Inform the developers of the need of the site.

As a result of the redesign, access became easier, they had to dig for the information they had to look for, in the new design, they went to new page, clicked on alphabetical listing of projects , and found what they were looking for, that was leaps and bounds in improvement.

We provided a sample of each project and what that look like. We chose that as a sample packet for our staff to print and bring along with them rather than each project -- Product .

We allowed a description of each project, each product, for VR integration, and ask the staff to brainstorm the additional use, after having heard what the product included and what it might be capable of, that was the key to the training, to get people to apply how they can use this information in their very specific roles. Moving on slide 15. I have included a few comments from the staff. 126 evaluation surveys were received, you cannot make everybody happy but there were pros and cons to the feedback.

We heard information was valuable for counseling, program development and business services, we heard they will use this in training new staff, on the one hand many people loved the sample packet, the printout. On the other hand just as many people wished it would have been included in the slide. Rather than in the packet. That is one example on how you cannot please everyone. Those providers really did appreciate the opportunity to either and learn about the tools as well. >> Moving on slide 16. It is important to share the results of the survey . We had challenges when analyzing the surveys. Generally speaking the response data does point to the effectiveness of the LMI training in several areas, but the target area was very broad. The people who responded to the first survey, were not necessarily the same people who responded to the second survey. Here at POA VR -- PA OVR We cannot confirm that they participated in the form or the Derby -- Survey. This did affect the form and analyzing of it.

I just pulled out two of the key things. The same question you had to answer was whether LMI should be included and vocational planning, after the training, the proportion who responded and agreed with that statement actually went down, which was not what you expected, this also decreased which would be expected, the waters got muddy, and that was hard to put numbers on the training and the impact it has had, the next question. Do you use LMI as part of your vacation a planning? -- This was actually the opposite of what we would hope or expected, some of the qualitative comments about some who attended, indicated it was helpful.

The last slide on the pre-and pokes -- Pre-and post survey. We did have 50% decrease in disagree or strongly disagree, 4% increase in respondents who said they were responder to familiarity of PA work states website , and then 6% increase who use them with their planning, we saw positive outcome, not to the extent we had hoped, but these results are to be taken with a grain of salt. >> As we talk with you today, project part one, LMI, this survey was administered, the training was administered , and design, the post survey was administered, one thing we had to change gears partway through, we intended to have a hands-on computer lab scenario to practice accessing LMI, because of logistics, that really wasn't feasible at the time. We may be able to move that way in the future. It was a change from the original plan. All in all, JD-VRTAC part one is complete, and we consider this a success.

As we could look through the future, the recorded video sections, we have technology to make this possible. We will include the use of LMI in our back to basics training, training that Isabella -- Training that is available to all staff.

We may have outcome measures with the caution that statistical measures were skewed in our first attempts was surveying. With that if you have any questions hopefully you have jotted them down, we can cover them at the end, this time I will turn the presentation back to Mondo -- Vondol , We would like to take another poll.

Take a moment back to your first job, are you working in that same field today?

Yes or no? 100%. >> [Polling Participants]

88% of our respondents said no , they are not working in the same field today, 11% , or 12% of our respondents said yes they are responding and working in their fill today.

Let's take another poll question. This one, does standard Business Engagement practices result in hiring of students or Meyer nurse -- Or minors? >> [Polling Participants]

Great 50% of you thought maybe resulted in the hiring of students or minors, 34% said no, we had 16% say yes. I would like to discuss how we begin the engagement.

First, we start with a detailed project plan, that we revise along the way, the most important part of part two, we conducted a business Roundtable, via Governors

advisory committee, we began the some of the same questions you experienced on the poll. We started out asking the same type of questions as to what was your first job? How did you land your first job? How did that first paid working experience impact you and your future? More important without -- With that employee Roundtable, people with disabilities, should have the same natural life experiences everyone else has, that experience can also add value to their company.

We walked away after this discussion with the key on unique considerations, when hiring minors,

we took those strategies and those considerations into thought when developing strategies that we can use when engaging with employers. Around that, developed a training curriculum that we can use to engage our business representatives, with the employers. If they can focus specifically on talking to businesses about hiring minors. We developed that curriculum on June 15, we would like to share with you about how that went. Howard training was developed. Sara, and my colleague Rob,

and myself, at the Roundtable, we began to listen to what the business Roundtable participants were to say. They had concerns that we wanted to take closer look at. We developed a PowerPoint presentation and Davila -- Delivered as before to our conference. We had professional staff the information we gathered, was -- This purpose for the business opportunity representatives to have that dialogue allow how they could answer some of the potential challenges that a employer may face while hiring a minor.

We had 61 PowerPoint slides. That was indicated in our last part one. Including everything from background, to talking about WIOA , the definitions, and the Roundtable discussions. Information from that we gained and began to brainstorm how our staff and business representatives, how our counselors can engage in talking with businesses and hiring minors, asking those questions.

We wanted to share with you the eight areas or the unique considerations given in the training content.

We looked at work hours and breaks, prohibited occupations, confidentiality, clearances, state licensing requirements, civil-service restrictions, and union environments, this was gauging other concerns. As I said before, the point of these training contents, was not to answer every question but to have a dialogue to allow us to brainstorm to come up with information we can present to businesses to answer some of their concerns. The flow of information in the facts presented really allowed the participants to hear some of the things our business Roundtable discussed, as well as giving them additional resources and provide them with information that would help answer questions.

With that we began to talk about how they could apply that information out in the field, when engaging with businesses. To brainstorm any additional information.

The training went well. We wanted to provide you training back

-- Information , and the information from the participants I did do the evaluations, 139 staff completed them. For the most part they were optimistic. Very appreciative of the information that we provided regarding work based opportunities, and how they can go out to engage with employers. Some did say there was inconsistency in the knowledge for the unique considerations. Then we also had people excited about the brainstorming aspect. We also had information and feedback , they thought the resources given were very useful.

We want to make sure when you are doing your training, that you do some type of evaluation, to ensure that you are getting feedback. To help you improve areas in which you are training. One of the things we wanted to do with this project was to introduce a new position . Called PTS, -- PETS

Preemployment transition services, we do outreach to businesses, for OVR, what we wanted to do was to add additional resource and an additional point of contact for businesses, specifically thought to engage individuals for a work based learning experience. Jobs shadowing, and some other things we are focused on in this preemployment services. We physically looked at to district offices, the larger district offices, one in Pittsburgh, and one in Philadelphia. They would engage in hiring staff, specifically as a PETS BSR, hired in Pittsburgh, actively in their role for about six months. Our Philadelphia PETS BSR, has not started yet, but great news they will be starting by the end of October.

In the midst of talking about this new specialized staff, we have had many other district offices that thought this position can add value. It has been expanded and beginning to expand another district offices, in the number most recent hire, is in the [Indiscernible] district office. All in all we wanted to present the fact PA JD-VRTAC part two has been completed, error Roundtable -- Our roundtable discussion has been completed and we thought we had great feedback and delivering of the training, we did have to do a little recalibration, stealing -- In dilling with state government -- Dealing with state government, we recalibrated, our goal is to continue to provide that training for the staff. The newly hide -- Newly hired specialized staff. >> They will have access to the PowerPoint and videoconference.

Some encouragements, moving forward, we want you to review , and the incorporating of hiring minors, and to be used for the rehabilitation counselors as they come on board , back to basics, and we want to continue to hiring PETS BSR's. To add value and achieve WIOA initiative and hiring minors. We will look at the outcome measures. We really haven't realize all of those in looking at the fact, this has been going on for one year, less than a year I apologize. >> Right now I would like to turn it back over to Sara, she will take you through our learning curves through the collaboratives and the experiences we had.

Thank you Vondol, as I walk you through the lesson, if you would like to chat down questions , we will go through some of those questions with Katie moderating.

Now on slide 29, the technical assistance, we have participated in sight then -- Site Visits. -- We had feedback on survey questions that we planned, the Roundtable questions we were planning, and we did a practice run on the training content, which gave us some questions and made us feel more comfortable. -- We got feedback on the project plan, and we were asked to serve as a positive model for other projects, I mentioned that because participating in a learning collaborative is a two-way street, often you can gain something from participating, or give something so that others making. -- May gain by participating.

Collaborating with other people, great minds think alike, also with other perspectives, state agencies can offer feedback along the way. Moving on to slide 30, we did

have challenges along the way. We had an aggressive timeline. We were overachievers in trying to come in with a Two-Part Project over the two-year long period. We experienced some delays beyond our control, the CWIA website was revamped, as Vondol mentioned, some delays with civil servicing, and delays in general, and challenges with training logistics, this has pros and cons. With our training, for the most part it is voluntary. We could not meant to take -- Mandate

someone coming forward and listening to this information.

The attempt to follow a research model, as you heard that he had some challenges with our pre-and post test survey, research did not always aligned, it was very difficult to track the immediate impact of the training, we gave three months for this information to sink in. As many of you know, it can often take two years or more to see employment outcomes with the our cases. I say that, you could see change can move slowly. Even if they implement WIOA today, it does not mean that they will get a job two days from now but maybe two years from now, we were able to identify an exact agent of change. WIOA is changing the landscape of what we do, preemployment services as Vondol mentioned, is changing how much we engage with minors, if we see a spike in most things, it may not be solely related to our training program. On slide 31. We are offering words of wisdom for other folks embarking on other projects, the achievable goals within this timeframe really to plan out your plan, these are available as downloads. Consider other commitments that your agency might have while planning. Allow for delays, just along the way as you can. -- Adjust along the way as you can.

We are a team we could not have done this a long. CWIA was a valuable resource to us, we need to include all appropriate personnel in the planning .

Slide 32. These are lessons learned regarding training, it is important to focus on what staff can do after receiving a training. It is important to figure out what would motivate staff to learn about the topics, through a roundtable discussions or a survey, we really need to hook folks on why we should care. Also important to research topics thoroughly, SS and prioritize information that you intend to deliver -- SS -- Assess The information and prioritize .

With these answers prepared in case someone answered and asked them, these are downloadable

files, available to you as well.

Also to file, following up on the permissions , we found answers and we provided them to the field. This goes a long way in staff being heard and carrying forward the information in the day to day practice.

On slide 33, we have our webinar facilitator will breed questions submitted through the Chat Box, we will respond to any questions you have as best we can.

I want to thank you both Sara, and Vondol, you have done a wonderful job , Katie if I may, I would like to make a comment and ask a question if I can do that?

Go right ahead.

I think what Vondol said about measuring the success of the project, it will come down the road. That was an important point to make. Clearly a project, in this case to projects, that are so complicated -- 2 projects that irks so -- That are so complicated. -- Better opportunities for individuals for employment. This is the outcome everyone wants.

The question I have to you Sara , the LMI information and research surrounding LMI, are the consumers encouraged to do that themselves that they have the capacity to do that, and how is it recorded? That the consumer is actually doing it, and is a part of the process puts

-- A part of the process?

I will give you the standard question and answer, it depends. It would be up to the staff to leave them to the correct resources, and have a discussion about it, if it is not up at all possible, to work through one piece at a time, and talk about what this means in the individual situation, and plan around it. If the individual further, maybe cannot read or interpret , or comprehend on their own, it is up to the staff to read , interpret and understand the information to explain it to the customer. I don't know that there is a right or wrong way to do it, it comes down to helping the customer make informed choices, these are two parts of the information, labor market is another form to make an informed choice about a career path.

There is documentation in our system that would occur in notes, or customer files, about the information that was reviewed, the outcomes from that information. I hope that gives you a decent answer for that. Although it may not be a one-size-fits-all approach.

VR is never one-size-fits-all, great answer thank you. Katie I do not want to hog all the questions. You would like to read questions?

Sure. I apologize. I am experiencing technical difficulties, people are saying that they do not see the caption pod. I have tried to reinstate that pod, and I am trying to get that backup for everyone who was able to not see -- Who was not able to see these captions.

From Jerry C person, did you incorporate any of the rural Business Engagement into the research Sara and Vondol?

Okay I will double back to my previous answer it depends. What we do our business Roundtable, we did have a variety of participants from a variety of industries, and locations, we try to get a diverse approach. I think the best answer I could give, what we did hopefully was to equip our staff with an educated and informed employer. That would be any employer. If you are him -- Approaching them and asking them what they need, and how you can feel -- Fill that need, will be similar. >> The answer and the approach you take will be different. The conversation should be very similar when it is employer focus and customer focus, if you are looking at the rules of hiring minors in particular, those rules are federal rules, or state rules , that will apply regardless of what type of setting the employer will be located in as well. I hope that gives a fair answer to that question.

Thank you, it does. I will move on to the next question from Jonathan, if you can provide further information on job duties, for the new PETS position you are describing earlier, [Indiscernible-speaker away from microphone]. >> For these solely to work on the preemployment services, focusing on developing workspace experiences or weevils as we call them. -- Incoordination to identify any students to participate in the program, and we also have this in conjunction with a specialized position , which is an early reach coordinator, in tandem with the school and the staff, this is really engaged in, and how they can open up doors for the students to get work based learning experience, and to begin to provide that dialogue with those services within that state.

Thank you Vondol, another question from Twyla, what staff is responsible for working with LMI clients?

This is Sara, for that question, stirred -- Certain staff may have bigger responsibility than others. Placement , is everyone's responsibility incorporating LMI is also everyone's Ickes -- Everyone's responsibility.

If you do download the training content for the presentation, you will see you will give pointers based on roles , for example, a counselor might use LMI to explore a career goal in depth. Or two branch out from a particular goal , or to look at the long-term possibilities for a field. A business representative might use LMI, to inform themselves about the territory in which they work, the top 50 employers they may target for outreach, areas of growth things of that nature. A district administrator, or in office may look at this information, to find out things like the employment rate, if there is an influx in a employment, or a group ending soon, this may be a County , which we call one-stop shop for employment office so individuals can have those links readily available to them. It depends what piece you are talking about. Every staff can benefit from some piece of the information.

Thank you Sarah. It looks like no other questions have come in. If anybody has any questions we do have a few more moments of the presentation and how we can access some of this , a downloadable files box is on the side of your screen, it seems some technical issues are happening across the board, what I will do is make these documents available online for anyone who has visited the webinar, and the transcripts available as well. Since there are no other questions I apologize for the issues with typing your questions. I will go through the evaluation screen now, this link popping up on your screen right now, you can take this to receive CRC credits, I would like to thank Sara, and Vondol for your presentation, and also Vito .

I would like to add, Sara, and 19, you did a wonderful job, I would like to encourage folks to explore the website, you will see a lot of information you will find very helpful, concerning label market information and Business Engagement as well as employment services, and customized training.

Thank you.

I want to thank everyone for their participation today, hopefully the downloadable files will be useful, my contact information as well as Vondol , or on the website, we can serve as a resource for you in any way we can do that. Thank you and enjoy the rest of your day.

Thank you.

Have a great day. >> [Event Concluded]