

# Recruitment **RETENTION**

*results!*

We are the **North Dakota  
Division of Vocational  
Rehabilitation**, or DVR.

*We serve businesses and individuals.*

# ND DVR

- North Dakota Division of Vocational Rehabilitation
- A division within the North Dakota Department of Human Services
- Primary groups we serve
  - Individuals who have a permanent injury, illness or impairment
  - North Dakota Employers

# ND DVR Explained for Individuals

- ND DVR assists individuals who have permanent injuries, illness or impairments to maximize their employment opportunities by helping them to develop the skills needed for gainful employment
- Process steps for individuals:
  - Application,
  - Eligibility,
  - Comprehensive Assessment,
  - IPE,
  - Employment

# ND DVR Explained for Employers

- DVR assists business owners and employers in developing strategies addressing disability and ADA related issues.
- Services available for Employers
  - Recruitment
  - Retention
  - Financial Incentives
  - Accessibility
  - Education

# ND DVR Locations

- Located state wide, with offices in the following cities:
  - Fargo
  - Grand Forks
  - Minot
  - Bismarck
  - Jamestown
  - Devils Lake
  - Williston
  - Dickinson

# What is a Disability

- A disability is a permanent injury, illness or impairment.
- The injury, illness or impairment **MUST** be medically documented in order for ND DVR to provide assistance
- The goal for the individual must ultimately be to obtain or maintain employment

# Rapid Response

- The goal of Rapid Response is to assist with **retaining** trained employees.
- According to a February 2016 article in the Huffington Post “...the cost of losing an employee can cost anywhere from 16% of their salary for hourly, unsalaried employees, to 213% of the salary for a highly trained position.” [\(Full Article\)](#)
  - Retention is simply more cost effective with a typical accommodation costing \$600 or less
  - ND DVR is a resource that can be used in conjunction with your EAP to assist with retention
  - ND DVR response to employer contact is normally within 24 business hours

# On the Job Training

- Individualized training program provided at the worksite
- The individual in the training program is an employee of the employer
- The goal is that at the end of the training the employee retains employment with the employer
- ND DVR reimburses the employer for the negotiated amount of the costs associated with training the new employee
  - Minimal paperwork
  - Negotiated duration
  - Customizable

# OJT Training Agreement

This is a copy of the actual OJT Form used by the Fargo ND DVR office.

Each office uses the same template, modifying it to fit the geographical area being served.

Employer			
Contact Person			
Address			
City/State/Zip			
Phone		Email	

**PROGRAM PURPOSE:**

To provide supervised training on the job which may qualify this individual for employment.

**UNDERSTANDING:**

An employer-employee relationship does exist between this employer and

Employee Name	
Employee Job Title	

Division of Vocational Rehabilitation will provide training expenses to cover actual training costs. The employer is responsible for insurance coverage, federal state withholding, wages, and fringe benefits. The length of the program will vary according to the time required to develop the job skills. It is anticipated that Vocational Rehabilitation's participation will decrease as the individual becomes more proficient in the job and requires less supervision.

The OJT Training Program is established in lieu of a formal training program. However, the individual should be provided training to the extent that he/she qualifies for occupations of a similar nature in the labor market.

Vocational Rehabilitation is responsible for actual training hours and not holiday, sick or vacation pay.

OJT Start Date		OJT End Date	
Employee wages paid per hour			
Amount per hour provided by VR			
Length of OJT Training period			
Employee training will include the following duties:			

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
VR Counselor Signature

\_\_\_\_\_  
Date

# OJT Progress Report

This form is completed weekly for each employee participating in an OJT Agreement.

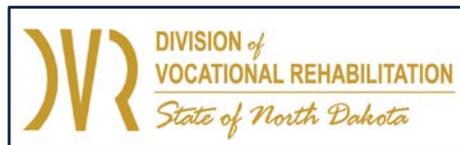
The form is completed by the person performing the actual training at the workplace and by the counselor.

The counselor then ensures that the employee receives any additional services that may be identified by the workplace.

 <span style="float: right;"><b>OJT Progress Report</b></span>	
Employee Name:	Employee Title:
Date From:	Date To:
Please list the skills the employee has gained this reporting period:	
<p><b>Please check the appropriate response:</b>            The employee's progress is said to be:</p> <p style="text-align: center;"> <input type="checkbox"/> Above Satisfactory              <input type="checkbox"/> Satisfactory              <input type="checkbox"/> Unsatisfactory         </p>	
Please list employee's strengths:	Please list needed areas of improvement:
As the employee's counselor, how may I be of further assistance?	
Your name:	Title:

\_\_\_\_\_  
Employer's Signature

\_\_\_\_\_  
Date



[www.nd.gov/dhs/dvr](http://www.nd.gov/dhs/dvr)



# Workplace Accommodation's

- Think of accommodations as helping a person do their job to their full potential, or as a productivity enhancement
- Assist with development of strategies for disability related solutions in the work place
- Accommodations – adaptive aids, assistive technology, accessibility and work site evaluations, ADA issues
- Restorations- (medical and psychological) treatment, orthotic and prosthetic devices

# Recruitment

- ND DVR is able to share open positions with offices statewide
  - Ability to pre-screen applicants based on employer criteria
  - Ability to assist applicants with the application process
  - Ability to provide pre-vocational testing
- Large pool of potential candidates statewide
- ND DVR provides Soft Skill development for the individuals receiving services
- Quality assurance through follow-up services with both the client and the business

# Retention

- Collaborate with businesses on assistive technology strategies in the work place
- Referrals for services or deliverables within the community
- Provide work site assessments and options for individuals who qualify for ND DVR services
- Provide Rapid Response to assist with the retention of employees

# WOTC

- Work Opportunity Tax Credit
  - Federal tax credit available to employers who hire individuals from eligible target groups with significant barriers to employment
  - Vocational Rehabilitation Referral, Veteran, TANF recipient, SNAP recipient, Ex-Felon, SSI recipient
  - Ensure that this is part of hiring or onboarding process – recommend doing immediately after I-9 form completed
  - Forms available – contact info available

# WOTC (cont'd)

- [WOTC Homepage](#)
- [WOTC Calculator Link](#)
- [Form 8850](#)
- Not-for-profit organizations are NOT exempt from this and are eligible to participate

# Panel Discussion

- We have asked four different employers from around the state to participate today to share their experiences in working with ND DVR.
- We have prepared several questions beforehand for the panelists to address, and will open the floor up for questions.

# Panelists

- Chelsea McLeary, HR Generalist
- Drayton Foods, LLC, Fargo
  - Drayton Foods pioneered and perfected the self-rising live yeast technology. Their innovative process provides fresh baked products from raw dough in as little as ten minutes. Their contracts include Freschetta Pizza and Taco Bell
  - Drayton Foods employees approximately 170 FTE's and runs round the clock production to meet nationwide demand
  - Drayton Foods is in the initial stages of investigating the impact WOTC would have on their operations

# Panelists (cont'd)

- Denise Christianson, RN, Clinical Services Dir.
- Edgewood Senior Living, Minot
  - Edgewood Senior Living provides services to over 2,500 residents, in 53 communities across 7 states, and has over 600 FTE's corporate wide
  - Edgewood Senior Living has communities in Fargo, Grand Forks, Minot, Bismarck, Mandan and Jamestown in North Dakota
  - Edgewood Senior Living has a corporate wide initiative to participate in the WOTC program as part of the onboarding process

# Panelists (cont'd)

- Clyde Ereth – Safety Coordinator
- ND Dept of Transportation, Bismarck
  - ND DOT has over 1,000 total employees located throughout the state, including full and part time staff
  - ND DOT is responsible for OFCCP monitoring of over 2,100 contractors throughout the state
  - Although ND DOT is prohibited from participating in the WOTC program they are required to track the same information gathered for WOTC as part of their EEO / AA program

# Panelists (cont'd)

- Mindi Wheeler, General Manager
- Caribou Coffee and Einstein Bagels, Bismarck
  - Caribou Coffee and Einstein Bagels is a new concept combo store that is less than a year old. The store combines the Caribou coffee menu and the Einstein Bro. Bagels menu. The customer base includes everyone-lots of traffic from different conventions, events downtown, and Bismarck Even Center.
  - The Bismarck store is the busiest store in the nation, holding the #1 or #2 spot consistently since opening January 25<sup>th</sup>, 2016. Caribou Coffee currently has 32 employees in the Bismarck / Mandan area
  - Caribou Coffee and Einstein Bagels currently participates in the WOTC program

# Panel Questions

- How does ND DVR Assist you in meeting your workforce needs?
- What are some accommodations you have seen or implemented in your business?
- Have you worked with any employees by using ND DVR rapid response and how has it worked for you?
- Would you care to share the pros and cons of working with ND DVR?
- How have you addressed the issues of staff questions and concerns regarding a coworker with an impairment?
- Do any of you participate in WOTC? If so, what has been your experience?

# Questions



# Thank you for attending

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