**VR Competencies – Learning Objectives for Employer Supports; Central Office**

The following table identifies competencies and potential learning objectives for training relating to Employer Supports in a State VR Agency, at State/Central Office level. They are divided into three domains: **Training and Coordination of Services, Connections and Relationships, and Providing Information and Support.**

| **COMPETENCY AREA** | **STATE- CENTRAL OFFICE LEVEL**  **(Single Points of Contact, Business Relations Coordinators, etc.)** | **LEARNING OBJECTIVES**  **After training, the learner will be able to:** |
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| **Training and coordination of services** |  |  |
|  | Coordinate employer support activity statewide as to coverage and engagement of employment sectors most relevant to customer needs | Identify relevant employment sectors statewide and regionally  Describe the system/method being used to coordinate employer support activities |
| Identify and support trainers that can be utilized to train business consultants and rehabilitation professionals on critical employer support approaches and tools | Describe available training resources along with areas of expertise, training modalities, and cost. |
| Set statewide goals for employer support and establish metrics in order to effectively evaluate the impact on job placement and business satisfaction | Describe and explain the goals for employer support and evaluation metrics being used. |
| Identify resources and knowledgeable staff to provide information in disability awareness, ADA requirements, job analysis, AT, and job accommodations | Describe available resources in each of the targeted topic areas. |
| Ensure that all staff are aware of the Job Driven Priority initiative and the agency strategic plans and goals including moving the agency to a dual customer approach. | Describe the efforts the state agency is taking to ensure that all staff understand the JD Priority, plans and goals |

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| **COMPETENCY AREA** | **STATE- CENTRAL OFFICE LEVEL**  **(Single Points of Contact, Business Relations Coordinators, etc.)** | **LEARNING OBJECTIVES**  **After training, the learner will be able to:** |
| **Connections and Relationships** |  |  |
|  | Take a lead role in building strong relationships within the business community. | List the strategies being used/planned to build and maintain relationships with the business community. |
| Be involved with the Governor’s Office of Business Relations, the State Workforce Development Council, State Chamber of Commerce, and similar organizations. | Describe the organizations active and relevant to JD activities and how the state VR agency is involved with each. |
| Develop and maintain system to recruit and evaluate CRPs | Explain the current system for recruiting and evaluating CRPs.  Describe any needed changes/improvements |

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| **Providing Information and Support** |  |  |
|  | Provide technical assistance to businesses on recruiting, interviewing, hiring, and retaining qualified workers with disabilities | Explain TA resources on recruiting, interviewing, hiring and retaining qualified workers with disabilities available from the state VR agency and other sources such as JAN |
| Assist companies in the development of Affirmative Action plans that include the recruitment of qualified workers with disabilities | Provide and describe examples of effective AA plans  List available resources for recruiting applicants with disabilities |
| Provide information on state and federal regulations that such as Rehab Act Section 503 and the federal and state tax incentive programs available for businesses | Explain relevant state and federal regulations, tax incentives, and other financial incentives such as OJT. |