STATE X VOCATIONAL REHABILITATION SERVICES
INDIVIDUALIZED BUSINESS PLAN

BUSINESS NAME: North River Printing
Date completed: August 25, 2022

OVERVIEW OF BUSINESS

North River Printing is a small business of 19 employees that provides design and printing services. Barbara Jenkins is the sole proprietor and manager. She currently has one location and is planning to expand to a second location in the next year. Currently, 12 of the 19 employees are full-time and receive health insurance benefits and paid leave. The positions range from billing and accounting, customer service representatives, printer operators, graphic design, and customer account managers. Pay depends on the position and ranges from $15-30/hour.

Certifications and training requirements:
Graphic designer: UI/UX design certificate, Adobe Certified Associate certification, and Barbara requires 3-years of experience.
Accounting: Certified Management Accountant (CMA) credential and 3 years of experience relevant to small business finance
Printing Press Operator: associates degree in printing technology preferred; Barbara has provided in-house training for new employees to learn on the job

Identification of Business Needs
We identified the following needs from our discussions:

- Expansion to a second location in the coming year. Barbara is requesting accessibility consultation on the new location for employees and customers' use of the space
- As she prepares for the expansion, she will have additional hiring needs to support
- Help with drafting a job description and recruitment for a new position of a 508 Compliance Specialist to ensure all products meet accessibility guidelines
- Staff training on disability awareness and etiquette
- Consultation on hiring and 503 compliance requirements for becoming a federal contractor

PROPOSED SERVICES

The following services and supports were identified to meet the needs of North River Printing:

Focus Area #1: Hiring and retention

Proposed service 1.1: Review hiring procedures and provide recommendations for inclusive hiring practices

- **Action steps and activities:**
  - ✓ Barbara will send all recruiting and hiring documentation and procedures to Peter for review
  - ✓ Set up a meeting between Peter and hiring personnel at North River Printing to review the hiring process; implement training and consultation plan, as needed.
  - ✓ Establish an annual review of the hiring process
- **Primary Lead (for each party):**
  - ✓ Peter Jones- State X Vocational Rehabilitation Services
- **Timeframe for the service:**
  - ✓ Barbara will send all recruiting and hiring documentation and procedures to Peter for review- by September 30, 2022
  - ✓ Set up a meeting between Peter and hiring personnel at North River Printing to review the hiring process; implement training and consultation plan, as needed- by November 30, 2022
  - ✓ Establish an annual review of the hiring process- annually

Proposed service 1.2: identify a pool of qualified candidates for each position

- **Action steps and activities:**
  - ✓ Coordinate with America's Job Center and the VA Employment Services office for expanded applicant pool
  - ✓ Prescreen pool of candidates for referral
  - ✓ Helping review job descriptions for EEOC standards and clarity
  - ✓ Review and provide feedback on the new position for 508 Compliance Specialist
- **Primary Lead (for each party):**
  - ✓ Peter Jones- State X Vocational Rehabilitation Services
  - ✓ Melissa Smith- State X America's Job Center
  - ✓ Paul Baker- Veteran Affairs Vocational Services
- **Timeframe for the service:**
  - ✓ coordinate with America's Job Center and the VA Employment Services office- initiate by September 30, 2022
  - ✓ Prescreen pool of candidates for a referral- within 30 days of new positions being posted; ongoing
  - ✓ Helping review job descriptions for EEOC standards and clarity- complete by January 31, 2023
  - ✓ Review and provide feedback on the new position for 508 Compliance Specialist- within 30 days of Barbara moving forward with recruitment for this position

Proposed service 1.3: identify services and strategies to support the retention of current employees

- **Action steps and activities:**
  - ✓ Identify training providers to connect with North River Printing based on the training needs of the employees
  - ✓ Identifying opportunities for agencies to support training costs for eligible employees
  - ✓ Provide consultation services on reasonable job accommodation for new and existing employees
- **Primary Lead (for each party):**
  - ✓ Peter Jones- State X Vocational Rehabilitation Services
  - ✓ Melissa Smith- State X America's Job Center
  - ✓ Paul Baker- Veteran Affairs Vocational Services
- **Timeframe for the service:**
  - ✓ Identify training providers to connect with North River Printing based on the training needs of the employees- as requested and ongoing
  - ✓ Identifying opportunities for agencies to support training costs for eligible employees- as identified and ongoing
  - ✓ Provide consultation services on reasonable job accommodation for new and existing employees- initiate consultation by September 30, 2022, for current employees; ongoing consultation on a quarterly basis (as needed)

Focus Area #2: Disability Awareness Training

Proposed service 2.1: provide staff training on Disability Awareness and Etiquette

- **Action steps and activities:**
  - ✓ Customize training based on North River Printing's request
  - ✓ Schedule training date(s)
  - ✓ Conduct staff training
  - ✓ Follow-up with office consultation services for staff with additional questions on disability, accommodation, etc.
- **Primary Lead (for each party):** Harriet Simpson, State X Vocational Rehabilitation Services
- **Timeframe for the service:**
  - ✓ Customize training based on North River Printing's request- October 31, 2022
  - ✓ Schedule training date(s)- initiate scheduling process by September 30, 2022
  - ✓ Conduct staff training- completed by March 31, 2023
  - ✓ Follow-up with office consultation services for staff with additional questions on disability, accommodation, etc.- 30 days after the training is completed

Focus Area #3: Consultation services to support North River Printing's application to be a federal contractor

Proposed service 3.1: provide consultation**,** guidance, and resources regarding hiring and 503 compliance requirements

- **Action steps and activities:**
  - ✓ Peter will send 503 compliance requirements for Barbara to review and Department of Labor contact regarding questions and concerns regarding the application process
  - ✓ VR will support Barbara in her hiring needs (see Focus Area #1)
  - ✓ Support North River Printing in data collection and reporting to meet 503 compliance requirements
- **Primary Lead (for each party):**
  - ✓ Peter Jones- State X Vocational Rehabilitation Services
- **Timeframe for the service:**
  - ✓ Peter will send 503 compliance requirements for Barbara to review and Department of Labor contact regarding questions and concerns regarding the application process- by March 31, 2023
  - ✓ VR will support Barbara in her hiring needs- see details & timeline in Focus Area #1
  - ✓ Support North River Printing in data collection and reporting to meet 503 compliance requirements- within 30 days of North River Printing being approved as a federal contractor

FOR QUESTIONS OR ADDITIONAL FEEDBACK, PLEASE CONTACT:

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