



<b>Policy No.</b> 008	<b>Subject:</b> Services to Business Partners
<b>Section:</b> IVRS Overview	<b>Revised:</b> 01/2021
<b>Signature:</b> Eric Evans, Bureau Chief	<b>Version:</b> FINAL

## 1. SCOPE OF SERVICES

IVRS may provide training and technical assistance to businesses to support the employment of job candidates or individuals with disabilities. Technical assistance, consultation and support may be provided to businesses on workplace accommodation, assistive technology, and workplace access to enable businesses to recruit, job match, hire, and retain qualified job candidates. IVRS may assist businesses with utilizing supports for hiring or accommodating job candidates.

Such training and support may include:

- a. Training on disability awareness and person-first language;
- b. Information on the benefits of hiring individuals with disabilities (i.e. [Work Opportunity Tax Credit](#));
- c. Training and discussion on requirements under the Americans with Disabilities Act of 1990, as amended;
- d. Discussing disability-related employment laws;
- e. Developing opportunities for work-based learning experiences (i.e. internships, externships, apprenticeships, fellowships, on-the-job trainings, and other workplace learnings and Pre-Employment Transition Services (Pre-ETS));
- f. Developing relationships with businesses to be a resource to them in their recruitment, hiring, and job retention practices;
- g. Identifying and recruiting qualified applicants who are job candidates;
- h. Developing special events, projects, and initiatives that connect business with a job candidate talent pool;
- i. Identifying business needs related to [sector partnerships](#) including coordination with the workforce system;



- j. Developing opportunities for connecting business needs with career pathways and job-driven models of employment; and
- k. Educating hiring managers on the value that job candidates add to the work environment through their skills and unique talents.

### 2. AGENCY EXPECTATIONS

IVRS staff network with business and industry in order to create opportunities for job candidates to prepare for, obtain, retain, or advance in employment. Examples include:

- a. Contact businesses in the local area to identify training and job opportunities;
- b. Contact businesses to learn about their unique labor needs both currently and future projections;
- c. Follow up with business and industry regarding their needs, job development, placements, etc.
- d. Support business and industry in a timely manner when a job candidate requires additional support;
- e. Connect special projects and initiatives to [Sector Board](#) needs and infuse career pathway details so job candidates understand the opportunities;
- f. Collaborate with WIOA core partners and required partners to work together with businesses for the benefit of individuals with disabilities;
- g. Begin discussions on initiatives with the needs of the business and then determine how to assist job candidates to meet those needs;
- h. Provide on-the-job training opportunities (including externships);
- i. Develop pre-apprenticeship opportunities so trainings result in quality employment; and
- j. Develop programs and services that focus on the needs of the businesses and the [21st Century Work Skills](#).

### 3. PERFORMANCE MEASURES

The agency expectation is to enter services provided to businesses in the designated data collection system in the same quarter the service occurs.

### 4. EXCEPTIONS

- a. Providing or paying for any good or service that is the responsibility of the business.



**5. APPLICABLE FORMS/DOCUMENTS**

- a. [Business Intake](#)
- b. [How-To Guide for Documenting IVRS Business Services](#)
- c. [IVRS Business Services Worksheet](#)
- d. [Performance Measures Policy](#)
- e. [Request for Exception to Policy](#)
- f. [Sector Partnerships](#)
- g. [Work Opportunity Tax Credit How-To Guide](#)

**6. Training**

- a. [Services to Businesses Policy Training](#)