1. SCOPE OF SERVICES

Status 20-0 is utilized for those job candidates who, as a result of agency services provided under an Individualized Plan for Employment (IPE), are now considered ready for and able to seek employment. Job candidates should be considered ready for employment when a variety of tasks have been completed that assist in preparing the job candidate for competitive integrated community employment. These tasks are based on the needs of each individual job candidate. Examples of such tasks include:

a. Verifying job candidate contact information is up-to-date;

b. Setting up voicemail or emptying voicemail so businesses can leave messages and assuring job candidates know how to check voicemail and greetings, as appropriate;

c. Re-verifying I9 documentation is in place;

d. Developing a resume, through IVRS or through partners such as Iowa Workforce Development;

e. Working with the job candidate to have three references for employment in place and contacting these references to assure they will provide an appropriate reference;

f. Reviewing Iowa Courts Online or other resources with the job candidate to identify whether there is any information that may need to be explained or discussed with businesses; and
g. Discussing with the job candidate plans for child care, transportation, and other needs and assuring these needs are addressed and are not barriers to maintaining employment.

Services provided in Status 20-0 are considered to be an integral and important part of the overall program. They connect the job candidate with the needs of business and industry by creating job matches that align the job candidate’s skills, abilities, training, work ethic, and transferable skills to business culture. These services may include a variety of strategies agreed upon in the IPE and considered essential to an employment outcome, such as:

a. Job searches focused on the IPE goal and business contacts by/and on behalf of the job candidate.

b. Building business relationships, which involves a variety of strategies designed to learn about the needs of business and industry to reduce turnover while providing information to job candidates to make informed decisions. Strategies may include tours, job analyses, task analyses, staff externships, etc.

c. Building business partnerships and understanding business needs, which assists IVRS staff in resolving job-related issues and preventing the loss of jobs. IVRS staff may utilize available curriculum and other tools (i.e. Job Readiness Toolkit, 30 Ways to Shine, IVRS customer service curriculum, disability training) to assist with training on job-keeping skills.

d. Motivational interviewing techniques, which facilitate the job candidate’s perspective and actions to be more open and responsive to employment opportunities.

e. Accommodation and accessibility assistance allows IVRS staff the opportunity to demonstrate expertise and serve the business through discussions and assistive technology services, when appropriate, that equalize the competitive employment field for job candidates.
f. Sector partnerships and career pathways connect IVRS staff to business and create significant networking opportunities.

g. Staff are expected to utilize core partners (i.e. IowaWorks) and other resources to connect job candidates with employers who are ready to hire.

h. Informational interviews and tours that create connections with business and industry while providing information to the job candidate about the company and what attributes are being sought for employment.

i. Comprehensive Employment Education Programs (CEEP), ProjectSEARCH, Transition Alliance Programs (TAP), and other training programs enhance the job search in that employers then recognize that the job candidate worked toward the goal and has the skills to be a member of the workforce.

j. Mock interviews provide experience to the job seeker on how to answer questions, dress for the interview, and communicate their skills and reasons they would be a good employee.

2. AGENCY EXPECTATIONS

a. An assessment for determination of job readiness is utilized for assuring the placement services are adequately planned and carried out. When a job candidate is determined job-ready, the IPE is amended as outlined in the IPE policy.

b. If there a Business Engagement Specialist assigned to the area office, staff may make a referral to them for assistance with business relationships and proper vetting. The Job Readiness Toolkit assists with the proper screening and vetting of job candidates.

c. Case Notes: At the time of movement to Status 20-0, to the extent that these issues have not been previously recorded, IVRS staff make a case note entry relating to:
   i. Specific information pertinent to job readiness (i.e., medical issues resolved to the extent possible; medical release to go to work obtained from physician
as necessary; job candidate’s functional capability of performing in chosen job areas; meets minimum skill requirements; has satisfactory job seeking skills; has independent living skills necessary for employment being sought; transportation arrangements, etc.).

ii. Activities which will be pursued to accomplish placement and identification of responsible entities (i.e., referral to Iowa Workforce Development or other agencies; use of incentives; participation by job candidate, IVRS staff, others, etc.).

iii. Need and justification for any goods or services which will be needed to obtain a job, or once the job is obtained, as an integral part of the placement activity.

iv. A meeting or contact with staff, to review what has been done and what has changed to improve the job candidate’s chances of obtaining suitable employment and the next steps in the process. IVRS staff will meet/contact the job candidate and staff as appropriate to develop strategies for progress.

v. Job search and job development activities identifying: the companies that hire for the type of occupation sought; the actions to achieve employment by both the IVRS staff and the job candidate; discussion of work incentives for both the job candidate and the business; purchase of job development and employer development services from a CRP if necessary and required by the job candidate in supported employment; timeframes by when actions will be completed as part of the plan; follow-up activities with the business to create opportunities for employment; follow-up activities with the job candidate to develop job search skills.

d. The R-406 Financial Inventory is required for any items the job candidate requires for their job. It is not required for services where a vendor is compensated or the business is compensated.

e. Placement tools, equipment, supplies or goods required by the job and normally paid for by the employee may be purchased, following the appropriate policy guidelines.
f. IVRS does not supplant services or supports that are the legal responsibility of another entity.

3. EXCEPTIONS
   a. None

4. APPLICABLE FORMS/DOCUMENTS
   a. Job Analysis
   b. Job Readiness Toolkit
   c. Background Checks Policy
   d. Miscellaneous Policy
   e. R-406 Financial Inventory

5. TRAINING
   a. Status 20-0: Ready for Employment Policy Training