

ADDITIONAL RESOURCES

Items to Assess When Reviewing Service Providers

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MISSION/VISION

What is the agency hoping to achieve? Some agencies are about family support, work, or community projects. You will want to be sure that you understand the mission and focus of each agency.

Does the agency define success the same way your company does?

Yes No

Do they recognize the same performance standards?

Yes No

WORK OR WORK READINESS TRAINING

The goal of an agency's work readiness training should be integrated employment (work in the community). The disability employment and inclusion program is about hiring people to work at your facilities alongside other employees.

PLACEMENTS

How many individuals with disabilities were placed in competitive work last year?

Do they have the capacity to meet your company's hiring needs for this year?

Yes No

PART-TIME/FULL-TIME

Does the agency make part-time and full-time placements (note – many agencies only do part-time employment)?

TENURE

What is the average tenure rate for each placement?

TRAINING

What type of training does the agency offer employers (e.g., disability awareness and sensitivity, working with job coaches, etc.)?

BUSINESS SERVICES

Obtain a list of services offered to employers beyond training. Determine whether they will help with disability accommodation assessments for employees who are not "their" clients.

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PROJECT MANAGEMENT

Are they able and willing to provide project support to ensure effective implementation of your hiring initiative?

Yes No

COMMUNITY COLLABORATION

Does/will the agency work with others in the community to fulfill your hiring needs? Many agencies can be “turf-focused,” so this is an important item to test.

Yes No

ON-THE-JOB SUPPORTS

Does the agency offer to send a support person (typically called a “job coach”) to help people with disabilities who may need a little extra help the first few days of acclimating to a new job?

Yes No

How long can that support continue if needed?

If the employee starts to struggle later on (3, 6, 15 months into employment), can the agency send someone to help?

Yes No

Notes:

EMPLOYER REFERENCES

What other companies have worked with the agency to help them meet their staffing needs?

Get letters of reference from those companies, or call and ask questions about the agency’s ability to meet business needs.

Completed

RELATIONSHIP WITH STATE VOCATIONAL REHABILITATION SERVICES

How does the agency relate to state and local VR services?