

Orange County Business Partnership Intermediary (OCBPI)

Transformation Plan

January 2024

Background

This presentation was prepared by NeuroTalent Works to summarize critical conversations of the OCBPI Transformation Plan working group and identify key opportunities requiring funding to pilot, implement and replicate a sustainable model to expand employment opportunities for individuals with disabilities across California.

This is a collective plan and knowledge aggregated by key stakeholders towards radical collaboration and systemic transformation.

Business Partner Intermediary (BPI) Model

Key Components

1. Business Partner Referral Model

- Centralized/single point of contact for business partners

2. Collaboration Model

- How do BPIs and service providers work together
- Define and pilot model in OC

Funding Request

Business Partner Intermediary Model: Pilot Program

- 1) **Phase 1 (1 Year):** Transformation Plan– Completed (Jan 2024)
- 2) **Phase 2 (5 Years):** Design Pilot Model & Implementation Plan for Orange County
- 3) Build Processes & Systems: Run Pilots in Orange County
- 4) Synthesize Results & Review
- 5) Iterate Model
- 6) **Phase 3 (TBD):** Replicate and Scale (Across additional regions/the state)

Business Partner Referral Models

***Phase 2 funding required to select/design a pilot BPI Model**

Business Partner Referral Models (Options)

When would the BPI model be utilized?

1. Refer to BPIs for business services not provided (Current)
- Consulting & Training

2. Outsource Business & Job Development
- Refer all new businesses to BPIs

3. New Business Referrals Only
- Refer new business only to BPIs

4. Assigned Business Industries
- BPIs designated across different industries (Finance, Healthcare, Tech, etc.)

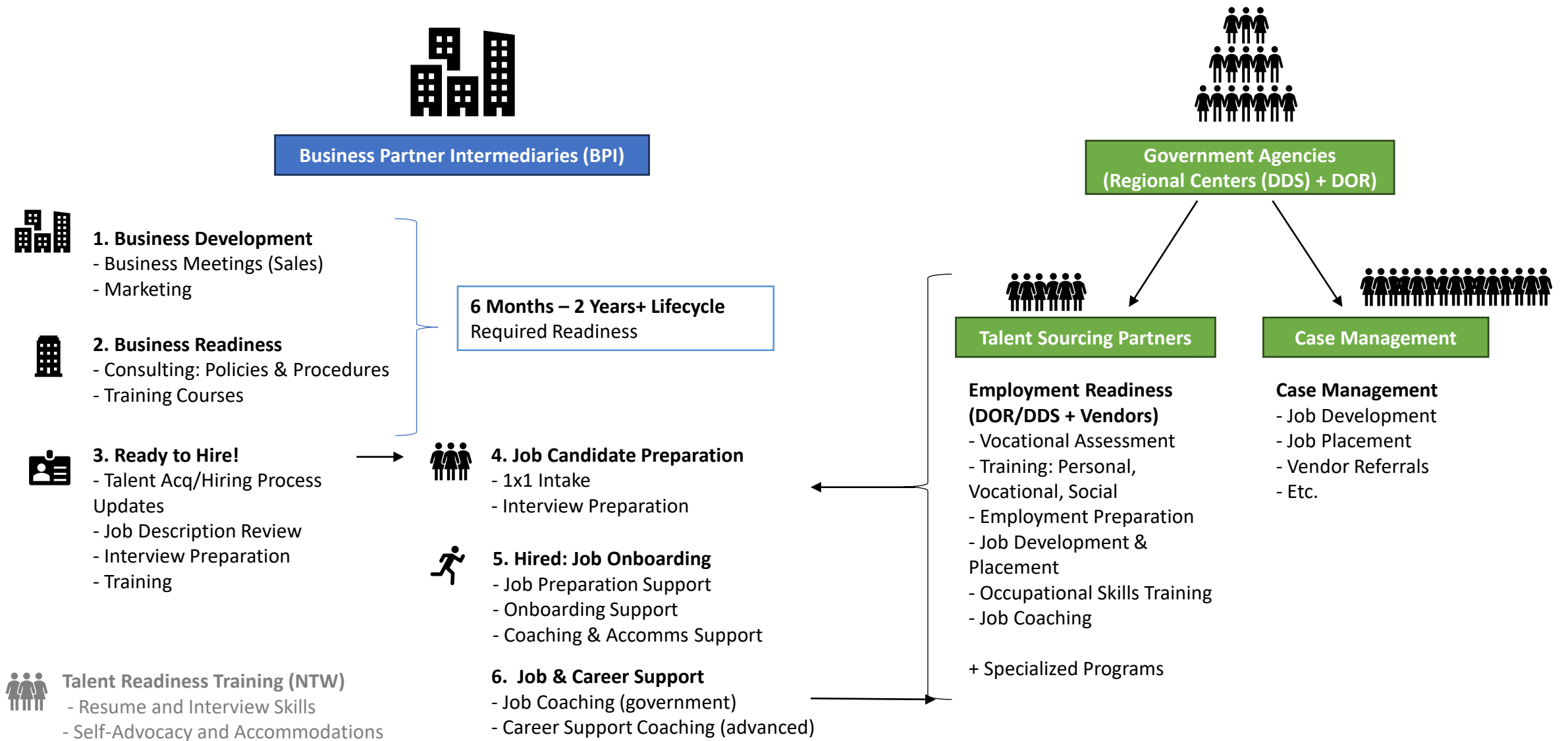
5. Assigned Talent Profiles
- BPIs designated across talent pool segments (low/high impact, etc.)

6. Assigned Job Types
- BPIs designated across job types (IT, Cybersecurity, Accounting)

Key Considerations/Radical Changes:

- Shared revenue model/payment for referrals?
- Buy-in to membership?
- Referring organization cannot get preferential treatment for job placements (priority is for the business to hire the best fit candidate from a pool of talent - CIE)

Business Partner Intermediary: Collaboration Model



Business Partner Intermediary: Collaboration Model



Business Partner Intermediaries (BPI)

The Radical Shift:

ALL organizations get paid for services provided directly to job candidates AND businesses (We put value in both efforts required for job placement)



Government Agencies
(Regional Centers (DDS) + DOR)



Talent Sourcing Partners



Case Management

1. Business Development

- Business Meetings (Sales)
- Marketing



4. Job Candidate Preparation

- 1x1 Intake
- Interview Preparation



2. Business Readiness

- Consulting: Policies & Procedures
- Training Courses



5. Hired: Job Onboarding

- Job Preparation Support
- Onboarding Support
- Coaching & Accomms Support



3. Ready to Hire!

- Talent Acq/Hiring Process Updates
- Job Description Review
- Interview Preparation
- Training

6. Job & Career Support

- Job Coaching (government)
- Career Support Coaching (advanced)

Employment Readiness (DOR/DDS + Vendors + Schools)

- Vocational Assessment
- Training: Personal, Vocational, Social
- Employment Preparation
- Job Development & Placement
- Occupational Skills Training
- Job Coaching

Case Management

- Job Development
- Job Placement
- Vendor Referrals
- Etc.

+ Specialized Programs



Talent Readiness Training (NTW)

- Resume and Interview Skills
- Self-Advocacy and Accommodations

The Missing Component: Business Readiness

Why it's worth the investment

- Expansion of meaningful outcomes for business readiness and engagement
 - Today's model does not value these activities and define them as a 'failure' based on a sole metric of job placement
- When partnerships are established there are meaningful relationships and sustainable process changes that have long-term gains
- Partnership learnings are transferrable to other businesses and contribute to expansion of partnerships/employer relationships and opportunities (it's a cascade of impact)
- Typical Business Development Cycle:
 - Initial Business Meetings to Form Relationship and Interest: 6 months – 2 years
 - Define Partnership Services & Establish Contract to Start Work: 3-6 Months
 - Services Delivered: 6 Months – 1 Year+ for Business Readiness (Training, Policy Updates, Hiring Process Updates, etc.)
 - Payment for services typically 2 Months after starting

Business Development & Readiness Activities

Business Development

- Identify businesses interested
- Establish and cultivate relationships with key stakeholders
- Initial meetings with stakeholders and senior leaders
- Marketing & Education/Awareness:
 - In-person: Attend events, conferences
 - Digital: Social media, online channels, press
- Business proposals, collaboration and negotiations

Business Readiness

- Alignment of key stakeholders (internal)
- Neurodiversity and Disability Inclusion Training (3+ Courses) & Resource Guides
- HR Workshops and Readiness: Policy and procedure updates (Hiring, Interviews, Workplace Accommodations, Performance Processes, Onboarding, Employee Engagement and Support, Job Procedures, etc.)
- Coaching and support for managers and neurodivergent/disabled employees

*Note: Not a comprehensive list – employers vary on needs and services are customized to the business and industry



Our Understanding: The Current Landscape

(Note: These are Apr 2020 DOR Rates)

Occupations

Level 1
Entry level
 (At/Near Minimum Wage)

Level 2
Semi-professional
 (Basic skills)

Level 3
Professional

Level 4
Advanced Professional

Talent Readiness

Vocational Assessment - \$44 hourly

Training: Personal, Vocational, Social – \$40 hourly

Employment Preparation - \$770

*Job Development and Placement- \$770

Employment Retention Services - \$550

Short-Term Support (90 days) and Job Coaching – \$36.57 hourly

Occupational Skills Training - \$30/45 daily

- = Services currently funded by DOR
- = Services NOT currently funded by DOR

Corporate Readiness

Business-Based Services

Enhanced Interview & Job Matching

Business Development

Business Readiness Consulting

Corporate Education on Neurodiversity

Workplace Assessment/Accommodations

On-going Support

Program Sustainment & Scale

Radical Changes

Radical Change 1: Value assignment and funding allocated to BOTH: business partner intermediaries and talent sourcing partners/providers

Radical Change 2: Create Business Partner Intermediary Model

- Milestone payments for business readiness services over the bus dev lifecycle: beginning to end
 - NOT tied to job placement (end of the process after time and \$\$ investment)
- Dedicated funding to BPIs without removing from existing employment partners (added as a new model)
- At Scale: Incentivize existing talent sourcing providers to be part of it

Radical Changes

Radical Change 3: “Radical Collaboration” - All impacted stakeholders have trusted relationships and hold a shared value for the mission of connecting individuals with disabilities to meaningful employment + career growth

- No jerks allowed 😊 Figure out how to replicate the OC leaders 😊
- Key Agreements/Charter for membership & collaboration - required

Radical Change 4: Increase quality standard of services to Individuals with Disabilities

- **Acknowledge varied support and employment needs** of the community: There are different approaches required for the broad impact and support needs of our community. Service providers and business intermediaries need to be thoughtful about these approaches and quality standards must increase.
- **Job Coaching:** Build a tiered job coaching fee structure based on the type of job roles and industries they are supporting
 - All job coaches are NOT equal
 - Retention metrics beyond 90 days + deeper understanding of fallout reasons
- **Metrics & Data:** Define key performance indicators (KPIs) that are meaningful and uphold value, quality and dignity to our community and our organizations’ efforts
 - Assign value and weight to metrics, data integrity and reporting – qualitative and quantitative

Radical Changes

Radical Change 5: Centralized Technology Enablement-

Collaboration is possible and most effective with centralized technology enablement

- Centralized system: contacts, resources, etc.
- Data collection and tracking

Radical Change 6: Pilot Program is managed with enterprise project management rigor and structure

- Project management: scope, schedule, budget
- Business process development: current and future
- Change management

Pilot Model Considerations

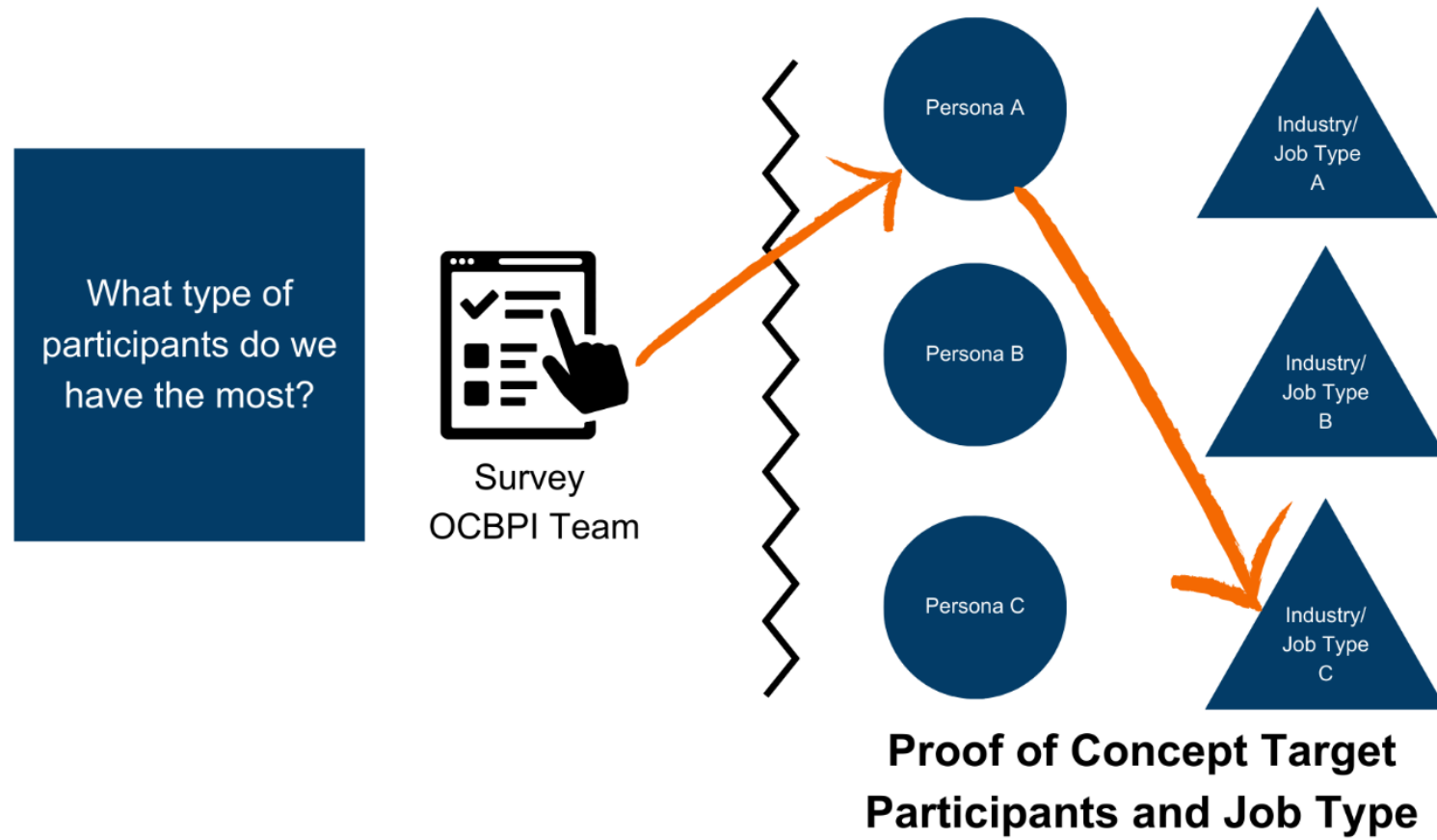
***Phase 2 funding required to select/design a pilot BPI Model**

What is not yet fully defined (we need funding to finish):

- **Service Population:** Who are we serving with BPI Model?
 - See data collected: Do we segment for our pilots?
- **Business Targets:** What kinds of businesses/industries are we targeting?
 - Segments: Small, medium, large businesses, industries, geography, job roles
- **BPI Model Referrals:** When would the BPI Model be used?
 - See slide prior
- **Implementation Plan Options**
 - Phased Approach: All Talent Sourcing Service Providers continue with as-is programs but have a dedicated partnership with BPIs?
- **Service Model Disruption & Transformation**
 - Role of Job Developers, Job Coaches
 - Barriers

Pilot Model

Proof of Concept Consideration



OCBPI Survey Findings

Persona Attributes	Industry/Job Type Attributes
<p>Referral Source:</p> <ol style="list-style-type: none"> 1. School District 2. Regional Centers <p>Top required outcomes:</p> <ol style="list-style-type: none"> 1. Job placement (part-time) 2. Placed in employment (<u>WorkAbility</u>) 3. Secured Competitive Integrative Employment (CIE) 4. Learning Opportunities <p>Age Range:</p> <ol style="list-style-type: none"> 1. 21-29 2. 18-20 <p>Summarize Diagnosis:</p> <ul style="list-style-type: none"> • No, the diagnosis of the individuals <u>vary</u> greatly <p>Education:</p> <ol style="list-style-type: none"> 1. High School – Certificate of Completion 2. High School Diploma 3. Community College Attendee <p>Transportation Required:</p> <ol style="list-style-type: none"> 1. Yes (57%) 2. Uses ACCESS, own <u>vehicle</u> or public transportation (29%) 3. No (14%) 	<p>Industry</p> <ol style="list-style-type: none"> 1. Retail & Consumer Durables 2. Telecommunications, Technology, Internet, & Electronics <p>Type of Employment:</p> <ul style="list-style-type: none"> • Part-time <p>Job Coach:</p> <ul style="list-style-type: none"> • Yes, typically <u>required</u> • Fading support not required •

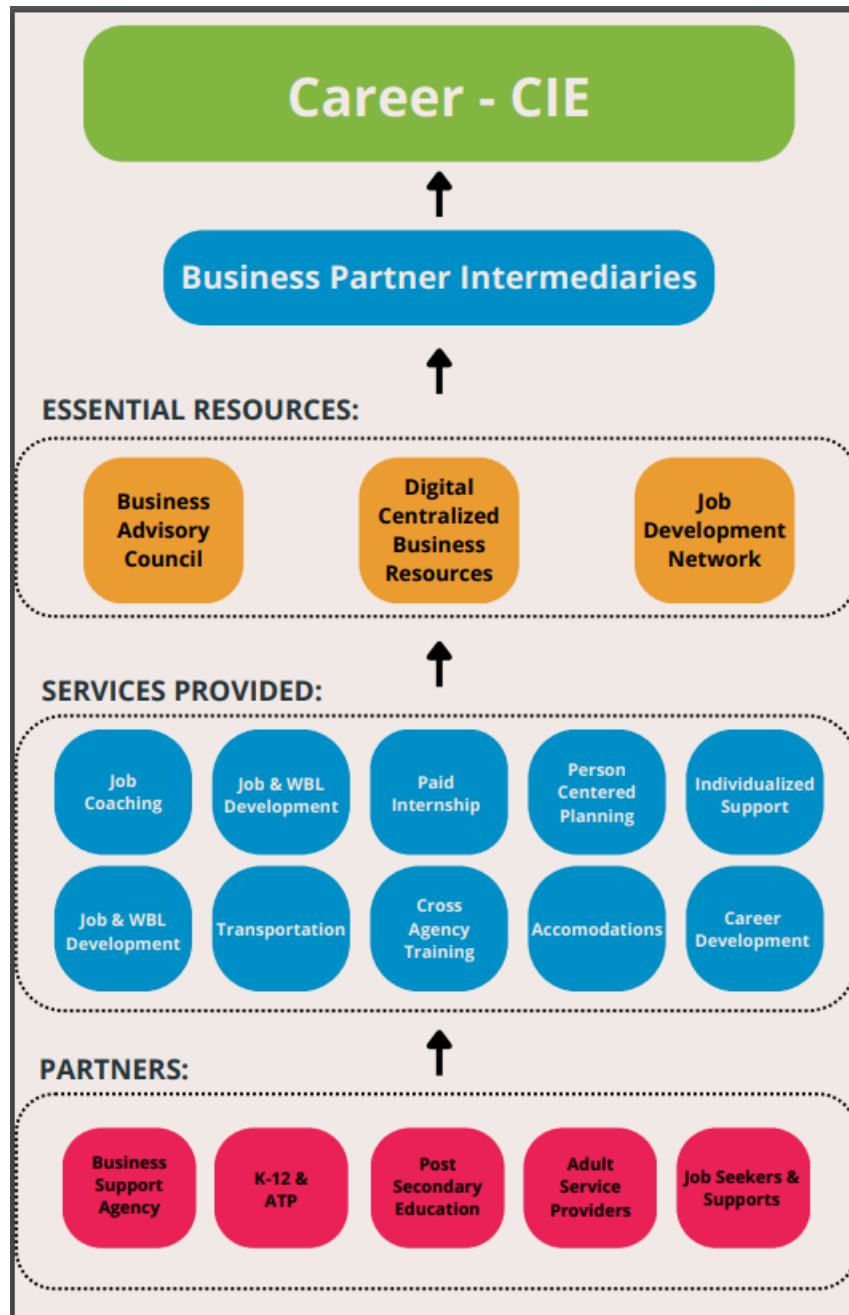
Table XXX. Survey Findings

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Appendix



Businesses

DRAFT – Confidential
Internal Use Only

Business Development
Job Development
Business Partnership
Job Support

Business Partner Intermediaries (BPI)

- NeuroTalent Works
- grit & flow

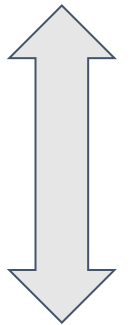
I. Business Development

II. Business Readiness
- Training
- Consulting

III. Staffing/ Hiring

IV. Business Support
- Job & Career Coaching

Two-way
Communication &
Collaboration



Talent Sourcing & Intake
Talent Readiness
Talent Training

Talent Pool

Technology
Integration &
Enablement

Talent Sourcing
Partners

Gov Agencies
- DOR
- Regional Centers

Schools
- K-12
- Post-secondary
Education

**Service
Organizations**

Business Partners

Single Point of Contact to Business
Business Partner Intermediary (BPI)

Menu of Meaningful Work Experiences: Business - will you open opportunities to these?

Job Shadows

Worksite Tours

Professional Speaker

Mentorship

Work Experience

Temp/Contractor

Internships

Part-time Employment

Full-time Employment

Single Point of Contact(s) to **Talent Sourcing Partners**
1 POC for experience types