


Title:	Business Relations – Job and Candidate Sourcing Procedure
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Approved:	Kevin L. Miller, Director 
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History:	30-BR-01-01 (04/15/19, 08/25/17)
Review/ Implementation	Begin Review – 12/01/25 Implement Revisions By – 06/01/26

I. PURPOSE

The purpose of this procedure is to provide direction for establishing employer relationships, job sourcing and candidate sourcing in accordance with appropriate federal (e.g., Code of Federal Regulations [C.F.R.]) and state law (i.e., Ohio Revised Code [R.C.], Ohio Administrative Code [Ohio Adm.Code]), Governor directives and executive orders, other governing agency (e.g., DAS, OBM) policy or guidance, and/or the Director expectations.

Refer to the AWARE Manual for more detailed instruction regarding Management of cases in AWARE.

II. APPLICABILITY

This procedure applies to Vocational Rehabilitation (VR) Staff, VR Contractors and Division of Employer and Innovation Services employees.

III. DEFINITIONS

Refer to “Vocational Rehabilitation Definitions” (80-VR-99.A).

Refer to “Business Relations – Job and Candidate Sourcing” policy (30-BR-01) for definitions. The definitions provided below are additional definitions used in this procedure.

Business Relations Team – a group of employees consisting of the ESM, BRS, CDS, CCC, and TSC in each region responsible for outreach, development, and implementation of business relations activities with Employer Partners to promote the hiring, retention, and advancement of OOD participants.

Business Relations Specialist (BRS) – designated EIS Staff responsible for building and maintaining relationships with Employer Partners for the purposes of sourcing job opportunities for OOD participants, raising awareness of OOD and its services, and assisting them with their disability inclusion efforts.

Career Development Specialist (CDS) – designated EIS staff responsible for building and maintaining relationships with Career Services staff at Ohio colleges and universities to facilitate career and internship or co-op opportunities for OOD participants; and building and maintaining relationships with Employer Partners for the purposes of sourcing internship opportunities for OOD participants, raising awareness of OOD and its services, and assisting them with their disability inclusion efforts.

Career and Credential Consultant (CCC) – designated EIS staff responsible for building and maintaining relationships with education partners who provide training in programs leading to short-term credentials, certificates, and certifications; and cultivating and maintaining relationships with Employer Partners who are Registered Apprenticeship Programs (RAPs) for the purposes of sourcing apprenticeship or pre-apprenticeship opportunities, raising awareness of OOD and its services, and assisting them with their disability inclusion efforts.

Communication Strategy – a practice developed between OOD and an Employer Partner in order to provide contact information for both the employer and OOD and to efficiently communicate employment information (e.g., the process for notification of job opportunities, candidate sourcing).

Employer – an employer with whom OOD does not have an established communication strategy for candidate sourcing.

Employer Services Liaison (ESL) – designated EIS Staff who support OOD business relations activities.

Employer Services Manager (ESM) – designated EIS staff responsible for the supervision and guidance of their assigned region’s business relations team including the BRS, CDS, CCC, and TSC.

Inclusive Employer Toolkit – an online collection of OOD’s resources for employers to support their disability inclusion efforts.

JobsOhio – a private, nonprofit corporation designed to drive job creation and new capital investment in Ohio through business attraction, retention and expansion efforts.

National Employment Team (NET) – a national network of vocational rehabilitation programs, administered by the Council of State Administrators of Vocational Rehabilitation (CSAVR) that specializes in employer development, business consulting and corporate relations.

OOD Job Developer – designated OOD Staff who assist OOD participants to secure and successfully maintain, regain or advance in permanent employment including with Employer Partners (rather than purchasing these services from a Community Rehabilitation Program).

Salesforce – the account management system maintained by EIS to capture all Employer and Employer Partner account activity.

Talent Sourcing Coordinator (TSC) – designated EIS Staff responsible for identifying OOD participants for employment opportunities, including internships or co-ops or apprenticeships with Employer Partners and performs other tasks related to the placement of those individuals in employment opportunities.

IV. PROCEDURES

A. General

1. Employer and Innovation Services (EIS) Staff, VR Staff and VR Contractors shall review and follow guidance in “Business Relations – Job and Candidate Sourcing” policy (30-BR-01) prior to continuing with direction in this procedure.
2. All OOD policies, procedures, and associated attachments can be found by accessing the “[Policies](#)” webpage and searching for the policy name or number.
3. Refer to “Standard Expectations and Funding Information for Vocational Rehabilitation Policies and Procedures” (80-VR-98) for guidance on general expectations related to all Vocational Rehabilitation (VR) policies and procedures.

B. Establishing Relationships with Employers

1. The Business Relations Specialists (BRSSs), Career Development Specialists (CDSs), and Career and Credential Consultants (CCCs) shall promote and establish OOD as a workforce development resource to encourage the competitive integrated employment (CIE) of individuals with disabilities.
 - a. BRSSs, CDSs, and CCCs shall utilize labor market information (LMI) tools and business and professional networks and other resources, as listed below, to identify and prioritize potential Employer Partners:
 - i. Labor Market Information (LMI) tools;
 - ii. Ohio’s Top Jobs;
 - iii. Tableau reports identifying job goals for OOD participants;
 - iv. employer inquiries for job candidates;
 - v. professional organizations (e.g., Chamber of Commerce, Rotary, Society for Human Resource Management [SHRM]);
 - vi. workforce development agencies, including economic development agencies, workforce investment boards, and OhioMeansJobs Centers;
 - vii. media announcements about new employers or workforce augmentation in the area;
 - viii. discussions with VR staff and VR Contractors;
 - ix. career services departments at Ohio colleges and universities;
 - x. ApprenticeOhio;
 - xi. Industry Liaison Group (ILG);
 - xii. JobsOhio;



- xiii. industry sector partnership groups;
 - xiv. regional HR roundtables; and
 - xv. diversity, equity and inclusion groups
- b. BRSs, CDSs, and CCCs shall meet with employers utilizing the Inclusive Employer Toolkit or other approved business relations literature to guide the discussion regarding OOD's services to business.
- C. Maintaining Relationships with Employers and Employer Partners
1. BRSs, CDSs, and CCCs shall maintain all employer account activity information in Salesforce.
 - a. Create an account for an Employer by completing the following sections:
 - i. Employer Information;
 - ii. Employer Partner Information; and
 - iii. Contact Information.
 2. Once an Employer Partnership is established, the BRS, CDS, and CCC shall proceed as described below.
 - a. Develop an individualized Communication Strategy for job and candidate sourcing which identifies the Employer Partner's designated contact for managing the daily operations and communication between both parties.
 - b. Mark the appropriate Partnership box in Salesforce and complete the appropriate "Partner Information" section.
 - c. BRSs, CDSs, and CCCs shall enter all activities in Salesforce for all accounts which include, but are not limited to:
 - i. candidate referrals;
 - ii. consultations;
 - iii. notification of job or internship opportunities;
 - iv. Employer sponsored hiring events;
 - v. trainings conducted, including the name of the training module(s), attendee count, and co-facilitators;
 - vi. employer spotlights;
 - vii. employer tours/information sessions;
 - viii. phone calls;
 - ix. emails;
 - x. meetings; and
 - xi. regular/routine check-ins.
 3. Creating a Campaign
 - a. If an event will have more than one (1) Employer Partner participating, the Employer Services Liaison (ESL) shall create a Salesforce "Campaign". Examples of these events include, but may not be limited to:



- i. College Career Connection events;
 - ii. hiring events;
 - iii. In-Demand Jobs Week events; and
 - iv. apprenticeship events.
 - b. BRSs, CDSs, and CCCs will add participating Employer Partners to the relevant campaign.
 - c. The ESL shall record Employers and Employer Partners who participate in webinars to the relevant campaign.
- D. Job Sourcing
 1. Each BRS shall work with Employer Partners to identify employment opportunities, including minimum qualifications, to inform TSCs, VR staff, and VR Contractors to appropriately identify and source qualified candidates.
 2. EIS staff shall create a list of typical job openings with Employer Partners that is posted on the OOD website monthly.
 - a. The list of typical job openings with Employer Partners is an online searchable database that can be filtered by OOD service area and by the following job categories:
 - i. Banking/Financial;
 - ii. Customer Service;
 - iii. Distribution Center/Warehouse;
 - iv. Food Service/Entertainment/Hospitality;
 - v. Manufacturing;
 - vi. Retail; and
 - vii. Other
 - b. The following information is included for each job:
 - i. service area;
 - ii. job category;
 - iii. employer name;
 - iv. employer location (i.e., city);
 - v. job title;
 - vi. link to the employer's careers webpage; and
 - vii. whether the job is new to the list.
 3. Each CDS shall identify internship opportunities with Employer Partners and Employers in order to create an internship posting list for publication on the EIS Insider and Extranet and other places as determined appropriate.
 - a. The internship posting list is an online searchable database that can be filtered by OOD service area and by the following internship categories:
 - i. employer;
 - ii. county;
 - iii. university career clusters;



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- iv. internship title;
 - v. whether the employer is an Employer Partner; and
 - vi. website link to the internship posting.
 - b. The internship posting list shall be updated bi-weekly and posted to the EIS Insider, Extranet, and other places as appropriate.
4. The regional Business Relations Team shall meet with OOD Job Developers (JDs) assigned to their geographic area at least monthly to discuss Employer Partner employment opportunities and OOD candidates' job goals and potential new Employer Partners to recruit.
 - a. The Employer Services Manager (ESM) from each region shall meet with the designated Associate Area Manager assigned to their geographic area at least monthly to discuss business relations activities, including upcoming hiring events, and VR employer engagement needs.

E. Candidate Sourcing

1. VR Staff and VR Contractors shall consider current job openings with Employer Partners for OOD participants.
2. VR Staff and VR Contractors shall screen each individual, and if applicable, any of the items below may take place.
 - a. Evaluated as to whether job development (external or internal) is necessary prior to making a referral.
 - b. JSST for resume development may be included on the IPE and authorized as unit of service (UOS) for individuals who do not require the full scope of job development services.
3. Kick Off Meeting
 - a. VR Staff or VR Contractor shall follow direction in "Job Related Services" (80-VR-11-14) in reference to the Kick-off meeting.
4. Applying for Employer Partner Employment Opportunities
 - a. Once a candidate applies for a job with an Employer Partner, the OOD JD, CRP JD, or the VR Staff/VR Contractor (if the individual is not receiving JD services) shall email the TSC dedicated mailbox at TSC@ood.ohio.gov with the approved resume and standardized candidate referral information as follows:
 - i. participant's name;
 - ii. employer;
 - iii. location;
 - iv. position title;
 - v. Job ID #, if applicable; and
 - vi. date of application.



- b. The TSC shall review the application and resume to ensure the Employer Partner's minimum qualifications are met and forward the email to the appropriate member of the Business Relations Team for referral to the Employer Partner and completion of the appropriate candidate referral screen in the AWARE Employer module.
 - i. The TSC shall return resumes and applications that do not clearly meet minimum qualifications to the referring OOD JD, CRP JD, or VR Staff/VR Contractor, noting that additional information is needed to demonstrate minimum qualifications are met.
- c. The TSC shall record all services provided to participants in the TSC tracking spreadsheet and as an Actual Service in AWARE, when applicable.

FORMS AND ATTACHMENTS

- ~~30-BR-01-01.A "We Can Help Your Business!" (Tri-fold) (RESCINDED)~~
- ~~30-BR-01-01.B Business Relations Training Evaluation Form (RESCINDED)~~
- ~~30-BR-01-01.C BRS-TSC Monthly Check-in Form (RESCINDED)~~
- ~~30-BR-01-01.D TSC-VRC Monthly Check-in Form (RESCINDED)~~

RESOURCES

- AWARE Manual
- 80-VR-99.A Vocational Rehabilitation Definitions
- 80-VR-98 Standard Expectations and Funding Information for Vocational Rehabilitation Policies and Procedures
- 80-VR-11-14 Job Related Services
- VR Provider Manual, "Job Development Plan" template
- 50-LR-15 Discipline Policy, 50-LR-15.A Discipline Grid

FUNDING

Refer to "Standard Expectations and Funding Information for Vocational Rehabilitation Policies and Procedures" (80-VR-98) for Information on OOD's federal grant funding amounts and percentages awarded by the U.S. Department of Education (DOE) or the U.S. Department of Health and Human Services (HHS).

REVIEW

It is the responsibility of the Deputy Director, or designee, to review this procedure, on or before, the date listed in the header and if applicable, make any necessary revisions. The Deputy Director, or designee, shall document the review as required in "Policy and Procedure Process" (10-ADM-01).