

IOWA VOCATIONAL REHABILITATION SERVICES

A newsletter brought to you by the State Rehabilitation Council and Iowa Vocational Rehabilitation Services

FEBRUARY 2021

IVRS Business Services



Finding solutions. Generating success.

The Dual Customer: Individuals with Disabilities and Business

Successful outcome for BOTH customers out of **Mount Pleasant, Iowa**



"Each and everyone of us has a purpose in life. Our goal is to be a part of Sarah's journey towards hers. She takes pride in making sure all of her tasks are completed. The impact of Sarah's attitude is felt not only by our customers, but employers as well. How can you not smile when greeted with true enthusiasm? It's impossible."

- *Deina Merschbrock, Owner of Sonny's Supermarket*

"I am really lucky to have Hope Haven, VR, and my parents to support me. I am really glad I got hired at Sonny's. I am getting out of the house more and I have a really good support team"

- *Sarah, Job Candidate*



Ashlee Cummings, the business specialist from **Des Moines** plays a big role in the hiring and training at LaQuinta Altoona. Ashlee is at LaQuinta regularly introducing candidates to the work in hospitality. You might catch her giving tours, helping complete applications, training new employees, identifying and implementing accommodations and making a warm handoff of our job candidates to the hiring manager.

Brian (general manager): "IVRS has brought value to LaQuinta by providing us qualified candidates for our open positions. IVRS has assisted us in diversifying our workforce and I have seen the positive impact it has made on my staff's morale."

Tressa (job candidate): "I am excited to get back because I love the customer side of my job. I enjoy helping and interacting with the customers, my co-workers and especially my boss who has been awesome!"





Council Bluffs

Tammy (Ameristar HR Business partner): "Partnering with IVRS and TAP (Transition Alliance Program) has been a breath of fresh air for Ameristar. We are proud to support both organizations while paving the way for employment opportunities for local students."

Melissa Stevans Shudak: "Tammy Really is one of the most amazing managers I've worked with and can't say thank you enough to her."

Davenport



"IVRS staff has provided great services to facilitate and meet our business needs, while showing great compassion regarding the needs of their individual clients. For example, we had a successful match that resulted in Katun hiring one of their clients; that person has already been promoted twice within our facility due to their outstanding performance, attitude and productivity. They started with us as a person with a disability; now, due to the program, they don't consider themselves as having a disability at all."

"The program's staff helps coach both sides of the placement; they help their clients understand the directions and the work environment demands, while assisting the employer in finding a suitable employee that meets their business needs. We are pleased to be part of such a life-changing program and emphatically support and endorse the Vocational Rehabilitation Program."

Sondra Meyers — Human Resources Manager — Katun Corporation

Des Moines



"IVRS is amazing! IVRS allows us to further our mission. We are grateful for the opportunity to provide opportunities to individuals experiencing employment barriers. They make us a better team, ensure our employees represent our patient population and inspire us every day." *Dan Tallon Market Director of Human Services, MercyOne.*

Business Services moved to a Virtual Platform

As Covid hit, IVRS business services, with the help of our business partners, was able to shift all services to virtual. The team implemented and delivered a customer service academy to help prepare our applicants for work serving others, our "job clubs" also went virtual. 6 different businesses join us and our candidates each month to discuss their needs and we provide virtual networking to allow our candidate to build rapport with hiring managers of businesses in their goal areas.

Visit our website at www.ivrs.iowa.gov