

Tennessee

businesses are finding help in
interesting and unexpected places

Coldwell Banker real estate office was having trouble keeping up with customer flow in a very busy office. Front office staff who answered the phones and greeted customers also were responsible for a host of other duties that were not getting done as fast or as carefully as they needed to be. One of these tasks was assembling packets for prospective homeowners and packets specific to relocation. Customer service was affected. That is until the Knoxville Career Center helped then organize a packet collating and assembly operation that was done by a Career Center customer.

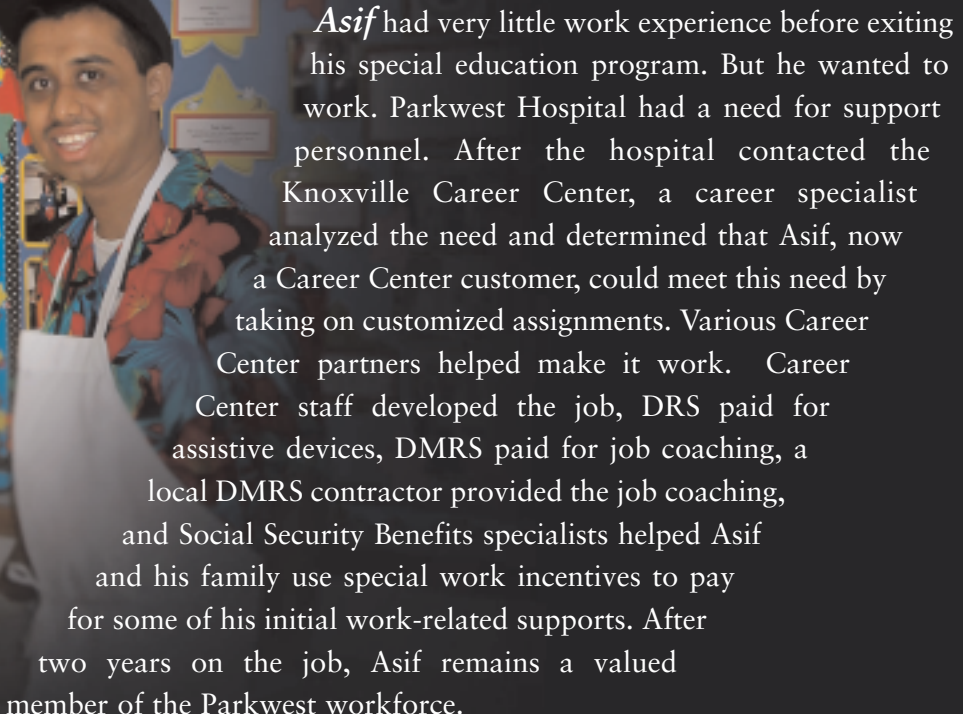
Do you have jobs that aren't getting done as fast as you need them? Are there bottlenecks in your operations during rush times? Do you sometimes see key staff pulled away from critical responsibilities to attend to small or sporadic administrative tasks? Like Coldwell Banker, many Tennessee employers did. Until **Tennessee Career Centers** helped them to customize job assignments.

The people who fulfilled these tasks are Career Center customers with disabilities who contributed in specific ways to each of these Tennessee business enterprises. They did so through careful analysis of the business operation by Career Center specialists who then helped the businesses customize job assignments to individual job candidates. The result: key strengths of the job candidates applied to tasks that make the work flow more smoothly and ultimately help the business save or make money.

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career centers and their partners
are collaborating to develop employment in

*interesting and
unexpected places*



Asif had very little work experience before exiting his special education program. But he wanted to work. Parkwest Hospital had a need for support personnel. After the hospital contacted the Knoxville Career Center, a career specialist analyzed the need and determined that Asif, now a Career Center customer, could meet this need by taking on customized assignments. Various Career Center partners helped make it work. Career Center staff developed the job, DRS paid for assistive devices, DMRS paid for job coaching, a local DMRS contractor provided the job coaching, and Social Security Benefits specialists helped Asif and his family use special work incentives to pay for some of his initial work-related supports. After two years on the job, Asif remains a valued member of the Parkwest workforce.

Can **Tennessee Career Centers** serve customers with significant barriers to employment, including those with disabilities, and still meet benchmarks for placement and retention? Can Career Center partners collaborate and share resources in ways that help each collaborator meet performance goals? The answer is YES - by taking an approach that customizes job placements to meet the specific needs of business and job seeker customers. Career Centers successfully serves many job seekers in this fashion.

The support received by the job seekers was made possible by a uniquely configured service collaboration facilitated by the Career Center. The result: DRS is getting more rehabilitation closures, DMRS and DHMH are adding to their supported employment placement targets, and the Career Centers are not only serving individuals who they have not been previously equipped to serve, but they are also addressing performance measures. All of the collaborators are getting more done without bigger budgets.

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