

**At Your Service****Snapshot of Service****Employer Relations: Finding the Right Fit**

Homeless Veteran Reintegration Program (HVRP) grantees have perfected the art and science of successful job placement for those homeless veterans enrolled in their programs. At these HVRP sites, experienced job developers do more than match skills – they also focus in on matching veterans to an appropriate workplace culture. This process can be challenging, especially for job developers working with homeless veterans who may have mental and physical disabilities that impact their workplace needs.

Linda Chase of Easter Seals Oregon believes that working closely with the VA to address mental and physical health needs is the first step toward successful workplace culture matching. Ms. Chase compares the result of her agency's assessments of each veteran's skills, abilities, and limitations with the services needed through the VA to build a full plan for each veteran. Armed with this knowledge, Ms. Chase seeks out appropriate job opportunities, reaches out to potential employers, and explains what, if any, job accommodations may be required.

Finding the right fit also requires consistent engagement with both the veteran and the employer. Once a client is placed in a job, Ms. Chase follows up regularly with the client and the employer to provide offer and provide support. This follow-up communication creates a forum for clients and employers to share concerns. Program staff proactively address these concerns, increasing the long-term success of each job placement and enhancing the relationship with every employer.

In Birmingham, AL, Demarcus Rogers of the Aletheia House stresses the importance of pre-placement preparation, including increasing familiarity with the job site and the rigors of full-time employment. The Aletheia House team conducts site visits, called "walkthroughs", of their major employer partners. This modified job analysis allows veterans to experience the ins and outs of the job environment for themselves, helping them decide if the job is a good fit. Aletheia House also provides job readiness trainings, including the use of role-play scenarios, to prepare clients mentally for the transition to full-time employment.

***HVRP grantees recognize their dual clients: both employers and veterans need preparation, consistent communication, and follow up to make sure every placement is the right fit.***