Second Visit

Goal:
- Learn about the employer, the business, hiring practices, and preferences

Communicate:
- Your potential to become a resource if and when the employer needs to hire

Length:
- 15 minutes or more

Before the second visit:
- Research the business/company.
- Develop questions specific to the industry and business/company.
- Confirm your appointment.

During the second visit:
- Review who you are and the purpose of your visit.
- Ask the questions you developed to understand the business/company, hiring practices and preferences, and openings.
- Ask what the employer considers an effective employee so you can collaborate to fill positions.
- Ask what jobs might exist here that would not seem obvious.
- Describe the benefits to the employer. Your employment program can:
  - Act as an HR department and screen applicants (consumers).
  - Refer people who are interested in the type of work the employer offers.
  - Provide support to the employer: site visits, calls, problem solving.
  - Describe financial incentives to employers for hiring people with disabilities.
- Explain the support you could give an employee.
- Be prepared with answers to questions typically asked by employers (see “Questions typically asked by employers” later in this job aid).
- Ask about keeping in touch – How often? What method (e.g., short personal visits, phone calls, email)?
- Make sure the employer knows how to contact you.
- Ask for a brief tour.
- Leave without asking about a specific job seeker (this will be the third visit).
- Emphasize that you can now be a resource for any hiring needs that may arise.

Sample Script

“Thank you very much for taking the time to meet with me to tell me about your business and the jobs that you have here. If possible, I would like to take a tour so that I might learn about your setting and the kind of work that is done here. This information will help me to gain a sense of how I and my program might best be a resource for you when you need to fill a particular position.

Some questions I have are: [these are sample questions to consider]

- What kinds of positions are you typically looking to fill?
- What kind of person makes a successful employee here?
- What are some of your hiring challenges?
- Do you have any particular challenges around keeping certain positions filled?
- Is there a particularly busy time of the year during which you hire?
- Are there particular tasks or jobs that never seem to get finished?
- Would you consider carving out a job for someone to work on those “hard to finish” tasks?
- Are there jobs or positions that might exist that might not seem obvious to me?
- Have you ever taken advantage of government incentives to hire people who have been on disability?

Do you have any questions for me?

I would be happy to put you in touch with other employers in the community that I have partnered with so that you might learn from them about their experience with me and my program.
So now that I have learned a lot about your company, I would like to keep in contact with you so that if and when you have the need to hire someone, I might be able to provide you with a good match from the people that I am working with. Does monthly or bi-weekly contact work for you? What method of contact works best for you? I can phone, email, or even drop by.

If you find that you need to fill a position in between our contacts, please feel free to contact me any time. I will be happy to look to see if we can make a good match. Here is my card. Thank you again for taking the time to show me and describe your business. I look forward to working with you.”

Questions typically asked by employers

- What role will you play if I hire someone from this program?
- We hired a person from a mental health program once and it didn’t work out. Why will it be different this time?
- What happens if the person doesn’t work out?
- What are their diagnoses?
- Where do these people live?
- What if a person becomes violent?
- What about arrest records?
- What if a person has symptoms?
- Do they take medication? What kind? Does it make them drowsy?
- Are there any incentives for me to hire a person from your program?
- If I let the person go, will this be a problem with the government

After the second visit:

- Summarize this visit with notes for future reference.
- Write a brief thank-you note.
- If there are consumers who are potential good matches for positions at that location, schedule the third visit.
- If there currently are no consumers to match, keep in touch as agreed upon during the meeting.