

Opening the door

A Talent Acquisition Recruiter can be responsible for discovering, procuring, evaluating, and/or hiring a job candidate. The position acts as a, sort of, gatekeeper for a company; making sure they are opening the door for the right people.

Betty is currently a Talent Acquisition Recruiter with Wright Service Corp.'s corporate office in West Des Moines, Iowa. She is legally blind. Betty is able to open the door for others, in part, because a team worked to open the door for her.

Betty first connected with the Iowa Department for the Blind's Toni, a Vocational Rehabilitation Counselor, while she was a transition student in high school. Toni worked with Betty through college, where she earned a Bachelor of Arts in Special Education Services, with a focus on Deafness. This led to a position with the Iowa Department of Human Rights as a Program Administrator and Disability Consultant.

In April of 2017, her position was eliminated due to budget cuts. Betty was forced to leave a job she was passionate about. At 30 years old, married, and the mother of two children, Betty had to look for a new career.

She thought she could do it on her own. She applied to over 200 positions. When she wasn't landing many interviews, Betty began to realize her work experience may have limited her options.

In January of 2018, Betty returned to the Iowa Department for the Blind as a self-referral, struggling to accept that she might have to start over in her career and at a lower salary. She sought guidance, job coaching, to attain interview skills and to take a certification class. After reconnecting with Toni, a plan for Betty to reach the Vocational Goal of Human Resource Specialist began, and a team of individuals and agencies was there to help along the way.

Betty completed a career skills assessment profile and registered with Iowa Workforce Development. She updated her resume and worked with Diane from Workforce Development to understand her SSDI benefits. Betty had no remaining Trial Work Period and Diane further assisted her in identifying a career work path change.

Along with Toni, Workforce Development and Iowa Department for the Blind's Employment Specialist, Kochell, Betty worked on ways to enter Human Resource coordinator positions. In her previous line of work, she applied legal standards to review and analyze discrimination complaints. She wanted to go into human resources because she enjoyed working with policies, procedures and research, but learned that there was a credential certification that she needed to enter the field. The team identified a certification course through the Society for Human Resource Management (SHRM) that would give Betty credentials to understand general knowledge of employment laws and HR functions. Kochell worked with her to complete the SHRM certification course.



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Betty went on to take advantage of job search resources and services offered through both the Department for the Blind and Workforce Development. This included information and referral, VR counseling and guidance, disability services, benefits counseling, reader service, rehabilitative technology and the SHRM training, which was paid for by the Department for the Blind. She was good at using online tools offered by the Title III Resource Room on her own. Toni then provided the connections to Diane and Brian, a Title I Case Manager and Disability Resource Coordinator, who not only assisted Betty with benefits planning, but also helped her navigate the workforce system. Together, they guided her on a career change and identified networking opportunities with employers in the community who were hiring entry-level positions.

This multi-agency support and the SHRM certification helped Betty to gain self-confidence as she began to network and apply for jobs, including her current position with Wright Service Corp. She no longer receives SSDI. She now earns \$44,376 annually with benefits.

Betty received the vocational rehabilitation support services that opened the door to a new career that she loves. She now works directly with managers and employees for a company that is growing nationwide and looking to open the door to others looking for a career opportunity.

Summary:

- Betty's Career Outcome: HR Specialist, Wright Service Corporation (2/28/19)
- 40 hours a week, \$44,376 annually with benefits
- Betty is no longer receiving SSDI
- Betty exited from VR services 7/26/19

| Agency | Services Provided |
|---|---|
| Iowa Department for the Blind (Title IV) | Career Counseling (Counseling and Guidance), Case Management, Training Class for SHRM Certification, skills assessment, reader services, rehabilitation technology, Job Search Assistance |
| Iowa Workforce Development (Title III) | Labor Market Exchange, Resume Development, Job Search Assistance, Job Placement Assistance |
| Des Moines Area Community College (Title I) | Case Management, Service Navigation, SSA Disability Benefits Advisement, Job Search Assistance |

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