

Building Successful Employer Partnerships

April 9, 2025

Thank you for joining today's webinar!
We will begin at 1 p.m. ET
You will not hear audio or see captions until we begin.

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AGENDA

Building Successful Employer Partnerships

Logistics and Introductions

Working with DirectEmployers Association

EN and Employer Partnership

Panel Discussion

Q & A Session

Logistics

- TPM is recording and capturing the transcript from today's meeting and will make it available on the Your Ticket to Work website at [EN Essentials Learning Events](#).
- Please feel free to ask a question in the MS Teams chat section.
- Closed Captioning is available for participants who join using the MS Teams Application or by using the closed captions link provided in the GovDelivery email announcement for today's call.
 - To turn on Closed Captions in MS Teams, go to the three ellipses at the top of the MS Teams window; click on "More"; scroll down the list to "Language and Speech" then click on "Turn on live captions."
 - When using the link option, paste the link in the browser and it will open a separate window to view closed captions.
- Per the Ticket Program Agreement (Part III, Section 11 subsection I), EN staff are not permitted to record this meeting nor capture the transcript.

Introductions

MODERATOR and PANELISTS

Derek Shields

Senior EN Development and Training Manager
Ticket to Work Program Manager

Shannon Offord

VP Strategic Partnerships & Alliances
DirectEmployers Association

Tripp Carter

Project Director
EmployReward Solutions (ERS)

Maria Gray

Senior Recruiter Talent Acquisition
Concentrix



Working with DirectEmployers Association



About DirectEmployers Association

- DirectEmployers is a nonprofit member-owned and -managed association formed in 2001 by 14 leading Fortune 500 companies searching for a way to reduce recruiting costs, while regaining ownership of their recruitment brand.
- 1,100+ employer members!
- Network of partners includes disability employment service providers



DirectEmployers' Approach

- Provides technology and guidance to empower:
 - Employers to tackle Office of Federal Contract Compliance Programs (OFCCP) compliance and talent acquisition challenges.
 - National Association of State Workforce Agencies (NASWA) and state workforce agencies to strengthen connections between employers and job seekers.
 - Partnerships with nonprofits and other organizations to enhance accessibility and facilitate seamless information and data sharing.



DirectEmployers
Association

DirectEmployers' Partners

- National Labor Exchange
 - Collects and distributes job openings exclusively found on corporate career websites, state job banks, and federal government job sites.
- VetCentral
 - Provides assistance and support for veteran hiring programs around the nation.
- VocRehab+
 - Connects employers to local disability talent pools to drive positive employment outcomes for individuals with disabilities.



Disability Recruitment

Through DirectEmployers Association:

- Disability partners gain exclusive access to the nation's top employers
 - Partner Relationship Manager (PRM)
 - Targeted Job Distribution
 - Partners Marketplace Community
- Disability Partners can place candidates into employment at no cost



EN and Employer Partnership



EmployReward Solutions (ERS)

ERS is a national EN founded in 2010, based in Florence, South Carolina

- Committed to changing lives one job at a time by:
 - Providing individualized career counseling and support for Ticketholders
 - Building successful employer relationships
 - Partner with DirectEmployers Association since 2021



Engaging Employers

ERS prepares for employer engagement by:

- Defining a value proposition.
- Understanding employer pain points and workforce needs.
- Developing employer-focused marketing materials.
- Training staff on employer engagement.
- Streamlining internal processes.



What Matters to Employers?

Key messages for marketing:

- Find and retain reliable talent.
- Save money and reduce hiring risks.
- Easy, no-cost hiring support.
- Workforce strengthening goals.



Best Practices

How ERS approaches employer outreach and relationship building:

- Start with warm leads.
- Engage through business-focused channels.
- Speak their language.
- Provide ongoing support, not just a one-time pitch.
- Track and celebrate success.



Concentrix

- Concentrix is a global provider of customer experience technology
 - 2,000 clients in 70 countries
 - Launched Work at Home in 2014

concentrix™

concentrix
Building a Solid Infrastructure for Work-At-Home Models in Contact Centers

Is Your Remote Work Environment Meeting Customer and Employee Needs?

Work-at-home models have gained popularity as shifts in the marketplace driven by the pandemic and emerging technologies are reimagining the future of work. Due to their flexibility, cost effectiveness, and ability to improve employee satisfaction, work-at-home models can help accelerate business outcomes. However, successful implementation requires a solid infrastructure. Ensuring the remote work environment remains connected, stable, and able to grow with your company can be challenging. If any of these areas falls short, both the customer and employee experience can be damaged.

As a leader in CX, Concentrix can provide the infrastructure and technology needed to ensure your work at home contact center environment is stable, secure, and scalable.

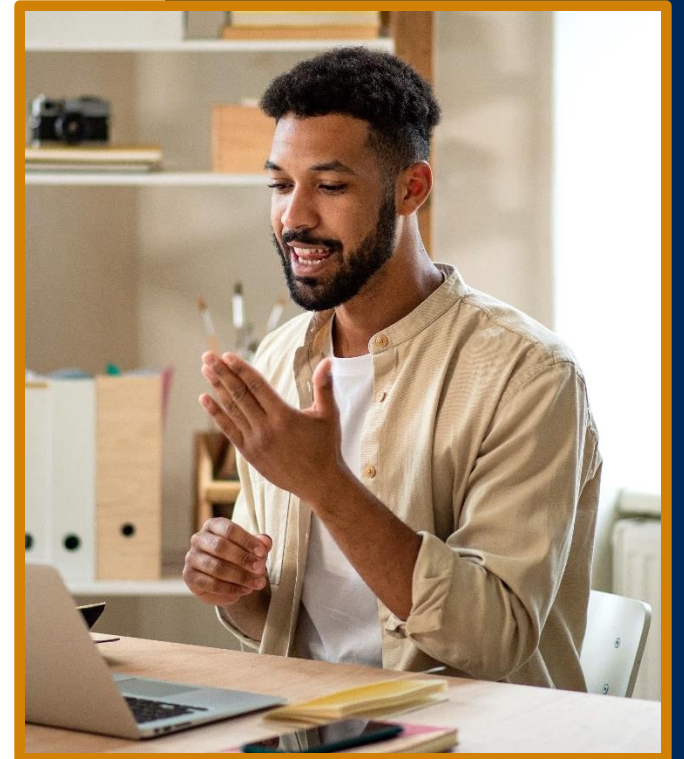
Global Work at Home Infrastructure as a Service

Concentrix provides a complete solution to meet the needs of your work at home contact center environment. Our global work at home platform, telephony platform, endpoint equipment, and talent resources help to keep your business connected.

Concentrix can provide a complete work at home solution to improve both employee and customer satisfaction

Concentrix Partnership with ERS

- Concentrix connected to ERS through DirectEmployers Association
 - Partner Relationship Manager (PRM)
- Partnership success
 - Collaborative webinars
 - Applicants and hires



Panel Discussion



Questions



Questions

- Please feel free to ask a question in the MS Teams chat section.
- If joining via phone and you wish to ask a question:
 - Press *5 to raise your hand and we will unmute your phone.
 - Press *6 to speak.
- If joining via MS Teams and you wish to ask a question aloud:
 - Raise your hand and we will unmute your mic.
- Please limit questions to one per participant.

You may send additional questions or comments to: ENOperations@ssa.gov.



Thank You

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