

**Employer Needs/Benefits Analysis**

**Company** Adams County General Hospital **Date** Sept. 30, 201

**Employer Contact** Gerald Jordan, Hospital Administrator

**Performed by** Charlotte Guy, Transition Specialist **Agency** Natchez Schools

**Performed by** Brenda Thompson, Special Ed. Teacher **Agency** NHS

**Performed For** Sadie Jones

**Employer Representative Assisting** Felicia Roberts, Human Resources Manager

**Employer Representative Assisting** Violet Green, Office Manager

**Departments/Areas Observed** Business office, records = B/R  
Gift Shop = GS  
Cafeteria = C  
Other = O

**Total Time Spent in Analysis** 4 hrs. total

**Dates/Days for Analysis** 1.5 hrs. on Thursday, 9/23/201

2.5 hrs. on Wednesday, 9/30/201

**Mark one:**

Specific to Job Seeker    **Informational Interview**   X  

Non-specific by employer   

**General Descriptive Notes:**

This Needs Analysis was conducted following a presentation by Charlotte Guy to the hospital administrator, Gerald Jordan. Ms. Guy was successful in negotiating a needs analysis to be assisted, on different days, by the HR director, Felicia Roberts, and the office manager, Violet Green. The initial analysis was conducted in the office and records area of the hospital and the second day focused on the gift shop and in the cafeteria. Ms. Guy was assisted by Sadie's special education teacher, Brenda Thompson. The results of the analysis were presented to Gerald Jordan in a meeting on October 5, 201\_.

## ***Interviews with Employers, Managers, Supervisors, & Employees***

This section involves talking to a variety of personnel in a business regarding the potential benefits of having specific tasks done in the workplace. Use the three areas of employer benefit from Customized Employment as a guide: 1. Unmet needs of the employer, 2. Tasks in their job description that might better performed by another at a lower pay grade and, 3. Tasks that would be of benefit to the employee, to make the person's job better. List the tasks in bullet form to be discussed in greater detail later with a decision maker.

**Employee:** Ken Johnson **Position:** Medical Records Tech  
**Area of Business:** Office/Records **Date:** Sept. 23, 201

- Shredding – (2) [1-hour total, 1/day, every day, 3:30 – 4:30]
- Digitizing old files – (1) [5 min./file for 1 hour, M & F, 9:00-10:00]
- Reminding about meetings – (3) [15 min. total, every day, 8:15-8:30]
- Registered/certified letters – (2) [10 min./letter, 5/day, T & F, 2:00-3:00]

**Employee:** Felicia Roberts **Position:** HR Manager  
**Area of Business:** Office/Records **Date:** Sept. 23, 201

- Collating insurance packets – (2) [1 – 2 hrs., 1/day, episodic, time varies]
- Tracking required training status – (3) [2 hrs., 1/mon., 1<sup>st</sup> of mon. 8:00-10:00]
- Registered/certified letters – (2) [20 min./letter, 6/week, afternoon]
- Shredding – (2) [30 min. 1/day, MTWThF, 4:00-4:30]
- Collecting required employee signatures – (3) [20 min., 1/wk., variable day/time]

**Employee:** Zelda Collins **Position:** Waiting room reception  
**Area of Business:** Office/Records **Date:** Sept. 30, 201

- Making coffee – (3) [10 min., 2/day, MTWThF. 8:00 & 10:00]
- Delivering messages to those waiting – (3) [10 min., 5/day, Sa & Su, variable]

**Employee:** Rolanda Jenkins **Position:** Cafeteria supervisor  
**Area of Business:** Food Service **Date:** Sept. 30, 201

- Spot assistance during rush times on serving line – (3) [15 min., 2/day, daily, 11:00-1:30]
- Wiping trays – (1) [30 sec., 20/day, Sa & Su, 11:00-1:30]
- Cleaning around salad bar – (1) [5 min., 6/day, Sa & Su, 11:00 – 1:30]
- Delivery errands to business office – (2) [20 min., 1 – 2/day, daily, 11:00 – 1:30]

***(Continue on back, as necessary)***

## MG&A

**Employees performing their jobs, look for:**

Episodic duties	Easier tasks to perform	Material supply	Tool supply
Interruptions	Tasks that would make their job easier		Wasted motions
Backed up tasks	Tasks they don't like doing	Tasks needing assistance	
Fatigued workers	Frustrated workers	Unnecessary movements	

**Benefit to Employer:**

(Place number code Next to task)

1 = Task represents an unmet need
2 = Task unbundled from highly paid employee/manager
3 = Task improves/benefits operations
4 = Task is a combination or unsure

**Frequency of Performance:**

Duration of cycle of performance in minutes  
 Frequency of performance per day  
 Frequency of performance per week  
 Time of day of task performance

<i><b>Potential tasks observed: Employees doing their jobs</b></i>	<i><b>Duration in minutes</b></i>	<i><b>Frequency / Day</b></i>	<i><b>Frequency / Week</b></i>	<i><b>Time of Day Performed</b></i>
<b>1.</b> Stocking salad bar (C) [3]	20 min	2	5	10:30 – 1:30
<b>2.</b> Cleaning, wiping salad bar (C) [3]	5 min	6	5	10:30 – 1:30
<b>3.</b> Specialty salad prep (C) [1]	30 min	1	5	9:30 - 10:30
<b>4.</b> Searching for misfiled documents (B) [2]	10 min	5-7	5	1:00 - 4:00
<b>5.</b> Copying patient records (R) [3]	5 min	30	5	8:00 – 4:00
<b>6.</b> Assisting with excess copying (B) [3]	2-3 min	50	T, F	1:00 – 4:00
<b>7.</b> Making coffee in bus. Off. (B) [2]	5 min	2	5	8:00 – 4:00
<b>8.</b> Answering phone during lunch (B) [2]	30 min	1	5	12:00 – 12:30
<b>9.</b> Preparing certified letters (B) [2]	15 min	20	F	8:00 – 12:00
<b>10.</b>				
<b>11.</b>				
<b>12.</b>				

# MG&A

**Work Environment - look for:**

Unattended materials	Unsafe conditions	Unsightly areas	Errors
Misplaced materials	Piles/boxes	Dusty/broken/dirty goods	
Missed opportunities	Blockages	Waste/scrap materials	

**Benefit to Employer:** 1 = Task represents an unmet need  
 (Place number code 2 = Task unbundled from highly paid employee/manager  
 next to task) 3 = Task improves/benefits operations  
 4 = Task is a combination or unsure

**Frequency of Performance:** Duration of cycle of performance in minutes  
 Frequency of performance per day  
 Frequency of performance per week  
 Time when task is typically performed

<b>Potential tasks observed: Workplace environment</b>	<b>Duration in minutes</b>	<b>Frequency/ Day</b>	<b>Frequency/ Week</b>	<b>Time of Day Performed</b>
1. Placing food in fridge after delivery (C) [1]	20 min	1	M & Th	11:00 – 1:00
2. Delivering documents to departments (B) [3]	30 min	2	MTWThF	10:00 – 10:30
3. Entering data from old files (R) [1]	10 min/file	1	T & Th	11:00 – 12:00
4. Stocking supplies after delivery (B) [2]	30 min	1	W	10:00 – 10:30
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				

**Customers of the setting look for:**

- Customers waiting                      Customers confused                  Customers needing assistance  
Customers angry                          Customers asking for information  
Customer complaints                  Customers with suggestions

**Benefit to Employer:**  
(Place number code next to task)

- 1 = Task represents an unmet need
- 2 = Task unbundled from highly paid employee/manager
- 3 = Task improves/benefits operations
- 4 = Task is a combination or unsure

**Frequency of Performance:**          Duration of cycle of performance in minutes  
Frequency of performance per day  
Frequency of performance per week  
Time when task is typically performed

<b><i>Potential tasks observed: Customer interactions</i></b>	<b><i>Duration in minutes</i></b>	<b><i>Frequency/ Day</i></b>	<b><i>Frequency/ Week</i></b>	<b><i>Time of Day Performed</i></b>
<b>1.</b> Assist customers in choosing gift (GS) [3]	10 min	4	MTWThF	9:00 & 4:30
<b>2.</b> Direct families/visitors to patient rooms	10 min	6	SA/Su	9:00 & 2:00
<b>3.</b> Offer coffee to those in Waiting room	5 min	15	Sa/Su	9:00 – 12:00
<b>4.</b>				
<b>5.</b>				
<b>6.</b>				
<b>7.</b>				
<b>8.</b>				
<b>9.</b>				
<b>10.</b>				
<b>11.</b>				
<b>12.</b>				

**Needs Analysis Performed For:** Sadie Jones

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**TASK/NEED MATCHING**

List the Job Seeker’s potential tasks from their TASK LIST and compare with Employer Needs/Benefits. This occurs prior to negotiation with employer.

<b>Job Seeker Task List</b>	<b>Employer Task List</b>
1. Shredding	1.
2. Running errands	2.
3. Delivery	3. Delivering documents to departments
4. Copying	4. Copying patient records; assisting with excess copying
5. Filing	5.
6. Sorting, Collating	6.
7. Matching checks to invoices	7.
8. Stapling	8.
9. Folding, Sealing	9.
10. Light data entry	10. Entering data from old files
11. Faxing	11.
12. Backing up files to CD	12.
13. Labeling, shipping	13. Preparing certified letters
14. Cold food prep	14. Fruit and veggie prep in cafeteria
15. Cutting, paring	15.
16. Arrangement/layout	16. Specialty salad prep
17. Portioning	17.
18. Serving in cafeteria line	18. Offering coffee to families in waiting room

# MG&A

<b>Job Seeker Task List</b>	<b>Employer Task List</b>
19. Stocking salad bar	19. Stocking salad bar
20. Cleaning salad bar	20. Cleaning salad bar
21. Condiment replenishment	21.
22. Folding, straightening	22.
23. Facing stock	23.
24. Unboxing/receiving	24.
25. Shelving	25.
26. Hanging	26.
27. Security tags inst/remov	27.
28. Restocking	28. Placing food in refrigerator & pantry
29. Inventory scanning	29.
30. Pricing	30.
31.	31. Walk families to patient rooms
32.	32. Collect wheelchairs and return to departments
33.	33. Dust pictures in lobby
34.	34. Clean rehab equipment
35.	35. Wipe tables in cafeteria
36.	36. Dust/trim plants in lobby
37.	37. Dust ceiling fans
38.	38. Tear down boxes from delivery
39.	39. Crush soda cans
40.	40. Collect recyclables from departments
41.	41. Walk/direct families to patient rooms

**Job Seeker Task List**

**Employer Task List**

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**42/**

**42.** Searching for misfiled documents

**43.**

**43.** Making coffee

**44.**

**44.** Answering phone during lunch

**45.**

**45.** Assist customers in choosing gift/flowers in gift shop



**Needs Analysis Performed by Employers**

*Customized Employment* offers you the opportunity to target specific areas of your business operations by focusing on tasks rather than job titles and job openings. In this way, you can augment the typical way you hire with this strategy that focuses on your needs and the job seekers unique skills.

*Customized Employment* utilizes voluntary negotiation of a tailored job description to create an employee relationship that benefits you and your employee. It does not replace typical hiring procedures; rather it allows you to pinpoint areas that you would like to address.

You can use this form to assist you in identify areas of need and benefit to your business. Our job developer will then explain how our job seeker might meet your needs through a customized job description.

**Look for the following in your business:**

- 1. Unmet Needs - Tasks that need to get done but are not getting done
- 2. Cost Savings - Tasks that are currently bundled in job descriptions of higher paid employees that could be performed by someone at an entry level pay rate
- 3. Improvement - Tasks that can help your employees and your business operate more efficiently and effectively

***Regarding your employees:***

Episodic duties	Easier tasks to perform	Material supply	Tool supply
Interruptions	Tasks that would make their job easier		Wasted motions
Backed up tasks	Tasks they don't like doing	Tasks needing assistance	
Fatigued workers	Frustrated workers		

***Regarding your workplace:***

Unattended materials	Unsafe conditions	Unsightly areas	Errors
Misplaced materials	Piles/boxes	Dusty/broken/dirty goods	
Missed opportunities	Blockages	Waste/scrap materials	

***Regarding your customers: (as appropriate)***

Customers waiting	Customers confused	Customers needing assistance
Customers angry	Customers asking for information	
Customer complaints	Customers with suggestions	

## MG&A

**Needs/Benefits Identified by Employer:**

Tasks on this page reflect potential tasks identified by the business. This may comprise additional information to a Needs Analysis performed with/for the employer or may be the sole information when Needs/Benefits Analysis is performed by the employer.

**Frequency of Performance:**     Duration of cycle of performance in minutes  
     Frequency of performance per day  
     Frequency of performance per week  
     Time when task is typically performed

<b>Potential tasks observed: Customer interactions</b>	<b>Duration in minutes</b>	<b>Frequency/ Day</b>	<b>Frequency/ Week</b>	<b>Time of Day Performed</b>
1. Collecting wheelchairs and returning to department	15 min	10	Daily	8:30 & 4:30
2. Pushing patients from room to car	20 min	15	Sa, Su	All day, as needed
3. Cleaning wheelchairs	45 min	4	F	2:00 – 5:00
4. Dusting pictures in lobby	15 min	1	M	8:15 – 8:30
5. Cleaning rehab equipment	15 min – 1 hr	5	Daily	8:30 – 12:00
6. Dust/clean/trim lobby plants	15 min	1	M	8:15 – 8:30
7. Wipe tables in cafeteria	2 min	25	Daily	11:15 – 1:30
8. Dust ceiling fans in lobby	5 min	1	M	8:30- 8:45
9. Fruit/veggie prep in cafeteria	30 min	1	Daily	10:30 – 11:00
10. Tear down boxes	30 min	1	Daily	4:30 – 5:00
11. Crush soda cans	30 min	1	F	4:00 – 4:30
12. Collect recyclables from departments	45 min	1	F	3:30 – 4:15
13. Walk families to patient room	15 min	6	Sa & Su	8:30 – 12:00
14.				