

HIRING INCENTIVES FOR EMPLOYING PEOPLE WITH DISABILITIES



Presented by Sandy LaCorte
DIAL- Center for Independent Living

Overview of Presentation

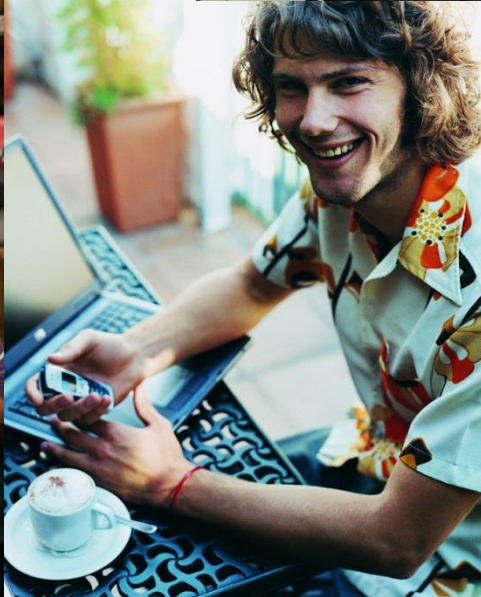
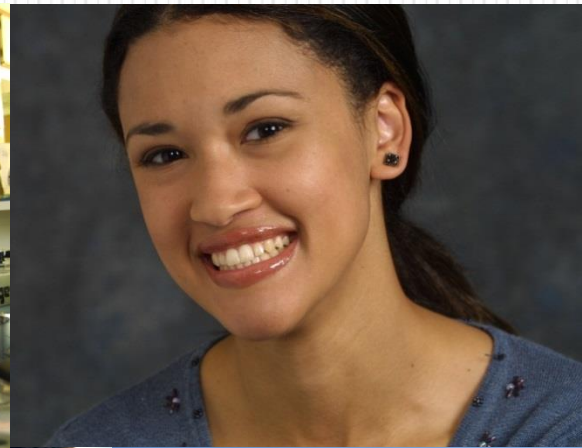
- **Who is a Person with a Disability?**
- **Why Now? – WIOA (Workforce Investment & Opportunity Act)**
- **The Business Case for Hiring People with Disabilities**
- **Best Practices**
 - Creating a Welcoming Environment
 - Recruiting
 - Hiring
 - Retention
- **Partners and Resources**

Who is a Person with Disability?

The ADA definition states a person must have a:

- Physical or mental condition that **substantially limits one or more major life activity** (walking, running, thinking, seeing, hearing, etc.)
- Person has **record** of such condition
- Being “**regarded as**” having such an condition

Visible and Hidden Disabilities



Why Now?

New Jersey Workforce Trends

- *With the aging of talent, we will be facing workforce shortages*
- *According to the 2010 American Community Survey, 845,000 individuals, or 9.7 percent of New Jersey's residents, had reported having at least one type of disability*
- *Among New Jersey's 845,000 individuals with disabilities, about 47.7 percent (403,006 persons) reported more than one type of disability **
- *Of the 397,900 New Jerseyans who make up the population of 18-64 year olds with disabilities, approximately 183,100 (or 47%) were in the labor force, including 146,600 employed and 36,500 unemployed. **
- *One-in-every-five in the state's "disabled" labor force was unemployed for one reason or another. In comparison, 79.5 percent of New Jersey's total 18-64 population was in the labor force, with a 10.6 percent unemployment rate in 2010. **
- *People with disabilities are an untapped source of workers that are needed to respond to workforce needs*

*LMDR: NJ Labor Market Views Issue #19

National & State Priority

- Unfinished Business, Making the Employment of People With Disability a National Priority, Senator Harkin – Chair
 - <http://sonoranucedd.fcm.arizona.edu/newsletter/10-2012/332?destination=node/332>
- “The **Employment First** policy adopted by Governor Christie’s Administration in 2012 expanded our efforts to foster an inclusive workforce in the Garden State,” said Commissioner Wirths.
- **DVRS** “placed 4,439 individuals with disabilities into competitive, integrated employment in Fiscal Year 2014, which was a new record for our state. We are here to assist employers in their recruitment efforts as well as people looking for a job.”
- March 2014, all federal contractors who earn over \$10,000 must have a utilization goal of 7% qualified persons with disabilities
- **President Obama’s Executive Order 13548**
 - Increasing Federal Employment of Individuals with Disabilities
 - Hire an additional 100,000 individuals with disabilities over 5 years

President Obama's Executive Order 13548

- Each Federal agency needs to:
 - Designate a senior-level agency official to be accountable for enhancing employment opportunities
 - Include performance targets and numerical goals
 - Provide training of employment process: Schedule A
 - Increase accommodations and accessibility: physical and virtual
 - Increase agencies' retention and return to work for individuals with disabilities and work-related injuries and illnesses
- Office of **P**ersonnel **M**anagement's Website for the Executive Order, supporting model strategies and other related disability employment resources:
 - <https://www.opm.gov/policy-data-oversight/disability-employment>

Successes of President Obama's Executive Order

- People with disabilities are now 15% of the federal workforce
 - 15.8% of all new hires have a disability
- Federal government is on the path of increasing the number of people in the workforce with disabilities by 100,000
 - Already 68,000 people with disabilities have been hired in three years!

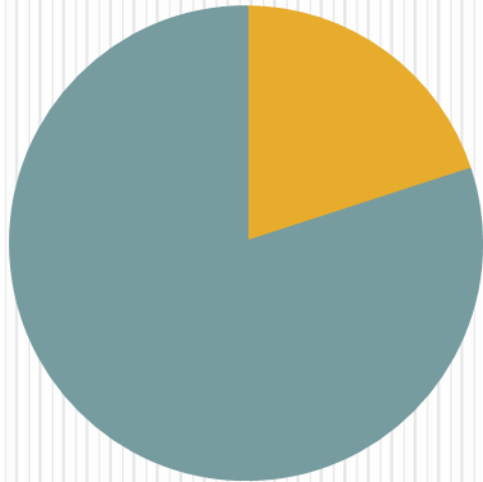


***DIAL** encourages affirmative action for the employment of people with disabilities in the private sector.*

The Business Case for Hiring People with Disabilities

The Talent Pool

- 1 in 5 people have a disability
- In the 2010 census, 56 million Americans disclosed that they have *at least one* diagnosable disability



A significant portion of the 20% of the population with disabilities remains either unemployed or underemployed.

Growth in Revenue and Market Share

- Americans who have disabilities represent the **third-largest market segment** today with annual spending power estimated in the range of \$1 trillion



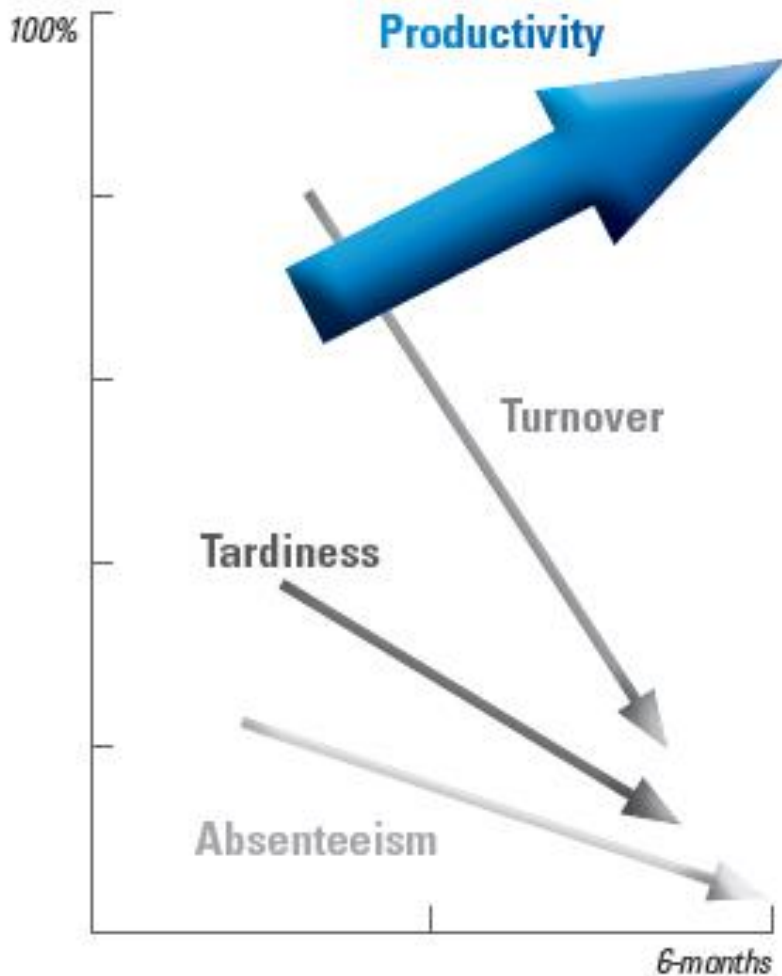
- 92% of Americans say they have a favorable view of companies that hire people with disabilities



- 87% of the public say they prefer to support businesses that hire people with disabilities



Return on Investment



- Studies show workers who have disabilities are consistently rated high in:
 - Performance, attendance, productivity, task consistency, work quality, and overall proficiency
- Employees who have disabilities stay in their jobs
 - Eliminating turnover costs which can be as much as 93-200% of the employee's salary
- Costs aren't as high as you think
 - Reasonable Accommodations typically < \$600 and worker's compensation

Fulfillment of Employers' Legal Obligations

- Rehabilitation Act of 1973
- Americans with **D**isabilities **A**ct
- Human Rights Act
- Olmstead Act
 - Requires that people with disabilities have the opportunity to live and work in their communities
- **E**qual **E**mployment **O**pportunity Commission (EEOC)
<https://www.eeoc.gov/eeoc>
- Telecommunications Act (your company website)
- Air Carrier Access Act (employee travel)
- Architectural Barriers Act (access to your business/facility)



Disability \approx Diversity



Diversity + *Inclusion* =

Innovation!



Best Practices

Pieces of the Employment of People with Disabilities Pie



WORK CULTURE

- Do:

- Communicate your commitment to increase and engage employees with disabilities
- Hold leaders accountable for creating and maintaining a diverse workforce
- Train employees on disability awareness, disability etiquette, and unconscious bias
- Train supervisors and managers to focus on performance and not disability
- Ensure your company website and physical office are accessible
- Implement effective accommodation policies and practices

- Do not:

- Assume that certain jobs are more suited to persons with disabilities
- Assume that a person cannot or does not want a particular job because of an apparent or unapparent disability
- Assume a person with a disability does not have the requisite education and training for a job

WORK CULTURE

Disability Etiquette-

- Use “Person First Language” - “A person with a disability”
- *Don't* use the word “impaired,” “retarded,” “idiot,” etc.
- *Don't* touch a service animal without permission
- Look directly at a person who is deaf or hard of hearing, *not* at the interpreter
- Use a chair when communicating with someone in an wheelchair so you are at eye level
- Make sure the content of a visual presentation is read or described

WORK CULTURE

Accommodations

- Have a form and process on how to request accommodations
- NJ State website has listing of qualified interpreters
- State Commission for the Blind and Visually Impaired can assist with technology
- Department of Deaf and Hard of Hearing Services can provide technical assistance
- The Division of Development Disabilities can help

RECRUITING

- **Job postings and position descriptions**
 - Review essential functions
 - 60% of job descriptions have potentially discriminatory physical or sensory qualifications
 - Recognize that there are often many ways to accomplish the same task
 - Include Equal Opportunity Statement on job postings, encouraging individuals with disabilities and veterans to apply and that reasonable accommodations are available
- **Advertise open job positions to job boards and media known to be utilized by persons with disabilities**

HIRING & SELECTION

- **Ensure all candidates are offered an equal opportunity to participate**
 - Inform candidates of interview process/format and who to contact if they need a reasonable accommodation
 - Provide interpreters or CART for candidates who are deaf
 - Account for delays with interpreters on the phone or speech to text relays for candidates who are deaf and hard of hearing
- **Evaluate each candidate based on job qualifications, not on assumptions**
- **Be aware of unconscious bias**

HIRING & SELECTION

Interviewing

- Do:
 - Relax and make the applicant feel comfortable
 - Talk directly to the applicant
- Do not:
 - Ask an applicant if he or she has a disability during a job interview.

RETENTION

- Ensure all aspects of the employment experience are accessible
- Create mentoring and networking opportunities
- Conduct employee engagement surveys
- Conduct training and development of employees
 - Ensure individuals with disabilities are included in **advancement** opportunities
- Create employee resource groups and have senior level sponsorship
- Ensure there are no barriers to accommodations
- Measure and evaluate

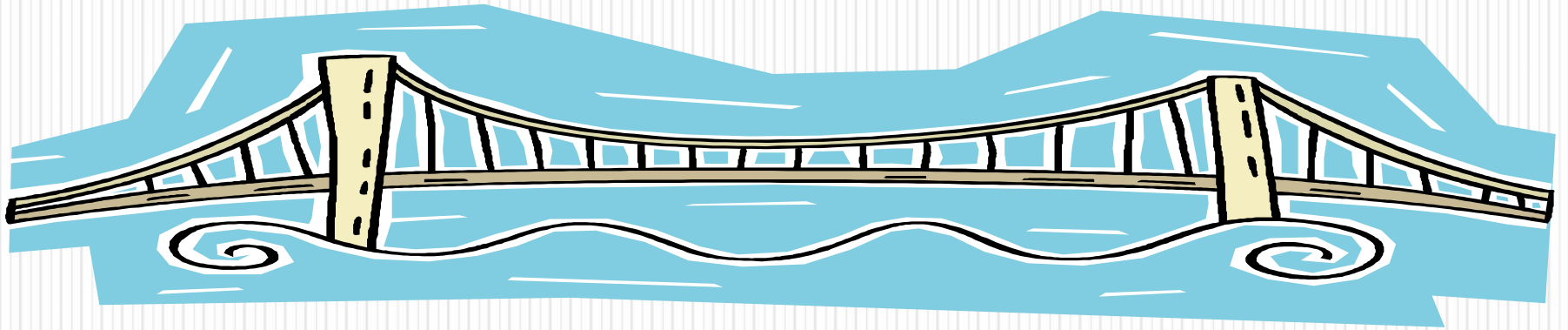
Partners and Resources

WHO IS DVRS?

- **DVRS** empowers New Jersey residents with disabilities to achieve their goals for employment, independent living and community integration



DVRS



- NJ Department of **L**abor and **W**orkforce **D**evelopment
Division of **V**ocational **R**ehabilitation **S**ervices
200 Memorial Drive
Paterson, NJ 07505
- Phone#: 973-742-9226 Ext. 7350

Experience Counts

When Hiring People with Disabilities

- ❑ At the **NJ** Division of **V**ocational **R**ehabilitation **S**ervices, we've had over 80 years of experience assisting businesses that employ persons with disabilities.
- ❑ Let us help you reap the benefits of hiring qualified workers with disabilities.

NJ DVRS

Our Free Consultation Services include:

- * **Training Reimbursement:** **DVRS** will pay up to half of a worker's salary while the individual learns the essential knowledge and job skills required, in an on-the-job training program. **(OJT by DVRS)**
- * **Tax Incentives:** **DVRS** will show you how to obtain tax credits you may be eligible for when hiring workers with disabilities. **(WOTC)**
- * **Placement Services:** **DVRS** can provide pre-screened, trained, motivated, qualified workers. We will work to identify your needs & match the right worker to the right job.
- * **Recommendations on the ADA (Americans with Disabilities Act):** **DVRS** will help you understand ADA laws & make "reasonable accommodations" in the workplace.
- * **Job Modification and Barrier Removal Consultation:** **DVRS** will evaluate your worksite to identify possible barriers & propose solutions that will benefit not only employees with disabilities but also your customers with disabilities. **(Assistive Technology)**
- * **Assistance Dealing with Troubled Employees:** **DVRS** will provide counseling services for employees with disabilities who are experiencing problems.
- * **Follow-Up and Adjustment Services:** **DVRS** counselors maintain close contact with employees to ensure that they are adjusting to the job and that both employer and employee are satisfied. **(Job Coaching & Long Term Follow Along Services)**

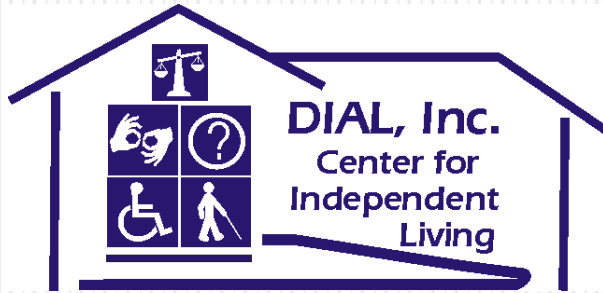
RESOURCES

- **Accommodations / Technical Guidance**
 - JAN - Job Accommodation Network
 - DIAL - Center for Independent Living - Phone: (973) 470-8090
 - Agency ADA Coordinator/Designee
 - Workforce GPS - <https://disability.workforcegps.org>
 - LOCAL Passaic County ADA Title 1 Coordinator (Employees & Job Applicants)
 - Vicinage 11, Passaic
Human Resources
Passaic County Courthouse
77 Hamilton St.
Paterson, NJ 07405
Title 1: 973-247-8007 Confidential fax: 973-424-6881/6884
- **Disability Recruitment**
 - Passaic County DVRS Phone: 973-742-9226 ext. 7350
 - Passaic County One-Stop Phone: 973-742-9226 ext. 7319

RESOURCES

- Other Resources
 - State Disability Agencies – provided in your handout
 - Office of Disability Employment Policy: United States Department of Labor
 - Ask **EARN**: Employer Assistance Resource Network
 - States as Model Employer Initiative
 - Resources on workplace accessibility, inclusion, recruitment, supervision, and free training resources
 - **DIAL - Center for Independent Living**
2 Prospect Village Plaza, Floor 1
Clifton, NJ 07013

DIAL, Inc. - Center for Independent Living



DIAL - Center for Independent Living
2 Prospect Village Plaza
Floor 1
Clifton, NJ 07013-1918

Voice: (973) 470-8090

Fax: (973) 470-8171

Toll Free: (866) 277-1733

Video Voice: (973) 556-0226

www.dial-cil.org

slacorte@dial-cil.org

DIAL provides 5 Core Services:

Information & Referral

Advocacy

Independent Living Skills Training

Peer Counseling

Transition Services

Additional Services:

Comprehensive Resource Library

NJ Transit Access Link Assessment Site

DIAL Social Recreation Program

Deaf Outreach Services

Donald A. Jantzen Adaptive Technology Center

Student Transition Services

Employment Access Programs