



## ADA Audio Conference Series November 13, 2018 Best Practices in Inclusive Employment Practices

This session is scheduled to begin at  
2:00pm Eastern Time

Real-Time Captioning, and the PowerPoint Presentation are available through the Webinar Platform. Audio Connection is available through the webinar platform/telephone/Mobile App.

## Listening to the Webinar

- The audio for today's webinar is being broadcast through your computer. Please make sure your speakers are turned on or your headphones are plugged in.
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- If you are having sound quality problems check your audio controls by going through the Audio Wizard **which is accessed by selecting the microphone icon on the Audio & Video panel.**



## Listening to the Webinar by Mobile

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## Captioning

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- If you are listening by phone you will be instructed by the Operator on how to ask a question.
- Webinar participants may type and submit questions in the Chat Area Text Box or press Control-M and enter text in the Chat Area. You will not be able to see the question after you submit it but it will be viewable by the presenters.
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- Questions may also be emailed to [webinars@ada-audio.org](mailto:webinars@ada-audio.org)



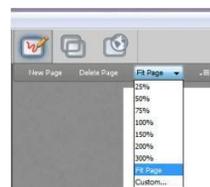
**Please note:** This webinar is being recorded and can be accessed on the ADA Audio Conference Series website at [www.ada-audio.org](http://www.ada-audio.org) within 24 hours after the conclusion of the session. The edited written transcript will be posted at this same site within 7 business days following the conclusion of the session.



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# Customize Your View

Resize the whiteboard where the presentation slides are shown to make it smaller or larger, by choosing from the drop down menu located above and to the left of the whiteboard. The default is "fit page".



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## Customize Your View, *continued*

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- Each panel may be detached using the  icon in the upper right corner of each panel.



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## Technical Assistance

- If you experience any technical difficulties during today’s session:
  1. **In webinar platform:** Send a private chat message to the host by double clicking “Great Lakes ADA” in the participant list. A tab titled “Great Lakes ADA” will appear in the chat panel. Type your comment in the text box and “enter” (Keyboard - F6, Arrow up or down to locate “Great Lakes ADA” and select to send a message ); or
  2. **By Email** [webinars@ada-audio.org](mailto:webinars@ada-audio.org); or
  3. **Call** 877-232-1990 (V/TTY)



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WORKFORCE  
DIVERSITY  
Employer Assistance and Resource  
Network on Disability Inclusion

## Best Practices in Inclusive Employment

Great Lakes ADA Center  
November 13, 2018  
Brett Sheats, National Project Director  
Derek Shields, Consultant

AskEARN.org

## Employer Assistance & Resource Network on Disability Inclusion (EARN)

- Resource for employers seeking to proactively recruit, hire, retain and advance people with disabilities
- Access trainings, webinars and publications
- Funded by U.S. Department of Labor's Office of Disability Employment Policy (ODEP) under a cooperative agreement with The Viscardi Center
- Collaborative of multiple partners with different perspectives
- Visit us at [AskEARN.org](http://AskEARN.org)

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## Prevalence of Disability

- 61 million adults
- 1 in 4 adults
- 2 in 5 adults 65 and older
- Each of us may experience a disability in our lifetime



## Disability Impacts ALL of US



61 million adults in the United States live with a disability

Click for state-specific information →



 People living with a disability  
 People living with no disability

**26%**  
(1 in 4)

of adults in the United States have some type of disability

The percentage of people living with disabilities is highest in the South



## Untapped Potential



“The Department of Labor and the Office of Disability Employment Policy are committed to ensuring that more Americans with disabilities experience the independence, pride, and community that come with having a job.”

- R. Alexander Acosta, Secretary of Labor



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## Inclusion@Work Framework



## Lead the Way: Inclusive Business Culture



- Making equal employment opportunity for individuals with disabilities an integral part of the company's strategic mission
- Implementing a comprehensive, continual series of equal employment opportunity initiatives and building a related infrastructure, with leadership as the catalyst
- Developing and communicating policy statements and other illustrations of the company's commitment to disability diversity and inclusion
- Developing emergency management plans that specifically address the needs of employees with disabilities
- Seeking input regarding the existence of an accessible and disability-inclusive workplace environment
- Establishing an enterprise-wide team or affinity group

# Corporate Values at Microsoft

Our Employee Resource Groups  
 Asians | Blacks | disAbility | LGBT | Hispanic/Latino | Parents | Women

disAbility Employee Resource Group

Works with Microsoft initiatives to improve products for accessibility and support experiences for customers with disabilities or who have accessibility questions.

Contact us > disAbility Hiring > Share in f t

Inside Microsoft / disAbility Employee Resource Group

### Who we are

The disAbility Employee Resource Group (ERG) was formed in 2009 from constituents of 10 different employee networks. The ERG represents employees with conditions such as hearing loss, blindness, visual impairments, ADD, mobility disabilities, and dyslexia.

### Interesting Facts

- Holds an annual Ability Summit to facilitate innovative thinking related to accessibility; last year keynoted by Microsoft's CEO.
- In 2014, part of the winning team for Microsoft's first //oneweek hackathon, where they worked on Eye Gaze technology

# Made by Dyslexia

## Microsoft + Made by Dyslexia: Helping dyslexic students thrive with technology

By Microsoft Education Team Posted on October 15, 2018 at 12:59 pm



## Build the Pipeline: Outreach & Recruitment



- State Vocational Rehabilitation Agencies [Directory](#)
- Workforce Development System Entities
  - [Directory of American Job Centers](#)
  - [CareerOneStop Business Center: Where to Find Candidates](#)
- Department of Veterans Affairs Regional [Offices](#)
- Social Security Ticket to Work [Employment Networks](#)
- [Centers for Independent Living](#) and other local disability organizations
- Universities and Colleges
- Apprenticeship, Internship and Mentoring Programs
  - [Workforce Recruitment Program \(WRP\)](#)

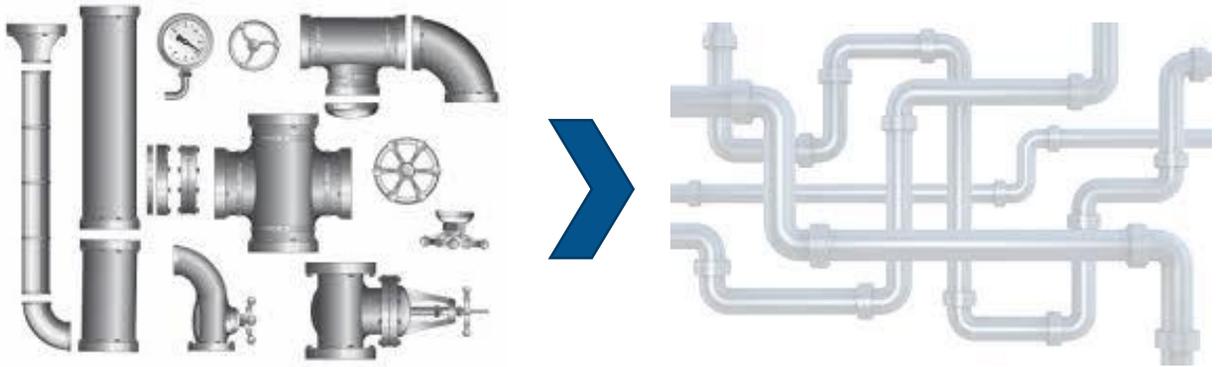
## Build the Pipeline: Outreach & Recruitment

- Hold community partner briefing sessions, establishing referral arrangements
  - SVRAs, Job Centers, ENs, CILs, Colleges
- Use accessible online practices to ensure assistive technology users can access information
  - [Partnership on Employment & Accessible Technology \(PEAT\)](#)
  - [TalentWorks](#)
- Post announcements on job boards
- Work with sourcing companies
- Join disability-focused employer networks
- Train recruiters
- Participate in career fairs targeting individuals with disabilities



[EARN Recruitment Resource](#)

## Building More Productive Pipelines



## Campus Strategies

- Connect with disability services, career services *and* campus disability advocacy groups
- Establish linkage agreements to access qualified candidates
- Partner with other companies when holding recruitment/hiring events to get the most "bang for your buck"
- Ensure recruiters are representative of audience you are trying to recruit (e.g., recruiters with disabilities)
- Provide disability education and training for recruiters
- Hold informational sessions for hiring managers about Schedule A and other disability employment topics

## Stop the Pipeline Leaking

- Regularly evaluate your company's recruitment efforts to see if they are effective and if progress is being made toward hiring people with disabilities.
- Are you educating the campus contacts on your needs?
- Do you have social media campaigns to inform students & graduates?
- If a company attends campus hiring fairs where they receive a lot of resumes, but doesn't end up hiring any of the candidates, then that company might want to consider attending different job fairs or otherwise revising their recruitment plan
- **Consider the Northeastern University model: Campus-wide Career Fair, Employer-in-Residence via Disability Resource Center, ERG representatives conduct networking, flash mentoring**



## Hire (and Keep) the Best: Talent Acquisition & Retention Processes



- Disability Disclosure
- Invitations to Self-Identify
- Qualification Standards
- Job Announcements
- Hiring Process
- Career Development and Advancement
- **Reasonable Accommodations**
- **Retention and Promotion**

## Ensure Productivity: Reasonable Accommodations



- Written policies and procedures for processing requests for reasonable accommodations
- Develop centralized accommodation fund and source of expertise
- Provide training on new strategies and devices
- Utilize Job Accommodation Network (JAN)
- Utilize online tracking system (database)
- Allow line managers to approve, with upper management review of denials
- Assign a full-time director of disability services or workplace supports to coordinate accommodation strategies

## Retention and Promotion

- Adopt disability management and prevention programs
  - **Stay at Work and Return to Work Programs**
- Work with the disability employee resource group to identify specific strategies for improving retention, including **mentoring programs**
- Adopt retention strategies based on surveys, stay and exit interviews
- Develop and disseminate procedures related to the retention of employees with disabilities
- Adopt a promotion policy that includes disability among the positive selection factors
- Provide training about new strategies such as workforce flexibility, including flexibility around job tasks (job restructuring, job sharing and job creation)

## Stay at Work and Return to Work

- The Occupational Safety and Health Administration estimates that 4 million nonfatal work-related injuries or illnesses occur annually
- The National Safety Council estimates there were over 14 million nonfatal, off-the-job injuries and illnesses in 2014
- Hundreds of thousands - if not millions - of these individuals turn to Federal disability benefits and the impact to employers and taxpayers is significant
- Many injured workers return to work as soon as medically possible during their recovery process and avoid long-term benefits support
- ODEP's Retaining Employment and Talent after Injury/Illness Network (RETAIN) Initiative

## Nicole

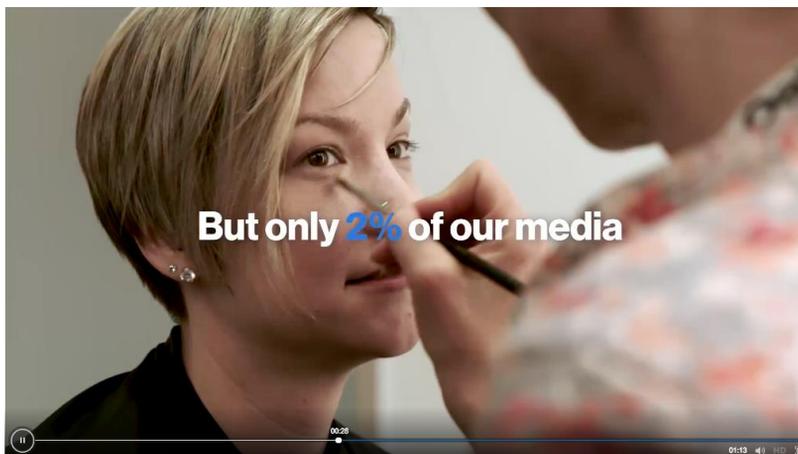


## Communicate: External Communication of Company Policies & Practices



- Include individuals with visible disabilities in materials and advertising
- Sponsor and participate in job fairs targeting individuals with disabilities
- Invite disability organizations to career days
- Communicate with union officials, when appropriate
- Post the company's disability inclusion policy statements online

## The Disability Collection



## Communicate: Internal Communication of Company Policies & Practices

- Establish office that delivers holistic disability inclusion approach
- Publicize company's commitment in internal publications
- Conduct trainings to foster disability inclusive culture
- Include individuals with disabilities in decision-making bodies
- Establish a disability employee resource group
- Establish a policy that supervisors share responsibility for the successful implementation of the company's inclusion policy
- As part of Employee Assistance Program, adopt stay at work and return to work models
- Conduct stay and exit interviews to discover barriers and inform new strategies
- Develop a recognition program for employees with disabilities



## Be Tech Savvy: Accessible Information & Communication Technology



- Corporate commitment to accessible technology
- Conduct Needs assessment, feedback and priorities
- Adopt formal policies, practices and procedures
- Corporate-wide infrastructure
- Evaluation and accountability

## Partnership on Employment & Accessible Technology (PEAT)



PARTNERSHIP ON EMPLOYMENT  
& ACCESSIBLE TECHNOLOGY

[www.peatworks.org](http://www.peatworks.org)

- Policy Matters: ICT Laws & Regulations
- [Buy IT!](#) Accessible Purchasing Guide
- [TechCheck](#) Benchmarking Tool
- [TalentWorks](#) eRecruiting & Accessibility
- Training Resources



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## Grow Success: Accountability & Continuous Improvement Systems



- Providing initial and refresher training
- Establishing accountability measures
- Establishing accountability and continuous improvement mechanisms
- Designating responsible individuals



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## Contact Information

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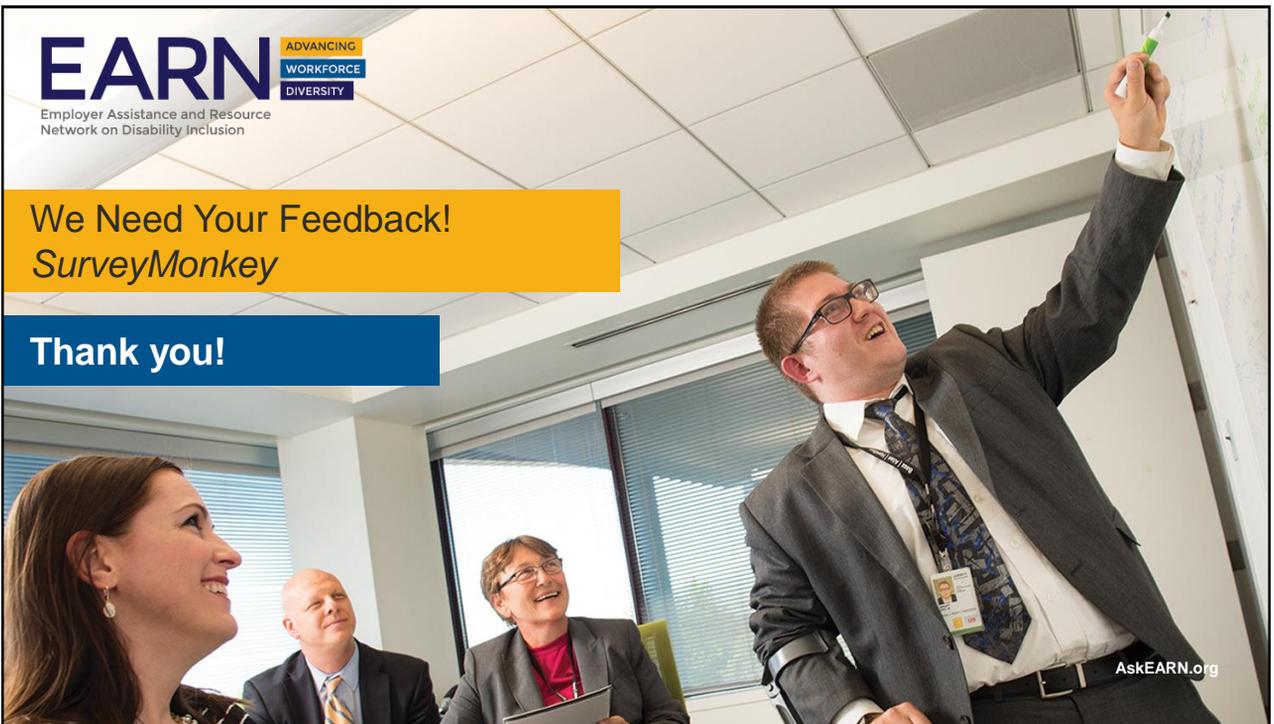
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We Need Your Feedback!  
*SurveyMonkey*

Thank you!





## Next Webinar



**December 11, 2018**

Access to Cultural Programs and the Arts: Serving  
Patrons with Disabilities

[www.ada-audio.org](http://www.ada-audio.org)

877-232-1990