Diversity Partners

Web-Based Tools for Strengthening Employer Relationships
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What is your greatest challenge when working with employers???
30 interviews...

“To get us started, tell me about a recent job placement.”

...in 4 States!
DSP
Talked about job seeker first, then (maybe) employer

WD
Generally said “I don’t do job placement”. Limited knowledge of disability

Staffing
Talked about business partner first, then job seeker. Sees both as important

VR
Talked about the job seeker. Focused on systems and caseloads
**What does a good relationship look like?**

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<th>Workforce development</th>
<th>State VR</th>
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<th>Staffing</th>
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<td>I think if we referred ...and they said they were good referrals – and they continued to call us for more referrals.</td>
<td>That an employer, if they had a position that came up, they’re reaching out to us and saying “listen, we have this, do you have anybody that might fit this?” I think that, you know, to communicate when they have job openings, that they can call us, call me.</td>
<td>Someone where [the individual is] successful. Realistically, we’re providing as minimal supports as possible, but the employer invites us back in when more supports are needed. They’re willing to work with our people and threat them as people, not someone who has a disability. Someone we can foster that partnership with and kind of grow and get more people employed if that’s where they want to work.</td>
<td>Well, I guess it depends what their specific needs are. And are we able to accommodate all of their needs. We do our best to accommodate whatever’s needed as far as their staffing needs.</td>
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and the employers said...

I don’t want one person from every agency, just one person.

Do not disclose a disability to me on behalf of anyone for any reason. If an accommodation is going to be needed, we have a process for that. Ask what the process is.

The ones who don’t want to work get me down on everybody until I mistrust the motivation of everyone who comes through a state agency.
When people involved in the recruiting...or “placement” process are particularly skilled in the industry, the placements are quicker, better, faster and...also more effective....We hire specific recruiting agencies that specialize in [our industry] because their ability to interpret the [job] profile and the candidate skill set is a higher level of accuracy and they are better at it.

- HR Professional
Why Diversity Partners?

1. Employment service professionals are the bridge
2. The bridge needs repair
3. Together, we will repair the bridge
Target Audience

Disability Service Providers

Workforce Development

Staffing Firms
• Skills and behaviors that support-or hinder-relationships with business
• Promising practices
• Disability’s impact on work & strategies for success
• Capacity building & organizational change
How can *Diversity Partners* help?
A Basic Premise

Organizational Leadership

A Culture of Excellence!
“The Toolboxes”

**Leadership**
- Focused on planning and strategies
- Organizational structure
- Facilitators guides
- Conversation guides
- Action planning tools

**Frontline**
- Videos
- Worksheets
- Case Scenarios
- Assessments
- Discussion guides
- Resources
What’s in the Leadership Toolbox?

Leveraging your System: Engaging your service network

Successful partnerships are often brought about during periods of uncertainty and rapid change. Current changes related to the employment of people with disabilities are impacting the way employment service professionals must collaborate to meet the demands of the business community, and the demands of changing mandates within the public and non-profit sectors. An increasing emphasis on serving more jobseekers with disabilities in the workforce development system; pressure faced by community based organizations to help people with significant disabilities find competitive jobs in integrated settings; and business demand for a diverse workforce that includes people with disabilities are intersecting issues that make collaboration and partnerships both possible and imperative.

The leadership topic Leveraging the System: Engaging your Service Networks is designed to give organizational leaders the information they need to effectively engage other community partners and stakeholders to improve access to employment for people with disabilities. The content on this page supports the information provided in the associated modules of the Frontline Toolbox. The

RESOURCES & ACTIVITIES

- Action Planning Guide
- Topic 3 Conversation Guide
- Topic 3 Facilitator’s Guide

Associated Frontline Modules:

- 4.4: Industry and Sector Expertise
- 6.1: Dealing with Rapid Change
- 6.2: Breaking Down Silos
What’s in the **Frontline** Toolbox?

**MODULE 3: Understanding and Using Policy Initiatives: Impact on Practice**

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**Federal Government**

**What are federal policy incentives to hire people with disabilities?**

There are several policies that encourage federal agencies to hire people with disabilities. One of them, known as “Management Directive 715”, requires agencies to design and implement programs to recruit and hire people with disabilities.

The federal government also has a non-competitive process for hiring people with disabilities known as “Schedule A” (established by Executive Order). Applicants who qualify for Schedule A work directly with Selective Placement Program Coordinators within each agency, rather than just applying through usajobs.gov.

Recently, the federal government issued new rules under Section 501 of the Rehabilitation
Who Wants to be a Millionaire game – Diversity partner’s style!

• Test your knowledge and earn some cool swag!
$100 Question

When communicating with employers about job seekers with disabilities, it is most important to do the following:

A. Explain that candidates with disabilities can help to meet diversity goals.
B. Convey how hiring people with disabilities can help meet business needs.
C. Explain how hiring someone with a disability can qualify the employer for tax incentives.
D. Convey how pleasant people with disabilities are to work with.
"There are employers out there who could carve a job out, and instead of giving one individual a specific task, they could make it two or three tasks for more people. People with disabilities are wonderful, wonderful employees. They want to do the best that they can, they are hungry to work."
**Frontline Topic 1:** Getting to Know the Job Seeker

**Associated Modules:**
- Leading with strengths
- Skills, culture, and needs
- Raising expectations
- Strength-based assessment
$200 Question

Which of the following statements is true?

A. Disclosure and self-identification are the same thing.

B. People with non-obvious disabilities are always better off not disclosing or self-identifying.

C. It is possible to self-identify for the purposes of affirmative action, without disclosing to the hiring manager.

D. People with non-obvious disabilities should always disclose or self-identify.
It’s not all or nothing…

• People have the right to choose who they disclose to, and how much information they share.

• Disclosing a disability does not mean that an employer automatically has the right to all of someone’s personal medical information or history, types of medications or dosages, treatment history, etc. unless (according to Title I of the Americans with Disabilities Act) that information is job-related and consistent with business necessity.
Frontline Topic 2: Preparing the Jobseeker

Associated Modules:

• Changing expectations

• The importance of social capital

• Approaching the topic of disclosure

• Requesting & negotiating accommodations

• Job seeker engagement

• Apprenticeship, Internship, and Training Opportunities for PWD
$300 Question

If a person has a disability that is controlled by medication:
A. They are covered by the ADA, regardless of the medication’s impact.
B. They are not covered by the ADA.
C. They may be covered by the ADA if they still have symptoms that effect their ability to work.
D. They are covered by the ADA only if they need a reasonable accommodation.
Points to Ponder...

✓ How does the ADA impact your work as an employment services professional?

✓ How can knowledge of the ADA be of benefit to employers?

✓ Does the ADA open or close doors to employer relationships?
Frontline Topic 3: Understanding Disability at Work

Associated Modules:

• Who are people with disabilities?
• Disability language & etiquette
• What you need to know about disability rights
$500 Question

The following employers in your community may be required to affirmatively recruit people with disabilities:

A. All federal contractors
B. Businesses with 10k or more in federal contracts
C. All large corporations
D. Businesses with 15 or more employees
In the US, there are several types of affirmative action policies and practices to improve employment of people with disabilities, including:

• Regulations for federal contractors
• Regulations and non-competitive hiring for federal agencies
• State and local “model employer” initiatives
• Voluntary diversity and inclusion programs
Frontline Topic 4: Building Relationships

Associated Modules:

• Assessing employer needs
• Perception is reality: Building your professional identity
• Understanding & using policy initiatives
• Industry & sector expertise
$1000 Question

Which of the following is an example of an “enhanced service” your organization could provide for a business?

A. Offering to supervise employees with disabilities, so the employer doesn’t have to.

B. Suggesting to employers that hiring people with disabilities is less costly, because you can pay them less.

C. Proposing a “2-for1” deal by telling the employer you’ll make sure the work always gets done, even if you have to complete the tasks yourself.

D. Offering disability and absence management services, at a cost.
“Enhanced services” can help you move away from the "one-off" approach (one job seeker, one job), to a more sustained and mutually-beneficial relationship with the business community.
Frontline Topic 5: Sustaining Relationships

Associated Modules:

• Enhancing your value to employers
• Partnerships & business led coalitions
$2000 Question

True or False: Partnering with other organizations means that you have to be willing to share job leads and give up potential “placements”.

A. True
B. False
Examples from DP Pilot Sites:

• Led by a local workforce development region, a consortium of agencies serving people with disabilities formed a committee to plan a conference on disability and employment that will include local business partners.

• Several agencies in one metropolitan area formed a group that focuses on shared strategies to partner with businesses and economic development initiatives.

• Working with a local community college, an agency developed a plan to host annual workshops for employers on disability inclusion.
Frontline Topic 6: Navigating Complex Relationships

Associated Modules:
- Dealing with rapid change
- Breaking down silos
$1 Million Dollar Question

One of the most important things an employment support professional can do when preparing for an initial meeting with an employer is:

A. Get tax credit paperwork ready to hand out as soon as you walk in the door.

B. Prepare a big speech on the history of your agency.

C. Wing it and hope for the best.

D. Check out the Fabulous Diversity Partners web-based tools and resources at buildingdiversitypartners.org!
The Diversity Partners Team at Cornell is available to help you...

• On demand
• With targeted training events
• To work intensively with your organization
Register now at

www.buildingdiversitypartners.org
Contact Information

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