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Diversity Partners

Web-Based Tools for Strengthening Employer Relationships

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with Wendy Strobel Gower, Ellice Switzer, Kathleen Lee and Carolina Harris
Which best describes your workplace?

A. Disability Service Provider
B. Workforce Development/One-Stop Center
C. Staffing Firm/Recruiter
D. Employer
E. Other
Target Audience

Disability Service Providers

Workforce Development

Staffing Firms
Why Diversity Partners?

1. Employment service professionals are the bridge

2. The bridge needs repair

3. Together, we will repair the bridge
Employer perspectives...

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 process or the 'placement' process are particularly skilled in the industry, the placements are quicker, better, faster and they are 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
“To get us started, tell me about a recent job placement.”

30 interviews...

...in 4 States!
Results

- **DSP**: Talked about the job seeker first; then (maybe) the employer.

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

- **Staffing**: Talked about the business partner first, then the job seeker. Sees both as important.

- **VR**: Talked about the job seeker. Focused upon systems and case-loads.
• Skills and behaviors that support (or hinder) relationships with business
• Promising practices
• Disability’s impact on work/strategies for success
• Capacity building and organizational change
How can Diversity Partners help?
A Basic Premise

Organizational Leadership

A Culture of Excellence!
Leadership Toolbox Vs. Frontline Toolbox

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

- Videos
- Worksheets
- Case Scenarios
- Assessments
- Discussion guides
- Resources
What’s in a 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.

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

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What’s in a Toolbox?

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

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 Act.
Let’s explore the Frontline Module content...
When approaching employers, you should lead with work subsidies or tax incentives that they can take advantage of if they hire people with disabilities.

A. True
B. False
Frontline Topic 1: Getting to Know the Job Seeker

Associated Modules:

• Leading with strengths
• Skills, culture, and needs
• Raising expectations
• Strength-based assessment
Polling Question

Which of the following statements is true?

A. It is possible to self-ID for the purposes of affirmative action, without disclosing to the hiring manager.
B. Disclosure and self-identification are the same thing.
C. People with non-apparent disabilities are always better off not disclosing or self-identifying.
Frontline Topic 2: Preparing the Jobseeker

Associated Modules:
• Changing expectations
• The importance of social capital
• Approaching the topic of disclosure
• Requesting & negotiating accommodations
  • Jobseeker engagement
• Apprenticeship, Internship, and Training Opportunities for PWD
Polling Question

If a person has a disability that is controlled by medication...

A. They are not covered by the ADA
B. They may be covered by the ADA if they still have symptoms that effect their ability to work.
C. They are covered by the ADA, regardless of the medication’s impact.
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
Polling Question

Advance preparation for an employer meeting could involve:

A. Conducting research on the company
B. Preparing questions in advance of the meeting
C. Clearly outlining the benefits of using your services
D. All of the above
Frontline Topic 4: Building Relationships

Associated Modules:

• Assessing Employer Needs
• Perception is reality: building your professional identity
  • Understanding & Using Policy Initiatives
  • Industry & sector expertise
Polling 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. Offering disability and absence management services, at a cost.
C. Suggesting to employers that hiring people with disabilities is less costly, because you can pay them less.
Frontline Topic 5: Sustaining Relationships

Associated Modules:
• Enhancing your value to employers
• Partnerships & business led coalitions
Polling Question

Which of the following factors contribute to a renewed emphasis on cross-sector collaboration?

A. New rules and changes in the workforce development & VR systems.
B. An increase in employer demand for “middle skill” workers.
C. Affirmative action rules for some private and public sector employers.
D. All of the above.
Frontline Topic 6: Navigating Complex Relationships

Associated Modules:

• Dealing with rapid change
• Breaking down silos
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
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