Inclusion@Work Framework

Inclusion@Work: A Framework for Building a Disability-Inclusive Organization

- Lead the Way: Inclusive Business Culture
- Build the Pipeline: Outreach & Recruitment
- Ensure Productivity: Reasonable Accommodations
- Communicate: External & Internal Communication of Company Policies & Practices
- Be Tech Savvy: Accessible Information & Communication Technology
- Grow Success: Accountability & Continuous Improvement Systems
- Hire (and Keep) the Best: Talent Acquisition & Retention Processes
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- Disability Disclosure
- Invitations to Self-Identify
- Qualification Standards
- Job Announcements
- Hiring Process
- Career Development and Advancement
- Advancement and Retention
- Accessibility and Accommodations
Job Announcements

- More than 50% of job seekers with disabilities:
  - Use social media to search for jobs
  - Have searched for jobs on a mobile device
  - Go directly to a company’s website to view/apply
- 76% of job seekers with disabilities said it was important for a potential company to have a reputation as “disability friendly”
Job Announcements (Continued)

• Ensure your career website sends an “inviting” message of inclusion to candidates with disabilities
  • Company brochures and the website should use pictures that reflect people with disabilities, including people who also fit other minority groups
• Ensure your job listing/postings and online applications are accessible for people with low vision, other visual, cognitive or print difficulties
  • Navigation
  • Easy-to-find information for assistance and/or reasonable accommodation
  • Help is available at [www.peatworks.org/talentworks](http://www.peatworks.org/talentworks)
Hiring Process

- Procedures should not change when a disability is apparent or disclosed.
- Hiring managers should avoid assumptions about the existence of a disability and its impact on job performance.
- Ask questions about how the candidate will perform specific job tasks, *asking the same questions of all applicants*.
  - As with all candidates, concentrate on the applicant’s technical and professional knowledge, skills, abilities, experiences and interests.
Hiring Process (Continued)

• Increase use of Schedule A and Veterans Hiring Authorities
• Identify the positions with the highest number of vacancies
• Identify the positions with the highest employee turn-over
• Use direct hire (avoid posting job announcements)
• Use internships and summer programs
Career Development & Advancement

• Provide training to leadership, managers and line staff about new strategies including new hiring initiatives, training programs and workforce flexibility

• Develop and provide career enhancement and leadership development programs

• Provide training opportunities, such as apprenticeship programs, on-the-job training and job shadowing for current employees with disabilities

• Monitor the composition of participants in training and mentoring programs and track and report participation rates
Advancement & Retention

• Develop a mentor/mentee program
• Develop an internal disability employee resource group (ERG)
• Ensure internal and external training centers and materials are accessible
• Ensure funds to support training, promotions and retentions requirements
• Increase telework participation and benefits
Advancement & Retention (Continued)

- Increase telework participation and benefits
  - Promotes flexibility and creativity
  - Supports the recent hires
  - Supports the aging workforce
  - Supports the new/developing disabling conditions

- Ensure policies are posted online
  - Telework as a form of reasonable accommodation
  - OPM’s Telework Enhancement Act

- Become familiar with accommodation solutions
Advancement & Retention (Continued)

- Adopt stay-at work and return-to-work programs
- Conduct studies/surveys to collect feedback on the needs and interests of employees with disabilities
- Work with the company’s disability employee resource group (ERG) to identify retention strategies
- Adopt strategies based on information obtained from surveys and exit interviews
- Review proposed terminations to ensure disability accommodations were considered, when appropriate
- Conduct exit interviews
Accessibility & Accommodations

• Accessible environment
  ✓ Building access, parking, workspace and policies
    ▪ Modification to work schedule, job restructuring and location – telework

• Accessible electronic environment
  ✓ Web, electronic documentation, infrastructure
    ▪ Online application, training, timesheets and forms

• Reasonable accommodations: [www.askjan.org/toolkit](http://www.askjan.org/toolkit)
  ✓ Acquisition or modification of equipment/accommodations
  ✓ Qualified sign language interpreters and readers
  ✓ Accessible training and materials in alternative formats
  ✓ Personal Assistance Service: EEOC Q&A
Thank You!