EARN ADVANCING WORKFORCE DIVERSITY

Employer Assistance and Resource Network on Disability Inclusion

Federal Exchange on Employment and Disability (FEED) Meeting

June 10th, 2021

AskEARN.org

MEETING OF THE FEDERAL EXCHANGE ON EMPLOYMENT & DISABILITY (FEED)
June 10th, 2021 2:00 – 4:00pm ET

Welcoming Remarks (2:00-2:10 p.m.)
- Lou Orslene, Director, Employer and Workplace Policy, Office of Disability Employment Policy (ODEP), Department of Labor

Presentation: CVS Abilities in Abundance Program Overview (2:10-2:40 p.m.)
- Rick Laferriere, Director, Workforce Initiatives, CVS Health

Panel Discussion: Resources for Recruiting Candidates with Disabilities (2:40-3:40 p.m.)
- Moderator: Alison Levy, Manager, Disability Resource Center, Department of Transportation
- Presenters:
  - Kathleen West-Evans, Director of Business Relations, National Employment Team, Council of State Administrators of Vocational Rehabilitation (CSAVR)
  - Billy Wright, National Employment Coordinator, Veterans Readiness and Employment Services, Department of Veterans Affairs (veterans focused resources)
  - Lauren A. Foreman, Engagement Specialist, USAJOBS (Agency Talent Portal)
  - Lauren Karas, Business Development Specialist/Co-Director of the Workforce Recruitment Program, DOL-ODEP (WRP)
  - Elizabeth Starek, Disability Program Specialist, Applied Development, LLC and Sam Drummond, Associate Director, Diversity Management Operations Center Disability Programs Directorate, Defense Human Resources Activity (DoD Shared List)
  - Kendra Shock, Disability Program Manager, Air Force Equal Opportunity, U.S. Air Force (Schedule A repository and memo)
- Available for questions aboutDoD's Shared List:
  - Biffrey Braxton, Applied Development; Krista Flores, DMOC DPD; Dr. John Fuller, DMOC DPD; Derek Price, Applied Development)

Question & Answer Session (3:40-3:55 p.m.)

Closing Remarks (3:55-4:00 p.m.)
- Jennifer Sheehy, Acting Assistant Secretary, ODEP, Department of Labor

CVS Health

Best Practices in Disability Recruitment & Inclusion

Building Partnerships for a Healthy Workforce

Rick Laferriere
Director, Workforce Initiatives

©2019 CVS Health and/or one of its affiliates. Confidential and proprietary.

The Presenter

Rick Laferriere

Director, Workforce Initiatives

CVS Health

©2019 CVS Health and/or one of its affiliates. Confidential and proprietary.

CVSHealth

Workforce Initiatives and Strategic Diversity Management (The WISDM – "Wisdom" Team)

Workforce Initiatives

- Non-traditional talent pipelines
- Talent pipeline R&D
- Break the cycle of poverty

EEO / Affirmative Action

- Recruit, hire, train, develop and promote all qualified persons
- Work environment free of all types of discrimination

Strategic Diversity Management

Educate, equip & empower all colleagues to make quality decisions in the midst of tensions & complexities

©2019 CVS Health and/or one of its affiliates. Confidential and proprietary.

CVSHealth

CVS Health's Strategic Diversity Management Objectives

Diverse Marketplace

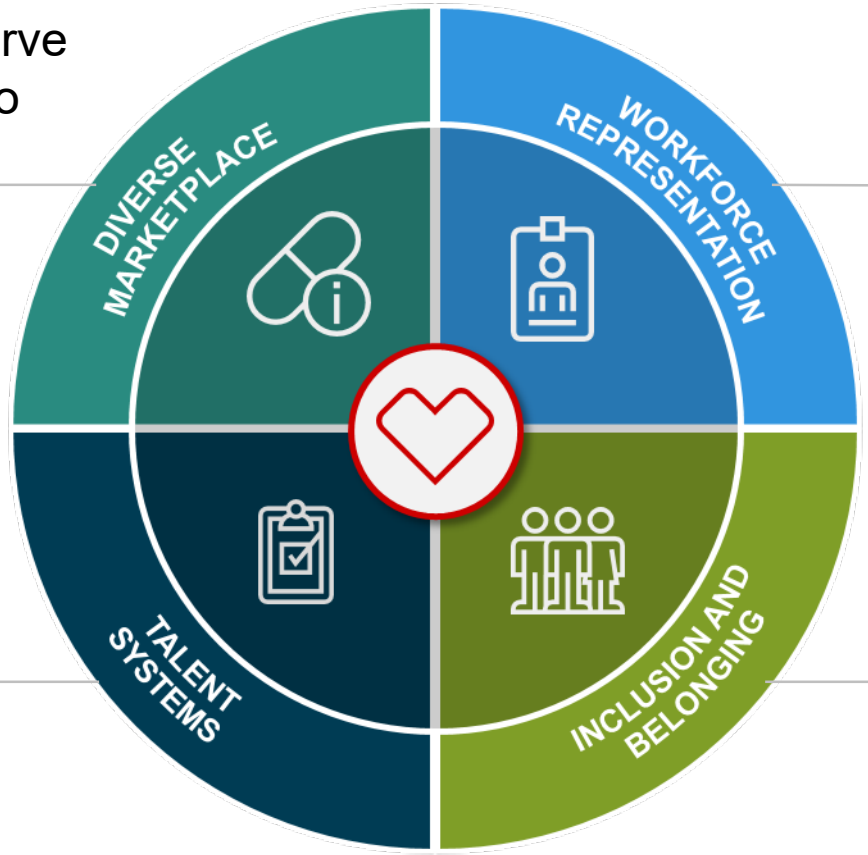
4

Exceptional service for those we serve and the communities in which we do business

Workforce Representation

1

Colleague demographics reflective of the demographics of those we serve



Talent Systems

Equitable access to growth and development

3

Inclusion & Belonging

A workplace defined by personal connections, having a seat at the table and genuine care for one another

2

©2019 CVS Health and/or one of its affiliates. Confidential and proprietary.

CVSHealth.

CVS Health's initiatives in support of individuals with disabilities

1997

- Abilities in Abundance program established

2014

- Stair descent devices for emergencies deployed
- Self-id campaign

2015

- Braille and talking prescriptions implemented for patients
- Centralized Reasonable Accommodations Team created
- Abilities CRG formed
- Aetna Digital Accessibility Center founded

2016

- Aetna scores 100% on the Disability Index for 1st of 5 consecutive years
- CVSH partners with the National Consortium of Rehabilitation Centers

2017

- CVSH scores 100% on the Disability Index for 1st of 4 consecutive years
- Talent Acquisition Recruiting Diversity Team created

2020

- Hearing Aid coverage for colleagues
- Braille business cards for colleagues
- Stamp Out Stigma initiative implemented
- Self-id campaign

©2019 CVS Health and/or one of its affiliates. Confidential and proprietary.

CVSHealth.

Workforce Initiatives enables our purpose by:

- Building non-traditional talent pipelines
- Breaking the cycle of poverty
- Unlocking individual's full potential

©2019 CVS Health and/or one of its affiliates. Confidential and proprietary.

CVSHealth.

Talent Pipeline Groups

Talent Pipeline Groups (TPGs) are Workforce Initiatives lead teams tasked with the creation and evolution of the departmental strategic framework for targeting specific populations.

Targeted Populations:

- Mature Workers
- Persons with disABILITIES
- Youth
- Military Community

TPGs determine the specific needs and opportunities of their targeted population in the areas of program planning, pipeline development and relationship management with national partners.

CVS Health Targeted Areas

Talent is Ageless	Abilities in Abundance
myCVS Journey Pathways	Military Alliances

©2019 CVS Health and/or one of its affiliates. Confidential and proprietary.

CVSHealth.

Abilities in Abundance

To help people with disabilities find meaningful employment opportunities, we created the Abilities In Abundance program, which helps these individuals access customized training programs, work-based learning experiences and subject matter experts at CVS Health so that they may access the security and prosperity that stable employment can provide.

We do this by partnering with vocational rehabilitation agencies, non-profit organizations, and educational institutions at every level.

- National: The NET, CSAVR, Disability:IN
- State: Vocational Rehabilitation, Mental Health
- Local: Community Based Organizations, Schools

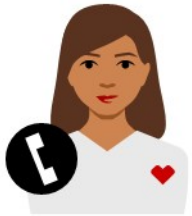
Together with our partners, we build pipelines of qualified candidates based on our workforce and talent needs.

©2019 CVS Health and/or one of its affiliates. Confidential and proprietary.

CVSHealth.

CVS Health's Abilities in Abundance (AIA) Program

- AIA is a **collaboration** between the CVS Health Workforce Initiatives team and a community partner.
- The goal of our AIA programs is to find exceptional talent that will win **competitive employment** & thrive in our business.
- Each AIA program is **customized** to meet the specific and local needs of the partner, the participant and the business.
- Our programs are designed to help **overcome common barriers** to employment, such as completion of job applications, interviews and the possession of required skills.
- A blend of **job-related** skills, job readiness and hands-on experience is included in each program.
- Our *43* **simulated sites** and *5* **Workforce Innovation & Talent Centers** offer a non-live environment for additional skill development opportunities



©2019 CVS Health and/or one of its affiliates. Confidential and proprietary.

CVSHealth.

AIA & Massachusetts Regional Employment Collaboratives

We have an exceptional partnership with a consortium of smaller service providers in Massachusetts called the Massachusetts Regional Employment Collaboratives (RECs).

Since 2016, our retail customer service training program has run 8 cohorts (including 1 held virtually this past summer) to serve jobseekers across the entire state of Massachusetts. The students are individuals of all ages with cognitive and intellectual disabilities who are unemployed or underemployed.

Program Design

- **12 weeks: 2-3 hour training sessions each week, led by REC team with contributions from CVS Health team**
- **Curriculum designed to establish comfort with retail customer service & cash register**
- **Hands-on, pre-employment experience to instill confidence and utilize as a "working" interview**

Outcomes

- **300+ participants**
- **74% program completion rate**
- **60% of completers apply for jobs**
- **72% of applicants receive a job offer from CVS Health or another employer**

©2019 CVS Health and/or one of its affiliates. Confidential and proprietary.
CVSHealth

The Workforce Initiatives Difference

1,400+
Community partners across the US

43
Workforce Innovation Labs across the country to support our communities

13k+
Participants trained for careers at Workforce Innovation & Talent Centers and Innovation Labs annually

9,000+
Registered Apprenticeships

1M+
Youth exposed to Pathways to Pharmacy careers

115k
Transitioned from public assistance into careers with CVS Health

For more information visit us at:

https://cvshealth.com/about-cvs-health/diversity

and

https://cvshealth.com/about-cvs-health/diversity/workforce-initiatives

or contact:

WI.Info@CVSHealth.com

©2019 CVS Health and/or one of its affiliates. Confidential and proprietary.

CVSHealth.

CVSHealth®

NET – VR's National Employment Team

- **Business Consultants – representing each of the 78 VR Agencies: single point of contact**
- **Work together across states, territories and D.C. to support the footprint of business**
- **Built with business and the disability community to support employment and independence through a dual customer approach**
- **Understanding the employment needs of business**
- **Building plans with company partners**
- **Recruitment, hiring, advancement, retention**
- **Candidates: early intervention, career expectations, build marketable skills and careers**
- **Partners: VR&E, CANAR, community agencies**

The NET: VR Business Services
Building a Strategy with Business

- **Pre-Employment**
  - **Internships**
  - **Training**
- **HR/Staffing**
  - **Recruitment & Promotion**
  - **Benefits & Compensation**
  - **Retention Supports**
  - **Employee Advisory Services**
- **Accommodations**
  - **Work Site Assessment**
  - **Assistive Technology**
- **Staff Training**
  - **Disability Awareness**
  - **ADA/Employment Laws**
- **Financial Supports**
  - **WOTC**
  - **Barrier Removal**
- **Universal Design**
  - **Contracts**
  - **Facilities**
  - **Programs/Services**
  - **Assistive Technology**
  - **Information Technology**
- **Diversity (DEI) Programs**
- **Compliance**
  - **EEO and Affirmative Action**
- **Legal**
  - **Labor Relations**
  - **Policy Development**
  - **Risk Management**
- **Product Development**
- **Customer Service**
- **Marketing & Outreach**

Benefits to Federal Agency Partners

- Access to National and Diverse Talent Pool
- Access to a National Team Across the Footprint of an Agency
- Diversity and Inclusion Training Partners
- A Variety of Staffing and Retention Supports
- Reasonable Accommodation: Assessment, Training and Evaluation
- Personal Use Items
- Consultation, Technical Assistance and Support
- NET: www.csavr.org/the-net
- TAP: www.tapability.org

Company Partners – Models

- MOU – OFCCP: Resource to Federal Contractors
- Microsoft – HP: Autism Hiring Initiatives
- CVS: Abilities in Abundance
  - Abilities in Abundance https://www.youtube.com/watch?v=ZtxsMylzljQ
- Hyatt
- Travel Unity
- Federal and State Agencies

Federal Partners - Examples

- Bonneville Power Administration
- Department of Transportation
- GSA
- Homeland Security
- Department of Labor
- Navy Exchange
- OPM
- Treasury – IRS
- USDA

Resources for Recruiting Veterans

Federal Exchange on Employment and Disability

Recruiting Resources

- Dept of Veterans Affairs, Veteran Readiness and Employment (VR&E), Employment Services. Email: EmploySpec.VBACO@va.gov
  https://www.benefits.va.gov/vocrehab/

- Dept of Labor, Veteran Employment and Training
  https://www.dol.gov/agencies/vets/employers/rvec

- The Wounded Warrior Project www.woundedwarriorproject.org

- Paralyzed Veterans of America (PVA), Veterans Career Program
  https://pva.org/find-support/veterans-career-program/

- National Resource Directory (NRD) www.nrd.gov

Contact Information

Billy W. Wright
National Employment Coordinator
Veteran Readiness and Employment
Billy.wright@va.gov

USAJOBS®

Agency Talent Portal Strategic Recruitment

Presenter: Lauren Foreman

Mission:

Finding the right people for the right jobs at the right time

USAJOBS Agency Talent Portal

Agency Talent Portal

Find the talent you need to power the Federal Government

Sign In

Need to create an account? Contact your agency administrator or email recruiter-help@usajobs.gov.

Who is the Agency Talent Portal for?

Federal employees who work in recruitment, including HR specialists, recruiters, hiring managers, disability program managers and event coordinators.

What is the Agency Talent Portal?

The Agency Talent Portal is a recruitment marketing platform offering targeted recruitment services to help HR specialists and hiring managers discover highly-skilled talent.

Strategic Recruitment: ATP Resume Mining

- Find resumes that meet your needs
- Promote collaborative conversations between hiring manager and HR
- Invite candidates to apply and/or attend events

Search for résumés

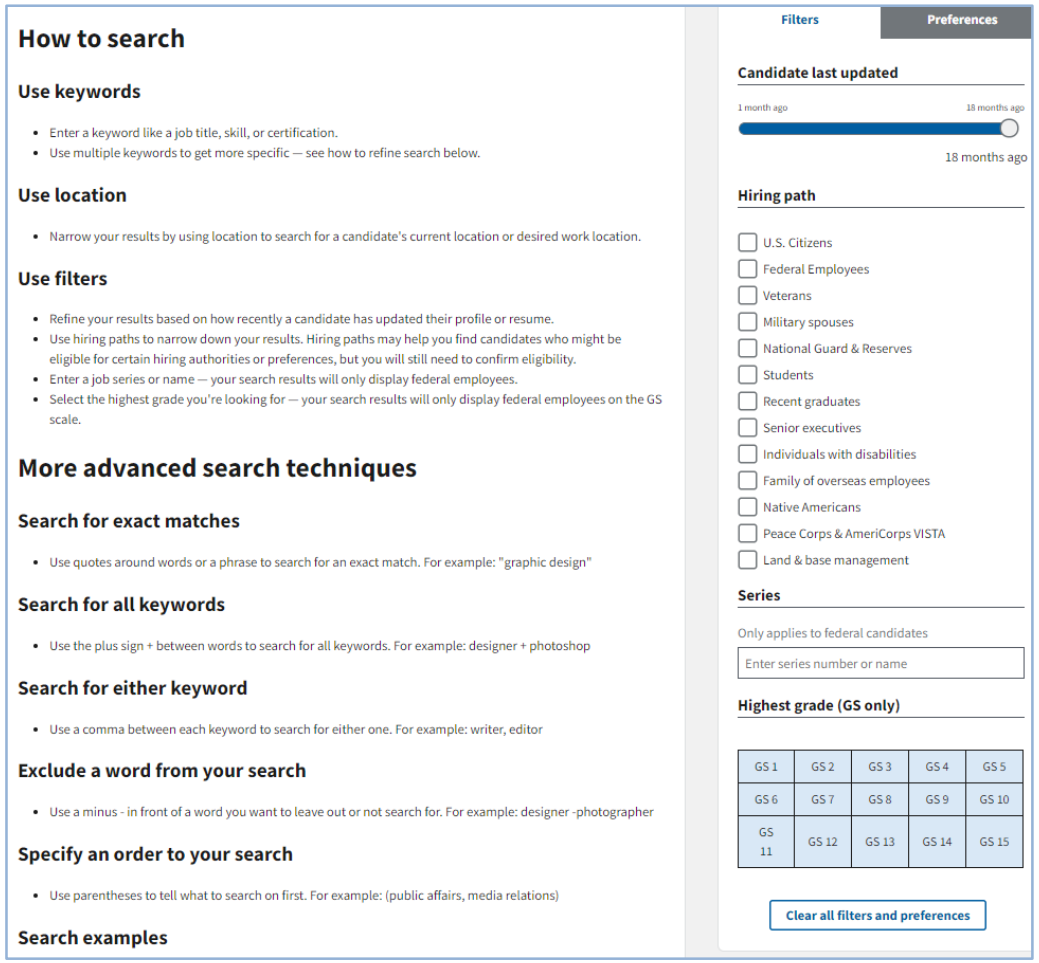
The pool of résumés are from job seekers who made his/her résumé available

Select résumés for communication

Send email to invite candidates to apply to the job

Powered by ElasticSearch

Strategic Recruitment: ATP Resume Mining (2)



How to search

Use keywords

- Enter a keyword like a job title, skill, or certification.
- Use multiple keywords to get more specific — see how to refine search below.

Use location

- Narrow your results by using location to search for a candidate's current location or desired work location.

Use filters

- Refine your results based on how recently a candidate has updated their profile or resume.
- Use hiring paths to narrow down your results. Hiring paths may help you find candidates who might be eligible for certain hiring authorities or preferences, but you will still need to confirm eligibility.
- Enter a job series or name — your search results will only display federal employees.
- Select the highest grade you're looking for — your search results will only display federal employees on the GS scale.

More advanced search techniques

Search for exact matches

- Use quotes around words or a phrase to search for an exact match. For example: "graphic design"

Search for all keywords

- Use the plus sign + between words to search for all keywords. For example: designer + photoshop

Search for either keyword

- Use a comma between each keyword to search for either one. For example: writer, editor

Exclude a word from your search

- Use a minus - in front of a word you want to leave out or not search for. For example: designer -photographer

Specify an order to your search

- Use parentheses to tell what to search on first. For example: (public affairs, media relations)

Search examples

Filters | Preferences

Candidate last updated

1 month ago — 18 months ago

18 months ago

Hiring path

- U.S. Citizens
- Federal Employees
- Veterans
- Military spouses
- National Guard & Reserves
- Students
- Recent graduates
- Senior executives
- Individuals with disabilities
- Family of overseas employees
- Native Americans
- Peace Corps & AmeriCorps VISTA
- Land & base management

Series

Only applies to federal candidates

Enter series number or name

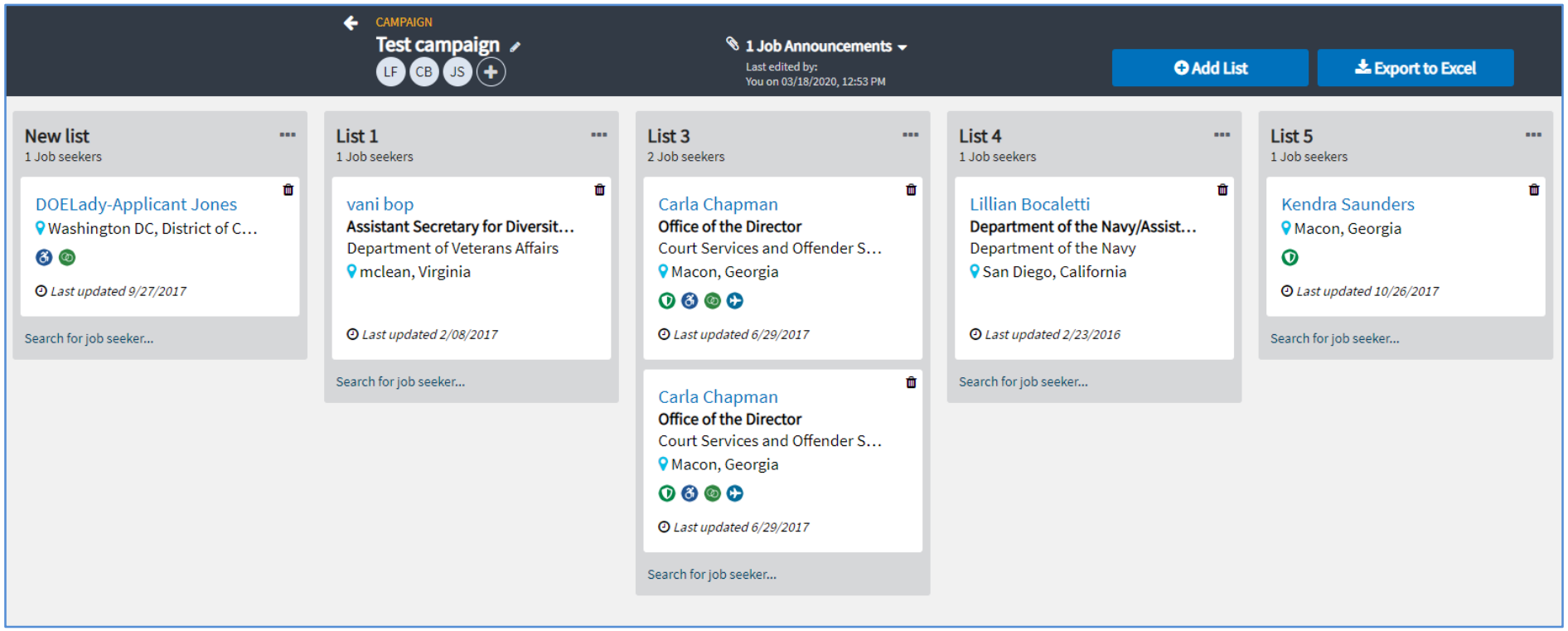
Highest grade (GS only)

GS 1	GS 2	GS 3	GS 4	GS 5
GS 6	GS 7	GS 8	GS 9	GS 10
GS 11	GS 12	GS 13	GS 14	GS 15

Clear all filters and preferences

- ❑ Use keywords to find job seekers who have the skills you are looking for
- ❑ Filter your job seeker search utilizing hiring paths and additional filters
- ❑ Utilize location in your search for vacancies in hard to fill locations

Strategic Recruitment: Campaigns



Features

- Create lists
- Move lists
- Drag and drop contact cards
- Share campaigns
- Tag a JOA to a campaign
- View resumes and profile data
- Delete contacts from lists
- Export contact info to an excel

Agency Branding: Career Events

2018

Jul - Sep

Overview of the Federal Hiring Process

Virtual

Hosted by The Office of Personnel Management

More information

What is an event?

- Career/job fair
- Information sessions
- Mass hiring

Mode

- In person
- Virtual

Do:

- Be concise
- Include any restrictions
- Include specific audience if applicable
- Include date and time
- Include the address if applicable

Don't:

- Advertise a non-government event
- Talk about the agency instead of the event
- Advertise events that include a small participant limit

Thank You

U.S. Office of Personnel Management

USAJOBS Program Office

Email: Recruiter-Help@usajobs.gov

USAJOBS®

Workforce Recruitment Program: Finding Qualified Individuals with Disabilities

Office of Disability Employment Policy
U.S. Department of Labor
June 10, 2021

Workforce Recruitment Program

- Recruitment and referral program
- Connects federal employers with highly motivated college students and recent graduates with disabilities
- Managed jointly by DOL and DOD

WRP
Workforce Recruitment Program

Who are the WRP Candidates?

- Candidates are:
  - Available for internships, part-time, or full-time employment nationwide
  - Undergraduate, graduate students, and recent graduates with disabilities
  - From many academic and professional backgrounds

How the Program Works

- School Coordinators register colleges for WRP in the spring.
- Students and recent grads apply in the fall, and submit an application, resume, and transcript.
- Federal recruiters conduct remote informational interviews with candidates.
- Federal employers can search for candidates year-round at WRP.gov.

School Coordinators & Recruiters

- Prepare WRP students and recent graduates for federal employment
- Coordinators identify and help candidates apply.
- Recruiters conduct informational interviews, and share their career journey and federal service.
- Both provide feedback on WRP candidate applications.

2021 WRP Database Statistics

- More than 2,500 students from 380 accredited colleges and universities
- Race and ethnicity is representative of the U.S. college population.

- 481 IT-based Majors
- 240 Engineers
- 268 Health Care Professionals
- 135 Accountants
- 272 Veterans

- 620 Graduate Students
- 48 Doctoral Candidates
- 62 MBAs
- 71 Law School Students

Why Employers Use WRP

- Easy access to candidate information, with new applications posted annually
- Allows agencies to find individuals with specific skills
- Designated a model hiring strategy by OPM
- Hire candidates without going through the competitive hiring process

WRP
Workforce Recruitment Program

How Employers Access WRP

- Anyone with a federal email address register at WRP.gov and search the database.
- Search by degree, major, job focus, location preference, keywords, and technical skills.
- Save candidate resumes and report hires.

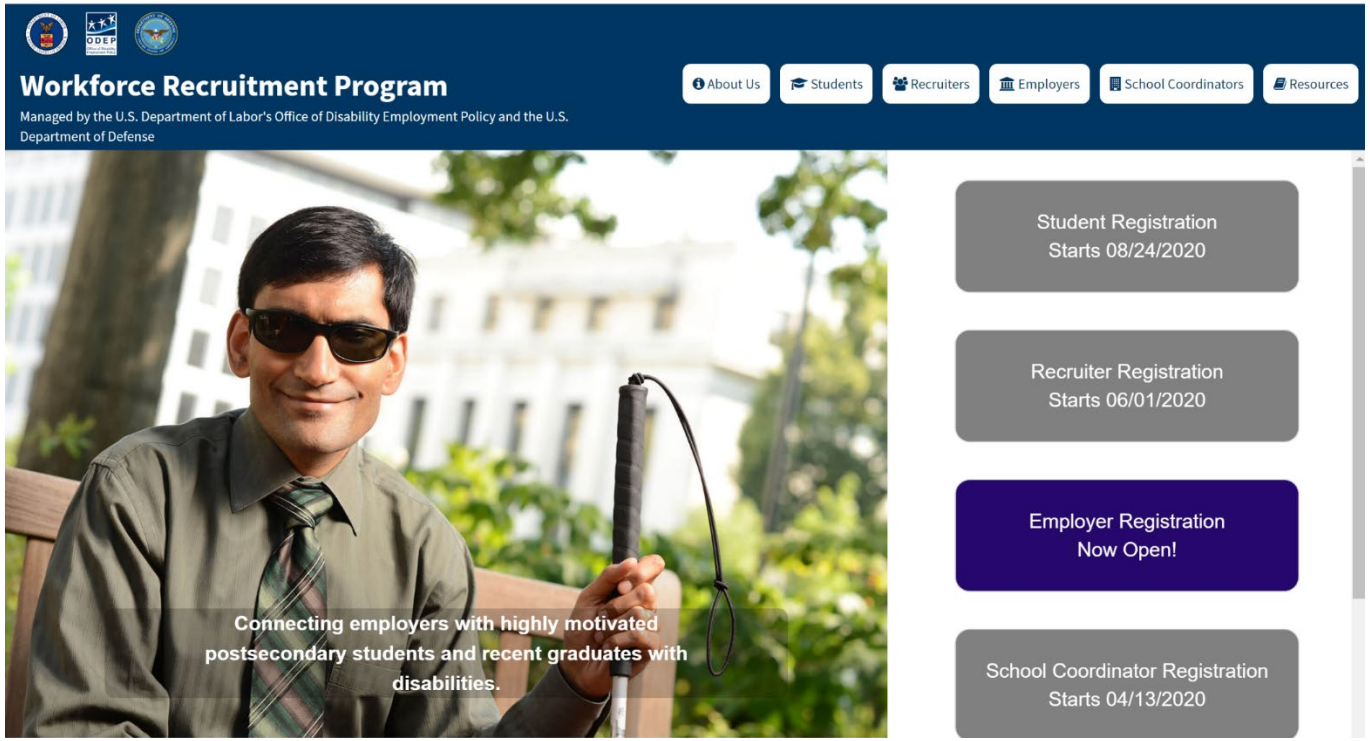
WRP
Workforce Recruitment Program

Employer Strategies

- Incorporate the WRP into your agency's current recruiting and hiring practices
- Designate a WRP coordinator or point person
- Engage agency management and leadership
- Communicate success stories throughout the agency!

WRP
Workforce Recruitment Program

Questions & Contact Information



www.wrp.gov

wrp@dol.gov

WRP Workforce Recruitment Program

DoD Shared List

Reimagining the Future of Recruitment of Individuals with Disabilities

Mr. Biffrey Braxton
Chief Operating Officer
Applied Development, LLC

Individuals with Disabilities

Applied Development LLC

- **Twenty-five percent** (1 in 4) of adults in the United States have some type of disability (CDC, 2019)
- In 2019, the **unemployment rate** for people with disabilities was at **80%** according to the US Bureau of Labor Statistics (BLS)
- At the onset of the COVID-19 pandemic in March 2020, **1 in 5 workers** with disabilities lost their jobs (BLS, 2019)

Future Shared List Benefits and Logistics

Applied Development LLC

- No cost to user, agency, service, or component
- Easy access and navigation from home
- Full time systems support
- Supported by the DoD Disability Programs Directorate (DPD)
- Regular Skill Building Workshops for people with disabilities
- Includes resources to prepare candidates for the application process
- Runs concurrent with WRP Internship Program

"A TOOL DESIGNED TO DRAMATICALLY APPLY YOUR EFFECTIVENESS"

Reimagining the Future

Applied Development LLC

- 508-Compliant premier candidate/recruiter connection
- One-of-a-kind tool – Opening more doors to support inclusion efforts
- The Shared List = Anticipated increase in hiring for individuals with disabilities
- Maintaining the current user-friendly database
- Through monitoring, candidates resumes can be kept current and candidates not eligible for employment can be referred to appropriate resources
- Applicant/Recruiter positive force-multiplier

Assists the Department of Defense in meeting the hiring goals of people with targeted disabilities, as determined by the Office of Personnel Management (OPM), or individuals with non-targeted disabilities.

Current Status

Applied Development LLC

- DoD Shared List currently provides a database of diverse and highly qualified individuals who are eligible for Federal Employment under Schedule A hiring authority.
- Process:
  - Capture resumes from candidates eligible for Schedule A hiring
  - Enter resumes into the database
  - Recruiters and hiring mangers go into the database to search for qualified candidates

A user-friendly database where qualified job seekers who are eligible for employment under the Schedule A hiring authority.

Current System

- Resume repository – currently hosting approximately 800 candidate resumes
- Provides reporting matrix
- Ability to search using key words and job titles
- A specific email address for candidate questions (info@dodsharedlist.com)
- Candidates control their profile and provide **optional** demographic information
- Candidates may choose multiple job interests
- Based upon numerically assigned occupational system used by usajobs.gov
- PII/PHI is not collected in the Shared List

An affirmative employment program for people with disabilities and disabled veterans (DVAAP). Designed to provide hiring managers a proven direct way to identify individuals with disabilities; who can then fill vacant positions utilizing the full compete process.

Accessing the DoD Shared List

Applied Development LLC

- **Option 1:**
  - Email your resume to either info@dodsharedlist.com OR dodhra.dmoc-dpd@mail.mil
- **Option 2:**
  - Visit dodsharedlist.com
  - Under DoD Shared List Resource Link click "candidate login"
  - Click DoD Shared List, then Apply Now
  - On this page you have the option to log into your account or create a new account. Click create new account

Summary

Applied Development LLC

- The Shared List is compliant with **Section 508 of the Rehabilitation Act**
- A **Turn-Key** solution to help meet the goal of **Presidential Executive Order 13548** "Increasing Federal Employment of Individuals with Disabilities," July 26, 2010
- Federal agencies' **Selective Placement Coordinators/Recruiters** can use this tool to target Individuals with disabilities to meet organizational hiring objectives
- Recruiters have the capability to **customize** search results (E.g., target candidates with certain qualifications)
- The Shared List was developed using the numerically assigned **occupational series** used by usajobs.gov
- Human Resource Managers can easily obtain a **Reporting Matrix** via the Shared List as required by the Equal Employment Opportunity Commission (EEOC)

Questions

Headquarters U.S. Air Force

Integrity - Service - Excellence

Schedule A Repository

Ms. Kendra Shock
Disability Program Manager
Department of the Air Force

U.S. AIR FORCE

U.S. AIR FORCE

Overview (1)

- Developed to reduce transactional workload associated with receiving applications from candidates eligible under Schedule A 5 CFR 313.3102(u) and AF Wounded Warriors (AFW2).
- Employment consideration given outside of the recruitment process as required by the OPM before announcements are posted on USAJOBs.
- Tool available on AF Civilian Careers website at https://afciviliancareers.com/careers/#careerLastAnchor
  - Applicants submits resume, supporting documentation, identifies occupational series and geographic location.
  - Receives auto generated notice regarding submission of package and notification of expiration in 6 months.
  - CPS screens repository and makes referrals of available applicants to selecting officials.

U.S. AIR FORCE

Overview (2)

- March 19 – AF-wide implementation
- 8 Oct 20– Schedule A Memo signed by the Principal Deputy Assistant Secretary of Manpower and Reserve Affairs.
  - Requires CPSs to screen repository to make referrals of applicants to selecting officials.
  - Requires managers to interview at least one Schedule A applicant referred to them.
- Current state:
  - Number of applications submitted to date: 2,739
  - Number of resumes currently in the repository: 702

EARN Funding Statement

The Employer Assistance and Resource Network on Disability Inclusion (EARN) is a resource for employers seeking to recruit, hire, retain, and advance qualified employees with disabilities. This publication is fully funded by the U.S. Department of Labor's Office of Disability Employment Policy (ODEP) under cooperative agreement No. OD-33975-19-75-4-36 with Cornell University. The total four-year cost of this agreement amounts to $10,000,000. This document does not necessarily reflect the views or policies of the U.S. Department of Labor, nor does mention of trade names, commercial products, or organizations imply endorsement by the U.S. Government.

Thank You!

Visit us at AskEARN.org

EARN ADVANCING WORKFORCE DIVERSITY

Employer Assistance and Resource Network on Disability Inclusion

AskEARN.org