Federal Exchange on Employment and Disability (FEED) Meeting

June 10th, 2021
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:
  o Kathleen West-Evans, Director of Business Relations, National Employment Team, Council of State Administrators of Vocational Rehabilitation (CSAVR)
  o Billy Wright, National Employment Coordinator, Veterans Readiness and Employment Services, Department of Veterans Affairs (veterans focused resources)
  o Lauren A. Foreman, Engagement Specialist, USAJOBS (Agency Talent Portal)
  o Lauren Karas, Business Development Specialist/Co-Director of the Workforce Recruitment Program, DOL-ODEP (WRP)
  o 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)
  o Kendra Shock, Disability Program Manager, Air Force Equal Opportunity, U.S. Air Force (Schedule A repository and memo)
• Available for questions about DoD’s Shared List:
  o 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
Best Practices in Disability Recruitment & Inclusion

Building Partnerships for a Healthy Workforce

Rick Laferriere
Director, Workforce Initiatives
The Presenter

Rick Laferriere
Director, Workforce Initiatives
CVS Health
Workforce Initiatives and Strategic Diversity Management (The WISDM – “Wisdom” Team)

<table>
<thead>
<tr>
<th>Workforce Initiatives</th>
<th>EEO / Affirmative Action</th>
<th>Strategic Diversity Management</th>
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<tbody>
<tr>
<td>• Non-traditional talent pipelines</td>
<td>• Recruit, hire, train, develop and promote all qualified persons</td>
<td>Educate, equip &amp; empower all colleagues to make quality decisions in the midst of tensions &amp; complexities</td>
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<tr>
<td>• Talent pipeline R&amp;D</td>
<td>• Work environment free of all types of discrimination</td>
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<td>• Break the cycle of poverty</td>
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CVS Health’s Strategic Diversity Management Objectives

1. Workforce Representation
   Colleague demographics reflective of the demographics of those we serve

2. Inclusion & Belonging
   A workplace defined by personal connections, having a seat at the table and genuine care for one another

3. Talent Systems
   Equitable access to growth and development

4. Diverse Marketplace
   Exceptional service for those we serve and the communities in which we do business
CVS Health’s initiatives in support of individuals with disabilities

1997
- Abilities in Abundance program established
- Self-id campaign

2014
- Stair descent devices for emergencies deployed
- Braille and talking prescriptions implemented for patients

2015
- 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
Workforce Initiatives enables our purpose by:

- Building non-traditional talent pipelines
- Breaking the cycle of poverty
- Unlocking individual’s full potential
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.
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.
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.
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
<table>
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<tr>
<th>The Workforce Initiatives Difference</th>
<th>1,400+ Community partners across the US</th>
<th>43 Workforce Innovation Labs across the country to support our communities</th>
<th>13k+ Participants trained for careers at Workforce Innovation &amp; Talent Centers and Innovation Labs annually</th>
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<td>9,000+ Registered Apprenticeships</td>
<td>1M+ Youth exposed to Pathways to Pharmacy careers</td>
<td>115k Transitioned from public assistance into careers with CVS Health</td>
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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
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](http://www.csavr.org/the-net)
- TAP: [www.tapability.org](http://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](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/

Contact Information

Billy W. Wright
National Employment Coordinator
Veteran Readiness and Employment
Billy.wright@va.gov
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@usa jobs.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
Strategic Recruitment: ATP Resume Mining (2)

- 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

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
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
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
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.
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!
Questions & Contact Information

www.wrp.gov

wrp@dol.gov
DoD Shared List

Reimagining the Future of Recruitment of Individuals with Disabilities

Mr. Bifrey Braxton
Chief Operating Officer
Applied Development, LLC
**Individuals with Disabilities**

- **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

- 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

- 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

- 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 managers 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

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
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

Perpetual optimism is a force multiplier.

Colin Powell
Schedule A Repository

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