

PA Office of Vocational Rehabilitation

*Hiring and Retaining Individuals with Disabilities through Cross
System Collaboration*

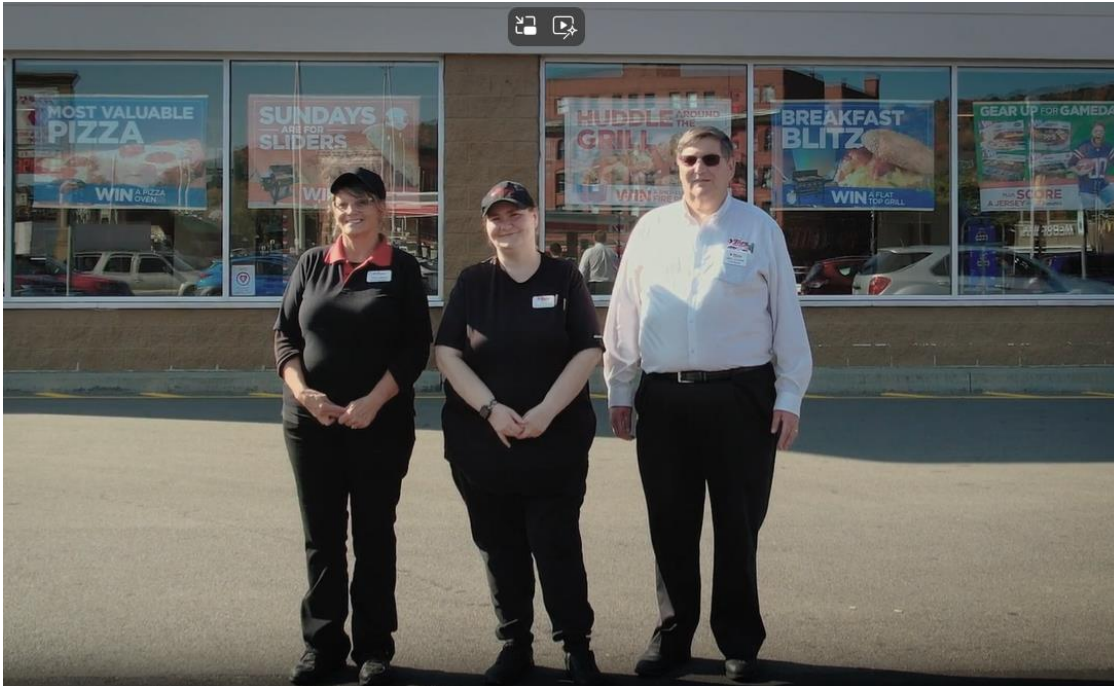
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To assist Pennsylvanians with **disabilities**
to secure and maintain
employment and independence.



Maggie's Story

https://pacast.com/players/cmsplayerHD.asp?video_filename=app_23444_MAGGYS_STORY-FINAL-3.m4v

OVR serves people who have disabilities that present an impediment to employment. Services are provided to individuals to prepare for, secure, retain, advance in or regain employment.



You should apply if:

- you have a disability;
- your disability impedes you from preparing for, securing, retaining, advancing in or regaining employment; and
- you want to work

Types of Disabilities

- Neurodiverse
 - Autism Spectrum
 - Learning disabilities
- Physical and Mobility disabilities
- Neurological disabilities
- Speech disabilities
- Psychiatric disabilities
- Hearing disabilities
- Visual disabilities
- Intellectual disabilities

Disabilities that are not obvious

- Arthritis
- Mental illness
- Diabetes
- Autism Spectrum
- Learning disabilities
- ADD/ADHD
- AIDS/HIV
- Multiple Sclerosis
- Cancer
- Seizure disorder

OVR has Two Primary Customers

- 1. *People with disabilities*** who have an impediment to preparing for, attaining, maintaining, or advancing in employment and independence
- 2. *Employer customers*** who hire or may want to hire or retain qualified people with disabilities

Goal of OVR's Outreach:

Connect OVR customers to local employment opportunities by building **positive long-lasting relationships** with local employers to **help** fulfill OVR's mission of assisting Pennsylvanians with disabilities to secure and maintain employment and independence

Vocational Rehabilitation Services

- Counseling and Guidance
- Pre-Employment Transition Services
- Diagnostic Services
- Vocational Evaluation
- Restoration Services
- Training Services
- Vehicle/Home Modification
- Placement Services
- Small Business Startup

Additional Blindness & Visual Services

- Blindness Skills Training
- Instruction: Mobility
- Instruction: Daily Living
- Independent Living Skills

HGAC: Hiram G Andrews Center
Commonwealth Technical
Institute

OVR Services for Employers at **NO COST**

Staffing

- Pre-screened, qualified candidates
- Help retain current employees
- Accommodation solutions

Accessibility Analysis

- Consultation on job analysis, worksite modification and reasonable accommodations
- Info about assistive technology

Disability Awareness

- Disability etiquette training
- ADA Consultation

Follow-up Services

- OVR communication with customers
- Will help employer & new-hire problem solve future issues

Financial Incentives

- OJT reimbursement
- Tax credits

OVR utilizes the *Single Point of Contact Model (SPOC)*

- This model is to maintain and connect with businesses through one person, or a select group, to ensure optimal customer service and quality of services is consistent throughout.
- Local district office business services team uses the SPOC model and identifies 1 or 2 people to work directly with employers, 3rd party vendors, and internal staff to coordinate the program
- By having ONE OVR SPOC for a business allows us to function in the same professional manner as their other business customers.
 - Another way to build & maintain long term relationship.
 - Employer Fatigue – OVR, Workforce, Education, ODP, OLTL, CRPs

Continuum of Services

Services along a continuum that provide varying levels of support to meet the individual needs of people with disabilities while also meeting the hiring needs of OVR's business partners to help adults, students, and youth become permanently employed in competitive integrated environments

Key Points

- Use work-based learning experiences to match businesses and jobseekers in a low-risk/no-risk setting
- Rapidly engage jobseekers in the VR process
- Strengthen business relations
- Improve team communication processes
- Comply with federal laws such as the Workforce Innovation and Opportunity Act

Accommodation Solutions

- Often times this is completed pre-employment especially if pre-employment training is needed (Assistive technology, mobility devices, computer software programs)
- Collaborating with employers, providers, rehab engineers, other state agencies for accommodation solutions

What is a reasonable accommodation?

*...Any change in the work environment or in the way things are customarily done that enables an individual with a disability to enjoy equal employment opportunities**

1. Application process
2. Work environment, facilities or processes/practices
3. Any other employment benefits

Equal Employment Opportunity Commission (EEOC).
www.eeoc.gov/policy/docs/accommodation.html#general

Types of Accommodations:

- Using assistive technologies: Screen readers, JAWS, Audio-text software
- Change in schedule
- Changes in break times
- Work from home
- Using job aids (can lead to universal design)
- Change in work environment
- Change in equipment
- Elimination or exchange of marginal job tasks
- Change in work location
- Re-assignment
- Leave

Supported Employment

Intensive method of providing vocational rehabilitation to individuals who require frequent and intensive support prior to employment, during initial employment and after the provision of OVR services to maintain employment.

Key Points

- Competitive integrated employment
- Ongoing supports and intensive supports provided by a 3rd party vendor
- Services individualized to meet specific need for on-site employment supports
- Business is the employer of record
- OVR can reimburse wages through OJT

On the Job Supports

- Variety of services provided directly at the job site designed to help a person with a disability succeed in the workplace
- OVR works with community agencies to provide these supports

Examples

- Assistance with an interview for a job
- Completing orientation & onboarding activities
- Learning job tasks
- Meeting expectations at the workplace
- Developing natural supports on the job

- Job coaches are professionals trained to support individuals with disabilities in understanding their job duties, adapting to the workplace environment, and enhancing their job performance.
- The presence of a job coach is not only beneficial for the employee with a disability but also for the employer and the existing workforce, as it promotes an inclusive and supportive work environment.
- Often times, OVR collaborates with ODP, OLTL, PDE to navigate the state systems in order for the customer to receive the support they need.

Business Bottom Line

- Hiring people with disabilities can positively impact a business's bottom line.
- Recruiting and retaining workers with disabilities is one strategy to counter the effects of the aging and shrinking workforce.
- This untapped labor pool can offer a source of skilled employees and can contribute to increasing retention and reducing turnover.

US Department of Labor, Office of Disability Employment Policy

Mid-Atlantic ADA Center

www.adainfo.org

ADA Technical Assistance 1-800-949-4232

Equal Employment Opportunity Commission
(EEOC)

www.eeoc.gov/laws/types/disability.cfm

Job Accommodation Network (JAN)

www.askjan.org

Disability & Employment Guide from U.S. Dept. of Education

<http://www2.ed.gov/about/offices/list/osers/products/employmentguide/disabilityemployment101.pdf>