



# A Tour of EARN Services

*By Kathleen Lee*

# Information and Expertise

- Diversity and Inclusion
- Recruitment and Hiring
- Talent Management
- Accommodations and Productivity
- Interplay of ADA and FMLA
- Workplace Culture and Accessibility



# Who We Are

The Employer Assistance and Resource Network (EARN) is a resource for employers seeking to recruit, hire, and retain qualified employees with disabilities

EARN is a service of the National Employer Technical Assistance, Research and Policy Center (NETAC)

EARN is funded by the U.S. Department of Labor Office of Disability Employment Policy (ODEP; [www.dol.gov/odep](http://www.dol.gov/odep))

EARN is operated by Cornell University's Employment and Disability Institute, at the School of Industrial and Labor Relations



# Overview of EARN Services

- [www.AskEARN.org](http://www.AskEARN.org)
- Free Individualized Consultations
- Toll-Free Line Staffed by Technical Assistance Specialists
- Free Consultation with Subject Matter Experts
- On-Site Customized Training
- Workforce Recruitment Program for Internships and Employment
- Free Webinars
- Monthly Newsletters
- Weekly E-Blasts



# www.AskEARN.org



Resources to Help Employers Hire  
and Retain People with Disabilities

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## What is EARN?

The Employer Assistance and Resource Network (EARN) is a resource for employers seeking to recruit, hire, and retain qualified employees with disabilities.

[Find out more about EARN](#)

## Frequently Requested Resources

- **Recruiting** people with disabilities
- **Veterans:** Frequently Asked Questions
- **WRP** Candidate Request Form
- **FAQs:** Employing People with Disabilities
- **Jobseekers:** Resources to help you find work
- **Providers:** Connect jobseekers with disabilities to employers



**Business Case for Hiring  
People with Disabilities**

## Employer REFERENCE DESK

The Reference Desk provides useful resources hand-selected by EARN staff to support employers in the hiring and employment of people with disabilities.

### Recruitment and Hiring

Locate, recruit and hire qualified candidates with disabilities.

### Talent Management

Develop, retain and advance workers with disabilities.

### Workplace Access and Productivity

Increase productivity by ensuring

### Workplace Culture

Foster an inclusive workplace for employees with disabilities.

# Targeted Information



## Frequently Requested Resources

- **Recruiting** people with disabilities
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**Business Case for Hiring  
People with Disabilities**

# Online Resources

## Recruitment and Hiring

Locate, recruit and hire qualified candidates with disabilities.

- [Affirmative Action](#)
- [Federal Contractor Hiring](#)
- [Federal Hiring Authorities](#)
- [Hiring Incentives](#)
- [Internships](#)
- [Interviewing](#)
- [Job Posting](#)
- [Sourcing](#)
- [Veterans](#)
- [Workforce Recruitment Program \(WRP\)](#)

## Talent Management

Develop, retain and advance workers with disabilities.

- [Aging Workforce](#)
- [Disability Management](#)
- [Employee Assistance Programs \(EAP\)](#)
- [Legal Considerations](#)
- [Mentoring and the Generational Workforce](#)
- [Retention](#)
- [Return to Work](#)

## Workplace Access and Productivity

Increase productivity by ensuring workplace access for employees with disabilities.

- [Accommodation](#)
- [Assistive Technology](#)
- [Business Case for Accessibility](#)
- [Web Accessibility](#)
- [Workplace Accessibility](#)
- [Workplace Flexibility & Absence Management](#)

## Workplace Culture

Foster an inclusive workplace for employees with disabilities.

- [Communicating an Inclusive Culture](#)
- [Disability Etiquette](#)
- [Disability Prevalence](#)
- [Diversity and Inclusion](#)
- [Effective Communications](#)
- [Employee Resource Groups](#)
- [Workplace Engagement](#)

# Keyword Search: “Disability Etiquette”

## Workplace Culture

Foster an inclusive workplace for employees with disabilities.

- Communicating an Inclusive Culture
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- Disability Prevalence
- Diversity and Inclusion
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# Keyword Search: "Disability Etiquette"



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## Employer REFERENCE DESK

### Reference Desk Home

- [Recruitment and Hiring](#)
- [Talent Management](#)
- [Workplace Access and Productivity](#)
- [Workplace Culture](#)
- [General Resources](#)



**Don't know where to start?**

Try our [Guided Search Tool](#) to find the resources you need.

[Workplace Culture](#) > [Disability Etiquette](#)

## Disability Etiquette

More than 17 million people with disabilities are employed in the United States, a number that will continue to grow as employers hire and retain a growing population of [mature and aging workers](#). While the precise percentage of employees with disabilities varies among sectors, individuals with disabilities represent an important segment of every organization's diverse workforce.

A basic understanding of disability etiquette can help make employees **feel more comfortable** when interacting with coworkers and supervisors with disabilities and can help **prevent awkward situations**. Good disability etiquette can also expand business opportunities and help organizations serve customers more effectively.

### What is Disability Etiquette?

Disability etiquette refers to **respectful communication and interaction with people who have disabilities**.

### Related Resources

- [What is "People First" Language?](#)
- [Disability Etiquette Resource List](#)

# Keyword Search: “Effective Communications”



## Employer REFERENCE DESK

### Reference Desk Home

- [Recruitment and Hiring](#)
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### Related Resources

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# Guided Search



**Don't know where to start?**

Our 3-step Guided Search Tool will help you find the disability employment resources you need. Email your results to yourself or your colleagues!

**Start Guided Search!**

# Consultations & Technical Assistance

**Call us toll-free:**  
**1-855-AskEARN**  
(1-855-275-3276)

-  [Ask us a question online](#)
-  [Request a training](#)
-  [Subscribe to newsletter](#)
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- Quick answers to your questions
- For more complex questions, customized consultations

# Request Assistance or a Consultation Online



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## Ask Us a Question!

Do you have a question? Fill out this form and our staff will assist you with your questions on the recruitment, hiring, and retention of people with disabilities. Please note that all inquiries are confidential and that we are a no-cost service. You should receive a response within 1-2 business days.

### Contact Information

Last Name

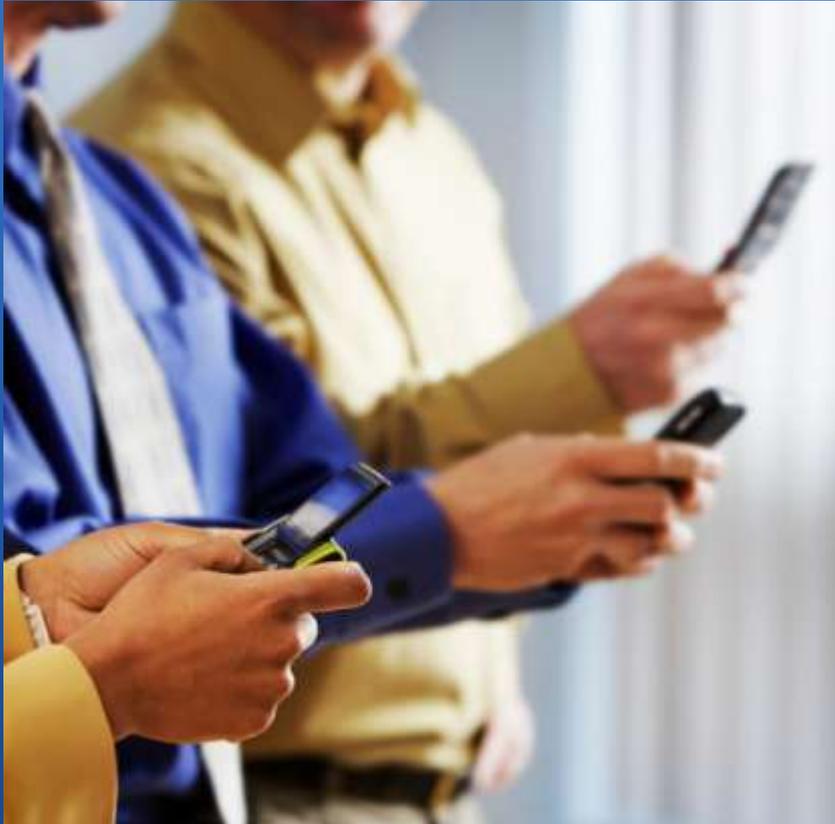
First Name

Email Address

What is your affiliation/role  
in visiting AskEARN.org?  
(Choose one)

- Private business employer
- Federal government employer
- Service provider
- State/Local government employer
- Jobseeker/Employee (or family member of jobseeker/employee)
- Other (please specify)

# Phone Consultation



- Schedule a Consultation by calling  
1-855-ASK-EARN  
(1-855-275-3276)

# WebEx Consultation



# Recent Successes



## **Federal Employers:**

- A major Air Force Base
- An international retail establishment
- A major federal financial institution

## **Federal Contractors:**

- A major defense staffing contractor
- An international software & tech firm

# Customizable Trainings

- Diversity and Inclusion
- Disability Etiquette
- Recruitment Strategies
- Interplay between ADA and FMLA
- The Business Case for Hiring Employees with Disabilities



# Submit a Training Request



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Questions?  
**EARN!**

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# Workforce Recruitment Program

- Recruit College Students & Recent Graduates with Disabilities

For more information about recruiting college students with disabilities in the Workforce Recruitment Program, visit:  
<http://askearn.org/g-wrp.cfm>



# Events & Webinars

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- [Webinar Archive](#)

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### Calendar of Events

Month: **October, 2011**

[September 2011](#) | [November 2011](#)

Date	Title
Thursday <b>October 6</b>	Online Training   Hannah Rudstam <a href="#">Beyond Yellow Ribbons: Research on Employer Preparedness to Include Veterans with Disabilities in the Workplace</a> Location: Webinar Sponsor:
Thursday <b>October 13</b>	Online Training   ODEP Partner <a href="#">The Value of the Work Opportunity Tax Credit: An Employer Perspective</a> Location: Webinar Sponsor:

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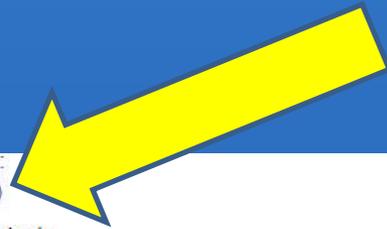
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# Watch Online & Download Materials



of Persons with Disabilities

- The Value of the Work Opportunity Tax Credit: An Employer Perspective
- Beyond Yellow Ribbons: Research on Employer Preparedness to Include Veterans with Disabilities in the Workplace
- The Aging Workforce
- Leading Corporate Disability Inclusion Practices
- Description and Analysis of EEOC's Final Regulation Implementing the ADA Amendments Act of 2008
- What Can I Do To Welcome Our Veterans Back into the Workforce?
- Americans with Disabilities Act

Presentation Files:

[WRP Slides \(PDF\)](#)

Supplemental Handout:

None

**Workforce Recruitment Program:  
Tapping the Talent of Students  
and Graduates with Disabilities**

WORKFORCE RECRUITMENT PROGRAM  
WRP

the right match

Search the WRP database to find the perfect fit for your needs.

**EARN**  
Employer Assistance and Resource Network

WRP  
Office of Disability Employment Policy

00:00 00:00

# Up-to-Date News and Information



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## Workforce Recruitment Program

The Workforce Recruitment Program for College Students with Disabilities (WRP) is a free resource through which private businesses and federal agencies can identify qualified employees.

[About WRP](#) | [WRP Request Form](#)



## Frequently Requested Resources

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[Business Case for Hiring People with Disabilities](#)

# Receive E-Blasts and Breaking News

## EARN

Employer Assistance and Resource Network

### DOL sets historic hiring goal

Federal contractors and subcontractors would be required to have seven percent of their workforces include people with disabilities under a new rule proposed by the U.S. Department of Labor. The department's Office of Federal Contract Compliance Programs (OFCCP) invites public comments on this proposal. Comments must be submitted before Feb. 7, 2012. [Learn more.](#)

For more information on hiring people with disabilities, visit [www.AskEARN.org](http://www.AskEARN.org).

*[Click here if you would like to unsubscribe from future newsletters and announcements](#)*

# Receive monthly newsletters

## EARN

Employer Assistance and Resource Network

### EARN Newsletter for December 16, 2011

*The Employer Assistance and Resource Network (EARN) monthly newsletter has a new feature called **Spotlight**. In this section, EARN will recognize employers' successful practices for outreach, recruitment, hiring, and accommodating workers with disabilities. EARN invites employers who would like to highlight their effective practices in employing people with disabilities to submit articles for future issues of the EARN newsletter. This month, EARN spotlights Microsoft Corporation for their efforts to educate recruiters about focusing on the qualifications of persons with disabilities.*

### Spotlight

#### MICROSOFT: PREPARING RECRUITERS TO INTERVIEW JOB CANDIDATES WITH DISABILITIES **Microsoft**

The [Microsoft](#) Corporation continues its dedication to diversity by promoting recruitment models and toolkits to advance the inclusion of individuals with disabilities. Microsoft has a long history of recruiting, hiring and retaining employees with disabilities, and believes hiring a diverse population of employees, including those with disabilities, enhances its products as well as the workplace. One of the ways Microsoft prepares to recruit people with disabilities is by providing New Recruiter Orientation training.

During this two-day training for new full-time Microsoft staffing members, modules are presented that teach general disability etiquette (do's and don'ts) in a relaxed open atmosphere. Also, to make sure that the information covered during the training is readily accessible, an online "Disability Toolkit" is available for

#### Information You Can Use

#### WRP DATABASE OF NEW CANDIDATES NOW AVAILABLE



On December 6, the 2012 Workforce Recruitment Program (WRP) database was launched and is available nationwide. This year's database contains over 2,590 college students and recent graduates with disabilities from over 270 campuses across the country who are seeking summer or permanent employment in federal agencies and private companies. Of these candidates, 149 have self-identified as veterans and 1407 have self-identified as Schedule A eligible. If you are a federal agency, click here to [register](#) for your 2012 account login and password. Private employers can recruit WRP Candidates by completing the [online request form](#).

#### PRESIDENT OBAMA SIGNS WORK OPPORTUNITY TAX CREDIT (WOTC) FOR VETERANS



President Obama signed two new tax credits into law last month that will provide tax credits to companies that hire military veterans and wounded warriors in 2012. The Returning Heroes Tax Credit provides businesses that hire unemployed veterans with a credit of up

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During this two-day training for new full-time Microsoft staffing members, modules are presented that teach general disability etiquette (do's and don'ts) in a relaxed open atmosphere. Also, to make sure that the information covered during the training is readily accessible, an online "Disability Toolkit" is available for recruiters and other staffing members to reference when they meet and/or interview candidates with disabilities. The primary goal of the in-class training and the online tool is to make certain the interview process highlights the candidate's strengths and qualifications for the position they are applying for.

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