

# Creating Linkages for Effective Recruitment of Candidates with Disabilities

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# Lowé's Companies, Inc. and The National Employment Team

Building Effective Partnerships with a  
Dual Customer Model





# CSAVR/VR Nationally

- Membership organization of VR Directors
- 80 agencies
- 25,000 staff
- Serve one million people with disabilities annually
- Partnered with the VA-VR&E, AIR
  - Largest talent pool of people with disabilities in the country
  - Backed by support of VR leadership, staff and 10,000 community partners.

# We Asked Our Business Customers

- National in Scope
- Dual Customer Model
- Customer Driven Network
- VR as One Company
- Easily Accessible Network: work with the national VR network through a single point of contact
  - VR Points of Contact
  - VR Systems: Veterans VR&E , AIR
  - Community Partners
- Leveraging the Strengths of a National System Through Delivery at the Local Level

# The Bottom Line for Business Customers

The foundation of the network must be built on:

- Trust
- Responsiveness
- Deliverability
- Consistency
- Quality
- Sustainability



# The NET: A Customer Driven Approach

- Understand the business customers needs and values.
- What are they asking for?
- Develop the relationship for the long-term
- Build the trust
- The bottom line –

**DELIVER WHAT YOU COMMIT TO**

# **The NET: Vision Statement**

**To create a “one company” model to serve business customers through a national VR team that specializes in employer development, business consulting and corporate relations.**

# The NET:

## Benefits by customer category

- Business will have direct access to the qualified candidates and support services provided by State VR agencies and their community partners on a national basis.
- VR consumers will have access to career development resources, “real time” employer input and national employment opportunities.
- State VR agencies will have a national system for sharing employment resources, best practices and business connections.

# The NET:VR Business Services Defined by Business Customers

- **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
- **Diversity Programs**
- **EEOC/Affirmative Action**
- **Universal Design**
  - Contracts
  - Facilities
  - Programs/Services
  - Assistive Technology
  - Information Technology
- **Financial Supports**
  - WOTC
  - Barrier Removal
- **Legal & Compliance**
  - Labor Relations
  - Policy Development
  - Risk Management
- **Product Development**
- **Customer Service**
- **Marketing & Outreach**

# Contact Information

**Kathy West-Evans, MPA, CRC**

Director of Business Relations

The National Employment Team (The NET)

CSAVR

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[kwest-evans@rehabnetwork.org](mailto:kwest-evans@rehabnetwork.org)

[www.rehabnetwork.org](http://www.rehabnetwork.org)

*Ask* **EARN** *.org*

Employer Assistance and Resource Network

# 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)

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



# www.AskEARN.org



Resources to Help Employers Hire  
and Retain People with Disabilities

Call us toll-free: 1-855-AskEARN (275-3276) [Ask a Question!](#) | [Subscribe](#)

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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
- **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**

# Online Resources

Skip to Main Content

**Ask EARN.org**

Resources to Help Employers Hire and Retain People with Disabilities

Call us toll-free: 1-855-AskEARN (275-3276) [Ask a Question!](#)

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## Employer REFERENCE DESK

- [Employer Reference Desk Home](#)
- [Frequently Asked Questions](#)
- [Recruiting people with disabilities](#)
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- [Providers Connect jobseekers with disabilities to employers](#)

### Frequently Asked Questions: Employing People with Disabilities

## Disability Etiquette

#### *What is Disability Etiquette?*

[Disability etiquette](#) refers to respectful communication and interaction with people who have disabilities. It mostly requires common sense, simple sensitivity, and common courtesy. People with disabilities often face interaction barriers due largely to negative perceptions and discomfort resulting from lack of knowledge and understanding.

**Key strategies for effective communication include:**

- Maintaining natural tone and language when interacting with individuals with disabilities.
- Considering the person first and the disability second. Sensitive use of language can help reinforce this "person first" perspective. Reference to "people with disabilities" rather than to "disabled people" helps maintain this stance as does focusing on the person's ability rather than his or her limitations.
- Accepting people with disabilities as individuals. Disabilities range significantly in type, extent, manifestation

#### Related Resources

- [Employing People with Disabilities: Frequently Asked Questions \[PDF\]](#)
- [Employing People with Disabilities: Myths and Facts \[PDF\]](#)



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## Quick Reference for Employers: How to Recruit People with Disabilities

### Bring College Students and Recent Graduates Onboard

The [Workforce Recruitment Program](#), a recruitment and referral program under the [Office of Disability Employment Policy](#), U.S. Department of Labor, connects employers and postsecondary students with disabilities for internship opportunities, and recent graduates with disabilities for permanent employment.

EARN assists in matching these pre-screened, highly qualified students with private and public sector jobs. If you have summer internship opportunities or entry-level positions available, you can [learn more about the program](#) or complete the [WRP Candidate Request Form](#). Our Business Outreach Specialist will be in touch with you within 1-2 business days to discuss your recruitment needs.

### Resources

- [Tips For Recruiting \[PDF\]](#)

### Webinars

- ["What Can I Do To Welcome Our Veterans Back into the Workforce?" \[Click Here\]](#)
- ["How to Develop Your Talent Pipeline" \[Click Here\]](#)



## Don't know where to start?

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

## Contact Your State Vocational Rehabilitation Office

The [National Employment Team](#), operated by the Council of State Administrators of Vocational Rehabilitation (CSAVR), helps employers and businesses find, recruit, and advertise to job seekers with disabilities. To find your local vocational rehabilitation business outreach contact, email [Kathy West-Evans](#).

## Post to Online Job Boards

These [online job boards](#) are geared toward job seekers with disabilities and are great places to advertise job announcements. Please note there may be fees associated with job posting.

- [Ability Jobs](#)
- [disABLED Person](#)
- [Disaboom Jobs](#)
- [Getting Hired](#)
- [Hire Disability Solutions](#)
- [One More Way](#)

Job posting boards for Veterans with Disabilities:

- [Job Opportunities for Disabled American Veterans](#)
- [Vet Success](#)
- [Recruit Military](#)

## Recruit Veterans with Disabilities

If you are interested in hiring veterans with disabilities, contact the Service Officer or Service Employment Coordinator at your local [Veterans Vocational Rehabilitation & Employment Service](#) Call 1-855-ASK-EARN or email [earn@askEARN.org](mailto:earn@askEARN.org) to obtain a directory of your local contacts.

## Contact One Stop Career Centers

[One Stop Career Centers](#) share job postings with anyone looking for a job, including people with disabilities and veterans. Contact the Disability Program Navigator at the One Stop Career Center near you for more information. Call 1-855-ASK-EARN or email [earn@AskEARN.org](mailto:earn@AskEARN.org) to obtain a [directory of local contacts](#).

**Questions? For further consultation or assistance, contact EARN at [earn@AskEARN.org](mailto:earn@AskEARN.org) or call 1-855-AskEARN (1-855-275-3276)**

# 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!**

# 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>



# Workforce Recruitment Program

- Established by Department of Defense (DoD)
- Coordinated jointly by DoD and Department of Labor
- Recruitment and referral program
- Over 6000 candidates have secured internships and permanent positions
- Connects federal and private sector employers with highly qualified postsecondary students with disabilities



# How WRP Works

- College Disability Services Office/Career Center confirms and helps recruit and prepare candidates
- Students and recent graduates apply to WRP online
- Trained recruiters visit campus and interview candidates in October and November
- Candidate information is entered into database
- Database is launched in December
- Private employers complete online request form on EARN's website, [www.AskEARN.org](http://www.AskEARN.org), to initiate the recruitment process
- Qualified candidates are contacted by EARN and referred to private employers

# Candidate Rating System

- Recruiters interview candidates and give them a score of 1-5 on:
  - ✓ Qualifications (assessed through review of transcripts, resume, interview and discussion of experience)
  - ✓ Maturity
  - ✓ Communication (both written and oral)
  - ✓ Direction
  - ✓ Overall Rating (1-5)
- Candidate must score 3.0 or better on overall rating to be eligible
- Resume provided to private employers via online request through EARN



# Program Highlights for 2012

- Recruited from 270 college campuses
- 2,600 candidates, including undergraduate, graduate, doctoral and law students
- 149 Veterans
- 199 Engineering candidates
- Over 450 Business candidates
- 130 Accounting candidates
- 74 Law students
- Over 250 Computer Science students
- 317 Graduate students
- 34 Doctoral students



# What Does WRP Offer Employers?

- Access to a database of professionally screened college students and recent graduates with disabilities
- Includes veterans with disabilities
- Pre-screened candidates by professional recruiters
- Nationwide program with representation in all 50 States
- 104 majors and career disciplines
- Year round database that is updated annually in December
- Reduction in recruitment costs for participating employers (EARN's recruitment assistance is free)

# Thank You

For more information, visit

[www.AskEARN.org](http://www.AskEARN.org)

Call: 1-855-ASK-EARN (1-855-275-3276)

Email: [earn@askearn.org](mailto:earn@askearn.org)

