



# **RESPECTABILITY**

## **Gaps and Opportunities in the WIOA State Plans**

**National Coalition of State Rehabilitation Councils  
Hyatt Regency  
Bethesda, MD– April 16, 2016**

**Jennifer Laszlo Mizrahi, President, RespectAbilityUSA  
Co-founder/Director, Mizrahi Family Charitable Fund  
Contact: [JenniferM@RespectAbilityUSA.org](mailto:JenniferM@RespectAbilityUSA.org)**

# Getting Jobs for PwDs into Presidential

- ❖ The 56 million Americans with disabilities are the largest minority group in America. Yet voters with disabilities are systematically ignored and only 27% of polling locations are fully accessible. RespectAbility is reaching out to all of the presidential candidates with educational materials on disability issues. We are nonpartisan in our approach, do not lobby, and follow strict guidelines for non-profit organizations.
- ❖ We created the RespectAbility news outlet [www.TheRespectAbilityReport.org](http://www.TheRespectAbilityReport.org) which covers the presidential candidates' progress in addressing disability employment issues. We have interviewed all of the presidential candidates and are supplying all campaigns with information on the employment of people with disabilities in order to help draft their disability policies.
- ❖ Encourage accessible voting locations and captions on campaign materials so that PwDs can vote and participate just like everyone else!
- ❖ Pushing JOBS for PwDS!



**RespectAbility & Sen. Ted Cruz**



**RespectAbility & FSoS Hillary Clinton**

# Hollywood

RespectAbility addresses the stigma surrounding people with disabilities through partnerships with Hollywood



BORN·THIS·WAY



Reality TV show Born This Way  
on A&E



MTV's TJ Lavin and Rep. Pete Sessions with Evelyn Kelley, a former fellow and current board member who is hearing impaired.

# RespectAbility's National Leadership Program

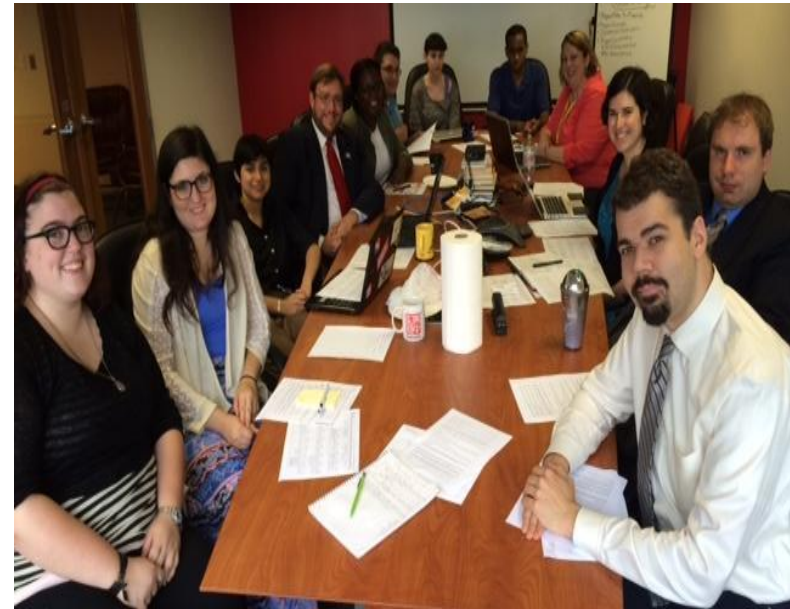
Minimum of nine weeks, at least 20 hours a week, 24 fellows per year

Fellows work closely with our Director of the National Leadership Program and work either the Policy and Practices Director, Communications Director or other key staff. Individual projects are assigned based on an individual's unique skill set, career goals and their own ability to "bring something to the table."

Each fellow receives as many opportunities as possible to learn new skills, network, and gain direct experiences. In addition to hands-on work experiences, all fellows participate in special presentations by guest speakers, job skill building courses, and intensive strategic communications workshops. A career plan will be developed by each fellow that will enable him or her to gain appropriate workplace experience while contributing directly and measurably to RespectAbility's impact.

Upon the completion of the fellowship program, applicants can expect to come away with excellent experience in the field of policy, communications, employment, and leadership skills to help them embark on meaningful careers.

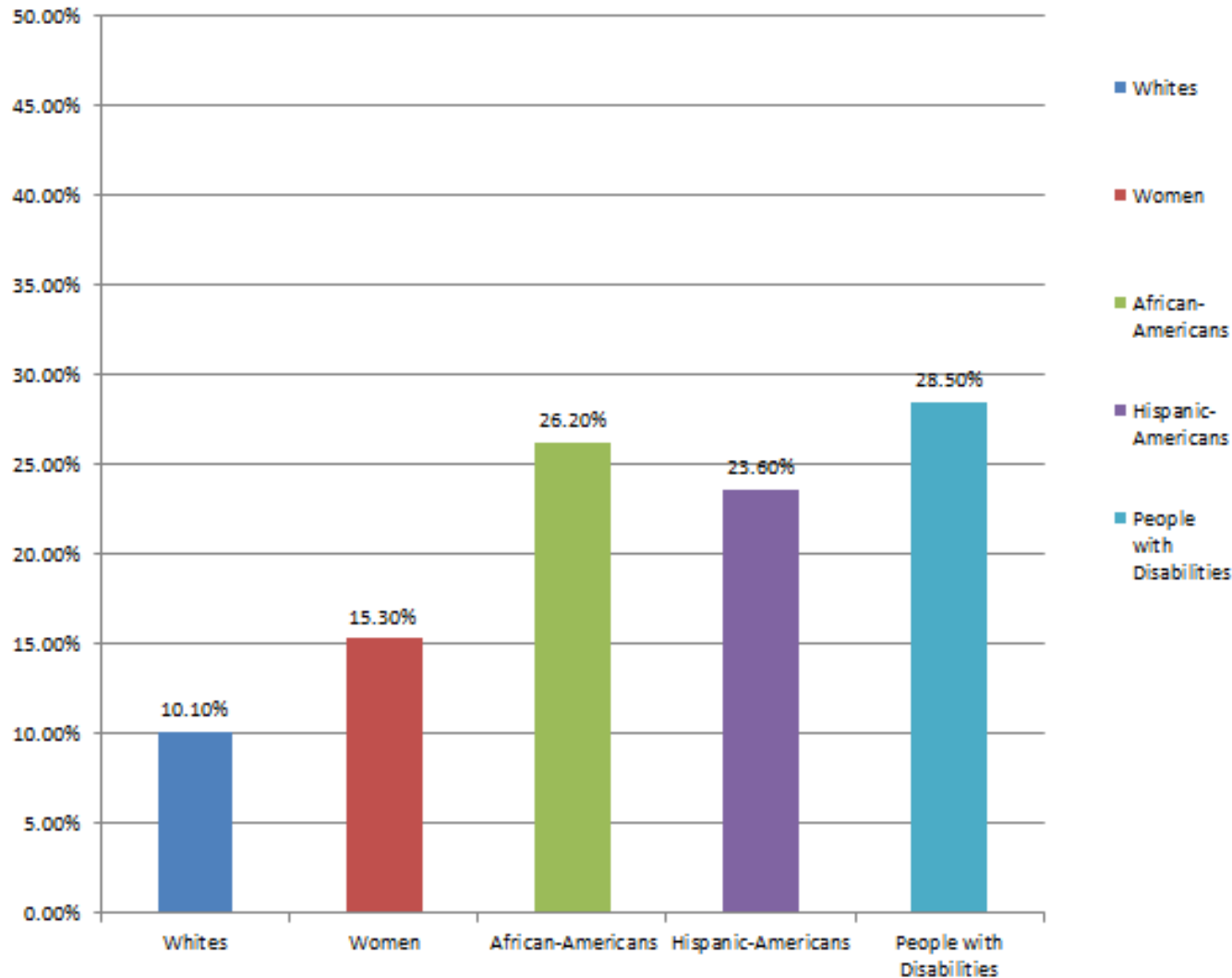
**SEND US GREAT PEOPLE! [TonyaK@RespectAbilityUSA.org](mailto:TonyaK@RespectAbilityUSA.org)**



Summer 2015 Fellows

# People with Disabilities are The Poorest of the Poor:

Poverty Rate by Race, Ethnicity, Gender & Disability (2014):





# Maryland

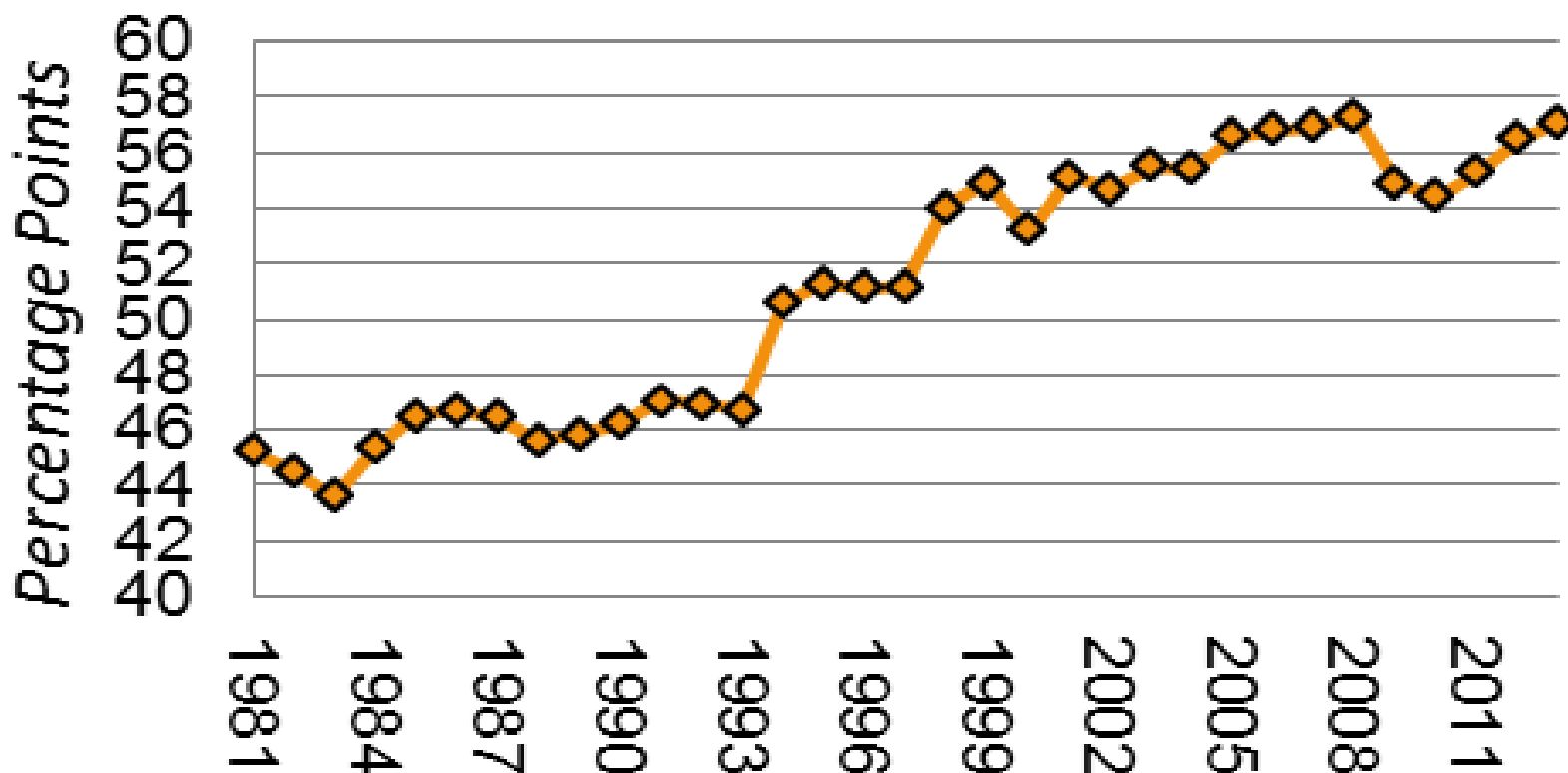


Gov. Larry Hogan (R)

- ❖ 78.3% of persons without disabilities aged 18 to 64 are employed.<sup>3</sup>
- ❖ 40.0% of PwDs aged 18 to 64 are employed.<sup>3</sup>
- ❖ 622,682 people in MD have a disability.<sup>3</sup>
- ❖ 321,409 persons aged 18 to 64 have a disability.<sup>3</sup>
- ❖ 22,000 Marylanders ages 16-20 have a disability
- ❖ The Employment Gap between PwDs and people with disabilities has decreased 0.3% pts between 2010 and 2011.<sup>3</sup>
- ❖ 56,600 PwDs aged 18 to 64 receive benefits.<sup>1</sup>
- ❖ In 2012, MD's total expenditure on SSDI benefits was \$1,922,172,000.<sup>3</sup>
- ❖ Voc. Rehab. received 9,405 general applicants in MD 2012.<sup>3</sup>
- ❖ Voc. Rehab. obtained 2,506 jobs for PwDs in MD in 2012.<sup>2</sup>

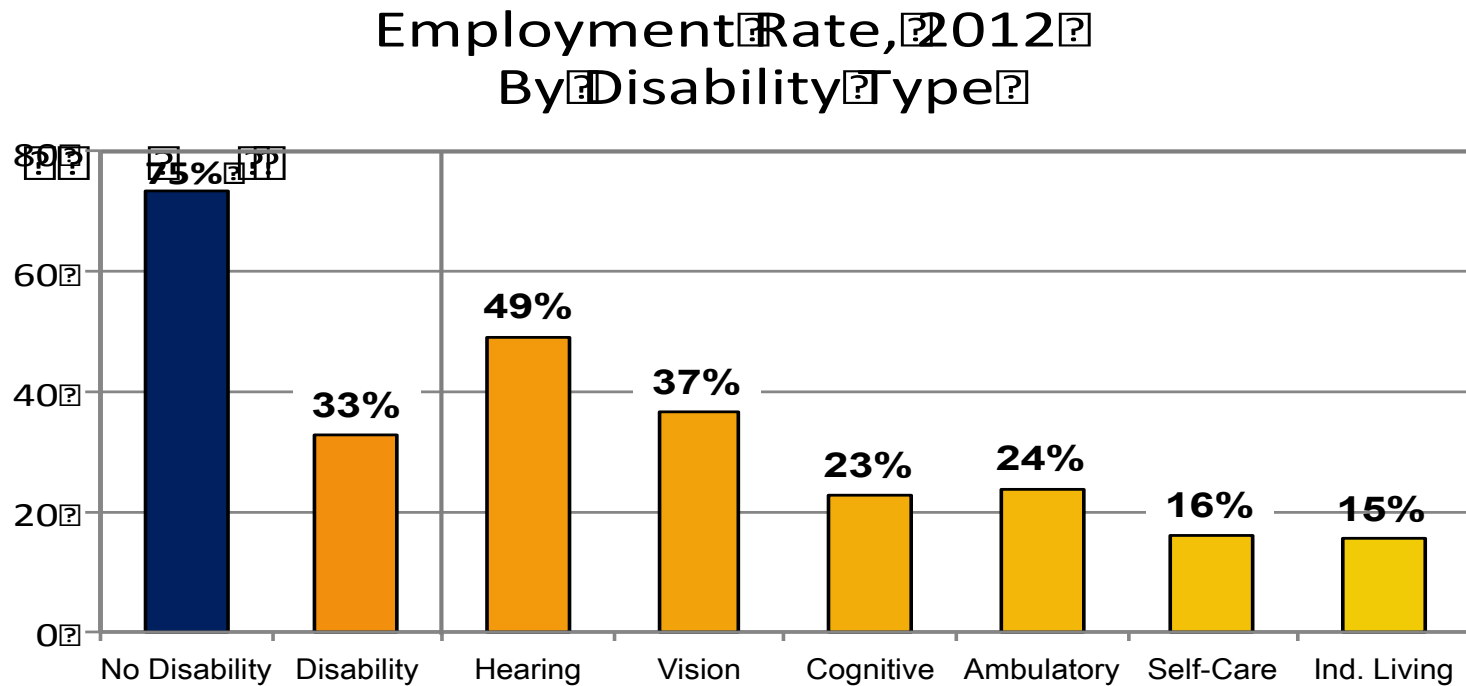
1. 2012 Disability Status Report: New York, [disabilitystatistics.org](http://disabilitystatistics.org)
2. StateData: The National Report on Employment Services and Outcomes, 2013
3. [Annual Disability Statistics Compendium](#)

While women and minority groups have been able to enter the workforce, the employment gap between Americans with and without work limitations has expanded. (Civilians aged 16-64)



Trend line based on a “work limitation” measure of disability --- “Do you have a disability or health condition that limits the kind or amount of work you can do?”

# Stark contrast between the percentage of people with and without disabilities who are outside of the workforce:

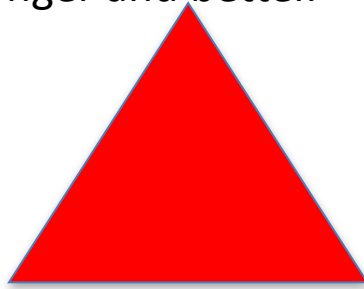


Source: Disability Compendium



# Key Facts

**1. The majority of Americans with disabilities who are working-age want to work.** They represent a talent pool of 20 million Americans who can make companies and organizations stronger and better.



**2. Hiring people with disabilities can make companies more profitable.** Nationally Walgreens, EY, AMC & others have found this to be true as employees with disabilities, when aligned with their talents and interests, are more productive, loyal and have fewer work place accidents than employees without disabilities.

**3. Hiring Americans with disabilities can save money for taxpayers.** The U.S. spends billions each year on benefits to people who, in most cases, would rather have a hand up than a hand out. They need to be included in employment because of the talents they bring to the table. Their work and commitments to success can be a part of how the U.S. can compete successfully.

# Challenges and Opportunities

- 20.5 million working age Americans with disabilities
- 66% don't have jobs, most want to work
- 503 Rules Create New Opportunities for Inclusive Federal Contractors
- Governors prepared through NGA ***"Better Bottom Line: Employing People with Disabilities"***
- Disability organizations RespectAbility, NACDD, PVA, Best Buddies, NCIL, NOD have prepared a tool to help by showing best practices. See <http://respectabilityusa.com/resources/for-policy-makers>
- **Opportunity to break down barriers and fund best practices. Need to leave failed practices in the past.**
- **The Policy Strategies outlined in Unified/WIOA State Plans need to be matched up to best practices, accurate data, and adequate resources to ensure that people with disabilities will be better equipped to pursue the American Dream.**

# U.S. Data on People with Disabilities (PwDs)

- ❖ 74.2% of persons without disabilities aged 18 to 64 are employed.<sup>3</sup>
- ❖ 33.9% of people with disabilities (PWDs) aged 18 to 64 are employed.<sup>3</sup>
- ❖ There is a 40.3 percentage point gap between the Labor Force Participation Rate of people with and without disabilities.
- ❖ 39,892,960 people in the US have a disability in the community.<sup>3</sup>
- ❖ 32% of people in Federal prisons have a disability, and 40% of people in jail (Bureau of Justice Statistics). Other PwDs live in institutions as well.
- ❖ 1,221,000 persons aged 16 to 20 have a disability.<sup>1</sup>
- ❖ Each year more than 300,000 young people with disabilities age into what should be the workforce. Polls show the majority want to work. However, only 30% PwDs have jobs.
- ❖ 19,618,200 persons aged 21 to 64 have a disability.<sup>1</sup>
- ❖ 9,850,966 PwDs aged 18 to 64 receive benefits.<sup>3</sup>
- ❖ In 2012, US's total expenditure on SSDI benefits was \$127,941,612.<sup>3</sup>
- ❖ Voc. Rehab. received 560,222 general applicants in US in 2012.<sup>3</sup>
- ❖ Voc. Rehab. obtained 177,172 jobs for PwDs in US in 2012.<sup>3</sup>

1. 2013 Disability Status Report: US, [disabilitystatistics.org](http://disabilitystatistics.org)  
2. StateData: The National Report on Employment Services and Outcomes, 2013  
3. [Annual Disability Statistics Compendium](#)

# Necessary vs. Sufficient

$$A + B + C = D$$

**Symphony vs. Steam Engine**

*To put it another way...*

*"Don't ask if you are doing things right, ask if you are doing the right things."*

# Theory of Change?

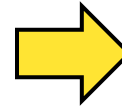


- Blueprint describing how an organization/project changes some domain of the world for the better
- Articulates a TESTABLE hypothesis of how change will occur
- Sieve through which to make decisions and trade-offs

# What impact are we accountable to deliver?

- An actionable intended impact:

- Links in a compelling way to your mission and vision for social change
- Specifies the outcomes you seek to create and for which results you will actually hold yourself accountable
- Is realistic and achievable, given your capabilities
- Is measurable on an accurate, timely basis



Provides an effective platform for making strategic tradeoffs, especially those related to program focus and resource-allocation decisions

- Different II statements would lead an organization down different paths

# How will we achieve that impact?

- A coherent approach:
  - Starts with a clear intended impact
  - Articulates the most important changes needed to achieve the intended impact
  - Links your actions and those of others to your intended impact through a chain of cause-and-effect relationships
  - Is empirically plausible, and, if possible, evidence based
  - Articulates key organizational attributes needed to carry out the activities
- An organization might consider multiple theories of change to achieve its intended impact





# Disability Employment by State 2014

	State	%		State	%		State	%		State	%		State	%
1	South Dakota	50.1	12	Montana	40.5	23	Oklahoma	36.4	34	California	33.3	45	Arkansas	29.2
2	North Dakota	49.9	13	Connecticut	40.2	24	Oregon	36.4	35	Arizona	32.8	46	South Carolina	29.0
3	Iowa	46.5	14	New Hampshire	40.0	25	Indiana	36.2	36	Missouri	32.8	47	Mississippi	27.4
4	Nebraska	46.0	15	Kansas	39.8	26	Vermont	36.2	37	Maine	32.5	48	Kentucky	27.3
5	Wyoming	45.2	16	Wisconsin	39.8	27	Illinois	35.7	38	Louisiana	32.1	49	Alabama	27.2
6	Minnesota	44.4	17	New Jersey	39.2	28	Delaware	35.6	39	North Carolina	31.3	50	West Virginia	25.6
7	Utah	44.0	18	Maryland	39.1	29	Massachusetts	35.5	40	New Mexico	30.4		Washington D.C.	30.3
8	Hawaii	42.4	19	Idaho	38.8	30	Ohio.	34.6	41	Florida	30.1			
9	Colorado	41.6	20	Texas	38.0	31	Pennsylvania	34.5	42	Tennessee	29.9		Source: <a href="#">Annual Disability Statistics Compendium</a>	
10	Nevada	40.9	21	Washington	37.7	32	Rhode Island	33.9	43	Georgia	29.6			
11	Alaska	40.8	22	Virginia	37.6	33	New York	33.6	44	Michigan	29.6		<b>United States</b>	<b>34.4</b>

Source: [Annual Disability Statistics Compendium](#)

# Employment Gap Between Disabled and Non Disabled Adults 2014

	State	Gap		State	Gap		State	Gap		State	Gap		State	Gap
50	Maine	47.4	39	Mass.	43.5	28	Delaware	40.7	17	Minnesota	38.5	6	Alaska	35.3
49	Kentucky	47.1	38	Georgia	43.5	27	New York	40.4	16	Washington	38.3	5	Hawaii	34.2
48	South Carolina	45	37	Florida	43.3	26	Louisiana	40.3	15	Nebraska	37.9	4	South Dakota	33.6
47	Michigan	45	36	Mississippi	43.1	25	Virginia	40	14	Connecticut	37.7	3	Utah	33.5
46	West Virginia	44.9	35	N. Carolina	43	24	Illinois	40	13	Colorado	37.4	2	Nevada	33.4
45	Arkansas	44.6	34	Ohio	42.5	23	Kansas	39.9	12	Texas	37.3	1	North Dakota	32.1
44	Tennessee	44.5	33	Pennsylvania	42	22	Arizona	39.7	11	New Jersey	37.3		Washington DC	45.2
43	Missouri	44.4	32	Wisconsin	41.4	21	Oklahoma	39.2	10	Montana	37.3			
42	Vermont	44.2	31	New Hampshire	41.3	20	Maryland	39.1	9	Idaho	37		<a href="#">Source: Annual Disability Statistics Compendium</a>	
41	Alabama	44.1	30	New Mexico	40.8	19	California	38.9	8	Wyoming	35.9			
40	Rhode Island	43.8	29	Indiana	40.7	18	Oregon	38.5	7	Iowa	35.7		USA	40.3

# State Disability & Employment Statistics

- ❖ Alabama: Download the PDF [here](#). Download the PPT [here](#).
- ❖ Alaska: Download the PDF [here](#). Download the PPT [here](#).
- ❖ Arizona: Download the PDF [here](#). Download the PPT [here](#).
- ❖ Arkansas: Download the PDF [here](#). Download the PPT [here](#).
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- ❖ Connecticut: Download the PDF [here](#). Download the PPT [here](#).
- ❖ DC: Download the PDF [here](#). Download the PPT [here](#).
- ❖ Delaware: Download the PDF [here](#). Download the PPT [here](#).
- ❖ Florida: Download the PDF [here](#). Download the PPT [here](#).
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- ❖ New Hampshire: Download the PDF [here](#). Download the PPT [here](#).
- ❖ New Jersey: Download the PDF [here](#). Download the PPT [here](#).
- ❖ New Mexico: Download the PDF [here](#). Download the PPT [here](#).
- ❖ New York: Download the PDF [here](#). Download the PPT [here](#).
- ❖ North Carolina: Download the PDF [here](#). Download the PPT [here](#).
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- ❖ Utah: Download the PDF [here](#). Download the PPT [here](#).
- ❖ Vermont: Download the PDF [here](#). Download the PPT [here](#).
- ❖ Virginia: Download the PDF [here](#). Download the PPT [here](#).
- ❖ Washington: Download the PDF [here](#). Download the PPT [here](#).
- ❖ West Virginia: Download the PDF [here](#). Download the PPT [here](#).
- ❖ Wisconsin: Download the PDF [here](#). Download the PPT [here](#).
- ❖ Wyoming: Download the PDF [here](#). Download the PPT [here](#).

# Op-Eds on Jobs for PWDs

Birmingham News (AL) [Stigmas Persist, but Alabama's Disable Deserve to Work](#)  
Southwest Times Record (AR) [Guest Commentary: Arkansas with Disabilities Seek Jobs, Independence](#)

The Arizona Republic (AZ) [There's Too Little to Celebrate on ADA's 25 Anniversary](#)

The Colorado Statesman (CO) [Pauli: Coloradans with Disabilities Want to Work](#)

Washington Examiner (DC) [People with Disabilities Want to Work](#)

The News Journal (DE) [Jobs for People with Disabilities](#)

Tallahassee Democrat (FL) [25 Years After the ADA, There's Still a Long Way to Go](#)

South Florida Sun Sentinel (FL) [Floridians with Disabilities in Workforce are Underused Resources](#)

Atlanta Journal Constitution (GA) [We Must Do Better for People with Disabilities](#)

Honolulu Star Advertiser (HI) ['Employment First' Should be Standard](#)

Des Moines Register (IA) [Iowans with Disabilities Want to Work](#)

Idaho Statesman (ID) [Idaho's Citizens with Disabilities Want to Work](#)

Louisville Journal- Courier (KY) [People with Disabilities Look for Success](#)

Daily World (LA) [People with Disabilities Want to Work](#)

Times of Acadiana (LA) [People with Disabilities Want to Work](#)

Salem News (MA) [Letter: Brother was a Strong Advocate for those with Disabilities](#)

Capital Gazette (MD) [Marylanders with Disabilities Want Jobs, Independence](#)

Portland Press Herald/ Maine Sunday Telegram (ME) [Maine Voices: People with Disabilities are Often Overlooked as Potential Employees](#)

Lansing State Journal (MI) [Empower Michiganans with Disabilities](#)

The Jackson Clarion- Ledger (MS) [Mississippians with Disabilities want Jobs](#)

Billings Gazette (MT) [Montanans with Disabilities want to Work](#)

The Herald Sun (NC) [North Carolinians with Disabilities want Jobs and Dignity](#)

The Charlotte Observer (NC) [Don't Let Barham's Dream of Disability Rights Die](#)

Grand Forks Herald (ND) [North Dakotans with Disabilities want to Work](#)

The Star Leger (NJ) [On Anniversary of Americans with Disabilities Act, a Call to Bring Disabled New Jerseyans into Workforce](#)

Albuquerque Journal (NM) [People with Disabilities Deserve the Dignity of a Job](#)

Reno Gazette Journal (NV) [Nevadans with Disabilities want Jobs](#)

The Buffalo News (NY) [New Yorkers with Disabilities want to Hold Jobs](#)

Statesman Journal (OR) [People with Disabilities want Jobs and Independence](#)

The Providence Journal (RI) [Rhode Islanders with Disabilities want to Work](#)

Anderson (SC) [S.C. Residents with Disabilities want Jobs](#)

Sioux Falls Argus Leader (SD) [S.D. Proves People with Disabilities want to Work](#)

Fort Worth Star-Telegram (TX) [ADA Anniversary: Disabled Texans want to Work](#)

Ogden Standard Examiner (UT) [People with Disabilities want to Work](#)

Rutland Herald (VT) [Vermonters with Disabilities want Jobs](#)

Casper Star Tribune (WY) [Wyoming Must do More for those with Disabilities](#)

These op-eds discuss the number of people with disabilities who are striving for work, the value they bring to the workplace and the opportunities created by WIOA. They not only underline current problems, but celebrate past achievements and offer suggestions for further change.

# WIOA State Plan Comments

- ❖ Alabama: [here.](#)
- ❖ Alaska: [here.](#)
- ❖ Arizona: [here.](#)
- ❖ Arkansas: [here.](#)
- ❖ California: [here.](#)
- ❖ Colorado: [here.](#)
- ❖ Connecticut: [here.](#)
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- ❖ Florida: [here.](#)
- ❖ Georgia: [here.](#)
- ❖ Hawaii: [here.](#)
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- ❖ West Virginia: [here.](#)
- ❖ Wisconsin: [here.](#)
- ❖ Wyoming: [here.](#)

# Best and Worst States on Jobs for PWDs

## Top 10 States with the Highest Employment Rates for PWDs

	State	%
1	South Dakota	50.1
2	North Dakota	49.9
3	Iowa	46.5
4	Nebraska	46.0
5	Wyoming	45.2
6	Minnesota	44.4
7	Utah	44.0
8	Hawaii	42.4
9	Colorado	41.6
10	Nevada	40.9

## 10 States with the Lowest Employment Rates for PWDs

	State	%
41	Florida	30.1
42	Tennessee	29.9
43	Georgia	29.6
44	Michigan	29.6
45	Arkansas	29.2
46	South Carolina	29.0
47	Mississippi	27.4
48	Kentucky	27.3
49	Alabama	27.2
50	West Virginia	25.6

Read our full report here: <http://respectabilityusa.com/the-best-and-worst-states-for-workers-with-disabilities-2/>

# States Not Pulling Down their full federal match of VR Dollars - 2014

State	Relinquished in Reallotment
Georgia	\$42,581,367
Idaho	\$736,206
Indiana	\$14,500,000
Iowa*	*\$2,314,114
Kansas	\$7,500,000
Kentucky	\$1,071,668
Louisiana	\$17,583,295
Michigan	\$19,558,448
Missouri	\$2,000,000
Nevada	\$5,200,000
Ohio	\$18,215,538
Pennsylvania	\$4,086,378
Washington State	\$858,951

- ❖ Due to the way the Federal Govt and State legislatures fund VR services, there are 14\* states not pulling down their full federal match.
- ❖ \*In Iowa however, with strong leadership from Governor Branstad and David Mitchell, Director of Iowa Vocational Rehabilitation, things are looking up.
- ❖ Iowa should serve as a model for the rest of the nation on how utilizing resources is a win-win-win for states, taxpayers and people with disabilities
- ❖ Read the full report here:  
<https://respectabilityusa.com/breaking-news-14-states-give-washington-big-bucks-deny-it-to-people-with-disabilities-who-want-job/>



# 16 Points of Improvement for WIOA Plans

1. It is vital to include the gaps in Labor Force Participation Rates (LFPRs) between people with and without disabilities and other key data in state plans and dashboards.
2. Busting stigmas, myths and misconceptions should be a key part of workforce strategy.
3. Strong Sector Strategies –Strategic alignment of workforce development.
4. Section 503 of the Rehabilitation Act and Federal Contractors.
5. Ensure that WIOA Assurances are matched up with specific strategies.
6. Avoid the opportunity costs of focusing too much on One-Stop centers.
7. Create or collaborate with affiliate chapters of the USBLN for employer engagement.
8. Ensure that apprenticeship programs are accessible and recruiting youth with disabilities.
9. Overcome the gap between disability and career services in post-secondary education.
10. Improve pre-employment transition services by developing public-private partnerships.
11. Getting out the word on free and accessible services and resources.
12. Employ a “Jackie Robinson Strategy” / Aging workers and those who acquire disabilities.
13. “Nothing About Us Without Us”- Presentation of PWDs on WDBs.
14. Transportation is a vital component and it must be addressed directly.
15. Strategic engagement to build a mentor system for workforce system customers.
16. The disability issues of people involved in the corrections system must be addressed.

# 1. Better Data-Labor Force Participation Rates of People With and Without Disabilities

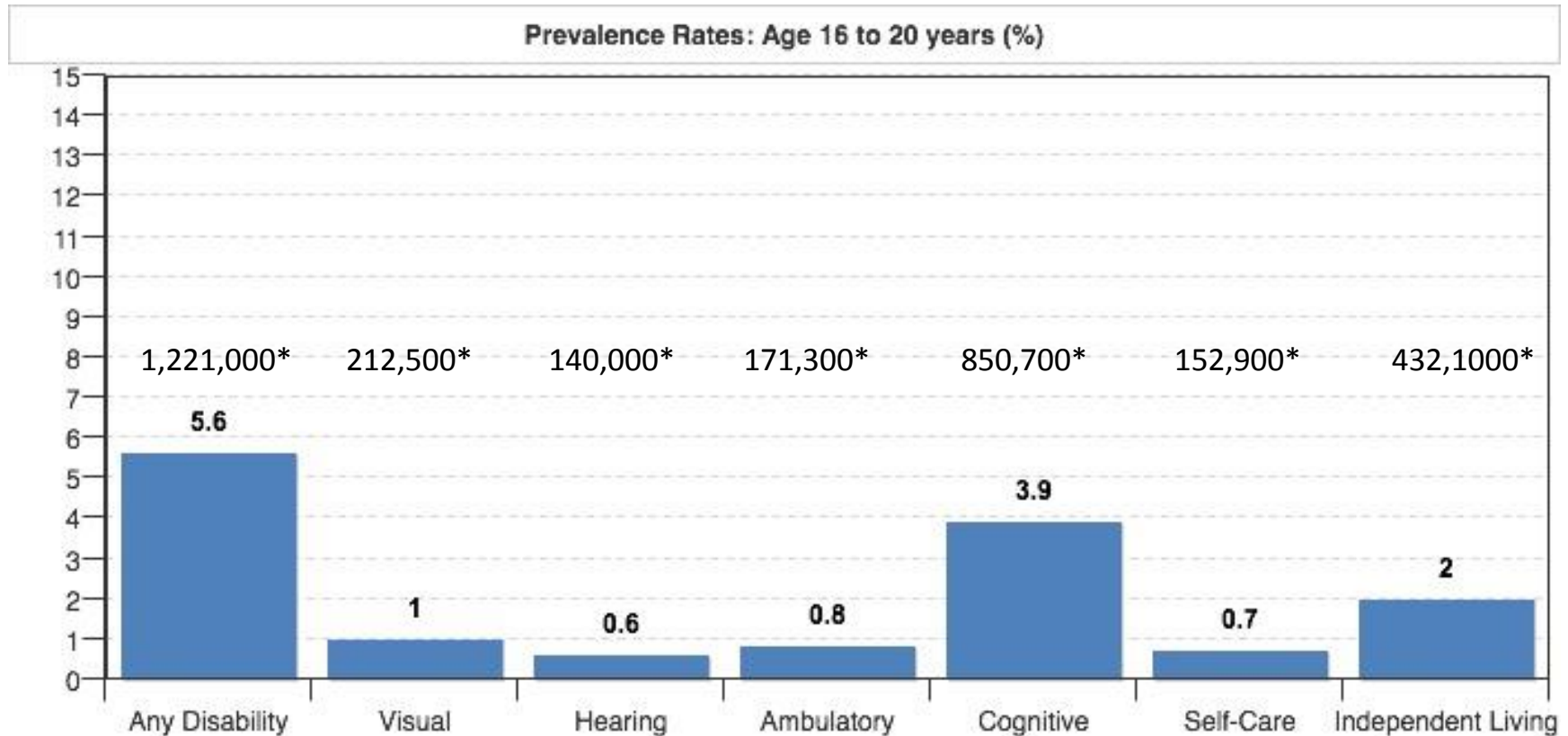
- ❖ Most State WIOA Plans discuss inequality in terms of race, ethnicity, and age. Yet disability status is often excluded from this analysis.
- ❖ **Nationally, there is a 41% point gap between the labor force participation rates of people with disabilities (34.4%) and those without disabilities (75.4%).<sup>1</sup>** This large gap is the very definition of inequality and must be specifically monitored in workforce performance metrics and included in all State Plans.

<sup>1</sup> [Annual Disability Statistics Compendium](#)

# 1. Better Data-Labor Force Participation Rates of People With and Without Disabilities(cont)

- ❖ **Additionally, it is vital to monitor the employment rates of young people with disabilities by type of disability.** For example, because of dramatic breakthroughs in assistive technology, employment rates for people who are hearing and or sight impaired should dramatically improve as states plan to help them succeed.

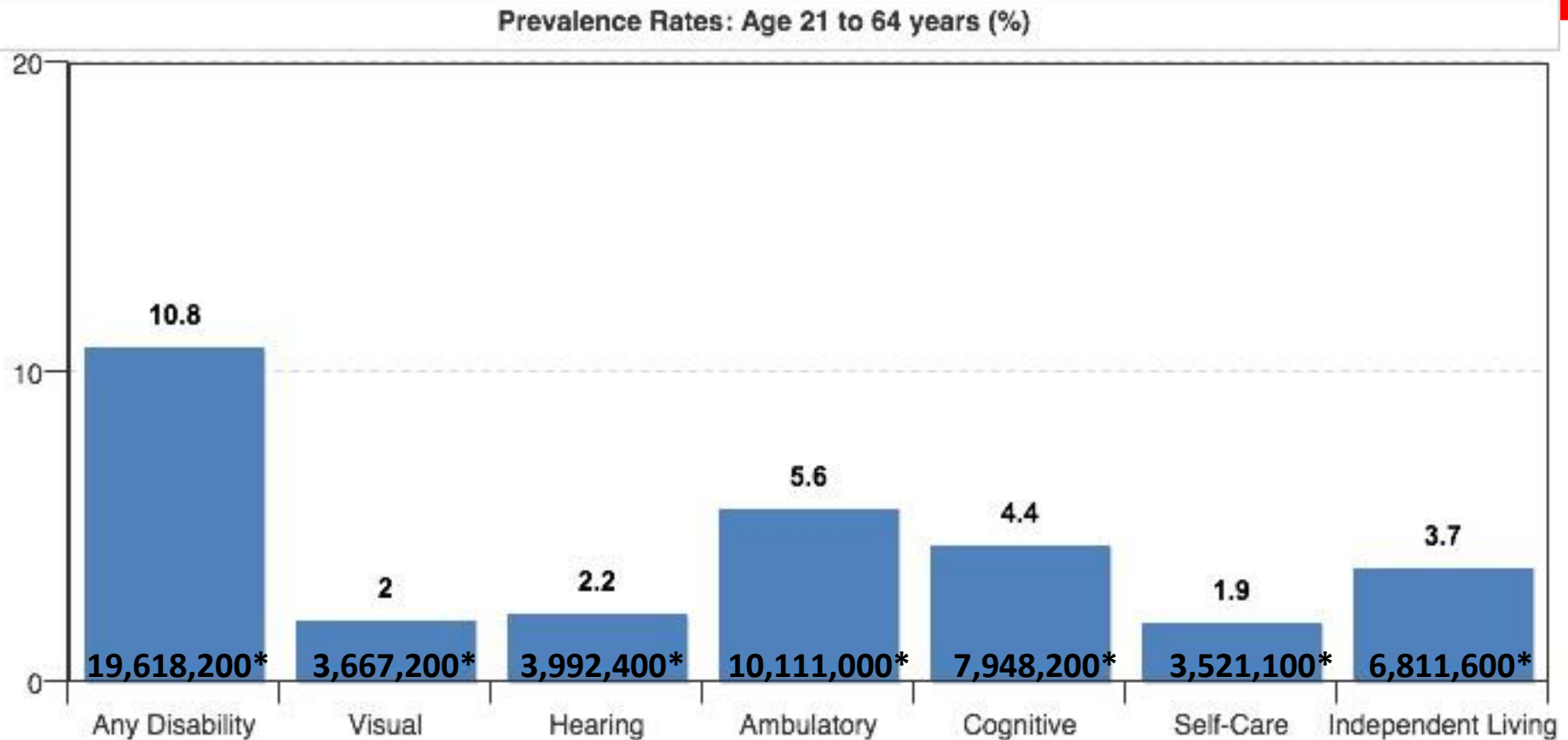
# Prevalence of Disability Among Non-Institutionalized People Ages 16 to 20 in U.S. in 2013



\*Total numbers reported

Source: [Cornell University](#)

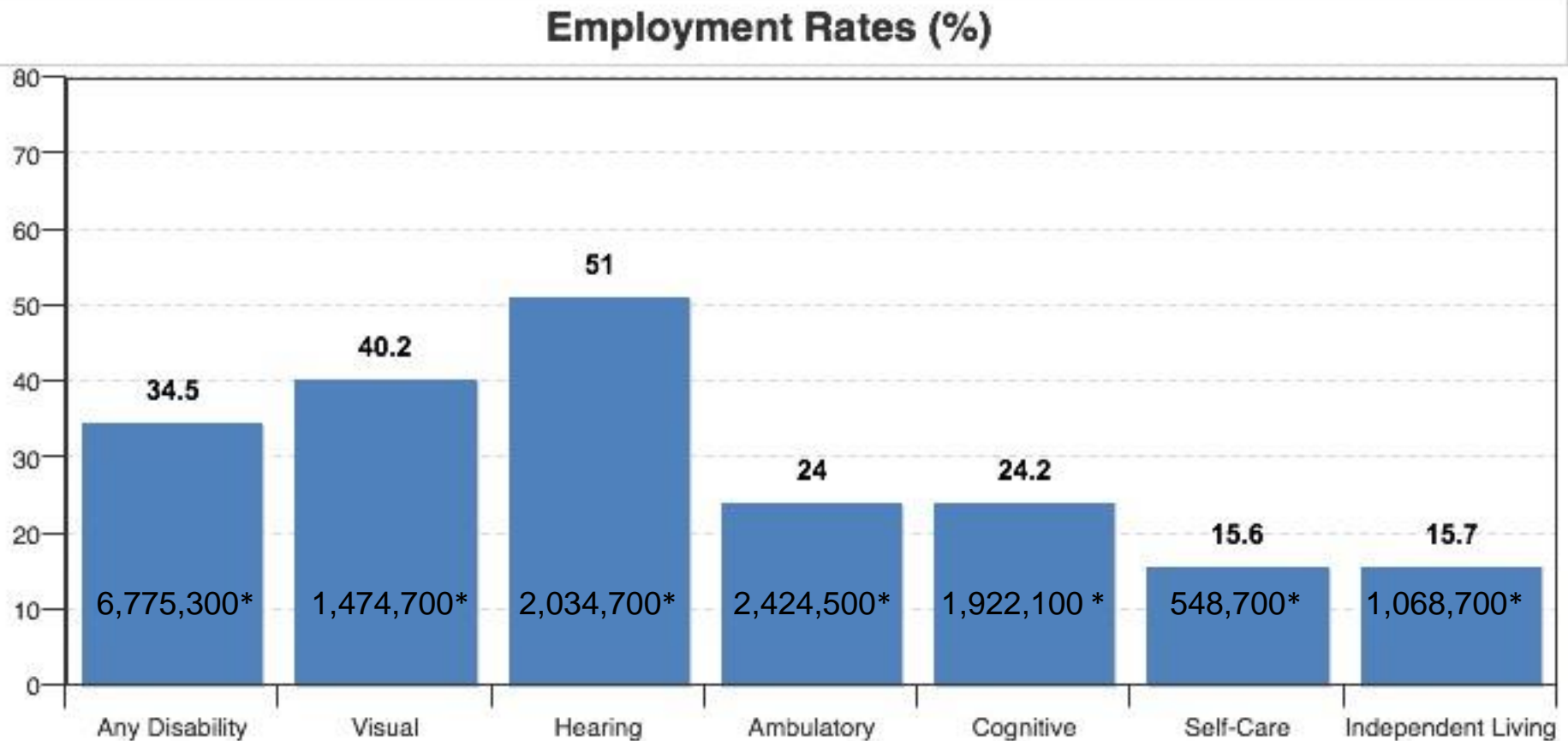
# Prevalence of Disability Among Non-Institutionalized People Ages 21 to 64 in U.S. in 2013



\*Total numbers reported

Source: [Cornell University](#)

# Employment of Non-Institutionalized Working-Age People (Ages 21 to 64) by Disability Status in U.S. in 2013



\*Total numbers reported

Source: [Cornell University](#)

## 2. Busting stigmas, myths and misconceptions should be a key part of workforce strategy.

- ❖ Low expectations and misconceptions are critical barriers to employment for people with disabilities.
- ❖ **Including a communications/public relations strategy for reducing such stigmas is essential to improve a WIOA plan**
- ❖ Perceptions are shaped by social media, entertainment and news. Any strategy needs a multilayered approach in order to change the narrative around workers with disabilities so that they are seen for the abilities that they bring to the table.



# Highlighting Model Employers - #RespectTheAbility

We have sent drafts to companies for approval for the #RespectTheAbility campaign. We are highlighting those who received a 100 on the Disability Equality Index as well as companies in early primary states such as Iowa.

Ameren Corporation	Freddie Mac	Procter & Gamble
AT&T	Highmark Health	Qualcomm Incorporated
Booz Allen Hamilton Inc.	JPMorgan Chase & Co.	Sprint Corporation
Capital One Financial Corporation	Lockheed Martin Corporation	Starbucks Coffee Company
Comcast NBC Universal	Northrop Grumman Corporation	TD Bank N.A.
Ernst & Young LLP	Pacific Gas & Electric Company	
Florida Blue	PricewaterhouseCoopers LLP (PwC)	

## Focus on Iowa

- ❖ Kwik Trip: <http://respectabilityusa.com/respecttheability-campaign-spotlight-on-kwik-trip/>
- ❖ Em's Coffee Company: <http://respectabilityusa.com/ems-coffee-company-bringing-independence-to-independence-iowa/>
- ❖ Spece Brothers (Johnston Creek Farms and In The Country Garden & Gifts): <http://respectabilityusa.com/physical-limitations-dont-stop-the-spece-brothers-from-making-their-dreams-come-true/>

# #RespectTheAbility Campaign

## Spotlight on AT&T Profile:

- ❖ <http://respectabilityusa.com/respecttheability-campaign-spotlight-on-att/>
- ❖ Tweeted to 4000+ followers
- ❖ Maria Valdivieso (@RecruitingWhiz), talent attraction manager at AT&T, shared with 2899 Twitter followers
- ❖ AT&T (@ATT) engaged with Maria's tweet, exposing it to more than 707,000 followers

## JP Morgan Chase:

- ❖ We are in the final stages of releasing a piece, coinciding with their new conference accessibility initiative:
- ❖ <https://www.jpmorganchase.com/corporate/news/pr/new-conference-accessibility-initiative.htm>
- ❖ PR team is planning coordinated internal release to maximize exposure

**Randall Stephenson**  
*Chairman and CEO, AT&T*

“Diversity makes us stronger because it helps us create powerful, lasting relationships with our customers and communities.”



**Cynthia Marshall**  
*Chief Diversity Officer, AT&T*

“At AT&T, diversity and inclusion are woven into all our business strategies and are key in achieving our business goals.”



**Betsy Dixon**  
*Lead Consultant for Diversity, AT&T*

“I’m treated like every other employee, expected to go above and beyond as every other manager is.”



U.S. Headquarters  
**Dallas**

Global Employees  
**280,000+**

U.S. Employees  
**240,000+**

To Apply to Work at AT&T:  
**<http://att.jobs/>**

### 3. Focus on Sector Strategies to Get More PWDS Employed

❖ **The following are job sectors where people with disabilities can excel and benefit their employer's bottom line:**

1) Healthcare and Elder Care

2) Science, Tech, Engineering and Mathematics (STEM) jobs and the Autism Advantage

3) High turnover jobs:

- Hospitality/Accommodations
- Food Service
- Retail trade

4) Government as a Model Employer for PWDs

# Improve School to Work Transitions for Youth with Disabilities

- ❖ There is a significant need for most States to **expand Project Search** to train, prepare, and transition more young people with disabilities into the workforce.
- ❖ **Two effective models for learning best practices:**
  - **Project Search**
  - **Bridges from School to Work**

# Project SEARCH: Program description & Eligibility Criteria

## Description

- ❖ One school year or 9 months
- ❖ 10 – 12 young adults with a variety of intellectual and developmental disabilities
- ❖ Instructor and job coaches
- ❖ Immersed in host business culture
- ❖ Rotations through unpaid internships with continual feedback
- ❖ Outcome of employment in the community

## Criteria

- ❖ 18 – 21 years old
- ❖ Last year of school eligibility or DD eligible adult
- ❖ Eligible for services
- ❖ Appropriate hygiene, social and communication skills
- ❖ Ability to take direction and change behavior
- ❖ Access to public transportation
- ❖ Pass drug screen and background check
- ❖ Desire to Work!

# Outcome of Employment

## The Project SEARCH Definition of a Successful Outcome:

- Competitive employment in an integrated setting
- Year-round work
- 16 hours/week or more
- Minimum wage or higher

## Project SEARCH Results:

- 273 programs in 44 states
- 2500 young people a year complete program
- 60% healthcare, 40% broad mix of business types
- 68% yield employment
- 88% employee benefit eligible
  - 35% take employee benefits, usually at 5 years
  - Benefits alone save roughly 1 million dollars over lifetime
  - Family Involvement curriculum to drive familial change in attitude

For more information go to: <http://projectsearch.us/>

# Sector Strategies: Healthcare Jobs for PWDs

- ❖ As Baby Boomers age, hospitals, nursing homes, and elder care facilities have rapidly increasing labor needs.
- ❖ There are numerous examples of young people with disabilities doing incredible [work in the fields of healthcare, elder care, and in assisted living.](#)
- ❖ Employers working in health and elder care can greatly benefit from the loyalty, dedication, and retention rates of employees with disabilities.



Annie, a Project Search Intern at the Children's Hospital of Cincinnati, cleans medical equipment while dressed in protective gear. (PHOTO CREDIT: Erin Riehle, Project Search Founder.)



# Sector Strategies: Elder Care Jobs for PWDs



Project SEARCH intern Haley McCormick-Thompson lends an attentive ear to a resident at United Hebrew New Rochelle

- ❖ We recommend that Project Search be significantly expanded as they have done in WI and FL.
- ❖ Nationally, each year approximately 2,700 young people, spread out in 45 states, do a nine month, school-to-work program that takes place entirely at the workplace.
- ❖ This innovative, business-led model features total workplace immersion, which facilitates a seamless combination of classroom instruction, career exploration, and worksite-based training and support.

# One Common Goal: Employment

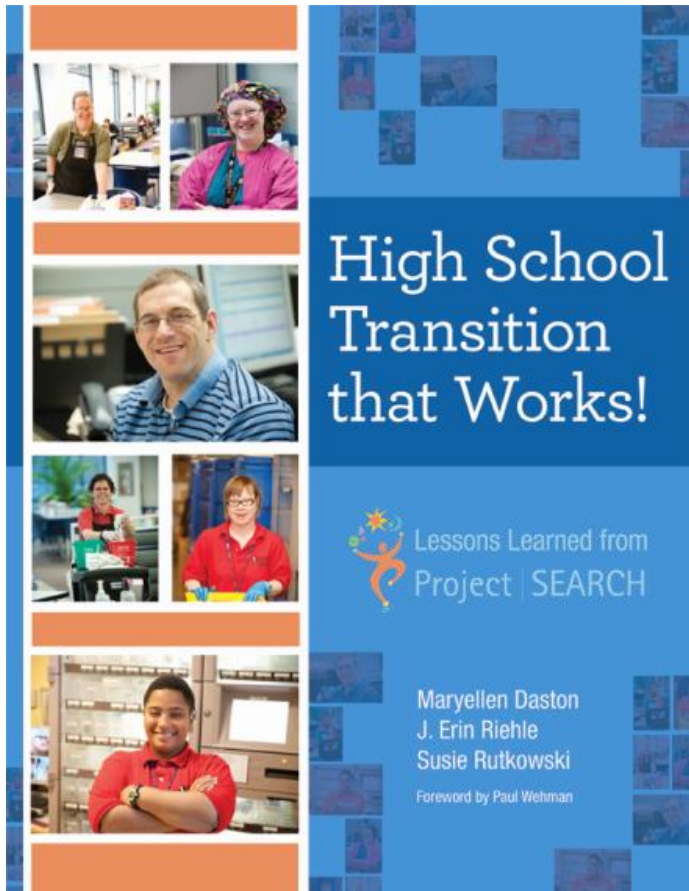
## High School Transition that Works: Lessons Learned from Project SEARCH

By Maryellen Daston, Erin Riehle,  
and Susie Rutkowski

Paul H. Brookes Publishing Co., Inc.

❖ For more information go to:

❖ <http://projectsearch.us/>



### 3. Focus on Sector Strategies to Get More PWDs Employed (cont.)

- ❖ Most state plans indicate that **“leisure and hospitality”** is a key industry sector.
- ❖ **Employers working in this sector can greatly benefit from the loyalty, dedication, and retention rates of employees with disabilities.**
- ❖ In other states, hotels and other hospitality employers have found Project SEARCH to be an amazing source of talent.

# Sector Strategies: Employer's Perspectives in Hospitality

[Houtenville and Kalargyrou, 2012](#)

- ❖ Study of 320 US hospitality and leisure companies
- ❖ 23% of companies employ and 16% actively recruit people with disabilities
- ❖ Top concerns include cost, lack of skills and experience, supervisors unsure how to discipline/evaluate/manage, low productivity and safety compared to typically abled
- ❖ Policies encouraging hiring include employer tax credits, data on benefits in other related companies related to job performance, attendance, retention and productivity and disability awareness training

# Sector Strategies: Gaining a Competitive Advantage

[Kalargyrou, 2014](#); [Kalargyrou and Volis, 2014](#)

- ❖ Two studies; selected companies with disability inclusion initiatives
- ❖ Based on Grant's model of resource-based approach (see exhibit 1)
- ❖ Benefits (competitive advantage)
  - Lower turnover, increased psychological safety and productivity
  - Improved innovation, problem solving abilities, ability to compete in all markets, react to expectations of diverse consumers.
  - Establishing positive company image and increasing customer satisfaction
  - Positive effects on workforce
- ❖ Challenges
  - Stereotyping/skepticism
    - New studies show mixed results ([Kuo and Kalargyrou 2014](#))
  - Productivity issues when there is a mismatch between position and abilities

# Gaining a Competitive Advantage (cont.)

[Kalargyrou, 2014](#); [Kalargyrou and Volis, 2014](#)

## ❖ Best practices

- Leadership commitment and appropriate management style
- Matching abilities with position
- Training
- Holding all employees accountable to the same standards
- Dedicated department/person
- Partnering with school systems, local agencies and disability groups
- Establishing disability champions and ambassadors

# Gaining a Competitive Advantage

## Exhibit 1



Source: Adapted from Grant (1991)

# Sector Strategies: Science, Tech , Engineering and Mathematics (STEM) and the Autism Advantage

- ❖ Federal contractors and other employers have huge demands for STEM qualified talents. However, many schools place their best supports for students with disabilities in schools that do not have strong STEM training.
- ❖ This issue of STEM and access for student with disabilities is a natural point of partnership between the workforce system and the educational system.
- ❖ Carol Glazer of the National Organization on Disabilities wrote in [Huffington Post](#), “America is already lagging when it comes to STEM-skilled workers. The U.S. will have more than 1.2 million job openings in STEM fields by 2018.”
- ❖ Partnerships should be created with federal contractors who have 503 requirements and talent shortages.
- ❖ PWDs need to be part of the solutions to this talent need.



# Employer Example: Specialisterne, Thorkil Sonne, and Gov. Jack Markell

- ❖ Delaware's Gov. Jack Markell is partnering with companies to employ more people on the Autism spectrum in STEM jobs
- ❖ This issue of STEM and access for student with disabilities is a natural point of partnership between the workforce system and the educational system.



**Thorkil Sonne, CEO of Specialisterne and Gov. Jack Markell of Delaware speak with a young autistic man at the ceremony marking the launch of the Delaware-Specialisterne employment partnership.  
(PHOTO CREDIT: Office of Gov. Jack Markell)**

# High turnover jobs: Hospitality/Accommodations Food Service Retail trade



**Project SEARCH intern Anthony Telesford is all smiles while working in the kitchen at Montefiore New Rochelle  
(PHOTO CREDIT: POSITIVE EXPOSURE)**

- ❖ Millions of dollars lost each year due to employee turnover.
- ❖ Research shows that employees with disabilities are more productive and loyal than their non-disabled peers.
- ❖ **Even when the relatively more expensive accommodations are factored in, the overall costs of accommodations are far outweighed by the low turnover rates and better tenures of the employees with disabilities.**
- ❖ **EXAMPLES:** Hospitals, elder care institutions, hotels, and distribution/supply chains

# Sector Strategies: Government as a Model Employer of PWDs



Former Project SEARCH intern Dalila Ochoa reorganizes binders in the offices of New Rochelle City Hall

- ❖ In Governor Markell's own words, —[One key action is to set a state goal for hiring people with disabilities through an executive order and hold agencies accountable for achieving that goal.](#)
- ❖ This is an issue that Governors, both Republican and Democrat, have taken action to address. For example, Governor Asa Hutchinson [has recently committed his state government to hiring more people with disabilities for jobs in state government.](#)
- ❖ Additionally, state contracting as another potential avenue of opportunity. For example, we would encourage your state to learn from the experiences of Nevada and Massachusetts. [The Bay State recently launched an Supplier Diversity Program \(SDP\).](#)

## 4. Effective Employer Engagements – Section 503

- ❖ DOL also released new rules, effective January 1<sup>st</sup>, 2015 that create opportunities for people with disabilities to work at federal contractors.
- ❖ Section 503 creates significant opportunities for people with disabilities to work at federal contractors in a wide range of job types.
- ❖ **503 established, for the first time, a 7% utilization goal for individuals with disabilities. In all job categories!**
- ❖ So who are the big federal contractors that now are required to hire people with disabilities? Here are a few:
  - Lockheed Martin Corporation /The Boeing Company
  - Northrop Grumman Corporation/ Health Net INC
  - General Dynamics Corporation
  - Raytheon Company

See complete list at the [Fedspending website](#) <sup>1</sup>

## 5. Ensure that WIOA Assurances are matched up with specific strategies.



- ❖ Each assurance listed in your state's WIOA Plan needs to be matched up to a specific strategy to accomplish what you are setting out to do.
- ❖ For example, Section 188 and Accessibility-  
[Look to ODEP's resources for help.](#)

## 6. Beware of Opportunity Costs of One-Stops

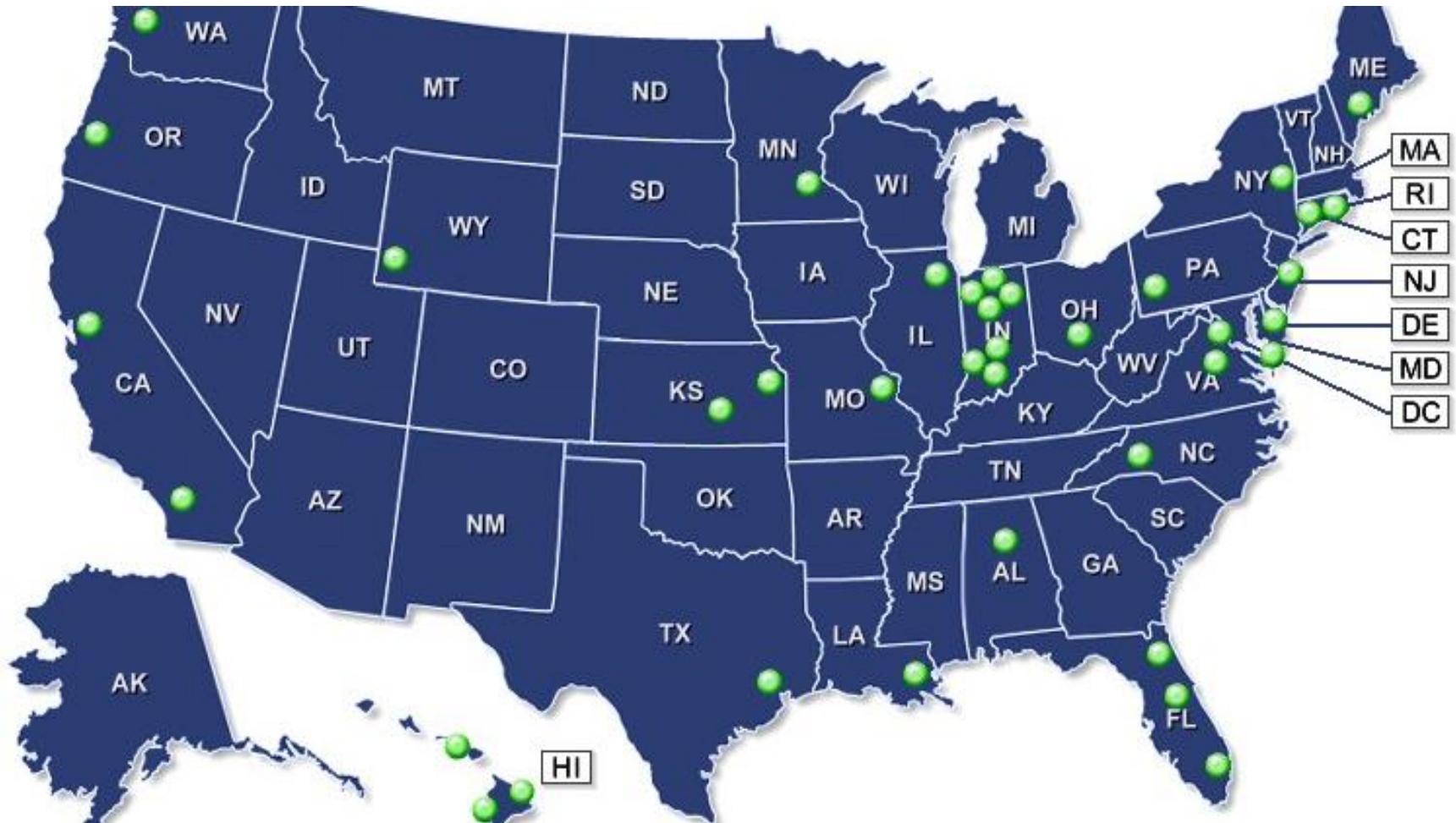
- ❖ One of our most significant concerns with many of the State Plans we've reviewed is the prioritization of One-Stop Centers as the primary access point for programs and services under WIOA in California.
- ❖ **American Job Centers Should be Mobile and Online**
- ❖ Focusing exhaustively on One-Stop Centers, physical infrastructure, and co-locating services comes at the opportunity cost of losing the chance to improve supports and increase outcomes.



## 7. Create or collaborate with affiliate chapters of the USBLN for employer engagement.

- ❖ Effective employer engagement is a necessary component of achieving improved employment outcomes.
- ❖ One of the most effective means of carrying that message forward is to have a network of engaged businesses whose bottom line has benefitted from the talents of employees with disabilities.
- ❖ Business to business communication can help tear down the misconceptions and stigmas which are barriers to employment.
- ❖ However, in far too many of the WIOA State Plans that we have reviewed, the state affiliate chapter of the US Business Leadership Network isn't at the WIOA table. Attend their conference: <https://usbln.org/annual-conference-partners.html>
- ❖ If your state doesn't have a USBLN affiliate chapter, leverage your VR or workforce system partners to set up a chapter.
- ❖ For more information contact Lynn Kirkbride USBLN Director of Affiliate Relations. Email: [lynn@usbln.org](mailto:lynn@usbln.org) / Phone: (307) 631-0894

# USBLN Affiliate Chapters





# Success depends on being employer driven!



- ❖ It is critical that businesses understand how the talents of people with disabilities can benefit their bottom lines.
- ❖ This is a challenge that has to be addressed both from the top down and the bottom up. By leaders in the community and business leaders.
- ❖ There is also a critical role to be played by public-private partnerships
  - <http://abilitybeyond.org/kessler-foundation-grants-450000-ability-beyond-pepsico-disability-employment-initiative/>

# Find Your Employer Heroes



- ❖ Every state needs “leadership employers.” Walgreens, EY, Pepsi, AMC Theaters, and Hospitals have found they can “do good AND do well”.
  - <http://abcnews.go.com/WN/story?id=4272981&page=1#.UcyOVD7wKA0>
  - <http://www.prnewswire.com/news-releases/pepsi-act-team-honored-with-pepsicos-global-harvey-c-russell-inclusion-award-300086691.html>
- ❖ Look to see if companies listed on the USBLN’s Disability Equality Index have offices or operations in your community:
  - <http://www.usbln.org/programs-dei.html>

## 8. Ensure that Apprenticeship Programs are Fully Accessible and Actively Recruiting Young PWDs

- ❖ **States should consider the vital opportunity that apprenticeship training and credentialing can offer to young people with disabilities**
- ❖ Most states are already aware of the need to recruit people of diverse abilities and background into these types of programs. Most plans recognize the importance of apprenticeship programs.
- ❖ Time must be invested into understanding the best practices contained in the Office of Disability and Employment Policy's apprenticeship toolkit.<sup>1</sup>

<sup>1</sup> <http://www.dol.gov/odep/topics/youth/apprenticeship.htm>

## 9. Overcome the Gap Between Disability Services and Career Services in Secondary Education

- ❖ **There is a fundamental disconnect in most post-secondary education programs between disability services and careers**
- ❖ The consequences of a lack of career services for PwDs:
  - 1) Employers have fewer qualified candidates to choose from
  - 2) Students with disabilities who may be able to graduate and develop a career will now struggle to find a job

# 10. Improve pre-employment transition services by developing public-private partnerships.

- ❖ School System, VR, and local workforce boards should partner with companies that are leading in the disability space.
- ❖ **Future efforts should include expansion of public/private partnerships in local communities.**
- ❖ **SOCIAL ENTERPRIZES**
- ❖ Partnerships could focus on the successful “cluster” model, started by the Poses Family Foundation
- ❖ **NATIONAL FUNDERS COLLABORATE TO SUPPORT GROUNDBREAKING WORK IN DISABILITY AND EMPLOYMENT**

Autism Speaks, Kessler Foundation, May and Stanley Smith Charitable Trust, New York Collaborates for Autism and Poses Family Foundation, have collectively committed almost \$7.5 million to support groundbreaking work in disability and inclusion in employment in 2014 and 2015.

- ❖ Employer Partners include:



# 11. Getting out the word on free and accessible services and resources.



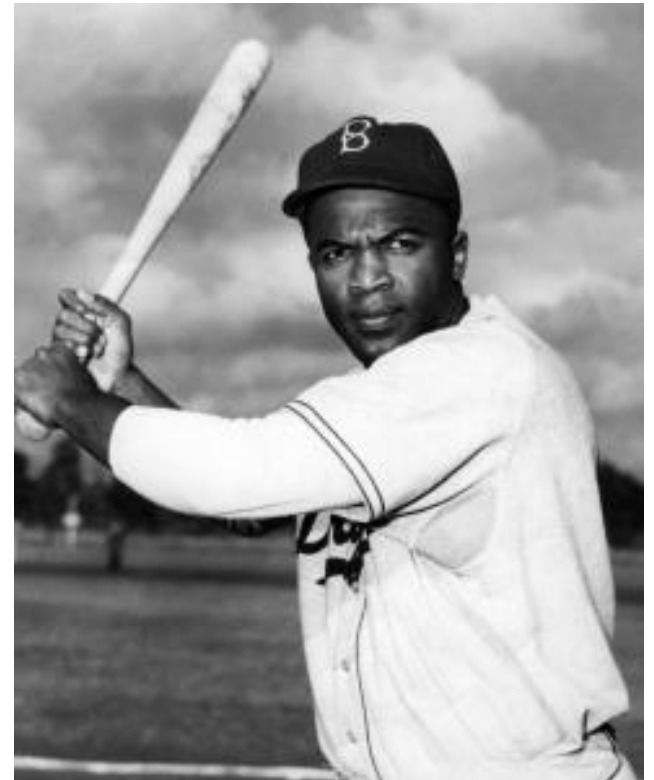
- ❖ Your state should be careful not to waste money trying to re-invent the wheel in creating online resources as [ASKJAN.org](http://ASKJAN.org), [the US Department of Labor's Office of Disability Employment Policy](http://theUSDepartmentofLabor'sOfficeofDisabilityEmploymentPolicy), our organization and [others also offer free toolkits, webinars](#) and training opportunities

## 12. Adopt a “Jackie Robinson Strategy”

- ❖ Attitudinal barriers, stigmatization, myths, and misconceptions about people with disabilities are a critical obstacle in the push for improved employment outcomes.
- ❖ **These barriers will be broken by using what we call a “Jackie Robinson Strategy”**
- ❖ Helping young people with disabilities successfully transition into the workforce will create a path for those who may have a greater need for employment supports to also succeed.
- ❖ States should focus WIOA resources on early interventions, paid and academic internships, apprenticeship programs, and other best practices.

# Jackie Robinson

- ❖ First African American to play in Major League Baseball in the modern era, starting in 1947.
- ❖ By starting him at first base, the Brooklyn Dodgers ended racial segregation in the MLB under the leadership of Branch Rickey with the full support of the team.
- ❖ When they hired Jackie, the Dodgers enjoyed more athletic success, sold more tickets, and gained a larger fan base.
- ❖ Jackie's Athletic Awards:
  - Selected for six consecutive All-Star Games (1949 – 1954)
  - Won the National League Most Valuable Player Award in 1949
  - Inducted into the Baseball Hall of Fame in 1962





# Employ a “Jackie Robinson Strategy”

- ❖ Dramatic improvements in employment outcomes will take massive changes in attitudes, so we need to start with cohorts who will add maximum value for employers and taxpayers alike.
- ❖ Start first by reviewing state specific data on the talent pipeline of PwDs ages 16-20. Ensure your capacity matches your demographic needs.
- ❖ Enable them to have high expectations, early work experience, skills and supports.
- ❖ Focus on those transitioning from school to work, people with recently acquired disabilities who have previous work experience, and those who otherwise are SUPER motivated to work!

# 12. The Needs of Aging Workers with Acquired Disabilities need to be addressed



**UnityPoint Health**  
Des Moines



- ❖ Many older people who have been in the workforce a long time may acquire disabilities before they reach retirement age.
- ❖ In Iowa, IVRS works with a major employer, Unity Point Hospital to —re-home employees to other jobs within the same company when good workers can no longer do physical jobs and need a new assignment.

# 13. “Nothing About Us Without Us”- Representation of PWDs on WDBs.

- ❖ “Nothing About Us without Us” has long been a rallying cry for the one-in-five Americans who have a disability and it has implications for the workforce system.
- ❖ Section 107 of WIOA dictates the establishment, criteria, and membership for the Local Workforce Development Boards
- ❖ There is a critical need to ensure that people with disabilities are represented on such local boards and make their voices heard.



# 14. Transportation Must Be Addressed Directly



- ❖ Many people with disabilities do not drive, others cannot afford private transportation.
- ❖ Where possible, States should work with public transportation to ensure that there are bus routes to places where there are employment opportunities for people with disabilities, and that buses are accessible.
- ❖ Where this is not possible, look at partnering with UBER, LYFT and other private transportation services to provide transportation to people with disabilities.

# 15. Strategic engagement to build a mentor system for workforce system customers.

- ❖ From the Philanthropy Roundtable  
*“Clearing Obstacles to Work: A Wise Giver’s Guide to Fostering Self-Reliance”*



## Clearing Obstacles to Work

---

*A Wise Giver’s Guide to Fostering Self-Reliance*

By David Bass

- ❖ Government can’t and shouldn’t do everything. There is a massive role that can be played by volunteers who are willing to help people with barriers to work, including people with disabilities, find and keep jobs. There is a critical, cooperative role for non-profits and faith-based organizations to play.
- ❖ Local workforce development areas, for example, could be encouraged to recruit volunteers from local faith communities or local non-profits.
- ❖ Learn more here:  
[http://www.philanthropyroundtable.org/guidebook/clearing\\_obstacles\\_to\\_work](http://www.philanthropyroundtable.org/guidebook/clearing_obstacles_to_work)

# 16. The Disability Issues of People Involved in the Corrections System Must Be Addressed

- ❖ According to the Bureau of Justice Statistics, approximately “**32% of prisoners and 40% of jail inmates are reported as having at least one disability.**” <sup>1</sup>
- ❖ Given these statistics, it is vital for states to identify how many of the individuals in their corrections system have disabilities.
- ❖ People involved in the criminal justice system often have disability issues, many of which are undiagnosed or unaddressed.
- ❖ This is a critical part of the population that must be addressed, particularly because they can be a vital economic resource given the appropriate pre-release training and services. <sup>1</sup>[Disability Among Prison and Jail Inmates](#)

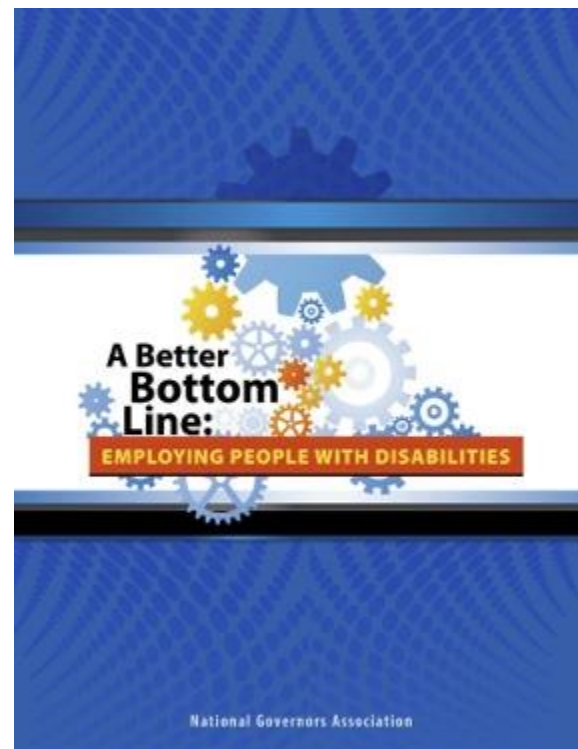




# National Governors Association Jobs for People with Disabilities



**Governor Jack Markell of Delaware**  
**Past Chair, National Governors Association**  
**Current Chair, Council on State Governments**



# Key NGA Recommendations

1. Make disability employment part of the state workforce development strategy.
2. Find and support businesses in their efforts to employ people with disabilities.
3. Be a model employer by increasing the number of people with disabilities working in state government.
4. Prepare youth with disabilities for careers that use their full potential, providing employers with a pipeline of skilled workers.
5. Make the best use of limited resources to advance employment opportunities for people with disabilities.



# Disability Employment First Planning Tool

## Disability Employment First Planning Tool

Download the [PDF](#)



### Disability Employment First Planning Tool

Created by RespectAbility,  
Best Buddies, The National Association  
of Councils on Developmental  
Disabilities (NACDD), National Council  
on Independent Living (NCIL), Paralyzed  
Veterans of America (PVA) and National  
Organization on Disability (NOD).

Questions? Contact Jennifer Laszlo Mizrahi at  
202 365 0787 or [JenniferM@RespectAbilityUSA.org](mailto:JenniferM@RespectAbilityUSA.org)

Non-profits committed to jobs for PwDs will  
stand at your side and help!



# What next? Your feedback wanted!

- ❖ Look at what's happening in South Dakota, North Dakota, Wisconsin, Iowa etc.

Please give us feedback here:

<https://www.surveymonkey.com/r/RAWIOA>

# Resources

- ❖ Annual Disability Statistics Compendium, 2015:  
[http://www.disabilitycompendium.org/docs/default-source/2015-compendium/compendium\\_2015\\_final.pdf](http://www.disabilitycompendium.org/docs/default-source/2015-compendium/compendium_2015_final.pdf)
- ❖ StateData: The National Report on Employment Services and Outcomes, 2014 (data from 2013): <http://www.statedata.info/bbstates/California.pdf>
- ❖ 2013 Disability Status Report, Cornell University:  
[http://www.disabilitystatistics.org/StatusReports/2013-PDF/2013-StatusReport\\_CA.pdf](http://www.disabilitystatistics.org/StatusReports/2013-PDF/2013-StatusReport_CA.pdf)
- ❖ Fedspending: [www.fedspending.org](http://www.fedspending.org)
- ❖ Project SEARCH: [www.projectsearch.us](http://www.projectsearch.us)
- ❖ Top contractors. Complete federal lists of 2006-2014: <https://www.fpds.gov>
- ❖ US Business Leadership Network: <http://usbln.org/>
- ❖ Job Accommodation Network: <https://askjan.org/>
- ❖ State Vocational Rehabilitation Agency:  
[http://wdcrobcolp01.ed.gov/Programs/EROD/org\\_list.cfm?category\\_cd=SVR](http://wdcrobcolp01.ed.gov/Programs/EROD/org_list.cfm?category_cd=SVR)
- ❖ RespectAbilityUSA: [www.respectabilityusa.org](http://www.respectabilityusa.org)
- ❖ 2012-2016 State Workforce Investment Act:  
[http://www.doleta.gov/performance/results/AnnualReports/annual\\_report.cfm](http://www.doleta.gov/performance/results/AnnualReports/annual_report.cfm)
- ❖ State Workforce Investment Board, Key Workforce Priorities and Fast Facts:  
[http://workforceinvestmentworks.com/workforce\\_board\\_info.asp?st=DC](http://workforceinvestmentworks.com/workforce_board_info.asp?st=DC)

# Let Us Know If We Can Help!

**We have many resources for policy makers and employers on our website and are ready to help!**

**RespectAbilityUSA**

**11333 Woodglen Drive, #102**

**Rockville, MD 20852**

**[www.RespectAbilityUSA.org](http://www.RespectAbilityUSA.org)**

**Cell: (202) 365 – 0787**

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