DISABILITY SOLUTIONS
@ABILITY BEYOND
Changing Minds and Changing Lives with Disability Solutions
December 2019

Changing Minds & Changing Lives through true Disability & Inclusion
Kevin McCloskey
- Director of Partnership Development
- Live in Bethel, CT
- Son, father, husband
- HUGE Raiders fan
- Big Tom Cruise fan
Disability Solutions

- National, non-profit consulting practice working with corporate leaders to leverage engagement of talented jobseekers with disabilities.
- Changing minds and changing lives by shifting the narrative from the charity case of employing people with disabilities to the talent value.
- Over 60 years of experience employing individuals with disabilities, including veterans with disabilities.
- Disability Solutions’ diverse team focuses on end-to-end talent acquisition, retention strategies and solutions resulting in people and business driven outcomes.
Why Are We Here Today?

- Introductions and agenda
- Why employers need to be engaged?
- How to engage and prepare employers?
- Tips on building partnerships with employers
- Tips on preparing jobseekers for best match
- Q&A
The Office of Federal Contract Compliance Programs is part of the U.S. Department of Labor. OFCCP is responsible for ensuring that employers doing business with the Federal government comply with the laws and regulations requiring nondiscrimination.
Take affirmative action and not discriminate on the basis of race, color, sex, sexual orientation, gender identity, religion, national origin, disability, or status as a protected veteran.
What is a Federal Contractor?

- Federal contractors are individuals or employers who enter into a contract with the United States (any department or agency) to perform a specific job, supply labor and materials, or for the sale of products and services.
Companies with federal contracts or subcontracts in excess of $15,000. Covered contractors with 50 or more employees and at least one government contract or subcontract of $50,000 or more must develop, maintain, and annually update a written AAP for individuals with disabilities.
Section 503 prohibits employment discrimination against individuals based on disability by federal contractors and subcontractors. Section 503 also requires that federal contractors and subcontractors take affirmative action to recruit, employ, train, and promote qualified individuals with disabilities.
Section 503

- Require contractors to maintain several quantitative measurements and comparisons for the number of individuals with disabilities who apply for jobs and the number of individuals with disabilities they hire.

- Data will enable contractors and OFCCP to evaluate the effectiveness of contractors’ outreach and recruitment efforts…related to individuals with disabilities.

- 7% utilization goal for individuals with disabilities applied at the job group level.
What Does This Mean to Talent Partners?
Opportunity = The Business Case
Americans with Disabilities ACT (ADA) - *physical* or *mental* impairment that substantially *limits one or more major life activities*, a person who has a *history or record* of such an impairment, or a person who is perceived by others as having such an impairment or mental condition that *limits a person’s movements, senses, or activities*. 
Definitions

The term disability includes, but is not limited to:
- Hidden disabilities such as depression, PTSD, anxiety disorders or ADD/ADHD
- Developmental disabilities such as Downs Syndrome or Autism,
- Physical disabilities that impact mobility, dexterity, vision or hearing
- Medical conditions, injury, or aging such as Parkinson’s, stroke, brain injury or cancer
Myths and Stigmas

- Are always dependent on others
- Can’t be fully human – limited
- Are sick, in pain, or need to be fixed
- Can’t work in professional jobs
- Are to be pitied
- Not trustworthy
- Dangerous
- Could harm self or others
Opportunity: Largest Untapped Talent Pool

1 in 4: Americans with a disability

20 Million: Families in America, out of 70 million, with family members with a disability (29%)

Labor Force Participation (Aug 2019)*
- People with Disabilities – 21.3%
- People without Disabilities – 68.7%

Unemployment Rate (Aug 2019)*
- People with Disabilities – 7.2%
- People without Disabilities – 3.6%

*U.S. Department of Labor
Benefits

Strengthen Your Workforce…

- Higher retention
- Increase in self disclosures
- Diversity within disability
- Entry level to management
Opportunity: Market Value

- 1 in 4: Largest minority in the U.S.
- Dollars: Spending power of $645 billion dollars
- Smart Business: 87% support of companies hiring IWD
Benefits to Small Businesses
Prepare the Partnership for Success

- Education
  - Lunch and learns
- Partner and employers collaboration
- Request job leads and hiring calendars if possible
- Make your career fairs better
- Setup mock interviews
- Celebrate the wins, learn from mistakes
- Be realistic, not everyone is a good fit
- Find solutions
- Communication is key!
Employer Feedback

Applicants are not prepared…
- Not knowledgeable of the company and/or job
- Not interview ready
- Not qualified
- Underdressed
Know Your Worth

Confidence Is Everything

Tell Me About Yourself

Know Your Work History
## Behavioral Based Questions

<table>
<thead>
<tr>
<th>Question</th>
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<tbody>
<tr>
<td>What is your greatest weakness?</td>
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<tr>
<td>Tell us about a time that you failed?</td>
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<tr>
<td>Describe a situation where you had to handle an upset customer?</td>
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<tr>
<td>Tell us about a time you received criticism at work?</td>
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<tr>
<td>Describe a time that you took initiative?</td>
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Star Method

**S** Situation

**T** Task

**A** Action

**R** Result

Background. Set the Scene.

“When I worked for Company X as a …..”

What did you have to do?

What needed to be done?

What did you do to solve the problem or issue? Bad example: “I had my manager fix it”

What happened in the end?

End your story in a positive way, showing you were the reason behind it
Star Tips for Jobseekers

- Answers need to be authentic and something that really happened to you at work.
- Think of the answers as little short stories that start with a negative situation and how you made it positive.
- Do not ramble, follow STAR to keep your answer brief and relevant.
The Interview
Examples To Not Get Hired

- “I never make mistakes / I don’t have any weaknesses.”
- “When there is an issue I go to the boss/manager.”
- “I’ve never worked with a difficult person or customer.”
- “I was just a waiter, secretary, cashier.”
- “I have three kids, I’m divorced and enjoy long walks on the beach.”
- “I’m interested in the job because of the pay, benefits, etc.”
Tell us about a time you received criticism at work?

- “I’ve never been criticized.”
- “I do good work.”

Why is this a bad answer?
Tell us about a time you received criticism at work?

- “When I was a cashier at a convenience store 2 years ago, it was my first week on the job and I left one day without doing the side work that needed to be done before leaving. My boss let me know that on my next shift and I made sure it was a part of my regular routine and it didn’t happen again.”

**Why is this a good answer?**
Don’t Do This…

- Tell employers they HAVE to hire people with disabilities
- Don’t lead with OJT ideas, but include it
- Don’t send jobseekers who aren’t job or interview ready
- Don’t send jobseekers who aren’t qualified
- Overburden the employer
Case Study

- 80 plus hires in pilot site (Kettering, OH)
- Hired people w/ multiple types of disabilities
- Retention above company average
- 2017-2018 expansion to four additional sites
- 500+ total hires
- Trained leaders is Dispelling Fear & Stigma
- Local and national recognition
Pepsi ACT – Achieving Change Together

- 1500+ hires
- 9 sites launched in 4 years
- Expansion to all sites in 2019
- Visit from former Secretary of Labor Perez
- Warehouse to Department Manager
- Distribution, call centers and technical facilities
- Recognized by the DOL and OFFCP
- National and local recognition

You Belong Here
Questions and Feedback

Changing Minds & Changing Lives

Website: www.disabilitytalent.org

Career Center: www.disabilitysolutionstalent.org

Email: Kevin.McCloskey@disabilitytalent.org