



Building an Inclusive Workforce

A Four-Step Reference Guide to
Recruiting, Hiring, and Retaining
Employees with Disabilities

Introduction

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STEP 2 - Create an Inclusive Culture

STEP 3 - Recruit and Hire

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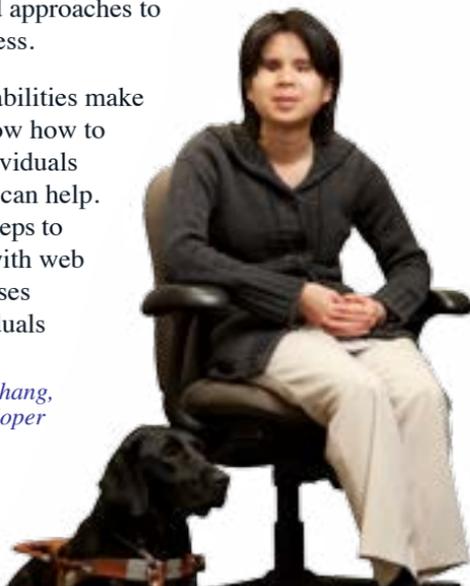
Competence and Flexibility...

...they are vital skills that employers seek. Today more than ever, businesses need people with the ability to adapt to different situations and circumstances. And perhaps more than any other group, people with disabilities possess precisely these attributes. On a daily basis, people with disabilities must think creatively about how to solve problems and accomplish tasks. In the workplace, this translates into innovative thinking, fresh ideas, and varied approaches to confronting challenges and achieving success.

While research shows that people with disabilities make excellent employees, not all employers know how to effectively recruit, retain, and advance individuals with disabilities. That's where this booklet can help. It provides a quick outline of four simple steps to increasing workforce inclusion, complete with web links to resources available to help businesses benefit from the talents of qualified individuals with disabilities.

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*Helen Chang,
Web Developer*



Introduction

Competence and Flexibility...

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This tool was developed by the U.S. Department of Labor's Office of Disability Employment Policy (ODEP). To learn more about DOL's efforts to increase employment opportunities for people with disabilities, visit ODEP's website at dol.gov/odep.

The people featured in this guide are people with disabilities—not models—photographed in their workplaces. Some of their disabilities are apparent, some are not. They reflect just a few of the millions of people with disabilities who add value to America's workplaces and economy every day.

*Elaine Robnett Moore,
Jewelry Designer and Educator*



Introduction

Embrace Inclusive Strategies

When it comes to doing business, including workers with disabilities offers a competitive edge. By incorporating people with disabilities into their human capital strategies, employers expand their pool of talent, skills, and creative business solutions. The resources below illustrate how workplace practices that include people with disabilities benefit everyone and make good business sense.

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A multimedia policy tool that outlines seven core components of a disability-inclusive workplace, along with a menu of strategies for achieving them

AskEARN.org/inclusion-work

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Report

Discusses workplace diversity and inclusion and commitment to hire workers with disabilities

dol.gov/odep/pdf/20150201EESFinalReport.pdf

v

Description of various tax incentives for which employers who hire people with disabilities may qualify

AskJAN.org/topics/taxinc.cfm

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*Patty Rivas,
Store Owner and
Social Worker*



STEP 1 - Embrace Inclusive Strategies

Embrace Inclusive Strategies

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Monthly newsletter featuring disability-
related topics of interest to employers
dol.gov/odep/businesssense

*Carson Bartlet,
Restaurant Employee*

p r
Photographic profiles of
individuals with disabilities
working in a variety of
occupations and industries
dol.gov/odep/profiles



STEP 1 - Embrace Inclusive Strategies

Create an Inclusive Culture

Organizations that value and appreciate each person for their individual differences and experiences benefit from diverse perspectives. Creating such an inclusive culture isn't difficult, but does require some forethought. The resources below can foster a welcoming work environment that is flexible and open to the talents of all qualified individuals, including those with disabilities.

Nationwide campaign that offers a range of resources to assist organizations to implement internal disability employment awareness programs
whatcanyoudocampaign.org

Awareness Month

Annual outreach effort that raises awareness about disability employment issues and celebrates the many and varied contributions of America's workers with disabilities
dol.gov/odep/topics/NDEAM.htm

Employment: Steps to Success

Outlines effective strategies for small businesses for recruiting and retaining qualified people with disabilities
AskEARN.org/StepsToSuccess

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*Jeffery Krauthamer,
Receptionist*

Create an Inclusive Culture

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Resource Groups

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Explores how Employee Resource Groups
[AsKEARN.org/wp-content/uploads/docs/askearn_employee_resource_group_factsheet.pdf](https://www.askearn.org/wp-content/uploads/docs/askearn_employee_resource_group_factsheet.pdf)

m **r**
Resource Groups

Guidance for employers interested in developing or enhancing an Employee Resource Group (ERG) focused on disability
[AsKEARN.org/wp-content/uploads/docs/erg_toolkit.pdf](https://www.askearn.org/wp-content/uploads/docs/erg_toolkit.pdf)

u **e**
Mentally Healthy Workplace

Helps employers learn about mental health and cultivate a welcoming and supportive work environment for employees who have mental health conditions
[AsKEARN.org/mentalhealth](https://www.askearn.org/mentalhealth)

r
Effective emergency plans and resources for employees with disabilities
[dol.gov/odep/topics/EmergencyPreparedness.htm](https://www.dol.gov/odep/topics/EmergencyPreparedness.htm)

*R.J. Martin,
Circulation
Clerk at a
County
Library*



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STEP 2 - Create an Inclusive Culture

Create an Inclusive Culture

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Information about disability etiquette in various workplace settings, including speaking engagements and customer service environments
AskJAN.org/topics/disetiq.htm

Guidance for employers on determining which federal disability nondiscrimination laws apply to their business or organization and how to ensure compliance with them
dol.gov/elaws/odep.htm

Self-Identify

Explores research related to disability strategies for encouraging it in the context of the updates to Section 503 of the Rehabilitation Act

AskEARN.org/wp-content/uploads/docs/do_ask_do_tell.pdf

For additional resources related to creating an inclusive culture, visit ODEP's Diversity and Inclusion webpage at: dol.gov/odep/topics/diversityandinclusion.htm and Changing Attitudes webpage: dol.gov/odep/topics/changingattitudes.htm.

Recruit and Hire

The goal of the recruitment and hiring process is to attract and identify individuals who have the best mix of skills and attributes for the job available.

Ensuring that all qualified individuals with disabilities can participate in the process is critical to achieving this goal. The resources below can assist in understanding how to be disability inclusive in recruiting and hiring.

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*John Winfrey,
Senior Technical
Account Manager*

Free consultation and technical assistance for employers seeking to recruit and hire

qualified individuals with disabilities

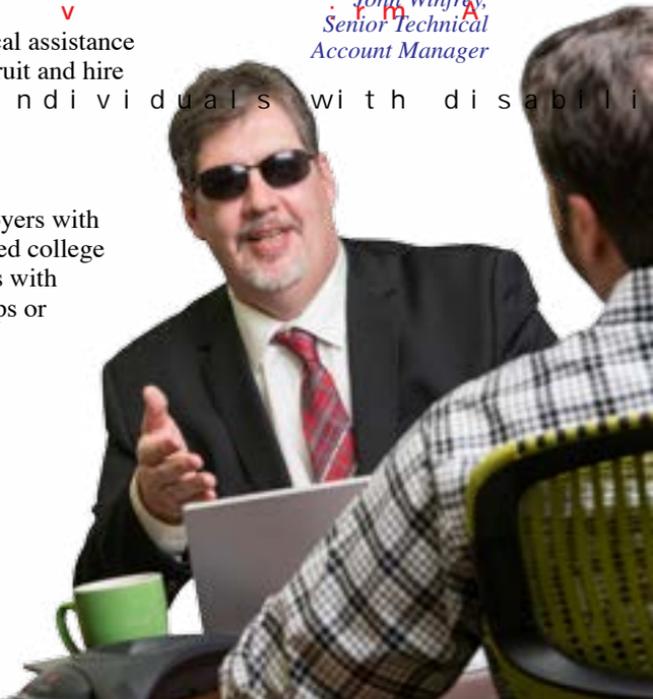
AskEARN.org

: A

Program that connects employers with pre-screened, highly motivated college students and recent graduates with disabilities seeking internships or permanent employment

dol.gov/odep/wrp

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STEP 3 - Recruit and Hire

Recruit and Hire

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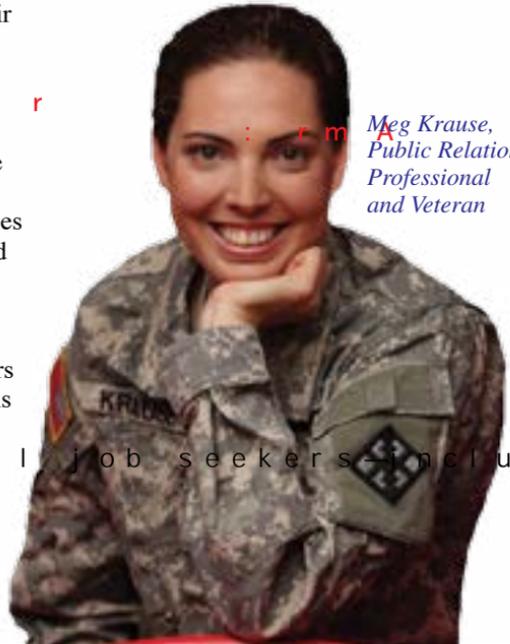
m w o
Nationwide network of centers that can help businesses find qualified workers including workers with disabilities
servicelocator.org; 1-877-USA-JOBS

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State agencies that link employers to job candidates with disabilities in their local areas
soar.AskJAN.org/IssueConcern/214

m r
Multi-faceted initiative promoting the employment, retention, and career advancement of people with disabilities through the development, adoption and promotion of accessible technology
PEATworks.org

A service of PEAT that helps employers and human resource (HR) professionals make their eRecruiting technologies accessible to all job seekers—including those with disabilities
PEATworks.org/talentworks

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*Meg Krause,
Public Relations
Professional
and Veteran*

Recruit and Hire

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v v e m u
Provides background and guidance on establishing inclusive internship programs
dol.gov/odep/pdf/InclusiveInternshipPrograms.pdf

For additional resources related to the recruitment and hiring of people with disabilities, visit ODEP's Recruitment and Retention webpage at dol.gov/odep/topics/recruitmentandretention.htm and Accommodations webpage at dol.gov/odep/topics/accommodations.htm.

*Meghan Jones,
Office Clerk*



STEP 3 - Recruit and Hire

Retain and Advance

Employers and employees both benefit from accommodations that facilitate the retention of employees with disabilities. The resources below can assist in understanding how to effectively accommodate employees with disabilities and help them advance and achieve workplace success.

Free, expert, and confidential guidance on workplace accommodations for employees with disabilities

AskJAN.org; 1-800-526-7234
(Voice); 1-877-781-9403 (TTY)

*Eric Wright,
Lead Technologist*

Free consultation and technical assistance for employers seeking to retain and advance employees with disabilities

AskEARN.org/topics/retention-advancement/

Information about the return-to-work process and resources to help get employees back on the job quickly and smoothly after illness or injury

dol.gov/odep/return-to-work

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Retain and Advance r

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Resources and guidance on inclusive practices related to the reasonable accommodation process
AskJAN.org/toolkit

High Impact

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Summary of research revealing the low cost of accommodations for employees with disabilities relative to their positive impact
AskJAN.org/topics/costs.cfm

Work Arrangements

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Information about customized employment, a flexible work arrangement that can help employers retain valued employees, including those with disabilities
dol.gov/odep/topics/customizedemployment.htm

o
Introduction to workplace interpersonal and professional skills for employees
dol.gov/odep/topics/youth/softskills

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*Kathy Peery,
Legislative Affairs
Specialist for a
Federal Agency*



Retain and Advance r

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Factsheet on Stay-at-Work/Return-to-Work strategies

dol.gov/odep/pdf/20140917StayAtWork.pdf

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Provides resources for employers to conduct training on disability employment topics for individuals or groups of employees

AskJAN.org/events/Multimedia-Training-Microsite.cfm

For additional resources related to retaining and advancing people with disabilities, visit ODEP's Recruitment and Retention webpage at dol.gov/odep/topics/recruitmentandretention.htm and Accommodations webpage at dol.gov/odep/topics/accommodations.htm.

for Federal Agencies

As the nation's largest employer, the Federal Government must model effective policies and practices that advance America's ideal of equal opportunity for all. Regulations implementing Section 501 of the Rehabilitation Act of 1973 (Section 501) specify that federal agencies must become model employers of individuals with disabilities. Federal agencies are required to develop and maintain "an affirmative and proactive employment program for the advancement of individuals with disabilities."

The resources on the next two pages are:

Outline of five-step process and strategies to increase the employment of people with disabilities
dol.gov/odep/federal-hire

An interagency working group focused on information sharing, best practices, and collaborative partnerships designed to make the Federal Government a model employer of people with disabilities
AskEARN.org/topics/federal-state-government-employment/federal-government-employment/section-501/federal-exchange-employment-disability-feed/

for Disability Inclusion
Outline of proactive disability employment strategies to attract and retain qualified jobseekers with disabilities
dol.gov/odep/pdf/FAEStrategies.pdf

Program that connects federal employers with pre-screened, highly motivated college students and recent graduates with disabilities seeking internships or permanent employment
dol.gov/odep/wrp

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for Federal Agencies

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Explains the use of the Schedule A hiring authority for a variety of audiences
dol.gov/odep/pdf/20160129-ScheduleA.pdf

Centrally funded accommodation program that provides assistive technology and services free of charge to federal agencies
cap.mil

Overview of basic practices, strategies, and available tools and resources for establishing formal mentoring relationships and programs within federal workplaces
AskEARN.org/wp-content/uploads/docs/fed-wmp.pdf

Guidance on preferences that veterans, including wounded warriors, may be entitled to with regard to federal employment
dol.gov/elaws/vetspref.htm

An overview of initiatives and flex intended to increase the employment of people with disabilities in the Federal Government
opm.gov/policy-data-oversight/disability-employment/

A resource for laws, regulations, policy guidance, fact sheets, Q & A's, best practices, and other information on disability discrimination
eeoc.gov/laws/types/disability.cfm

For additional resources for federal employers, visit ODEP's Federal Employers' webpage at
dol.gov/odep/topics/federalemloyment.htm.

Resources and Links for Federal Agencies



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p F G r



o p v v t o u m o r m v t

Inclusion drives innovation, and disability is part
F
starting point for employers seeking to tap into the



F F p r y
p
F G

To order additional copies of *Building an Inclusive Workforce*, go to:
orders.gpo.gov/odep.aspx

To download a digital copy of *Building an Inclusive Workforce*, go to:
dol.gov/odep/pubs/20100727.pdf
