



Office for People With Developmental Disabilities

EmployAbility

Hiring people with disabilities is **good business** & **good *for* business.**



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Agenda

1. Introduction
2. Diversifying your talent pool
3. Utilizing New York State (NYS) resources to recruit talent
 - a) Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR)
 - b) Accessing NYS and Federal tax credits
 - c) Office for People With Developmental Disabilities (OPWDD)
4. Aligning human resources practices with the Americans with Disabilities Act (ADA)
 - a) Recruitment & Onboarding
 - b) Post-hire
5. Maximizing your supply chain using NYS resources

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Introduction

Section 1

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Did you know?

- Only 40% of all people with disabilities are employed, leaving the majority of people with disabilities, 60%, unemployed.
- People with disabilities are almost twice as likely to not be employed as people without disabilities.
- The unemployment rate for people with disabilities is 7.5%, the highest rate for any marginalized group of people.

Source: ODEP & DOL, Jan. 2023
**of the available workforce

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What does this mean for your business?

- People with disabilities represent a largely untapped pool of potential employees. Targeting people with disabilities through your recruitment efforts offers you an opportunity to develop your workforce and provide economic value to your business or organization that can help you grow and thrive.
- People with disabilities are an underestimated resource. Hiring people with disabilities can help you boost your revenue, company morale, brand loyalty and customer satisfaction.

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Who is a person with a disability?

- The Americans with Disabilities Act [ADA] defines a person with a disability as someone who:
 - has a physical or mental impairment that substantially limits one or more major life activities
 - has a history or record of such an impairment
 - is perceived by others as having such an impairment

ADA.gov

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Benefits & Advantages

Save, Save, Save!

Lower turnover- Studies show that people with disabilities have higher retention rates, decreasing hiring and training costs.

Maximize Time & Money

A job coach supports the employee on the job for initial training and ongoing support as needed *at no cost to you.*

Diversity, Equity & Inclusion

A diverse workplace appeals to customers and boosts morale amongst your employees, contributing to a supportive, positive company culture.

Tax Credit Eligibility

Hiring people with disabilities may qualify you for valuable tax incentives.

The Maturing Workforce

It is natural to age and acquire disabilities. Prepare your workforce by implementing forward-thinking, universally beneficial policies.

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A Diverse Workforce is a Strong Workforce

Building a workplace that is a welcoming and comfortable environment and culture, one that recognizes, appreciates and effectively utilizes the talents, skills and perspectives of every employee, makes good business sense.

Workforce inclusion and representation will increase:

- Feelings of safety, openness and cooperation
- Empathy and understanding
- Job satisfaction and retention
- Cohesion, teamwork and morale
- Resilience and ability to adapt to change
- Opportunities for collaboration
- Revenue, by helping you reach a broader market

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Inclusion in the Workplace – What it Looks Like

- Incorporating accessibility into physical and virtual spaces
- Collaborating with employees to provide reasonable accommodations that will enable them to maximize their productivity and on-the-job performance
- Explaining workplace norms and company and industry-specific jargon at new employee orientations
- Inviting employees to participate in company traditions or events — (holiday party, company picnic, employee of the month etc.)
- Partnering with job coaches to assure employee success
- Utilizing user-friendly signs and communications
- Promoting cultural awareness, etiquette and competency
- Adopting Universal Design — (elevators, curb cuts, subtitles, etc.)

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 Utilizing NYS Resources to Recruit Talent
 Section 3

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Adult Career and Continuing Education Services-Vocational Rehabilitation

Part 1



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Strategies for Meeting Business Needs

- Qualified talent pool to fill open positions
- No cost recruitment of pre-screened candidates
- Local network of support
- Financial incentives and tax credits
- No-cost training on disability topics
- Consultation, recommendations and training for retention of current employees who have a disability or those who acquire a disability
- Single point of contact to access **VALUABLE** Resources

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ACCES-VR — Employment Services

Partnerships with Vendor Organizations

- Work Readiness training
- Work experiences
- Job development and placement
- Job Coaching
- Worker Retention Services
- [Work Try Out](#) & [On the Job Training](#)

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Work Try-Out

- Provide a financial incentive to a business
- Reimbursement of 100% gross wages for up to 480 hours
- Assess the ability to perform essential job functions
- Obtain job analysis and performance information to develop an On-the-Job Training program

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On-the-Job Training

An On-the-Job Training is used to provide time-limited, on-the-job skill training in the work setting.

The expected outcome is:

- Permanent employment with the employer or with another employer in the same or related field (with advanced written commitment to hire the person upon successful On-the-Job Training completion)

Reimbursement of 100% of gross wages for up to 26 weeks based on:

- The person's ability to acquire the necessary skills to achieve job competency
- O*NET Online, the Occupational Outlook Handbook or the Dictionary of Occupational Titles is used to determine a reasonable training period.

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Accessing NYS and Federal Tax Credits



Part 2

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State and Federal Tax Credits

- [Work Opportunity Tax Credit](#)
- [Workers with Disabilities Employment Tax Credit Disabled Access Credit](#)
- [Barrier Removal Tax Deduction](#)
- [Hire-A-Vet Tax Credit](#)
- [New York Youth Jobs Program Tax Credit](#)
- [Work for Success Program](#)
- [Recovery Tax Credit Program](#)

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NYS Office for People With Developmental Disabilities

Part 3



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People with developmental disabilities are working!

- In NYS, we have approximately 8,000 people with developmental disabilities working in businesses like yours!
- Employment success is the result of matching a person's skills and abilities to specific jobs.
- In New York, people with developmental disabilities are working in the following positions and fields:
 - Production worker
 - Farm worker
 - Personal care aide
 - Floral assistant
 - Construction
 - Lawn care
 - Receptionist
 - Custodial & Janitorial
 - Graphic arts
 - Electronics assembler
 - Hospitality
 - Senior care
 - Childcare assistant
 - Food service
 - Data entry
 - Retail

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OPWDD

- OPWDD funds over 200 Community Provider Organizations across the state to assist businesses to successfully hire people with developmental disabilities.
- The Community Provider Organizations will meet with you to learn about your business needs and match people with developmental disabilities to your needs. The goal is to provide you with an employee who has the experience and skills needed to meet the job requirements.
- The Community Provider Organizations will offer services to assist you with recruitment, training and supporting employees to build your workforce.
- OPWDD can connect you to the CPOs in your area to start the process.

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OPWDD — Employment Services

How Businesses Partner with Local Community Partner Organizations

- Community Provider Organizations will contact you to learn about your business needs and how they can help you to recruit employees with disabilities to meet your specific business needs or positions.
- Community Provider Organizations can offer financial incentives such as initial paid wages, tax credits, etc.
- Community Provider Organizations offer job coaches who will assist your managers in training and ongoing supports to new employees at your business.
- Job coaches teach your employees new skills as needed and how to participate in your business' work culture.

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How can OPWDD help you with a specific business need?

Consider these questions:

- What is your biggest production challenge?
- What difficulties do you have in meeting customer needs?
- What jobs are the hardest to fill or have the highest turnover?
- Do you have employees spending time on low priority tasks who need to be freed up to complete higher priority tasks?
- What tasks are not getting completed?

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Solutions that Meet Your Business Needs

- Ongoing pool of talent
- People may work part-time or full-time
- Job coaches can help you re-configure job descriptions to maximize productivity.
- Ongoing support from OPWDD and CPO job coaches
- Solution-focused job coaches can assist with accommodations.

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OPWDD — Employment Services

- Employment Training Program
 - Prepares employees for jobs
 - Paid Internships that lead to employment
- Career Specific Training
- Classroom training based on industry standards
- Prepare people for specific jobs in the community
- Supported Employment (SEMP)
 - Matching people to jobs at your business
 - Ongoing coaching supports on the job

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Working with a Job Coach

Community Partner Organizations offer job coach supports to businesses by teaching, guiding and assisting employees with disabilities to be successful in their jobs.

Here are some benefits of having a job coach in disability services:

- Matching people's skills and abilities to meet your workforce needs
- Job coaching to supplement your training
- Teaching new skills
- Giving management ideas for workplace integration
- Helping businesses develop accommodations
- Ongoing support and mentoring
- Assisting employees to meet your business needs

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EmployAbility Success Story



<https://www.youtube.com/watch?v=DpwsyZJmCRE>

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 Aligning Human Resource Practices
 with the Americans with Disabilities
 Act (ADA)
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Recruitment and Onboarding

Part 1

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Tips for Inclusive and Accessible Hiring and Recruiting

The ADA makes it unlawful to discriminate in all employment practices, including:

- Recruitment
- Pay
- Hiring
- Firing
- Promotion
- Job Assignments
- Training
- Leave
- Lay-off
- Benefits
- All other employment related activities

For more information: <https://www.eeoc.gov/publications/ada-your-responsibilities-employer>

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Extend Your Reach to a Greater Audience by...

- Investing in website accessibility
- Making your hiring and onboarding practices equitable
- Creating job advertisements and descriptions that can be understood with ease
- Implementing inclusive Job Fair Etiquette

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Website Accessibility

Website Accessibility allows people of all abilities to gain information from your website. You can make your website more accessible by:

- Using color combinations with contrast
- Write descriptions using simple straight-forward language
- Use closed captioning for videos
- Use large links, buttons and controls
- Provide a link to use in case someone may have trouble navigating the website
- Add a request for accommodations on the website

For more information: https://www.ada.gov/assets/_pdfs/web-guidance.pdf

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Job Advertisements & Descriptions

- Highlight the non-negotiable qualifications.
- Outline essential and secondary functions.
- Use clear wording and language to describe the function of the position.
- Incorporate footnotes for industry-specific jargon.
- Mention relevant working conditions and physical demands.
- Include an Equal Employment Opportunity (EEO) statement.
- Add an Accessibility Mission Statement.

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Attracting and Retaining Talent Improve equity with the following workplace practices:

- Foster an inclusive business culture.
- Ensure disability-inclusive outreach and recruitment.
- Ensure disability-inclusive talent acquisition and retention processes.
- Provide the accommodations employees with disabilities may need.
- Implement methods for effectively communicating your organization's policies and practices.
- Maintain accessible information and communication technology.
- Implement accountability and self-identification measures to identify areas for improvement.

<https://asklearn.org/page/disability-inclusion-in-the-workplace>

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Post Hire

Part 2

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When, why, and how does an employee need to disclose their disability?

- **When** – There is no one "right" time or place to disclose disability. Disclosure may occur at any stage prior to and after a person has been hired. Employees do not have to disclose a disability if they do not want to.
- **Why** – An applicant or employee only needs to disclose their disability if they are seeking an accommodation to perform their duties, or to explain unusual circumstances.
- **How** – An accommodation request is typically a conversation; however, it may be made in writing. If a job coach is involved, they need to be informed of the accommodation request process too.

For more information: <https://askjan.org/topics/Disability-Disclosure.cfm>

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Disclosure — Employer Responses

- Treat disclosure with discretion and sensitivity.
- Collaborate with the person (and the job coach if applicable).
- Utilize the Job Accommodation Network (AskJAN.org).
- Employers cannot ask the candidate to take a medical examination before making a job offer unless it is required for all applicants.

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Accommodations: Small Cost, Big Results

- Employers who provided information to the Job Accommodation Network, report the following about the cost of accommodations:
 - 49.4% said the accommodation they made cost nothing; and
 - 43.3% said the accommodation incurred a one-time cost, with the median cost being \$300.
- More than half (55%) of employers surveyed were seeking to retain a current employee. Also, 68.4% of employers said the accommodation was either very effective or extremely effective, and another 18.3% said it was somewhat effective.

For more information: https://askjan.org/topics/costs.cfm?csSearch=4561539_1

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Accommodations generally considered reasonable...

- Change job tasks
- Provide accessible parking
- Improve accessibility in a work area
- Change the presentation of tests and training materials
- Provide or adjust a product, equipment or software
- Allow a flexible work schedule
- Provide a service to increase access
- Reassign to a vacant position

For more information: <https://adata.org/factsheet/reasonable-accommodations-workplace>

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When is an accommodation considered an "Undue Hardship"?

- When an accommodation would be unduly costly, extensive, substantial or disruptive, or would fundamentally alter the nature or operation of the business
- Reasonable accommodation does not include removing essential job functions, creating new jobs, or providing personal need items such as eyeglasses and mobility aids.

For more information: https://askjan.org/articles/Undue-Hardship-is-a-Process.cfm?csSearch=4561547_1

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New York State Industries for the Disabled, Inc.

Our Mission:

Advancing employment and other opportunities for individuals with disabilities and qualified veterans.

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NYSID — NYS Industries for the Disabled, Inc.

- Private, not-for-profit membership organization
- Established in 1975
- Provides products and contract services to state and local government agencies and private sector clients
 - Meets procurement needs, increases employment for individuals with disabilities
- Appointed facilitator of the NYS Preferred Source Program by NYS Education Department
 - Program helps advance social and economic security for New Yorkers with disabilities through employment

For more information: <https://www.nysid.org/about-us/>

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Discover how you can diversify your procurement supply chain!

Procuring through NYSID fosters corporate social responsibility. Individuals with disabilities and qualified veterans are employed on all contracts.

We currently provide goods and services to financial, medical, construction, and other industries.

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Preferred Source Program

NYSID is one of three Facilitating Agencies whose purpose is:

"To advance special social and economic goals, selected providers shall have preferred source status for the purposes of procurement." New York State Finance Law Art XI S162

- Procurement = contracting to purchase goods and services
- No competitive bidding
- No State or Federal funding
- Only goods and services approved by the NYS Procurement Council
- Within 15% of market
- Must meet customers form, function, and utility

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A Member Agency Organization

- Approved by State Ed/ACCES-VR for membership
- NYSID has 99 Member Agencies
- Non-profits throughout NYS

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What is a Member's Role?

1. NYSID Member Agencies provide rehabilitative supports to individuals.
 - One of those supports is employment.
2. NYSID contracts with a customer for those goods/services.
3. NYSID subcontracts the work to its Member Agencies, whose consumers produce the goods or perform the services.



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EmployAbility **Contract Services:**

- Secure Documents Destruction (AAA-NIAD Certified)
- Secure Print & Mail Services for highly regulated industries
- Document Management: Data Entry / Document Imaging
- Facilities Management: Janitorial & Groundskeeping
- Furniture Repair, Reupholstery & Refinishing
- Electronics Recycling, Asset Recovery re-Commerce
- Kitting, Packaging, Labeling & Fulfillment
- Contract Assembly Services for Manufacturers & Suppliers (Sub Assembly & Product Assembly)
- Order & E-Commerce Fulfillment
- Warehousing

Contract Valerie Andreoli, Private Sector Account Representative
vandreoli@nysid.org or (518) 598-5196

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Janitorial Items & Equipment:

- Paper Products & Dispensers
- Cleaning & Odor Control Chemicals
- Restroom Equipment
- Green Cleaning
- Hand & Personal Care
- Ice Melt
- Lighting Supplies
- Trash Supplies

Additional Product Categories:

- Food Service
- Healthcare
- Safety Kits & Equipment
- Office Supplies
- Fleet Maintenance Supplies
- Covid 19 Safety Products
- Personal Protective Equipment
- Personal Care Products



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Corcraft Products

Corcraft is the industry program within the New York State Department of Corrections and Community Supervision. We employ incarcerated people with disabilities to produce goods while preparing them for release by teaching them work skills, work ethic and responsibility.

For more information: <https://corcraft.ny.gov/about-us>

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Preferred Source Program

Our mission is to create diverse employment opportunities and upward mobility for New Yorkers who are blind. NYSPSP and our network of affiliated nonprofit agencies are one of New York's top resources for employment opportunities for people who are blind.

For more information: <https://www.nyssp.org/>

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Next Steps

What do you want to learn more about based on today's presentation?

1. Diversifying your talent pool
2. Aligning human resources practices with the Americans with Disabilities Act (ADA)
3. Utilizing NYS resources to recruit talent
4. Maximizing your supply chain using NYS resources
5. Accessing NYS and Federal Tax Credits

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Questions



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For More Information and Additional Resources:

Office for People with Developmental Disabilities (OPWDD)

EmployAbility@opwdd.ny.gov

<https://opwdd.ny.gov/community-involvement/about-employability>

Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR)

<https://www.acces.nysed.gov/vr> (ACCES-VR homepage)

<https://www.acces.nysed.gov/vr/business-relations-team> (ACCES-VR Business Services homepage)

New York State Industries for the Disabled (NYSID)

KTucci@nysid.org [Katie Tucci]

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Slide Resources

- Slide 6 [ADA.gov](#)
- Slide 18 [Work Opportunity Tax Credit | U.S. Department of Labor \(dol.gov\)](#)
- Slide 18 [Workers \(with Disabilities\) Employment Tax Credit | Department of Labor \(ny.gov\)](#)
- Slide 18 [Expanding Your Market: Tax Incentives for Business \(ada.gov\)](#)
- Slide 18 [Hire a veteran credit \(ny.gov\)](#)
- Slide 18 [New York Youth Jobs Program tax credit \(ny.gov\)](#)
- Slide 18 [Tax Incentives for Businesses \(P438\) \(ny.gov\)](#)

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Slide Resources

- Slide 18 [Recovery tax credit \(ny.gov\)](#)
- Slide 27 <https://www.youtube.com/watch?v=DpwsyZImCRE>
- Slide 30 <https://www.eeoc.gov/publications/ada-your-responsibilities-employer>
- Slide 32 https://www.ada.gov/assets/_pdfs/web-guidance.pdf
- Slide 34 <https://askearn.org/page/disability-inclusion-in-the-workplace>
- Slide 36 <https://askjan.org/topics/Disability-Disclosure.cfm>

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Slide Resources

- Slide 38 https://askjan.org/topics/costs.cfm?csSearch=4561539_1
- Slide 39 <https://adata.org/factsheet/reasonable-accommodations-workplace>
- Slide 40 https://askjan.org/articles/Undue-Hardship-is-a-Process.cfm?csSearch=4561547_1
- Slide 43 <https://www.nysid.org/about-us/>
- Slide 50 <https://corcraft.ny.gov/about-us>
- Slide 51 <https://www.nyspsp.org/>

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