JAN
Job Accommodation Network
Practical Solutions • Workplace Success

Tools, Techniques, and Technologies for Creating Inclusive Workplaces

Lou Orslene, JAN Co-Director
Orslene@jan.wvu.edu

JAN is funded by a contract with the Office of Disability Employment Policy, U.S. Department of Labor.

ODEP

Who is JAN?

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Critical Issue of Our Time

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The Conference Board – established to help member companies understand and deal with the most critical issues of our time – believes disability in the workplace is one of these critical issues.

Trends noted in the report:
- Employees aging in the workplace
- Development of new, more universally accessible workplace technologies
- Greater acceptance of remote work
- Health care advances
- Incentives provided by government

Source: The Conference Board, "Leveling the Playing Field: ATTRACTING, ENGAGING, AND ADVANCING PEOPLE WITH DISABILITIES."

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The Value Proposition JAN Job Accommodation Network

Emerging Markets: People With Disabilities
- People with Disabilities (PWD) are positioned to be the focus of brands within the next five years. Controlling $8 trillion dollars in disposable income, People with Disabilities, together with their friends and family represent 53% of global consumers.

Source: *People with Disabilities — The World's Largest Emerging Market* October 14, 2015 from Association of National Advertisers.

- "… marketing programs aimed at people with disabilities can reach as many as four out of every 10 consumers."

Source: The Business Case for Inclusion and Engagement, Marcus Robinson (2003).

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Creating Workplace Inclusion JAN Job Accommodation Network

1. Inclusive ethos - particularly language
2. Inclusive public relations and marketing
3. Inclusive policies and practices
4. Physically accessible workplace
5. Enabling workplace technologies

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Creating Workplace Inclusion JAN Job Accommodation Network

The three C's: Increase comfort, confidence, and competence

- Develop skills that help to more effectively communicate at work with people with disabilities
- Develop and effectively communicate actionable policy and procedures
- Develop normative practices for engaging with people with disabilities throughout the employee life cycle

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Key to Inclusive Culture JAN *Job Accommodation Network*

Accommodation

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Equal Employment

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Inclusive Workplace Culture

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Accommodation Primer JAN *Job Accommodation Network*

The basis for inclusive employment is the reasonable accommodation (RA) policy and process

The foundation for reasonable accommodation is a robust interactive process (IP)

The trigger for RA and IP is a request for an accommodation or recognition of an obvious barrier to someone with a known disability

A request for accommodation includes two essential elements – a medical condition and a related challenge at work

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Eight Most Common Types of RA JAN *Job Accommodation Network*

- Modifying schedule or allowing leave time
- Making workplace or work station accessible
- Modifying methods – testing, communication, etc.
- Modifying or creating policies
- Purchasing or modifying equipment or products
- Purchasing a service – reader or interpreter
- Restructuring job
- Reassignment
- Other accommodations
  - Telework
  - Adjusting supervisory method
  - Using a service animal

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JAN's Interactive Process JAN Job Accommodation Network

Step 1: Recognizing an Accommodation Request

Step 2: Gathering information

Step 3: Exploring Accommodation Options

Step 4: Choosing an Accommodation

Step 5: Implementing the Accommodation

Step 6: Monitoring the Accommodation

https://askjan.org/search.cfm?srchstring=interactive+process

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Who uses the Toolkit? JAN Job Accommodation Network

- Recruiters, Hiring Managers and Supervisors
- Accommodation Consultant/Subject Matter Expert
- Employees and Co-workers — Allies

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Accommodation Toolkit JAN Job Accommodation Network

Recruiters, Hiring Managers and Supervisors

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Accommodation Toolkit

Accommodation Consultant/Subject Matter Expert

Tools for Reasonable Accommodation (RA) Subject Matter Expert (SME)/Consultant

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Accommodation Toolkit

Employees and Co-workers — Allies

Tools for Employees and Co-workers

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Video: Interactive Process

and taking it so far. And Greg, I appreciate all of your input.

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Techniques for Creating Inclusion JAN

- Adopting facilities/IT access for all: universal design reduces the need for individualized accommodations
- Focusing on *diverse abilities* — experience, skills, prior performance, not diagnosis or interviewing skills — this contributes to higher productivity & innovation
- Gathering/reporting meaningful metrics (e.g. reduction in lost work time, retention & leave costs, enhanced engagement scores)
- Utilizing/leveraging commonly requested accommodations by job function to develop an internal catalogue of accommodations for specific jobs

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Techniques for Creating Inclusion JAN

- Develop a list of preapproved accommodations not requiring a full assessment and interactive process (Just do it!)
- Developing a "task bank" of jobs that a person can perform when unable to perform prior duties
- Integrated or harmonized model — Single point of leave and accommodation oversight
- Internal value proposition shared with everyone, including managers
- Training and more training — consider building training prompts into processes
- Build out from a successful return-to-work program
- Purchase or develop a tracking system

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Techniques for Creating Inclusion JAN

- Use outside resources more effectively — do not recreate the wheel internally
- Create a centralized accommodation fund with expedited procurement fulfillment
- Ensure the accessibility of your career portal, pre-hire assessment, etc.
- Embed at least one accessibility expert in your IT team — Join the International Association for Accessibility Professionals and add accessibility requirements to job posting and descriptions
- Provide boilerplate accessibility contract language with providers and vendors

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Free MAS App JAN Job Accommodation Network

Big Idea

The Mobile Accommodation Solution (MAS) is designed to help streamline the disability accommodation process at various phases of the employment cycle.

Funded by the National Institute on Disability, Independent Living, and Rehabilitation Research (NIDILRR)

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Free MAS App JAN Job Accommodation Network

Collaborators

Center for Disability Inclusion
Job Accommodation Network (JAN)
IBM

US Business Leadership Network
American Association of People with Disabilities
Council of State Administrators of Vocational
   Rehabilitation
National Business and Disability Council
Disability Management Employers Coalition

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Free MAS App JAN Job Accommodation Network

Users

Talent management, human resources, employer relations, and/or accommodation staff

Employment service providers

Applicants and employees with disabilities

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Free MAS App

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Functionality

- Easy to use, secure, mobile case management tool
- Accommodation tracking tool
- Best and emerging accommodation practices and forms embedded within tool
- Easy access to JAN Consultants and myriad of other resources

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Free MAS App

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MAS
Mobile Accommodation Solution

Welcome!

We are looking forward to helping you track accommodations and find resources that you need.
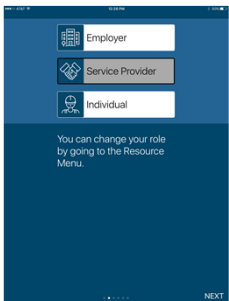
Let's start with a quick walkthrough.

NEXT

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Free MAS App

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Employer

Service Provider

Individual
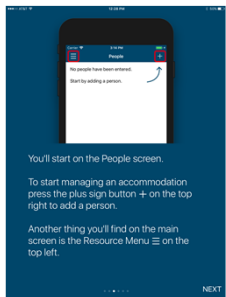
You can change your role by going to the Resource Menu.

NEXT

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Free MAS App

You'll start on the People screen.

To start managing an accommodation press the plus sign button + on the top right to add a person.

Another thing you'll find on the main screen is the Resource Menu ☰ on the top left.

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On the Person screen, you may ⊕ Add Accommodations.

Free MAS App

On the Accommodation dashboard, you can view details, take notes, manage forms, and track progress.
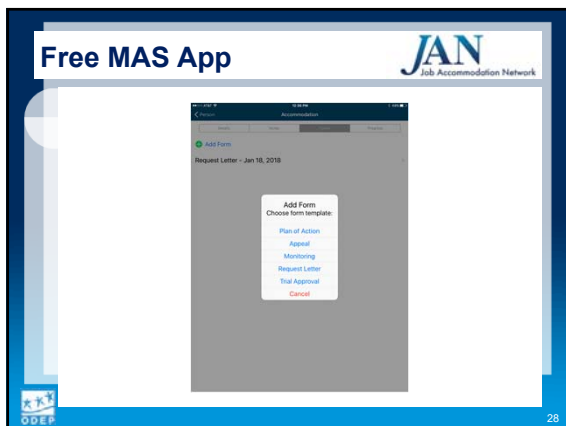
Ready? Let's go!

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JAN Resources

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- Expert consultation
- Over 250 JAN-authored Publications
- JAN's A-Z (Disability, Topic, condition)
- Legal libraries that include regulations and EEOC guidance documents
- JAN Quarterly ENewsletter

- JAN Training Modules and FREE Webcast Series
- Easy access:
  - AskJAN.org
  - 800.526.7234 or 877.781.9403 (TTY)
  - Chat, JAN on Demand, Skype, Text, Social Media

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For More Information

JAN — Job Accommodation Network

Contact JAN

(800) 526-7234 (V) - (877) 781-9403 (TTY)

AskJAN.org

jan@askjan.org

(304) 216-8189 via Text

janconsultants via Skype

Thank you for attending!

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