

Measure Success Accountability & Self-Identification

EARN Training Center
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Inclusion@Work Framework



Measure Success: Accountability & Self-Identification



- Training
- Establishing Accountability Measures
- Self-Identification, if Appropriate
- Establishing Accountability and Continuous Improvement Mechanisms
- Designating Responsible Individuals

Training

- Provide initial and refresher training on disability-related issues to all personnel, particularly those involved in the recruitment, hiring, promotion and retention processes
 - Understanding legal requirements
 - Disability inclusion awareness
 - Retention, stay-at-work and return-to-work strategies
 - Overcoming stereotypes and other attitudinal barriers
 - Reasonable accommodation procedures and targeted hiring programs
- Incorporate disability inclusion training as a regular and ongoing component of the company's diversity and inclusion initiatives
- Implement learning and development strategies to support the advancement of employees with disabilities

Establishing Accountability Measures

- Establish annual quantitative goals, objectives and benchmarks related to:
 - Outreach to and recruitment (including referrals) of talent with disabilities
 - Hiring, retention and advancement of people with disabilities
 - Sponsored educational and training sessions that are inclusive of and/or focused on disability issues



Self-Identification, as Appropriate

- For federal contractors subject to Section 503 of the Rehabilitation Act of 1973:
 - Ensure an efficient and accessible process for self-identification, including invitation at both the pre- and post-offer stage and voluntarily every five years
 - Ensure that self-identification information is collected by and kept confidential by appropriate human resources officials
 - Communicate the definition of disability with examples

Self-Identification, as Appropriate (Continued)

- For federal contractors subject to Section 503 of the Rehabilitation Act of 1973:
 - Provide employees with the option to self-identify within a secure and confidential system
 - Assign the disability employee resource group a key role in communicating the importance of self-identification during onboarding
 - Launch company-wide communications encouraging employees to update their personal information

Establish Accountability & Continuous Improvement Mechanisms

- Using these proven strategies, audit, review and report annually the following employment-related activities:
 - Job posting, recruitment, advertising and job application procedures, including testing
 - Hiring, promotion, upgrading, awards of tenure and layoffs
 - Rates of pay and any other forms of compensation, including fringe benefits
 - Job assignments, job classifications, job descriptions and seniority lists
 - Sick leave, leaves of absence and other leave
 - Training, apprenticeships, attendance at professional meetings and conferences
 - Any other terms, conditions and privileges of employment

Establish Accountability & Continuous Improvement Mechanisms (Continued)

- Conduct annual self-assessments, including identifying trends and/or issues needing more attention:
 - Track information related to the provision of reasonable accommodations that could be used to assess the effectiveness of accommodations and the process
 - Track data relating to the representation of individuals with disabilities in the workforce to ascertain trends, including the efficacy of recruitment, hiring, retention and promotion initiatives
 - Establish a complaint tracking and monitoring system to identify areas needing systemic improvements

Establish Accountability & Continuous Improvement Mechanisms (Continued)

- Seek input from employees with disabilities regarding implementation of policies and strategic plans using surveys, focus groups and discussions with employee resource and advisory groups
- Based on these reviews and assessments, develop strategic plans that include proactive steps and the implementation of specific actions necessary to address any noted deficiencies
- Provide regularly scheduled reports to company leaders and/or other high-ranking managers regarding implementation of plans

Establish Accountability & Continuous Improvement Mechanisms (Continued)

- Establish a complaint resolution process that is efficient, fair and impartial, including a system for identifying, monitoring and reporting significant trends reflected by complaint processing activity
- Have adequate and accurate information collection systems in place that are integrated into the company's information management infrastructure

Designating Responsible Individuals

- Assign and define the scope of responsibility for implementation to specific individuals, for example, establish a position to coordinate disability policy and accommodations
- Identify the responsible individual(s) in internal and external communications
- Provide top management support (including budgets) and, if appropriate, staff to manage implementation
 - Employ personnel with the training and experience to conduct barrier and workforce analyses (including data collection and tracking systems)
 - Train managers, supervisors and equal employment opportunity staff
- Explain to managers and supervisors how performance elements included in their performance plans related to the recruitment, hiring, advancement and retention of persons with disabilities will be assessed

Measure Success: Accountability & Self-Identification



- Training
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- Self-Identification, as Appropriate
- Establishing Accountability and Continuous Improvement Mechanisms
- Designating Responsible Individuals
- Access available resources to measure success and increase accountability!

EARN Training Center

Learn how to create a **disability-inclusive organization** with EARN's Inclusion@Work Framework!

Don't know where to start? We'll guide you.
Check out these basics and learn how EARN can help your business be more disability inclusive.

Let's Go!

Recruitment & Hiring **Retention & Advancement** **Laws & Regulations** **Creating an Accessible Workplace** **Federal Contractor Requirements** **Federal & State Government Employment**

EARN ADVANCING WORKFORCE DIVERSITY
Employer Assistance and Resource Network on Disability Inclusion

ABOUT RESOURCES TOPICS MULTIMEDIA NEWS & EVENTS CONTACT Q

Inclusion@Work: A Framework for Building a Disability-Inclusive Organization

US22 / Inclusion@Work: A Framework for Building a Disability-Inclusive Organization

Inclusion@Work: A Framework for Building a Disability-Inclusive Organization

- Step 1: Lead the Way: Inclusive Business Culture
- Step 2: Build the Pipeline: Outreach & Recruitment
- Step 3: Hire & Keep the Best: Talent Acquisition & Retention Processes
- Step 4: Ensure Productivity, Reasonable Accommodations
- Step 5: Communicate: External & Internal Communication of Company Policies & Practices
- Step 6: Be Tech-Savvy: Accessible Information & Communication Technologies
- Step 7: Stay on Track: Accountability & Continuous Improvement Systems