

The WHY HOW & WHAT of a Good Employment Service System

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Activities of the Council

- Advocacy
 - Self Advocacy and Leadership
- Systemic/Systems Change
 - Public Policy/Inform and Recommend
 - Improvements to Service Systems
 - New Technologies/Methods
- Capacity Building
 - Support the Service System
 - Support Create New Technologies/Methods

Employment

- Significantly increase career opportunities
 - Apprenticeships and internships
 - Support self-employment
 - Promote existing incentives
 - Fund new projects and a bi-annual summit
- Outreach to employers and champions
 - Encourage the development of additional employment incentives
- Support Employment First efforts
- Advocate for a incentive based payment system for Supported Employment Programs SEP

The Coming Job War

by Jim Clifton

- 5 Billion working age people
 - 3 Billion want to work
 - 1.2 Billion jobs in the world
- American Gross Domestic Production \$15 Trillion
 - 25% of the total world GDP
- 2009 \$2.5 Trillion
- 2019 \$4.5 Trillion
 - $\frac{1}{2}$ is Medicare & Medicaid
- 75% of all spending is preventable illness

Disability Statistics

- 53 million Americans have a disability
- 17 million are working age 18-64 years old
- 8 million are not working and want to work
- Approximately 7 million receive SSI
- There are currently 1.4 million applications pending for Social Security Disability with an average time for authorizations at 2.5 years

Working-Age Adults with Disabilities

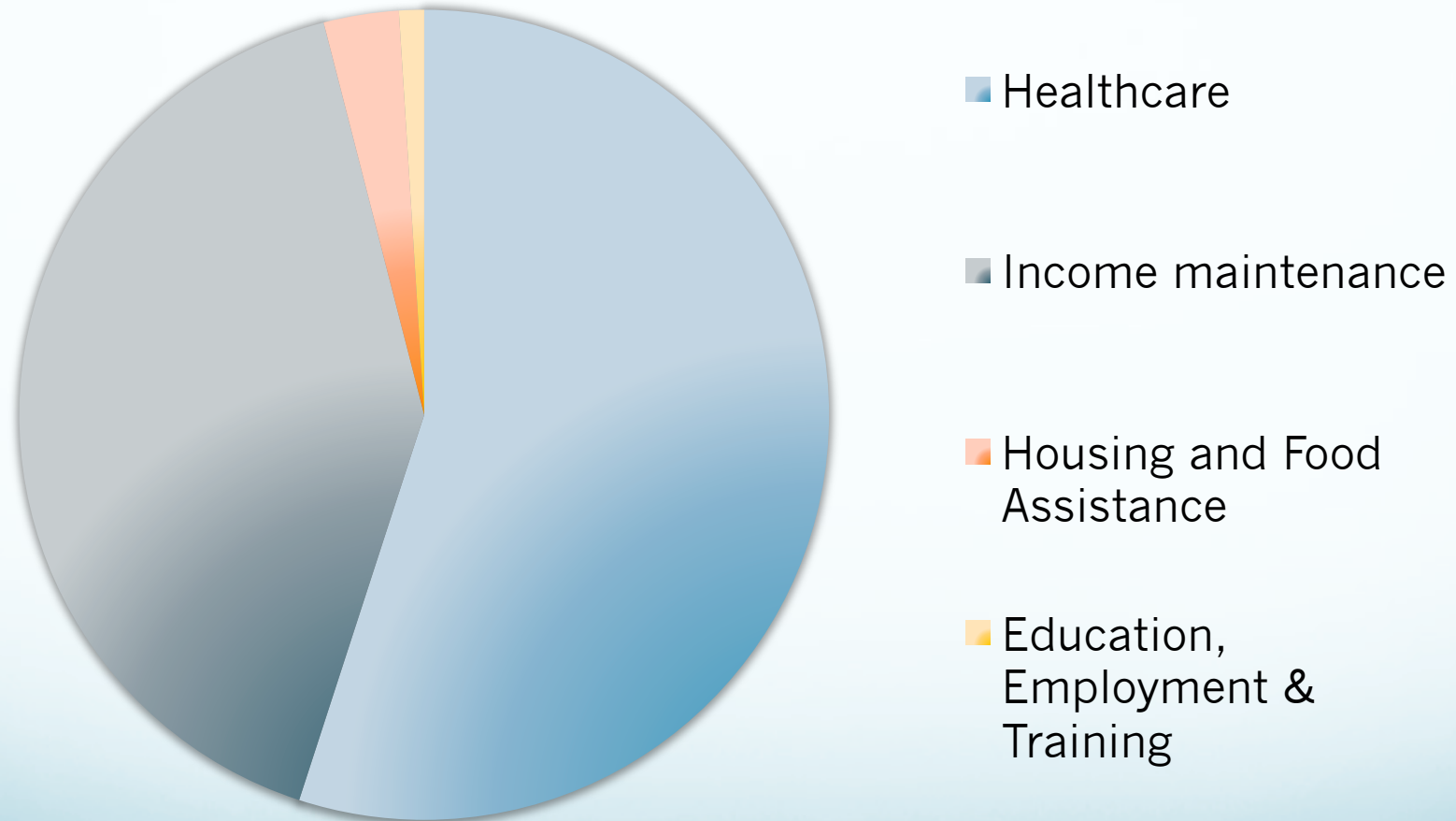
2008 Government Expenditures

- \$357 Billion - Federal spending
- \$71 Billion - State spending
- Over \$420 Billion percentage spent as follows:
 - 55% - Spent on Health Care
 - 41% - Income Maintenance
 - 3% - Housing and Food Assistance
 - 1% - Education, Employment and Training

Employment Data

- Output per employee has increased 30% over the last 15 years
- $\frac{1}{4}$ of the labor force earned \$9/hr. or less in 2004
- 70% of people between 18-64 are employed
- 28% of people with a disability work
- Unemployment rate
 - Sept. 09

Government Expenditures for Working Age Adults with Disabilities



Every person's situation is unique

Generally for every \$1.00 a person with a disability earns there is a direct savings of \$.50 to the tax payer

Disability is a Social Construct

Does dyslexia matter if the majority of the population is illiterate

- The average person living in 1910 would score 70 on a 2010 I. Q. test.
- People with cognitive disabilities today would score 120 on a 1910 I. Q. test
- Will people chose to test for disability in the future
- Will technology eliminate many disabilities

Cognitive Reflection Test

(shortest intelligence test)

- Bat and ball cost 1.10 bat cost 1.00 more than the ball
How much does the ball cost?
- It takes 5 machines 5 minutes to make 5 parts how long does it take 100 machines to make 100 parts?
- In a lake, there is a patch of lily pads. Every day, the patch doubles in size. If it takes 48 days for the patch to cover the entire lake, how long would it take for the patch to cover half of the lake?

- Shane Frederick Yale professor

Do you know how to raise the score?

- Make the test harder
- By having to overcome a barrier you slow down and think more deeply.
- People that have a disability use different skills that they have developed to overcome obstacles

Dyslexia

- Cat scan areas of brain don't light up
 - Wrong side of the brain lights up
- 40 millisecond difference between dah and bah
- Could it be a desirable difficulty
- Autism and attention to detail

Recent study by Julie Logan

City University London

- Found that around one third of entrepreneurs have dyslexia
- Charles Schwab
- Richard Branson
- Cisco's president John Chambers
- Kinko's founder
- Could it be that part of the success is do to the disability?

Internet

- Public access is 5,000 days old
 - We thought it would be like TV only better
 - 55 Trillion links same as one human brain
- Every two seconds the amount of information exchanges is equal to the entire Library of Congress
- What are the next 5,000 days (2026) going to bring?
 - We must become better at believing in a great future
 - We ultimately control our own evolution

Disruptive Technologies

- Mobile Internet / Internet of Things
 - Smart phone to implants
- Automation of Knowledge and Work
- Cloud Technology
- Advanced Robotics / Advanced Materials
- Autonomous and Near Autonomous Vehicles
- Energy Storage
- 3-D Printing
- Recovery and Renewable Energy

2030 Workforce Changes

- **Disruptive Technologies**
 - **Driverless cars** will eliminate millions of jobs
 - Truck Drivers, Police, Doctors to treat the injured
 - **Education** - 90% of all classes will be online
 - **3-D Printing** - will disrupt manufacturing...etc.
 - **Robots and Drones** - disruption of services

Positive Changes

- Smart Dust will be in everything of value ending loss and theft
 - Key Fobs
 - Smart Phone
 - Laptops
 - Digital Cameras
- With Smart Highways/Auto Technology
 - Auto damage and injury will be a thing of the past
- Lie detector test will gain scientific approval
 - Streamlining our legal system
- Drones/Robots will eliminate forest fires and other dangerous occupational hazards

Walgreens Experience

- Studies of distribution centers show disabled workers are more efficient and loyal than nondisabled workers. Absenteeism has gone down, turnover is less, and safety statistics are up.
- And the cost of accommodating such workers with new technologies and education is minimal.

DC in Anderson S.C. in 2007

- Featuring a work environment designed to be inclusive for people with cognitive or physical disabilities, the DC includes:
 - Flexible workstations
 - Elevators for those who can't walk up the steps
 - Touch-screen computers with large icons and easy-to-read type for the visually impaired
 - New systems designed to help all team members work efficiently

Walgreens is an EN (Employment Network)

- Social Security Administration's (SSA) Ticket to Work program (TTW).
 - TTW helps SSI and SSDI beneficiaries aged 18-64 receive employment support services
 - The SSA pays each of its Employment Networks a stipend in return for providing job placement options to people with disabilities
 - Allowing investment in better training methods & tools.

GOAL: Training Program in every state by 2014

- Walgreens partners with local disability service providers to train in retail, individuals can apply for work at Walgreens or other retailers
- By 2012, of the 400 trainees 184 were hired by Walgreens or other retailers
- In 2012 10% of the workforce in 20 distribution centers comprised of people with disabilities with 42% of the workers at Anderson S.C. in 2014.
- The company is looking to achieve a similar inclusion rate in its retail stores

Project Search in Kansas

- Educational and employment program for high school youth with IDD
- Three rotations in a host business learning marketable transferable work skills
- Goal: individual competitive employment at 20 hours /week or more within 3 months of graduation
- Kansas is in the third year with a 75% success rate

Project Search Lessons Learned

- We still need to work better at braiding funding
- Kansas has smaller communities where we need to modify the model
- Our legacy system for providing long term supports doesn't work well for employment programs
- We are funding the wrong outcomes

Self-Determination is Key

- People need to believe in a better brighter future to be able to achieve the dream
- People can benefit from training and support
- Resources are available to support people becoming more self-actualized



Furthering Opportunities
Cultivating Untapped Strengths

AMC Year One Results

- Went from 1 to 70 theatres actively participating in less than a year
- Doubled the population
- Results “on the ground”
- Attention/interest
 - Inside the Company
 - Outside the Company

What did AMC change?

- On-Line application process changed
- Current interviewing method not effective
- *Travelling Interview* developed
- Expanded Onboarding Activities
- Modified training
- Job aids Cue Cards
- Job Coach “contract”

AMC Job Coach Requirements

- Support Communications
- Build Skills
- Know the Standards
- Identify Challenges and develop supports
- Set expectations
- Support the Team
- Replacement Clause if Job Coach doesn't workout

WANTS

- What do you want to do for a living???
- To be a part of something worth while
- To play a valued role
- To be able to have fun, friends, and love
- Live, Love, and Leave a Legacy (Covey)

Wisdom of Crowds

Why the many are smarter than the few

Differences make an organization stronger

Diversity creates variance in
approach, thought process & information.

It is the unique collection of experience
that will win in the market place

Surowiecki

Employer is concerned with

- Wage cost
- Benefits cost
- Overhead
- Work comp risk
- Supervisor cost
- Community image plus or minus
- Risk
- Opportunity cost
- **Employer / Employee relationship**

Workforce Investment Act



T
A
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Vocational Rehabilitation

Working Healthy

WorkforceOne

Federal Department of Labor

Sierra Group Work Keys

Supported Employment



Wagner Peyser

Solution Outreach Center

One Stop Workforce Center

DVOP

O*net

Ticket to Work

Registered Apprenticeship Program

SER

USBLN

Kansas Department of Social Rehabilitation Services

WOTC

Department of Corrections

O
K
E
P

Kansas Department of Commerce

Career Ladders

Kansas Department of Labor

When you interview

A “normal” person

- Are they a risk to the company
- Are they qualified
- Would they be a good fit
- Can they do the job better than the other candidates

Person with a disability

- Are they a risk to the company
- If I had that disability could I do this job
- The interview changes from a focus on “them” to a focus on “you”
- People develop skills based on the need



Barriers to Employment Individuals Experience

- Low Expectations
 - Early financial dependency SSI
- Fear of Losing Benefits/System Complexity
 - Difficult to obtain benefits
 - Difficult to understand complex systems
- Status Quo
 - Stakeholder not challenged
 - Bureaucracies not challenged

Barriers Job seekers face

- Medically recovered and need employment
- Discrimination based on stereotypes or misinformation
- Some need additional training or experience
- Some need unreasonable accommodations
- Some need assistive technology
- Don't do well in the competitive job market

Laws that encourage employers to hire

- Carrots

- Work Opportunity Tax Credit
- Workforce Investment Act
- IRS title 26 section 190
- Disabled Tax Credit
- Vocational Rehabilitation
- Working Healthy

- Sticks

- Section 503 & 504 of the Rehabilitation Act
- Americans with Disabilities Act
- Section 188 of the Workforce Investment Act
- Equal Employment Opportunities Commission
- Office of Workers Compensation

7% Federal Contracts

- **Top 10 Contractors**

- THE BOEING COMPANY\$605,927,068
- HAWKER BEECHCRAFT INC\$532,692,868
- TEXTRON INC.\$89,369,349
- NORTHROP GRUMMAN CORPORATION\$76,221,727
- ARCHER DANIELS MIDLAND CO\$70,933,819
- GENERAL ELECTRIC COMPANY\$61,079,140
- ENVIRONMENTAL CHEMICAL CORPORATION\$44,062,138
- MIDWEST AIR TRAFFIC CONTROL SERVICE INC.\$41,163,533
- J.E. DUNN CONSTRUCTION GROUP INC\$40,450,489
- ARCHER-DANIELS-MIDLAND COMPANY\$32,413,023

source fedspending.org

Bidder Preference Program 2012

- Bidder Preference #1:
- 10% for a CERTIFIED BUSINESS [as defined in KSA 75-3740d]
- Bidder Preference #2:
- Dollar for Dollar, up to 10%, for purchases from the State Use Vendor Program
- www.ksstateuse.org
- REQUIRED FORMS ARE LISTED BELOW
- Bidder Preference #3:
- Dollar for Dollar, up to 10%, for purchases from a CERTIFIED BUSINESS

Why hire? (profit)

- Need that can't be filled labor shortage
- Me too or civic minded
- What's my share
- Public relations
- Relationships
- Less risk
- Cost value
- Diversity adds to creativity

Progress

- “The reasonable man adapts himself to the world; the unreasonable one persists in trying to adapt the world to himself. Therefore all progress depends on the unreasonable man”
 - George Bernard Shaw

Indicators to look for in Partners

- Commission on the Accreditation of Rehabilitation Facilities (CARF)
- Kansas Vocational Rehabilitation Vendor
- Ticket to Work (SSA)
- Membership in Association of People in Supported Employment (APSE)
- Service Provider License from the Kansas Disability and Aging Services KDADS
- Wounded Warriors
- Business Leadership Network
- Workforce Investment Act vendor

Resources

- <http://www.kcdcinfo.com/resources/service-maps>
- http://www.shrm.org/hrdisciplines/Diversity/Articles/Pages/disability_072110.aspx
- <http://askjan.org/indiv/index.htm>
- <http://www.dol.gov/odep/> What can you do?
- <http://www.dol.gov/odep/resources/LEAD.htm>
- <http://askearn.org>
- <http://www.kansascommerce.com/index.aspx?NID=306>
- <http://www.dcf.ks.gov/services/RS/Pages/Employment-Services.aspx>
- <https://disability.workforce3one.org/page/tag/1001325234816231319>

Justin Dart Jr.



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