

A Performance Excellence Roadmap for Disability Employment©



2006 U.S. Dept. of Labor New Freedom Initiative Award Recipient



CHICAGOLAND
CHAMBER OF COMMERCE



Chicagoland Business Leadership Network

Leadership

Company executive(s) or site manager:

1. Are diverse and include people with disabilities and those who have disability- related experiences.
2. Identifies the inclusion of people with disabilities in their diversity hiring policies.
3. Communicates, educates and promotes company values and expectations regarding inclusion behaviors for all.
4. Develops and implements management practices and organizational measures of success for employment of people with disabilities.
5. Develops strategies and goals for the employment and retention of people with disabilities at the company.
6. Demonstrates commitment to employment of people with disabilities in the workplace through leadership, communication and behavior that fosters inclusion.
7. Acts as a 'Champion', removing barriers that are preventing effective employment of people with disabilities within the company.
8. Employs opportunities to network and benchmark with other companies regarding best practices in employing people with disabilities.

Compliance

The company:

9. Is an EEO employer and does not discriminate on the basis of race, national origin, gender, religion, sexual preference or disability.
10. Meets or exceeds compliance expectations of federal and state nondiscrimination disability-related laws.
11. Ensures that their website meets or exceeds accessibility standards of Illinois Accessibility Guidelines and Federal ADA Section 508 regulations.

Customer Focus and the Disability Market

The company:

12. Researches the customer base of people with disabilities:
 - focusing on customers' needs for services and accessibility
 - monitoring satisfaction levels and repeat business
 - determining changing market expectations regarding purchasing power and buying decisions

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	13. Uses feedback from internal interest or resource groups and customer feedback for product development and improvement.
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	14. Promotes the use of photos of people with disabilities in marketing materials.
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Process Management

The company has implemented:

	15. Emergency evacuation procedures that ensure all employees, visitors and customers with disabilities are able to exit safely.
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	16. Streamlined process and applicable policies and procedures for hiring employees with disabilities.
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	17. An accommodation process including timely accommodation identification, approval and implementation.
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	18. An accommodation budget preferably centralized to remove accommodation costs as a barrier in the hiring managers' decision process.
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	19. Appropriate standards of practice for requesting, handling and filing medical documentation if the company requires such documentation to verify the need for accommodations. Documents must be treated confidentially, filing them separately from personnel files and securing them in locked files.
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	20. A model of continuous improvement, using lessons learned from workplace accidents to prevent further accidents and worker compensation claims.
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Metrics and Assessment

The company:

	21. Assesses the environment by an expert(s) including: evaluation of the accessibility of the physical space including restrooms, appropriate signage, alternate format materials, TTY telephone & number, or IRA (internet relay access).
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	22. Establishes employee performance measures that support positive behaviors of inclusion for fellow employees, visitors and customers with disabilities.
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	23. Assembles baseline measurement of current disability-related information in accordance with company policies.
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	24. Identifies key metrics and develops a dashboard for disability-related programs documenting and evaluating performance successes and financial impact.
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	25. Establishes manager measurement criteria for recruiting and interviewing people with disabilities.
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	26. Evaluates managers against established recruiting and interviewing criteria during the second year.
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	27. Performs exit interviews; understanding the reason an person with disabilities is leaving the company in order to make improvements, in accordance with company policies.
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	28. Determines turnover rate for employees with disabilities in accordance with company policies.
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Tools and Resources

The company:

29. Maintains an accessible website (ADA, Section 508 or Illinois Accessibility Guidelines) for potential employees, employees and customers.

HR staff:

30. Establishes a professional network of community & employment sources related to the recruitment of people with disabilities.

31. Identifies specific resources internally and/or externally for job task analysis, job design, or job coaching as needed for employment of people with disabilities..

32. Identifies a contact person/expert(s) for hiring managers and outside sources regarding hiring and orientation for people with disabilities.

33. Identifies resources for accommodations and makes them easily available.

34. Establishes a mentor program for managers directed at successful interviewing, hiring, managing and retaining of employees with disabilities.

Workforce Development

Training developer:

35. Performs audience analyses and designs and develops training being mindful of the needs of employees with disabilities.

36. Implements a standard practice of designing and developing all learning to meet the needs of employees with learning disabilities in the workplace.

The company:

37. Promotes and supports active employee interest groups focused on ensuring that the workplace is disability-friendly and supportive of employees, visitors and customers with disabilities.

38. Establishes a standard template for meetings or training session that requests invitees to share accommodation needs and ensures they are provided.

39. Provides training, resources and time for managers' professional development regarding the employment and management of people with disabilities.

40. Requires sensitivity training be taken by all employees at hire and provides refreshers on a continual basis to drive integration of these values into the company culture.

Reward and Recognition

The company recognizes and rewards:

41. HR employees involved in the Business Leadership Network or similar organization.

42. Managers demonstrating best practices and exceeding program goals/criteria.

43. Employees actively support community projects directed at people with disabilities.

Communication

The company:

44. The company publicizes success stories related to the employment of people with disabilities.

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The business best practices found in The Performance Excellence Roadmap for Disability Employment© have been developed in collaboration with the following company members of the Chicagoland Business Leadership Network. Thanks to:

American Invsco	Banana Republic	BOWE Bell + Howell
Children's Museum	Deloitte	Ernst & Young
Equip for Equality	Executive Recruiting	Harris Bank
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