

Regional Employment Collaboratives: A Model of Success in Generating Disability Employment Opportunities

Presented by:

The Regional Employment Collaboratives

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Today's Agenda

Part I:

What is an inclusive workforce? Why hire someone with a disability?

Presented by Christine Ventulett-Buckley, Employer Liaison

Part II

What are the Employment Collaboratives? How do we fill jobs with Diverse Candidates?

Presented by Stephanie Marks, Director of Employment Collaboratives

Part III:

Training the future workforce is key. How do we provide training?

Presented by Heather Mantell and Kristianne Widman, Employer Liaison/ Project Coordinators

Part IV:

Q and A

What is an inclusive workforce?

- ❖ An **inclusive workforce** is a diverse group of people that make up the labor market. Having an **inclusive workforce** means making all employees feel valued, welcomed, integrated and included **regardless of their differences**.
- ❖ Diversity is the **collective mixture of differences and similarities** which include: race, gender, physical abilities, age, sexual orientation, religion, socio-economic status, education, parental status and disability.
- ❖ We focus on disability.

Employment Facts for Individuals with Disabilities

- ❖ As of March 2016, the unemployment rate in the US for individuals with disabilities was 10.8 percent, while the unemployment rate for people without disabilities was 4.9 percent. Furthermore, only 19.9 percent of people with disabilities participated in the labor force, as opposed to 68.6 percent of people without disabilities. ([Source: United States Department of Labor, Office of Disability Employment Policy.](#))

What is a disability?

- ❖ A physical, mental, cognitive, or developmental condition that impairs, interferes with, or limits a person's ability to engage in certain tasks or actions or participate in typical daily activities and interactions.
- ❖ Some examples include: blindness, deafness, autism, mental illness, cerebral palsy, developmental or intellectual disabilities, physical disabilities and brain injury.
- ❖ The disability may limit their abilities in some areas but they are highly skilled in others.
- ❖ A disability doesn't mean that they can't work.
- ❖ The job match is key to success for both the job seeker and the employer.

Why hire someone with a disability?

- ❖ Individuals with a disability make up 1/3 of the market segment.
- ❖ Customers favor working with businesses that hire individuals with disabilities.
- ❖ Increase profit and efficiency
- ❖ Increase morale
- ❖ Flexible, creative, innovative workers
- ❖ Great problem solvers
- ❖ Outstanding attendance and higher retention
- ❖ Highly motivated to work
- ❖ Tax credits and other government benefits
- ❖ Individuals with disabilities are just as qualified as anyone else!

How can you tap into this resource?

- ❖ Make a commitment and policies for hiring Individuals with Disabilities
- ❖ Educate yourself, upper management and hiring managers
- ❖ Create a diversity committee
- ❖ Make facilities accessible
- ❖ Make accommodations for applicants and employees
- ❖ Training and Retaining
- ❖ Promote Individuals with Disabilities
- ❖ Develop a relationship with the Regional Employment Collaboratives



What are the Regional Employment Collaboratives?

Historical Context for Collaboration

2008/2009

Governor Patrick Reached Out to Employers:

“Join me in becoming model employers of people with disabilities. Tell me how state government can support you to hire more individuals with disabilities.”

An Employer’s response:

“You need to streamline state and vendor employment services. We need a more focused way to be able to recruit and retain employees with disabilities.”

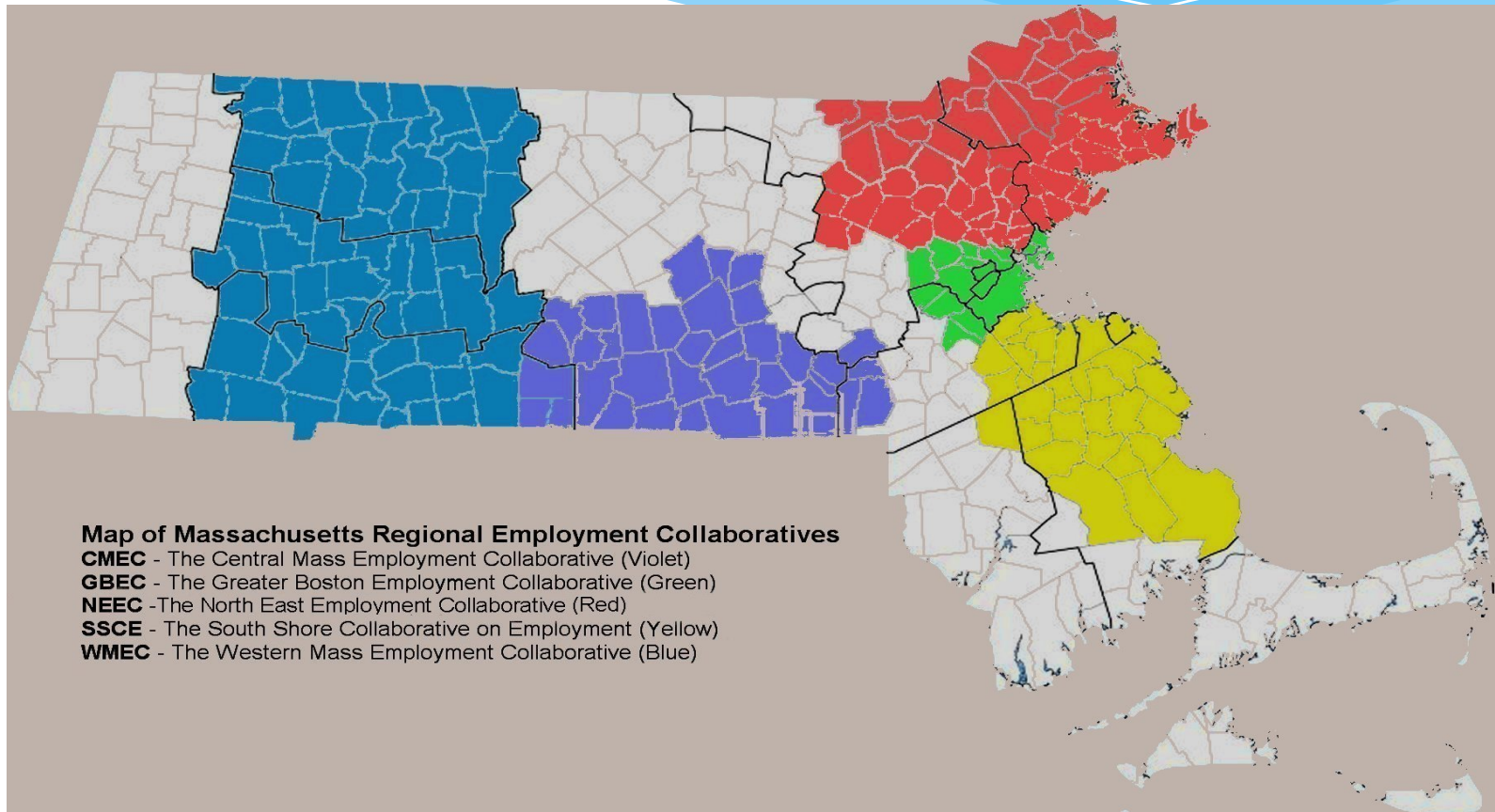
Regional Employment Collaboratives (RECs)

- ❖ Central MA Employment Collaborative (CMEC) was one of five “disability employment initiatives” initiated by a 2009 Medicaid Infrastructure Grant (UMass administered – “Work Without Limits”)
- ❖ 2013 decision to re-engage and expand the model of CMEC through new funding initially provided by DDS. This funding allowed for five more collaboratives throughout the state

The Employment Collaboratives Model

- ❖ The Employment Collaboratives are a network of:
 - ❖ State agency representatives
 - ❖ Employers; local, regional, global
 - ❖ Workforce development entities
 - ❖ Employment service providers
- ❖ Employment Collaboratives have been in operation for 8 years
 - ❖ At the request of the Governor's council; streamline the process
- ❖ Our core mission is to increase job opportunities for individuals with disabilities while helping employers find qualified candidates.
- ❖ Collaboration promotes cooperation over competition; it encourages improved coordination and communication in engaging employers through a partnership approach.
- ❖ Successfully placed 700-800 clients annually for the past several years

Employment Collaboratives Map



Individuals with disabilities work in **ALL industries**

Some common areas of opportunity

- ❖ Auto Services
- ❖ Facility Maintenance
- ❖ Entertainment
- ❖ Food Service/ Restaurant
- ❖ Grocery
- ❖ Health/Hospitals
- ❖ Hospitality
- ❖ Independent Contractors
- ❖ Manufacturing
- ❖ Hospitality
- ❖ Self Employment
- ❖ Government
- ❖ Non-Profit
- ❖ Retail
- ❖ Staffing
- ❖ Technology
- ❖ Education
- ❖ Transportation

Collaborative Model - Business Account Manager Role

- ❖ We engage with employers at the macro/corporate level
- ❖ We assist employers in accessing a pool of qualified candidates by offering a cost free, simplified single point of contact
- ❖ Employment Collaboratives help employers with Federal contracts to stay in compliance with OFCCP section 503 regulations
- ❖ We convene Job Developer Network (JDN) meetings which often feature Employer presentations and share job leads
- ❖ We provide assistance and consultation to area Job Developers in best practices and in meeting employer expectations

Collaborative Model - Business Account Manager Role



— JOIN THE TEAM —
We're hiring!

Activity							
	Applicants	Interviews	Offers	Placements	DDS Placements	Under 22 Placements	23-29 placements
Q1 & 2	2428	822	368	335	119	49	96
Adjustment	0	0	0	0	0	0	0
Q3 & 4	2892	1005	411	372	148	34	122
FY18 Total	5320	1827	779	707	267	83	218
Work Type							
Temp	Temp to Perm	Permanent	Total				
224	15	468	707				
Under Age 22 Placements							
TOTAL FY18	83						
Age 23-29 Placements							
TOTAL FY18	218						
Eligible for Employer Sponsored Benefits							
	Yes	NO	Total				
TOTAL FY18	157	550	707				

Training our Workforce

Riverside Employment Collaboratives

A SERVICE OF RIVERSIDE COMMUNITY CARE



Store Experience Training Program

- ❖ **Flawless Integration**
- ❖ **Employer driven program**
- ❖ **Skilled Diverse Workforce**
- ❖ **Roles & Responsibilities**

Business Imperative

❖ **Lowering Costs**

- Recruiting and training is expensive
- Over 500 Store Team Member roles in 360 stores
- Employer Driven OJT Training Model

❖ **Sharpening Communication**

- Effective Streamlined Communication
- Centralized Points of Contact Internally & RECs
- Curriculum Based On Industry Needs

❖ **Flawless Coordination**

- Programs executed efficiently statewide
- Consistent external training delivered
- Recruit – Train – Interview - Hire

Our Goal & Mission

- ❖ Design a unique training program that would serve as a pipeline of talent for CVS Health while offering employment opportunities to the agencies served by the Regional Employment Collaboratives.

Pathways To Healthcare Careers

- ❖ This unique training program will expose you to an exciting career at CVS/pharmacy! Through a combination of classroom training, work experience and on-the-job training.

Program Frameworks

- ❖ **Classroom Training**
Skills to Pay the Bills
- ❖ **CVS Orientation**
At Regional Learning Center
- ❖ **On The Job Training**
Structured training in store
- ❖ **Employability Assessment**
Review feedback received
Discuss career options

The Role of the REC Staff

- 1. Develop a Master Schedule**
- 2. Develop, refine, and distribute program materials**
- 3. Represent Partnering Agencies to CVS Health**
 - Identify interested participants / agencies
 - Serve as focal point of communication between CVS & Agency
 - Ensure program is completed accurately
- 4. Facilitation of Soft Skills Training**
 - Determine Scheduling of Training and how each REC would facilitate

The Role Of The Job Developer

- ❖ Learn about the Program
- ❖ Recruit Participants
- ❖ Support Participants in all phases of the Program
 - Deciding to participate
 - Soft Skills
 - Store Matching for Externship
 - Store Externship
 - Decision to apply or not
- ❖ Assist in the Soft Skills Training
- ❖ Debrief participants

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CVS Pathways Training Program

WEEK 1

- Customer Service Through Communication
- Enthusiasm & Attitude

WEEK 2

- Teamwork & Networking

WEEK 3

- Problem Solving
- Critical Thinking
- Professionalism

CVS Pathways Training Program

WEEK 4

- Register Training at the CVS Regional Learning Center

WEEK 5 - 11

- Key Experience Training at CVS Store Locations

WEEK 12

- Job Readiness Evaluation
- Graduation

Outcomes

- ❖ **Started The Program**
 - 184
- ❖ **Finished The Program**
 - 138
- ❖ **Applied For Position at CVS**
 - 61
- ❖ **Hired At CVS**
 - 29
- ❖ **Hired Overall**
 - 41

What Does Success Look Like?

Sophia's Story

See Malcolm and Stephen's Story in
resources slide



Questions????



What can we do to help you meet your hiring needs?

- ❖ Develop and carry out industry specific training programs?
- ❖ Provide qualified diverse employees?
- ❖ Educate management and staff on working with individuals with disabilities?
- ❖ Assisting with tax benefits for hiring?

Contact us and we can help. We are available for Consultation Services either by phone or travel to your business.

Contact Stephanie Marks, 781-686-8146 or smarks@riversidecc.org

Thank you!

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Resources

Regional Employment Collaboratives:

<http://www.riversidecc.org/services-for-communities/employment-collaboratives/>

REC's success with CVS:

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

<https://www.youtube.com/watch?v=Yji6QFJattg&feature=youtu.be>