

# Project Search 101 for Business Liaisons

July 25, 2012

**Chris Moranda, LSW, CDMS, CCM**  
Manager, Disability Services



# OhioHealth System

Who are *WE*



BELIEVE IN *WE*  OhioHealth

# Believe in *WE* - OhioHealth

- Not-for-Profit, faith-based health system of hospitals and healthcare services
- Serves more than three million residents in a 46-county region
  - Eight hospitals and 41 outpatient facilities
  - Extensive services in home care, hospice and employer services
- 16,000 employees, 2,500 physicians and 5,500 volunteers

# Project Search @ OhioHealth

- Dublin Methodist Hospital – Columbus OH area
  - 3<sup>rd</sup> year
  - Sponsored by Volunteer Services
  - Support from Associate Health and Wellness
  - Hired 9 PS interns 2010/2011
- Grady Memorial Hospital – Delaware OH
  - 18 months of planning
  - Completed 1<sup>st</sup> year 2012
  - Fully supported by Associate Health and Wellness

# Objectives

- US Business Leadership Network
  - What's in it for you
- OhioHealth's journey
  - An employer's approach to disability services
  - PS and internships
- Creation of PS site
  - Who are all these agencies...
- Employer Benefits
- Return on Investment
  - Just the numbers please!



# US Business Leadership Network

[www.USBLN.org](http://www.USBLN.org)

# USBLN - Mission

- The US Business Leadership Network (USBLN®) embraces the full inclusion of people with disabilities in the labor force and marketplace;
- assists in career preparation for and employment of people with disabilities, improves customer experiences for people with disabilities; and
- promotes the certification and growth of disability-owned business

# USBLN – Affiliate Networks

- The US Business Leadership Network® (USBLN®) is the national disability organization that serves as the collective voice of over 60 Business Leadership Network affiliates across North America, representing over 5,000 employers
- The USBLN® helps build workplaces, marketplaces, and supply chains where people with disabilities are respected for their talents, while supporting the development and expansion of its BLN affiliates

# USBLN – Employer to Employer Collaboration

- Employers participating with BLN's locally and with the USBLN® nationally are dedicated to improving the economic independence of people with disabilities and their families by sharing promising practices and creating new opportunities in the workplace, marketplace and supply chain



**USBLN® Workplace Disability Inclusion Assessment Tool**

This checklist is designed to provide employers with a tool to initiate or enhance their disability-friendly corporate practices.

Check the box that best applies to your organization

	Yes	No	N/A
<b>Recruitment</b>			
The term "disability" is specifically mentioned in diversity and inclusion materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job applicants with disabilities are actively recruited.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recruiters have established contacts with staffing entities that are knowledgeable about disabilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recruiters receive training on interviewing job candidates with disabilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recruiting materials are available in alternative formats, e.g., Braille, large print, electronic.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Application materials are available in alternative formats.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The company regularly evaluates its physical plant for accessibility.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Employment</b>			
A companywide reasonable accommodation policy is in place.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A formal accommodation process exists.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If leadership training is available for women and minorities, it is also available to employees with disabilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Logistics for skills training courses include provisions for sign language interpreters, training materials in alternative accessible formats, and training held in accessible locations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An employee resource group (also called an affinity group) focused on disabilities exists.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability is included in all diversity and inclusiveness training.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



### USBLN® Workplace Disability Inclusion Assessment Tool

This checklist is designed to provide employers with a tool to initiate or enhance their disability-friendly corporate practices.

Check the box that best applies to your organization

	Yes	No	N/A
<b>Diversity Supplying</b>			
The company's diversity supplier program includes outreach to disability-owned companies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any diversity supplier programs your company offers, e.g., mentoring or small business education programs, include suppliers with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Technology Access</b>			
The company's IT department is knowledgeable about accessible technology.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The company's website is accessible to users of screen readers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is a companywide policy requiring that technology tools and resources, e.g., online travel, expenses or employee benefits, are accessible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Marketing</b>			
Images of people with disabilities appear in advertisements, collateral materials, and other external communications.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability appropriate language is required in all documents, including press releases and presentations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# Benefits of joining a local BLN

- Learn Best Practices from companies successfully employing people with disabilities
- BLNs can assist federal contractors meet their OFCCP Section 503 requirements
- Connect qualified candidates with disabilities to employers
- Provide free/reduced price training on current topics related to the hiring of people with disabilities

# Ohio Business Leadership Network

*Promoting the Employment of People with Disabilities Through an Employer-to-Employer Network*

## SAVE THE DATES

**July 16-19, 2012: Youth Leadership Forum, Sponsored by the Ohio Rehabilitation Services Commission in Columbus**

For more information, please contact Shirley Marchi, Rehabilitation Services Commission, Email: [shirley.marchi@rsc.ohio.gov](mailto:shirley.marchi@rsc.ohio.gov)

**August 1, 2012, 8:00-9:30 AM: Unlock Your Competitive Advantage – Tapping Talent with Different Abilities, Hosted by the Cincinnati Chamber of Commerce in cooperation with the Ohio BLN**

OHBLN Board members will present to Cincinnati Chamber of Commerce members on their success in employing people with disabilities across three industry segments: Manufacturing (P&G), Healthcare (Cincinnati Children's) and Financial Services (Fifth Third Bank). For more information, please contact Leslie Wilson, Email: [lesliew@wilres.com](mailto:lesliew@wilres.com)

**September 11, 2012, 10:00 AM – 1:30 PM: Disability Etiquette at the Ohio Industry Liaison Group (ILG) Meeting**

Presentation by James Clinkscale, Diversity and Inclusion Manager, Rehabilitation Services Commission. For more information, please contact Candee Chambers, Ohio ILG Co-Chair, at Email: [candee.chambers@cardinalhealth.com](mailto:candee.chambers@cardinalhealth.com)

**September 17-18, 2012: Disability Jobs Summit, Sponsored by the Rehabilitation Services Commission at the Columbus Convention Center**

The Ohio Business Leadership Network's members are volunteering to organize and staff various tracks within the Disability Jobs Summit. For more information, please contact Shirley Marchi, Rehabilitation Services Commission, Email: [shirley.marchi@rsc.ohio.gov](mailto:shirley.marchi@rsc.ohio.gov)

**For more information on the OHBLN, please contact: Shirley Marchi  
Email: [Shirley.Marchi@rsc.ohio.gov](mailto:Shirley.Marchi@rsc.ohio.gov); Phone: 614.438.1477**

**BLN Websites:  
[www.theohioblcn.org](http://www.theohioblcn.org)  
[www.usbln.org](http://www.usbln.org)**

# OhioHealth's Journey

Integrated Disability Management expanded

# Supporting our organizational values and strategic focus

## Our People and Culture

### Our Values:

Compassion  
Excellence  
Stewardship  
Integrity

### Our Cardinal Value:

*We honor the dignity and worth of each person*



### Providing support and assistance for associates with disabilities

- To enhance our diverse workforce
- To improve associate satisfaction
- To improve the quality of care and service to our patients and communities

# OhioHealth's Integrated Disability Services

- Occupational Clinics
- Coordination of FML, STD, Workers' Comp
  - Administration of FML
  - Payment of STD and WC
  - OSHA Compliance
- Transitional Work Services
  - Alternative Work
  - Transitional Work
- Workplace Accommodation Services
  - Disability Internship Programs

# Taking IDM to the Next Level

- Begin to tell your story...find other diverse colleagues to partner with...a senior leader who in turns tells your story...



# Diversity Audit

- *Diversity Audit identified accessibility and accommodations recommending:*
  - Expand disability awareness education
  - Develop marketing materials articulating people with disabilities
  - Include Diversity questions on Associate Opinion Survey
- Reached out to local community partners (i.e. Ohio Rehabilitation Services Commission, Goodwill, etc.)
- Formed committee and focus group to identify and address needs

# Program Development

An aggressive effort to enhance OhioHealth employment opportunities for people with disabilities

- Developed Human Resources *ADA Reasonable Accommodation Policy*
- Created dedicated FTE
  - Workplace Accommodation Specialist
- Established relationships with key community groups and vocational providers
- Engagement with Diversity and Inclusion

# Workplace Accommodation Specialist

**Nancy Miller, LSW, CRC**

# WPAS Link to PS Program

- Engages with PS team
- Supports on-site for students and teacher
- Participates with the IEP team
- Consults with managers
- Coordinates and assesses students job skills for placement

# Program Benefits - Diversity

- Fosters a culture of diversity – adds to the richness of our diversity and reflects our patient population
- Makes a significant and positive impact on OhioHealth's culture – being a model employer of job seekers with disabilities
- Enhances our corporate image and demonstrates a commitment to the community

# Mission Fund (Budget)

- Assists with costs associated with accommodations or services for OhioHealth associates
- Funds 4 paid internships for students with disabilities
- Funds 2 FTEs - accommodations/internship coordination
- Supports work trials for associates and PS students moving into new positions

# The Business Case

For hiring people with disabilities – turning diversity into \$'s

# Employer Myth #1

*“Accommodations are too expensive!”*

- The majority of workers with disabilities require no accommodation
- According to JAN (Job Accommodation Network) 2/3 of accommodations cost less than \$500 and many had no cost
- Accommodations for employees with disabilities can benefit the aging population

# Employer Myth #2

*“I will be sued!”*

- Very few businesses experience disability related claims
- EEOC 2009 charge data shows people with disabilities filed fewer claims than people of color, gender, or age

# Employer Myth #3

*“They can not perform the job!”*

- A DePaul University study of 314 workers found employees with disabilities:
  - Same job performance rating
  - Did not require more supervision time
  - No more likely to be absent, late or have off work time
  - Did not have more workplace accidents
  - Were less likely to leave the job

# Employer Myth #4

*“Hiring people with disabilities will scare my customers away!”*

- A national survey of 803 consumers randomly selected from across the country:
  - Found that 92% felt more favorable toward companies that hired people with disabilities
  - 87% said they would prefer to give their business to such companies



# Project Search @ Grady

From an idea to a reality

# Grady Memorial Hospital

- Became part of OhioHealth - 2006
- Rural Hospital
- 600 Associates
- Located in Delaware County
  - 25 miles north of Columbus, OH
  - Opened Delaware Health Center 2011
- Many years ago had a Hospitality Training Program for students with disabilities

# Initial Phase with Grady Leaders

- Senior Leadership needs to understand
  - How does it work?
  - Who is going to take charge of it?
  - What if something goes wrong? Who do we call?
  - What does transition students really mean?
  - What, SPACE? You really need a classroom? 😊
- Education of Managers
  - Formal management meeting to explain PS
  - Informal discussions regarding their role and identification of possible skill rotations

# Wow! Who is around this table?

- PS Representative (initial driver)
- Grady Staff – on-site HR coordinator; WPAS; executive sponsor; manager of disability services (host site)
- Delaware Area Career Center (placement)
- State Vocational Rehabilitation Counselors (\$)
- Schools – Transition teachers (students)
- Ergon Employment Solutions – job coaching (assist at host site)

# Grady Project Search Partners



# PS Planning Meetings – what did we do?

- PS set the stage and we all got to know our roles and each other
- Application and process
- Dates – Dates – and more Dates
  - Parent/Student Info Night
  - Skills Assessment Prospective Student Interviews
  - Meet and Greet
  - School Starts
  - Graduation Day

# School Year Summary

- Initial apprehension from managers but embraced the students fully
- We lost a couple of students
- WPAS on-site with teacher once a week or more as needed
- WPAS assessed the skill level of students to identify those with placement potential
- Connected with managers and HR regarding interviewing and hiring

# From PS to Employment - video

# Employer Benefits

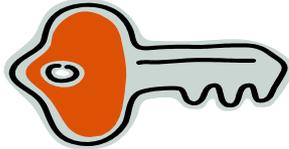
From Federal Guidelines to Diversity to Engagement

# OFCCP – Proposed Regulations Regarding Individuals with Disabilities

## Section 503 – Proposed Rule Revisions

- Hiring Utilization Goal (7%)
- Invitations to Self Identify as Disabled
- Outreach and Recruitment (job listings)
- Reasonable Accommodations
- Priority Hiring for People with Disabilities
- Affirmative Action Obligations
- Administrative and Paperwork Requirements

# Diversity and Inclusion

- Engage Diversity/HR Leaders in the PS concept phase
- Make the case for Disability as part of Diversity
  - Diversity Inc. (many facts and figures)
- Education of leadership is 
  - Offer on-line training to leaders
  - Diversity Summit
  - Lunch and Learns
  - Articles in newsletters

# Associate Engagement

- Engagement can happen at any level in an organization – who are your informal leaders
  - Invite them to speak to the students
  - Invite them to speak to managers about PS
- Mar/Comm do they know about PS?
- Enhances associates' perspective to work along side a PS student
- ***Associate Pride*** is proven to lead to loyalty and tenure

# Return on Investment

The dollars and sense...

# Recognition

- Every organization wants to be recognized for their efforts – apply for those awards
  - Large Employer of the Year – Governor’s Council on People with Disabilities
  - Employer of the Year – American Council of the Blind of Ohio and Ohio Rehab Association
  - Presentations at state and national conferences
  - Included in **Fortune 100** Application
- **Disability Matters Award-** Springboard Consulting
- **Diversity Inc.** Top 100 Companies Index

# Easy to Follow Application Process

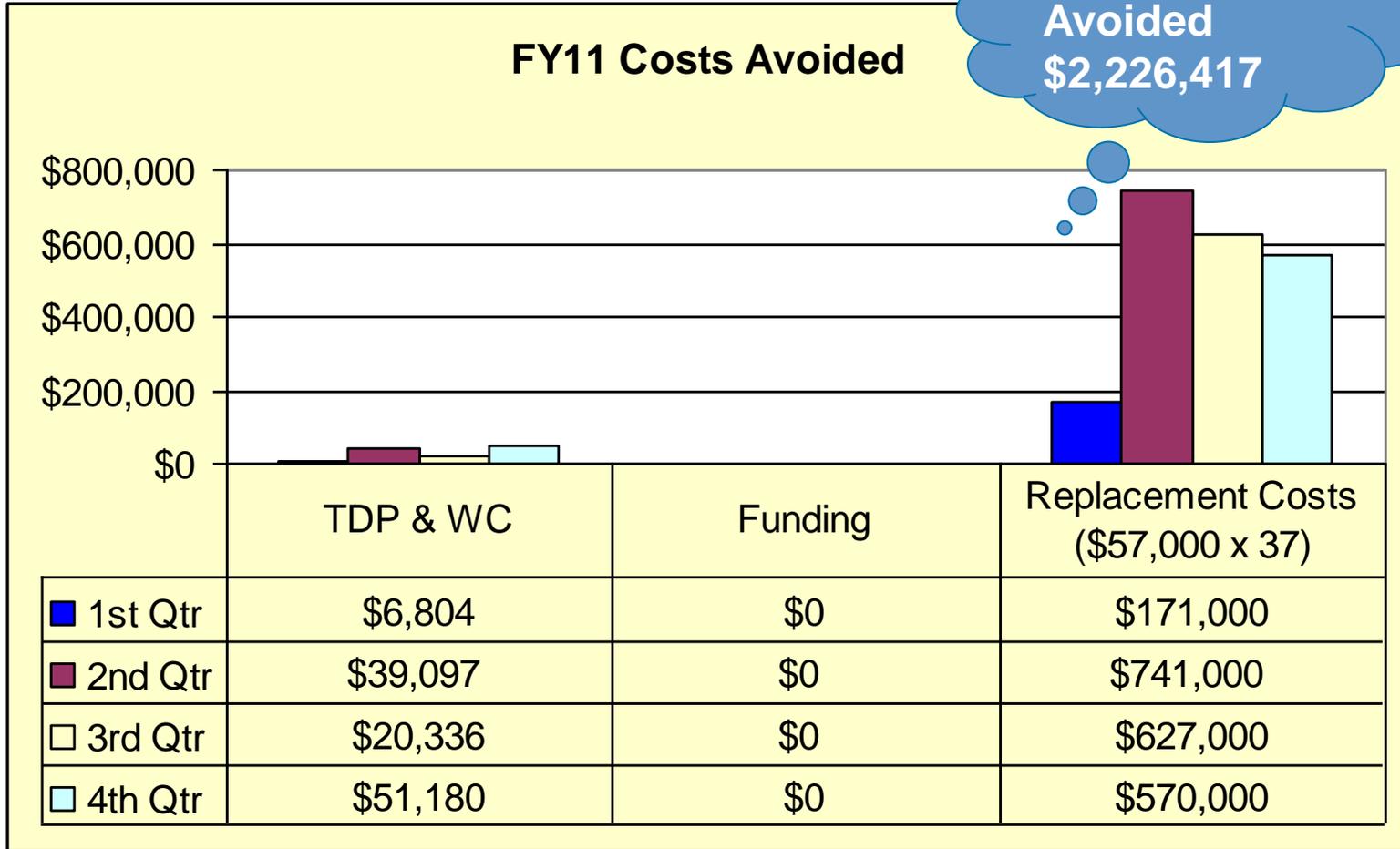


# Placement Outcomes

	FY09	FY10	FY11	FY12 YTD
• Non OH associate hires w/disabilities	0	1	10*	0
<b><u>OhioHealth Associate Accommodations:</u></b>				
• Same job in home department	35	35	37	21
• Same job in different department	2	2	1	1
• Different job in home department	1	0	2	0
• Different job in different department	8	6	1	1
• Outside employment	5	2	1	1
• Retirement	3	0	0	1
• No return, job trial failed, refused services	18	13	5	7
• <b>Total cases</b>	<b>72</b>	<b>59</b>	<b>57</b>	<b>32</b>

**\*9 Project Search Placements**

# Mission Fund



# Associate Health and Wellness-Disability Services Placement Options for Associates with Disabilities Balanced Scorecard

## QUALITY

# New Hires with Known Disabilities				
Q1FY12	Q2FY12	Q3FY12	Q4FY12	YTD
0	0	0		0
# Interns with Disabilities Hired				
Q1FY12	Q2FY12	Q3FY12	Q4FY12	YTD
0	0	0		0
# Associates Retained with Accommodation(s)				
Q1FY12	Q2FY12	Q3FY12	Q4FY12	YTD
10	17	6		33
# Associates – Fall off's *				
Q1FY12	Q2FY12	Q3FY12	Q4FY12	YTD
3	4	5		12
Disability Services Quality Measure Results **				
Q1FY12	Q2FY12	Q3FY12	Q4FY12	YTD
86%	89%	86%		87%
*Fall offs – retirement, job trial failed, no return, refused services				
** Case Management, Workplace Accommodations Specialist, OSHA & RTW accuracy Target 80% Accuracy				

## WORKLIFE

# of FTE'S on restrictions TWS				
Q1FY12	Q2FY12	Q3FY12	Q4FY12	YTD
60	54	65		179
# Intermittent FML referrals to OhioHealthy Pathway program				
Q1FY12	Q2FY12	Q3FY12	Q4FY12	YTD
15	12	28		55
* TWS is Transitional Work Services				

## SERVICE

# Community Involvement / Internships YTD				
Q1FY12	Q2FY12	Q3FY12	Q4FY12	YTD
55	6	7		68
# Associate Satisfaction-Disability Services				
Q1FY12	Q2FY12	Q3FY12	Q4FY12	YTD
4.8/5	4.9/5	4.9/5		4.8/5
# Of Work Trials				
Q1FY12	Q2FY12	Q3FY12	Q4FY12	YTD
1	1	1		3

# FINANCE

## Quarterly WPAS Cost Avoidance (TDP/WC; replacement cost/57K)

Q1FY12	Q2FY12	Q3FY12	Q4FY12	YTD
\$473,421	\$407,578	\$388,827		\$1,269,826

## Quarterly Cost Saved TWS (sick pay benefits, BWC Assessments; Rehab Savings)

Q1FY12	Q2FY12	Q3FY12	Q4FY12	YTD
\$671,613	\$578,744	\$673,100		\$1,923,457

# Mission Fund Expenditures

### Adaptive Equipment:

Q1FY12	Q2FY12	Q3FY12	Q4FY12	YTD
\$7,673	\$6,048	\$ 11,765		\$25,486

### Salaries:

Q1FY12	Q2FY12	Q3FY12	Q4FY12	YTD
\$25,890	\$25,890	\$ 23,832		\$75,612

### Support: (e.g. consulting, job coaching, educational instruction )

Q1FY12	Q2FY12	Q3FY12	Q4FY12	YTD
0	\$550	\$ 3,230		\$3,780

### Work Trials:

Q1FY12	Q2FY12	Q3FY12	Q4FY12	YTD
\$2,678	\$2,987	\$ 2,070		\$7,735

### Total for Quarter:

Q1FY12	Q2FY12	Q3FY12	Q4FY12	YTD
\$ 36,241	\$35,475	\$40,897		\$112,613

# Questions

Chris Moranda - [cmoranda@ohiohealth.com](mailto:cmoranda@ohiohealth.com) - 614-566-1967

BELIEVE IN *WE*™  **OhioHealth**

**A FAITH-BASED, NOT-FOR-PROFIT HEALTHCARE SYSTEM** + RIVERSIDE METHODIST HOSPITAL + GRANT MEDICAL CENTER  
DOCTORS HOSPITAL + GRADY MEMORIAL HOSPITAL + DUBLIN METHODIST HOSPITAL + DOCTORS HOSPITAL – NELSONVILLE  
HARDIN MEMORIAL HOSPITAL + MARION GENERAL HOSPITAL + HOMEREACH + OHIOHEALTH NEIGHBORHOOD CARE  
WESTERVILLE MEDICAL CAMPUS + 21,000 PHYSICIANS, ASSOCIATES & VOLUNTEERS