

Corporate and Organizational Strategy: Utilizing National Resources to Attract and Retain Employees with Disabilities

December 10, 2009

Beth Butler

US Business Leadership Network (USBLN),

Kathy West-Evans

Council of State Administrators of Vocational
Rehabilitation (CSAVR)

Shelley Kaplan

DBTAC: Southeast ADA Center

Jill Houghton, Moderator
Southeast TACE: Region IV



The USBLN & The NET

The US Business Leadership Network (USBLN)
and
The National Employment Team (NET)

A National Partnership That Works

US Business Leadership Network



Beth Butler

Chair of the USBLN

Vice President, Accommodations Management

Consultant

Wachovia - a Wells Fargo Company

What is the USBLN?

The US Business Leadership Network (USBLN®) is a national organization that promotes the business imperative of disability inclusion in employment/retention strategies, marketing/sales strategies and supplier diversity programs.

About the USBLN

- Represent over 5,000 employers
- 60 Affiliates in 35 states, including the District of Columbia
- Business to Business model provides opportunities to share open and honest dialog around disability employment practices

The USBLN Difference

What makes us different from other diversity organizations?

- The disability segment crosses all dimensions of diversity - attitudinal barriers remain the primary barrier to full inclusion...

USBLN Connection

- By focusing on making connections, exchanging ideas and changing attitudes - USBLN employers send the right message, to their workforce, their customers and their communities.
- Save the date: 13th Annual USBLN Conf. Chicago – Sept. 19-22, 2010

CSAVR – NET



Kathy West-Evans
Director of Business Relations
Council of State Administrators of Vocational
Rehabilitation (CSAVR)

What is the CSAVR – NET?

Council of State Administrators of Vocational Rehabilitation

- CSAVR – membership organization of the 80 public VR Directors
- National in scope, includes territories
- Leadership support of The NET
- NET: National Employment Team
- VR Points of Contact: partnership with VA and community agencies
- National resources delivered locally

The NET Vision Statement

To create a “one company” model to serve business customers through a national VR team that specializes in employer development, business consulting and corporate relations.

National VR – Business Network

Benefits by customer category:

- **Business** will have direct access to the qualified candidates and support services provided by State VR agencies on a national basis.
- **VR Consumers** will have access to national employment opportunities and career development resources.
- **State VR agencies** will have a national system for sharing employment resources, best practices and business connections.

NET - Foundations

- Dual Customer
- One Company Across 80 Agencies
- Single Points of Contact
- Sharing Models and Best Practices
- Build a Team Around the Business
- Work with a Business as a Whole
- Relationships, Consistency, Deliverability and Sustainability
- National Resources Delivered Locally

NET - VR Business Services Defined by Business Customers

- **Pre-Employment**
 - Internships
 - Training
- **HR/Staffing**
 - Recruitment & Promotion
 - Benefits & Compensation
 - Retention Supports
 - Employee Advisory Services
- **Accommodations**
 - Work Site Assessment
 - Assistive Technology
- **Staff Training**
 - Disability Awareness
 - ADA/Employment Laws
- **Diversity Programs**
- **EEOC/Affirmative Action**

NET - VR Business Services

Defined by Business Customers (cont.)

- **Universal Design**
 - Contracts
 - Facilities
 - Programs/Services
 - Assistive Technology
 - Information Technology
- **Financial Supports**
 - WOTC
- **Barrier Removal**
- **Legal & Compliance**
 - Labor Relations
- **Policy Development**
 - Risk Management
- **Product Development**
- **Customer Service**
- **Marketing & Outreach**

DBTAC Liaison to USBLN



Shelley Kaplan

Director

DBTAC: Southeast ADA Center

What is the DBTAC?

Leader in providing information, guidance and training tailored to the needs of business, government and individuals at local, regional and national levels.

DBTAC Regions



(800) 949-4232 [voice/tty]

adata.org

DBTAC Mission

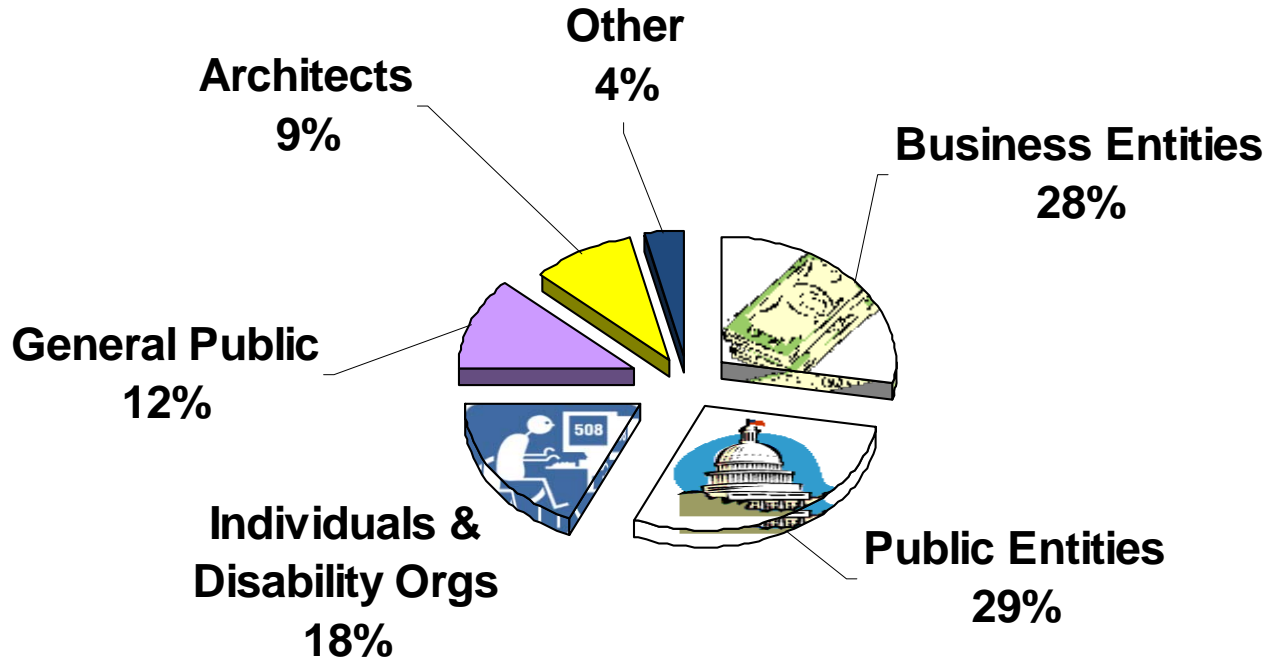
- Facilitate *voluntary* compliance with the Americans with Disabilities Act of 1990 (85%)
- Conduct research to reduce and eliminate barriers to employment and economic self-sufficiency and to increase the civic and social participation of Americans with disabilities (15%)

DBTAC Customer Benefits

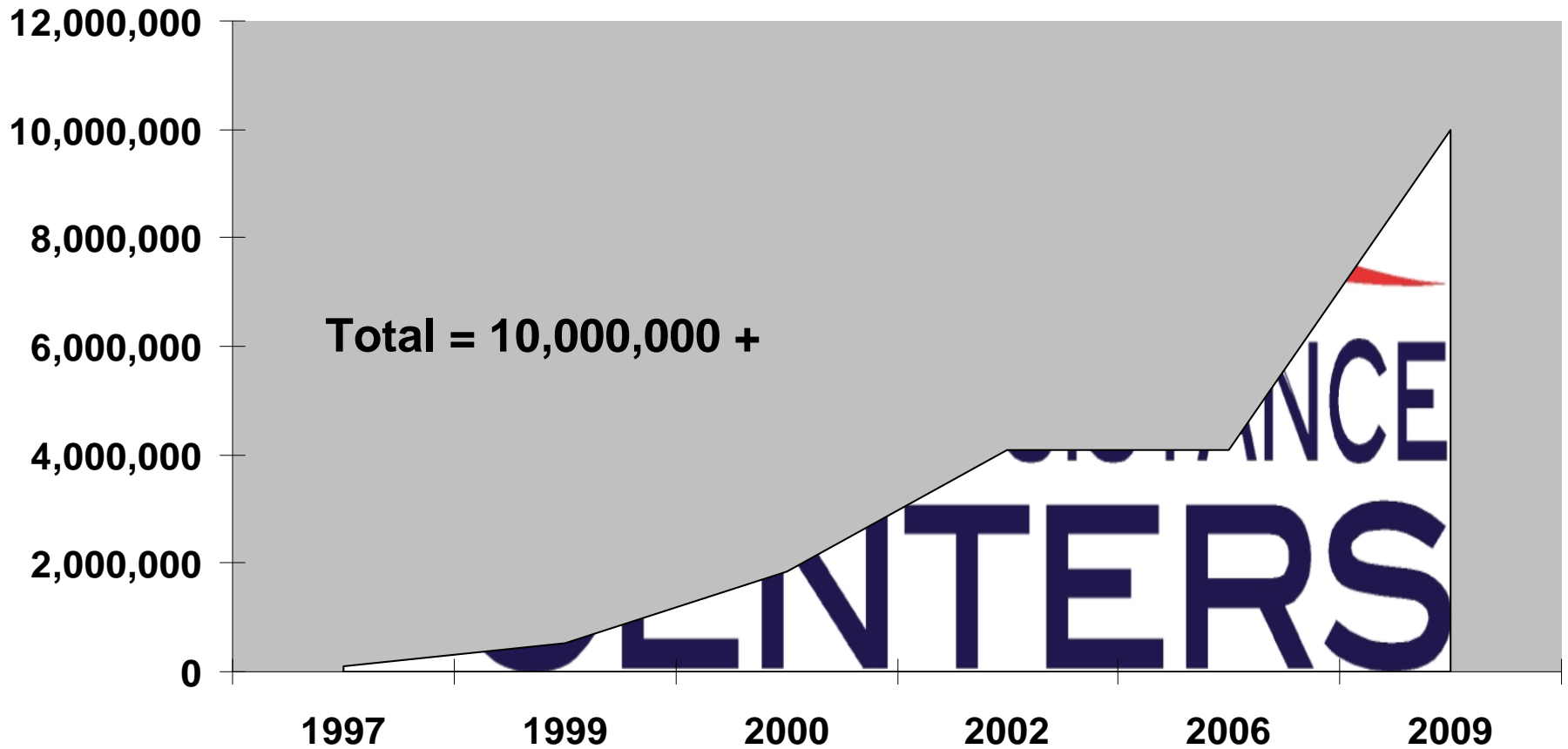
Unique Benefits for DBTAC Customers...

- National network with multiple locations
- Information Specialists (bilingual)
- Confidential and unbiased
- Training tailored to need
- Share effective practices
- Translate knowledge into practice
- Research

Groups Receiving Technical Assistance from DBTAC



DBTAC Web Hits



DBTAC - Partnerships with Customers

- Provide *employers* & their *representatives* with information and guidance to create a welcoming corporate culture.
- Share best practices with *business* to improve the bottom line.
- Educate *individuals* to educate others.
- Offer a feedback loop for *government*.

What DBTAC Customers Say ...

- *“Glad to have this resource. It is one stop shopping for the ADA.”*
- *“Keep up the great work. Your customer service and promptness were excellent!”*
- *“Every time I've called with questions, the technical assistant has been very helpful and friendly.”*
- *“County accessibility wouldn't be nearly what it is without the help and support of the ADA project.”*
- *“I am delighted that the ADA Center exists, that it can be relied upon, that you have both web and email access for people who can't get out.”*
- *“I don't know where I'd be without you. I'm new to handling the ADA. Ya'll are my safety net. Saves me doing a lot of the legwork to be able to call some experts.”*

DBTAC Web Resources

- DBTAC ADA Home: adata.org
- ADA Training Resources: adacourse.org
- ADA Anniversary Resources: adaanniversary.org
- ADA Resource Center: adaresources.org
- National ADA Symposium: adasymposium.org
- Accessible Technology: accessibletech.org

Open Discussion & Questions

THANK YOU!

Contact Information

Please Feel Free to Reach Out to Us at Your Discretion

Beth Butler

Chair of the USBLN
Vice President, Wachovia - a
Wells Fargo Company
(704) 383-5074 [voice]
Beth.butler@wachovia.com

Kathy West-Evans

Director of Business Relations
Council of State Administrators of
Vocational Rehabilitation (CSAVR)
(206) 999-9455 [voice]
Kwest-evans@rehabnetwork.org

Shelley Kaplan

Director
DBTAC: Southeast ADA
Center
(800) 949-4232 [voice/tty]
sakaplan@law.syr.edu

Jill Houghton

Deputy Director
Southeast TACE: Region IV
(954) 461-4726 [voice]
Jilldh@bellsouth.net

Employer Webinar Series

<http://sedbtac.org/webinars/>



National Network of ADA Centers

Web: adata.org



Council of State Administrators of Vocational Rehabilitation

Web: rehabnetwork.org



US Business Leadership Network

Web: usbln.org

Education Credits

DUE: December 18, 2009

CEU (0.1)

Approved by the University College at Syracuse University

To earn CEU credit, you must:

- Participate in the 1.5 hour webinar.
- Submit forms: **Participant List** and **CEU Request** .
- Follow [CEU Credit Requirements](#)
(<http://sedbtac.org/webinars/requestCEU.php?eventid=525>).

CRCC (1.5)

Approved by Commission on Rehabilitation Counselor Certification (CRCC)

To earn CRCC credit, you must:

- Participate in the 1.5 hour webinar.
- Score 80% or better in 3 attempts on **Post Test**
- Complete: **CRCC Request** and send to CRCC office.
- Follow [CRCC Credit Requirements](#)
(<http://sedbtac.org/webinars/requestCRCC.php?eventid=525>).

Disclaimer

The **DBTAC: Southeast ADA Center** (Southeast DBTAC) is authorized by the National Institute on Disability and Rehabilitation Research (NIDRR) to provide information, materials, and technical assistance to individuals and entities that are covered by the Americans with Disabilities Act and its Amendments (ADA) under Grant No. H133A060094. However, you should be aware that NIDRR is not responsible for enforcement of the ADA. For more information or assistance, please contact your regional DBTAC via the National Network of ADA Centers' web site at adata.org or by calling 1-800-949-4232 [voice/tty].

The information, materials, and/or technical assistance are intended solely as informal guidance, and are neither a determination of your legal rights or responsibilities under the Act, nor binding on any agency with enforcement responsibility under the ADA. The Burton Blatt Institute at Syracuse University (BBI) does not warrant the accuracy of any information contained herein. Any links to non-BBI information are provided as a courtesy. They are not intended to nor do they constitute an endorsement by the BBI of the linked materials.

Copyright Information

***This work is the property of the
DBTAC: Southeast ADA Center***

Permission is granted for this material to be shared for non-commercial, educational purposes, provided that this copyright statement appears on the reproduced materials and notice is given that the copying is by permission of the authors. To disseminate otherwise or to republish requires written permission from the authors.