

DISABLED HIRING INITIATIVE REPORT

July 2017-July 2018



**In accordance with Public Act 96-0078, the Directors of the
Departments of Central Management Services and Human
Services submit this report to the members of the
Illinois General Assembly
September 1, 2018**

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ACTING DIRECTOR**

CMS ILLINOIS
DEPARTMENT OF CENTRAL
MANAGEMENT SERVICES

Disabled Hiring Initiative Report 2017-2018
(Pursuant to P.A. 96-0078/Senate Bill 40)
September 1, 2018

Mandate

Public Act 96-0078 (effective July 24, 2009) requires that the Departments of Central Management Services (CMS), Human Services (DHS), Employment Security (DES) and other agencies develop and implement programs to increase the number of qualified employees with disabilities working in state government.

Background

CMS administers the Successful Disability Opportunities (SDO) Program which serves to qualify individuals with disabilities for positions within state government. DHS is a partner with CMS in the certification of candidates for the SDO Program. The program's name has been changed over the years and was initially implemented in 1976.

State agencies are not required to, but may request the SDO candidate list at the point in the hiring process when an Open Competitive eligible list might otherwise be requested.

Since 2003, CMS and DHS have been working to build the SDO candidate list so that eligible candidates with disabilities are available across a wide range of position titles and a wide geographic area of the state. CMS, DHS and the Department of Human Rights (DHR) also have been working to educate agency Personnel Managers and Equal Employment Opportunity Officers about the SDO Program and encourage them to consider individuals with disabilities when making their hiring decisions.

Currently there are approximately 430 **active** participants in the SDO Program with eligible SDO passing grades for approximately 200 different position titles/options.

Meeting the Challenge

Upon Senate Bill 40 becoming law (P.A. 96-0078), CMS formed a committee of state agencies to develop initiatives within their budgets and within the law to work toward increasing the number of qualified applicants with disabilities hired. The Disabled Hiring Initiative Committee is currently comprised of CMS, DHS, DES, DHR, Department of Veterans' Affairs (DVA), Department of Commerce and Economic Opportunity (DCEO) and the Department of Health and Family Services (HFS).

Employees with disabilities currently comprise approximately 6.4% of the state workforce, down slightly from the last reporting period's 7%, due to retirements and other employment status changes. Individual initiative participants and State employees with disabilities are only identified through self-disclosure of a disability; there is no stated percentage target established for representation in the workforce through this statute.

SUMMARY OF DIRECTIVES

NETWORKING DIRECTIVES

CMS, DHS, DHR, DES, DCEO and DVA have made concerted efforts to continue to network with state Agency Personnel managers, Equal Employment Opportunity Officers and Recruitment Program staff to educate them on the Successful Disability Opportunities (SDO) Program and the Disabled Hiring Initiative, and to distribute that information to potential candidates with disabilities. Below is a summary of those efforts.

Meetings with Equal Employment Opportunity Officers

Staff from the CMS Disabled Workers Program and DHR will plan to continue conducting meetings with multiple agencies to educate them about the SDO Program and the Disabled Hiring Initiative. In the past, DHR has identified categories of underutilization, including employees with disabilities. Agencies that need to increase the number of employees with disabilities can utilize the SDO candidate list as a way to address those underutilizations.

During the 2017-2018 report period, a meeting and teleconference was conducted on June 20, 2018 to reestablish the committee.

During the 2016-2017 report period, CMS Disabled Workers Program staff and DHR staff met with the following agencies to present information on the SDO Program and discuss agency underutilization of employees with disabilities; Illinois State Police – October 17, 2016; Department of Human Services – April 10, 2017.

During the 2015-2016 report period, the following meetings were conducted; Department of Veterans' Affairs – November 19, 2015; Department of Public Health – May 4, 2016.

During the 2014-2015 reporting period, the following meetings were conducted: Illinois State Police – September 11, 2014; Department of Corrections – May 28, 2015.

State Employment Webinars / Teleconferences for Persons with Disabilities

Interagency Committee on Employees with Disabilities (ICED) hosted a webinar on state employment regarding the process for the Successful Disability Opportunities Program (SDO). The webinar was conducted on November 14, 2017 and employees from DHR, Revenue, DHS and Guardianship and Advocacy Commission were in attendance.

Veterans Outreach Program and Diversity Enrichment Program

CMS has programs for veterans, minorities, women and individuals with disabilities seeking employment with the state. Program staff continue to be educated about the SDO Program and the Disabled Hiring Initiative, and are instructed to provide information about opportunities for their clients with disabilities through the SDO Program. Staff from the CMS Veterans Outreach

Program, schedule permitting and CMS Diversity Enrichment Program (DEP) attend job fairs and recruiting events on a regular basis around the state.

Career Counseling by mail or email for veterans is offered through the CMS Veterans Outreach Program to provide applicants with an overview of the state employment process. Between the five CMS examining test center locations, a total of 207 Veterans with Service Connected Disabilities were verified, counseled and/or given information about the testing process as well as the Successful Disabilities Program.

DEP staff attended 50 minority targeted job fairs between July 1, 2017 – June 30, 2018 and handed out 5852 informational packets (disabled and not disabled), with 317 of these individuals being veterans. DEP staff also provided career counseling for approximately 458 individuals from July 2017 through June 2018.

Career Counseling Services for Individuals with Disabilities

Career Counseling is offered through CMS Examining and Counseling to provide applicants with an overview of the state employment process and the SDO Program. Applicants' qualifications are reviewed to provide specific job title recommendations. The CMS Disabled Workers Program Coordinator counsels disabled applicants and provides information on available accommodations for testing. From July 1, 2017 through June 30, 2018, 78 applicants with disabilities were provided career counseling services and given information on possible job titles, while many others were referred by DHS Rehabilitation Services.

Consult & Coordination with CMS Division of Risk Management

The CMS Risk Management Division is responsible for the administration of workers' compensation claims for work-related accidents of state employees. One of the primary objectives of the Workers' Compensation Program is to return employees to productive work as safely and quickly as possible. The CMS Disabled Workers Program provides assistance with these efforts.

In many situations, workers who are no longer able to perform their current job duties can perform other work. Workers may be eligible for re-employment through the Alternative Employment Program (AEP), which is administered through the CMS Disabled Workers Program.

CMS Disabled Workers Program staff and CMS Legal staff continue to be available to Risk Assessment Staff to provide information about these programs and to explain how they can assist with meeting their objective to return employees to productive work.

Exempt and non-certified employees are potentially eligible for re-employment through the SDO Program, and certified employees are potentially eligible for re-employment through the Alternative Employment Program (AEP). Additionally, any on-leave employee may obtain promotional grades and bid on open positions. Referring eligible employees with workers compensation claims to these programs is beneficial to the employee, the Risk Management Program and the Disabled Workers Programs.

Currently, there are 22 state employees on disability leave participating in the Alternative Employment Program. During the 2017-2018 reporting period, four employees were placed into positions through AEP.

Job Fairs/Conferences

CMS, DHS, DES and Revenue attended multiple job fairs and other events. When CMS and DHS did not attend, efforts were made to provide materials regarding the SDO Program to those attending with disabilities. Due to limited travel and staff resources, these agencies coordinate so that every agency is not at a single job fair and that information is distributed about the SDO Program at as many employment and disability-related events as possible.

<u>DATE</u>	<u>Summary / Lead Agency</u>	<u>Location</u>
7/14/17	IDES / Veteran / Disabilities recruitment workshop / DHS	Springfield
7/14/17	Il Assoc. of Hispanic State Employees Resource/Job Fair / CMS	Chicago
7/21/17	IDES Briefing / DHS	Springfield
8/4/17	IDES Career Workshop / IDOR, DHS	Springfield
8/16/17	Senator Anderson & Rep. McCombie Career Fair / DHS	Moline
8/18/17	IDES Briefing / DHS	Belleville
8/22/17	IDES / Veteran / Disabilities recruitment workshop / DHS	Peoria
8/23/17	IDES / Veteran / Disabilities recruitment workshop / DHS	Champaign
8/25/17	Career Development Ministry / Job Fair / CMS	Chicago
8/31/17	Foot in the Door Job Fair – UIS / DHS	Springfield
9/1/17	IDES Career Workshop / Revenue, DHS	Springfield
9/6/17	IDES / Veteran / Disabilities recruitment workshop / DHS	Quincy
9/7/17	State Employment Workshop / IDES	Arlington Hts.
9/11/17	IDES / Veteran / Disabilities recruitment workshop / DHS	Peoria
9/18/17	IDES / Veteran / Disabilities recruitment workshop / DHS	Decatur
9/21/17	IDES / Veteran / Disabilities recruitment workshop / DHS	Pekin
9/26/17	IDES / Veteran / Disabilities recruitment workshop / DHS	Ottawa
9/26/17	IDES State Employment Workshop / IDES, CMS	Waukegan
9/28/17	IDES / Veteran / Disabilities recruitment workshop / DHS	Bloomington
10/3/17	IDES State Employment Workshop / DHS	Naperville
10/4/17	State Employment Workshop / CMS	Wheeling
10/6/17	Employment Workshop / DHS, Revenue	Springfield
10/10/17	Veterans Career Fair / DHS	Rock Island
10/18/17	IDES Employment Briefing / DHS, Revenue	Champaign
10/20/17	IDES / Veteran / Disabilities recruitment workshop / DHS	Springfield
10/26/17	Career Workshop – Rehabilitation Service / DHS	Decatur
10/26/17	2017 Disability Awareness Fair Job Fair / CMS	Chicago
10/27/17	Congresswoman Robin Kelly Hiring Event / CMS	S. Holland
11/1/17	IDES / Veteran / Disabilities recruitment workshop / DHS	Pekin
11/3/17	IDES Employment Briefing / DHS, Revenue	Springfield
11/8/17	Veteran Resource Fair / CMS	Chicago
11/9/17	Southwestern Illinois College Veterans Career Fair / DHS	Belleville
11/15/17	State Employment Career Workshop / CMS	Jacksonville

11/16/17	IDES / Veteran / Disabilities recruitment workshop / DHS	Peoria
11/17/17	IDES Employment Briefing / DHS	Springfield
12/6/17	IDES State Employment Briefing / DHS	Bloomington
12/12/17	Alderman Maldonado State Employment Career Fair / DHS	Chicago
1/5/18	IDES Employment Briefing / DHS	Springfield
1/9/18	IDES Employment Briefing / DHS	Bloomington
1/17/18	IDES Employment Briefing / DHS	Champaign
1/19/18	IDES Employment Workshop / DHS	Springfield
1/25/18	Veteran / Disabilities recruitment workshop / DHS	Springfield
1/30/18	IDES State Employment Briefing / DHS	Pekin
1/31/18	Diversity Job Fair / CMS	Rockford
2/1/18	Representative LaShawn K Ford Job Fair / CMS	Chicago
2/15/18	UIS Spring Career Fair / DHS	Springfield
2/21/18	IDES / Veteran / Disabilities recruitment workshop / IDES	Arlington Hts.
2/21/18	MacMurry College Spring Career Fair / DHS	Jacksonville
2/27/18	State Employment Workshop / CMS	Lombard
3/6/18	IDES / Veteran / Disabilities recruitment workshop / DHS	Bloomington
3/15/18	State Employment Career Fair / Revenue	Chicago
3/16/18	IDES 2018 Veterans Employment Fair / IDES	Harvey
3/19/18	IDES / Veteran / Disabilities recruitment workshop / DHS	
3/23/18	IDES / Veteran / Disabilities recruitment workshop / DHS	Springfield
4/4/18	Community Job Fair / CMS	Chicago
4/10/18	IDES / Veteran / Disabilities recruitment workshop / DHS	Belleville
4/20/18	IDES / Veteran / Disabilities recruitment workshop / DHS	Springfield
5/8/18	IDES / Veteran / Disabilities recruitment workshop / DHS	Springfield
5/22/18	IDES / Veteran / Disabilities recruitment workshop / DHS	Peoria
5/24/18	Veterans Hiring & Resource Fair / Veterans' Affairs	Chicago
6/15/18	IDES / Veteran / Disabilities recruitment workshop / DHS	Springfield
6/26/18	IDES / Veteran / Disabilities recruitment workshop / DHS	

Every Tuesday throughout the year, DHS, Division of Rehabilitation Services (DRS), conducts a weekly orientation with Land of Lincoln Workforce Alliance, Illinois Work-net Center, Springfield.

PROCEDURAL DIRECTIVES

Disability Survey – Department of Human Rights (DHR)

DHR conducts an annual survey of state employees to determine the number of state employees with disabilities and thus to assist in complying with the requirements of the Illinois Human Rights Act. This information, as well as U.S. Census data, is used to determine which agencies need to increase the number of employees with disabilities to address any underutilization within each agency.

The disability survey is conducted online via a dedicated web site. The web site enables all state agencies to track and sort data, as well as generate a variety of informational and statistical reports. It also automates the transaction process between the state agency and CMS when an agency hires or promotes an employee with a disability, or when a current employee develops and reports a disability.

The web site is an efficient, far-reaching survey tool used to gather more complete data than its predecessor paper copy survey form. Better data establishes a solid base of knowledge to work from to more effectively target disabled hires. Employees are asked to voluntarily respond to the survey.

The survey web site is available year-round and is accessible for new hires to complete and for current employees to update their disability status. Also, another important feature of the survey is for employees to indicate their need for assistance during an emergency evacuation.

Transactions Statement

CMS Disabled Workers Program Coordinator sends information on a quarterly basis to Personnel Managers and EEO staff about the titles and work locations where SDO Program candidates are available. Hiring agencies can then use this information to specifically request the SDO Program candidate list if they are filling a vacancy from an Open Competitive eligible list. Also, throughout the year, DHR staff monitors the state job postings.

State agencies may request the SDO candidate list at the point in the hiring process when an Open Competitive eligible list might otherwise be requested. Existing law (Personnel Code & Veterans Preference) precludes hiring preference for these candidates over other candidates; the Personnel Rules, including Veterans Preference provisions, are applied to the SDO list as with other eligible lists.

SDO Re-grades

In April 2010, CMS Examining and Counseling began allowing SDO Program candidates to “re-grade” current passing scores from an open competitive exam to an SDO grade upon receipt of certification paperwork from DHS –DRS for the same exam title without having to be re-administered the exam. This practice eliminates the delay in establishing an SDO grade for qualifying disabled candidates who would otherwise be waiting to be scheduled to take an additional exam.

During this reporting period, a minimal amount of regrades were processed as DHS Counselors are better educated on the SDO Program guidelines and provide Certificates of Eligibility to CMS prior to the client/applicant testing or obtaining grades which generally lowers the need for the re-grades.

Disabled Job Candidates - Access to Non-Code Positions

CMS does not maintain a database of qualified disabled candidates for non-code positions (those positions that are fully exempt from the Personnel Code and therefore do not require grading by CMS).

There are nearly 10,000 non-code positions in governmental entities monitored by DHR. DHR has contacted several of these entities to determine their interest in accessing qualified disabled candidates. Several governmental agencies with non-code positions have specifically indicated interest.

To provide a link between disabled candidates and agencies with non-code positions, the following procedures have been established. These agencies can contact DHR when seeking disabled candidates for vacant positions, and DHR then consults with DHS-DRS. The local DRS office where the position is located is contacted so that DRS Rehabilitation Counselors may alert clients who may qualify for the position.

Also, in 2016, PA 99-0314, which expands the Interagency Committee on Employees with Disabilities to include State Constitutional Officers, the Council on Developmental Disabilities, and three additional employees with disabilities, was signed by the Governor in August 2016. ICED committee continues its efforts to date.

TRAINING INITIATIVES

Illinois Association of Hispanic State Employees Training Event

The Illinois Association of Hispanic State Employees held a training event on October 20, 2017, in Chicago. The agenda included a workshop for the public regarding the state application process. CMS Diversity Enrichment Program staff presented information about the SDO Program at this event. There were again approximately 500 participants present and informational packets were distributed.

Disability Awareness Training

The DHS Bureau of Accessibility and Job Accommodation (BAJA) developed and now delivers a “Communication Access” curriculum that provides DHS personnel with information on effective communication strategies for persons who are deaf and/or hard of hearing. Reference materials on “Communication Access” also are posted on the DHS web site and DHS Intranet.

A PowerPoint training was developed by BAJA on “Evaluating Physical Accessibility” and an at-a-glance site accessibility guide was shared with appropriate DHS and CMS staff.

DHS BAJA staff periodically review and revise the “Meeting the Challenge of Inclusion” curriculum that is made available as a Computer Based Learning (CBL) module. This training encompasses the goal of reinstating uniform Americans with Disabilities Act (ADA) training for supervisors that includes on-line and face-to-face strategies.

DHS BAJA staff hosts a monthly ADA Teleconference in conjunction with the Illinois ADA Project to provide updated information on various ADA and disability-related topics presented by prominent guest speakers. In addition, DHS hosts a bi-annual ADA Celebration event in Chicago and Springfield. The events feature ADA workshops, an employment and resource fair, various exhibitors demonstrating implementation of the ADA, and a variety of other activities.

DISABILITY HIRES

All Agency Total Disability New Hires 7/1/2017 – 6/30/2018

This data is based on a report using the processed date for new hires. Please note that there is a lag between individuals being hired and the personnel transaction being processed. The data reported is the most consistent and reliable way to report these figures.

Aging	1
Children & Family Services	2
Commerce & Economic Opportunity	1
Corrections	7
Employment Security	8
Healthcare & Family Services	10
Human Services	15
Juvenile Justice	3
Military Affairs	2
Public Health	3
Revenue	5
State Fire Marshall	1
Transportation	5
Veterans’ Affairs	4
<u>TOTAL</u>	67

***29** of the total new hires of individuals with disabilities were hired through the SDO Program.

STATUS OF 2017-2018 DIRECTIVES

1. Continue to explore and research the demonstration of job skills by applicants as a reasonable accommodation for applicants with disabilities (i.e. developmental disabilities, brain injuries, speech impairments, etc.) participating in the Rutan interview process.

Status; CMS legal continues to explore and research demonstration of job skills interview as a reasonable accommodation for applicants with disabilities (i.e. developmental disabilities, brain injuries, speech impairments, etc.) participating in a Rutan interview.

2. Continue to present information to Agency Personnel Managers on disability awareness issues, the Successful Disability (SDO) Opportunities Program, and other topics deemed pertinent to promoting inclusion of persons with disabilities in the state workforce in concert with Disability Awareness Month – October 2017.

Status; CMS Disabled Workers Program Coordinator continues its effort to educate agency personnel managers and provide information regarding the Successful Disability Opportunities and promotes the SDO eligible list to hiring agencies.

3. Conduct State Hiring Information Webinar(s) for disabled applicants interested in obtaining state employment.

Status; CMS and DHR staff conducted a webinar to Agency Human Resource Personnel to better educate on the Successful Disability Program on November 17, 2017.

4. Continue to review disability hires by state agency and determine targeted agencies to meet with to educate and encourage hiring officials regarding accessing qualified candidates with disabilities for state employment.

Status; During this reporting year, 14 State Agencies had a total of 67 new hires where the employee disclosed a disability, of these, 29 applicants were hired through the Successful Disability eligible list.

5. Continue efforts to promote the Successful Disabilities Program to veterans to increase veterans' participation in the program.

Status; DHS recruiting staff attended multiple veteran and disability workshops at various DES offices where approximately 230 veterans were given handouts, some of which would qualify for the Successful Disability Program. CMS Examining and Diversity Enrichment staff attended career fairs and workshops where approximately 320 veterans were given information on the State employment process which include the SDO Program.

FUTURE DIRECTIVES 2018-2019

1. Continue to explore and research and implement the demonstration of job skills by applicants as a reasonable accommodation for applicants with disabilities participating in the Rutan interview process.
2. Continue to actively encourage the use of the SDO eligibility list and for CMS to automatically distribute the SDO eligible list in conjunction with the Open Competitive Eligibles list when applicable.
3. Conduct State Hiring Information Webinar(s) or Video/Tele conference(s) for disabled applicants interested in obtaining state employment.
4. Continue to review disability hires by state agency and determine targeted agencies to meet with to educate and encourage hiring officials regarding accessing qualified candidates with disabilities for state employment.
5. Work in conjunction with the CMS Veterans Outreach Coordinator and continue efforts to promote the Successful Disabilities Program to veterans and increase veterans' participation in the program.
6. Continue to effectively promote the Alternative Employment Program to Agency human resource managers.