BUSINESS RELATIONS

RESOURCE GUIDE

WORKFORCE SERVICES
REHABILITATION

Coming Together:
EMPLOYING AND RETAINING INDIVIDUALS WITH DISABILITIES

UTAH STATE OFFICE OF REHABILITATION • USOR.UTAH.GOV/BUSINESSRELATIONS

THE UTAH STATE OFFICE OF REHABILITATION

Helps individuals with disabilities:

- Obtain meaningful employment
- Integrate into the community
- Improve accessibility and independence in their activities of daily living
- Determine eligibility for federal disability benefits

USOR empowers clients by providing high-quality services that promote independence and self-fulfillment.

DID YOU KNOW?

EMPLOYEES with disabilities have equal or higher job performance rates, higher retention rates and lower absenteeism.

VOCATIONAL REHABILITATION (VR)

Helps people with disabilities address their unique barriers and achieve their employment goals. Its licensed and certified counseling staff addresses each client's unique needs and vocational goals to connect them with business partners looking for qualified job applicants.

VR services include diagnostic and evaluation, counseling and guidance, restoration, assistive technology, training, job placement, and transition

ADDITIONAL VR PROGRAMS:

Utah Work Incentive Planning Services (UWIPS) helps people on Social Security disability understand how employment impacts their Social Security and other benefits such as Medicaid, Medicare, housing and food stamps.

Utah Center for Assistive Technology (UCAT) provides free evaluations and help on acquiring assistive technology devices. Equipment provides greater functioning and independence in home, education or work environments.

Transition Services support students and youth with disabilities to guide their transition from high school to adulthood and employment.

DISABILITY DETERMINATION SERVICES

Makes accurate and timely decisions on whether applicants meet requirements for Social Security Benefits.

WHAT IS A DISABILITY?...

A disability is a physical or mental condition that substantially limits one or more of life's major activities.

MAJOR LIFE ACTIVITIES:

Walking, speaking, breathing, doing manual tasks, seeing, self care, hearing, learning, writing, and interacting with others.

HIDDEN DISABILITIES:

There are many hidden disabilities that may not be as obvious such as:

- AIDS/HIV
- Anxiety, Depression
- Arthritis, Chronic Pain, Fibromyalgia
- ADD, ADHD
- Autism Spectrum Disorder
- Bipolar Disorder
- Brain Injury
- Cancer
- Chronic Fatigue Syndrome
- Diabetes
- Epilepsy
- Gastrointestinal Disorders
- Heart Conditions
- Learning Disabilities
- Lupus
- Multiple Sclerosis
- Lyme Disease
- Migraine Headaches
- Multiple Chemical Sensitivities
- Post-Traumatic Stress Disorder
- Respiratory Disorders
- Sleep Disorders

DIVISION OF SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

Helps increase independence, community integration and productivity for the blind and visually impaired.

Training and Adjustment Services help students achieve greater independence through a mastery of skills. Monday through Friday classes include:

- Cane Travel
- Job Readiness
- Braille Literacy
- Computers and Adaptive Technology
- Home Management
- Wood Shop
- Needle Arts

Low Vision Services Program provides devices, resources and services to help individuals learn to use their remaining vision effectively.

Business Enterprise Program offers an opportunity to train and license individuals to operate their own businesses, including food service and vending routes in government facilities.

Deafblind Program provides services for individuals who have a hearing loss as well.

Vision Screening Program performs vision screening tests for Utah children to detect either poor vision or other risk factors.

One in five Americans have a disability or **56.7 million** people

Source: U.S. Census Bureau, 2017

Who do we serve?

We serve everyone who has a disability and those who support individuals with disabilities.

DIVISION OF SERVICES FOR THE DEAF AND HARD OF HEARING

A community for the Deaf or Hard of Hearing, Deafblind and their families: promoting connections, awareness and equity while inspiring greatness.

Case Management provides information about resources and services such as Social Security Income, Social Security Disability Insurance, VR, and Department of Workforce Services. Mental health counseling is also available.

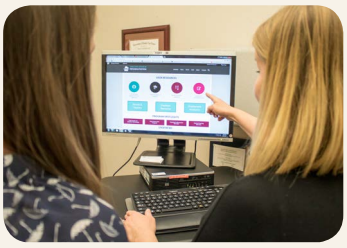
Assistive Technology Demo Lab has the latest technologies for clients to try out before purchasing. Devices include caption and amplified phones, listening and alerting devices.

Hard of Hearing Program helps clients learn how to live with hearing loss through regular workshops and classes, as well as direct client consultations.

ASL Interpreter Lab offers mentoring and testing as the state certification program for American Sign Language (ASL)/ English interpreting.

Community Centers in Taylorsville and St. George provide lifelong learning classes such as cooking, computer skills, budgeting, gardening, health and fitness and ASL. Other activities include guest speakers, family activities, cultural richness events, craft socials and senior citizen events.

THERE ARE SEVERAL LOCAL AND NATIONAL ORGANIZATIONS TO SUPPORT BUSINESS PARTNERS IN THEIR EFFORTS TO HIRE PEOPLE WITH DISABILITIES AND IMPROVE WORKPLACE ACCOMMODATIONS.



UTAH RESOURCES

USOR BUSINESS RELATIONS

People with Disabilities Network (PWDNET)
A free Utah network linking businesses to jobseekers with disabilities.

usor.utah.gov/businessrelations

SUPPORT OFFERED TO BUSINESSES:

- One-on-one support provided on disability employment training and education for Human Resources, supervisors, and other hiring managers
- Assistance to improve or add workplace accommodations
- Provided direct access to USOR counselors and clients for job postings by emailing pwdnetjobs@utah.gov
- Connect and network with other businesses taking action to hire people with disabilities

Work Ability Job Fair
Bi-annual job fair that helps job seekers meet with employers, explore career options and attend workshop sessions.

Employer Workshop
Bi-annual workshops teach employers how to hire and retain individuals with disabilities, network with specialists and receive resources.

GOVERNOR'S COMMITTEE ON EMPLOYMENT FOR PEOPLE WITH DISABILITIES

Promotes public and private efforts to achieve equal employment opportunities for all qualified Utahns with disabilities.

usor.utah.gov/gcepd

Utah Business Leadership Network (UTBLN)
A local nonprofit that helps business drive performance by leveraging disability inclusion in the workplace, supply chain, and marketplace.

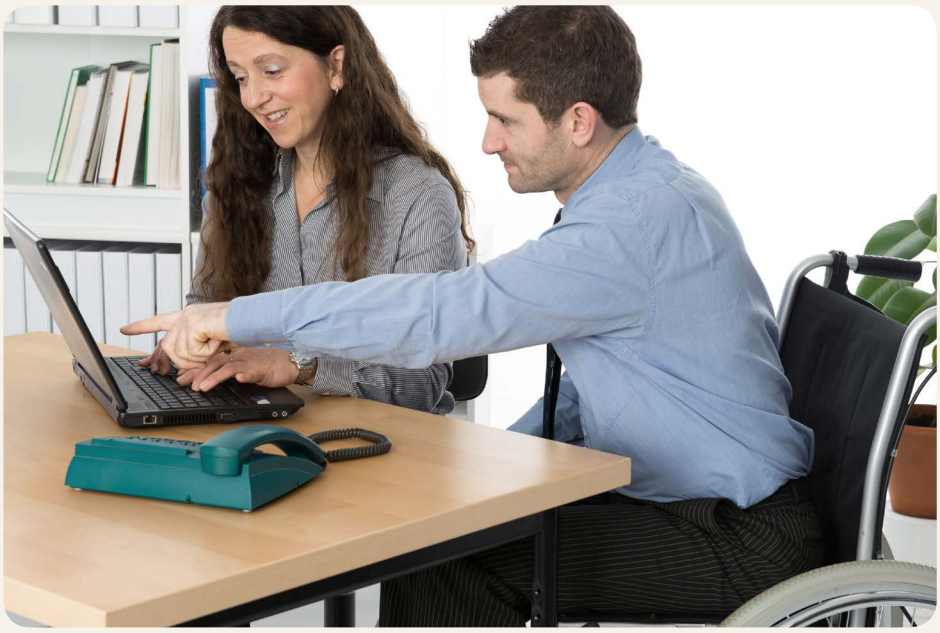
utahbln.org

Golden Key Awards
Annual awards that honor employers and individuals who promote efforts for equal employment opportunities for people with disabilities. Contact the Governor's Committee for information on how to make a nomination.

Transition Mentoring Day
Event for business partners to help students with disabilities engage in their community and develop confidence about their employability in the workforce

TIPS FOR GETTING STARTED:

- Have the USOR Business Relations team provide basic disability training for your business
- Look at how you talk about disability in your workplace
- Commit to include people with disabilities as employees and customers
- Provide accessible facilities and services
- Accommodate applicants and workers with disabilities
- Partner with agencies and other businesses
- Be creative and open. Your best employee may be someone with a disability.



NATIONAL RESOURCES

NATIONAL EMPLOYMENT TEAM (NET)

A one-company approach to serving a variety of businesses through the national network of the vocational rehabilitation program. Support includes pre-employment services, recruitment and referral, staff training, diversity and retention programs, consulting and technical support, and financial support.

csavr.org/the-net

TALENT ACQUISITION PORTAL (TAP)

An online system that includes a national talent pool of vocational rehabilitation jobseekers and a job posting system for businesses looking to hire individuals with disabilities.

tapability.org

Utah ranks in the top

10

in the nation for employing people with disabilities, according to Fortune Magazine

DID YOU KNOW?

Hiring an employee with a disability will not increase your insurance rates or worker's compensation rates.

DEPARTMENT OF WORKFORCE SERVICES — JOBS.UTAH.GOV

On-the-Job Training
This program offers reimbursement to employers who provide customized job training to participating employees. Benefits for employers who participate in "On-the-Job Training":

1. Screened applicants of eligible dislocated workers, economically disadvantaged workers, and those entering the workforce for the first time.
2. Reimbursement for up to 50 percent of a new employee's training wages for up to six months
3. A custom-trained, full-time employee

Choose-To-Work
Choose-To-Work specialists provide job readiness and placement services to Utah job seekers with disabilities. These services could include vocational rehabilitation job development and placement, and suggesting modifications of assistive equipment to increase independence. Specialists then connect qualified jobseekers with businesses looking to hire.

Online Job Search
Employers can target their job postings to jobseekers with disabilities through the Department of Workforce Services online job search. By adding in the keyword "PWDNET" to the job description, this will show the job in search results for jobseekers with disabilities who know to look for that term. Email pwdnetjobs@utah.gov to include your job listings.

Direct Job Posting
Email pwdnetjobs@utah.gov to share your job listings statewide with counselors and advocates.

TAX CREDITS & BONDING — ADATA.ORG

ADA Tax Incentives
Federal tax incentives are available to encourage compliance with the Americans with Disabilities Act (ADA).

Architectural / Transportation Tax Deduction
All businesses could be eligible for up to $15,000 to remove physical, structural, and transportation barriers. Examples include widening doors, building ramps, and modifying vehicles.

Small Business Tax Credit
Small businesses could be eligible for up to $5,000 for expenses to comply with ADA such as barrier removal, auxiliary aids and accommodating employees with ASL interpreters, Braille documents, and building ramps.

WOTC Tax Credit
The federal government offers significant tax credits to employers hiring people with disabilities. The Work Opportunity Tax Credit (WOTC) ranges from $1,200 to $9,600 depending on the employee hired.

How to apply:

1. Complete page 1 of IRS Form 8850 by the day the job offer is made.
2. Complete page 2 of IRS Form 8850 after the individual is hired.
3. Complete ETA Form 9061 or ETA Form 9062 if the employee has been conditionally certified as belonging to a WOTC target group by the Department of Workforce Services, Utah State Office of Rehabilitation, or another participating agency.
4. Submit the completed and signed IRS and ETA forms to the Department of Workforce Services. Forms must be submitted within 28 calendar days of the employee's start date. **jobs.utah.gov/employer/business/wotc.html**

Federal Bonding Program
Bonding is a free service provided to employers who are willing to hire applicants who are not commercially bondable without risking the loss of money or property. These included individuals who have an arrest record, poor credit history, past alcohol or drug use issues, disadvantaged youth, and dishonorable military discharge.

- Effective the day a new employee begins work
- No deductible
- Reimburses for any loss due to employee theft, forgery, larceny, or embezzlement during a specified six-month period
- Can be issued regardless of whether the employer has or has not commercially purchased a Fidelity Bond

TIPS FOR COMMUNICATING WITH INDIVIDUALS WITH DISABILITIES

INDIVIDUALS WHO ARE BLIND OR VISUALLY IMPAIRED

- State clearly who you are in a normal tone of voice.
- When conversing in a group, remember to identify yourself and the person you're addressing.
- Do not attempt to lead the individual without first asking. Allow the person to hold your arm and control his/her own movements.
- Be descriptive when giving directions. For example, if you're approaching steps, mention how many steps.
- If offering a seat, gently place the individual's hand on the back or arm of the chair so the person can locate the seat.

INDIVIDUALS WHO ARE DEAF OR HARD OF HEARING

- Ask the individual their preferred method of communication.
- If the individual is using an interpreter, speak directly to the person, not the interpreter.
- Gain the person's attention by tapping them gently on the shoulder or arm.
- Use short, simple sentences and keep hands away from your face.
- At the workplace, use email or communicate by writing notes back and forth. Gestures and body language also help.
- To call, dial their number directly and it will automatically route through Video Relay Services. The person who is Deaf will be on a screen signing to a interpreter who will then voice the message to you over the phone. When you respond, the interpreter will sign it to the person who is Deaf.

INDIVIDUALS WITH SPEECH IMPEDIMENTS

- Ask the individual their preferred method of communication.
- If you're not understanding, ask the individual to repeat what he/she said and then repeat it back.
- Try to ask questions that require only short answers or a head nod.
- Do not speak for the individual or attempt to finish his/her sentences.
- Use written communication options if the individual prefers it.

INDIVIDUALS WITH COGNITIVE DISABILITIES

- If in an area with many distractions, consider moving to a quiet or private location.
- Be prepared to repeat what you're saying
- Wait for the individual to accept an offer of assistance. Do not "over-assist" or be patronizing.

INDIVIDUALS WITH MOBILITY IMPAIRMENTS

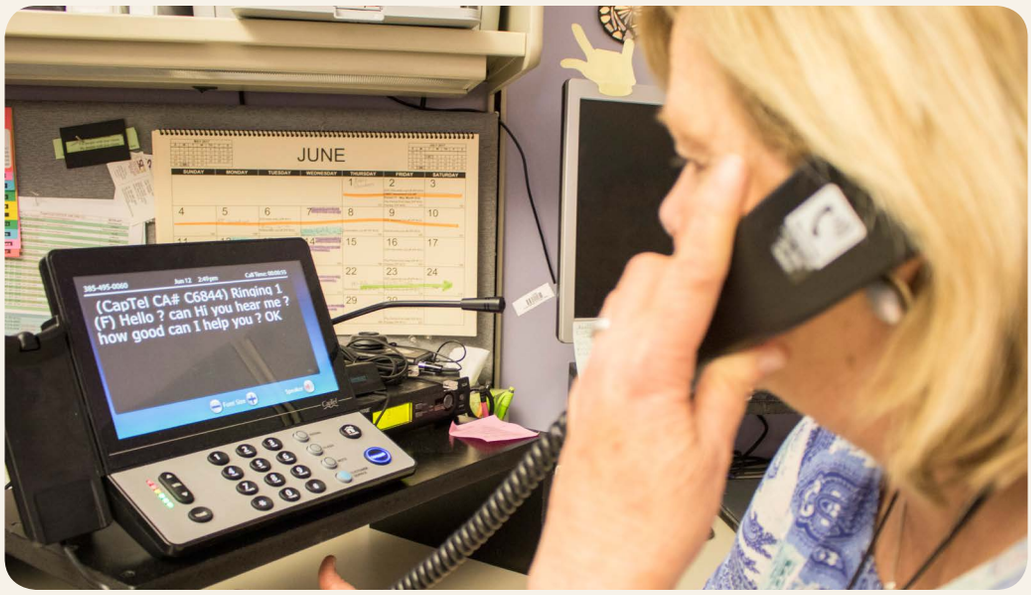
- Don't lean on the wheelchair or any other assistive device.
- Respect personal boundaries. A mobility device is part of a person's physical space.
- Ask first if an individual would like assistance.

PEOPLE FIRST LANGUAGE

Remove stereotypes and general statements by focusing on the person rather than the disability. It promotes respect, understanding, dignity, and a positive outlook for people with disabilities. Be sensitive and respectful when choosing the words you use to address a person with a disability.

In addition, group designations such as "the blind," or "the disabled" are inappropriate because they do not reflect the individuality of people with disabilities. When referring to people with disabilities use affirmative phrases instead of negative phrases.

AFFIRMATIVE PHRASES	NEGATIVE PHRASES
People with disabilities; individuals with disabilities	Disabled people; the disabled; the retarded
Person with an intellectual, cognitive, development disability	Retarded; mentally defective
Person who is blind, person who is visually impaired	The blind
Person with a disability	The disabled; handicapped
Person who is Deaf	The Deaf; Deaf and dumb
Person who is Hard of Hearing	Suffers a hearing loss
Person with epilepsy, person with seizure disorder	Epileptic
Person who uses a wheelchair	Confined or restricted to a wheelchair
Person with a physical disability, physically disabled	Crippled; lame; deformed
Person with psychiatric disability	Crazy; nuts
Person who is successful, productive	Has overcome his/her disability; is courageous (when it implies the person has courage because of having a disability)



SEVEN MYTHS OF HIRING PEOPLE WITH DISABILITIES

MYTH 1: Individuals with disabilities do not have the right skills for business.

FACT: People with disabilities develop important critical thinking skills and bring unique characteristics and skills to the workforce.

MYTH 2: Supports in the workplace would be too costly.

FACT: Accommodations are generally not expensive with 50 percent costing less than $500. One of the most requested accommodations is a flexible work schedule, which costs nothing.

MYTH 3: Saying the wrong thing in the workplace will offend employees with disabilities.

FACT: People with disabilities appreciate "people first" language. Simple etiquette can avoid relationship barriers.

MYTH 4: Co-workers will be uncomfortable and their productivity will be negatively impacted.

FACT: Workers with disabilities have a positive effect on co-workers.

MYTH 5: Getting information on how to hire people with disabilities is time-consuming and complicated.

FACT: The USOR business relations team can help connect you with the right resources and jobseekers with disabilities.

AMERICANS WITH DISABILITIES ACT (ADA)

The ADA passed in 1990 to establish an environment of diversity in all aspects of American life. This was amended in 2008 as the AMERICANS WITH DISABILITIES ACT AMENDMENTS ACT (ADAAA) and went into effect in 2009. Title I of the ADAAA applies to employers with 15 or more employees. This encourages hiring practices based on qualifications of all individuals with or without disabilities.

MYTH 6: Hiring people with disabilities makes businesses vulnerable to litigation.

FACT: Very few businesses experience disability-related claims. In a 2003 survey, 91 percent of respondents indicated there were no ADA complaints filed against their companies in the previous year.

MYTH 7: Serving people with disabilities will adversely affect businesses' bottom line.

FACT: Consumers with disabilities represent an enormous market niche with a combined $220 billion in discretionary income. Marketing to consumers with disabilities and making appropriate accommodations makes good business sense.

SECTION 503 OF THE REHABILITATION ACT OF 1973

All federal contractors with 50 or more employees and $50,000 or more in federal contracts fall under Section 503 of the Rehabilitation Act of 1973 as amended. Section 503 encourages federal contractors to recruit, hire, and improve job opportunities for jobseekers with disabilities.

Section 503 requires contractors to provide updates to OFCCP on the number of individuals with disabilities who have applied for positions, been hired, retained and promoted. It also requires contractors to invite applicants and existing employees to self-identify as individuals with disabilities.

WHY DOES THIS MATTER?

These regulations provide a great opportunity for businesses to increase their diversity, access a relatively untapped talent pool, and improve their bottom line.

RESOURCES

Utah State Office of Rehabilitation
866-454-8397
usor.utah.gov

PWDNET Business Relations
801-887-9522
usor.utah.gov/businessrelations

Governor's Committee on Employment of People with Disabilities
801-887-9522
usor.utah.gov/gcepd

Utah Center for Assistive Technology
801-887-9380
usor.utah.gov/ucat

Utah Work Incentive Planning Services
866-454-8397
uwips.usor.utah.gov

Choose to Work / Ticket to Work
801-887-9522
usor.utah.gov/vr/work

Work Ability Utah
877-246-9675
workabilityutah.org

Utah Dept. of Workforce Services
801-526-WORK (9675)
jobs.utah.gov

Division of Substance Abuse and Mental Health
801-538-3939
dsamh.utah.gov

Division of Services for People with Disabilities
1-844-275-3773
dspd.utah.gov

Find more information on these programs and other disability-related business topics at usor.utah.gov/businessresources

WORKFORCE SERVICES
REHABILITATION

CONNECT WITH US!

UTAH STATE OFFICE OF REHABILITATION

UtahVocRehab @UtahVocRehab

GOVERNOR'S COMMITTEE ON EMPLOYMENT OF PEOPLE WITH DISABILITIES

UtahPWDNET @GovCommDis

Equal Opportunity Employer/Program
Auxiliary aids and services are available upon request to individuals with disabilities by calling 801-526-9240. Individuals with speech or hearing impairments may call the Relay Utah by dialing 711. Spanish Relay Utah: 1-888-346-3162.