DISABLED HIRING INITIATIVE REPORT

July 2011-July 2012

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, 2012

Malcolm Weems
DIRECTOR

CMS ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

Central Management Services and Department of Human Services

Joint Report Disabled Hiring Initiative 2011-2012
(Pursuant to P.A. 96-0078/Senate Bill 40)
September 1, 2012

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 (SD) Program which serves as a means to qualify individuals with disabilities for positions within State government. DHS is a partner with CMS in the certification of candidates for the SD 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 SD candidate list in place of an Open Competitive eligible list at the point in the hiring process when an Open Competitive eligible list may be requested.

Since 2003, CMS and DHS have been working to build the SD 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 SD Program and encourage them to consider individuals with disabilities when making their hiring decisions.

Currently there are 332 active participants in the SD Program who are eligible for more than 137 different position titles.

Meeting the Challenge

Due to the continuing budgetary situation, limited hiring, absolute Veterans Preference and the large number of positions subject to collective bargaining agreements, it is a challenge to significantly increase the number of individuals with disabilities hired as new State employees.

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 employees 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 Department of Healthcare and Family Services (HFS).

Employees with disabilities currently comprise 6% of the State workforce as compared to 4.4% of the State's labor force.

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 (SD) 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 Worker Program and DHR are conducting meetings with multiple agencies to educate them about the Successful Disability Opportunities (SD) Program and the Disabled Hiring Initiative. DHR identifies categories of underutilization, including employees with disabilities. Agencies who need to increase the number of employees with disabilities can utilize the SD candidate list as a way to address those underutilizations.

During the 2011-2012 reporting period, the following meetings have been conducted: Illinois State Police – November 3; Department of Children & Family Services – January 12; Illinois Department of Revenue – March 15.

During the 2010-2011 reporting period, the following meetings were conducted: Department of Transportation (DOT) - January 19; Department of Labor (DOL) – February 10; Department of Public Health (DPH) – April 12; Department of Revenue (DOR) – April 12; Department of Insurance (DOI) – May 10.

CMS and DHR staff will continue to meet with other agencies on this issue.

Presentations to Agency Personnel Managers

Presentations were made by staff from CMS, DHR and DHS at a statewide meeting of the Agency Personnel Managers about the Successful Disability Opportunities (SD) Program and the Disabled Hiring Initiative, DHR Affirmative Action goals, and DHS Disability Mentoring Day on October 25, 2011. Agency personnel staff were encouraged to consider requesting the SD candidate list when they are able to fill positions with outside non-State employee candidates to increase the number of persons with disabilities employed by the State and to meet their Affirmative Action goals; were encouraged to mentor a disabled individual on the job on Disability Mentoring Day; and were given presentations by current State employees with disabilities who have had successful careers in State government.

DES Employment Workshops for Individuals with Disabilities

DES continues to host workshops across the State, upon request, specifically for individuals with disabilities in coordination with CMS and DHS, presenting information about employment opportunities in State government and the Successful Disability Opportunities Program.

During the 2011-2012 reporting period, the following meetings have been conducted: Aurora – July 13; Peoria – August 4; and Mattoon – September 14.

During the 2010-2011 reporting period, the following meetings were conducted: Springfield – August 18; Mt. Vernon – October 20; Champaign – February 24; and Quincy– March 16.

Veterans Outreach Program and Diversity Enrichment Program

CMS has programs for veterans and minorities seeking employment with the State. Program staff have been educated about the SD Program and the Disabled Hiring Initiative and are instructed to provide information about opportunities for their clients with disabilities through the SD Program. Staff from the CMS Veterans Outreach Program and CMS Diversity Enrichment Program (DEP) attend job fairs and recruiting events on a regular basis around the State.

The Veterans Outreach Program conducts job fairs and Employment Workshops on a regular basis in coordination with DES, DVA, DOT and other outside organizations. Information about the Successful Disability Opportunities Program is presented at each workshop and job fair. DES Veteran Employment Representatives have been briefed about the Successful Disability Opportunities Program and provide this information to their clients as well.

Veterans Outreach Program staff attended 43 job fairs and Employment Workshops statewide between July 2011-July 2012. 285 veterans with service-connected disabilities were reached through these events and provided information about the state employment process and the SD Program.

Career Counseling for veterans is offered through the CMS Veterans Outreach Program to provide applicants with an overview of the state employment process. 71 veterans with service-connected disabilities were counseled and provided information about the SD Program.

Diversity Enrichment Program (DEP) staff attended 41 minority targeted job fairs between July 2011-July 2012 and made 8,307 applicant contacts (disabled and not disabled). DEP staff provided career counseling for 1,200 individuals between July 2011-July 2012.

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 SD Program. Applicants' qualifications are reviewed to provide specific job title recommendations. The CMS Disabled Workers Program Coordinator counsels disabled applicants and also provides information on available accommodations for testing. From July 2011-July 2012, 227 applicants with disabilities were provided career counseling 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 can provide assistance with these efforts.

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

CMS Disabled Workers Program staff and CMS Legal staff met with managerial Risk Assessment Staff on May 10, 2011, to present information about these programs and to explain how they can assist with meeting their objective to return employees to productive work. As a follow-up, CMS and DRS staff met with claims staff to present information on these programs on July 19, 2011.

CMS Disabled Workers Program staff and CMS Legal are 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 SD Program, and certified employees are potentially eligible for re-employment through the AEP Program. 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 Program.

Job Fairs/Conferences

CMS, DHS, DES, DCEO and other agencies have attended multiple job fairs and conferences. When CMS and DHS did not attend, materials regarding the SD Program were provided to those attending. 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 SD Program at as many employment and disability-related events as possible.

7/8/2011	IDES Briefing	Danville
7/8/2011	IDES Briefing	Champaign
7/14/2011	IDOT Job Fair	East St. Louis
7/19/2011	IDOT Job Fair	Champaign
7/28/2011	IDOT Job Fair	Danville
8/14/2011	Veterans Affairs Job Fair	Springfield
8/17/2011	IDOT Job Fair	Rock Island
8/28/2011	Veterans Affairs Job Fair	DuQuoin
8/31/2011	IDOT Job Fair	Kankakee
9/1/2011	IDOT Job Fair	Carbondale
9/20/2011	IDES Job Fair	Chicago
9/26/2011	IDES/Veterans Affairs Job Fair	Alton
10/19/2011	DHS Job Fair (State Fairgrounds)	Springfield
10/27/2011	IDES/Veterans Affairs Job Fair	Naperville

10/27/2011	IDES Job Fair	Mattoon
11/9/2011	IDES/Veterans Affairs Job Fair	Bloomington
11/10/2011	IDES Job Fair	Orland Park
11/10/2011	IDES Job Fair	Effingham
11/14/2011	IDES Briefing	Decatur
12/8/2011	IDES Briefing	Pontiac
2/12/2012	NAACP 91st Annual Lincoln Douglas Banquet	Springfield
2/16/2012	Springfield Collegiate Career Fair	Springfield
2/16/2012	IDES Briefing	Champaign/Danville
3/14/2012	IDES/Archer Daniels Midland Job Fair	Decatur
3/20/2012	IDES Briefing	Decatur
3/21/2012	City of Chicago 12th Annual Diversity Employment Day	Chicago
3/29/2012	IDES Job Fair	Decatur
4/9/2012	Veterans Affairs Job Fair	Bethalto
4/12/2012	Disabilities Job Fair	Jacksonville
4/27/2012	IDOT Job Fair	Urbana
5/4/2012	Access Living Job Fair	Chicago
5/15/2012	IDES Briefing	Decatur
5/25/2012	IL Assoc of Minorities in Government Conference	Springfield
6/6/2012	IDES/Veterans Affairs Job Fair	Collinsville
6/9/2012	AMVETS Job Fair	Springfield
6/29/2012	IDES/Veterans Affairs Job Fair	Bloomington

DHS Mentoring Day

The Department of Human Services, Division of Rehabilitation Services (DHS-DRS) and Bureau of Employee Services recruited DRS customers to participate in Disability Mentoring Day (DMD) activities during the month of November 2011. DMD is a nationwide initiative lead by the American Association of People with Disabilities. DHS-DRS recruited fourteen (14) individuals to work at seven (7) different State agencies for a day. Participating agencies included Illinois State Police (ISP), Illinois Department of Public Health (DPH), Illinois Department of Natural Resources (DNR), State Fire Marshal (SFM), Illinois Department of Human Services (DHS), Illinois Department of Human Rights (DHR), and the Illinois Racing Board. DMD not only offers job seekers with a disability experience in the workplace, it also provides a first- hand opportunity for employees with disabilities to exhibit their skills and abilities.

PROCEDURAL DIRECTIVES

Disability Survey – Department of Human Rights

DHR conducts an annual survey of State employees to determine the number of State employees with disabilities. 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 via website and is available to all state employees. The website 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 website 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. The State keeps track of the number of employees with disabilities to comply with the affirmative action requirement in the Illinois Human Rights Act. Employees are asked to voluntarily respond to the survey.

The survey website is available year round and is accessible for new hires to complete and for current employees to update their disability status.

Transactions statement

Each State agency subject to the Personnel Code contacts the CMS Transactions Division when requesting Open Competitive eligible candidate lists. When an agency requests an eligible list for a position title and work location where there are disabled candidates available through the SD Program, Transactions staff advises the agency that qualified disabled candidates are available. State agencies are not required to, but may request the SD candidate list in place of an Open Competitive eligible list at the point in the hiring process when an Open Competitive eligible list is generally requested. Existing law (Personnel Code & Veterans Preference) precludes hiring preference for these candidates over other candidates.

SD Re-grades

In April 2010, CMS Examining and Counseling began allowing Successful Disability Opportunities (SD) Program candidates to re-grade current passing scores from an open competitive exam to a SD grade upon receipt of certification paperwork from DHS-DRS for the same exam title without the previous requirement of re-taking the exam. This practice eliminates the testing delay for qualifying disabled candidates who would otherwise be waiting for paperwork from their DHS-DRS counselor to take any exam. During this reporting period, 122 re-grades have been processed.

Non-code Agencies-Access to Disabled Job Candidates

Non-code agencies do not have a specific database of qualified disabled candidates to draw from when seeking to fill a position with a disabled candidate as the agencies under the Governor do through the Successful Disability (SD) Opportunities Program. Providing interested non-code agencies access to these job candidates provides a service to both parties and potentially increases the number of disability hires in Illinois state government.

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

employees with disabilities and other minority categories and seeks to provide resource referrals to meet any underutilizations.

To provide a link between potential disabled candidates and non-code agencies, the following procedures have been established. Non-code agencies seeking disabled candidates for vacant positions contact DHR who then consults with DHS-DRS in regard to the opening, and 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.

TRAINING INITIATIVES

Disability Awareness Training

DHS-DRS developed a training protocol targeted to agency personnel managers designed to dispel any lingering misconceptions, fears, myths and stereotypes about the rights, abilities, and availability of qualified employees with disabilities.

"Continuing the Conversation" is a unique training program that utilizes subject matter experts who are also current State employees with disabilities who have the ability to communicate about issues related to workers with disabilities from a fresh perspective.

Training topics include the Americans with Disabilities Act, Reasonable Accommodations, Hidden Disabilities and Affirmative Action for People with Disabilities and the Successful Disability Opportunities Program. The training was presented by trainers with disabilities who are experts on the Americans with Disabilities Act (ADA), reasonable accommodations, and disability etiquette. These presenters also offered accounts of personal experiences in living and working with a disability and how disability protections such as the ADA have made a difference in their lives.

Training was held in Springfield on July 27, 2011, at the Capital City Center and video-cast to Chicago. This training was a result of a collaboration of DHS, CMS, DHR, DES and other agencies working together to ensure that State agency staff are knowledgeable about the abilities and availability of qualified applicants with disabilities.

Illinois Association of Hispanic State Employees Training Event

The Illinois Association of Hispanic State Employees held a training event on October 7, 2011, in Chicago. The agenda included a workshop for the public regarding the State application process. DES presented information about the SD Program at this event.

DISABILITY HIRES

All Agency Total Disability New Hires 7/1/2011-7/1/2012

This data is based on a report using the processed date for new hires. It should be noted that there is a lag between individuals being hired and the transaction being processed. It was determined that this was the most consistent and reliable way to report these figures.

Agriculture	1
Central Management Services	5
Children & Family Services	4 (2 from SD Program)
Corrections	4
Criminal Justice Authority	2 (1 from SD Program)
Employment Security	4
Financial & Professional Regulation	2
Healthcare & Family Services	4
Human Services	44 (19 from SD Program)
Illinois Power Agency	1
Juvenile Justice	3
Labor	1
Military Affairs	1 (1 from SD Program)
Natural Resources	1 (1 from SD Program)
Property Tax Appeal Board	1
Public Health	1 (1 from SD Program)
Revenue	2
State Fire Marshal	2 (1 from SD Program)
Veterans Affairs	4 (1 from SD Program)
TOTAL	**87 ***

*29 of the total new hires of individuals with disabilities were through the Successful Disability (SD) Opportunities Program. IDOT hired two individuals from the SD Program; however, these candidates may not have self-disclosed a disability on their employment paperwork processed by IDOT since the CMS report on disability new hires does not indicate any disability hires by IDOT during this reporting period.

FUTURE DIRECTIVES

The Disabled Hiring Initiative Committee will pursue the following directives. All of these may not be accomplished in their entirety during the next reporting period, July 1, 2012-July 1, 2013.

1. Ensure that all State employment interview referrals include specific information in regard to requesting accommodations and the availability of accommodations during the interview process.
2. Ensure that all job postings for State employment include specific information in regard to requesting accommodations and the availability of accommodations throughout the State employment process.
3. Ensure that all agencies under the Governor have consistent and easily located information on their web sites in regard to requesting accommodations and the availability of accommodations for persons with disabilities.

4. Review the current Interview & Selection Training/Re-Certification programs and ensure that appropriate and complete information is included in regards to providing requested accommodations during the interview process.
5. Develop a centralized clearinghouse of information regarding accommodations which would also serve as a centralized resource to provide answers to inquiries and consult to the public and hiring agencies on matters concerning reasonable accommodations throughout the state employment process.
6. Explore, communicate and discuss non-traditional examples of types of accommodations that can be implemented during the structured Rutan interview process.
7. Explore non-traditional types of accommodations for open competitive employment testing.