

Inclusive Hiring Survey Results

Goodwill Industries (2017)

Introduction

Goodwill's Inclusive Hiring Survey is the first step of a project designed to connect individuals with disabilities to the needs of employers in the Greater Omaha Metro Area. To communicate with employers, Goodwill Industries developed and distributed an eight-question survey related to practices and strategies used when hiring individuals with disabilities.

According to the Department of Labor's Office of Disability Employment Policy (ODEP), 54 million people in the United States identify as having a disability – almost **20%** of the US population – and over **200,000** individuals with disabilities reside in Nebraska.¹ Disability is a segment of the population that cuts across race, gender and age groups. Yet, at **10.5%**, the unemployment rate for people with disabilities is almost double the national rate, **4.6%**.²

Methodology

Historically, most employment and disability programs, projects, and outreach efforts have focused on larger, national businesses. However, local businesses represent **99.7%** of all employer firms and employ half of all private sector employees³. Goodwill utilized an outreach model developed by the Office of Disability Employment Policy (ODEP) initiative *Add Us In*. ODEP *Add Us In* consortiums sought to provide a continuum of career opportunities for youth with disabilities in eight designated areas. *Add Us In – Kansas City*, sought to recruit two hundred employers to complete an online assessment. One hundred forty local businesses completed the online survey. Both small businesses, those with less than 50 employees and large corporations, comprised of more than 50 employees, from a variety of industries responded.

Seeking similar data related to employers within eastern Nebraska and Southwest Iowa, Goodwill Industries distributed an electronic Survey to **97** community employers within the Goodwill Industries service area³. Twenty-three local employers responded and completed the online survey. Respondents spanned a variety of industries including **Healthcare/Human Services, Education, Service/Manufacturing, Food Service and Telemarketing**.



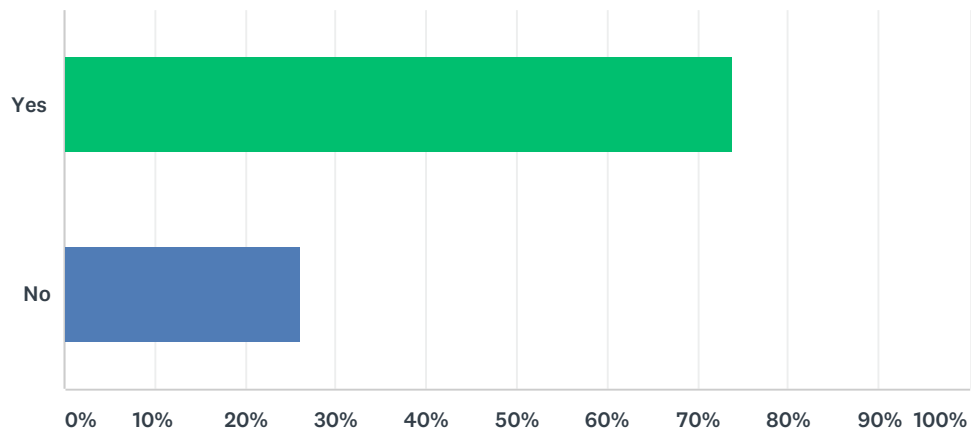
Findings

Inclusion and Disability Employment Awareness

While over **70%** of respondents answered yes, **26.09%** of respondents had no goals or formal efforts in place to recruit diverse candidates, i.e. individuals with disabilities. In addition, only **21.73%** of the respondents reported federal, state or local assistance utilized when promoting the hiring of individuals with disabilities.

Does your business/organization have an inclusive hiring policy?

Answered: 23 Skipped: 0



Comments from employers who completed Goodwill Survey included:

"We are open to Job Shadows & partner w/ Vocational Rehabilitation. Voc Rehab Iowa did a tour of our facility to watch jobs & learn about positions to find good fits."

"We partner with different organizations"

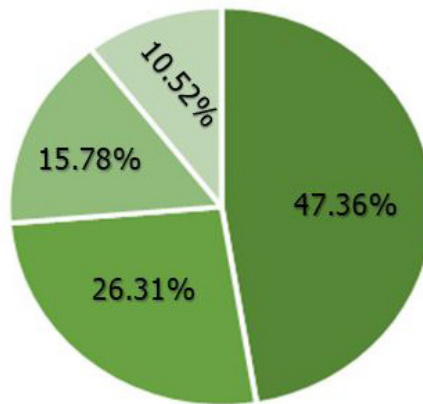
"We work with Nebraska Vocational Rehabilitation to get candidates for our positions. We also give tours to them so they understand our positions and can refer their clients."



Challenges in Promoting Disability Inclusion

The challenges reported by employers in promoting disability inclusion and employing people with disabilities were: availability of qualified applicants **47.36%**, concerns regarding productivity of employees with disabilities **26.31%**, lack of knowledge regarding impacts of disability on the job **15.78%**, and concerns regarding accommodation requests and the costs of accommodations **10.52%**.

Obstacles Faced when hiring Individuals w/
Disabilities



- Availability of qualified applicants
- Concerns regarding productivity
- Knowledge of disability on the job
- Accommodation Concerns

Comments from employers who completed Goodwill Survey included:

"Our openings require specific requirements/licensure RN, LPN, CNA, etc."

"Applicant Experience"

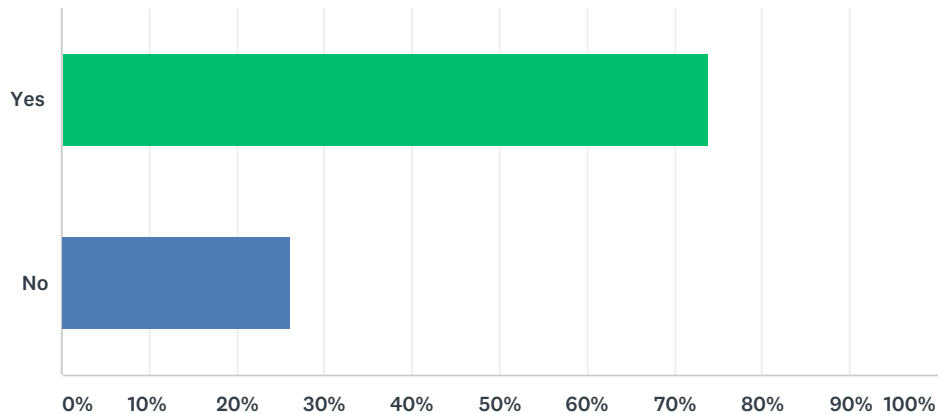
"Ability to do the kinds of jobs that we have a need"

Most Effective Practices that Enhance an Inclusive Workplace

Employers reported that the most effective business employment policies and practices that enhanced an inclusive workplace were: education for staff and management **20%**, training and participation in a diversity/inclusion campaign **15%**, the design or modifications to physically accessible spaces **10%**, and targeted recruitment efforts **5%**.

Does your business/organization have an inclusive hiring policy?

Answered: 23 Skipped: 0



Comments from employers who completed Goodwill Survey included:

"We work well with others and train everybody as long as they need"

"We use the interactive process and it usually works well."

"If there needs to be accommodations, as an organization, everyone will work together if need be to compensate for any situation."

Discussion/Summary

Goodwill Industries should explore the following possibilities in an effort to promote the hiring and retention of individuals with disabilities;

- **Think Local** to build strong local partnership with community leaders and small business organizations to promote inclusive hiring strategies.
 1. Be an inclusive employer; promote the hiring, training and advancement of individuals with disabilities throughout Goodwill Industries.
 2. Promote Goodwill as a resource for Chamber of Commerce, Mayor's Office, Employers, etc. regarding inclusive hiring practices.
 3. Facilitate a Reverse Job Fair to encourage the hiring of individuals with disabilities in career paths of their choice.
- **Build Trust** as originators of inclusive hiring strategies, a resource for information about or conduits to skilled candidates with disabilities; and a support/resources for community employers.
 1. Be an inclusive employer; promote the hiring, training and advancement of individuals with disabilities throughout Goodwill Industries.
 2. Provide relevant training(s) to employers and the community related to employment.
 3. Form/utilize partnerships to engage students with disabilities, parents and employers in open dialogue.
- **Increase Visibility** through development and execution of clear and positive educational campaigns that promote the value, benefits and incentives for including people with disabilities in hiring strategies. The message should understand the needs and challenges of business. To help individuals with disabilities add value to the bottom line of engaged community employers.
 1. Be an inclusive employer; promote the hiring, training and advancement of individuals with disabilities throughout Goodwill Industries.
 2. Research labor trends and develop sector trainings aimed at meeting the needs of Omaha Metro employers.
 3. Continue to utilize Business Solutions, Employment Ready and Work Experience as a means for individuals with disabilities to gain access to the workforce.

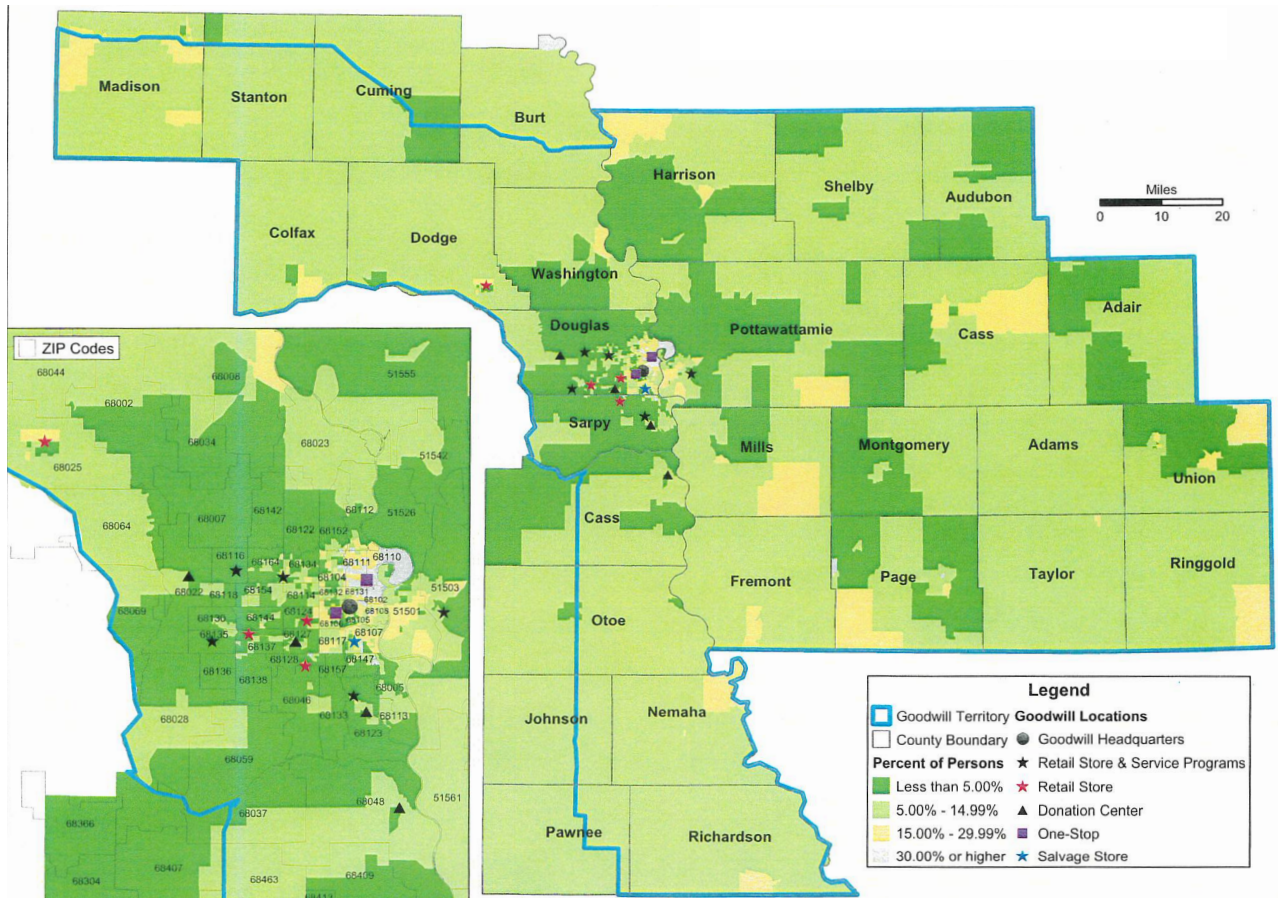
Goodwill Industries should work to ensure that all have access to participate in the labor force. Currently only **21.2%**⁴ of people with disabilities contribute to the labor force. Persons who are neither employed nor unemployed⁵ are not in the labor force. A larger proportion of persons with a disability--about 8 in 10--were not in the labor force in 2016, compared with about 3 in 10 of those with no disability. In part, this reflects the older age profile of persons with a disability; persons age 65 and over are much less likely to participate in the labor force than younger age groups. Across all age groups, however, persons with a disability were more likely to be out of the labor force than those with no disability. Utilizing feedback provided by a cross-section of employers Goodwill Industries is uniquely positioned to provide service to community employers aimed at increasing the hiring and retention of individuals with disabilities.



¹ http://disabilityplanningdata.com/site/state_population_table.php?state=nebraska
Ages 5+ 216,010 (Total With a Disability)

² <https://www.bls.gov/news.release/disabl.nr0.htm>
Unemployment Rate: People with Disabilities **10.5%**, People without Disabilities **4.6%**

³ Employers located within Goodwill Industries Serving Eastern Nebraska and Southwest Iowa Service Map



⁴ <https://www.dol.gov/odep/>
Labor Force Participation: People with Disabilities: **21.2%**, People without Disabilities **68.7%**

⁵ Unemployed persons are defined as who did not have a job, were available for work, and were actively looking for a job in the previous **28** days.