

**Making Cent\$ of Abilities:  
Community Meeting  
June 1, 2010**

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# Agenda

- Welcome and Introductions
- Purpose of the Meeting
- The Strategic Action Planning Process
- Highlights of Environmental Scan
- Questions and Answers
- Implementing the Plan
- Next Steps

# Purpose of the Workshop

- Bring the community up to date on the development of the Making Cent\$ of Abilities Coalition
- Q & A about the process
- Advice from the community on implementation of the plan

# What is the Making Cent\$ of Abilities Coalition?

The Making Cent\$ of Abilities Coalition is a unique initiative that highlights the economic benefits of employing persons with disabilities and what resources employers can use to tap into the disabled workforce.

# Purpose of the Making Cent\$ of Abilities Coalition

The Making Cent\$ of Abilities Steering Committee is committed to closing the gap between employers and workers with disabilities by:

- Educating employers on the economic benefits of hiring and retaining persons with disabilities
- Reducing the barriers associated with the hiring and retaining of persons with disabilities
- Identifying employers who are champions of hiring and retaining persons with disabilities
- Supporting employers in hiring and retaining persons with disabilities
- Providing information to employers about resources and services in the community.

# How We Got Here: The Strategic Action Planning Process

- Development of a Terms of Reference for the Making Cent\$ of Abilities Coalition Committee (interim planning committee).
- Consultations with key community stakeholders, including employers, service providers and persons with disabilities.
- Development of an Environmental Scan report.
- Breakfast meeting with employers to determine needs and interests.
- Two action planning workshops with the Making Cent\$ of Abilities Committee.
- Community Forum workshop with employers and service providers.
- Implementation Planning workshop with Making Cent\$ of Abilities Steering Committee.
- Development of new vision, mission and strategic directions statements for the Making Cent\$ of Abilities Coalition as well as development of an implementation plan.

# How We Got Here: Highlights of the Environmental Scan

## Methodology

- Background materials
- Interviews with 7 stakeholders
- One focus group with persons with disabilities
- One focus group with organizations providing services
- Employer breakfast (40 employers)

# Highlights of the Environmental Scan (cont'd)

## Background

- January 2009 TOP identifies four key trends :
  - High concentration of workers in manufacturing
  - Gaps in educational attainment
  - Soaring in-migration
  - Decline in the number of medium and large employers.
- 23,000 people of working age (25 to 64) with disabilities in catchment

# Highlights of the Environmental Scan (cont'd)

## Overview

- Employers who have recruited/retained persons with disabilities:
  - Need to keep an open mind
  - Need to reconfigure jobs/work
  - Need to communicate clearly re expectations and deliverables with all employees
  - Deal with each situation individually
  - Inclusiveness has benefits for employers that make any effort worthwhile

# Highlights of the Environmental Scan (cont'd)

## Overview (2)

- Employers require a range of information about:
  - Legal issues (including due process/Human Rights)
  - All potential barriers
  - Ways of overcoming barriers
  - Types of accommodations
  - Local resources and supports
  - How to reach persons with disabilities with employment ads
  - Impact of hiring persons with disabilities on WSIB premiums/claims, liability insurance

# Highlights of the Environmental Scan (cont'd)

## Overview (3)

- Service providers observe:
  - Disconnect between what employers say and what they do
  - Employers are more willing to make tangible accommodations rather than those targeted at psychiatric or learning disabilities
  - Some HR policies create systemic barriers
  - The need for employers to look at how work gets done and what adaptations are possible
  - The need to identify what is in it for the employer
  - The importance of getting the right person for the right job

# Highlights of the Environmental Scan (cont'd)

## Overview (4)

- Persons with disabilities observe:
  - There are many people with skills and abilities
  - Use internships, part-time or volunteer jobs as training
  - Attitudinal, physical and systemic barriers exist (including customer attitudes)
  - To be credible, need to know (survey?) the skills and qualifications of the 23,000
  - If hired, they expect to be treated through the same lens as anyone else
  - Employers should focus on whether the person can do the job

# Highlights of the Environmental Scan (cont'd)

## Overview (5)

- Employers:
  - Are not aware of pool of prospective employees
  - Appreciate information about employee loyalty among persons with disabilities
  - Must pay attention to skill/qualification requirements
  - Do not know where to go to recruit
  - Need information about accommodation types and costs (+ assistance in some cases)
  - Need information about supports and services (e.g. functional assessment of job requirements, financial supports)

# Highlights of the Environmental Scan (cont'd)

## Accessibility for Ontarians with Disabilities Act (1)

- Five standards areas:
  - Customer service
  - Employment
  - Transportation
  - Information and communications
  - Built environment
- Jan. 1, 2010 - Public and broader public sector employers must comply with first standard
- Jan. 1, 2012 – Private sector employers must comply with first standard

# Highlights of the Environmental Scan (cont'd)

## **Accessibility for Ontarians with Disabilities Act (2)**

- Most but not all public and broader public sector employers are aware of AODA
- Private sector employers are not generally aware of the AODA and/or its impact
- Some service providers do not understand that AODA will affect how THEY do business
- Employers see a need for information re supports and linkages

# Highlights of the Environmental Scan (cont'd)

## Issues (1):

### Risk Management

- Key stakeholders commented on the need for information re recruiting persons with disabilities:
  - Potential impact on WSIB costs/claims
  - Impact on the cost of employer-paid health insurance/LTD
  - Implications of injury on the job
- Need to address myths and realities

# Highlights of the Environmental Scan (cont'd)

## Issues (2):

### Skills and Qualifications

- Some people have required skills and qualifications – need to overcome resistance of employers
- Some needs specific skills and training
- Some do not have academic credentials, although they may have skills
- Some have credential levels through inclusive education but cannot fulfil job requirements – addressing expectations

# Highlights of the Environmental Scan (cont'd)

## Issues (3):

### Cost of Accommodation

- Most accommodations cost less than \$500
- Employers need information about cost and types
- Greater concern around persons with mental health or episodic physical disabilities

# Highlights of the Environmental Scan (cont'd)

## Issues (4):

### Supports for employers

- Employers not aware of resources and range
- A guide to resources would be helpful
- Some resources require extensive paperwork (application and reporting)
- Designing “doable” jobs for employees with disabilities
- The challenge for small employers

# Highlights of the Environmental Scan (cont'd)

## Issues (5):

### Systemic Barriers to Employment

- Need for employers to review HR policies, procedures, practices
- Even committed employers have barriers (e.g. minimum Grade 12 requirement)

# Highlights of the Environmental Scan (cont'd)

## Issues (6):

### Accessibility

- Need for information re what really constitutes “accessibility”
  - Building access
  - Internal access to washrooms, conference rooms
  - Equipment
  - Work schedules
  - Work flow design
  - Job design

# Draft Mission Statement

We support employers to be competitive, viable and in compliance with legislation, such as the Accessibility for Ontarians with Disabilities Act. As the central access point for resources and information, we enable employers to hire and retain qualified employees who have or acquire a disability.

# Draft Vision Statement

Employers will meet their workforce requirements through increased participation by persons with disabilities thereby ensuring an inclusive, vibrant local economy and community.

# Draft Strategic Directions

1. Employer Engagement/Involvement
2. Partnerships
3. Communications
4. Resources
5. Organizational Capacity

# Implementing the Plan and Making it Sustainable

A community plan is a framework for the development of specific action, activities, projects that a community has decided to support in order to reach its vision, or to address a specific problem or concern. Its purpose is to engage a community in taking meaningful and results-oriented action toward a common goal.

# Implementing the Plan and Making it Sustainable

By definition, community plans are not just documents. They are inspiring and actionable. Effective community plans are sustainable (multi-method, Multi-disciplinary), building *on* existing community assets and building community capacity to achieve ongoing commitment to action by individuals and organizations in a meaningful way.

Community plans should:

- Link to other successes in the community.
- Involve groups and organizations that connect across cultures and interests.
- Support effective solutions and strategies are developed to ensure success and sustainability of the plan.

# Rolling Out the Plan: Year 1

## Small Group Exercise

- Which stakeholders should be on the Steering Committee?
- What does membership entail?
- What roles do the stakeholders play?
- How should it be funded?
- What do we do first?

# Next Steps

- Confirmation of the Mission, Vision and Strategic Directions by the Making Cent\$ of Abilities Coalition Committee
- Communicating to stakeholders
- Completion of the Implementation Plan by the Coalition Committee and the consultants as required
- Development of Strategic Action Plan (including evaluation/logic model and funding components)
- Presentation of the Strategic Action Plan to the Making Cent\$ of Abilities Coalition Committee for information and reference
- Implementing the plan
- Monitoring and assessment of Plan implementation