









## ROADMAP GOALS SUMMARY

<b>1. Identify internal champions. A senior executive with clout can legitimize the program and help to break down barriers to implementation.</b>
<b>2. Dispel disability-related myths and barriers. Ensure everyone in the organization has the latest factual information about disability in the workplace.</b>
<b>3. Understand how disability employment and becoming "disability friendly" gives our organization a business advantage. Know our internal business case.</b>
<b>4. Ensure our Diversity strategy includes Disability. Disability is the largest minority group with more than 54 million members. Disability crosses all other diversity categories.</b>
<b>5. Develop policies, procedures, practices, and training related to the employee life cycle which includes the natural occurrence of acquiring disability.</b>
<b>6. Develop or adapt a proactive, open and defensible interactive process for successfully accommodating employees with disabilities.</b>
<b>7. Make "stay-at-work" or "return-to-work" policies and practices the ideal towards retaining talent. Break down the workers compensation, short term disability, and long term disability departmental silos.</b>
<b>8. Know our legal obligations of our organization, including the Americans with Disabilities Act Amendments Act, and develop ADA Policies and Procedures. If we are a federal contractor: Develop a collaboration with our compliance officer and understand disability related legal obligations under Section 508 and Section 503.</b>
<b>9. Conduct a physical site accessibility audit of our facilities.</b>
<b>10. Conduct an accessibility audit of corporate communication technologies, including the company's website, and intranet.</b>
<b>11. Conduct an accessibility audit of all of our hiring processes including our applicant tracking system.</b>
<b>12. Become knowledgeable about assistive technologies.</b>
<b>13. Develop collaborations with organizations to build our recruiting pipeline.</b>
<b>14. Develop a recruiting strategy for Wounded Warriors.</b>
<b>15. Collaborate with local, regional, and national programs to assist in meeting recruitment targets and hiring people with disabilities.</b>
<b>16. Capitalize on the market segment of people with disabilities by developing products and services for this segment. Ensure our business is accessible and associates understand effective communication with people with disabilities.</b>
<b>17. Develop and implement a marketing plan inclusive of people with disabilities.</b>
<b>18. Develop a comprehensive internal communication strategy to institute and maintain a Culture of Inclusion.</b>
<b>19. Join our local State Business Leadership Network and the US Business Leadership Network to learn of leading best practices in hiring, advancing, and retaining people with disabilities.</b>
<b>20. Develop accountability mechanisms and continuous improvement strategies for our Culture of Inclusion.</b>

## **Encountering, Identifying, and Meeting Challenges**

As you work towards creating, implementing and maintaining a Workplace Culture of Inclusion consider the following possible challenges that may need to be addressed in order to achieve your inclusion road map goals.

### **CHALLENGES:**

Are we motivated and committed to create and maintain a Workplace Culture of Inclusion?  
If needed, we will do the following to become motivated and committed:

Do we need knowledge and technical assistance to create and maintain a Workplace Culture of Inclusion?

We will seek answers and technical assistance to our following questions:

Do our present practices, policies, and systems accommodate and promote the creation and maintenance of a Workplace Culture of Inclusion?

The following practices, policies and systems need to be adjusted or changed:

# **Beginning the Journey**

## **Strategic Planning**

### **20 Goals**

1. **Identify internal champions. A senior executive with clout can legitimize the program and help to break down barriers to implementation.**

WHAT NEEDS TO HAPPEN IN OUR ORGANIZATION?

**Action Step Examples**

We will work to identify a senior executive who has experience with disability such as having a disability him/herself or who has a family member with a disability and/or who has an understanding of the employment barriers faced by people with disabilities.

We will request that the senior executive assist in internally communicating and promoting the launch of the development and implementation of our Culture of Inclusion Roadmap.

**ACTION STEPS**

**TIME LINE**

---

1.

2.

3.

Partnerships / Collaborations / Resources to help identify and implement action steps

Join **USBLN** at ([www.usbln.org](http://www.usbln.org))

Find a mentor company to assist with strategies to identify your champion.

The **United States Business Leadership Network** helps build workplaces, marketplaces, and supply chains where people with disabilities are respected for their talents, while supporting the development and expansion of its BLN affiliates.



**2. Dispel disability-related myths and barriers. Ensure everyone in the organization has the latest factual information about disability in the workplace.**

WHAT NEEDS TO HAPPEN IN OUR ORGANIZATION?

**Action Step Examples**

We will research and have the facts about people with disabilities to counter the many myths. Facts would include employees with disabilities do not drive up insurance rates, do not increase workplace risk, and do not cost too much to accommodate.

We will work to integrate the Culture of Inclusion into the organization in order to advance business goals by challenging negative attitudes and stereotypes about people with disabilities.

**ACTION STEPS**

**TIME LINE**

1.

2.

3.

Partnerships / Collaborations / Resources to help identify and implement action steps

**U.S. Chamber of Commerce “Disability: Dispelling the Myths How People With Disabilities Can Meet Employer Needs”** at [http://AskJAN.org/landingpage/NM\\_BLN/index.html](http://AskJAN.org/landingpage/NM_BLN/index.html)

**JAN’s “Low Cost, High Impact” publication** at <http://AskJAN.org/media/lowcosthighimpact.html>  
The Job Accommodation Network (JAN) is the leading source of free, expert, and confidential guidance on workplace accommodations and disability employment issues.

**Think Beyond the Label** at [www.thinkbeyondthelabel.com](http://www.thinkbeyondthelabel.com)

A public-private partnership that delivers information, outreach and resources to businesses, job seekers and the public workforce system to ensure greater recruiting and hiring opportunities for job candidates with disabilities.

**Campaign for Disability Employment** at [www.whatcanyoudocampaign.org](http://www.whatcanyoudocampaign.org)

The Campaign for Disability Employment is a collaborative effort to promote positive employment outcomes for people with disabilities by encouraging employers and others to recognize the value and talent they bring to the workplace.

**3. Understand how disability employment and becoming "disability friendly" gives our organization a business advantage. Know our internal business case.**

WHAT NEEDS TO HAPPEN IN OUR ORGANIZATION?

**Action Step Examples**

We will use existing data and glean internal data to develop a business case for our sector.

We will share the business case with all employees and discuss how it impacts their workforce, marketplace and community. All staff in every department and every level should understand the business case including high level administrators and those who are our public face, such as receptionists, hiring managers, recruiters, webmasters, IT staff.

**ACTION STEPS**

**TIME LINE**

1.

2.

3.

Partnerships / Collaborations / Resources to help identify and implement action steps

**ODEP's Ask EARN Business Case** at [www.askearn.org/businesscase/index.asp](http://www.askearn.org/businesscase/index.asp)

The Office of Disability Employment Policy, a U.S. Dept. of Labor sub-cabinet level agency, provides national leadership by developing and influencing disability employment-related policies and practices.

**Romano and Siperstein Article "A national survey of consumer attitudes towards companies that hire people with disabilities"** at [http://AskJAN.org/landingpage/NM\\_BLN/index.html](http://AskJAN.org/landingpage/NM_BLN/index.html)

**JAN's Archived "Profit by Investing in Workers with Disabilities" Webcast Archive** at <http://askjan.org/webcast/archive/index.htm>

The Job Accommodation Network (JAN) is the leading source of free, expert, and confidential guidance on workplace accommodations and disability employment issues.

4. **Ensure our Diversity strategy includes Disability. Disability is the largest minority group with more than 54 million members. Disability crosses all other diversity categories.**

WHAT NEEDS TO HAPPEN IN OUR ORGANIZATION?

**Action Step Examples**

We will educate leadership / HR / employees on the importance and meaning of full inclusion to include people with disabilities.

We will develop an action plan for including disability diversity in our recruitment, selection, performance, succession, development and transition activities – the entire employee life cycle.

**ACTION STEPS**

**TIME LINE**

---

- 1.
- 2.
- 3.

Partnerships / Collaborations / Resources to help identify and implement action steps

**New Mexico Business Leadership Network** at [www.newmexicobltn.com](http://www.newmexicobltn.com).

Mission: We are New Mexico business leaders who collaborate with employers to promote and accomplish the business imperative of including people with disabilities in the workforce.

**Society for Human Resource Management’s Disability Resource Portal** at [www.shrm.org/hrdisciplines/Diversity/Articles/Pages/disability\\_072110.aspx](http://www.shrm.org/hrdisciplines/Diversity/Articles/Pages/disability_072110.aspx)

SHRM is the world’s largest association devoted to human resource management. The Society serves the needs of HR professionals and advances the interests of the HR profession.

5. **Develop policies, procedures, practices, and training related to the employee life cycle which includes the natural occurrence of acquiring disability.**

WHAT NEEDS TO HAPPEN IN OUR ORGANIZATION?

**Action Step Examples**

We will implement policies, procedures, and practice best practices for including disability diversity in our recruitment, selection, performance, succession, development and transition activities – the entire employee life cycle.

We will develop training for all staff promoting a culture where disability is seen as a natural part of the life cycle.

We will identify and implement reasonable accommodation best practices. Use JAN's **Interactive Process Just-in-Time** Training Module at <http://AskJAN.org/training/library.htm> or adapt the process from <http://AskJAN.org/media/interactiveprocessfact.doc>

We will develop an ADA reasonable accommodation policy and procedure for the hiring managers, supervisors, and HR administrators to recognize and respond to accommodation requests.

**ACTION STEPS**

**TIME LINE**

---

1.

2.

3.

Partnerships / Collaborations / Resources to help identify and implement action steps

**DBTAC Southwest ADA Center**

*“Developing a Successful Reasonable Accommodation Process” Part 1 Webcast AND Model Policies*

-Small Business Model Reasonable Accommodation Policy

-Title II State and Local Government Procedures Model Reasonable Accommodation Policy

<http://ilru.org/html/training/webcasts/handouts/2011/01-19-DBTAC/index.html>

**Part 2 Webcast and PowerPoint**

<http://ilru.org/html/training/webcasts/archive/2011/01-26-DBTAC.html>

**Job Accommodation Network (JAN)**

JAN's **Model Interactive Process** at <http://askjan.org/training/library.htm>

**6. Develop or adapt a proactive, open and defensible interactive process for successfully accommodating employees with disabilities.**

WHAT NEEDS TO HAPPEN IN OUR ORGANIZATION?

**Action Step Examples**

Identify and implement reasonable accommodation best practices. Use **JAN's Interactive Process Just-in-Time** Training Module at <http://AskJAN.org/training/library.htm> or adapt the process from <http://AskJAN.org/media/interactiveprocessfact.doc>

Develop an ADA reasonable accommodation policy and procedure for the hiring managers, supervisors, and HR administrators to recognize and respond to accommodation requests.

**DBTAC Southwest ADA Center Model Policies**

-Small Business Model Reasonable Accommodation Policy

-Title II State and Local Government Procedures Model Reasonable Accommodation Policy

<http://ilru.org/html/training/webcasts/handouts/2011/01-19-DBTAC/index.html>

**ACTION STEPS**

**TIME LINE**

1.

2.

3.

Partnerships / Collaborations / Resources to help identify and implement action steps

**Job Accommodation Network** at [www.askjan.org](http://www.askjan.org)

The Job Accommodation Network (JAN) is the leading source of free, expert, and confidential guidance on workplace accommodations and disability employment issues.

**DBTAC Southwest ADA Center** at [www.ADAsouthwest.org](http://www.ADAsouthwest.org)

The SWADAC is the Southwest's leading resource on the Americans with Disabilities Act and related disability rights laws. As part of the federally funded [ADA National Network](#) expert staff are available to provide [training](#) and [publications](#) and to respond to your inquiries via the toll free hotline.

**(If you call outside of NM, TX, OK, LA, or AR – the 1-800-949-4232 number will direct you to your Regional ADA Center)**

7. **Make “stay-at-work” or “return-to-work” policies and practices an ideal of our workplace towards retaining talent. Break down the workers compensation, short term disability, and long term disability departmental silos.**

WHAT NEEDS TO HAPPEN IN OUR ORGANIZATION?

**Action Step Examples**

We will strive to make “stay-at-work” and “return-to-work” the first option after an employee is injured.

We will consider joining the **Disability Management Employers Coalition** ([www.dmec.org](http://www.dmec.org)) and consider their Certified Disability Management Professional certification.

**ACTION STEPS**

**TIME LINE**

---

1.

2.

3.

Partnerships / Collaborations / Resources to help identify and implement action steps

**Return-to-Work Matters**

[www.rtwmatters.com](http://www.rtwmatters.com)

A practical online portal providing thousands of best practice time saving tips, tools, and training resources for those engaged in improving health outcomes for injured or ill employees.

8. **Know the legal obligations of our organization, including the Americans with Disabilities Act Amendments Act, the Rehabilitation Act, and the Family Medical Leave Act, as well as state Family Medical Leave and workers compensation laws.**

**If we are a federal contractor: Develop a collaboration with our compliance officer and understand disability related legal obligations under Section 508 and Section 503.**

## WHAT NEEDS TO HAPPEN IN OUR ORGANIZATION?

### **Action Step Examples**

We will develop a business-wide, disability plan and process to ensure consistent development, application, and evaluation of training, programs (including benefit programs), policies and procedures, and maintenance of effort.

We will insure the process integrates knowledge of the ADA/FMLA/Workers Compensation and includes a single point of contact who serves as the disability expert.

### **ACTION STEPS**

### **TIME LINE**

1.

2.

3.

Partnerships / Collaborations / Resources to help identify and implement action steps

**Job Accommodation Network** at [www.askjan.org](http://www.askjan.org)

The Job Accommodation Network (JAN) is the leading source of free, expert, and confidential guidance on workplace accommodations and disability employment issues.

**DBTAC Southwest ADA Center** at [www.ADAsouthwest.org](http://www.ADAsouthwest.org)

The SWADAC is the Southwest's leading resource on the Americans with Disabilities Act and related disability rights laws. Expert staff are available to provide training and publications and to respond to your inquiries via the toll free hotline. . (If you call outside of NM, TX, OK, LA, or AR – the 1-800-949-4232 number will direct you to your Regional ADA Center)

**Insurance Educational Association** in collaboration with the **Disability Management Employer's Coalition Certified Professional in Disability Management**

<http://www.ieatraining.com/cpdm/index.asp>

**The Family and Medical Leave Act, the Americans with Disabilities Act, and**

**Title VII of the Civil Rights Act of 1964** at <http://www.eeoc.gov/policy/docs/fmlaada.html>

**Federal Contractor 503 Disability Compliance** at [www.dol.gov/compliance/laws/comp-rehab.htm](http://www.dol.gov/compliance/laws/comp-rehab.htm) and **Section 508 accessible websites requirements** at [www.section508.gov](http://www.section508.gov)

**9. Conduct a physical site accessibility audit of our facility.**

WHAT NEEDS TO HAPPEN IN OUR ORGANIZATION?

**Action Step Examples**

We will create a road map to test for architectural accessibility problems, remediate problems, implement training and create processes to keep compliant and universally accessible. Implement accessibility checklist to assure accessibility of entrances, doors, parking, bathroom, offices, conference rooms, break areas, etc.

We will join USBLN ([www.usbln.org](http://www.usbln.org)) to begin benchmarking our company against other companies.

**ACTION STEPS**

**TIME LINE**

1.

2.

3.

Partnerships / Collaborations / Resources to help identify and implement action steps

**The United States Access Board** at [www.access-board.gov](http://www.access-board.gov)

The Access Board is a leading source of information on accessible design. The Board develops and maintains design criteria for the built environment, transit vehicles, telecommunications equipment, and for electronic and information technology.

**DBTAC Southwest ADA Center** at [www.ADAsouthwest.org](http://www.ADAsouthwest.org)

The SWADAC is the Southwest's leading resource on the Americans with Disabilities Act and related disability rights laws. As part of the federally funded [ADA National Network](#) expert staff are available to provide [training](#) and [publications](#) and to respond to your inquiries via the toll free hotline. **(If you call outside of NM, TX, OK, LA, or AR – the 1-800-949-4232 number will direct you to your Regional ADA Center)**

JAN's resources on physical accessibility can be found at <http://askjan.org/topics/accessi.htm>

**Department of Justice**

**2010 ADA Standards for Accessible Design** at [www.ada.gov/2010ADASTandards\\_index.htm](http://www.ada.gov/2010ADASTandards_index.htm)

**ADA Network**

**ADA Checklist for Readily Achievable Barrier Removal** at [www.adachecklist.org](http://www.adachecklist.org)



**10. Conduct an accessibility audit of corporate communication technologies, including the company’s website, and intranet.**

WHAT NEEDS TO HAPPEN IN OUR ORGANIZATION?

**Action Step Examples**

We will create a road map to test for organization wide software/hardware systems for ADA compliance problems, remediate problems, train web developers and create processes to keep compliant. If we are the federal government, we will assure Section 508 compliance.

We will join **USBLN** ([www.usbln.org](http://www.usbln.org)) to begin benchmarking our company against other companies.

**ACTION STEPS**

**TIME LINE**

- 
- 1.
  - 2.
  - 3.

Partnerships / Collaborations / Resources to help identify and implement action steps

**JAN SNAP Tool and Website Accessibility Webcast** at <http://askjan.org/bulletins/SNAPTool.htm>

The Job Accommodation Network (JAN) is the leading source of free, expert, and confidential guidance on workplace accommodations and disability employment issues. Also, see JANs resources regarding accessibility at <http://askjan.org/topics/onlineapps.htm>

**DBTAC Southwest ADA Center** at [www.ADAsouthwest.org](http://www.ADAsouthwest.org)

The SWADAC is the Southwest's leading resource on the Americans with Disabilities Act and related disability rights laws. As part of the federally funded [ADA National Network](#) expert staff are available to provide [training](#) and [publications](#) and to respond to your inquiries via the toll free hotline. **(If you call outside of NM, TX, OK, LA, or AR – the 1-800-949-4232 number will direct you to your Regional ADA Center)**

**GSA’s IT Accessibility and Workforce (ITAW)** for building accessible websites and IT infrastructure [www.section508.gov](http://www.section508.gov)

Standards apply to the Federal Government but are the best standards to be used by businesses and local government to build a fully accessible website.

**11. Conduct an accessibility audit of all of our hiring processes including our applicant tracking system.**

WHAT NEEDS TO HAPPEN IN OUR ORGANIZATION?

**Action Step Examples**

We will ask JAN ([www.askjan.org](http://www.askjan.org)) to test our applicant tracking system and suggest accessibility fixes. Testing tool can be found at **JAN SNAP Tool and Website Accessibility Webcast** at <http://askjan.org/bulletins/SNAPTool.htm>

We will partner with ODEP's ([www.dol.gov/odep](http://www.dol.gov/odep)) **Employer Assistance and Resource Network** (EARN at [www.askearn.org](http://www.askearn.org)) program to assist with guidance on making our processes inclusive.

Ensure all training sites, materials, and communications are accessible.

**ACTION STEPS**

**TIME LINE**

1.

2.

3.

Partnerships / Collaborations / Resources to help identify and implement action steps

**The Job Accommodation Network (JAN)** at [www.askjan.org](http://www.askjan.org)

The leading source of free, expert, and confidential guidance on workplace accommodations and disability employment issues.

**State Vocational Rehabilitation Agency** at <http://askjan.org/cgi-win/TypeQuery.exe?902>

The purpose of the State Vocational Rehabilitation agency (General and Blind State Agency) is to help people with disabilities achieve a suitable employment outcome.

**DBTAC Southwest ADA Center** at [www.ADAsouthwest.org](http://www.ADAsouthwest.org)

The SWADAC is the Southwest's leading resource on the Americans with Disabilities Act and related disability rights laws. As part of the federally funded [ADA National Network](#) expert staff are available to provide [training](#) and [publications](#) and to respond to your inquiries via the toll free hotline. **(If you call outside of NM, TX, OK, LA, or AR – the 1-800-949-4232 number will direct you to your Regional ADA Center)**

## 12. Become knowledgeable about assistive technologies.

### WHAT NEEDS TO HAPPEN IN OUR ORGANIZATION?

#### **Action Step Examples**

We will educate ourselves and our organization about various assistive technologies (AT) to remove employment barriers and enhance employee productivity.

We will take part in one of the **Office of Disability Employment Policy's** (ODEP) assistive technology events at <http://www.dol.gov/odep/topics/Technology.htm>

We will use our **State AT Project** to try out assistive technologies in our workplace.

#### **ACTION STEPS**

#### **TIME LINE**

---

1.

2.

3.

Partnerships / Collaborations / Resources to help identify and implement action steps

**National Assistive Technology Technical Assistance Partnership (NATTAP)** at

<http://resnaprojects.org/nattap/at/stateprograms.html>

The 56 state and territory programs are funded under the Assistive Technology Act of 1998, as amended. State Assistive Technology Act programs work to improve the provision of assistive technology to individuals with disabilities of all ages through comprehensive statewide programs of technology-related assistance.

**State Contact List** at <http://resnaprojects.org/nattap/scripts/nattapcontacts.pl>

**JAN Publications on Accessibility and Universal Design** at <http://askjan.org/topics/univdes.htm>

The Job Accommodation Network (JAN) is the leading source of free, expert, and confidential guidance on workplace accommodations and disability employment issues.

**13. Develop collaborations with organizations to build our recruiting pipeline.**

WHAT NEEDS TO HAPPEN IN OUR ORGANIZATION?

**Action Step Examples**

We will join **Career Opportunities with Students with Disabilities (COSD)** at [www.cosdonline.org](http://www.cosdonline.org).

We will educate ourselves and hiring managers of ODEP's **Workforce Recruitment Program for College Students with Disabilities** (<https://wrp.gov/LoginPre.do?method=login>), **Emerging Leaders Program** ([www.emerging-leaders.com](http://www.emerging-leaders.com)), **Entry Point** (<http://ehrweb01.aas.org/entrypoint>), and other similar programs.

**ACTION STEPS**

**TIME LINE**

---

- 1.
- 2.
- 3.

Partnerships / Collaborations / Resources to help identify and implement action steps

**Disability.gov** at [www.disability.gov](http://www.disability.gov)

Federal government website for comprehensive information on disability programs and services in communities nationwide with links to more than 14,000 resources from federal, state and local government agencies; academic institutions; and nonprofit organizations. Employment answers at [www.disability.gov/employment](http://www.disability.gov/employment).

**Bender Consulting Services, Inc.** at <http://www.benderconsult.com>

Bender Consulting Services, Inc. operates across the United States and in Canada. A company that positively impacts worldwide change, resulting in increased competitive employment of people with disabilities.

**Disability Related Job Banks**

**ABILITY Jobs** at [www.abilityjobs.com](http://www.abilityjobs.com), **Disaboom Jobs** at [www.disaboomjobs.com](http://www.disaboomjobs.com), **Hireability** at [www.hireability.com](http://www.hireability.com) and **Sierra Group's One More Way Foundation** at [www.onemoreway.org](http://www.onemoreway.org)

## 14. Develop a recruiting strategy for Wounded Warriors.

WHAT NEEDS TO HAPPEN IN OUR ORGANIZATION?

### **Action Step Examples**

We will download Lisa Rosser's "**The Value of a Veteran**" to guide our efforts to recruit and retain military veterans ([www.thevalueofaveteran.com](http://www.thevalueofaveteran.com)).

We will train our recruiters and hiring managers on specific topics, such as hiring disabled veterans and translating the military resume.

We will develop and implement marketing tactics for reaching the military including using social media recruiting techniques.

### **ACTION STEPS**

### **TIME LINE**

1.

2.

3.

Partnerships / Collaborations / Resources to help identify and implement action steps

**New Mexico Business Leadership Network** to connect with Vet organizations at [www.newmexicobl.com](http://www.newmexicobl.com) Mission: We are business leaders who collaborate with employers to promote and accomplish the business imperative of including people with disabilities in the workforce.

**The Value of a Veteran** at [www.thevalueofaveteran.com](http://www.thevalueofaveteran.com)  
Their mission is to help organizations improve their veteran recruiting and retention.

**Wounded Warriors Program** at [www.woundedwarriorproject.org](http://www.woundedwarriorproject.org)  
WWP raises awareness and enlist the public's aid for the needs of injured service members. They help injured service members aid and assist each other and provide unique, direct programs and services to meet the needs of injured service members.

**Veterans' Employment & Training Service** at [www.dol.gov/vets/aboutvets/contacts/main.htm](http://www.dol.gov/vets/aboutvets/contacts/main.htm)  
VETS provides resources and expertise to assist and prepare veterans and service members to obtain meaningful careers, maximize their employment opportunities, and protect their employment rights.

**Job Accommodation Network** at <http://askjan.org/media/ptsdvets.html>  
The Job Accommodation Network (JAN) is the leading source of free, expert, and confidential guidance on workplace accommodations and disability employment issues.

**15. Collaborate with local, regional, and national programs to assist in meeting recruitment targets and hiring people with disabilities.**

WHAT NEEDS TO HAPPEN IN OUR ORGANIZATION?

**Action Step Examples**

We will collaborate with ODEP's **EARN** Program ([AskEARN.org](http://AskEARN.org))

We will build a relationship with **Manpower** ([www.manpower.com](http://www.manpower.com)).

We will build a relationship with organizations such as **Goodwill, Easter Seals, or United Cerebral Palsy**.

**ACTION STEPS**

**TIME LINE**

---

1.

2.

3.

Partnerships / Collaborations / Resources to help identify and implement action steps

**Project Search Model** at [www.projectsearch.us](http://www.projectsearch.us)

The Project SEARCH High School Transition Program is a unique, business led, one year school-to-work program that takes place entirely at the workplace. Total workplace immersion facilitates a seamless combination of classroom instruction, career exploration, and hands-on training through worksite rotations.

**State Vocational Rehabilitation Agency** at <http://askjan.org/cgi-win/TypeQuery.exe?902>

The purpose of the State Vocational Rehabilitation agency (General and Blind State Agency) is to help people with disabilities achieve a suitable employment outcome.

**Bender Consulting Associates** at <http://www.benderconsult.com/>

Bender Consulting Services, Inc. operates across the United States and in Canada. A company that positively impacts worldwide change, resulting in increased competitive employment of people with disabilities.

**16. Capitalize on the market segment of people with disabilities by developing products and services for this segment. Ensure our business is accessible and associates understand effective communication with people with disabilities.**

WHAT NEEDS TO HAPPEN IN OUR ORGANIZATION?

**Action Step Examples**

We will create a road map to test products and services for disability related accessibility problems and remediate those problems. Create processes (including worker training) to assure continual accessibility and quality products and services.

We will develop a voluntary Disability-Related Employee Resource Group to learn ways of enhancing productivity and developing a specialized market niche in this area.

We will target suppliers certified by the US BLN Disability Supplier Diversity Program.

**ACTION STEPS**

**TIME LINE**

1.

2.

3.

Partnerships / Collaborations / Resources to help identify and implement action steps

**US Business Leadership Network's Disability Supplier Diversity Program<sup>®</sup>** at [www.usbln.org/programs.html](http://www.usbln.org/programs.html)

**JAN's Effective Communication Publication** at [http://AskJAN.org/landingpage/NM\\_BLN/index.html](http://AskJAN.org/landingpage/NM_BLN/index.html) and **Disability Etiquette Publications** at <http://AskJAN.org/topics/disetiq.htm>

**The Department of Justice**

**ADA Update: A Primer For Small Business**

[www.ada.gov/regs2010/smallbusiness/smallbusprimer2010.htm](http://www.ada.gov/regs2010/smallbusiness/smallbusprimer2010.htm)

**Customers with Disabilities Mean Business** at [www.ada.gov/busstat.htm](http://www.ada.gov/busstat.htm)

**Building a Diverse Customer Base** at [www.ada.gov/civilrights.htm](http://www.ada.gov/civilrights.htm)

**Accessibility Benefits Older Adult Customers** at [www.ada.gov/olderaccess.htm](http://www.ada.gov/olderaccess.htm)

**Accessible Information Exchange: Meeting on a Level Playing Field** at [www.ada.gov/business/accessiblemtg.htm](http://www.ada.gov/business/accessiblemtg.htm)

**Tax Incentives for Business** at [www.ada.gov/taxincent.htm](http://www.ada.gov/taxincent.htm)

**New Mexico Business Leadership Network** at [www.newmexicobl.com](http://www.newmexicobl.com)

Request Cornell University's Disability and Employment Institute's Disability Employee Resource Group Toolkit, through the New Mexico Business Leadership Network.

**17. Develop and implement a marketing plan inclusive of people with disabilities.**

WHAT NEEDS TO HAPPEN IN OUR ORGANIZATION?

**Action Step Examples**

We will understand the impact of disability dollars on our business.

We will develop a video and/or advertising materials about our inclusive practices and include people with disabilities within all marketing materials.

**ACTION STEPS**

**TIME LINE**

---

1.

2.

3.

Partnerships / Collaborations / Resources to help identify and implement action steps

**DBTAC Southwest ADA Center** at [www.ADAsouthwest.org](http://www.ADAsouthwest.org)

The SWADAC is the Southwest's leading resource on the Americans with Disabilities Act and related disability rights laws. As part of the federally funded [ADA National Network](#) expert staff are available to provide [training](#) and [publications](#) and to respond to your inquiries via the toll free hotline. **(If you call outside of NM, TX, OK, LA, or AR – the 1-800-949-4232 number will direct you to your Regional ADA Center)**

**New Mexico Business Leadership Network** at [www.newmexicobltn.com](http://www.newmexicobltn.com)

Mission: We are business leaders who collaborate with employers to promote and accomplish the business imperative of including people with disabilities in the workforce.

**Campaign for Disability Employment's "What Can You DO?"** at [www.whatcanyoudocampaign.org/](http://www.whatcanyoudocampaign.org/)

The Campaign is a collaborative effort between several disability and business organizations that seek to promote positive employment outcomes for people with disabilities by encouraging employers and others to recognize the value and talent they bring to the workplace, as well as the dividend to be realized by fully including people with disabilities at work.



**18. Develop a comprehensive internal communication strategy to institute and maintain a Culture of Inclusion.**

WHAT NEEDS TO HAPPEN IN OUR ORGANIZATION?

**Action Step Examples**

We will develop communication vehicles of our Culture of Inclusion that will be multi-faceted.

We will create a road map to testing all of our communication channels for accessibility problems, remediate problems, train, and create processes to keep compliant with the ADA.

**ACTION STEPS**

**TIME LINE**

---

1.

2.

3.

Partnerships / Collaborations / Resources to help identify and implement action steps

**Campaign for Disability Employment’s “What Can You DO?”** at [www.whatcanyoudocampaign.org](http://www.whatcanyoudocampaign.org)  
The Campaign is a collaborative effort between several disability and business organizations that seek to promote positive employment outcomes for people with disabilities by encouraging employers and others to recognize the value and talent they bring to the workplace, as well as the dividend to be realized by fully including people with disabilities at work.

**19. Join our local Business Leadership Network and the US Business Leadership Network to learn of leading best practices in hiring, advancing, and retaining people with disabilities.**

WHAT NEEDS TO HAPPEN IN OUR ORGANIZATION?

**Action Step Examples**

We will identify funding for professional development in best practices for employing people with various disabilities.

We will request mentoring from a USBLN member in their industry sector.

**ACTION STEPS**

**TIME LINE**

---

1.

2.

3.

Partnerships / Collaborations / Resources to help identify and implement action steps

**The USBLN's Leading Practices on Disability Inclusion** at [www.usbln.org/leading\\_practices\\_on\\_disability\\_inclusion.html](http://www.usbln.org/leading_practices_on_disability_inclusion.html)

The USBLN helps build workplaces, marketplaces, and supply chains where people with disabilities are respected for their talents, while supporting the development and expansion of its BLN affiliates. **United States Business Leadership Network** at [www.usbln.org](http://www.usbln.org).

**New Mexico Business Leadership Network** at [www.newmexicoblcn.com](http://www.newmexicoblcn.com).

Mission: We are business leaders who collaborate with employers to promote and accomplish the business imperative of including people with disabilities in the workforce.

**20. Develop accountability mechanisms and continuous improvement strategies for our Culture of Inclusion.**

WHAT NEEDS TO HAPPEN IN OUR ORGANIZATION?

**Action Step Examples**

We will create evaluation methodology to annually assess and continuously improve our Culture of Inclusion infrastructure.

We will ensure that information technology staff develop all internal information systems to be accessible.

We will continuously benchmark our business against other employment leaders.

**ACTION STEPS**

**TIME LINE**

1.

2.

3.

Partnerships / Collaborations / Resources to help identify and implement action steps

**New Mexico Business Leadership Network** at [www.newmexicobltn.com](http://www.newmexicobltn.com).

Mission: We are business leaders who collaborate with employers to promote and accomplish the business imperative of including people with disabilities in the workforce.

Join **USBLN** ([www.usbln.org](http://www.usbln.org))

Find a mentor company to assist with strategies to identify your champion.

The **United States Business Leadership Network** helps build workplaces, marketplaces, and supply chains where people with disabilities are respected for their talents, while supporting the development and expansion of its BLN affiliates.

## ***Disability Employment Resources and Technical Assistance***



DBTAC Southwest ADA Center

### **The DBTAC Southwest ADA Center**

The Leading Resource On

- ADA & ADA Amendments Act
- Other disability related laws such as IDEA
- Making information technology accessible

Services a wide range of audiences including

- employers
- businesses
- government agencies
- WIA Workforce System
- schools
- people with disabilities

Expert staff are available to provide training, publications and respond to your inquiries.

[www.southwestADA.org](http://www.southwestADA.org)

1-800-949-4232 (VOICE/TTD)

**(If you call outside of NM, TX, OK, LA, or AR – the 800 number will direct you to your Regional ADA Center)**



Job Accommodation Network

### **Job Accommodation Network !**

Leading Resource On

- Guidance on workplace accommodations and disability employment issues
- Providing most comprehensive job accommodation resource available

Services a wide range of audiences including

- employers
- businesses
- government agencies
- WIA Workforce System
- schools
- people with disabilities

Expert Staff are available to help people with disabilities enhance their employability, and to show employers how to capitalize on the value and talent that people with disabilities add to the workplace.

[www.jan.wvu.edu](http://www.jan.wvu.edu)

1-800-526-7234 (VOICE)

1-877-781-9403 (TTD)



## NM Business Leadership Network (NMBLBN)

Mission: *We are New Mexico business leaders who collaborate with employers to promote and accomplish the business imperative of including people with disabilities in the workforce.* The NMBLBN provides the following:

- Customized Disability Inclusion Trainings & Consultation
- ADA/ADAAA Information & Trainings
- Assistive Technologies and Reasonable Accommodations Referrals
- Up-to-date resource links on our website, [www.newmexicobltn.com](http://www.newmexicobltn.com)
- Tax Incentive Consulting
- Disabled Veteran Relations
- An environment for businesses to network with other pro-active employers
- Introductions and liaison to our many partner Disability Agencies
- Business access to and recruiting from an under-utilized pool of applicants with disabilities
- Recognition of Employer Leadership in Workforce Development and Inclusion Initiatives
- Self-employment training and support for entrepreneurs with disabilities
- Training resources for job seekers with disabilities
- Liaison with statewide HRMA, Economic Development, Dept. of Labor, One Stops, DVR, Veteran Organizations, SILCs, and SBA affiliate programs
- Development and monitoring of print, radio and TV media campaigns to promote the advantages of hiring employees with disabilities
- Collaboration with internationally-renowned disability workforce development research universities Cornell and Rutgers

[www.newmexicobltn.com](http://www.newmexicobltn.com)

Tessah Latson Garcia, Director

505-379-0572

[tessah@newmexicobltn.com](mailto:tessah@newmexicobltn.com)

## United States Business Leadership Network (USBLN)

The US Business Leadership Network® (USBLN®) is the national disability organization that serves as the collective voice of over 60 Business Leadership Network affiliates across North America, representing over 5,000 employers. The USBLN® helps build workplaces, marketplaces, and supply chains where people with disabilities are respected for their talents, while supporting the development and expansion of its BLN affiliates. The USBLN® recognizes and supports best practices in the employment and advancement of people with disabilities; the preparedness for work of youth and students with disabilities; marketing to consumers with disabilities; and contracting with vendors with disabilities through the development and certification of disability-owned businesses.

[www.usbln.org](http://www.usbln.org)

1-800-706-2710

## **ADA Case Law Database**

The ADA Case Law Database is a comprehensive search tool that provides information pertaining to significant rulings under the Employment (Title I), Local and State Government (Title II) and Places of Public Accommodations (Title III) provisions of the Americans with Disabilities Act (ADA). The database is a unique research tool specially designed to search by a variety of variables including but not limited to disability type, discrimination issue, jurisdiction and remedy.

<http://www.adacaselaw.org/>

## **Equal Employment Opportunity Commission**

The EEOC provides access to Federal employment laws and regulations. The EEOC has publications on the Americans with Disabilities Act which include their policy guidance on various portions of the Act, fact sheets, Q&As, best practices, and other information.

[www.eeoc.gov](http://www.eeoc.gov)

[www.eeoc.gov/laws/types/disability.cfm](http://www.eeoc.gov/laws/types/disability.cfm)

1-800-669-6820 (TTD)

## **US Department of Labor's Office of Disability Employment Policy**

ODEP is an extensive and rich source on employment and disability.

[www.dol.gov/odep](http://www.dol.gov/odep)

1-866-487-2365 (VOICE)

1-877-889-5627 (TDD)

## **Cornell University Employment and Disability Institute (EDI)**

EDI conducts research and provides continuing education and technical assistance on many aspects of disability in the workplace. EDI has helped companies, labor organizations, government agencies, schools, and communities throughout the United States and abroad to accommodate and integrate individuals with disabilities.

EDI provides technical assistance, training, and research in the following topic areas:

- ADA, Accommodation & Accessible IT
- Community Inclusion
- Disability Benefits and Work
- Disability Employment Research
- Disability Statistics Research
- Educational Achievement & Transition
- International Disability Research
- Workforce Development

<http://www.ilr.cornell.edu/edi/>

607-255-7727 (VOICE) / 607-255-2891 (TDD)