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www.consultspringboard.com

Nadine's Message

Hello everyone and Happy June.

As you can tell from this month's newsletter and this issue's supplement, the Disability Matters special edition, that we at Springboard have been very busy.

Not only did we hold our Disability Matters events in two countries, we officially opened an office in Canada and have added a number of new offerings in response to our clients needs which you will be hearing more about in the coming months.

If anyone has ever looked up the dictionary definition of newsletter, which I recently did, you would know that it says "the information delivered contains news of interest chiefly to a special group". The key word here is special group. I want you all to know that I consider The Wave subscribers a very special group in that you realize the importance of disability in today's global workforce, workplace and marketplace and are willing to take the time to learn about issues and best practices to appropriately mainstream them in your own organizations. Thank you for being special and being you.

Nadine

2013 Disability Matters

United States:
April 16-17, 2013
Hosted by:
Florida Blue
Jacksonville, FL

International:
TBD

Stay Tuned for more!

Inside this issue:

<i>Nadine's Message</i>	1
ADA Inquirer	2 - 4
The Travel Spot	5 - 7
The Technology Wire	8-11
Springboard Canada	12
Our Guest—JOIN	13 - 14
NDEAM	15
ODEP	16-17
Disability Matters 2013	18
Come See Nadine!	19
Springboard Webinar	20-21
A Note from the Springboard Team	22

The ADA Inquirer:

by Shelley A. Kaplan, Manager ADA Services, Springboard Consulting, LLC

Mitigate Risk by Building Disability Readiness A 3-Part Series

PART 1 — BE PROACTIVE

Did you know that at least two of our presidents, Franklin Delano Roosevelt and Abraham Lincoln, lived with disabilities? From his wheelchair, President Roosevelt led America through a Great Depression and a World War. First-hand accounts tell us that President Lincoln experienced depression. The American people elected the best in those two cases, and we need to do more of that today by tapping into the creativity, the determination, and the smart minds in the disability community.

Employers ask me the same question all the time, "How do I mitigate my company's risk if I hire someone with a disability?" You can never prevent someone from filing a complaint, but you can be prepared to justify your employment decisions by implementing good faith efforts that help you hire top talent that includes employees with disabilities.

This article is the first in a three-part series of articles called, "**BE PROACTIVE.**" Part 1 focuses on "**BE**"; Part 2 will focus on "**PRO**"; and Part 3 will address concepts related to "**ACTIVE.**" Together, these articles address some of the common pitfalls employers face when including people with disabilities in the workforce and workplace and ways to avoid them. When companies decide to "**BE PROACTIVE**" they mitigate or reduce the company's risk and, greatly increase the benefit from a very large untapped labor pool.

The "**BE**" in "**PROACTIVE**"

Business Imperative. Hiring and retaining qualified workers with disabilities brings greater benefits beyond just filling an open job. In the last few years, disability has become more than a philanthropic cause...it's a **B**usiness Imperative. Disability is a natural part of the human condition. In fact, any of us could join this community in an instant. People with disabilities are the largest and fastest growing minority segment in the world today. Recent data (June 2011) from the 'World report on disability' (http://www.who.int/disabilities/world_report/2011/en/index.html) indicates that there are over one billion disabled people in the world, or around 15% of the world's population. In the U.S. alone, there are at least more than 50 million Americans who have disabilities...that's 18% of our population. As people age, their chances of developing age-related physical changes that may affect hearing, vision, cognition, and mobility also increase. Did you know that by the year 2030, 71.5 million Baby Boomers will be over the age of 65? And, you probably have first-hand experience with more

The ADA Inquirer - Continued

Boomers who are choosing to remain in your workforce beyond the once-typical retirement age of 65. A recent survey by AARP shows that 7 in 10 Americans plan to continue working past the age of 65, and nearly half expect to work well into their 70s and 80s. Employers, by necessity, will ultimately have to focus their attention on providing accommodations to these workers.

Disability is also an issue which directly affects colleagues at work and in their personal lives. Many people, if not individuals with disabilities themselves, are caregivers of family members with disabilities...such as a parent who has a child with disabilities or a spouse who has disabilities. Many of your employees may have a parent with a disability living with them for whom they are responsible for their primary care. Did you know that these caregivers spend an average of 20 hours/week providing care for their loved one?

Without much-needed workplace flexibility, the productivity of your workforce can suffer. Whether we're talking about the 29% of U.S. families that have at least one family member with a disability or that in the next 10 years, this number is expected to increase by 40%, or that Boomers are working past age 65, we're talking about a very large number of people in your workforce for whom disability is a very personal concern. Disability affects every aspect of your business - your people, markets, key stakeholders, communities, among others. When disability is viewed as a **B**usiness Imperative, and investments are made to increase personal awareness and knowledge, your confidence about disability can result in many business benefits, including:

- Employers will benefit most when they actively access the widest pool of talent, including those with and without disabilities. To hire the best person for the job, employers must be open-minded and fair, and hire based on skills, experience and qualifications regardless of a disability.
- People with disabilities are more loyal workers, with less turnover and absenteeism rates, according to a 2008 disability employment report by Rutgers University. More workers on the job, staying in their roles for longer periods, directly correlates to productivity gains, a strong measure of success in any corporation. If the person is a veteran, one often sees additional qualities such as discipline, respect and teamwork.
- People in your workforce who live with disabilities, whether personally or as a caregiver, can bring significant value to your company through empathetic people skills, transformational ability and creativity, and resilience and flexibility. Confidence about disability is one of the best ways to build flexible management skills and flexible workplace supports -- a best practice that can transform legal obligations to the benefit of both business

The ADA Inquirer - Continued

and people with disabilities. Disability-confident employees can give businesses the inside track to a sizeable niche market for their company's products and services.

Engage. Don't let fear and uncertainty keep you from getting to know people with disabilities. Fear of the unknown and lack of knowledge about interacting can lead to uneasiness and unintended discrimination when meeting a person who has a disability. Engagement is the way you figure out how to provide an effective workplace support process. How to do it is by talking to the applicant or employee. The Americans with Disabilities Act (ADA) calls this the "interactive process." The interactive process simply means a constructive, informal dialogue between the employer and employee about the job-related barriers and the accommodation that would allow the employee to do the essential functions of the job--why the job exists, not how it's done. Focus your discussion on the workplace barrier(s) and ways to reduce or eliminate it. Often, there's more than one solution to the situation. A best practice is to create an atmosphere where all employees are comfortable discussing what is needed for job success. When you engage participants in active discussions of emerging dilemmas around disability inclusiveness in the workplace, you create a safe environment for all employees that will help your company retain talent through accommodation, workforce trends that impact retention, and issues related to supervising people with disabilities in the workplace. You too, can expand your outreach to target qualified candidates who will expand your talent pool. Although many employers remain hesitant to actively seek employees with disabilities, this is often due to lack of experience working with people with disabilities and misperceptions that it will end up being more costly for the company. An effective training program, tailored to the needs of managers who make employment decisions and to employees responsible for ensuring a successful work environment, will transform your company into a company of choice that attracts and retains top talent for the future.

You are encouraged to share other ways your company addresses the "**BE**" in "**PROACTIVE**" by sending an email to Shelley@consultspringboard.com. All comments and suggestions are confidential.

Be sure to read Part 2, The "**PRO**" in "**PROACTIVE**" in the next issue of "the Wave."

The Travel Spot:

by Scott Rains, *The Rolling Rains Report*

DELIGHT AS A BUSINESS CASE - DISABILITY AS THE GROWTH EDGE FOR DESIGN

Part of the joy of being around children is observing the intensity of their sensation and their delight in discovery of new meaning in the smallest of things. The allure of travel is the promise of another chance at this childlike experience of self-discovery.

The product of the travel industry is experience. Marketing a destination, a travel product, or a service sets quality expectations in the customer's imagination. Customer satisfaction requires shaping the traveler's imagination with an expectation then satisfying the desire for what is often a location-sensitive experience.

Delivering quality at the level of customer experience involves the industry understanding how different market segments receive the implied promises communicated in messaging about the travel product. Quality delivered is a product flawlessly matched to its promises.

Quality control begins with product design. The task of the design phase is to meld engineering and empathy. It is no coincidence that "imagineering" is the name given to this by Disney - the world's most renowned experts on quality control of a location-based experience.

Product design starts by accurately grasping the sensory experience and imaginative repertoire of the customer. Quality means that not only are their needs met but that these needs are exceeded in a way that evokes delight. Delight erupts because the customer senses an unexpected depth of understanding about themselves structured into the travel product. In a very literal sense, at times, product design involves meeting with the broadest range of expected customers and having them test the product under the widest range of conditions then modifying to create a product that is sustainable in the marketplace. (When it is satisfied customers tell the story of their meaningful experience and reinforce the power of the product.)

The experience of delight has very concrete chemical consequences. The biochemistry of delight establishes a cascade of physiological responses that externally might result in a smile, laughter, or a certain liveliness of movement. Internally, delight creates a sense of well-being accompanied by heightened confidence, motivation, and sensory alertness.

The Travel Spot — Continued

A traveler is reduced to the lowest level of human need by the act of travel. On the positive side this allows one the leisure of "leaving it all behind" and the freedom to "reinvent" oneself in a new location. On the negative side the traveler is overwhelmed with the need to meet the basic human functions of food, clothing, personal safety, and shelter. In Abraham Maslow's [Hierarchy of Human Needs](#) the traveler is thrust to the bottom level of human existence where success results not in delight but simply in diminishment of stress.

Another way to say this is that all travelers are disabled.

We can say this only if we reject a common misunderstanding that disability is a medical issue predictable by reference to the condition of body parts or to sensory capacities. This ignorance is taken as highly insulting by most persons with disabilities who travel. Instead we can say all are disabled by travel if we adopt the definition of disability used by the United Nations and the World Health Organization. This definition emphasizes that disability arises only in the interplay between one's abilities and the environment.

This two-pointed perspective suggests that answers to the pragmatic difficulties of travel lie in honest awareness of the prevalence of mismatch between design and human abilities in context. On the ethical side it suggests that there is an affirmative social obligation to citizens, and human beings in general, to design for full inclusion regardless of abilities.

The "secret hidden in plain sight" is that implementation of these pragmatic and ethical insights more than three decades ago in certain countries has created a generation of persons with disabilities who have succeeded academically, socially, politically, and professionally. In the process they have become a powerful force. Coincidentally they are aging en masse. They are the Baby Boomers. The consciousness they embody as persons with disabilities is inseparable from what their age cohort will demand as their temporary medical condition as able bodied matures to the normal state known as "disability" through the natural process of aging.

Not surprisingly this underserved market of persons with disabilities who have broken down the barriers first to physical accessibility and then to social inclusion are exerting an unmistakable set of quality expectations on all businesses. This may be seen most powerfully in the travel industry where their sense of entitlement and accumulated wealth will not diminish as their bodily functionality does. It suggests that rather than being an annoyance to be lamented, a risk to be mitigated, or an expense to be avoided those traditionally labeled as "disabled" are the experts to be consulted on how to reduce the experience of disablement during travel by those who may have more physical function but less resilience adapting to environments and business practices that exclude through bad design.

The Travel Spot - Continued:

What is the business case for delight?

- To delight a customer with a disability is to delight the 1.5 people who traditionally travel with them.
- To delight a customer with a disability sets in motion story-telling about your product from inside the demographic which travels more by word of mouth recommendation than any other travel demographic.
- To delight a customer with a disability is to have recruited a loyal customer who is more likely to return and statistically will stay longer than any other travel demographic.
- To delight a customer with a visible disability is to delight you customers, usually unknown to you, who have invisible disabilities and interpret your high level of customer service as proof that they can count on you for the same.

The Technology Wire:

by Bill Curtis-Davidson and Christine Banke, IBM Human Ability & Accessibility Center

BUILDING A BUSINESS CASE FOR WORKPLACE ACCOMMODATION PROGRAM IMPROVEMENTS

In this article, we will share best practices for building a business case to improve your organization's workplace accommodation (WPA) management process. We define WPA as a modification or adjustment to a job, the work environment, or the manner in which duties are accomplished in order to enable an employee with a permanent or temporary disability to perform the essential functions of a job, and be competitively productive. WPA can encompass both public (e.g. standards-conforming IT) and personal accommodations (e.g. assistive technologies, services, ergonomic equipment, etc.)

There is an opportunity for WPA process improvement because current processes are typically not consistent, integrated or efficient across countries, divisions and lines of business. WPA is also often characterized by unclear organizational roles and responsibilities, with WPA often handled by "go to" employees, usually in Employee Resource Group's (ERG), HR Diversity or medical staff. The result is that WPA is often confusing and cumbersome to employees who need accommodation, as well as the managers and other staff involved. It is also often oriented towards a medical model further stigmatizing disability. Finally, the technical mechanisms used to manage WPA catalogs, WPA requests, and WPA fulfillment are often unsophisticated (e.g. email, shared spreadsheets, etc.), with little or no automation. This situation results in lost productivity and limits accommodation options for employees who need it.

More forward-thinking organizations aim to provide more holistic and sustainable WPA processes. One of the factors contributing to this focus is it can help companies better comply with regulations, especially in light of the ADA Amendment Act, greatly expanded the meaning and interpretation of "disability" under the Americans with Disabilities Act ("ADA"). Automating the process can assist organizations in more efficient management of accommodations for employees and provide a private, secure historical record of accommodations for legal and personnel purposes.

By "holistic and sustainable" we mean that the WPA processes and organizational roles and responsibilities become more integrated and efficient – replacing decentralized, ad hoc processes by automating a consistent, repeatable process. This requires the development of a cohesive, work flow-based process between organizations and employees responsible for activities such as: standard WPA catalog management (e.g. assistive technologies, alternative hardware/software, ergonomics supplies, accessibility services, alternative work locations/hours, etc.), WPA request management, medical, legal/HR review, line management reviews, etc.

The Technology Wire: Continued

The enhanced processes must also take into account support for new WPA requests, WPA changes over time, and WPA support/maintenance requests, integrating multiple back-end processes to help facilitate the fulfillment and support of requests.

When WPA process improvement occurs, it can help organizations achieve a primary goal: enabling employees with disabilities to be part of the work force and competitively productive. However, organizations can realize many other benefits. Some examples:

When employees are better accommodated, attrition can be reduced and retention rates can be increased, resulting in less cost to re-hire and re-train new employees.

When the WPA process is better defined, more efficient, clearer and less confusing, the productivity rates of employees who require WPA, their line managers and the many other staff involved in WPA can be higher.

When the hiring and retention rates for employees with disabilities are increased, organizations can reduce the amount they have to pay in government fines levied by various countries. When employees who suffer impairments as a result of injury or short or long-term disability are better accommodated, organizations can potentially realize lower costs for health insurance.

To help your organization justify investment in better WPA management, we recommend looking at the potential ROI (i.e. monetized benefits) that can be realized across the following four (4) primary dimensions:

Retention: Measuring the attrition rate of employees with disabilities relative to the overall employee population, then setting goals to reduce the attrition rate as a result of better WPA.

Productivity: Addressing inefficiencies in current WPA processes in order to measurably improve employee productivity by reducing process time as compared to the time existing processes require.

Government Fines: Aiming to reduce the overall amount of fines paid to governments, etc.

Health Insurance: Aiming to reduce the overall costs for short and long-term disability, and worker's compensation, through better provision of WPA to employees.

There are four (4) key steps to the process of building the business case as follows:

The Technology Wire: Continued

Step 1: Setting WPA Innovation Goals

Step 2: Gathering Business Case Data

Step 3: Determining Potential ROI

Step 4: Making the Business Case

First, establish realistic measurements for what you believe your organization can achieve. For example, reduce attrition rates from 5% to 3%; reduce the time it takes for employees, managers and supporting staff to request and fulfill an accommodation by 30%; reduce government-related fines by 25% and reduce health insurance (Short Term Disability, Long Term Disability or Workers Compensation) by 15%.

The next step is to systematically collect the data for each of the 4 areas. For attrition, you will need to know salaries, the number of PwD's (estimate), and the current attrition rates of both PwD and all employees. To measure productivity, survey employees / managers/ support staff as to how much time it takes to fulfill an accommodation under the current accommodation process. You will most likely have to contact your legal department to collect the government penalty / fine data – and make sure you collect it for all geographies if possible. Lastly, get a handle on the case volume and average costs of LTD, STD and Worker's Compensation insurance.

To illustrate the ROI, analyze current costs over the 4 dimensions (Attrition, Productivity, Fines and Insurance) versus the goals you set in Step 1, and measure over a 3-5 year time period against the costs of automating and centralizing your workplace accommodation process.

The last steps include building a compelling presentation to communicate the WPA innovation potential of integrating process, organizations and tools, illustrating the cost savings in doing so. Ensure that the project is socialized among key stakeholders such as HR Diversity, HR Benefits, HR Hiring Managers, Medical, Legal, etc., and engage people in key roles if they exist such as request handlers, diversity networks, medical case workers, health & safety, facilities management, I/T and ergonomics. And sooner rather than later, secure key stakeholder executive commitment.

In 2011, IBM was ranked by Diversity Inc. as the #1 employer of persons with disabilities, and the 100-year old company has a heritage of innovation in this area. IBM's inclusive attitude toward employees with disabilities extends to the senior-most levels of the company. What sets IBM apart is that its efforts aren't just about bringing in people with disabilities but are also focused on creating global opportunities for advancement. One component to IBM's strategy for inclusion is the development and implementation of an integrated, holistic WPA management process and mechanism to support it: IBM Accessible Workplace Connection, a tech-

The Technology Wire: Continued

nology that IBM is now piloting with customers. With this and its other accessibility services offerings, IBM is a leading accessibility consultant and services provider who helps other companies improve their governance of I/T accessibility and WPA programs.

1. Diversity, Inc. "The DiversityInc Top 10 Companies for People With Disabilities", March 2011. URL: <http://diversityinc.com/diversity-management/the-diversityinc-top-10-companies-for-people-with-disabilities-2/>
2. IBM Centennial Website (IBM100) – Icons of Progress: The Accessible Workforce. March 2011. URL: <http://www.ibm.com/ibm100/us/en/icons/accessibleworkforce/>
3. IBM Human Ability & Accessibility Center – Accessibility Solutions: Accessible Workplace Connection. 2011. URL: http://www-03.ibm.com/able/accessibility_solutions/AWCsolution.html
4. IBM Human Ability & Accessibility Center – Accessibility Services & Solutions, 2011. URL: http://www-03.ibm.com/able/accessibility_services/index.html

Springboard Canada:



Have you heard? Springboard now has an office in Canada.



Connie Putterman, Manager of our Canadian business is located in Toronto and is ready to support you, your colleagues, and your efforts to mainstream disability in the Canadian workforce, workplace and marketplace.

With Ontario's recent legislative change known as AODA, having local support and services is more important than ever. Want to know more? You can reach Connie directly by telephone (1-416-800-0479) or email (connie@consultspringboard.com).

Connie is looking forward to hearing from you.

A handwritten signature in black ink, appearing to read "Nadine".

Nadine O. Vogel
President

Springboard Consulting LLC®
dive in with precision

Our Guest:

by Sharon Myatt, JOIN Canada

JOB OPPORTUNITY INFORMATION NETWORK: MENTORING CONNECTION

Mentoring Partnership

It's More Than Making Connections; It's Connecting the Dots



Founding Partners



The JOIN (Job Opportunity Information Network) Mentoring Connection is making a difference—not only in the lives of job seekers with disabilities, but also with professionals from both Deloitte and Scotiabank. The Ontario JOIN Mentoring Connection is a direct result of the Dialogues on Diversity round tables held by Deloitte across the country last year. In July 2010, Deloitte developed a white paper titled *The Road to Inclusion* based on these round tables, which addressed issues facing Canadians with disabilities in the workplace. One of the recommendations in the paper was a mentorship program for people with disabilities, in which Canadian business professionals would act as mentors.



Leaders from JOIN, Deloitte and Scotiabank work together to make the Mentoring Connection program a success



The Honourable David C. Onley, Lieutenant Governor of Ont., supports the program

The partnership with Deloitte and Scotiabank officially launched in Feb. 2011, with the Hon. David C. Onley, Lieutenant Governor of Ontario, delivering an audience address and congratulating all on this important program. Leaders from Deloitte and Scotiabank, as well as JOIN Busi-

IN THEIR OWN WORDS:

MENTEES

Both Hossam and Tim are newcomers to Canada—and they also happen to be job seekers with disabilities. They are highly educated, and both have many years in the banking and financial-services industry. Despite their experience, both have spent several exhaustive months searching for employment.

“The JOIN mentoring program helps me to envision my career plan and provides thoughtful advice on my work search. My mentor listens carefully to my

MENTORS

“Scotiabank believes that by being involved in the JOIN Mentoring Connection, our employees will be able to share their knowledge, gain a new perspective and build relationships that will be both meaningful and valuable, not only for the mentee’s development, but also for their own personal career development.”

—Arlene Russell, senior vice president, Scotiabank

“The amazing thing about the

Our Guest: Continued

by Sharon Myatt, JOIN Canada

ness Leadership Network members, board representatives and JOIN staff, were in attendance. Tim McCallum, an opera singer who is paraplegic, ended the event—and left the audience inspired—with the song “Because We Believe.”

Mentors in the JOIN program are established professionals from recognized Canadian corporate entities with at least three years of work experience and a willingness to commit 12 hours over four months to the mentorship.

The program is not about guaranteeing a job, but about opening doors. Mentorship activities can include: reviewing resumé and cover letters; supporting an effective job search; determining a realistic employment goal; practising interview skills and providing feedback; guidance through licensing and accreditation processes; improving professional terminology; mastering self-marketing; confidence-building; selecting upgrading programs and resources; establishing professional networks; and participating in ongoing evaluation and feedback.

The pilot program includes the initial screening of mentees by Ontario JOIN’s 24 member agencies, orientation sessions at the JOIN offices for potential mentees, orientation sessions at Deloitte and Scotiabank for mentors and meet-and-greet sessions with matched mentors/mentees.

Ontario JOIN is currently in phase two of the program with three new organizations providing mentors from other sectors. These organizations include: Starwood Hotels, Jazz Aviation and TD Bank Financial Group. Deepak Soni, chair of Ontario JOIN’s board of directors, feels that this program will positively impact the statistics related to the employment of job seekers with disabilities—who have the highest unemployment rate of any demographic in North America.

concerns and helps me to ask questions easily and understand more ideas about the Canadian market workplace. My mentor provides me with constructive feedback on my work search and opportunities to interact with and ask questions of professionals in the financial field.”

—Hossam

It is lucky that I have been accepted in this JOIN Mentoring Connection program. I have been receiving guidance from my mentor for five weeks. I really enjoy the time that I have spent with my mentor and appreciate his effort in helping me find a job. He has provided me with very useful advice and has referred me to some key people. I think that the JOIN Mentoring Connection is really helpful for people with a disability in finding employment, and I hope that it can help more people in the future.”

—Tim

JOIN program is that I am getting just as much out of it as my mentee is—the level of cultural learning and understanding that he has exposed me to is incredible. His enthusiasm is also something that helps reinforce that I am making a difference in his life, and this comes with an overwhelming feeling of gratitude for being selected to be a part of this initiative.”

—Stephen Ng,
Deloitte mentor

“Being a mentor is a very rewarding experience... I have leveraged my skills and knowledge to help my mentee achieve his goals and grow professionally.”

—Scott McAthey,
Scotiabank
Mentor

“It’s difficult for anyone who’s trying to succeed in the corporate world. It’s so much easier to reach your goals if you have someone to help you navigate. The JOIN Mentoring Connection will be very helpful to people with disabilities who have the skills and are trying to make it in the business world.”

—Jane Allen,
chief diversity officer,
Deloitte

If you would like to make a difference as a mentor, or participate as a mentee, contact Ontario JOIN at 416-241-5646.

National Disability Employment Awareness Month: Book Springboard Now!

National
Disability
Employment
Awareness
Month



"A Strong Workforce is an Inclusive Workforce: What Can YOU Do?" This is the 2012 theme for National Disability Employment Awareness Month which takes place in October. ODEP, the U.S. Labor Department's Office of Disability Employment Policy believes this theme promotes the benefits of a diverse workforce that includes workers with disabilities, who represent a highly skilled talent pool.

An inclusive workforce, one where the policies and practices are seamlessly integrated into a company's corporate culture almost guarantees long-term success. This is especially true when your workforce is inclusive of individuals with disabilities, including service disabled veterans. So, what can you do? A lot and Springboard can help.

In fact, when you schedule your NDEAM event or service with Springboard, if you book by July 31, 2012 you will receive one case of Nadine's book, *DIVE IN, Springboard into the Profitability, Productivity and Potential of the Special Needs Workforce*, free of charge. That's an extra value worth \$1,344.

Call or email us today (T: 1-973-813-7260 x102; E: ivette@consultspringboard.com) to learn about the wide variety of exciting, cost effective options that will ensure a successful celebration. We look forward to hearing from you and ultimately, celebrating with you.

A handwritten signature in black ink, appearing to read "Nadine".

Nadine O. Vogel
President

Springboard Consulting LLC®

dive in with precision

U.S. Government: Office of Disability Employment Policy (ODEP)

Kathleen Martinez, Assistant Secretary for Disability Employment Policy



What is the Workforce Recruitment Program?

The Workforce Recruitment Program for College Students with Disabilities (WRP) is a free resource through which private businesses can identify qualified temporary and permanent employees from a variety of fields. Candidates are highly motivated postsecondary students and recent graduates eager to prove their abilities in the workforce.

What Does the Program Offer Employers?

- Job candidates pre-screened through face-to-face interviews
- Information about each applicant's qualifications
- Access to candidates across the nation, by state or job category
- Flexibility in hiring for internships or permanent positions
- Freedom to conduct independent interviews after qualified candidates are identified
- Ability to source candidates who are veterans

How Does the Program Work?

Annually, trained recruiters conduct personal interviews with interested students and recent graduates on over 270 college and university campuses. From these interviews, a database is compiled containing applications and profiles on more than 2,700 college students and recent graduates seeking internships or permanent positions.

To take advantage of the WRP, employers may complete the WRP online request form. Employers should expect to receive matched candidates for consideration within five business days.

Employers are encouraged to conduct independent interviews with students who are identified as potential job candidates, and are under no obligation to hire. For further consultation

U.S. Government: Continued Office of Disability Employment Policy (ODEP)

Kathleen Martinez, Assistant Secretary for Disability Employment Policy

or assistance, please contact EARN at earn@AskEARN.org or call 1-855-AskEARN (1-855-275-3276.)



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The opinions expressed herein do not necessarily reflect the position or policy of the U.S. Department of Labor. Nor does the mention of trade names, commercial products, or organizations imply the endorsement of the U.S. Department of Labor.



Disability Matters Awards Banquet & Conference:



DISABILITY MATTERS U.S. 2013

*April 16-17, 2013
Jacksonville, Florida*

Our Host:

Florida Blue 

More To Come....

DISABILITY MATTERS EUROPE 2013

Stay Tuned....

Come See Nadine!



SHRM Annual Conference & Exposition—Atlanta, GA—June 24-27, 2012



Network & Affinity Leadership Conference—New York, NY—June 28, 2012



Forum Européen de la Diversité—Paris, France—July 2, 2012



Global LGBT Workplace Summit 2012—London, United Kingdom—July 5-6, 2012





WEBINAR:

Simple Strategies for Building an Inclusive Work Environment for People with Disabilities

Springboard Consulting LLC – in collaboration with the Peoplefluent, will host a Must Attend Webinar.

“Simple Strategies for Building an Inclusive Work Environment for People with Disabilities”

Tuesday, June 19, 2012, 1:00 – 2:15pm EDT

In Celebration of the 22nd Anniversary of the ADA

Companies profit by investing in workers with disabilities yet, nondiscrimination laws, designed to enhance employment opportunities for people with disabilities, have employers confused more than ever and, have Human Resources, Diversity and Work-Life professionals, and managers of Affirmative Action Programs seeking assistance to ensure compliant HR practices.

This webinar will address common issues that employers, especially those who do business with the Federal Government, struggle with and provide practical tips for overcoming these problems. The application of best practices will help participants to successfully hire and retain the most qualified individuals, regardless of disability, while mitigating risk.

This Webinar, delivered by [Shelley Kaplan, Springboard’s ADA Services Manager](#), [Nadine Vogel, President, Springboard](#), and [Julia Mendez, Peoplefluent, Principal Business Consultant](#), will address the “why” and more importantly, the “how” of appropriately supporting individuals with disabilities in the work environment as defined by the ADA and OFCCP.

[Course: SB1003 Registration](#)

Individual Registration:

\$199 for one individual.

Group Registration:

\$399 for multiple individuals.

[REGISTER TODAY!](#)

** Real Time Captioning will be provided for this Webinar.*

** This program has been submitted to the HR Certification Institute for review in order to provide participants with HRCI credits, when approved. (In order to receive these credits, you must remain logged into the webinar from the start to the end, so that the system may record your participation.)*

Springboard Consulting LLC is a U.S. based consulting firm, recognized as the expert in mainstreaming disability in the global workforce, workplace and marketplace. Springboard's clients are cross-industry multi-national corporations. Offering corporate assessments, training, event production, campaign development and communications, etc., Springboard works directly with executives in diversity, work-life, human resources, affirmative action, learning & development, marketing and communications and more. Springboard is also the producer of the highly acclaimed, annual Disability Matters Awards Banquet and Conference. For more information, please visit the Springboard website at <http://www.consultspringboard.com>.

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A Note from the Springboard Team:

As always, we hope everyone has enjoyed this edition of “[The WAVE](#)”.

Summer is approaching... temperatures are rising... and “[The WAVE](#)” is hotter than ever. Don't forget to take your copy of “[The WAVE](#)” as you head to the beach, to picnic or to enjoy the many other warm-weather activities.

As always, please help us spread the word... tell everyone you know to visit our website and sign-up for the newsletter - <http://www.consultspringboard.com/newsletter/> .

Again, we thank you for your support and for subscribing to ...

“The WAVE”

Until Next Time...

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