



MODEL MO

Missouri Disability Employment
Leading in Meaningful Opportunities

The Team

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and Industrial Relations

Kate McKenna-York, Department of
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Commerce and Insurance

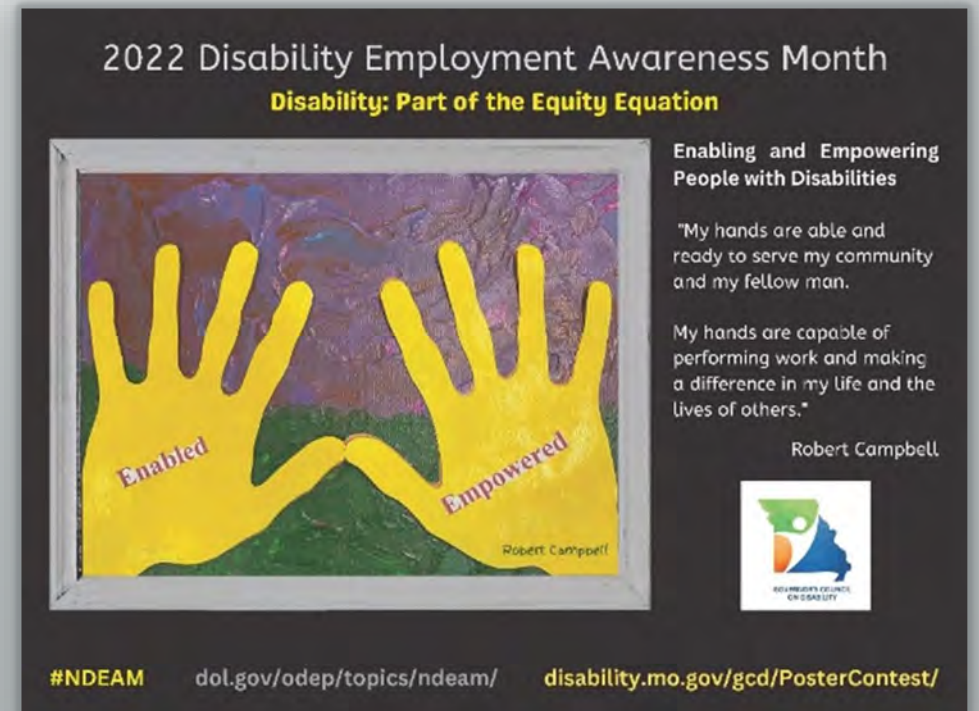
Kelly Hopper, Department of
Commerce and Insurance



Introduction

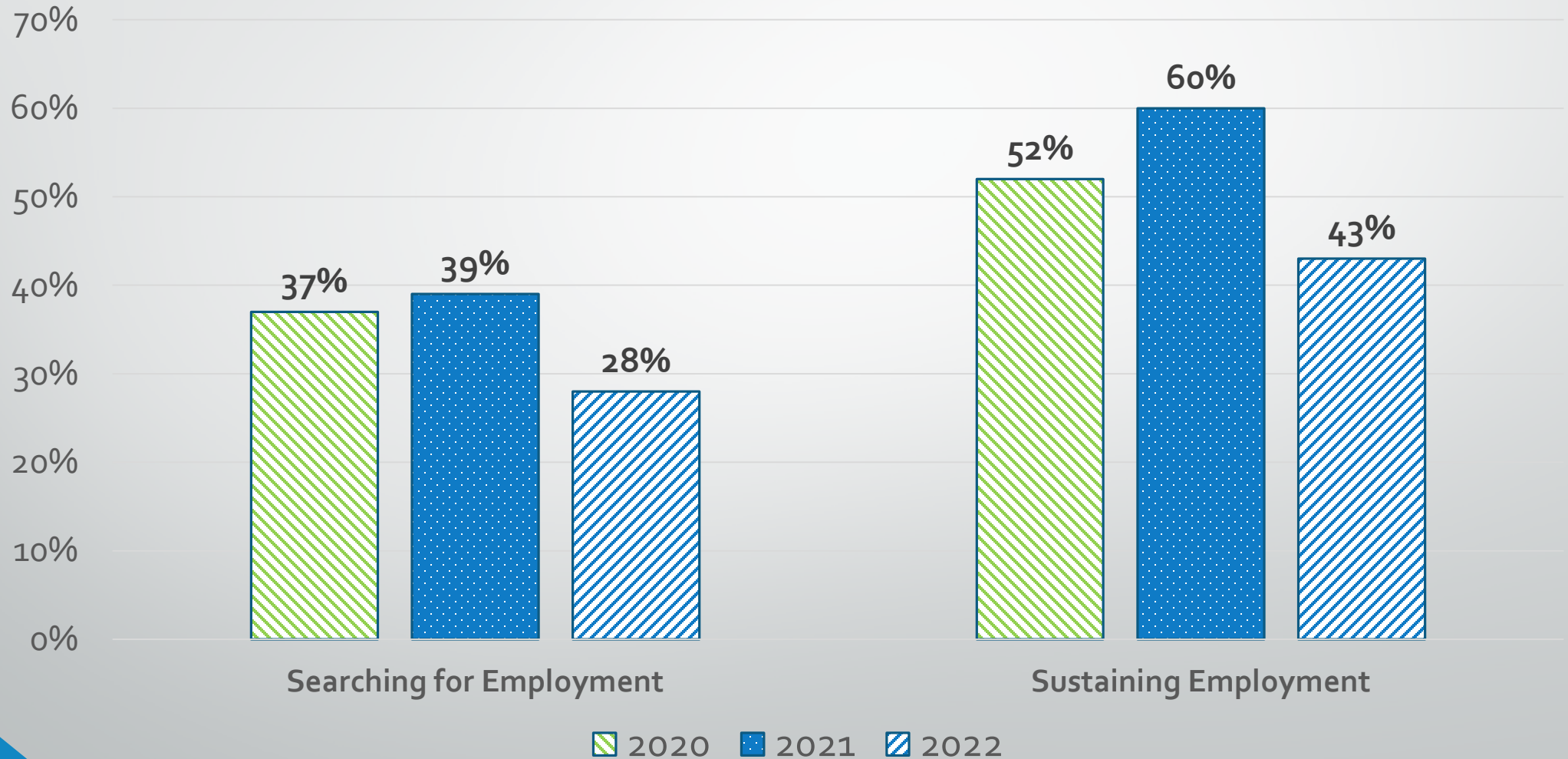
Missouri as a Model Employer Executive Order 19-16

- Survey
- Training
- Coordinator
- Accessible hiring portal



Voluntary Disability Disclosure Survey Data

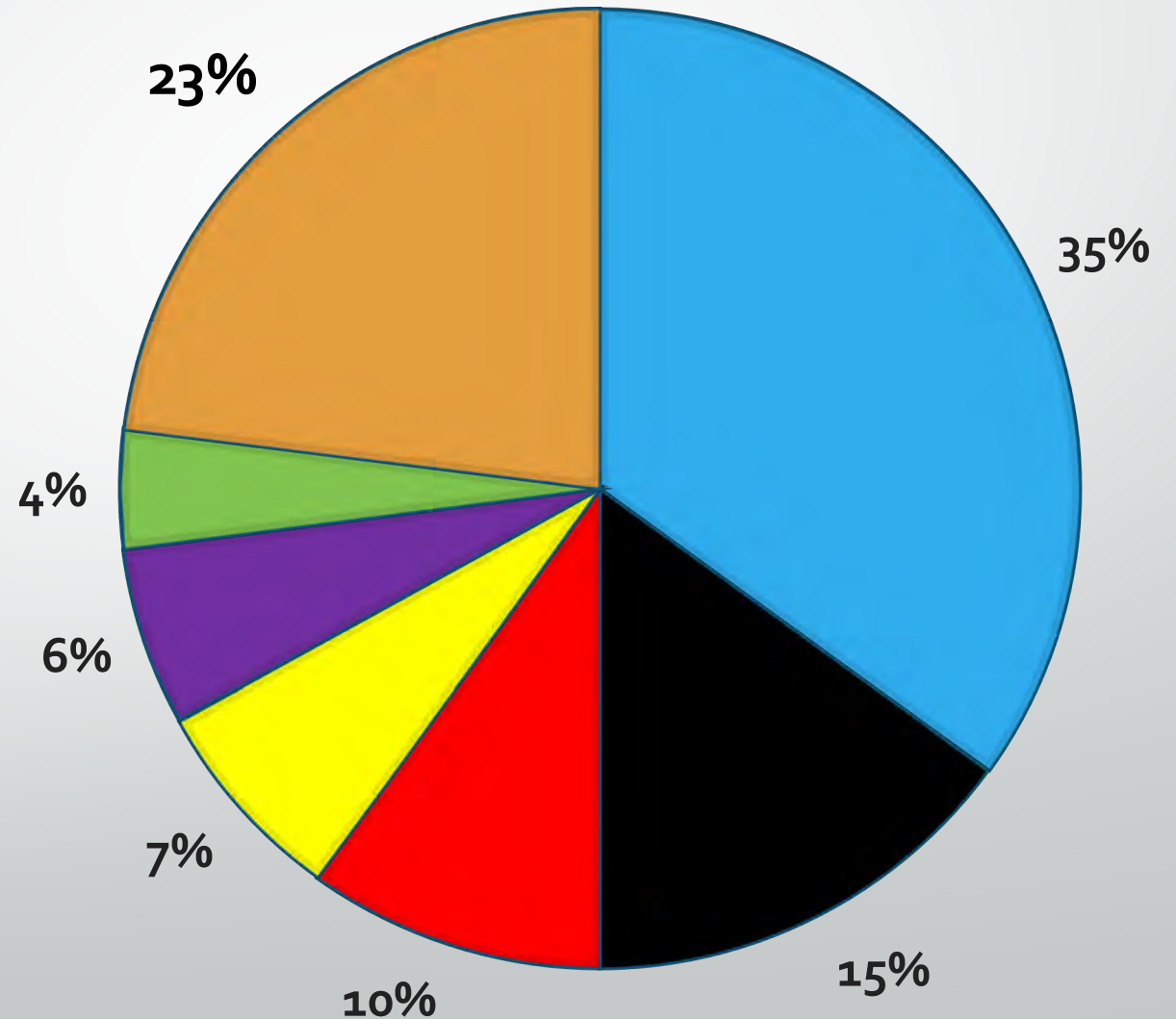
Barriers Encountered by State Employees with Disabilities



Source: Office of Administration, Division of Personnel

Type of Barrier Experienced

- Attitudinal barriers (35%)
- Assistive devices (15%)
- Physical barriers (10%)
- Transportation (7%)
- Accessibility of application (6%)
- Impact on disability benefits (4%)
- Other (23%)



Input from Disabled State Employees

"Our building director is always supportive, approachable, willing to work collaboratively, and open to listening to proposed ideas that could enrich the early intervention program. I think it would certainly be helpful for all administration level staff to adopt these same attitudes toward their staff members with various disabilities."

"I have experienced discriminating practices and accessibility problems during the application process, interviews, requesting accommodations from HR as a new hire and barriers to me being able to use required websites and programs for my current position. I do not feel valued as an employee with a disability."

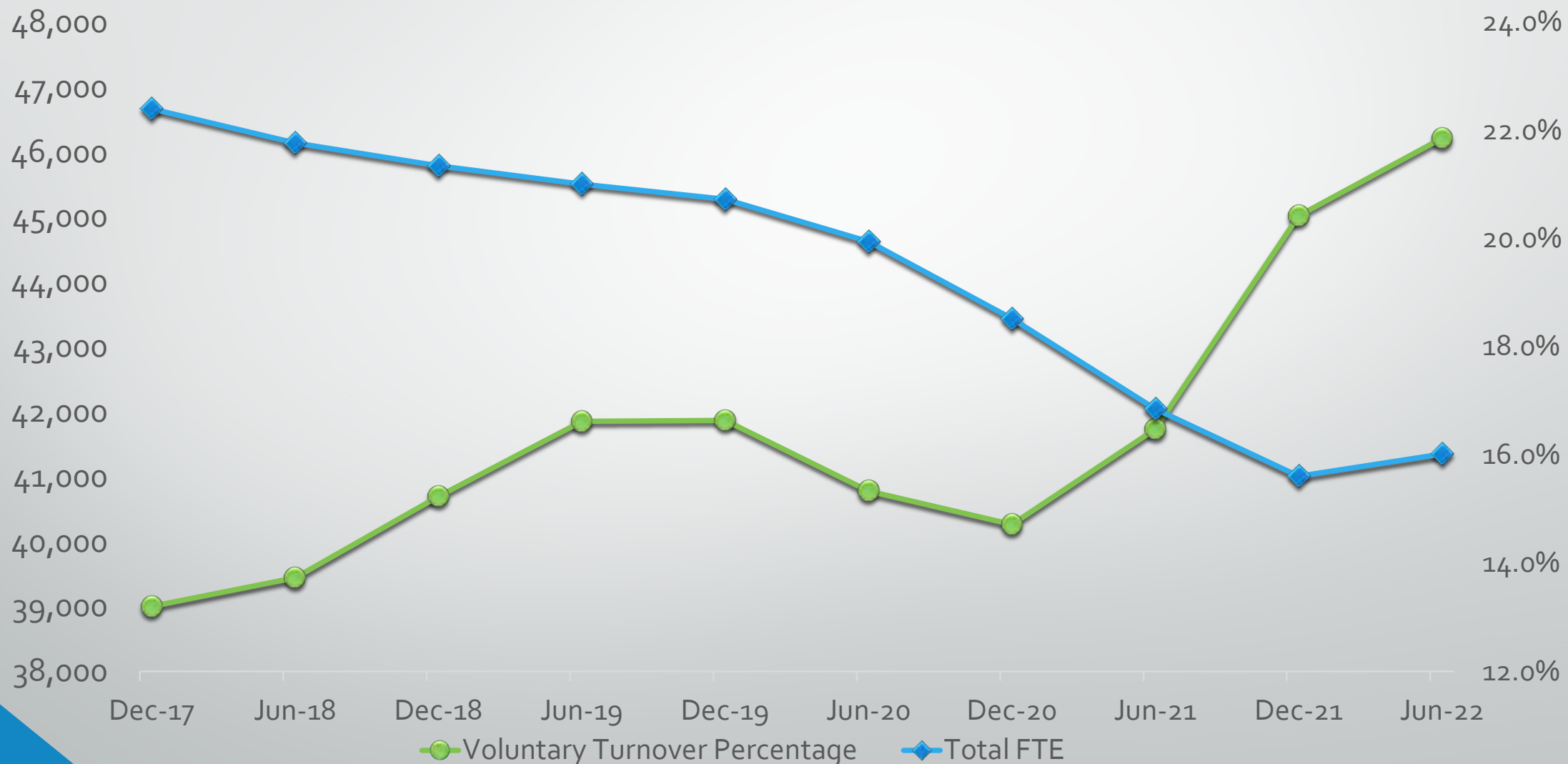
"Providing sensitivity training and educating all State of Missouri team members is essential in breaking stigmas and developing a workplace culture that is not merely inclusive, but goes a step further to ensure that every team member feels as though they belong. If you are an individual with a disability and are considering applying for a job with the State of Missouri, I would encourage you to do so. The State of Missouri has been a wonderful career choice, they offer a very supportive workplace culture and the work we do is so meaningful."

How can the State of Missouri attract more individuals with disabilities by improving existing and readily available resources?



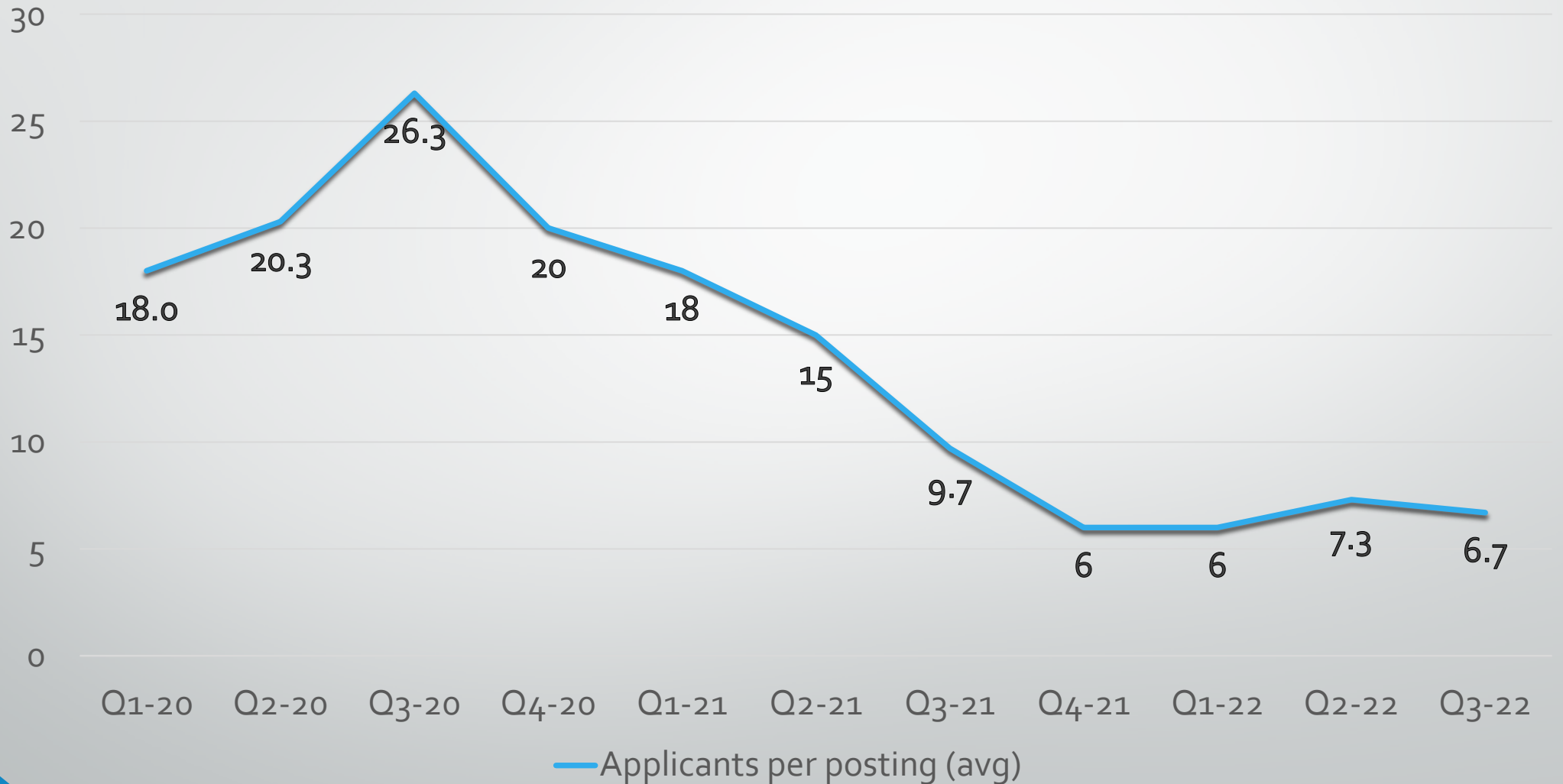
State of Missouri Hiring and Retention

State Government Employment Trends



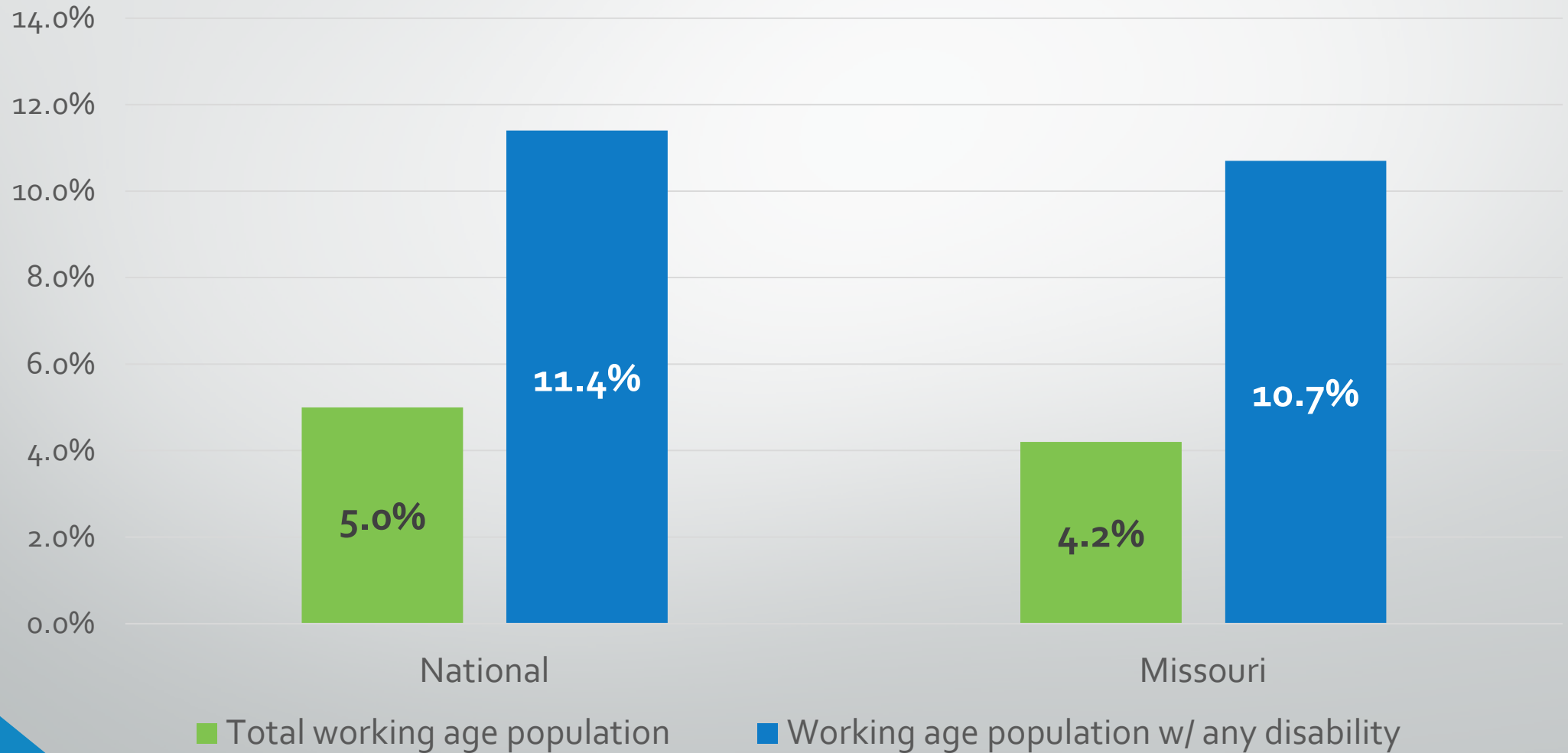
Source: Talent Management Dashboard, OA Division of Personnel

Applicants per Posting



Unemployment Rates

Nationwide and Missouri

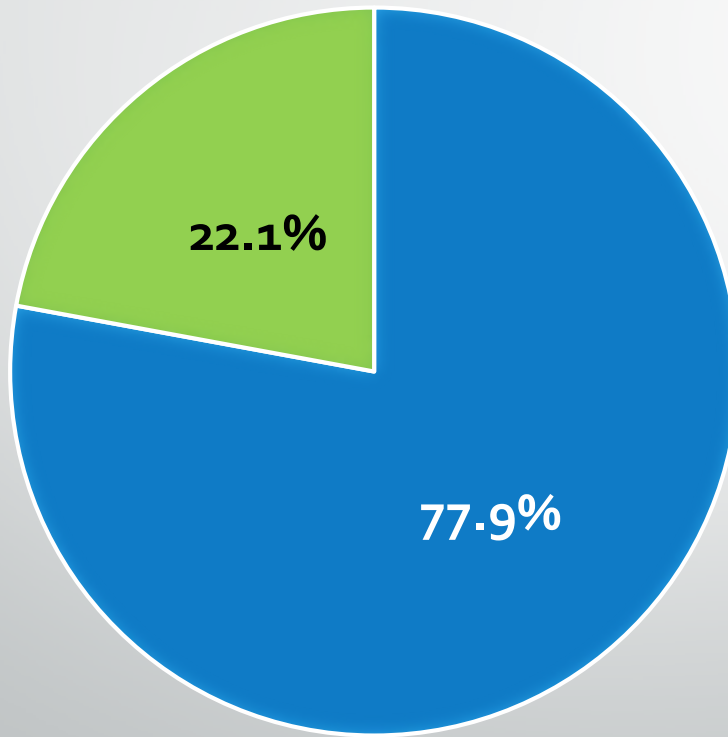


Source: Persons with a Disability: Labor Force Characteristics, Bureau of Labor Statistics, 2020

Missouri Labor Force Participation Rates

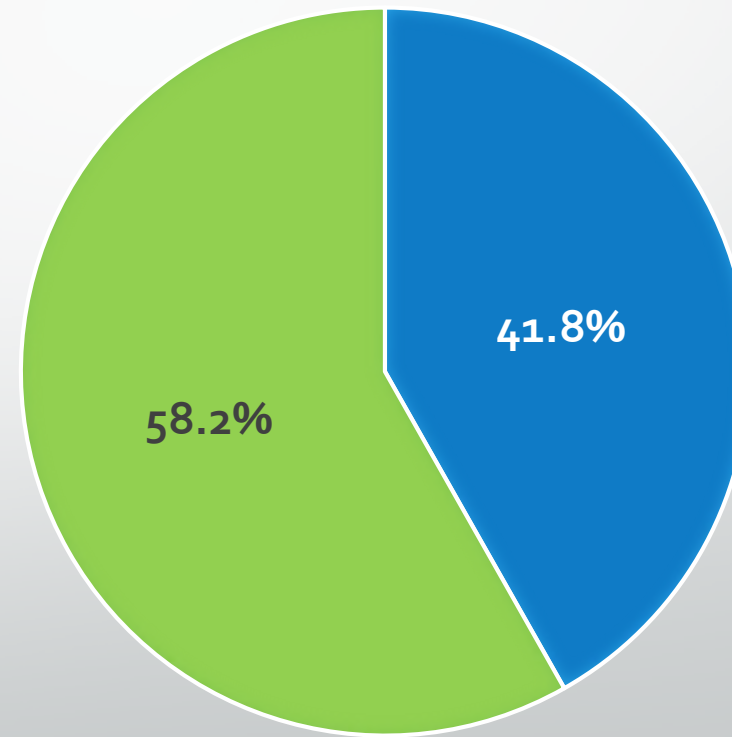
TOTAL WORKING-AGE
POPULATION

■ Participating ■ Not Participating



WORKING-AGE POPULATION
W/ ANY DISABILITY

■ Participating ■ Not Participating



Misconceptions

- Absenteeism
- High Turnover
- Costly Accommodations



Benefits of Hiring People with Disabilities

- Increased Retention Rates, Productivity and Profitability
- Positive Economic Impact
- Unique Perspectives and Ideas



89% Increase in retention rate



72% Increase in productivity



29% Increase in profitability

Findings

- Benefits
- Priorities
- Culture



Recommendations

FIND & REACH



Short
Term

Medium
Term

Long
Term

HIRE & RETAIN

Short Term

(<6 months)



Education

- Training Paths
- Accommodation Request Guidelines
- Accommodation Request Reference Tool (ARRT)



Check List

- Job Posting Checklist
- Inclusive Job Descriptions



Testimonials

- Social Media
- Groups Focused on Disability Employment

Short Term

(<6 months)



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Training and Education

Promoting an Inclusive Work Environment

- State of Missouri Disability Portal: Employment Resources
- MO Learning: Disability Awareness Training Path for Leadership Development
- EARN:Inclusion@Work Framework



Accommodation Request Resources



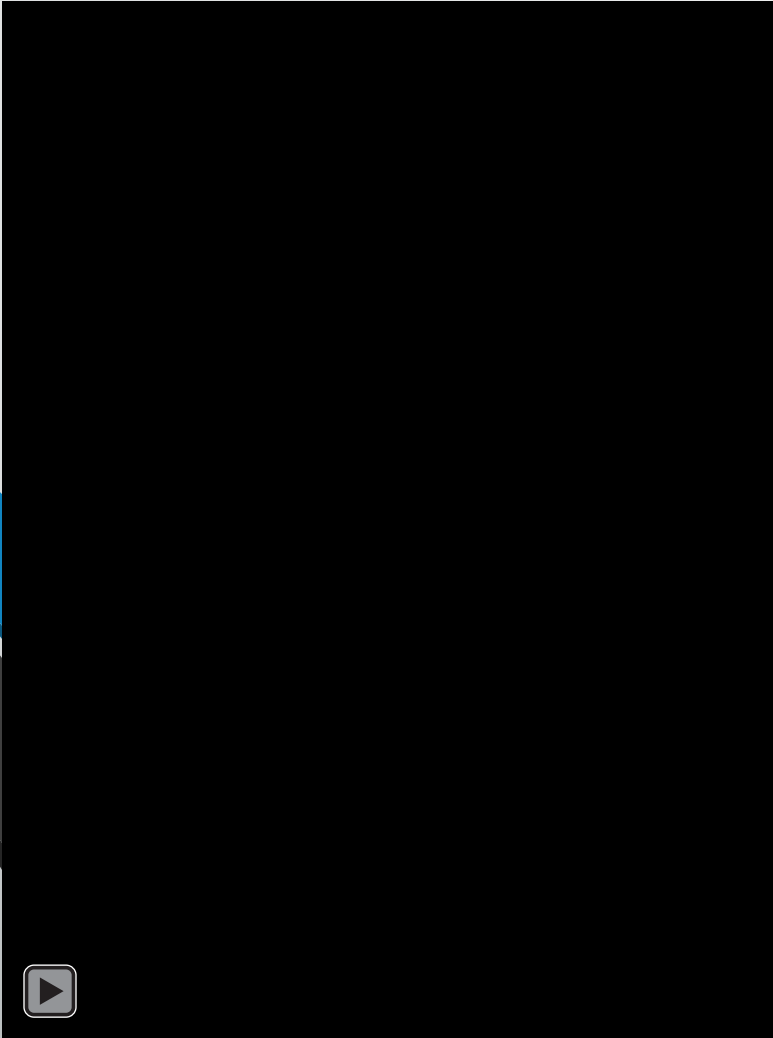
- Accommodation Request Guideline – Questions to Consider
- A to Z of Disabilities and Accommodations
- Information Specific to State & Local Government Employers

Resource Library

ARRT: Accommodation Request Reference Tool

Position/Title	Type of Disability	Description of Need	Accommodation	Department	Department Contact
Regulatory Auditor	Hearing Impairment	Captioned telephone calls	CapTel 2400i	DCI	john.smith@dci.mo.gov
Customer Service Rep.	Arthritis	Voice to Text Software	Google Docs Voice Typing	DOR	amy.moore@dor.mo.gov
Applications Developer	Autism Spectrum	Noise Sensitivity	Noise Cancelling Headset – DWPro 2	ITSD	jane.myers@oa.mo.gov
Social Services Specialist	Cerebral Palsy	Low Task Chair	Eidos Corp. – Model 117 GSW	DSS	todd.green@dss.mo.gov

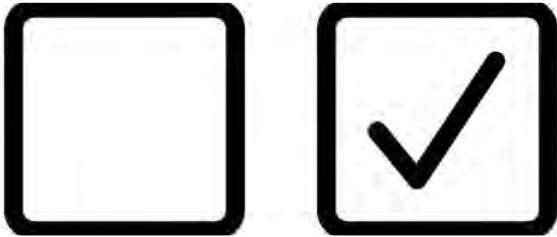
Testimonials



"That's what I love about what we do in our unit. That's what makes it so meaningful to me."

*-Jeff La Montia,
Job Development Unit Coordinator
Rehabilitation Services for the Blind*

Medium Term



Checkbox



Navigator



Council

Medium Term



Checkbox

- Voluntary Self-ID
- Guaranteed Interviews
- Counteract Bias/Stigma



Navigator

- New FTE
- Applicant Resource
- ADA Assistance
- Connections and Coordination



Council

- Statewide Membership
- Carry Initiatives Forward
- Collaborate with GCD
- Potential Crossover with D&I

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Long Term / Ongoing

Implement Short- and Medium-Term Initiatives

Track Effectiveness of these Initiatives

Deepen Connections with Community Orgs.

Improve the Culture

Earn a Reputation as a Model Employer

Thank You

- We are appreciative of all of the support and feedback that Aaron Dimmock, Julie Schlup, and Class 9 have provided us with this project.
- We would also like to thank the individuals who spoke with our Capstone team from around state government and gave us all the help we asked for and more:



And most of all, we'd like to thank the State employees with disabilities who took a leap of faith and shared their stories with us.