

WORKERS WITH DISABILITIES:

Ready for Tomorrow's Jobs Today

Telework/Telecommuting Pilot Research Project

Funded by U.S. DOL - ODEP



Presented By: Susan Kintner , Ph.D.

Program Implementation Manager

The WorkPlace, Inc.

Bridgeport, CT 06604

(203) 610-8548

Fax (203) 610-8549

skintner@workplace.org



WORKFORCE OPPORTUNITY LEADERSHIP

WORKERS WITH DISABILITIES:

Ready for Tomorrow's Jobs Today

THE WORKPLACE, INC.

Southwestern Connecticut's

Regional Workforce

Development Board

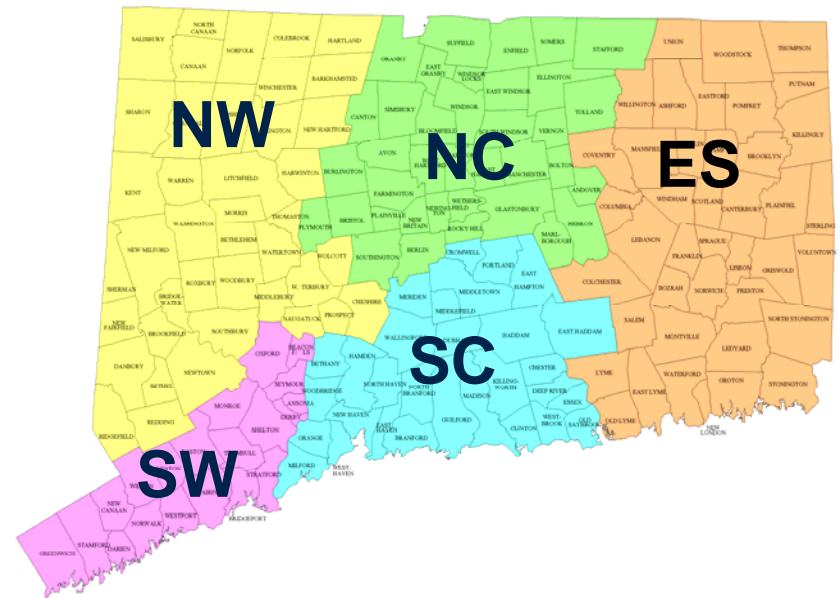
A Non-profit Organization

Serving 20,000 jobseekers

yearly, 800 businesses

MISSION

**STRENGTHEN THE
WORKFORCE AND BUILD A
HEALTHY ECONOMY**



Southwestern Connecticut comprised of Bridgeport, Easton, Fairfield, Monroe, Stratford, Trumbull, Ansonia, Beacon Falls, Derby, Oxford, Seymour, Shelton, Darien, Greenwich, New Canaan, Stamford, Norwalk, Weston, Westport, Wilton



WORKFORCE OPPORTUNITY LEADERSHIP

WHAT WE DO

- ▶ **Research**
- ▶ **Administration of Individual Training Contracts**
- ▶ **Administration of Youth Training**
- ▶ **Market Services**
- ▶ **Link to Local, State and National Workforce Development**
- ▶ **Capacity Development**
- ▶ **Planning**
- ▶ **Policy-making**
- ▶ **Voice for Workforce Development**
- ▶ **Oversight of SW CTWorks Centers**



Project Background

- National concerns about rapidly increasing numbers of wounded and injured service members returning from Iraq and Afghanistan.
- President's commitment to training and employment opportunities for people with disabilities.
- National interest in Telework as an employment option for persons with disabilities, including veterans.



Project Background

- ODEP'S commitment to pilot research projects to yield the largest number of Telework positions for people with disabilities in cooperation with profit and non-profit employers, including government agencies.



The WorkPlace, Inc. Telework/Telecommuting Pilot Research Project

- One of three national pilot research projects.
- The only project with a “One Stop Center” focus.
- Long term vision to replicate successful strategies at One Stop Centers across the country.



Overall Objectives of Three Year National Study

- To assess extent to which employers, profit and non-profit, including government agencies, have integrated Telework/Telecommuting into human resource structures.
- To explore ways Telework/Telecommuting can enhance employment options for service members and veterans with disabilities returning from Iraq and Afghanistan.



Overall Objectives of Three Year National Study

- To issue a report that includes feedback from employers, service members and veterans.
- To develop customized “Best Practices” Toolkits for distribution to stakeholders (Workforce Development Boards, One Stop Center Service Providers and Veterans).



Purpose of 2005 Telephone Questionnaire of private and public employers

- To determine how receptive businesses are to Telework as an employment option.
- To identify critical barriers to Telework.
- To identify possible ways to encourage businesses to consider Telework as an option for employees.



Methodology

- Two National Studies Utilizing Questionnaires
 - Employers
 - Service Members with Disabilities
- 9 Minute Phone Interviews Of 1002 Non-profit And Profit Employers Without Telecommuting: Results Reliable And Valid (96% Private Sector: 4% Public)
- On Site Feedback Forms From 152 Service Members & Veterans Being Treated In Military Hospitals For Recent Combat Injuries: Results Descriptive
- Follow Up Interviews With 4-6 Study Participants From Each Study



Employers Survey

- How Receptive Are Businesses To Telework?
- What Are The Critical Barriers?
- What Are Possible Incentives To Encourage Employers To Integrate Telework As A Human Resource Option?



Key National Preliminary Findings

- Almost 50% Report Some Of Their Jobs Could Be Done By Telework: Information Processing, Software
- Most Not Considered Telework: 40% Open To Employee Requests
- Western Businesses Most Receptive
- Businesses With 100+ Employees Best Candidates: Retail Least Appropriate



Primary Concerns
Representative Of Both
Public And Private Sector Employers

- Lack of technical support resources
- Employee productivity
- Supervision
- Security and liability risks



Incentives

- One Time Tax Credit
- Evidence Telework Reduce Office Overhead
- Evidence Telework Improve Community Image, Recruitment And Retention Efforts
- Available “How To Develop A Telework Program” Manual
- Written Materials To Mitigate Liability Issues



Key Preliminary Case Study Findings

- Would Like More Information About Telework
- “Family Friendliness” A Key Consideration
- Cost Concerns: Equipment & Training
- Open To Reliable Employees’ Requests To Discuss Telecommuting



WORKERS WITH DISABILITIES:

Ready for Tomorrow's Jobs Today

Thank You !

Questions?

- » Call Susan Kintner, Ph.D.
- » Project Manager
- » The WorkPlace, Inc.
- » (203) 610-8548
- » skintner@workplace.org



WORKFORCE OPPORTUNITY LEADERSHIP