

Partnering with Employers - Solutions through Supported Employment



Answers to Common Questions from the Business Community about Employing People with Disabilities

MADISON AREA
REHABILITATION
CENTERS, INC. **MARC**

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MARC PRE-SCREENS ALL APPLICANTS

- *Save time and money in the selection and training of new employees.*
 - *Assure consistent employee work performance and attendance.*
 - *Job coach services on-site at your business.*
 - *Lower rate of employee turnover – average placement is 5 years.*
 - *Government incentives, as available.*
- *Accommodating and affirming workforce diversity.*
- *Compliance with Dept. of Labor Section 503 standards for federal contractors.*

**MARC IS YOUR
RECRUITMENT
RESOURCE**

COMMON EMPLOYER QUESTIONS, ANSWERS, SOLUTIONS, AND OPPORTUNITIES ABOUT EMPLOYING PEOPLE WITH DISABILITIES

Our business can't afford it.

- Using the MARC employee pool can save advertising and training dollars.
- Most accommodations entail minimal to no cost. Frequently an individual has funding for accommodations.
- Federal and state tax incentives may be available.

What about liability and safety issues?

- A common myth: actually, research shows that people with disabilities don't have any more accidents on the job than other employees.
- Fact: there are no higher incidences of Worker's Comp claims than amongst general population employees.
- As with any employee, individuals with disabilities should not be placed in unsafe environments.
- As with any employee, MARC candidates will be able to perform in work environments with proper training and coaching.

Our business doesn't have the time to train.

- Job recruitment and on-site training is our specialty. MARC provides ongoing, on-site support and resources to you, such as information about hiring people with disabilities, and ADA compliance.

Why should our business hire people with disabilities?

- You get qualified, organized, reliable, dedicated employees
- Pre-screened candidates have skills as identified in your job description.
- Retention is higher, and the impact on other workers after a short while can be a positive transforming experience.

The candidate may not be qualified.

- Pre-screened candidates come with a wide range of experience and MARC trains to your needs.
- How can you restructure a job so that our candidate can do components for which he/she is qualified, while your current worker performs more technically skilled tasks?
- Let's clarify specific qualifications you need for future candidates.



I have a multi-tasks job available. Will that work?

- We will assure the candidate we recommend is able to perform these tasks.
- We will assess job sharing or job restructuring to better meet the needs of the business.

What about our business productivity expectations?

- MARC will assist candidates with learning how to do the job in order to increase productivity to a level that meets your needs. .
- You will be pleased with our candidates' performance. We will assure candidates are conscientious workers.

The business is currently not wheelchair accessible.

- OK! The candidate we will recommend will not require a wheelchair on the job.
- MARC can provide free consultation regarding compliance with the ADA to enable you to recruit the best qualified candidates with reasonable and affordable accommodations.



What if your candidate does not drive?

- Transportation services have no difficulty getting our client to and from the work place.

In our business, I don't make hiring decisions.

- Could you please share the name/number of the person who does?
- We'd appreciate if you could speak to the person who does about our candidate's experiences and qualifications

Boss already hired somebody else. Sorry!

- That's great. Do you anticipate a similar position opening up in the future?
- Are there other positions available for which MARC may have qualified candidates?
- If MARC can be of assistance to you re: education about ADA, tax credits, etc., be sure to call!
- Would you consider having our candidate do "other duties as assigned," while your new hire can do more skilled work?

In this small business, everyone needs to do everything.

- MARC would be happy to do a job analysis, to examine job tasks and help you to write a job description that alleviates some of the repetitive tasks that you are currently paying top employees to perform.

Our business found someone much more qualified.

- Sometimes hiring someone overqualified leads to decreased employee satisfaction and high turnover.
- Our candidate's dedication and strong work ethic enhances the likelihood of your satisfaction with hiring him/her.
- If other opportunities arise, please call.



I can promise the job, but then what if I might change my mind. What happens to the employee next?

- We know that some employers feel too intimidated to hire, because they don't understand how some people with disabilities communicate. Please be open to exploring this opportunity and be comfortable in asking questions.
- MARC provides free disability awareness training tailored to your business and your new employee.
- MARC will continue to follow the employee in the background as long as needed or desired.

Upper management said no.

- Let's explore the thinking behind not being open to hiring people with disabilities. Most problems can be solved by working together in good faith towards a common goal.
- Ok. Then shall we set up a meeting to speak with management?

Our business likes to hire people who have a perfect resume with no job gaps.

- Qualified candidates often do have gaps, particularly in today's economy. Fortunately, our candidate has just the skill set you are looking for.



Our business does not have enough work now.

- Understood. Would you be willing to provide volunteer job shadowing opportunities in the meantime?
- Maybe we can start with job training prior to official start date?
- Maybe we can begin on part-time basis?
- When will business pick up/do you anticipate an opening?

I fear there may be too much supervision needed.

- MARC will provide the supervision needed to help get established in the new position. We will also be available anytime you have questions.
- Actually, friendly reminders from co-workers, other natural supports will usually suffice.

We have security concerns. Can we address them?

- Sure! We share your concerns. Let's pinpoint the exposure and talk about it.

Won't the candidate be disruptive to the workplace?

- That is what previous employers thought, but later discovered what an asset an individual with a disability can be to the overall dynamic of the team.
- When your new employee is focused on work, behaviors subside.
- Working in a quiet environment allows him/her to be more productive.

What if the candidate is too short or something to do the job?

- Allow our pre-screened candidate to demonstrate how they would accomplish that task.
- We would be happy to explore accommodations that will allow the individual you select to do the job.



What about the union in my shop?

- MARC is a union friendly shop as well. We will happily contact the union rep and identify exactly what the issues are so we can address them.
- MARC has successfully collaborated with unions to make the hiring process smooth.

What payroll issues should I consider? (Worker's Compensation insurance).

- There is no increase in WC claims for people with disabilities than with the general public.
- There are federal and state tax incentives that can actually save you money.

We require workers in specified clothing or uniforms.

- This will be addressed and we will be available to your employee to assist with employer dress codes according to the work culture.

This is a high stress, fast paced position. Is that ok?

- We will assure that stress will not be a problem for our candidate.
- After we have assessed the job site and come up with some solutions, the candidate we recommend will thrive under pressure and a high-pace environment.
- Many candidates can be flexible with hours, and may benefit from working during off-peak hours.



We only have a full time job opportunity.

- That's great! We have some individuals who are looking for FT employment with benefits.
- Let's talk about sharing this FT position amongst two qualified candidates. This may be an attractive option for you too.

We think some of our workers may be uncomfortable about people with disabilities in general.

- We understand it can be intimidating. MARC provides free disability awareness training to help address fears and address concerns.
- Our clients are social! They have a nice way of helping people feel relaxed about their disability.



Sorry, we have no openings at this time.

- MARC can follow up to help you minimize time lost from employee turnover.
- When do you anticipate you will have positions opening up?
- Let's take a look at existing job descriptions and create a customized position to make the most of current worker's time.

Sorry, our business will not allow a job coach here.

- We would like you to feel at ease. Let's talk!
- MARC job coaches are provided at no cost and are covered under the MARC workman's comp. policy.
- Our job trainers are skilled at blending into the environment/non-intrusive.
- We will leave you literature on employment laws for your reference. If there is any information we can give you, please ask.

Did that already and it didn't work.

- Maybe we can talk about your experience and what the problem(s) were.
- It is so important to have a good job match, just as with other employees. We will be sure your new employee has the skills you are looking for.
- Let's work together to assist with job training, retention, etc., to ensure success.

Isn't there going to be a language/communication barrier?

- Let me show you several ideas about how we communicate best so we get the job done.
- Not all disabilities effect communication skills.



Our business already has a person with a disability working here.

- And how is that working out?
- Yes, there are many qualified people who may have some sort of disability.
- Often employers have a few without realizing it, as disability is often not related to how a person performs on their job.

We think maybe people with disabilities take too much time off.

- Our candidate has a great attendance record. Very reliable and dedicated.
- He/she is able to work a flexible schedule to adjust for time taken off.
- It is our experience that our candidates are highly motivated to work.

We are afraid people with disabilities won't fit in.

- It is our experience that employers often underestimate the flexibility of their employees. We've found that in most cases, our candidates gain credibility as they perform their job well.
- Many MARC partner employers report an overall increase in morale, motivation, and team spirit in the workplace from hiring people with disabilities.

Adapted from: Institute for Community Inclusion, UMass Boston.

www.communityinclusion.org



MARC CAN WORK
IT OUT!

YES WE CAN!



*Be sure to ask about our handout,
"Basic Guidelines for Interacting with
People with Disabilities."*

This is just a sample of the 130 Dane County employers who know that working with Madison Area Rehab Centers makes good business sense:

Anderson Dental Clinic
Capital Brewery
Capitol Kids
City of Madison
Cops Food Center
Culvers
Dane County Human Services
Eisenberg Law Office
Fitchburg Senior Center
Harris Bank
High Point Church
Hy-Cite Corporation
Hy-Vee
Jim Lindemann's Organic Farm
Kennedy Heights Community Center
Kohl's Department Store
Madison Suites
Mallott's Pharmacy
Mother Nature Diaper Service
Mt. Horeb School District
Potter's Crackers

South Madison Library
Speedway
Springs Window Fashions
Stoughton Chamber of Commerce
Tanya's Big House for Kids
Target Greatland
Teddy's Place
Ten Pin Bowling Alley
The Malt House
University of Wisconsin
USDA Forest Products Laboratory
U-Haul
UW and VA Hospitals - Project SEARCH
Vintage Brewing Co.
Walgreen's Distribution Center
Wal-Mart
Willy Street Co-op
WI Dept. Of Agriculture
WI Dept. of Natural Resources

MADISON AREA REHABILITATION CENTERS

Madison Area Rehab Centers (MARC) is a 60 years running non-profit vocational service agency that works with high school students and adults with developmental disabilities to find employment in Dane County businesses. We provide all the recruitment, training, supervision, on-site coaching, transportation, and other needs to assure a successful employment relationship with the person who has a disability. Our services are funded by public sources, primarily through Dane County Human Services, and we work toward meaningful and effective employment relationships. Currently more than 130 businesses in Dane County support the efforts of our agency.

Employers often have concerns about and objections to hiring job seekers with disabilities. Often, these concerns can be addressed and fears alleviated if working together we are prepared to respond to particular issues. The suggestions here offer information and some healthy perspectives about employment of people with disabilities and are a starting point for further discussions.

**Thank you for considering an opportunity to
enhance business value and public relations
by employing people with disabilities!**

**We are here to answer any questions
you may have.**

608-223-9110 www.marc-inc.org



MARC would like to thank our generous private donors and these fine funders and sponsors:

