Employer Economic Impact Survey

Opening Remarks:
We are interested in learning how the employment of persons with a disability has benefitted your organization. This information will be used to better serve employers and individuals with disabilities.
Optional: We are particularly interested in knowing if you have ‘customized’ jobs within your organizations in a way that matches your needs with unique characteristics of the individuals with disabilities whom you have hired.

Overview
Question 1: Please give us some background on your experience hiring persons with a disability.

Prompts:
- Number of persons with a disability
- Employment Provider Organization(s)
- Length of employment
- Type(s) of Disability
- Position/Occupation they have filled
- Positive or negative experience?

Costs Associated with Recruiting and Onboarding
Question 2: How do you go about recruiting employees?

Prompts:
- Do you have a way of estimating the cost of recruiting every employee you hire?
- If so, what is that cost per person? (staff time, recruiting agencies fee, advertising)

Question 3: How do you go about hiring new employees?

Prompts:
- Do you have a way of estimating the cost of hiring every employee you hire?
- If so, what is that cost per person? (screening applications, interviewing, drug testing, background checks)
Question 4: How do you go about on-boarding new employees?

Prompts:
- Do you have a way of estimating the cost for on-boarding every employee you hire?
- If so, what is that cost per person? (orientation and initial training)

Question 5: What is your overall staff turnover rate?

Prompts:
- What is your turnover rate for jobs for which you have hired persons with a disability?

Workplace Benefits

Question 6: What has been the Impact of hiring persons with a disability on your organization?

Prompts:
- Positive or negative effect on other staff/supervisors (Teamwork and workplace culture, continued education and training of other staff)
- Impact on Productivity (sales/revenue, product development)
- Onboarding (outreach, interviewing, initial training)
- Continued training of workers
- Teamwork and workplace culture
- Increased retention

Question 7: Is it possible to estimate the financial value and impact of hiring an individual with a disability?

Prompts:
- Reduced job advertising cost
- Reduced screening and hiring costs
- Reduced onboarding cost
- Reduced training cost
- Reduced support and supervision cost
- Efficiencies gained by customizing jobs
- Reduced costs associated with turnover
Question 8: What services have been beneficial to your organization in hiring an individual with a disability?

Prompts:
- Hiring assistance
- Labor Needs Analysis
- On the job assistance and support (Job Coaching)
- Informational tools (briefs, brochures, webinars, etc.)
- Reasonable accommodations
- Information on tax benefits
- Information around disability related issues

Flexing or Customizing Jobs

Question 9: If you customized a job for a person with a disability, what were the benefits to your organization?

Prompts:
- Freed up other staff or supervisors who would normally do those tasks
- More productive use of existing staff
- More efficient operations
- Addressing workloads during peak times of day or week
- Improving the customer experience
- Addressing the backlog of unfinished work or secondary tasks

Question 10: Has there been an increase in sales/revenue since you hired since you hired a person(s) in a customized job? If so, how much?

Question 11: Has there been an increase operational efficiency? If so, what has been the economic impact of these operational efficiencies?

Question 12: Has there been a decrease in overtime payments or the use of temporary employees through a staffing agency? If so, can you estimate the cost savings?

Current and Future Considerations

Question 13: What kind of incentives do you feel motivate you to hire more people with disabilities?

Prompts
- Positive impact on bottom line
• Support in the hiring, onboarding, and training
• Tax incentives
• Diversification of work force
• Other assistance and support

Question 14: Does your organization plan to increase the number of employees with a disability in the future?

Prompts:
• Develop or expand strategies for hiring job candidates with a disability
• Who within your organization has played a key role in the hiring of persons with a disability?
• Was this role part of or over and above their normal job responsibilities?

Question 15: In what ways can agencies and organizations serving individuals with disabilities increase the benefit of hiring individuals with disabilities for other employers in the community?

Prompts:
• Conducting Labor Needs Assessments
• Better support from employment staff
• More relevant information on hiring incentives
• More effective outreach
• Greater recognition for your efforts in hiring individuals with disabilities
• Information on job analysis, job-coaching, onboarding, other support that provide information on hiring people with disabilities?
• Strategies to track and increase the number of people with disabilities hired?
• Information on incentives for hiring additional individuals with disabilities
• Information on assistive technology