

# 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