



Mass General Brigham

Spaulding JobLab

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Job Lab

Exercise for Persons with Disabilities Program

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Recruitment through JobLab

Purpose

Person with disabilities, returning citizens, immigrants and refugees all experience joblessness at a staggering rate.

Spaulding Rehabilitation is committed to the training and development of individuals from underserved populations.

JobLab offers training in the areas of:

- Food Service
- Housekeeping
- Customer Service
- Retail
- Shipping/Receiving

About JobLab

JobLab is an innovative training suite for candidates to learn and build confidence through self-paced, adapted and supported hands-on training.

Community based organizations are welcome to use the space for their transition and skill building programs.

We are proud to offer opportunities for career growth and support, in an inclusive work environment to meet the needs of our diverse workforce.

Goals

- Employment Training: increase competitive employment outcomes for people with disabilities.
- Job Retention: improve function through ongoing support to maintain employment.
- Business and Government Relationship: educate and build on expertise and resources that each partner brings to the table.



Nutrition & Food Service Department Stats

- Since 2015, hired 43 adults with disabilities
- Retained 19
- 13 hold benefitted positions
- 30% of Nutrition and Food Service Department identifies with having a disability



Partnerships & Recruitment

People with disabilities, are the future of our workforce!

Community Partner Relationships

- Jewish Vocational Services(JVS)
- Partners for Youth with Disabilities (PYD)
- Teaching Kitchen at Community Servings
- Massachusetts Rehabilitation Commission (MRC)
- Work Opportunities Unlimited (WOU)
- Cambridge Works
- Morgan Memorial Goodwill (Project Search)



Partnerships & Recruitment

People with disabilities, are the future of our workforce!

How Community Partners Help with Recruitment & Onboarding

- Assess reading level
- Desire to work
- Choose appropriate jobs to apply for
- Work through appropriate workplace behaviors
- Conduct mock interviews
- Clarify employer expectations
- Assist with onboarding documentation
- Support and encourage independence



What Makes it Work

Interview-Make it hands on!

- Focus on the physical skills needed to do the job
- Communication skills
- Ability to follow instructions

Transparency and expectations with job coaches

- Job Coaches should understand job duties
- When to coach and when to encourage self-advocacy

Equal opportunity, Equal expectations

- Reaching expectations in your own way

Diet: A-S, ThinLg

Patient Name:

DOB:

Room Number:

Soft Vegetable

Ketchup

Graham Crackers

BBQ Sauce

Dinner Roll

Butter

Creamer

Apple Juice

Tossed Salad

Gingerale

Diet: A-S, ThinLg

Patient Name:

DOB:

Room Number:

Soft Vegetable

Cape Cod Chips

Tartar sauce

Pear

Diced Peaches

Ensure Plus Chocolate

Pasta Salad

Fresh fruit cup

Protein bar

Oreos

Mustard



“Accommodations”

Making reasonable accommodations or appropriate modifications?

Is the ask appropriate for the position you are applying for?

What has worked in food service:

- Moving a heavy sheet pan of soda to a lower shelf
- Adding bullet points or numbers to a workflow
- Making masking tape available for the steamtable to identify altered textured items

What doesn't work in food service:

- Requiring to sit for dinner the same time that you do at home
- Needing frequent or additional breaks
- Sitting down
- Weekends and holidays off



Reaching Expectations in your Own Way Training & Integration

FAQ's about onboarding & integration:

Does training take longer?

- Sometimes. Everyone is different so training or the ability to grasp certain parts of the job may take longer for some

Do you recreate the position or strip away responsibilities?

- No. The person is hired for a certain position, and they are expected to complete the tasks within that position. They may reach the end result differently than their peers but the end result is the same

Hiring people with disabilities comes with major behavioral issues.

- I'd disagree.

What leads to turnover with this population?

- Same as anyone else

They will never be able to work independently and will always need a coach.

- Untrue.



Creating an Inclusive Environment

Don't highlight the disability, focus on the ability!



Department Impact

Breaking down barriers by making people work together!

Training with peers created bonds within my department

Disclosure

This is not a requirement but often comes out in conversation when the employee feels comfortable

Vision

Grow an Inclusive Workforce & Opportunities for all!

- Focus on internal job vacancies for those with disabilities
- Leverage Volunteer Services, HR, & Communications to “Get the word out”
- Build better infrastructure to recruit, train and hire across the system

Training, Transparency and Expectations

- Vacant jobs should be available to everyone
- Job seekers should understand job descriptions/duties
- When to ask for a reasonable accommodation?

Equal opportunity to Perform the Essential Functions of the Job

- Receiving reasonable accommodations to enable you to perform the essential functions of the job <https://askjan.org/blogs/jan/2022/9/don-t-break-the-bank-low-cost-accommodations-do-exist.cfm>



Partners

Working with Internal Allies

- MGB Disability Council (formerly Disability Task Force)
- Leverage the Disability Employee Inclusion Alliance (MGB ERG)
- Spaulding's Council on Disability Awareness
- Case managers (benefits counseling), OT's, PT's, doctors

Self-Identifying

- Right now, employees with disabilities are not required to self-identify (let their employer know that they have a disability)
- While this may make the employee feel comfortable, employers are by law, not allowed to discriminate (hire/fire) you based upon your disability
- Employers are only allowed to focus on the person being able to perform the essential functions of the job
- JobLab is unique because it's a safe space where individuals with disabilities can receive training for jobs where they have essentially already "self-identified" as a person with a disability



Resource Partners



Work Without Limits

Work Without Limits is an initiative of [ForHealth Consulting](#), the consulting and operations division of [UMass Chan Medical School](#). Our goal is to position Massachusetts as the first state in the nation where the employment rate of people with disabilities is equal to people without disabilities.

WWL provides [training and consulting](#) services to help build the capacity of employers, employment service providers, state agency personnel, and educational institutions in advancing workplace disability inclusion.

[Benefits Counseling](#) service assists individuals with disabilities to understand how work earnings or wage increases affect eligibility for public benefits, such as SSI, SSDI, Medicaid and/or Medicare.



Disability:IN

A nonprofit resource for business disability inclusion worldwide with over 400 corporations that expand opportunities for people with disabilities across enterprises. This network serves as the collective voice to effect change for people with disabilities in business.

The Disability Equality Index (DEI) is a comprehensive benchmarking tool that helps companies build a roadmap of measurable, tangible actions that they can take to achieve disability inclusion and equality. Each company receives a score, on a scale of zero (0) to 100, with those earning 80 and above recognized as “Best Places to Work for Disability Inclusion.”



MASSHIRE

MassHire Career Centers offer-

- Specialized services for Veterans, dislocated workers, disabled workers, and other special groups.
- Computers equipped with word processing software, internet access, multimedia equipment and height-adjustable tables.
- ZOOMTEXT software that magnifies on-screen text that allows the visually-impaired consumer to read the screen in large text.
- JAWS software which reads text for the visually-impaired consumer.
- Dragon Naturally Speaking hands-free, voice-activated software that allows a physically-disabled person to type any document by using their voice.





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