

## The Nuts and Bolts of Telework - Increasing Employment

Opportunities for People with  
Disabilities

## ODEP's Vision

- Eliminate barriers to employment
- Support community inclusion
- Promote economic opportunities & independence
- Expand work options & meaningful employment
- Encourage self-determination

## Mission

“ODEP provides leadership to increase employment opportunities for youth and adults with disabilities.”

## Background

- 33.2 million people with disabilities aged 16-64
- 55.8% employment rate among working age people with disabilities, far below the rate for people without disabilities.
- 1/3 of Fed managers believe that FT positions can be relocated to home-based or other facilities.

## Federal Interest

- President George W. Bush's *New Freedom Initiative* seeks to promote and expand telework options.
- FY 2002, 2004, & 2005 Congressional telework mandates in ODEP appropriations.

## Executive Branch Interest

- 2001 Federal Manager/Supervisor Survey found:
  - 33% white collar, and only 6% of blue collar supervisors, believe that Current FT positions can be relocated.
  - Most believe New FT positions should be split.
  - Teleworking arrangements need to be formalized.

## Executive Branch Interest

- Fed Workers' Comp costs more than \$2 billion & 2 million work days annually.
- Jan. 2004, President Bush launched the Safety, Health, and Return-to-Employment (SHARE) Initiative, citing the benefits of telework.
- Wars: More than 25,000 seriously injured service members. Initiatives created include Real Lifelines and the Disabled Soldier Support Program.

## Congressional Interest

- FY 2002: Telework pilots in fed agencies emphasized.
- FY 2004: Expanded pilot projects with emphasis on "strategies likely to yield the largest number of telework positions for people with disabilities."
- FY 2005: Replication and expansion of successful model with HHS's Center for Medicare and Medicaid Services.

## ODEP Initiatives

- FY 2002 & FY 2005
  - FY 2002, 1 Project established 3 pilots in Fed agencies (DOL, HHS/CMS, VA).
  - Using 100% home-based definition, it tested various models & noted benefits & challenges.
  - Project replicated with IRS.
  - FY 2005, project expanded CMS model.

## ODEP Initiatives

- FY 2004
  - 3 Telework Research Projects funded in VA, MN, and CT.
  - Focus on returning disabled service members and workers' comp.
  - Phase I included questionnaire data collection.
  - Phase II includes model pilot demos & One-Stop Career Center tool kit development.

## Telework Research Issues

- Understand employers' conceptions of telework as an option for people with disabilities.
- Comprehend the challenges and barriers that limit implementation.
- Develop models that generate strategies to address challenges.
- Provide data, case studies, and examples to encourage telework.





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## Telework

An off-site work arrangement that permits employees to work at home, at a telework center or other remote location for all or part of the work week.

## The “Agile” Workforce

- Truly mobile – Virtual
- Mobile Office Worker
  - Homebased Worker
  - Telework Center

## Workplace Stats

- Over 1/3 of 104 million workers do some type of home work. -- *IDC Home Office Research*

## Workplace Stats

- 1/5 of the working population (28 million Americans) teleworks 1 day per week or more, 41% have multiple telework options. -- *ITAC*
  - home
  - telework center
  - satellite office
  - on the road

## Potential Telework Job Functions

- Analyzing
- Auditing reports
- Billing
- Budgeting
- Charting
- Claims processing
- Customer service
- Design
- Data entry
- Dispatching

## Potential Telework Job Functions

- Editing
- Graphics
- Planning
- Programming
- Project mgt.
- Record-keeping
- Researching
- Scheduling
- Transcription
- Word processing

*Before we go  
any further.....*

# 1

If they are at their desks,  
they are working?

## Time Management?

- The average employee gets 1 interruption every 8 minutes.
  - Average interruption lasts 5 minutes.  
(Up to 4 hours per day.)
- 80% are rated "of little or no value"



# 2

It's about the manager  
losing control?



It's Really About:

- Real time
- Accountability & accessibility
- Metrics development (financial & performance)
- People issues (purpose, empowerment)

"Teleworkers with disabilities"

(Can we generalize?)

- Mobility or commute time to work
- Symptoms of fatigue, pain, & low stamina
- Existing employees transitioning to telework

Think outside the box  
(or cubicle)!

211 United Way –MN

- Pilot started in 1991 with disability agency
- 7 outreach specialists with disabilities
- 2nd, 3<sup>rd</sup>, and weekend shifts
- Community resource helpline

### Think about the fit

- Employee requirements & traits
- Job tasks and # telework days
- Amount of supervision needed

### Think about the fit

- Impact on work processes & team
- Technology and connectivity
- Efficient work site

### Precision Tune

- 3 contract teleworkers hired by non-profit agency
- Chronic conditions of MS, back, cancer
- Customer service follow-up

### Precision Tune

- 20-30 hours week
- Hired as regular employees after 6 mos.

### Innovative Hiring Options

- Job trial basis for 2-3 months
- Part-time telework, part-time office
- Intern for 3 months, then regular status
- Temporary or contractual employee

### Innovative Hiring Options

- Flexible hours/coverage
- Combining repetitive tasks into 1 job
- Busy or end-of-the month billing periods

## Service 800

- Over 200 customer research employees
- Telework 30-40 hours/week
- Customer follow-up for high-tech companies

## Willow CSN

- Largest virtual call center provider for inbound customer service in USA
- CyberAgents – contractors
- Willow and MITE screen and co-train

## Willow CSN

- Determine own schedule  
\$10 - \$20/hour
- Increased 24 x 7 coverage

## Employer Considerations

- ADA accommodation
- Increased employee flexibility trend
- Exploring pockets of possibility

## Employer Considerations

- Time to implement, with changes
- Manager acceptance and resistance
- Bottom-line business needs

## Guidelines and Policy

- Employee selection criteria
- Dependant care/family
- Confidentiality, restricted access

## Guidelines and Policy

- Equipment purchase, use and maintenance
- Home-office safety
- MITE Quickstart Agreement

Telework will help you see deficits more clearly.

## Deficits

- Infrastructure support
- Technology
  - Management practices
  - Work processes

## Telework: Means to an End

- Good News: Increased employee productivity and satisfaction
- Bad News: Begin to find deficits in overall work processes and increase effectiveness

For persons with disabilities...  
Telework is all  
about work – period.

It's time to let some of your  
employees go [home].

[www.mite.org](http://www.mite.org)

Home-Based Telework

## Expediter

Offers nationwide customized programs that enable individuals with disabilities to be productively employed within their restrictions.

**EXPEDITER™**

## Expediter

- Since 1990, has facilitated effective, and appropriate employment opportunities for thousands of individuals with disabilities.
- Dedication to continuously improving, enabled us to evolve and maintain a leadership role in the industry.

## Expediter

- Utilizes state of the art of accommodation technology and management & mentoring techniques.

## Accommodations

- Currently able to provide accommodations for individuals who have disabilities, as severe as quadriplegia.

## Accommodations

- Accommodations carefully selected on an individual need basis.
  - Voice recognition software
  - On-screen keyboard
  - Voice activated recorder, headset, etc.

- Home-based employment opportunities facilitated include accommodations found to be effective in helping persons with psychiatric disabilities.

- US DOL – ODEP identified effective accommodations that include:

- Working from home,
- PT work if necessary,
- flex-time schedules, etc.

## Management Techniques

- Continuously improving & enhancing training, management, as well as mentoring techniques.
- Effective mentoring and management very individualized.
  - Not only taking the disability into account, but also considering the human factor.

- Attitude is the primary key to success for individuals who have not worked for a year or more.
- Developing and building a positive attitude is the focus.

## Elements Contributing to Successful Management

- Credibility
- Empathy
- Clear expectations & regular performance reviews
- Consistency

- Begin program at entry-level, taking small steps with opportunities for advancement.
- Maintain constant communications.
- Ensure the employee knows he/she is important.
- Utilize medical and vocational experts.

Companies that have benefited from home-based telework initiatives

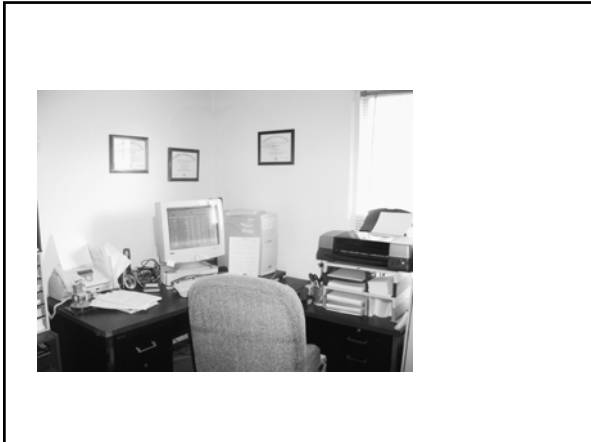
## Examples

- Marketing Research Cos.
- Payroll Services Cos.
- Office Equipment Providers
- Marketing Incentive Cos.
  - Travel Industry
  - International Spa/Salon
  - Health Care Industry

Home-based telework benefits everyone, employees well as employers.

A few success stories...





How can Expediter help you?

- Expediter can provide experienced, trained teleworkers to work for you from their homes.
- Customer Service
  - Data Collection
  - Client Follow Up
  - Internet Researchers
  - Data Entry, Etc.

Expediter can provide telework training for your employees who have short-term or long-term disabilities.

[www.ExpediterCorp.com](http://www.ExpediterCorp.com)

