In accordance with Public Act 96-0078, the Directors of the Departments of Central Management Services and Human Services submit this report to the members of the Illinois General Assembly

September 1, 2016

Michael M. Hoffman
ACTING DIRECTOR

CMS
DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
Mandate
Public Act 96-0078 (effective July 24, 2009) requires that the Departments of Central Management Services (CMS), Human Services (DHS), Employment Security (DES) and other agencies develop and implement programs to increase the number of qualified employees with disabilities working in state government.

Background
CMS administers the Successful Disability Opportunities (SD) Program which serves as a means to qualify individuals with disabilities for positions within state government. DHS is a partner with CMS in the certification of candidates for the SD Program. The program’s name has been changed over the years and was initially implemented in 1976.

State agencies are not required to, but may request the SD candidate list at the point in the hiring process when an Open Competitive eligible list might otherwise be requested.

Since 2003, CMS and DHS have been working to build the SD candidate list so that eligible candidates with disabilities are available across a wide range of position titles and a wide geographic area of the state. CMS, DHS and the Department of Human Rights (DHR) also have been working to educate agency Personnel Managers and Equal Employment Opportunity Officers about the SD Program and encourage them to consider individuals with disabilities when making their hiring decisions.

Currently there are approximately 550 active participants in the SD Program who are eligible for more than 140 different position titles.

Meeting the Challenge
Due to the continuing budgetary situation, limited hiring, absolute Veterans Preference and the large number of positions subject to collective bargaining agreements, it is a challenge to significantly increase the number of individuals with disabilities hired as new state employees.

Upon Senate Bill 40 becoming law (P.A. 96-0078), CMS formed a committee of state agencies to develop initiatives within their budgets and within the law to work toward increasing the number of qualified applicants with disabilities hired. The Disabled Hiring Initiative Committee is currently comprised of CMS, DHS, DES, DHR, Department of Veterans Affairs (DVA), Department of Commerce and Economic Opportunity (DCEO) and Department of Healthcare and Family Services (HFS).

Employees with disabilities currently comprise 6.80% of the state workforce as compared to 4.95% of the state’s labor force. State employees with disabilities are identified through self-disclosure of a disability.
SUMMARY OF DIRECTIVES

NETWORKING DIRECTIVES

CMS, DHS, DHR, DES, DCEO and DVA have made concerted efforts to continue to network with state Agency Personnel managers, Equal Employment Opportunity Officers and Recruitment Program staff to educate them on the Successful Disability Opportunities (SD) Program and the Disabled Hiring Initiative, and to distribute that information to potential candidates with disabilities. Below is a summary of those efforts.

Meetings with Equal Employment Opportunity Officers
Staff from the CMS Disabled Workers Program and DHR continue to conduct meetings with multiple agencies to educate them about the Successful Disability Opportunities Program (SD) and the Disabled Hiring Initiative. DHR identifies categories of underutilization, including employees with disabilities. Agencies who need to increase the number of employees with disabilities can utilize the SD candidate list as a way to address those underutilizations.

During the 2015-2016 report period, CMS Disabled Workers Program staff and DHR staff met with the following agencies to present information on the SD Program and discuss agency underutilization of employees with disabilities: Department of Veteran Affairs – November 19, 2015; Department of Public Health – May 4, 2016.

During the 2014-2015 reporting period, the following meetings were conducted: Illinois State Police – September 11, 2014; Department of Corrections – May 28, 2015.

CMS and DHR staff will continue to meet with other agencies on this issue.

State Employment Webinars for Persons with Disabilities
The Disabled Hiring Initiative Committee hosted a webinar on state employment. The webinar was conducted on March 22, 2016, and approximately 50 groups of individuals participated. A webinar was also hosted by DHS on June 15, 2016, and approximately 100 individuals participated. In the March webinar, presentations were made by DHS-DRS regarding services provided to clients by Rehabilitation Counselors and by CMS about the SD Program. Libraries across the state served as sites for group participation in the webinar. The June webinar was focused on information for the DHS-DRS counselors regarding the process for the Successful Disability Opportunities Program.

Veterans Outreach Program and Diversity Enrichment Program
CMS has programs for veterans, minorities, women and individuals with disabilities seeking employment with the state. Program staff have been educated about the SD Program and the Disabled Hiring Initiative, and are instructed to provide information about opportunities for their clients with disabilities through the SD Program. Staff from the CMS Veterans Outreach Program and CMS Diversity Enrichment Program (DEP) attend job fairs and recruiting events on a regular basis around the state.
The Veterans Outreach Program conducts job fairs and Employment Workshops on a regular basis in coordination with DES, DVA, DOT and other outside organizations. Information about the Successful Disability opportunities Program is presented at each workshop and job fair. DES Veteran Employment Representatives have been briefed about the Successful Disability Opportunities Program and provide this information to their clients as well.

Veterans Outreach Program staff attended 19 job fairs and Employment Workshops statewide from July 2015 through July 2016. A total of 61 veterans with service-connected disabilities were reached through these events and provided information about the state employment process and the SD Program.

Career Counseling for veterans is offered through the CMS Veterans Outreach Program to provide applicants with an overview of the state employment process. 30 Veterans with service-connected disabilities were counseled and provided information about the SD Program.

Diversity Enrichment Program (DEP) staff attended 84 minority targeted job fairs between July 2015 – July 2016 and made 2881 applicant contacts (disabled and not disabled). DEP staff provided career counseling for approximately 388 individuals from July 2015 through July 2016.

**Career Counseling Services for Individuals with Disabilities**
Career Counseling is offered through CMS Examining and Counseling to provide applicants with an overview of the state employment process and the SD Program. Applicants’ qualifications are reviewed to provide specific job title recommendations. The CMS Disabled Workers Program Coordinator counsels disabled applicants and also provides information on available accommodations for testing. From July 2015 through July 2016, 188 applicants with disabilities were provided career counseling services.

**Consult & Coordination with CMS Division of Risk Management**
The CMS Risk Management Division is responsible for the administration of workers’ compensation claims for work-related accidents of state employees. One of the primary objectives of the Workers’ Compensation Program is to return employees to productive work as safely and quickly as possible. The CMS Disabled Workers Program provides assistance with these efforts.

In many situations, workers who are no longer able to perform their current job duties are able to perform other work. Workers may be eligible for re-employment through the SD Program or the Alternative Employment Program (AEP), which are administered through the CMS Disabled Workers Program.

CMS Disabled Workers Program staff and CMS Legal staff continue to be available to Risk Assessment Staff to provide information about these programs and to explain how they can assist with meeting their objective to return employees to productive work.

Exempt and non-certified employees are potentially eligible for re-employment through the SD Program, and certified employees are potentially eligible for re-employment through the Alternation
Employment Program (AEP). Additionally, any on-leave employee may obtain promotional grades and bid on open positions. Referring eligible employees with workers compensations claims to these programs is beneficial to the employee, the Risk Management Program and the Disabled Workers Programs.

Currently, there are 62 state employees on disability leave participating in the Alternative Employment Program.

Job Fairs/Conferences
CMS, DHS, DES and other agencies have attended multiple job fairs and other events. When CMS and DHS did not attend, materials regarding the SD Program were provided to those attending. Due to limited travel and staff resources, these agencies coordinate so that every agency is not at a single job fair and that information is distributed about the SD Program at as many employment and disability-related events as possible.

Every Monday throughout the year, DHS, Division of Rehabilitation Services (DRS), conducts a weekly orientation with Land of Lincoln Workforce Alliance, Illinois Work-net Center, Springfield.

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<tr>
<th>Date</th>
<th>Event Description</th>
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<tr>
<td>7/10/15</td>
<td>Veterans Job Fair at Prairie Capital Convention Center/ DHS</td>
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<td>7/10/15</td>
<td>IDES Briefing/ CMS Veteran Outreach</td>
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<td>7/17/15</td>
<td>State Employment Workshop/ IDES, CMS Veteran Outreach</td>
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<td>7/21/15</td>
<td>ADA Celebration/ CMS</td>
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<td>Job Fair/ IDES, CMS Veteran Outreach</td>
<td>Decatur</td>
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<td>7/30/15</td>
<td>Rep. Winger’s Job Fair/ CMS</td>
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<td>Sen. Cunningham/Rep Hurley Job Fair/ CMS, IDES</td>
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<td>8/5/15</td>
<td>2nd Annual Construction Expo/ CMS</td>
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<td>Jobs Fair hosted by Rep. Anthony/Mark Batinick/Elected official</td>
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<td>Job Fair hosted by Rep. Yingling/ Elected official</td>
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<td>Marine for Life/ CMS</td>
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<td>Greater Springfield Chamber of Commerce Job Fair/ DHS</td>
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<td>How to apply for State Employment’ workshop/ IDES</td>
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<td>2015 48th Ward Job Fair/ IDES</td>
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<td>9/25/15</td>
<td>State Employment Workshop/ CMS</td>
<td>N. Riverside</td>
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9/29/15  Job Fair/ CMS Veteran Outreach  
10/1/15  Chicago State semi-annual Career Fair/ CMS  
10/3/15  Memorial Medical Center Women’s Health Fair/DHS  
10/8/15  Job Fair/ IDES  
10/9/15  IAHSE Conference Career Fair/ IAHSE, CMS  
10/14/15  St. Paul Ministries State Employment Workshop/ CMS  
10/16/15  Congresswoman Kelly Hiring Event/ CMS  
10/16/15  IDES Briefing/ CMS Veteran Outreach  
10/21/15  Ald. Moore 49th Ward Job & Resource Fair/ CMS  
10/24/15  Warrior Summit/ IDES  
10/28/15  Health and Disabilities Fair/ DHS, CMS  
10/28/15  IDES Job Fair/ CMS Veteran Outreach  
10/29/15  Transition Conference Young Adults with Disabilities/CMS  
11/4/15  IDES Job Fair/Southwestern Ill College/CMS Veteran Outreach  
11/5/15  Careers in the Trades Job Fair/ NLEI, CMS  
11/5/15  Progress for Independent Living workshop/ CMS  
11/6/15  IDES Veteran Briefing/ CMS Veteran Outreach  
11/7/15  Veterans Expo/ IDES  
11/10/15  Military/Veteran Job Fair/ CMS  
11/10/15  Veteran Affairs Resource Fair / DHS  
11/12/15  Regional Job Fair/ IDES  
11/13/15  McSweeney & Sullivan Job Fair/ CMS  
11/16/15  IDES Job Fair/ IDES  
11/16/15  IDES State Employment Workshop/ Veteran Outreach  
11/18/15  CMS Presentation on Employment Process/ CMS  
11/20/15  IL Legislative Latino Caucus Foundation Conf/Foundation  
12/7/15  IDES Briefing/ Veteran Outreach  
12/10/15  Job Fair/ Veteran Outreach  
12/18/15  Veterans Upward Bound Roosevelt Univ/CMS  
2/4/16  Illinois Tech Winter Career Fair/ CMS  
2/10/16  Illinois Dept. of Revenue Employment Workshop/Revenue  
2/11/16  Illinois Dept. of Revenue Employment Workshop/ Revenue  
2/16/16  IDES Job Fair/ IDES  
2/16/16  University of Illinois Job Fair/ DHS, CMS  
2/19/16  Navigating State Employment Workshop/ IDES  
2/20/16  Disabilities to Possibilities event at Southeast High School/DHS  
2/25/16  Navigating State Employment Workshop/ CMS  
2/26/16  Career Expo New Beginnings Church/ Tollway  
3/3/16  Dept. of Juvenile Justice Workshop/ Dept. of Corrections  
3/10/16  Summit of Hope – Ill. Dept. of Corrections/ Dept. of Corrections  
3/10/16  DMRC appreciation Dinner/ CMS, IDES, Elected official  
3/18/16  2016 Employment Fair/ CMS  
3/22/16  Bridges to Employment, Veterans Assoc/ CMS  
3/29/16  Missions & Marketplace Career Fair/ CMS
3/29/16  Hanover Township Annual Job Fair/ Elected official, CMS Bartlett
3/29/16  Connecting Veterans/ Veteran Outreach Macomb
3/30/16  Bridges to Employment 2016/ CMS Chicago
3/30/16  Navigating State Employment Workshop/ IDES Harvey
3/31/16  Chicago State University Spring Career Fair/ CMS Chicago
4/1/16  Job Club Workshop Presentation/ CMS Palos Hills
4/6/16  State Employment Workshop/ CMS Chicago
4/7/16  2016 NLEI Career Fair/ CMS Chicago
4/7/16  Spring Career and Internship Fair/ CMS Waukegan
4/7/16  Richland Community College Job Fair/ CMS Veteran Outreach Decatur
4/7/16  Summit of Hope, Ill. Dept. of Corrections/ Dept. of Corrections Maywood
4/14/16  Governors State University Job Fair/ CMS, University University Park
4/14/16  Job Fair/ CMS Chicago
4/20/16  Southwestern Ill College job fair/ CMS Veteran Outreach Belleville
4/21/16  State Employment Workshop/ CMS Chicago
4/21/16  IDES Employer Series/ DHS Springfield
4/21/16  Military Job Fair/ CMS Skokie
4/25/16  State Employment Workshop/ CMS Chicago
4/26/16  Information Session on Navigating State Employment/CMS Lombard
4/26/16  Summit for Coordinated Healthcare Event/ DHS Springfield
4/26/16  Rep. Sims Youth Employment Fair/ IDES Chicago
4/27/16  Veteran Job Fair/ Veteran Outreach Rock Island
4/28/16  Navigating State Employment Workshop/ CMS Chicago
5/2/16  Latinas McLean County/ CMS Bloomington
5/3/16  IAACOMA/ CMS Springfield
5/5/16  Illinois Rehabilitation Association Conference/ DHS Alsip
5/6/16  St. Augustine College Annual Spring College & Job Fair/ CMS Chicago
5/6/16  CMS Employment Workshop/ IDES, CMS Chicago
5/12/16  Northside Workforce Center/ CMS Chicago
5/16/16  Asian Week Celebration at Daley Plaza/ DCFS Chicago
5/18/16  Asian Festival & Job Fair/ CMS Chicago
5/19/16  Veterans Job Fair/ LULAC of IL/ CMS Chicago
5/19/16  Job Fair hosted by Progress Center for Independent Living/DHS Forest Park
5/26/16  Military Job Fair/ CMS Chicago
6/1/16  State Employment Workshop/ CMS Elgin
6/2/16  Veterans Career Expo/ Tollway/ CMS Chicago
6/7/16  IDES Veteran Job Club/ IDES Chicago
6/7/16  State Jobs Workshop/ IDES Rockford
6/7/16  Rep. Arthur Job Fair Employer Registration/ CMS Chicago
6/7/16  IDES Veteran Job Club/ IDES Chicago
6/8/16  Summit of Hope for ex-Offenders / DHS Springfield
6/14/16  VIII Expo of Programs & Services-Comm Melrose Park/CMS Melrose Park
6/23/16  Dept. of Revenue Job Fair/ Revenue Chicago
6/30/16  IDES Veteran Resource & Employment Fair/ CMS Burbank
**PROCEDURAL DIRECTIVES**

**Disability Survey – Department of Human Rights**
DHR conducts an annual survey of state employees to determine the number of state employees with disabilities and thus to assist in complying with the requirements of the Illinois Human Rights Act. This information, as well as U.S. Census data, is used to determine which agencies need to increase the number of employees with disabilities to address any underutilization within each agency.

The disability survey is conducted online via a dedicated web site. The web site enables all state agencies to track and sort data, as well as generate a variety of informational and statistical reports. It also automates the transaction process between the state agency and CMS when an agency hires or promotes an employee with a disability, or when a current employee develops and reports a disability.

The web site is an efficient, far-reaching survey tool used to gather more complete data than its predecessor paper copy survey form. Better data establishes a solid base of knowledge to work from to more effectively target disabled hires. Employees are asked to voluntarily respond to the survey.

The survey web site is available year round and is accessible for new hires to complete and for current employees to update their disability status. Also, another important feature of the survey is for employees to indicate their need for assistance during an emergency evacuation.

As of the end of June 2016, participation in the 2016 survey was 74.65%. Efforts made by DHR and CMS to encourage agency EEO staff and Personnel Managers to remind employees to participate in the survey are important for agency affirmative action efforts.

**Transactions Statement**
Currently, the CMS Disabled Workers Program Coordinator sends information on a quarterly basis to Personnel Managers and EEO staff about the titles and work locations where SD Program candidates are available. Hiring agencies can then use this information to specifically request the SD Program candidate list if they are filling a vacancy from an Open Competitive eligible list. Also, throughout the year, DHR staff monitors the state job postings. When positions are posted at agencies that are underutilized in employees with disabilities, DHR consults with the CMS Disabled Workers Program and alerts the hiring agency when there are SD Program candidates available to consider if the position is able to be filled by other means.

State agencies may request the SD candidate list at the point in the hiring process when an Open Competitive eligible list might otherwise be requested. Existing law (Personnel Code & Veterans Preference) precludes hiring preference for these candidates over other candidates; the Personnel Rules, including Veterans’ Preference provisions, are applied to the SD list as with other eligible lists.
**SD Re-grades**
In April 2010, CMS Examining and Counseling began allowing SD Program candidates to “re-grade” current passing scores from an open competitive exam to an SD grade upon receipt of certification paperwork from DHS –DRS for the same exam title without having to be re-administered the exam. This practice eliminates the delay in establishing an SD grade for qualifying disabled candidates who would otherwise be waiting to be scheduled to take an additional exam. During this reporting period, 141 re-grades have been processed.

**Disabled Job Candidates - Access to Non-Code Positions**
CMS does not maintain a database of qualified disabled candidates for non-code positions (those positions that are fully exempt from the Personnel Code and therefore do not require grading by CMS). However, CMS and DHR continue to set up procedures by which disabled candidates may learn about opportunities for employment in non-code positions.

There are nearly 10,000 non-code positions in governmental entities monitored by DHR. DHR has contacted several of these entities to determine their interest in accessing qualified disabled candidates. Several governmental agencies with non-code positions have specifically indicated interest. DHR meets regularly with these governmental entities in regard to underutilization in employees with disabilities and other minority categories and seeks to provide resource referrals to resolve any underutilizations.

To provide a link between disabled candidates and agencies with non-code positions, the following procedures have been established. These agencies can contact DHR when seeking disabled candidates for vacant positions, and DHR then consults with DHS-DRS. The local DRS office where the position is located is contacted so that DRS Rehabilitation Counselors may alert clients who may qualify for the position.

Also, in 2016, PA 99-0314, which expands the Interagency Committee on Employees with Disabilities to include State Constitutional Officers, the Council on Developmental Disabilities, and three additional employees with disabilities, was signed by the Governor in August 2016.

**TRAINING INITIATIVES**

**Illinois Association of Hispanic State Employees Training Event**
The Illinois Association of Hispanic State Employees held a training event on October 9, 2015, in Northlake. The agenda included a workshop for the public regarding the state application process. CMS Diversity Enrichment Program staff presented information about the SD Program at this event.
**DHS/CMS Training Webinars**
Training webinars were held on March 22, 2016 and June 15, 2016, through a joint effort of DHS and CMS. The CMS Disabled Workers Coordinator presented information focusing on educating the DHS-DRS rehabilitation counselors statewide regarding the SD Program process.

**Disability Awareness Training**
The DHS Bureau of Accessibility and Job Accommodation (BAJA) developed and now delivers a “Communication Access” curriculum that provides DHS personnel with information on effective communication strategies for persons who are deaf and/or hard of hearing. Reference materials on “Communication Access” also are posted on the DHS web site and DHS Intranet.

A PowerPoint training was developed by BAJA on “Evaluating Physical Accessibility” and an at-a-glance site accessibility guide was shared with appropriate DHS and CMS staff.

DHS BAJA staff periodically review and revise the “Meeting the Challenge of Inclusion” curriculum that is made available as a Computer Based Learning (CBL) module. This training encompasses the goal of reinstituting uniform Americans with Disabilities Act (ADA) training for supervisors that includes on-line and face-to-face strategies.

DHS BAJA staff hosts a monthly ADA Teleconference in conjunction with the Illinois ADA Project to provide updated information on various ADA and disability-related topics presented by prominent guest speakers. In addition, DHS hosts annual ADA Celebration events in Chicago and Springfield. The events feature ADA workshops, an employment and resource fair, various exhibitors demonstrating implementation of the ADA, and a variety of other activities.

**DISABILITY HIRES**

**All Agency Total Disability New Hires 7/1/2015 – 7/1/2016**
This data is based on a report using the processed date for new hires. Please note that there is a lag between individuals being hired and the transaction being processed. The data reported is the most consistent and reliable way to report these figures.

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<th>Agency</th>
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<td>Children &amp; Family Services</td>
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<td>Human Services</td>
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<td>Insurance</td>
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Juvenile Justice  
Lottery  
Prisoner Review Board  
Public Health  
Revenue  
State Fire Marshal  
Transportation  
Veterans Affairs 

**TOTAL**  

104

*27 of the total new hires of individuals with disabilities were hired through the SD Program.

**STATUS OF 2015-2016 DIRECTIVES**

1. Continue to explore and research the demonstration of job skills by applicants as a reasonable accommodation for applicants with disabilities (i.e. developmental disabilities, brain injuries, speech impairments, etc.) participating in the Rutan interview process.  
   **Status:** Contact was made with 49 other State Rehabilitation Council contacts and found that none are working to address accommodation issues for developmentally disabled/cognitively impaired candidates during state government interviews. This seems to confirm the challenging nature of this issue. The DHIC and the exploratory committee continue to work on this issue.

2. Make a presentation at the quarterly Agency Personnel Managers meeting on disability awareness issues, the Successful Disability (SD) Opportunities Program, and other topics deemed pertinent to promoting inclusion of persons with disabilities in the state workforce in concert with Disability Awareness Month – October 2015.  
   **Status:** Agency Personnel manager meetings are no longer being held. Therefore, a mass email was sent to personnel managers with information regarding the Successful Disability Opportunities Program and the Alternative Employment Program.

3. Conduct at least two State Hiring Information Webinars for disabled applicants interested in obtaining state employment.  
   **Status:** Webinars were conducted on March 22, 2016 and June 15, 2016 to present information about the state employment process, the SD Program and the DHS-DRS Vocational Rehabilitation Counselor roles and services.

4. Review disability hires by state agency and determine targeted agencies to meet with to educate and encourage hiring officials in regard to accessing qualified candidates with disabilities for state employment.  
   **Status:** CMS Disabled Workers Program Coordinator and IDHR staff met with the following agencies to present information on the SD Program and discuss agency
underutilization of employees with disabilities. Department of Veteran Affairs – November 19, 2015; Department of Public Health – May 4, 2016.

5. Make efforts to promote the availability of Alternative Employment Program (AEP) to current state employees as well as educating Agency Personnel Managers in regard to the program.
   **Status:** In April 2016 a mass email was sent out to all Agency Personnel Managers and EEO officers in regard to the Alternative Employment Program (AEP).

6. Make efforts to promote the SD Program to veterans in order to increase veterans’ participation in the program.
   **Status:** Information regarding the SD Program was distributed at 19 job fairs/workshops by the Veteran Program representative.

**FUTURE DIRECTIVES 2016-2017**

1. Continue to explore and research the demonstration of job skills by applicants as a reasonable accommodation for applicants with disabilities (i.e. developmental disabilities, brain injuries, speech impairments, etc.) participating in the Rutan interview process.

2. Present information to Agency Personnel Managers on disability awareness issues, the Successful Disability (SD) Opportunities Program, and other topics deemed pertinent to promoting inclusion of persons with disabilities in the state workforce in concert with Disability Awareness Month – October 2016.

3. Conduct at least two State Hiring Information Webinars for disabled applicants interested in obtaining state employment.

4. Review disability hires by state agency and determine targeted agencies to meet with to educate and encourage hiring officials in regard to accessing qualified candidates with disabilities for state employment.

5. Make efforts to promote the availability of Alternative Employment Program (AEP) to current state employees as well as educating Agency Personnel Managers in regard to the program.

6. Make efforts to promote the SD Program to veterans in order to increase veterans’ participation in the program.