BERKS COUNTY WORKFORCE DEVELOPMENT BOARD

Building an Inclusive Workforce

EMPLOYER FACT SHEET

A helpful guide for Accommodations, Retention, and Local Resources

Accommodations to consider

Restructured Jobs
When marginal/non-essential tasks of a job are reallocated or redistributed.

Adjusted Work Schedules
Altering a schedule or creating a custom timetable for the employee.

Flexible Time Off
Flexibility in leave policies if employee's condition requires a break from work.

Revised Training
Different formats of training materials, ensuring accessible training facilities.

Accommodations are considered reasonable if they do not create an undue hardship or a safety issue and it is feasible or plausible.

Undue hardship under the ADA means the accommodation would cause significant difficulty or expense as it relates to the individual business.

Additional Accommodations

- Amended Policies
- Altered Physical Sites
- Additional Communication Support
- Reassigned Positions

"Truly invested in their growth, finding their happy place!"

- Daniel Hoch
DoubleTree Reading

Berks County Workforce Development Board's Individuals with Disabilities Employment Study

Retention Methods

and how to implement them

"Hiring several of the students from Project Search every year is a WIN all the way around."

- Barb Moyer
Penn State Health

Onboarding

Have a detailed onboarding program. Improve organizational culture, and provide guidance to employees and managers about disability issues.

Check-Ins

Make one-on-one time with the new employee during the first week to facilitate a smooth onboarding process and address any questions or concerns they may have.

Maintain Trust

Maintain a professional working relationship to build trust, fostering an open communication environment where team members feel comfortable sharing their thoughts and ideas.

Feedback

Provide positive feedback following any constructive feedback to reinforce strengths and acknowledge progress, creating a supportive and motivational work atmosphere.

Mentoring

Workplace mentoring programs and employee resource groups are additional tools businesses can use to help increase retention.

Comprehensive Feedback

A comprehensive onboarding program is essential for employee retention. Allocating dedicated one-on-one time with a new employee in their initial week is crucial to ensure they feel valued and integral to the company. Upholding confidentiality in professional work relationships fosters trust and facilitates the delivery of constructive feedback.

Quick Facts

- **Turnover amongst those with disabilities is 48% less than the general population (1)**
- **66% of consumers will purchase goods and services from a business that features persons with disabilities in their advertising (2)**
- **About only 1 out of 4 individuals with Disabilities require an accommodation (3)**

(1) Disability Employment and Inclusion: Your Guide to Success — Business Case, Workplace Initiative, 2017
(2) 3 A hidden market: The purchasing power of working-age adults with disabilities, American Institutes for Research, April 2018
(3) 1 Worktoinclude.org

400 Wyomissing Avenue
Mohnton, PA 19540

(610) 898-5574
ext. 2098

https://berkspa.gov/departments/workforce-development-board

Local Resources

Office of Vocational Rehabilitation for Berks/Schuylkill Counties:
Assisting Pennsylvanian's with disabilities to gain, retain,
or advance in competitive, integrated employment.

3602 Kutztown Road Suite 200, Reading, PA 19605
610-621-5800 (Video Phone: 484-344-4494; TTY Dial 711)
Email: RA-LIOVR-APP-READING@pa.gov

Goodwill Keystone Area:
Goodwill Keystone provides comprehensive guidance, including information on tax credits for businesses and Social Security work incentives, tailored for both businesses and individuals alike.

3001 St Lawrence Ave, Reading, PA 19606
717-232-1831
www.yourgoodwill.org

Abilities in Motion (AIM):
Abilities In Motion offers a diverse array of services through the Berks County Center for Independent Living, fostering independence and self-determination among its participants.

755 Heisters Ln., Reading, PA 19605
PH: 610-376-0010 TTY: 610-288-2301
Toll Free: 1-888-376-0120 FAX: 610-376-0021
www.abilitiesinmotion.org

Berks Personnel Network (BPN):
Berks Personnel Network, dedicated to championing the rights of individuals with disabilities, actively supports and empowers them to secure and sustain competitive, integrated employment within the community.

40 Kenhorst Boulevard, Suite 100 Reading, PA 19607
610-288-1448 (TTY Realy Dial 711)
https://www.trsinc.org/services/business-and-industry-berks-county/berks-personnel-network
***BPN is a supported employment program operated by**
Threshold Rehabilitation Services, Inc.

Threshold Inc – 1000 Lancaster Avenue Reading, PA 19607
610-777-7697 (TTY relay dial 711)
trsmail@trsinc.org

Keystone Deaf & Hard of Hearing Services (KDHHS)
KDHHS has a nonprofit commitment focus on creating an inclusive and accessible world for the D/deaf and hard of hearing community. A trusted provider of sign language interpreting and CART services. Business engagement to bridge communication gaps, ensuring effective and inclusive communication for deaf and hard of hearing individuals in various professional settings.

4290 Broadcasting Road, Suite 1, Wyomissing, PA 19610
610-685-4520
484-388-4086 – Videophone
Director: Elizabeth Setley
bsetley@kdhhs.net
www.kdhhs.net

Threshold Rehabilitation Services:
Threshold Rehabilitation Services actively seeks subcontracting, co-packaging, and rework projects from manufacturing and businesses, offering invaluable training experiences for individuals with disabilities.

1000 Lancaster Avenue, Reading, PA 19607
610-777-7691 (TTY relay dial 711)
trsmail@trsinc.org
www.trsinc.org

"Weis Markets works closely with outside organizations."
- Doug Stone

AHEDD:
AHEDD, a dedicated agency specializing in employment services, operates as a catalyst in fostering the employment and development of individuals with disabilities within the community. Covering various regions, including Berks County and the Lehigh Valley, AHEDD serves both individuals with disabilities and the business community by providing tailored employment services.

1150 Berkshire Blvd Suite 160, Reading, PA 19610
866-902-4333
www.AHEDD.org
Toll Free: 1-888-376-0120 FAX: 610-376-0021

Auxiliary aids and services are available upon request to individuals with disabilities.
Language assistance services available free of cost.
Equal Opportunity Employer/Program AColumbo@berkspa.gov
For program funding details, in compliance with the Stevens Amendment, please visit
https://www.berkspa.gov/departments/workforce-development-board