

MAXIMUS

**Moderator: Michael Murray
August 20, 2014
2:00 pm CT**

Operator: And ladies and gentlemen thank you for standing by. And welcome to the Section 503 Community of Practice for Employment Network Service Providers.

During the presentation all participants will be in a listen only mode.

Afterwards we will conduct a question and answer session. If you would like to register for an audio question you may press the 1 followed by the 4. You may also submit your questions using the chat feature on your webcast console. If you need Operator assistance, please press star 0.

As a reminder this conference is being recorded today Wednesday, August 20, 2014.

I would now like to turn the conference over to Michelle Laisure, EN Development and Training Manager. Please begin ma'am.

Michelle Laisure: Thank you and welcome everyone to today's webinar which will be both enlightening and energizing. Again my name is Michelle Laisure and I am the EN Development and Training Manager for the Operations Support Manager Program for the Ticket to Work Program.

We really do welcome all of you - everyone who's dialed in this afternoon. Last week I know that many of you attended the OFCCP webinar, updates to Section 503 of the Rehabilitation Act where we learned first-hand from OFCCP experts about how Section 503 rules and changes are being implemented in the Federal Contractor Community. It was quite enlightening and we got a lot of questions. And we are looking forward to those continued questions this afternoon.

This week I am most pleased to welcome the Speakers Platform Michael Murray, Principal Advisor to the Office of Personnel Management also known as OPM government-wide disability policies and programs.

Michael will be speaking about the federal government as a model employer of people with disabilities and sharing important information and strategies for assisting job seekers in applying for employment with a federal agency.

If you post your questions for Michael in the chat line we will definitely get to them at the end of his presentation.

Michael I'd like to turn it over to you and thank you for joining us this afternoon.

Michael Murray: Michelle, thank you so much, and it's always a pleasure to work with MAXIMUS and (Charlene) and all of the folks over there. You guys do amazing work.

And it's also a pleasure to be on a webinar today with the Employment Network. Again you guys do such amazing work with people with disabilities in the community on the ground every day and so it's always an honor to be with you.

I am going to cover a number of different, well let's start by introducing. So as Michelle said my name is Michael Murray. I'm the Principal Advisor to the U.S. Office of Personnel Management on OPM's government-wide disability policies and programs. And in that role I work a lot with senior level officials throughout government to help them implement the executive order on hiring people with disabilities.

But I also have an opportunity to work with a lot of other employers and with the disability community and service providers like yourself to increase employment of people with disabilities not only in the federal government but throughout the United States.

So today I am going to cover the federal hiring initiative around people with disabilities and the work that we're doing.

But I also hope today that we're going to get to cover some promising and best practices that we know have worked inside of the federal government and inside of other employers because I believe that as ENs you guys are uniquely qualified and placed to help not only federal employers but to help all employers increase their hiring of people with disabilities.

And so I will talk to you today about how you can get your clients hooked up with a federal job. But I'm also hopefully going to cover some things today that are going to talk about how you as an Employment Network can work with an employer not only to get a person with a disability in the door but to create an open and welcoming environment where people with disabilities are valued because we know that's where people with disabilities stay and that's where we see high retention rates, people coming off of benefits and being able to stay off of benefits and being employed for the long term.

So we've got a whole lot of things to cover today. So I'm going to jump straight in.

Next slide, so as I said I'm responsible for working with federal agencies to implement Executive Order 13548. Executive Order 13548 is increasing federal employment of individuals with disabilities. This was signed by President Barack Obama in 2010.

And it's done a lot of things, a lot of exciting things. The first is that it said we're going to set a goal. We're going to hire 100,000 people with disabilities over five years. We're going to bring 100,000 new hires of people with disabilities into the federal government so that the federal workforce can look more like the people that we serve.

And this is a vital part of our mission here at OPM and we believe that it's a vital part of ensuring that we can serve the American people because in order to serve folks we've got to reflect the people that we're serving.

So as part of this executive order and to help us meet that goal and increase federal employment of people with disabilities, each agency submitted a disability hiring plan and inside of it they've designated someone to be responsible for it. They designated a senior level official to be accountable for increasing federal employment of people with disabilities.

They also set - each agency set goals and targets for how they were going to help increase federal employment of people with disabilities. They also set provisions for training, for education, for reasonable accommodations, for return to work efforts which we know are incredibly important to make sure that we can retain the valuable employees that we've got, and so all of this package comes together to - along with a number of other executive orders to

ensure that the federal government can become a model employer of people with disabilities.

And so it begs the question. This was signed in 2010. How is the federal government doing at hiring people with disabilities?

If I could look over the folks that are on the webinar today and get you to raise your hand, some of you would say we're not doing very well. Some of you would say that we're on track. And I'll let you guys decide that for yourself.

Next slide, in the past 32 years people with disabilities have not been hired at a higher percentage than they were in FY 2012 into the federal government, 16.31%. So 16.31% of non-seasonal full time permanent new hires in the federal government were people with disability.

And so this is very exciting news. Again a 32 year high and it shows that the federal government is moving in the right direction. And I think even more it shows that when you commit, when a business, any business that you're working with or you yourself as an Employment Network you are also an employer. When you commit to hiring people with disabilities the disability community can deliver. We've got everything that an employer needs.

If you need a scientist, we've got it. If you need an accountant, we've got it. You needed a budget analyst, we've got it. If you need an HR Manager, we've got it. If you need a senior level official, we've got it. If you need someone who does custodial work, we've got it. The disability community has everything that an employer needs and we are an untapped pool of resource, an untapped pool of talent that employers can plug into.

And I think that that's what these numbers show us is that by committing to hiring people with disabilities the disability community can deliver.

Now when we look at non-seasonal full time permanent new hires with targeted disabilities again we've still got some improvement but and a ways to go, but we see again an increase in hiring.

And I'll go over what targeted disabilities are a little bit later in my presentation.

But in short it is a smaller group of people with disabilities such as blindness, deafness, missing extremities, dwarfism, some of these other things that we focus in on these - this smaller group of people with disabilities so that we can ensure that everybody's getting a fair shot.

Now when I look at that number it's not where I want it to be so 1.08%. But it is nonetheless continuing to improve because we've made this commitment to hiring people with disabilities.

Next slide, now when we look at the permanent federal workforce, in FY 2012 11.89% of non-seasonal full time permanent workforce, were people with disabilities, 11.89%. That is more people with disabilities in federal service by percentage and by real number than at any point in the past 32 years, more people with disabilities in federal service.

So again I think it proves the point. And I hope that some of you on the call today will be able to use this when you're talking to federal employers or even when you're talking to private sector employers that if you commit to hiring people with disabilities the disability community can deliver. It's a good deal.

It's going to end up working out well for any employer who commits to hiring us. The disability community can deliver.

And again when we look at targeted disabilities it's at .99% which again is not where we need or want it to be. But it is a continuous improvement.

And so that's what we have to emphasize when we're working with employers or when we're working with people with disabilities that there are opportunities out there for people with disabilities but then also that as an employer again if you commit to hiring people with disabilities the disability community can deliver.

And I hope that you can use that when you're talking to employers. You know the federal government committed to hiring people with disabilities. And the disability community delivered. There are more people with disabilities in federal service than at any point in 32 years. That is a powerful statement to any employer.

Next slide, today we're also going to talk a little bit about the Schedule A Hiring Authority for People with Disabilities. And I'm going to go into depth on what that is, how it works and how you guys in the Employment Networks can use it. But it is a way that we can bring people with disabilities into federal service.

And when we look at those percentages in FY '11, 2011, .98% of overall hiring was Schedule A appointees. And that was doubling its use from 2010. And then in 2012 the federal government increased Schedule A hiring to 1.51%. So again Schedule A is an outstanding tool to get people with disabilities into federal service.

And we're going to talk a little bit more about how you guys can utilize that later in this presentation.

Next slide, now one of the things, I've worked with a lot of employers. I've worked with large employers like Walmart's and Darden Restaurants and Walgreens all the way from the Vice President level down to the Store Manager level. I've worked with small employers and law firms. I've worked with state governments. I've worked with nonprofits and colleges and universities all around hiring people with disabilities.

And one of the things that hiring managers, when they're being honest and they pull me to the side, they say well you know Michael we'd like to hire people with disabilities but we really can't. Because we just don't have those kinds of low level jobs.

Now I know for all of you on the phone you hear that and you say oh, that's a ridiculous thought. But nonetheless it is something that hiring managers have in their mind that people with disabilities can only do a certain level of jobs.

And I think this slide that we're looking at right now really debunks that myth. In FY 2012 GS14s and 15s with disabilities increased from 7.69% to 8.61%. And this is non-seasonal full time permanent GS14s and 15s with disabilities. And this is - you know there's a GS scale that goes from 1 to 15. So we're looking at the upper echelon of leadership in the federal government, 8.61%.

Now when we look at new hires in FY 2012 GS14 and 15 new hires with disabilities increased from 12.24% to 14.65%. So 14.65% of non-seasonal full time permanent GS14 and 15 new hires were people with disabilities.

So again I think it debunks this myth that some employers have that people with disabilities can only do jobs at a certain level and it also shows that the federal government is headed in the right direction. And hopefully it will encourage the folks that you're working with, people with disabilities to see that there are opportunities at all levels inside of the federal government for people with disabilities.

Next slide, so that's how the federal government is doing. That's the direction that we're moving in.

But we're not alone. I truly and honestly believe that the federal government is on the verge, on the precipice, I'm sorry, the workforce, the United States as a whole. The workforce is on the precipice, on the verge of really including people with disabilities throughout the workforce.

And I think that all of us, all of you on the phone throughout the entire EN network have a huge responsibility but also an incredible opportunity to grasp hold of this and be a part of this fundamental change, this revolution that we're seeing inside of the workforce that ultimately is going to lead to people with disabilities being intricate part of not only the federal workforce but all workforces around the United States.

Senator Harkin did a great report with the Health Committee and it was called the Unfinished Business, Making Employment of People with Disabilities a National Priority, and calls on private sector employers and public sector employers to increase their hiring of people with disabilities.

Next slide, and we're seeing a lot of employers respond very positively so in the private sector a lot of you I'm sure know Walgreens and some of you on the phone have probably worked with Walgreens and helped clients get a job

at Walgreens. But they are a very - they're the country's largest drugstore chain.

And they committed in a certain section of their business to hiring people with disabilities. And you guys can go online and read some more about this story.

But the thing that impressed me is the areas where they committed to hiring people with disabilities and where they had more people with disabilities working were actually better places to work. The morale was higher. The retention rate was higher. The accident level was lower. So all of these positive repercussions from including people with disabilities and what they did and Walgreens isn't alone. There are lots and lots of private sector companies out there that are saying you know we want to hire people with disabilities.

Randy Lewis, my dear friend who was the former Senior Vice President for Distribution at Walgreens said this. Broadening our workforce by employing people with disabilities is not only the right thing to do but it also makes good business sense and has benefits that reverberate across our company and culture.

And so I couldn't agree with Randy more. When a business commits to hiring people with disabilities it's not only the right thing to do but it makes good business sense for that business again they saw higher retention rates, higher engagement levels, lower accidents rate, the lower accident rate in the places where they were inclusive of people with disabilities.

Next slide, now obviously because this whole piece that MAXIMUS is putting together, all of these trainings are around Section 503 of the Rehabilitation Act of 1973. I won't go into all of those pieces.

But again I think it shows that we're on the precipice. That we're on the verge of some really incredible changes inside of the workforce because we know federal contractors are a big part of that.

And so it's more opportunities for people with disabilities but also an opportunity for employers to engage people with disabilities because now they've got some concrete goals that they can aim towards.

Again my dear friend, Tony Coelho who is the former House Majority Whip and the primary sponsor of the Americans with Disabilities Act said this. The new regulations under Section 503 of the Rehabilitation Act will have as great an impact on the lives of Americans with disabilities as the ADA.

Now we know that the Americans with Disabilities Act had a huge impact on the lives of people with disabilities. And so for the guy who was one of the essential sponsors, one of the folks who helped to write the Americans with Disabilities Act and push it through Congress, for him to say that these regulations are going to have such a big impact is exciting news.

And so again I think it just shows that we're on the right verge of really building an inclusive workforce where people with disabilities are included inside of everything that we do.

Next slide, additionally there - we're seeing state governments hire people with disabilities. I've had the honor and the privilege of working with a number of different states around doing similar things to what the federal government did around signing an executive order to hire people with disabilities.

The past Chair of the National Governors Association, Governor Jack Markell from Delaware, set up a year-long initiative around hiring people with disabilities and making it a part of our workforce and what we do.

And again he focused on seeing states be model employers of people with disabilities.

And we've seen a lot of states respond. I just got word from Minnesota that their governor has signed an executive order around increasing state employment of people with disabilities.

And we're seeing lots of other states trying to figure out how they can do this as well. California for example is on the verge of some very exciting stuff and looking at how they can do it.

So we're seeing again changes inside of the workforce. We're seeing people say yes. Now is the time. Let's include people with disabilities.

Next slide, additionally we know that higher education is a huge employer of - throughout our country. And we're seeing them start to pay attention and say, you know, we want people with disabilities to be hired at our universities, at our colleges, as our staff, as our faculty, as our professors, as our researchers.

And so you guys can do some more reading up on that. But again I just want to emphasize the point that now is the time to - and now we are again on the verge of this revolution of including people with disabilities.

Next slide, so it begs the question. All of these employers are starting to pay attention. We're starting to see some momentum move in the right direction.

Why are employers hiring people with disabilities?

Why are employers hiring people with disabilities?

I think it's a valuable question even for those of us who work in the disability community to really analyze why should employers hire people with disabilities? And what do we tell employers when they are - when we're talking to them about hiring people with disabilities?

And I can tell you this. I've seen in my work with employers throughout the country, I've seen employers hire people with disabilities for primarily three reasons. And I can - think I can sum it up into three reasons.

The first reason is because they have to because they're required to because there's some kind of law, some kind of executive order, some kind of new regulations like Section 503 that require them to hire people with disabilities so they're going to comply with the law. Their boss is telling them you have to hire people with disabilities so they're going to hire people with disabilities because they have to, because they're required to.

Now I don't necessarily think this is a bad reason. As a matter of fact I think a lot of the civil rights movements, laws and regulations have helped to move us as a country in the right direction.

But the problem with a compliance-based approach only means that when you as an employer are hiring people with disabilities because you have to and then all of a sudden maybe nobody is looking, that's the time at which compliance stops working because compliance by nature is temporary. It works incredibly well when you've got somebody watching it. But when no one's watching compliance doesn't work as well.

So we have to move beyond compliance and move employers to the second reason. The second reason that I've seen employers hire people with disabilities is because it's the right thing to do, because it's the right thing to do. We are an equal opportunity community. Anybody can join us at any time. It doesn't matter your background, your race, your ethnicity, your socioeconomic status. Anyone can become a person with a disability at any time.

And the reality is the longer you live the more likely you are to acquire a disability, right. It's a natural part of a human experience. The more hair I lose the more my knee hurts.

And so employers know this. And they say well I want to live by the golden rule. I want to hire people with disabilities because it's the right thing to do and so I'm going to hire people with disabilities.

And that again is not a bad reason. As a matter of fact it engages people with an emotional connection and they feel, you know, I want to hire them because it's the right thing to do. And it is the right thing to do.

But we can't let employers stop there. And I'll tell you why. Because if an employer hires a person with a disability because they feel like it's the right thing to do and they say well I'm going to give this person with a disability a job. I'm going to give them a job. Often times the person with the disability who accepted that job is going to have a glass ceiling over their head because no matter how hard they work, no matter how much they outperform everyone else, no matter how well they do, in their employer's mind they were given this job out of the goodness of the employer's heart. They were given this job and therefore they didn't earn it.

And so in the employer's mind doing it because it's the right thing to do can't be the only reason that employers hire people with disabilities. We have to move people to the third reason and the best reason for hiring people with disabilities is because disability is a huge part of diversity and diversity plus inclusion causes innovation. And innovation is what businesses are looking for.

So let's break that down. What do I mean?

Disability equals diversity. We've already said we're an incredibly diverse population. We've got people from all different backgrounds, race, religion, socioeconomic status but also we as people with disabilities often have what we call in the diversity world, diversity of thought. We see the world in a different way because of our experiences and because of the things that we've experienced throughout our lives. And that causes us to be able to add something new and fresh inside of the workforce.

And it's that newness, that freshness, that different perspective that causes innovation and I'll tell you businesses want innovation.

And I'll give you guys a quick example to illustrate this point. If I put a group of people in a room and they've all got the same background, the same socioeconomic status, they're the same race and they all view the world the same way and I give them a problem, they're only going to come up with one solution because they were only viewing the world from one perspective.

But when I put a group of diverse people in a room with different backgrounds, different ways of viewing the world, different ways of handling situation, and I give them a problem they're going to come up with some

incredible innovations because they're looking at the situation from all different perspectives.

And that is what creates innovation. A really quick concrete example of this is text messaging. Where did text messaging come from?

Text messaging was originally designed for deaf folks. And now we all use text messaging. As a matter of fact if I could see some of you right now I would guarantee some of you are text messaging right now as I'm talking and that's okay. You just keep going and text message.

But it's innovation because we included people with disabilities in what we do. It was great for deaf folks because they could use a cell phone but it was also great for everyone else because now they could use text messaging.

But it was also good for business. Cell phone companies have made a whole lot of money off of text messaging. And any of you guys who have kids out there and have ever run over the amount, the allotted amount of text messages, you know that Verizon has made a good amount of money on text messaging; innovation because we included people with disabilities in what we do.

I'm going to give you guys one more example of how disability - including disability, including this diversity that's in the disability community causes innovation.

All of us go to the grocery store. And when we go to the grocery store we're able to load up our cart, go through checkout and then we go to doors that open automatically for us. We go down a nice little ramp and out to our car.

And everybody loves that. It's great, right? Why are those ramps there?

Those ramps are there because the Americans with Disabilities Act required businesses to be accessible to people with disabilities.

And so that worked out really great for people with disabilities but it also worked out great for the parent who is pushing the stroller. It worked out great for all of us when we go shopping because we don't have to carry all of our bags down a whole bunch of flights of stairs and out to our car, right?

But it also was good for business. That innovation was good for business. If you have to - if you know that you're going to have to load up all of your groceries into your arms and carry them down a whole bunch of stairs in order just to get out to your car, are you going to buy more groceries or less groceries? You're going to buy less.

But because of this innovation that came in from including people with disabilities we now have these innovations that are not only good for people with disabilities, good for the general population, but they're also good for business.

And I think that that's what all of you on the phone today need to really encourage with all the employers that you work with.

Why do you want them to hire people with disabilities?

Do you want them to hire them because they have to, because Section 503 says that they've got to?

Do you want them to hire people with disabilities because they feel sorry for them and they're going to give them a job?

Or do you want employers to hire people with disabilities because they are an intricate part of the team and people with disabilities have something incredibly valuable to add to the workforce?

I think if you present that argument to employers and you help them understand that hiring people with disabilities is not only a requirement, not only the right thing to do but it also makes good business sense for them. They are going to be even more engaged than they already are and you guys can help push this to the next level.

Okay, so now that we've kind of gone over the business case of why we should hire people with disabilities, I'm going to spend the rest of my time focusing in on some best practices that you guys in the Employment Networks can help businesses implement in order to recruit, retain and honor people with disabilities.

And again a lot of these best practices we've seen work inside of the federal government so there's a great report you see in front of you that you guys can go and check out and it looks at a whole bunch of these best practices that have happened in the federal government and are happening in the federal government.

Next slide, additionally there's another great resource by Cornell University looking at private industry. And again some just incredible policies and practices that we know work for hiring people with disabilities.

Next slide, there's also a great report done by EEOC, the Equal Employment Opportunity Commission on including people with disabilities in the workforce.

Next slide, there's also another great report and I'm giving you guys a lot of this information so that you can utilize it later. But there's another great report done by Rutgers University that looks at states and what states are doing to be model employers.

Now some of you on the phone may be sitting here and thinking you know Michael I just want you to tell me how I can get my client a job in the federal government.

And I appreciate that. I think that that's a positive thing. And I want you to continue to have that view because I want to see more people with disabilities included in the federal government and you and the Employment Networks are a big part of making that happen.

But I would propose to you today that your job is not just to help employers recruit people with disabilities. Your job goes beyond that. Your job is to make connections with employers, to help employers understand what people with disabilities need and to help them create an inclusive and welcoming environment where people with disabilities can really get connected into the workforce.

And so I hope that all of you on the phone today will stick with me because I'm going to go through a few different things that I think would be valuable not only to you when you're helping your clients to get a job. But also will be valuable to you as you work with employers to help them include people with disabilities because it's not just about making sure that, you know, an application gets filled out and gets turned in.

It goes beyond that because we have to make sure that employers understand what people with disabilities need so that they can build an inclusive

environment because that's what's going to have the long term impact and is going to make sure that we can keep having more people with disabilities included inside of the workforce and ultimately means that you as an EN are going to be able to do your job better.

So the first thing that we need to work with businesses on and I am on Slide 17, here we go, the first thing that we need to work with businesses on is goals, accountability and data. So we need to help businesses understand that self-identification of disability is not a scary thing. We need to help businesses set goals for hiring people with disabilities.

And we need to help them figure out how they can set up a system so that they can hold themselves accountable.

And then we can also as ENs help them evaluate their data so that they can know how they're doing and know how to improve.

Next slide, as all of us know self-identification of disability or disclosure is an incredibly hot topic right now because with, you know, Section 50, the new regulations, federal contractors are now going to be required to ask how many people with disabilities they've got in the workforce.

And I've heard from a number of my friends who are in the private sector and who are federal contractors and they say well you know, people with disabilities won't self-identify. They're not going to self-identify. They don't want to tell us that they've got a disability.

And I understand that perspective. And I understand that that is definitely a concern.

But when I look at the federal government, go ahead and go to the next slide, we did a study where we took what's called the Federal Employee Viewpoint Survey, the EVS and that goes out to federal employees throughout the country and inside of it, it asks how their experiences as a federal employee but it also asks them demographic questions like gender and race.

Well recently we included a question in there. Do you have a disability?

And what we found according to the EVS is that 13.1% of the federal workforce are people with disabilities. This compared to what we have on our data which comes to us through forms that are connected to people's employee file and to their Social Security Number whereas the EVS is an anonymous survey. I can't trace that EVS back to that person. It can be traced back to a code and only one person can fill out that code. But it can't - it doesn't go in the employee's personnel file so to some extent it's more anonymous.

And what we found again was 13.1% of the federal workforce are people with disabilities according to the EVS; 11.9% of the federal workforce self-identified and something that is tractable to them resulting in a 1.21 data differential which is actually a pretty small percentage.

Now I want to see this improve but when I talk to employers and they say well people with disabilities just won't self-identify. I say well actually they will. The data shows that people with disabilities will self-identify that they have a disability when you do a few different things.

And I'm going to tell you guys these things because these are things that you can help an employer do. The first is when you create an open and welcoming environment and I'll go back, I'm still on Slide 19, here we go, when you

create an open and welcoming environment where people with disabilities know that they're going to be disclosing in a private situation and that their information is going to be kept confidential, people with disabilities will self-disclose.

So you got to create that open and welcoming environment. You have to work with employers to help them understand how to talk about self-identification. You need to help them work through a system to make sure that that information is kept as private as possible. You need to explain the benefits so you got to work with employers to explain to their employees the benefits of disclosing a disability because we know that people with disabilities when there's a benefit associated with disclosing are going to disclose at higher rates.

And then the last thing is when we see high level disclosure within a business so when a person at a high level says I have a disability and I'm a part of this company and I want people with disabilities included, then other people with disabilities are going to look on there and say you know he's disclosing. I'm going to disclose too. He's letting us know that he's got a disability. I know that this is a welcome and open environment for me to disclose my disability.

So that's my spiel on disclosure. Next slide, the next thing that we need to do is we need to help businesses set goals.

And not just the goals that OFCCP puts out but we can help them set their own internal goals so that they can figure out how to hire people with disabilities.

Next slide, the next thing that we need to do is help businesses evaluate their data. I don't have time to go into this today so I'm not even going to try. But the fact is that you can learn so much by looking at the data around people

with disabilities and figure out how you can improve. Are you meeting your goals and how you can better meet your goals and that's what this business wants to hear.

They want to know, how do I meet these goals? What's the steps to get it done, who should I hold accountable for those things, and then how do I evaluate my success.

And we as Employment Networks, all of you guys as Employment Networks can help businesses do this. They want your support and you guys are centrally placed to help them work through this to help them figure out how they can set goals. How they can support self-identification, how they can hold their staff accountable and ultimately how they can evaluate their success.

So I encourage all of you guys to take this to heart and figure out how you can help employers do the first step.

Now the second step that we need to help employers do, next slide, is around outreach and recruitment.

Now I'm not going to spend a lot of time on this because you in the EN network are incredible at doing outreach and recruitment. You know how to help connect businesses with highly qualified candidates who fulfill their needs. This is your bread and butter. And we know that you're outstanding of it and I can only applaud you.

But I wanted to give you guys a few ideas on things that you can work with businesses to help them implement. And now I'm going to give you a few suggestions on ways that you can bring your clients into the federal

government because of course I want your clients, I want more people with disabilities in federal service.

So one of the things that you can do is you can help a business set up a task force or advisory body. And what this is going to do is this is going to allow you as an EN to have an opportunity to connect with people, employees with disabilities at that company, work with them and ultimately learn more about that business.

But it's also going to benefit the business because they're going to have a place to go to to find people with disabilities, to talk to people with disabilities. And it's going to help employees with disabilities because they're going to connect with each other and learn from one another.

So it's a win for the ENs. It's a win for the businesses. But it's also a win for people with disabilities so that's something that I think we could really help employers do.

Another thing that you can help employers do is ensure that their web sites and other materials are welcome and open and you guys know this stuff. You can help them create opportunities for work experience. I think that this is something that we can increase inside of the service provider community is finding opportunities for people with disabilities to do internships, to volunteer at a business so that they can learn from that business and that business can learn from them.

So look for those opportunities and a lot of times that's going to decrease fear on the employer's side but also increase their competency and they're going to learn how to work with people with disabilities. And they're going to be less scared of hiring people with disabilities.

But then also for people with disabilities it's going to decrease their fear because they're going to realize hey I can do this job. And it's also going to increase their competency because they're going to gain new skills. So look for those opportunities.

The last point that I want to focus on and I'm going to spend some time on this point is using and this is one of the things that you as ENs can help me and the federal government do is help your employee or help your clients use the Schedule A Hiring Authority for People with Disabilities.

Next slide, now the Schedule A Hiring Authority for People with Disabilities is a way that the federal government can bring people with disabilities into federal service noncompetitively.

And so what that means is there's a typical competitive process but then there's a separate service which is called the Accepted Service. And inside of the Accepted Service there is a Hiring Authority for People with Disabilities. It's 5 CFR 213.3102(u) and that allows us and the federal government a tool to bring people with disabilities in faster and to recruit more people with disabilities directly without having to look at other candidate pools and also gives people with disabilities an opportunity to get their name in front of hiring managers.

Now as I said, go ahead and to go to the next slide, as I said this is an outstanding tool.

But when I look at the hiring of people with disabilities in the federal government again it was 16.31% of non-seasonal full time permanent new hires of people with disabilities but the Schedule A, but hiring under Schedule A was 1.51% of new hires.

And so what that tells me and what I hope that it tells all of you in the Employment Networks is we need to utilize Schedule A as much as we can and encourage the federal workforce to utilize it. And I'm working with federal - with the federal government to increase their utilization of it. We need to encourage people with disabilities to use it. We as service providers need to know how to use it as well.

But it also tells me that if you want your clients to get hired in the federal service they also need to be applying competitively through USAJOBS. And I don't have time today to go into how you can use USAJOBS. But I hope that all of your clients will have a USAJOBS profile and be ready to apply online for vacancy announcements that are posted on USAJOBS inside of the federal government.

And so I would encourage everyone to keep that in mind as we talk about Schedule A that yes, utilize Schedule A but you've got to get your clients also utilizing USAJOBS.

So next slide, so does the Schedule A Appointing Authority for people with disabilities, does it work for every person with a disability?

The answer is no. The Schedule A Appointing Authority is for people with severe physical disabilities, intellectual disabilities and psychiatric disabilities.

Now one of the next questions that folks always ask me is okay, well under those three categories because those are big categories, who falls under there?

Who - does a person with Down Syndrome have an intellectual disability?

And my response to them is well the federal government doesn't make that determination. Those determinations are made by licensed Vocational Rehabilitation Specialists, medical professionals so this could be licensed medical professionals so this could be a doctor, family doctor or psychiatrist or any state or federal entity that provides disability benefits.

Now some of you guys on the phone know how this works so I won't spend a lot of time on it. But essentially a person with a disability is going to go one of those three entities and request a proof of disability documentation which is typically a Schedule A letter.

And on this Schedule A letter it doesn't need to say what kind of disability that they have but it has to say that I, Michael Murray, you know, certify that so and so has a disability that qualifies them for the Schedule A Appointing Authority for People with Disabilities. So it has to be very clear that they're qualified.

Now for you guys in the Employment Network, one of the questions that you're going to want to ask me is well are our clients eligible for Schedule A?

And the answer is yes. If you have a client who is on benefits, SSI or SSDI, they are qualified to use the Schedule A Hiring Authority.

Now the next question is well then who can write the letter?

So can you as an EN write the letter or do you have to send them to vocational rehabilitation or do you have to send them to their doctor?

And the answer to that question is it depends. If they - your EN has a certified Vocational Rehabilitation Specialist working at your Employment Network

then you can provide those certifications of disabilities. You can provide the disability - the Schedule A letter.

But if you're not a Certified Rehab Counselor, then you are going to have to send them either to a state VR Counselor or you're going to have to send them to a medical doctor or even to social security itself and say, you know, we need the letter.

They're definitely qualified because they are on SSI or SSDI benefits. But they still need that proof of disability documentation.

Now very quickly, go ahead and go to the next slide, when you're working with federal employers and you are talking to them about why they should use Schedule A, now this is for federal employers, you want to give them some of the good stuff. Tell them that there is no public notice requirement. That they can hire a person with a disability through Schedule A for a temporary appointment, a time limited appointment or a permanent appointment. There are no time and grade restrictions to promotions inside the Accepted Service.

And agencies have some flexibility on the qualification standards that OPM puts out. Inside of the Accepted Service they've got some wiggle room around those qualifications.

And so these are all positive things that should encourage federal employers to use it.

Go ahead and go to the next slide. And go to the next slide. And we've already covered a lot of this stuff. Keep going.

Let's go to slide, yes, perfect, Slide 30.

So you know now how to - who's qualified to use the Schedule A Appointing Authority. You also know what they need in order to be qualified for it.

Now how do they use it?

There are a few different ways that a person with a disability, an applicant can apply using the Schedule A Hiring Authority. The first way is they can go onto USAJOBS.

And remember I want all of your clients to have a USAJOBS profile. They can go onto USAJOBS, find a position for which they are qualified and interested and apply on USAJOBS.

And a lot of times inside of that they can see announcement on USAJOBS. There's going to be a place to upload your Schedule A letter. And you can encourage the client to upload the Schedule A letter.

Other times there may not be a place to upload it and then you can contact the - what's called a Selective Placement Program Coordinator. Selective Placement Program Coordinator, go ahead and go to the next slide.

A Selective Placement Program Coordinator is a person at a federal agency who's responsible for taking in Schedule A applications. And you can encourage the client to say all right, you filled out the job on USAJOBS. You've applied.

Now let's follow-up with the Selective Placement Program Coordinator, give them your resume, your proof of disability documentation, your Schedule A letter. And just a nice little cover letter that says I'm interested in applying for this position and include the job title and the classification number inside of there, inside of that letter. Not inside of the Schedule A letter but inside of the

introductory letter or inside of the email where you're sending it and send it off to the Selective Placement Program Coordinator.

Now you can see a list of Selective Placement Program Coordinators on Slide 31 by following that link.

Now I'll tell you guys this. You know sometimes you may not be able to get through to a Selective Placement Program Coordinator. And that's why it's important to make sure that you're applying, you're encouraging your clients to apply competitively on USAJOBS.

But they should and can follow-up with the Selective Placement Program Coordinator.

And again you may also consider if you don't see a Selective Placement Program Coordinator at the agency where the person with the disability is applying, they can also follow-up with a Schedule A letter and their resume and a cover letter saying what the vacancy announcement number is and that they're interested in applying to this noncompetitively through Schedule A. They can send that to the HR Manager that is listed on the vacancy announcement. So that's another option that's available to you.

Now one more thing that I want to cover, go ahead and go to the next slide, under Schedule A is make sure that you talk with your clients and let them know that there is a conversion period under the Schedule A Appointing Authority.

So a person with a disability who gets hired, who gets appointed under this Appointing Authority is going to have two years before they can be noncompetitively converted to the competitive service.

Now this is a very positive thing. It means that after two years with once they meet the requirements which I've listed out here, they can be converted to the competitive service without having to compete with their - with other candidates.

And so that's a very positive thing. And if they spend three years in the competitive service or they spend three years in federal service either, you know, as a Schedule A appointee or in the competitive service, they can be converted to a career instead of career conditional.

So it's just something to keep in mind. You guys can do a little bit more research. And I can answer questions on it later if needed.

But just something to tell your clients so that they're not surprised when they realize that they've got this two year period before they're converted to the competitive service.

Next slide, now another thing that I want to encourage all of the ENs to do is to help your clients connect with the OPM shared list for people with disabilities. The OPM shared list was created back in 2010 and it's a list of Schedule A eligible candidates that have been vetted and categorized. And any federal employee can go onto this web site, onto MAX.gov, enter their federal email address. Log in and be able to find Schedule A eligible candidates right off the bat and they can actually call them right then and there and, you know, interview them and work through the process so it's a very quick way.

And it also is a consolidated bank. A place where Schedule A eligible candidates can be found.

Now I think it's an incredible resource. And I would encourage all of your clients to - who are interested to look up the information and to send their resume to - resume at vendorconsult.gov or .com. This is not the silver bullet, right. It doesn't solve all the problems and it doesn't - it shouldn't be the only way that a person with a disability applies.

But it is a good resource. And I encourage you to encourage your clients to look into the OPM shared list and see if it's something that they're interested in.

And once they apply for the OPM shared list they're going to send their resume and a cover letter and their Schedule A letter to that email address that's listed there.

And then they're going to go through an interview process with Vendor Consulting Services who has the contract to help OPM create the OPM shared list. They're going to go through an interview process that's going to give them some - going to ask them a few questions. See what they're interested in. This is good experience for people with disabilities to have this kind of interview.

And so they can learn from this interview, talk to folks on the phone and then the contractor, who's contracted with OPM is going to take their information and if they meet the qualifications that we're looking for, they're going to take them and put them onto this OPM shared list. And then again any federal employee can go on there. Click a few buttons and find incredible qualified folks with disabilities to come work at their agency.

So if I had more time I'd spend more time on that but we don't have time to do it today. But you guys can look through these slides. Also look online and

learn a little bit more about the OPM shared list. But I'd encourage everybody to utilize it.

So let's go ahead and go to Slide 44. And the title of that slide is Reasonable Accommodations. Great, thank you.

So the next thing that I want to encourage all of you to do and I think ENs, one of the things that ENs already do well is they help employers figure out what kind of accommodations a client with a disability might (meet).

And I think that this is incredible. It's something that you guys are very good at.

But I want to offer some other ideas and some other things that you can do to help a business and help an employer retain people with disabilities.

So first, obviously you can say, you know, hey, I can come in and do a presentation to your business and to your employees and your hiring managers and talk about reasonable accommodations.

And so I think that that's something that ENs can do very easily and already are doing that's going to help employers a whole lot to understand reasonable accommodations and how they can provide them to their employees.

But the next thing is something called Centralized Accommodation Funding. Now we know that this works. A lot of businesses use it throughout the country, private sector, public sector. The federal government has a centralized accommodation fund called the Computer Electronics Accommodations Program. And we don't have time to go into it today.

But again I'd encourage all of you guys to go online and learn a little bit more about that.

But what Centralized Accommodating Funding does is it puts the payments for accommodation into one place. So if I as an employer with a disability in deaf and I need an interpreter I would still request an interpreter and go through the process but my boss, my supervisor wouldn't necessarily know how much that cost was because it would be coming out of a central pot

And this is so important because when employers are looking at hiring people with disabilities, sometimes they fear, well if I hire this person with a disability it's going to cost me a lot of money. Now we know and we can educate employers that that's not true. That most accommodations that more than 50% of accommodations cost less than \$500 or most - more than 50% of accommodations are free and for those that aren't 50% of them are less than \$500.

So we know that accommodations are really not that expensive. But we also know that employers can set up these kinds of processes like Centralized Accommodation Funding that's going to take that burden off the back of a hiring manager so that the hiring manager is just looking at a person with a disability and not worried about the cost of accommodations. It essentially makes the cost of accommodations invisible to the hiring manager.

And that's important and that's something that I think that we can all work with businesses to help them implement, design and set up. And I hope that that's something that you and the ENs will do some research about and figure out how you can help businesses set up these Centralized Accommodation Funding.

And the business case for doing this and what you can tell the employers is we want you to set up a Centralized Accommodation Fund. We'll explain to you how you can do it.

But it - not only does it work well for people with disabilities because, you know, they're going to get hired but it's also going to save a hiring manager from intentionally or unintentionally discriminating against the person with the disability because of the cost of accommodations. This is something that employers are going to go, oh okay. So I'm going to have less discrimination claims. I like this, right.

And then you can go on and additionally when you centralize the accommodation funding, you can know how much you're spending on it. You can also ensure that you're getting the best price for the accommodations that you're paying for.

And that's something that a lot of businesses are going to understand when you say to them centralizing the place where the accommodations are paid for means that you can centralize what you bring in. That's going to make sense to them and you can tell them it will save you money because you can get the best price.

And so again those are the reasons that you can help employers set up Centralized Accommodation Funding.

Another thing that I hope that ENs will start to really work with businesses on is helping them with the reasonable accommodation policies and procedures. There's a whole lot of incredible resources out there including the Job Accommodation Network that can give lots of good advice.

But you as an EN are centrally located where you can even call JAN on behalf of a business and say here's one of the things I'm working with a business on. And you can help those businesses set up a good process and good policies so that when a person with a disability applies they know the process and they know that it's clear and all of the business and the company that you're working with and all and the employers that you're working with understand and know the process for reasonable accommodations as well.

So this is something that you guys can help them set up. The only caveat that I would give here is help businesses create policies and procedures that are clear and understandable and simple language.

A lot of times employers, we as employers believe that if we keep it in policy speak or in lawyer speak that it's going to save us from getting suit. And that's just not true. Having clear reasonable accommodation policies and procedures that everybody can understand and that don't cause confusion, that's what lessens discrimination claims.

So encourage, you know, the businesses that you work with to set up these kinds of policies and procedures.

And then also you can help them with their Information Technology Systems.

Next slide, now last but not least and I think that this is again something that I hope that all of the ENs out there are going to continue to work with businesses to do, but is around retention and advancement. If we want to ensure that the people that we're putting to work remain at work then we've got to help businesses create this open and welcoming environment.

And a big part of that is retention and advancement. So it may mean that you're helping a business with their return to work efforts. You can give them ideas like conducting exit interviews. You can work with them to create employee resource groups or business resource groups and these are groups of various different populations. You can help them create one for people with disabilities.

And similar to a task force for people with disabilities that we've talked about in step number one, these are going to be places where people with disabilities can get to know each other, can share resources.

But it's also going to be a place where a business can come and say hey, how can we as Verizon better reach out to the disability population and their employees can help give them feedback on how to be a better business not only internally but also externally.

But it's also going to work well with an EN because you as an EN are going to be able to utilize this employee resource group to find more opportunities within that business to hire people with disabilities.

So it is beneficial for all parties involved and I hope that ENs out there will start to utilize this as a best practice to work with businesses. You can train managers on disability etiquette and communities of practice. There's so many things and we don't have time to cover it all today. And I know that we've got lots of questions.

So I think that I'm going to go ahead and stop it here and leave a good amount of time for questions and then I'm going to do a closing story. So I'm ready for questions.

Michelle Laisure: Thank you Michael. Wow that was definitely a lot of wonderful good timely information.

I know that we've gotten several requests for the PowerPoint to go back and look at all of those links and additional best practice information.

Donna had several questions for you and she's just going to...

((Crosstalk))

Michael Murray: (Unintelligible), right?

Michelle Laisure: ...read them out to you for your response.

Donna DeJulius: Hi Michael. I'm Donna DeJulius, EN Development Lead here at the Operations Support Manager. I've been (unintelligible).

((Crosstalk))

Michael Murray: Hey Donna.

Donna DeJulius: Hi. I've been facilitating the chat room. And we have about five questions that we would like to ask you.

The first is.

Michael Murray: Great.

Donna DeJulius: Do you know the retention rates of workers with disabilities versus workers without disabilities and is that information published anywhere?

Michael Murray: So if you go back to Slide Number 21, I don't - I didn't have time to go over it today. But we do have the retention rate for people with disabilities. And we do know what it is.

And again these numbers get small so we have to be careful how we publicize it. But looking at trends for 2009, '10, '11 and '12 the biggest reason that employees with disabilities leave federal service is because they're retiring. That's 50% of folks and...

Woman: Wow.

Michael Murray: And so that's actually higher than people without disabilities. And that make sense, right, because...

Woman: It does.

Michael Murray: ...the older you get the more likely you are to acquire a disability. And so and again if we go back 10, 15 years, we actually see before the Baby Boomer generation there was a 15 point, 20 point different between people with disabilities and people without disabilities.

Now the thing that I would say about this is because of this resignation and because we're a community that you can join at any time, using typical attrition calculations that you would use for a minority population don't work for the disability community.

And that's important for you to know. But it's also important for employers to know because if they're trying to calculate attrition using the same attrition calculation that they used for let's say African Americans, what they're going to find is that oh well people with disabilities don't have a good retention rate.

But that's actually not true because people with disabilities are a group that you can join at any time and the older you get the more likely you are to acquire a disability so these attrition calculations don't work.

So you have to dive in and you've got to look closer at the data and that's what I've done here on Slide 21.

Now if we look at the second biggest reason that employees with disabilities leave federal service it's because of resignation, that's at 20%. That's actually lower than people without disabilities.

So again this tells me that if you commit to hiring people with disabilities, the disability community is going to stick with you. It's a good commitment. It's a good place to commit.

Now one of the things that I am concerned about and want to improve is removal because of conduct, conduct and performance or performance. People with disabilities are about 7.9% or about 10% for people with targeted disabilities versus people without disabilities at 6.5%.

And this is the area where we really need to improve. And we can learn a lot from this data and we can learn a lot that can help us improve inside of the federal workforce by looking at it. And saying okay, what are the reasons that people with disabilities are being removed at a higher level? Is it because of discrimination? Is it because they didn't get their reasonable accommodations on time?

One of the interesting things that I see in this data is when I look at targeted disabilities at 2.5% for removal under conduct versus people without

disabilities at 1.51% I think that's an interesting statistic because there may be some social constructs that we need to work with federal employees and remove those social barriers.

So for example one of my dear friends has autism, is on the autism spectrum. And he told me, he said, "You know Michael I can either look at an employer in the eye or I can pay attention to them. But I can't do both at the same time."

And so that social construct, that social barrier that employers have of well he's not looking at me now. He's not paying attention. He's not being honest. Is something that we can help employers work through to make sure that we're able to retain more employees with disabilities.

But yes, we do have that data. This is a rough sketch of that data. And so I think that answers that question, next question.

Donna DeJulius: And thank you...

Michael Murray: (Thanks).

Donna DeJulius: ...very much. The next question, does 503 also extend to companies receiving any federal money such as federal funding?

Michael Murray: Well I would hesitate to answer that one. For that one I think it would be best to go to OFCCP. I'm pretty sure that I know the right answer to that. But I think that they would be the better resource.

Donna DeJulius: Okay (unintelligible).

((Crosstalk))

Michael Murray: And I know that (Charlene) and Michelle and (Deena) have those contacts so they can make sure that you get an answer to that.

Donna DeJulius: Wonderful. Next question, can an individual print their SSA Benefits Award Letter off of the SSA web site? Would that suffice as proof of - for a Schedule A or will the (BPQI) suffice for a Schedule A letter?

Michael Murray: Yes. So those are all great questions. That's actually a really great question. If you look at the regulations, 5 CFR 213.3102(u), what you're going to see is that it says proof of disability documentation. And proof of disability documentation could be a lot of different things.

But it's most common for an agency to ask for a letter. And I suggest using the letter. And I'll tell you why. Because it leaves no doubt inside of the HR Manager's mind that this person's qualified for Schedule A versus if they get a letter that says, you know, something about benefits and they don't really understand all that. They're more likely to send it back and say, "I need a Schedule A letter."

Donna DeJulius: Okay.

Michael Murray: Okay. I think it's best to work with clients and go ahead and give them that Schedule A letter.

But the - an agency definitely could accept that as proof of disability documentation.

Donna DeJulius: Okay. But a letter could prevent confusion I guess.

Michael Murray: No. The SSA print-off could create confusion.

Donna DeJulius: Confusion.

Michael Murray: Not necessarily but, you know, it depends. But the Schedule A letter is straightforward direct and they know what to expect.

Donna DeJulius: Okay. And then a clarification, a CRC can provide a Schedule A letter. Is that correct?

Michael Murray: A Certified Rehab Counselor is considered certified under the Schedule A Appointing Authority so yes, you would be able to write a Schedule A letter for your client.

Donna DeJulius: Okay we had a participant just ask for clarification on that.

And the last question is how high do the GS positions go?
Is 15 the highest level, a GS15?

Michael Murray: That is correct.

Donna DeJulius: Correct.

Michael Murray: There are three separate services inside of the federal government. And again we didn't have time to go into this but you can look at the slides. There is the Senior Executive Service which is above the GS level. Then there's the Competitive Service and that typically and most people fall into a GS level but there are other kinds of pay grades. But that's GS1 through 15.

And then there's the Accepted Service and they typically fall under the GS scale as well.

Donna DeJulius: That's it Michael. That's all the questions we had from the chat. Thank you so much.

Michael Murray: Great. So go ahead and go to Slide 46. I'm just going to end it out with a quick story for you guys.

This is my dad. My dad was a person with a disability. He has something called Chronic Fatigue Syndrome. And what Chronic Fatigue Syndrome does is it lowers your immune system and so my dad was susceptible to a lot more stuff because of that. And it's kind of like having a flu all the time.

And so he ended up having a whole slew of other disabilities because of that. My dad had two brain cancer surgeries, diverticulitis, a pulmonary embolism. He had blood clots in his legs. He had a hernia about the size of a grapefruit on the side of his stomach before he passed away. He had a colostomy bag towards the end of his life, just all kinds of stuff.

But my father was an incredible man. And he was an incredible man not in spite of his disability but in part because of.

And I'll give you guys a quick example. The picture that you see in front of you is me and my dad at a race. You know my dad couldn't play sports with me. He couldn't throw the football or baseball. But he wanted me to have that experience so he found out that I like to run.

And he signed me up for a 5K race. And he would train with me. He would get in his van next to me and he would train with me. "Come on son. Come

on. Keep running. You're doing great. Come on. Keep pushing. Run faster. I'm going to hit you with the car. Come on son."

And the day of the race, it was a 5K which is 3.1 miles and there was a mile walk beforehand. My dad walked the mile with me. And that - walking that mile actually put him in the ambulance.

But he did it for me. He did it just so that I could have the experience of playing sports with my father.

And I always tell folks, you know, anybody can throw a football with their son. But how many dads would get into an ambulance just so they can have that experience.

My father was an incredible father not in spite of his disability but in part because of.

And I think that this is an important story for us to end with because as you guys are working with your clients, and you're helping them connect with employers, we need to keep in mind that people with disabilities have something valuable to offer not in spite of their disability but in part because of it because of their experiences, their background. The things that they've - the way that they view the world has something valuable to offer to employers.

So we need to help employers understand that. And we also need to help people with disabilities understand that.

And then we as service providers, we need to remember when we're working with folks that they've got something valuable to offer not in spite of their disability but in part because of.

You know and I think that this is important when we - a person of color doesn't have something valuable to offer in spite of their disability but in part because of it, right? Because of those experiences, their background, their history, the way that they grew up, the way that they view the world because it adds to the diversity of our workforce and when we include that diversity that's again when we see some just wonderful things happen.

And so we need to keep that in mind as we're working with folks that people with disabilities have something incredible to offer. And let's ensure that we take this to the next level. That we go over the precipice.

So, you know, I want to tell you again, all of you on the phone how much I appreciate the work that Employment Networks do and the work that you guys do every day. Sometimes it can be a thankless job. And I know that. So I want to thank you guys for your hard work. I want to thank you for helping people with disabilities access federal employment and access all kinds of employment. And I look forward to continuing to work with you guys. So thank you again.

Michelle Laisure: Michael thank you so much for sharing your personal story with us. It really definitely motivated all of us to really think about what we do here every day and people like you pushing the envelope and pushing us forward.

Michael Murray: Thank you Michelle.

Michelle Laisure: Operator do we have any questions in the queue?

Can you take questions Michael? I'm sorry.

Michael Murray: I can. I can. If we've got any last question, I'm more than open.

Operator: Thank you. Ladies and gentlemen if you would like to register for questions through the phone lines you may press the 1 followed by the 4 on your telephone now. Once again you may press the 1, 4.

Donna DeJulius: Michael in the chat room you are receiving comments such as what an inspirational story, beautiful and thank you for a great presentation and for sharing your story.

Michael Murray: Oh thank you guys so much. You the - all of you guys out in the Employment Network, you inspire me too so I'm honored to continue working with you.

Operator: We have no audio questions registered at this time.

Michelle Laisure: So Michael how do we get in touch with you? Is that on Slide 49? Is that your phone number and email address?

Michael Murray: The very last slide tells you how to get in touch with the Office of Diversity and Inclusion.

Now I want to encourage all of you guys to keep in mind that this is only one part of the work that I do to increase federal employment of people with disabilities. So if you email disabilityemployment@opm.gov, I actually have - there's some staff that works on that email address and can help answer your questions and ensure that you get a timely response.

So if there are things that you need or questions that you have, you can feel free to email that email address.

Michelle Laisure: All right thank you again. And if there's no questions we will conclude our call today.

Michael Murray: Thank you Michelle.

Operator: We have no (unintelligible).

((Crosstalk))

Michael Murray: Take care everyone.

Michelle Laisure: Okay.

Operator: Thank you. Ladies and gentlemen this does conclude the conference call for today. We thank you all for your participation. Have a great day.

END