



King County

**Disability Services
Annual Report
2017**



Disability Awareness Month Recognition Event At
King County Council, October 2017

Who We Are

The Disability Services section is comprised of 9 employees with varied backgrounds and expertise. Some are certified Vocational Rehabilitation or Mental Health counselors, some are PHR certified, and some have many years' experience working with people with disabilities and with King County's HR policies and systems. All are passionate about serving King County's employees to ensure they are successful at work, productive and engaged. We are committed to the Investing In YOU Initiative.

What We Do

Disability Services provides programs for the most vulnerable and marginalized County employees.

- Whether experiencing a temporary disability due to recent surgery or long term disability following a medical diagnosis, employees receiving services may be experiencing the most difficult time of their lives. Disability services staff coach HR professionals and work with employees, supervisors and managers directly to provide reasonable accommodation and enable employees to keep working, in spite of their illness or injury.
- Some employees are fighting drug or alcohol use and either self-refer or were referred by their supervisor for EAP services. This can be an uncertain and scary time for employees.
- Some employees are struggling to find a new normal after a traumatic experience at work such as the loss of a co-worker or family member.
- Supported employees may have never imagined they'd find meaningful, secure work where they would be valued for contributing their own skills. We help connect them with employment.
- Human Resource managers and staff often lean on our unit for support and guidance when dealing with challenges in their workforce.

Staffing/Program Changes

- Peter Hu's position as Leaves and Absence Management Specialist became open as Peter moved to interim DAJD HR Manager assignment
- Judy Hullett was hired as Interim Leaves and Absence Management Specialist
- Our program had the following vacancies in 2017
 - Interim Disability Services Consultant
 - Disability Services Intern

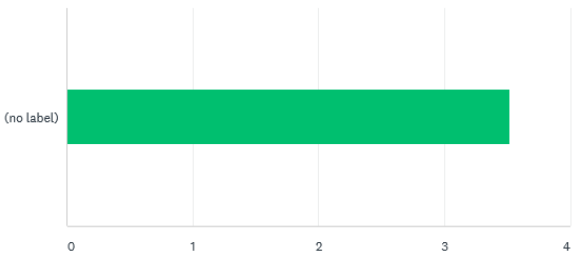
Section Feedback - Customer Survey Results

In August of 2017, our section administered a survey to HR managers who receive our services. We had 50 responses. Select responses are below.

Decision Making - Highest score is 4

Decision Quality: Provides quality decisions based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.How would you describe the decision quality based on your experience?

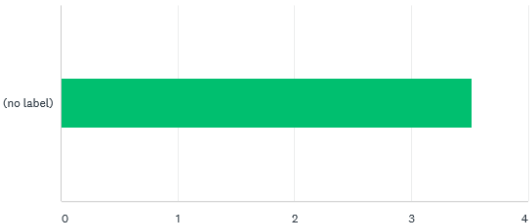
Answered: 46 Skipped: 4



Communicates Effectively - Highest score is 4

Communicates Effectively: The ability to communicate effectively in a variety of settings: one-on-one, small and large groups, or among diverse styles and position levels; attentively listens to others; adjusts to fit the audience and the message; provides timely and helpful information to others across the organization; encourages the open expression of diverse ideas and opinions.How would you describe the quality of communication based on your experience?

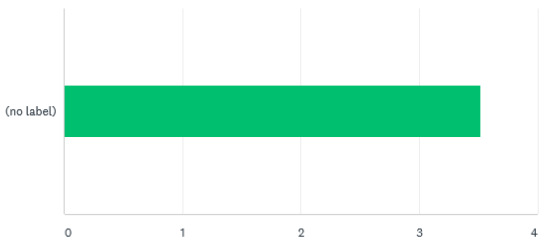
Answered: 46 Skipped: 4



Customer Focus - Highest score is 4

Customer Focus: Dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.How would you described our customer focus based on your experience?

Answered: 26 Skipped: 25



Disability Services

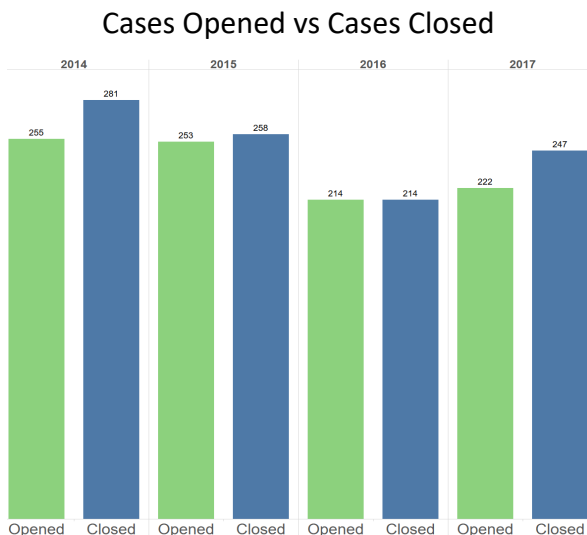
Jeff Casem, Jamie Christensen, Carol Gordon, Aliza Hauser, Dan Hughes, and Nathan Kinkler

Disability Services staff provide consultation, collaboration and facilitation in partnership with county agencies to provide reasonable accommodation to employees who are temporarily or permanently disabled.

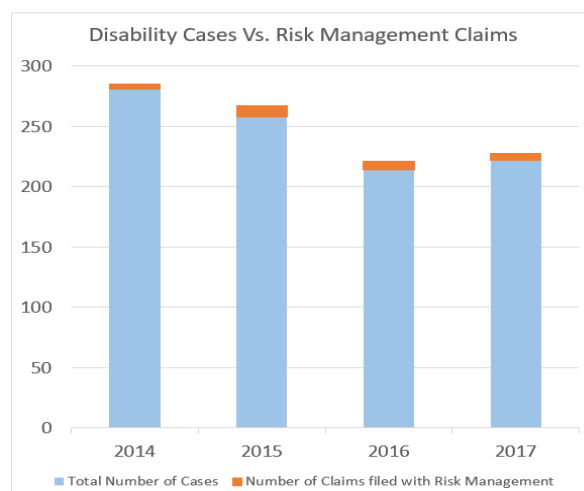
Staff opened 222 reasonable accommodation cases and resolved (closed) 247, resulting in a 111% case closure rate.

- Out of the 247 resolved cases
 - only 2.4% (6 cases) resulted in a failure to accommodate and/or disability discrimination claim filed.
- Our team conducted Leaves and Reasonable Accommodation Training in September for supervisors with over 60 in attendance.
- We facilitated Disability Awareness Month coordination and proclamation in October including
 - Poster display in the Courthouse tunnel
 - News articles highlighting contributions of people with disabilities
 - Partnerships with organizations who serve people with disabilities, and
 - Workshops on working with people with disabilities

Cases by Department



	2014	2015	2016	2017
DNRP	49	63	34	36
DPH	45	29	41	55
DES	27	30	26	27
KCSO	29	30	27	22
DAJD	32	20	21	17
DOT	21	15	14	14
DPD	9	13	15	16
DCHS	9	8	10	9
KCDC	7	16	3	5
KCA	7	6	6	5
KCSC	9	2	3	2
PAO	3	7	0	5
KCIT	4	4	4	2
DJA	1	4	4	2
DPER	1	2	3	2
KCC	2	2	1	2
KCE	0	2	1	1
KCEO	0	0	1	0



Disability Services Clients compared to King County Population

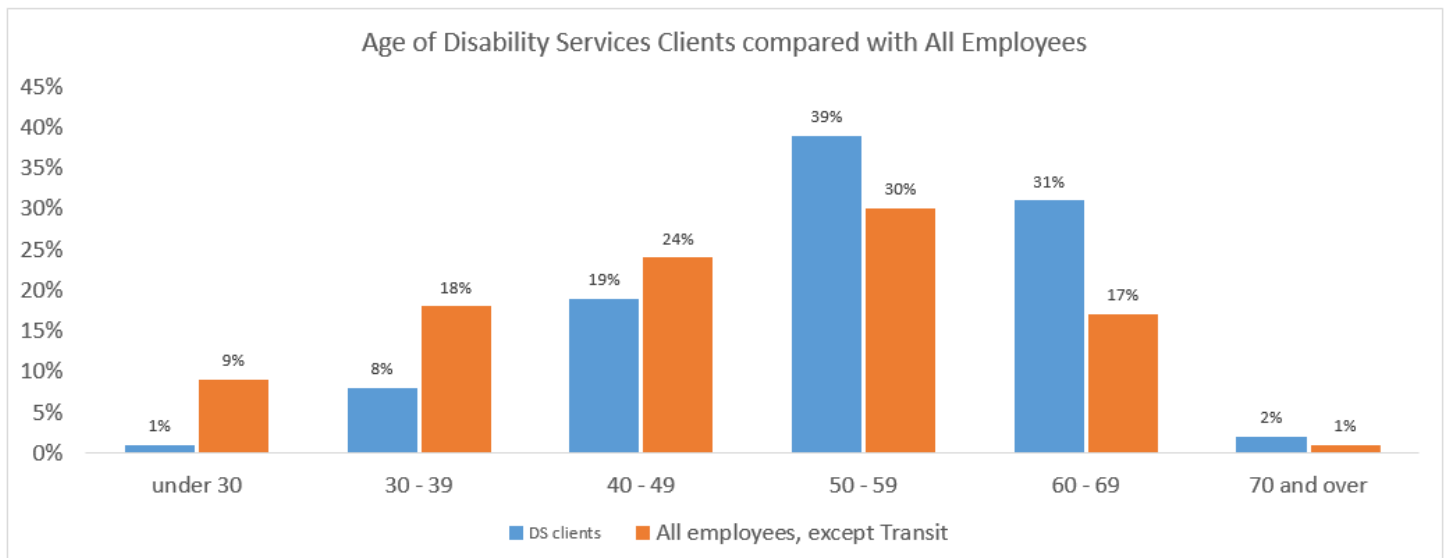
Disability Services committed to equity and social justice, particularly in regards to race, gender and age. We want to ensure we are visible and accessible to all employees.

We compared clients who opened cases in 2017 with the general employee population, removing Transit employees. Transit has their own Disability Services unit to serve their staff.

Disabilities Services clients are more diverse than the general employee population. Understanding this, staff remain aware of the complexities of working with diversity on a daily basis.

	Disability Services		All County Employees, except Transit	
Race	People of Color	40%	People of Color	34%
	Caucasian or Unknown	60%	Caucasian or Unknown	66%
Gender	Female	54%	Female	49%
	Male	46%	Male	51%

Employees who engage with Disability Services tend to be older than the general employee population. This isn't surprising as we tend experience more injuries with age.



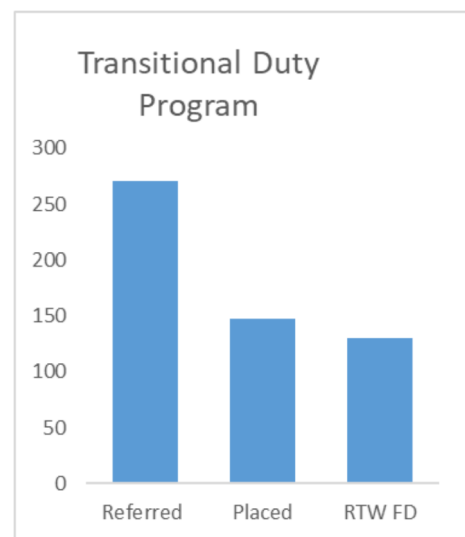
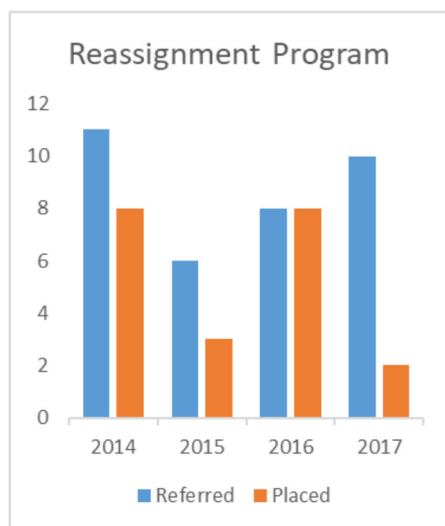
This data suggests visibility and accessibility are consistent for these demographic groups.

Return to Work

Jamie Christensen and Nathan Kinkler

Return to Work programs help get employees who have been injured or ill back in the workforce. Research indicates that employees who quickly return to work after an illness or injury recover more quickly. These programs foster a sense of security and stability for employees.

- The Reassignment Program had a placement rate of 20% into new County positions. This program serves employees who have been or are in the process of being medically separated because they are no longer able to perform their current jobs due to their disability.
- The Transitional Duty Program placed a total of 147 employees into a transitional duty assignment. 130 of those placed employees (84%) returned to working full duty after working transitional duty.



Leaves and Absence Management

Peter Hu, Judy Hullett, and Jeff Casem

The Leaves and Absence Management position was created based on feedback from the HR Community indicating they needed support in administering and managing leaves for employees. Staff provide leadership, consultation and technical assistance to King County managers and supervisors. This position provides a single point of contact for complex employee leaves and absence management cases while helping departments develop and standardize best practices related to leaves and absence management. Staff also ensure compliance with Federal and State disability and leave laws, King County policies and collective bargaining agreements.

- FMLA/KCFML Concurrency ordinance was adopted and concurrency was implemented on August 1, 2016. At this time, 97% of the County workforce is covered under KCFML concurrency.
- New and improved tools to track and administer extended leaves of absence.
- Leave Administration Training for new supervisors and managers in December, 2016.
- Audit progress made on the Opportunities to Improve Family and Medical Leave Administration Audit with 4 out of 7 audit recommendations completed and 3 in progress.

Supported Employment Program

Christina Davidson

King County's Supported Employment Program connects candidates with developmental disabilities to King County jobs. Individuals with disabilities are traditionally the most underemployed and marginalized in the workforce compared to individuals without disabilities (2017 BLS 18% vs 68%). The Supported Employment Program reflects King County's commitment to ESJ issues and helps meet the goal of hiring a workforce that represents the community we serve. The program had 45 participants in 12 departments/offices.

- The 2017 Satisfaction Survey (sent to Managers, HR and Job Coaches) indicated:
 - o 94% of King County Managers or Supervisors would recommend hiring an employee with the assistance of Supported Employment Program
 - o 100% of HR professionals would recommend hiring an employee with the assistance of the Supported Employment Program
- Collaborated and negotiated with Transit's largest union, ATU 587, to create an MOU for Support Employment as well as expand the scope of work for supported employees
- Highlighted success stories with KCTV video series and consulted with departments on 11 recruitments
- Assisted in job placement for 4 employees who were in positions that would have been eliminated

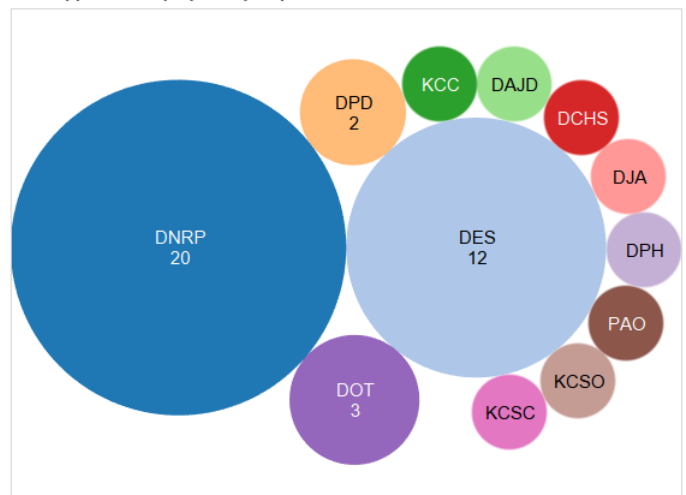
2017 data	KC Supported Employees		DSHS/DDA authorized for employment services		King County Employees Overall	
Race	People of Color	20%	People of Color	28%	People of Color	38%
	Caucasian	80%	Caucasian or unreported	72%	Caucasian or unknown	62%
Gender	Female	42%	Female	38%	Female	40%
	Male	58%	Male	62%	Male	60%

Program participant demographics vary slightly from individuals authorized for employment services through DSHS and County employees. King County's supported employees population is more female and slightly less representative of People of Color. Preliminary 2018 data shows an increase in People of Color among King County's supported employees.



Supported Employment Program Manager Christina Davidson chatting with Dwight. Dwight has been a supported employee with DNRP Parks for 17 years. His manager says (Dwight) "actually makes people on our crew want to be better at what they do."

of Supported Employees by Department



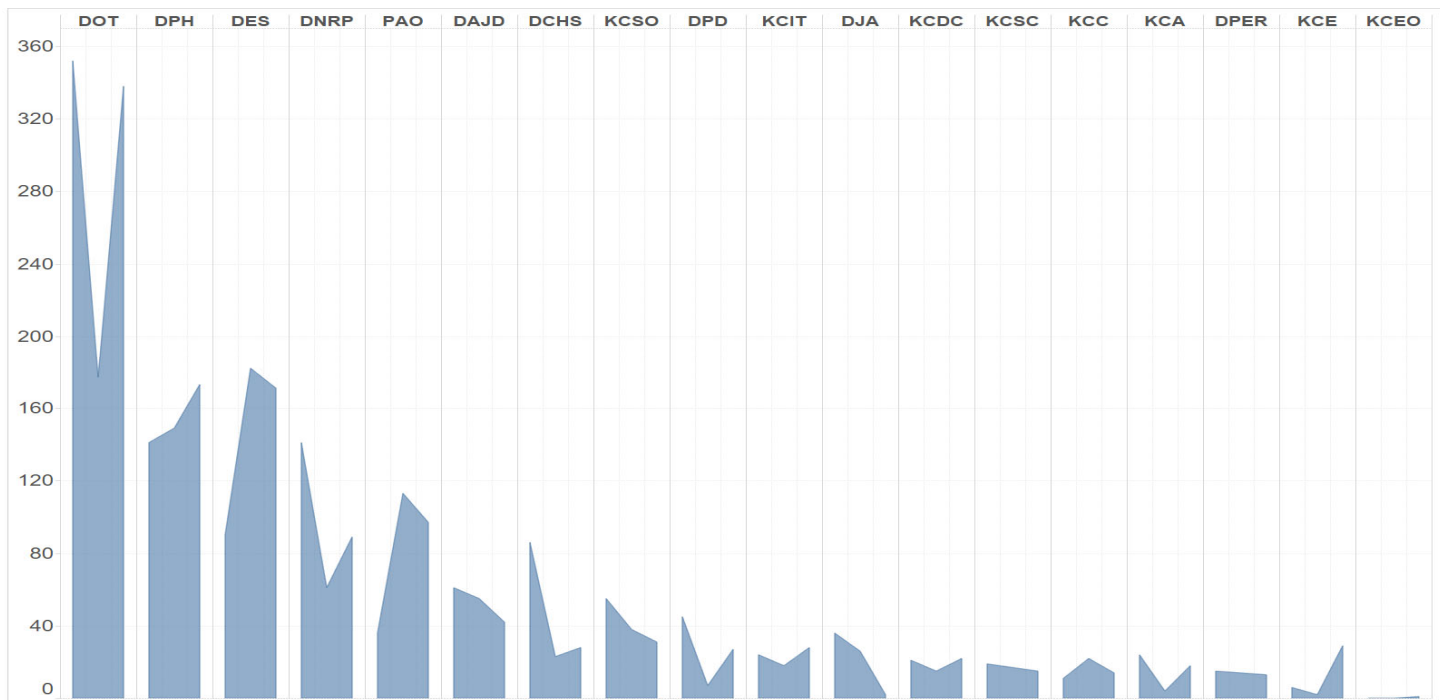
Employee Assistance Program

Tony Hansen and Heather Steffensen

The **Employee Assistance Program** (EAP) provides counseling for issues employees may be facing at work including stress, conflict, alcohol or drug use. The program also provides training for managers and support for employees after traumatic events. EAP is an important component of employee well-being and productivity on the job.

- 1172 direct client service contacts were provided to County employees, an increase of 21% over the prior year.
- Staff provided critical incident debriefing services throughout the year.
- 2017 marked the launch of Penelope, a secure client tracking system that will allow staff to keep electronic record providing better customer service and an ability to track aggregate data for needs assessments.
- Staff conducted 25 trainings serving 264 employees on topics including reasonable suspicion, grief and loss, compassion fatigue, engagement at work and program orientation.

EAP services by Department
(peaks represent 2015, 2016 and 2017 respectively)



Making Life Easier

Vendor WellSpring, supported by Tony Hansen and Heather Steffensen

The **Making Life Easier** (MLE) program is provided by a 3rd party vendor to support employees with counseling resources, referral to legal and financial assistance, and help managing day to day challenges such as finding elder care or child care help. Making Life Easier also provides critical incident support to county work teams when EAP resources are not available. Making Life Easier provides emotional wellness resources for employees and anyone living in their household at no cost to the user.

- 1762 contacts with employees including information calls (235), requests for in-person counseling (910), referrals to My Secure Advantage (62) and requests related to the work-life concierge service (555).
- King County's utilization rate for 2017 (12.77%) was slightly lower than 2016 (13.24%) but is still much higher than the national average for similar size agencies.
- Where employees requested in-person counseling services, the top reasons were
 - Acute emotional issues including depression, anxiety and grief (49%). This category saw an increase of cases of 2016 (25 more cases)
 - Relationship issues including conflict, personal relationships (28%)
 - Parenting issues (11%)
 - Work stress (10%)
- Of requests for work-life concierge benefits, the top categories were
 - Legal referral (48%)
 - Daily living (18%)
 - Child care (12%)
 - Elder care (12%)

King County's Making Life Easier Program

"Counseling helped me enjoy family gatherings again!"

FREE RESOURCES FOR YOU AND ANYONE LIVING IN YOUR HOUSEHOLD.

Eight sessions with a counselor on any issue.
Free for you and anyone living in your household.

CALL ANYTIME, 24 HOURS A DAY
1-888-874-7290

DISABILITY SERVICES

Helping Employees Succeed in the Workplace

OUR TEAM

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DISABILITY SERVICES AND RETURN TO WORK

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Nathan Kinkler (through July 2018)
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SUPPORTED EMPLOYMENT PROGRAM

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EMPLOYEE ASSISTANCE PROGRAM/MAKING LIFE EASIER

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Heather Steffensen, LMHC, CEAP, SAP
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LEAVES AND ABSENCE MANAGEMENT

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kingcounty.gov/audience/employees/safety-claims/disability-services