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Where Professional Meets Personal: A Curriculum to Improve Conversations Between Human Resource Professionals and Employed Parents

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Where Professional Meets Personal: A Curriculum To Improve Conversations Between Human Resource Professionals & Employed Parents

Julie M. Rosenzweig, Anna M. Malsch,
Eileen M. Brennan, Lisa Stewart, & Kathryn L. Mills

Building on Family Strengths Conference
Research & Services in Support
of Children & their Families

Portland Oregon
June 24, 2009

Work-Life Integration for Families with Children who have Emotional or Behavioral Disorders

PROJECT STAFF

- ✎ Julie M. Rosenzweig, Ph.D., Co-Principal Investigator
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- ✎ Anna M. Malsch, Ph.D., Project Manager
- ✎ Lisa Stewart, Ph.D., Graduate Research Assistant
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Work-Life Integration for Families with Children and Adolescents who have Emotional or Behavioral Disorders (2004-2009)

Phase I: Caregiver Workforce Participation Study, N = 2,585; Secondary analysis of data from the national evaluation of the Comprehensive Community Mental Health Services for Children and Their Families Program

Phase II: Focus groups: Parents and Human Resource (HR) Professionals; Parents: 5 groups, N = 28, HR: 3 groups, N = 17

Phase III: Work-Life Flexibility and Dependent Care Survey, N = 551; In partnership with WorldatWork

Phase IV: Design and offer training to HR professionals

Phase V: Resource development for families and businesses

Today's Agenda

- ✎ Introduce a training curriculum designed for human resource and work-life professionals
- ✎ Discuss the relevance to your workplace as a parent, employee, or employer
- ✎ Offer adaptations for parent groups, other professionals or providers
- ✎ Gather suggestions for improvements

**Children with Disabilities:
Their Parents are YOUR Employees**
Work-Life Strategies and Solutions

The Need for Training: Prevalence

- ✎ *U.S. 2000 Census:* 9.2% of households caring for a least 1 child with a disability (strict definition of sensory, physical, or mental disability)
- ✎ *2005-06 CSHCN National Survey :*13.9% of children under 18 (approx. 10.2 million) have special health care needs
- ✎ Or 21.8% of U.S. households with children
- ✎ 20% of all children affected by a mental health disorder
- ✎ Families of children with disorders are at increased likelihood of living below the poverty line

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The Need for Training: Employed Caregivers

- ✎ In any given company, 9-10% of employees have children with special needs (Center for Health Care Policy)
- ✎ Employed caregivers often seek help from their employers
 - ✎ 10-15% of all resource and referral requests involve some concern of raising a child with special needs
- ✎ Employed caregivers face difficult disclosure decisions and stigmatization

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The Need for Training: HR Professionals

- ✎ Lack of knowledge regarding disabilities affecting children and impact on their families
- ✎ HR professionals face dilemmas
 - ✎ Protect and support employees
 - ✎ e.g., Respecting employee confidence while ensuring atmosphere of equity
 - ✎ Protect and support organizations
 - ✎ e.g., Family Responsibilities Discrimination lawsuits have increased by 400% in the last ten years (Still, 2006)
- ✎ HR Professionals need communication strategies to bridge personal-professional dilemmas

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Training Goal

- ☞ To increase the capacity of human resource professionals to **minimize organizational liability** and **maximize worker performance** when responding to employed parents of children and adolescents with disabilities

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Training Objectives

- 1) Analyze current legal & policy issues impacting employers of parents of children with disabilities
- 2) Explore the business case, e.g., reduced liability, decreased costs, increased productivity, effectiveness, & satisfaction
- 3) Examine parents work experiences & strategies, e.g., interruptions, crises, stigmatization, disclosure, & resilience
- 4) Increase HR capacity, e.g., win-win intervention strategies, communication competence, actionable solutions

A Training for HR Professionals who...

- ✓ ...Work with Managers and Employees
- ✓ ...Help Resolve Work-Life Issues
- ✓ ...Want to Improve Employee Retention and Reduce Liability



Did you know:

- 13% of children in the U.S. have a disability or special needs
- In any given company, about 10% of employees have children with special needs
- 10-15% of HR resource and referral requests involve some aspect of raising a child with special needs
- Family Responsibility Discrimination lawsuits have increased by 400% in the last ten years

Make a difference:

- Help to make your company an Employer of Choice
- Improve recruitment and retention of valuable talent
- Increase employee satisfaction and productivity
- Reduce your company's liability
- Help managers and employees develop creative solutions

Children with Disabilities: Their Parents are YOUR Employees *Work-Life Challenges and Solutions*

Learn how to:

- Examine the work experience and coping strategies of working parents of children with special needs
- Select successful intervention strategies to reduce liability and cost while avoiding misunderstanding and conflict
- Influence managers on legal and policy issues impacting employers of parents of children with special needs
- Assist employees and managers in developing actionable solutions
- Present the business case for change

The trainer: Dr. Julie Rosenzweig, nationally known expert in the field of work and family issues. For more information contact Dr. Anna Malsch at 503-725-8767 or amalsch@pdx.edu.



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Training Materials & Delivery

- ✎ **Training Curriculum:** Complete packet including:
 - ✎ Pre/post survey
 - ✎ Eight modules
 - ✎ Glossary of terms
 - ✎ References
 - ✎ On-line resources
 - ✎ Handouts
- ✎ **Presentation:** PowerPoint slides & skill building exercises delivered by expert consultants

**Children with Disabilities:
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Training Content

- ✎ **Module 1:** Definitions and Terminology
- ✎ **Module 2:** Prevalence of Children w/Disabilities
- ✎ **Module 3:** Exceptional Care Responsibilities
- ✎ **Module 4:** Relevant Work-Life Policies
- ✎ **Module 5:** Employed Parents: Work-Life Challenges
- ✎ **Module 6:** Employed Parents: Work-Life Strategies & Solutions
- ✎ **Module 7:** HR Professionals: Challenges
- ✎ **Module 8:** HR Professionals: Strategies & Solutions

Definitions and Terminology

1

DEFINITIONS

Introduction

Disabilities affecting children take many forms and significantly shape the way families live in their communities. It is likely that there are employees in your organization who are striving to meet their job responsibilities while also caring for children or adolescents with a disability. But what are the different types of disabilities that children and adolescents may experience? To better address the needs of employed parents of children with disabilities, it is necessary to understand what is meant by the concept of “disability” and related terms.

Objectives

By the end of Module 1, you will be able to:

1. Describe the different terms used in reference to the concept of disability.
2. List the various categories of disabilities that affect children and adolescents.
3. Identify some of the most common types of disabilities affecting children and adolescents.

- *How are children's disabilities conceptualized?*
- *What are the different terms used to define and describe differences in health and mental health functioning?*
- *What are some of the most common types of disabilities affecting children and adolescents?*

Each Module Includes

Introduction
Objectives
Core Information
Take-Aways
Action Plans
References

Definitions and Terminology

- ✎ *By the end of Module 1, you will be able to:*
 - ✎ Describe the different terms used in reference to the concept of disability
 - ✎ List the various categories of disabilities that affect children & adolescents
 - ✎ Identify some of the most common types of disabilities affecting children & adolescents

Prevalence of Children with Disabilities

- ✎ *By the end of Module 2, you will be able to:*
 - ✎ Identify key sources of prevalence data on children affected by disabilities and special health care needs, and the current national estimates
 - ✎ Estimate the number of employees in your company caring for children with disabilities

Exceptional Care Responsibilities

- ✎ *By the end of Module 3, you will be able to:*
 - ✎ Define and identify “exceptional care responsibilities”
 - ✎ Describe the differences between exceptional care responsibilities and typical care responsibilities
 - ✎ Describe what community care resources are necessary to support families with exceptional care responsibilities

Relevant Policies

- ✎ *By the end of Module 4, you will be able to:*
 - ✎ Identify major federal policies that address work-life concerns of employed parents of children with disabilities
 - ✎ Discuss the implementation challenges of work-family policies
 - ✎ Describe family responsibilities discrimination





Employed Parents: Work-Life Challenges

- ✎ By the end of Module 5, you will be able to:
 - ✎ Describe the possible impact exceptional care responsibilities have on the parent's job status and career development
 - ✎ Identify the top 5 work-life challenges facing employed parents of children with disabilities
 - ✎ Define courtesy stigmatization and explain how it affects parents of children with disabilities

Employed Parents: Work-Life Solutions

- ✎ *By the end of Module 6, you will be able to:*
 - ✎ Describe key employment-based strategies used by parents of children with disabilities to integrate work and family responsibilities
 - ✎ Describe the factors related to parents decisions to disclose information about their children's' health/mental health status
 - ✎ Identify formal and informal workplace supports that enhance work-life integration for parents of children with disabilities

HR Professionals: Challenges

-  *By the end of Module 7, you will be able to:*
-  Identify top 5 challenges facing HR responding to flexible work arrangements requests made by employees with exceptional care responsibilities
 -  Describe the concept of communication competence and identify how it affects the conversations between HR professionals and employees
 -  Describe the legal and organizational decisions HR professionals navigate when making decisions about granting flexibility for employees with exceptional care responsibilities

HR Professionals: Strategies and Solutions

- ✎ *By the end of Module 8, you will be able to:*
- ✎ Describe 5 key HR strategies that support work-life integration for parents of children with disabilities
- ✎ Develop communication competence skills to support employees, problem solve dilemmas & negotiate work-life solutions
- ✎ Begin implementing a plan at your organization of work-life strategies and solutions for employees with exceptional care responsibilities

**Children with Disabilities:
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Work-Life Strategies and Solutions

Effectiveness

- ☞ Pre- and Post-Training Survey
 - ☞ Knowledge
 - ☞ Definitions and prevalence
 - ☞ Experiences of working caregivers
 - ☞ Policies
 - ☞ Community resources
 - ☞ Attitudes
 - ☞ Workplace culture
 - ☞ Agreement with the business case for flexibility
 - ☞ Behavior (Intentions)
 - ☞ Likelihood to approve flexible work arrangement for exceptional caregiving reasons
 - ☞ Specific task-related self-efficacy

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Outcomes of Training

- ✎ Increased awareness
- ✎ Increased skill capacity
- ✎ Increased use of flexible work arrangements
- ✎ Decreased courtesy stigmatization
- ✎ Decreased negative employment impact
- ✎ Increased collaboration and partnership between businesses and community resources

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Next Steps

- ✎ Implement training
- ✎ Measure effectiveness
- ✎ Package and make available to organizations
- ✎ Assist in adaptations for parent groups, other professionals and providers



Portland, Oregon
USA



Center for Mental Health Services,
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of Health and Human Services



National Institute on Disability and
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