

Dialogue Summary

In today's workplaces, employers are increasingly using artificial intelligence (AI) to manage many aspects of the hiring and recruitment process. Such tools play an important role in advertising job listings, attracting candidates, making informed selections and addressing the evolving requirements of the workforce. However, in addition to delivering distinct benefits, AI tools also come with risks—especially when it comes to inclusion and accessibility for certain job seekers, including those with disabilities.

From February 16 to March 18, 2024, the Partnership on Employment & Accessible Technology (PEAT), an initiative funded by the U.S. Department of Labor's Office of Disability Employment Policy (ODEP), hosted Making AI Hiring Tools More Inclusive, an ePolicyWorks national online dialogue. The online event gathered ideas from individual participants on how employers can increase benefits and manage risk in deploying more inclusive AI hiring tools, especially for individuals with disabilities.

Key Themes and Takeaways from the Dialogue

- **Collaborate** before implementing AI hiring tools.
- **Encourage** ongoing testing and assessment of AI hiring technologies.
- **Enforce** accountability and legal standards for data collection.
- **Ensure** transparency in the use of AI hiring tools.
- **Leverage** AI hiring tools for an equitable process.
- **Promote** states as model employers.
- **Require** accessibility standards for AI hiring tools.
- **Take advantage** of AI workplace benefits.

Informing Policy in Action

The AI & Inclusive Hiring Framework is a tool designed to support the inclusive use of artificial intelligence in employers' hiring technology and increase benefits to disabled job seekers. Published by the Partnership on Employment & Accessible Technology, the framework will help employers reduce the risks of creating unintentional forms of discrimination and barriers to accessibility as they implement AI hiring technology. Funded by ODEP, the initiative will also help workers and job seekers navigate the potential benefits and challenges they may face when encountering AI-enabled technologies.

[The AI & Inclusive Hiring Framework \(link\)](#)

Dialogue Participation Summary



3,998

Dialogue Visits



81

Registrants



37

Participants

Online Dialogue Contributions



31

Ideas



38

Comments



107

Likes

Outreach Snapshot



23,308

Emails delivered



22

Posts on X



8

Posts on LinkedIn

ePolicyWorks conducted 13 distinct email campaigns to promote the online dialogue and ask stakeholders to help spread the word. In total, 23,308 emails were delivered with an open rate of more than 22%, which is more than five percentage points higher than the industry average of 17%. In addition, 16% of individuals who opened an outreach email clicked on at least one link in the email. That open rate is six percentage points more than our average of 10%. The ePolicyWorks direct email campaigns included the following:

- AI advocacy groups
- AI researchers and university professors
- Disability and employment advocacy groups and nonprofits
- Employment and disability law and policy subject matter experts
- Human resources professionals
- Registrants of previous ePolicyWorks online dialogues
- Staffing and recruiting companies
- State and local government representatives

Sponsored by the U.S. Department of Labor's Office of Disability Employment Policy (ODEP), ePolicyWorks leverages crowdsourcing to inform inclusive workforce policymaking by engaging citizens and stakeholders around advancing employment for people with disabilities. This innovative approach reflects a change in how stakeholders connect and collaborate with the Federal Government and each other, thereby increasing the efficiency of a participatory policymaking process.

Thank you to all who participated in this important conversation.

ePolicyWorks, PEAT, and ODEP actively promoted the dialogue to subject matter experts and stakeholders through listservs, email delivery services, social media platforms and newsletters. Other public and private organizations and news outlets also promoted the online dialogue through Facebook, LinkedIn, X, emails, blogs, newsletters and action alerts. Below is a sampling of the independent organizations that disseminated details about the online dialogue:

American Association of People with Disabilities (AAPD)
Employer Assistance and Resource Network on
Disability Inclusion (EARN)
Job Accommodation Network (JAN)
National Center on Leadership for the Employment
and Economic Advancement of People with
Disabilities (LEAD Center)
National Disability Institute (NDI)
Pacific ADA Center
Southeast ADA Center
State of Minnesota
U.S. Department of Labor

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