



ROBERTA ETCHEVERRY, CPDM

DMG: Diversified Management Group
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Roberta Etcheverry is the Chief Executive Officer at DMG: Diversified Management Group, a statewide network of consultants providing training and assistance to employers on job accommodations, job descriptions and essential functions, and workplace ergonomics. (1991 to present)

Disability Accommodations:

- ◆ Ms. Etcheverry is skilled at facilitating the “interactive process” to assess the need for reasonable accommodations, identify essential job functions, and evaluate accommodations that would be effective at allowing the employee to perform the essential functions of the job.
- ◆ She is a Certified Professional in Disability Management (since 2003) with extensive training and experience on the identification of job accommodations and an in-depth understanding of the employer’s obligations under state and federal disability laws.
- ◆ Ms. Etcheverry has facilitated and overseen more than 300 accommodation processes with public and private employers in a wide variety of industries.

Ergonomic Assessments and Training:

- ◆ Ms. Etcheverry has conducted hundreds of ergonomic evaluations with public and private employers.
- ◆ Her approach to ergonomic evaluations is to focus primarily on educating employees on proper placement and use of devices to minimize ergonomic risk factors allowing employees to work comfortably, safely and productively.

Job Descriptions and Job Analyses:

- ◆ Ms. Etcheverry has over 20 years experience providing employers with detailed job descriptions and job analyses that include an analysis of essential job functions, job qualifications and physical job demands.
- ◆ She trains employers on how to use federal and state guidelines to determine essential job functions, and has been a trainer at the EEOC Annual Conference on this topic.
- ◆ She provides guidance to employers on how to craft job descriptions to be used in all phases of employment, including hiring, performance management, job accommodations, and classification of exempt and non-exempt employees.
- ◆ Ms. Etcheverry has compiled hundreds of job descriptions and job analyses for employers, including organization-wide evaluations of all job titles.

Stay-at-Work / Return-to-Work Consulting and Training (including needs analysis):

- ◆ Ms. Etcheverry assists employers with the development and implementation of stay-at-work/return-to-work programs and best practices, as well as training employers on how to successfully conduct the interactive process for legal compliance and positive outcomes.
- ◆ Ms. Etcheverry was a key contributor in the development of the State of California Return to Work Guide in 2010 in collaboration with the Commission on Health, Safety and Workers’ Compensation, and has been a trainer for the California Division of Workers’ Compensation.
- ◆ Ms. Etcheverry participated in an extensive needs analysis and development of a Transitional Work Program for a number of employers including The City and County of San Francisco and Pacific Gas & Electric, including interviews with key stakeholders, review of existing policies, practices and documentation tools, and development of an implementation plan.
- ◆ Ms. Etcheverry was co-lead of the Stay-at-Work/Return-to-Work Policy Collaborative Work Group, assigned to develop policy recommendations for the U.S. Department of Labor, Office of Disability Employment Policy (ODEP).

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PRESENTATIONS AND TRAINING EXPERIENCE

Navigating the Interactive Process for Reasonable Accommodations

Alameda County Annual Disability Employment Awareness Conference, 10/2017

Engaging in the Interactive Process

Tulare County Schools District, Buckman-Mitchell and Keena & Associates, 5/2017

Service Animals in the Workplace – The Legal Requirements for Reasonable Accommodations

Northern CA Chapter – International Public Management Association, 3/2017

Ergonomic Evaluations: Training for Human Resources Staff

SCS Global Services, 2/2017

Standing for Health: Solutions for the Physical and Mental Impacts of Sitting All Day

Disability Management Employer Coalition (DMEC) National Conference, 7/2016

Job Accommodations and the Interactive Process

San Francisco Health Plan, 6/2016

Employment Development Department / California Employer Advisory Council, 02/2016

Public Agency Risk Management Association (PARMA) Annual Conference, 02/2015

Alameda County Annual Disability Employment Awareness Conference, 10/2014

Contra Costa Housing Authority, 6/2014

East Bay Municipal Utility District (EBMUD), 5/2014

Sutter Health Disability Management, 11/2013

Essential Functions and the Job Description in the Interactive Process

Disability Management Employer Coalition (DMEC) Sacramento Chapter, 7/2014

Documenting Essential Job Functions, the Interactive Process and Disciplinary Issues

Equal Employment Opportunity Commission (EEOC) Annual Seminar, 6/2013

Developing and Utilizing Job Descriptions

HR Law Consultants Annual Conference, 9/2013

Providing Reasonable Accommodations and Conducting the Interactive Process

California Housing Authority Human Resources Consortium Annual Conference, 5/2012

Successfully Navigating the Interactive Process / Identifying Reasonable Accommodations

Public Agency Risk Management Association (PARMA) Annual Conference, 2/2012

The Importance of Coordination among the Stakeholders for Stay at Work and Return to Work

International Forum on Disability Management – Panel Moderator, 9/2010

Return-to-Work: Crossovers with Disability Law and Workers' Compensation

Division of Workers' Compensation – Educational Conference, 2010 and 2011

(Co-presentation with Jennifer Harlan, DFEH and Otis Byrd, Division of Workers' Compensation)

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PRESENTATIONS AND TRAINING EXPERIENCE (CONTINUED)

Navigating the Maze of Disability Law, Workers' Compensation and Leave Law

Los Angeles County Department of Mental Health, 11/2009

Alameda County Probation Department, 3/2009

Identifying Essential Job Functions

Equal Employment Opportunity Commission (EEOC) Annual Seminar, 6/2008

The Interactive Process: A Review of Best Practices

Public Agency Risk Manager Association, Bay Area Chapter, 12/2007

Returning Injured Employees to Work While Complying with FEHA/ADA

California Workers' Compensation Forum, 10/2007

Essential Functions Job Analysis Training,

Kaiser Permanente: Training managers on the identification of Essential Functions, 6/2007

Preventing ADA/FEHA Violations in Workers' Compensation Cases

Disability Management Employer Coalition, 6/2007

Permanent Modified/Alternative Work Identification

Kaiser Permanente Southern California Human Resources Case Managers, 1/2007

EDUCATION

CERTIFIED PROFESSIONAL IN DISABILITY MANAGEMENT (CPDM)

Insurance Education Association, 2003

ASSISTIVE TECHNOLOGY AND JOB ACCOMMODATIONS

Return-to-Work Coordinator Program

National Institute on Disability Management and Research, 2012

ERGONOMICS EVALUATION AND ASSESSMENT TRAINING

Office Ergonomics Training - Occupro, 2012

ERGONOMICS EVALUATION AND ASSESSMENT TRAINING

Ergoweb, 2011

MENTAL HEALTH ISSUES, REHABILITATION SERVICES AND RETURN-TO-WORK

Return-to-Work Coordinator Program

National Institute on Disability Management and Research, 2008

JOB ANALYSIS

Return-to-Work Coordinator Program

National Institute on Disability Management and Research, 2006

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STANFORD UNIVERSITY

Cultural Anthropology, 1989

UNITED STATES MILITARY ACADEMY, WEST POINT

Cadet, 1984

PROFESSIONAL ORGANIZATION MEMBERSHIPS

Ms. Etcheverry's involvement in these organizations allows her to stay current on industry trends, education, employment practices, and the needs of employers relative to accommodations, return to work and job analysis:

- **Disability Management Employer Coalition (DMEC)** – Member (2004 to present), Chapter President (2013, 2014, 2015, and 2016), Board member (2017): A national organization to advance strategies and resources that improve workforce productivity by minimizing the impact of absence and disability.
- **Northern California Employment Roundtable (NCERT)** - Member (2014 to present): The Employment Roundtables were begun in 1983 in partnership with the California Department of Fair Employment and Housing (DFEH). The Employment Roundtables are composed of volunteers from businesses, public and private employers, and from labor organizations. Their purpose is to create an awareness of the problems of discrimination, harassment and retaliation in employment. The goal of the Employment Roundtables is to reduce discrimination and promote equal opportunity.
- **Public Agency Risk Management Association (PARMA)**: A California forum that promotes, develops, and facilitates education and leadership in public agency risk management, 2009 to present.
- **California Public Employers Labor Relations Association (CALPELRA)**: A professional, nonprofit California association comprised of public sector management representatives and affiliates responsible for carrying out the labor relations / human resource programs for their jurisdictions, 2012 to present.
- **Society for Human Resource Management (SHRM)**: An international group of human resources and related professionals providing thought leadership, education and research to human resource professionals, media, governments, non-governmental organizations, businesses and academic institutions, 2004 to present.
- **Stay-at-Work/Return-to-Work (SAW/RTW) Policy Work Group**: The US Office of Disability Employment Policy (ODEP) has a strong interest in advancing policies and programs that promote positive stay-at-work/return-to-work (SAW/RTW) outcomes for workers who experience an injury or illness that challenges their ability to work. The SAW/RTW Policy Collaborative has established policy work groups, each assigned to identify, develop, and share actionable policy steps on an SAW/RTW-related topic. It conducts outreach to raise awareness about cross-cutting SAW/RTW issues among critical stakeholder groups, and disseminate actionable policy recommendations to inform policy decisions at the state and federal level, 2017.