WEBINAR SERIES
ADVANCING EQUAL EMPLOYMENT OPPORTUNITIES AND CREATING INCLUSIVE WORKPLACES
PART 8: LARGE EMPLOYER INITIATIVES AND PUBLIC SECTOR EMPLOYMENT

Southeast ADA Center | APSE Employment First Employment for All | wise | Burton Blatt Institute, Syracuse University

IT'S UNIVERSAL

PUBLIC AND PRIVATE HIRING INITIATIVES FOR WORKERS WITH DEVELOPMENTAL DISABILITIES

wise | Kitsap County, Washington | CBRE

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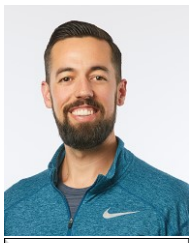

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ABOUT SUPPORTED EMPLOYMENT

It's about ***real jobs for real pay***

Supported Employment is about:

- **Crafting duties around and individuals interests, skills and needs**
- **Providing training to the individual and those in the workplace to assure long term success**
- **Creating jobs within the community in an integrated setting at a competitive wage**

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WHAT IS A DEVELOPMENTAL DISABILITY?

A Developmental Disability:

- Originates before the individual attained age eighteen;
- Continues or can be expected to continue indefinitely, and
- Results in substantial limitations to an individual's intellectual and/or adaptive functioning.

Eligible Conditions

- Developmental Delays
- Down Syndrome
- Too severe to be assessed
- Medically Intensive Children's Program
- Intellectual Disability (ID)
- Cerebral Palsy
- Epilepsy
- Autism
- Another Neurological Condition
- Other condition similar to ID

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IT'S UNIVERSAL!

By considering the diverse needs and abilities of all throughout the design process, universal design creates products, services and environments that meet peoples' needs.

"The diversity of our workforce and inclusion of talented people from different backgrounds is the fuel that keeps the engines of innovation and growth running. This is essential to our long-term success. In order to build the best products for everyone, we need to have a diverse and inclusive workforce across all abilities."

— Microsoft

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SUPPORTED EMPLOYMENT IN THE WORKPLACE

Impact	Supported Employees	Employer
Increase	• Confidence • Status/Autonomy • Skills • Economic Benefit • Contribution	• Diversity • Inclusion • Productivity • Efficiency • Meaningful Work • Awareness
Decrease	• Isolation • Poverty • Public Assistance	• Turn-over • Stigma • Inefficiencies

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MEASURES OF SUCCESS

Wages, Hours and Benefits
- Commensurate with other workers performing similar work
- Minimum wage or above

Capabilities, Interests and Strengths
- Align with interests, capabilities and strengths
- Promotions and skill development

Relationships
- Social activities
- Staff discussions
- Direct communication with the supported employee

Supports
- Workplace relationships
- Focused on independence, quality and productivity
- Only provided as needed

A job that is more alike than different

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APPROACHES TO JOB CREATION

Primary Large-Scale Model

Generalized Job Development	Individual Customized Job Development	Reverse Customized Job Development
Job is available, individual who fits the job applies	Individual is identified job is created starting with the needs of the individual and creating tasks that meet the needs of the employer as well	Job is created with flexibility in duties, individuals apply, job is customized around selected individual

In an inclusive employment for all approach, using all three models may result in increased outcomes

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HIRING INITIATIVE FRAMEWORK

Scalability

Planning for growth comparable to size of employer

Sustainability

Assuring the effort continues

Quality

Addressing issues promptly and proactively
Creating continuous feedback loops

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BASIC COMPONENTS

Job Development

- Determining who develops jobs
- Defining job structure, tasks, and hours
- Providing information to department managers and staff about supported employment

Candidate Sourcing

- Distributing of job announcements
- Screening of candidates
- Support during hiring process

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BASIC COMPONENTS (CONT)

Initial and Long-Term Training

- Selecting of providers of services
- Assuring quality support, mentoring and job coaching
- Providing tools and technical assistance to support the Department manager, supervisors and co-workers, as well as the supported employee

Quality Assurance and Program Leadership

- Setting the stage—resolutions and directives from leaders
- Regular evaluations and reporting on the success of the program
- Regular feedback to the Leadership
- Goal tracking and setting for long-term growth and success of program

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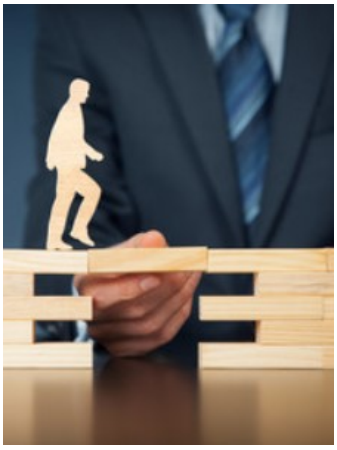
KITSAP COUNTY



- Kitsap County Human Services Developmental Disabilities Division – partners with community employers and job coaching agencies for placement opportunities.
- Kitsap County did not previously have supported employment opportunities within County government.
- Human Services approached Human Resources for assistance with starting a county-wide initiative.
- Human Resources and Human Services developed a resolution for approval by the Board of County Commissioners to establish the program within County government.
- Human Resources is responsible for job development and program growth as well as the budgeting for the positions.

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KEY MILESTONES

- Resolution passed November 2017 to establish the program
- October 2018 – First Supported Employee hired
- May 2019 – Memorandum of Understanding signed with AFSCME (the County's largest union) Have since signed with other unions and guilds
- December 2019 – Received funding for 3 more Supported Employment positions in 2020
- February 2020 – Second Supported Employee hired. Support work with the Superior Court

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CURRENT NUMBERS

2

- Supported Employees
- Office Aid Support Positions
- Clerk's Office/ District Court position in the works

20

- 20 hours per week for each position
- Flexibility of hours based on transportation and other needs

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ISSUES AND STRATEGIES

- Anticipation of union response –didn't initially anticipate and it stalled the program
- Anticipation of staff response – Lessons learned (i.e. Discussion around staff was accepting but unsure, staff training up front, check-in meetings with program liaisons, etc)

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LONG TERM GOALS

- Continue to market the program, especially during budget/call letter season
- Train other HR staff to think of Supported Employment when they discuss staffing needs with their departments
- Funding for 3 more positions in 2021
- 10% of workforce (10-11 positions) by 2023

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RYAN FARROW

Supported Employment Program Manager

The CBRE Supported Employment Program expands inclusive employment opportunities for talent with intellectual and developmental disabilities

LEVEL THE PLAYING FIELD

- Working Interviews
- Adjust phone screenings
- Direct engagement with candidates
- Feedback loop of employee experience
- Disability training led by industry experts

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STRENGTH-BASED SPOTLIGHT

BARRY'S STORY

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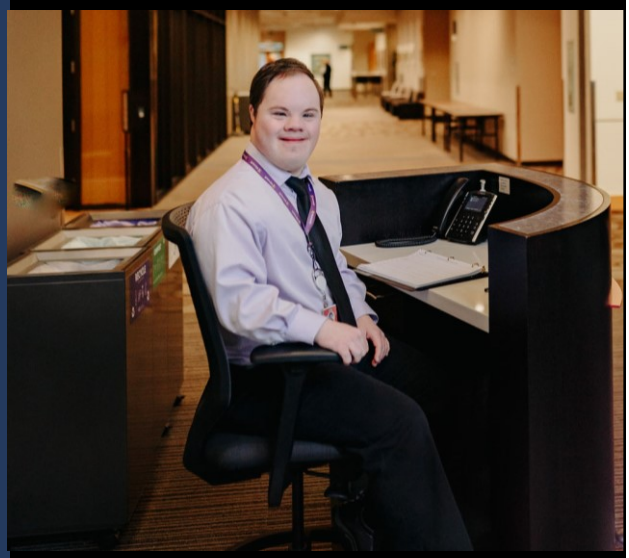
Supported Employment

Real Estate & Facilities



MILESTONES AT MICROSOFT

Engage champion

Ensure community guidance

1. **Subject Matter Experts**
2. **Advisory Council**
3. **Extended Leadership Team**

Program management team

Engage key partners

1. Employers
2. Coaching agencies
3. DVR/DDA

Hire employees

Celebrate!

Roll-out to other locations

Spread the word

1. webpage, toolkit, videos, speaking engagements

Keep hiring!

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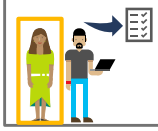
Hiring your first Supported Employee

Socialize program with leadership and team and identify a program sponsor

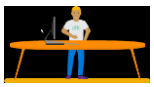
Chose from 1-2 job coaching agencies, (send RFI), and select desired partner



Identify vendor to hire first Supported Employee. Assist vendor in defining roles, hours and tasks

The job coach identifies candidates and supports the candidate through the interview process

Vendor is responsible for interview, hiring and job offer process with the Supported Employee



Vendor onboards Supported Employee with Job Coach as needed

The job coach provides customized job support to the employee, which can remain or phase out overtime

Share the program with other vendors to increase number of Supported Employees

Supported Employment by the numbers

175 Employees in PS

98 PS Agency Coaches

13 PS Agency Partners

9 PS Vendor Partners

32 Employees in APAC

10 Employees in NorAm

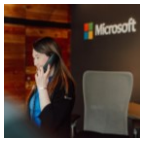
6 Employees in EMEA

5 Employees in LatAm

228 Supported Employees globally working today

295+ Supported Employees globally 2013 - present

30+ Job Types



10% Program attrition rate

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Over 30 job types in Microsoft RE&F vendors

Administrative Assistant	Customer Service	Grounds Keeper Associate
Ambassador - Operations Center	Customer Service Freight Courier	Group Business Administrator
Audio Visual Assistant	Customer Service Mail Courier	Lab Technician
Bus Washer/Fueler	Customer Service Representative	Move Team Support Staff
Busser/Dining Room Attendant	Day Porter	Night Custodian
Café Ambassador	Dishwasher	Office Assistant
Carpet Technician	Event Services Technician	Project Coordinator
Catering Administrative Assistant	Facility Inspector	Reception/Host/Concierge
Catering and Café Assistant	Food Service Worker	Recycle Technician
Common Area Reset Technician	Food Transporter	Warehouse Supplies Controller
Copier Room Assistant	Furniture Maintenance Technician	Warehouse Technician

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Add ons

- Inclusive Gaming Afternoons
- Computer Life Skills School
- Career Progression videos

Issues

- Different regulations, infrastructure

Goals

- Hire more SEs
- @ more Microsoft locations globally
- Improve program

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Learn More

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KEY TENETS

Work with the Willing

- Leaders
- Department Managers
- Supervisors and Staff

Allow for Input

- Staff Meetings
- Job Development/Analysis Process
- Ongoing Feedback Loops/Quality Assurance
- Interview Panels and Practical Testing Staff Involvement

The Employer Leads

- Building a Structure Based on Company Values and Culture
- Getting Service Funders Aligned with Effort
- Working with Employment Agencies

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AVOIDING POTENTIAL ISSUES/DISRUPTIONS

Job Development/Long Term Support

- Avoid chaos and bottlenecks
- Expect quality services
- Plan for smooth funding of services

Volunteering and "Favors"

- Consider limits to duration and environments
- Determine if this is favorable to effort
- Assure adherence to laws/regulations

Working with Unions

- Seek out examples
- Determine parameters
- Meet early and often/get it in writing

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CHANGE YOUR MIND, CHANGE YOUR APPROACH

"You may believe that you are responsible for what you do, but not for what you think. The truth is that you are responsible for what you think, because it is only at this level that you can exercise choice. What you do comes from what you think. "

— Marianne Williamson

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BARLEY THE BEAGLE
ALSO KNOWN AS "THE PROFESSOR"

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EDUCATION CREDIT

Requirements:
Must be registered, attendance verified, post-test completed.

Credits:
Certificate of Completion
CESP Credit

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EDUCATION CREDIT
POST TEST

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QUESTIONS?

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