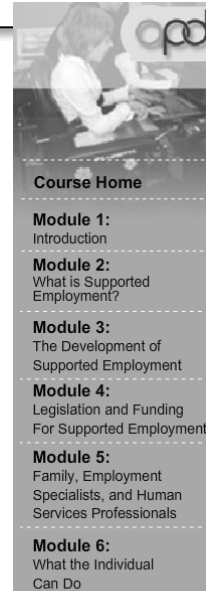


# The Business Case for Diversity and Opportunity



Gabrielle K. Gabrielli, Ph.D., CGMP  
8 October 2014

# A Little About Me....



## Supported Employment Module 1: Introduction

GLOSSARY  
HELP

### 1.2 Course Learning Objectives

After you complete this course, you will be able to:

- Define Supported Employment.
- Explain how people with disabilities have historically been perceived in the workplace.
- Answer frequently asked questions about Supported Employment.
- Identify legislation that affects people with disabilities in the workplace.
- Identify funding sources for Supported Employment services.
- Explain the roles of family, employment specialists, human service professionals, and employers in facilitating Supported Employment.
- Describe steps the individual can take to become involved in Supported Employment.



# What Is Diversity?

- It means understanding that each individual is unique, and recognizing individual differences.
  - Race, ethnicity, gender, sexual orientation, socio-economic status, age, developmental abilities, physical abilities, religious beliefs, political beliefs, or other ideologies
- It is respecting these differences in a safe, positive, and nurturing environment.
- ***It is moving beyond tolerance to embrace and celebrate the rich dimensions of diversity within each individual.***

# **Workforce Trends: Why Diversity Is Needed**

- There is currently a shortage of 10 million skilled workers.
- The United States will face an overall labor shortage continuing for decades.
- By 2030, the estimated shortage is projected to hit 35 million.

*U.S. Bureau of Labor Statistics 2012*



# Disabilities in the U.S.

- 20% of the population has a disability.
  - People with disabilities have the highest unemployment of any minority group.
    - **Labor Force Participation 20.1% vs. 68.5%**
      - Oregon 34.8% vs. 74% (Cornell University, 2014)
    - **Unemployment Rate 12.3% vs. 5.5%**
  - Underemployment is also a major issue.
- 1/3 of all families in U.S. have at least one family member with a disability.**

*U.S. Department of Labor, September 2014*

# Veterans with Disabilities 2002-14

- From 2002-14, 1.6 million troops left active duty in Iraq or Afghanistan and became eligible for VA care.
  - Of those troops, 46% came in for VA services. Of that number, 48% were diagnosed with a mental health problem.
- 30% of veterans treated by VA have post-traumatic stress disorder (PTSD).
- 45% have filed for compensation from service-related injuries.

*U.S. Department of Veterans Affairs 2014*

# Battlefield Injuries to Veterans

- More than 1,600 of veterans lost a limb; many others lost fingers or toes.
- At least 156 are blind, and thousands of others have impaired vision.
- More than 177,000 have hearing loss, and 350,000 report tinnitus (noise or ringing in the ears).
- Thousands are disfigured, as many as 200 so badly that they may need face transplants.
- One-quarter of battlefield injuries requiring evacuation included wounds to the face or jaw.

# “Differently-abled”



**EDUCATE.  
MOTIVATE.**



Home

News

Blog

Our Philosophy

Services



**Live Your Dream**

## *Our Philosophy*

Our philosophy is "Go for it!" No matter what your circumstances, live your dream.

If you are "differently-abled," I especially encourage you to tell yourself that you can do anything. For those teachers, caregivers, friends, and families of the "differently-abled," your encouragement is the key to ensuring their success in life! Please reach out to people, regardless of their abilities, and tell them that you believe in them and their ability to live their dream....

# Facts about Working with People with Disabilities

- Lower rates of absenteeism
- Longer tenure
- Accommodations low cost and high impact
- Described as being more reliable, loyal, and hardworking; highly engaged
- *Managers found to have biases*

**Conclusion from multiple studies: hiring people with disabilities improves the bottom line**

*U.S. Chamber of Commerce 2013*

*U.S. Department of Labor 2013*

*DePaul University 2007*

# Overcoming Prejudices

- Acknowledge your own stereotypes, biases, and prejudices.
- Be sensitive to your impact on coworkers and customers.
- Use language that does not demean, exclude, or offend anyone.
- Avoid jokes or statements that stereotype people.

# Important Points

- Always put the person before the disability.
  - i.e. person with a disability NOT a disabled person (disability does not define a person).
- Some disabilities are not visible.
- Always speak to the individual and not to the companion.
- Make eye contact and smile just as you would with anyone else.
  - Don't generalize about people with disabilities.

# Americans with Disabilities Act

An individual with a disability is a person who:

- Has a physical or mental impairment that substantially limits one or more *major life activities*.
- Has a record of such an impairment; or
- Is *regarded as* having such an impairment.





# Americans with Disabilities Act

*A major life activity* is a basic activity that an average person can perform with little or no difficulty such as:

- Caring for one's self
- Performing manual tasks
- Seeing
- Hearing
- Speaking
- Breathing
- Learning
- Working

# Americans with Disabilities Act

Reasonable accommodations may include:

- Making existing facilities used by employees readily accessible to and usable by persons with disabilities
- Job restructuring, modification of work schedules, reassignment to a vacant position
- Acquiring or modifying equipment or devices, adjusting or modifying examinations, training materials or policies
- Providing qualified readers or interpreters

# Requirements for ADA Title II

- Fully accessible website (Section 508)
- Descriptive ALT tags
- Documents including solicitations provided in text-based format
- Videos with captions and audio descriptions of images
- <http://www.buyaccessible.gov>

# Service Animals

- Can be any animal (not just dogs)
- Serve people with critical needs
  - Guide people who are blind
  - Provide support to people with muscular impairments
  - Detect seizures before they happen
  - Alert humans of impending danger
  - Detect low blood sugar in diabetics
  - Sense triggers and calm those with PTSD and other traumatic brain injuries



# Service Animals

- Not pets
- Costly to train
- Not required to wear identifying vests
- No national standard or certifying agency
- You can only ask:
  - If it is a service animal
  - What service is provided



# Discrimination is Bad for Business

- There have been more than 15,000 ADA lawsuits filed in the United States.
  - State of Oregon sued by Disability Rights Oregon in 2012 for lack of access to supported employment
  - Outcome was Employment First
- Failure to comply is expensive and bad for business including government.
- It is important to be ADA-friendly.

# Why Diversity is Important

- Improves corporate culture
- Improves employee morale
- Decreases employee turnover
- Leads to better recruitment
- Decreases complaints and litigation
- Increases creativity
- Enables the organization to be more competitive
- Increases productivity

# Oregon VR Return on Investment

- Every dollar spent in the Vocational Rehabilitation (VR) program in 2013 returned \$4.30 in tax revenues.
- There was a 24:1 return comparing VR participants' benefits with what Oregon pays for the program.
- Every dollar spent on an additional VR counselor results in \$10.80 in benefits due to decreases in public assistance and increases in tax revenue from participants' earnings.

*Portland State University's Northwest Economic Research Center, 2013*



# Qualified Rehabilitation Facilities

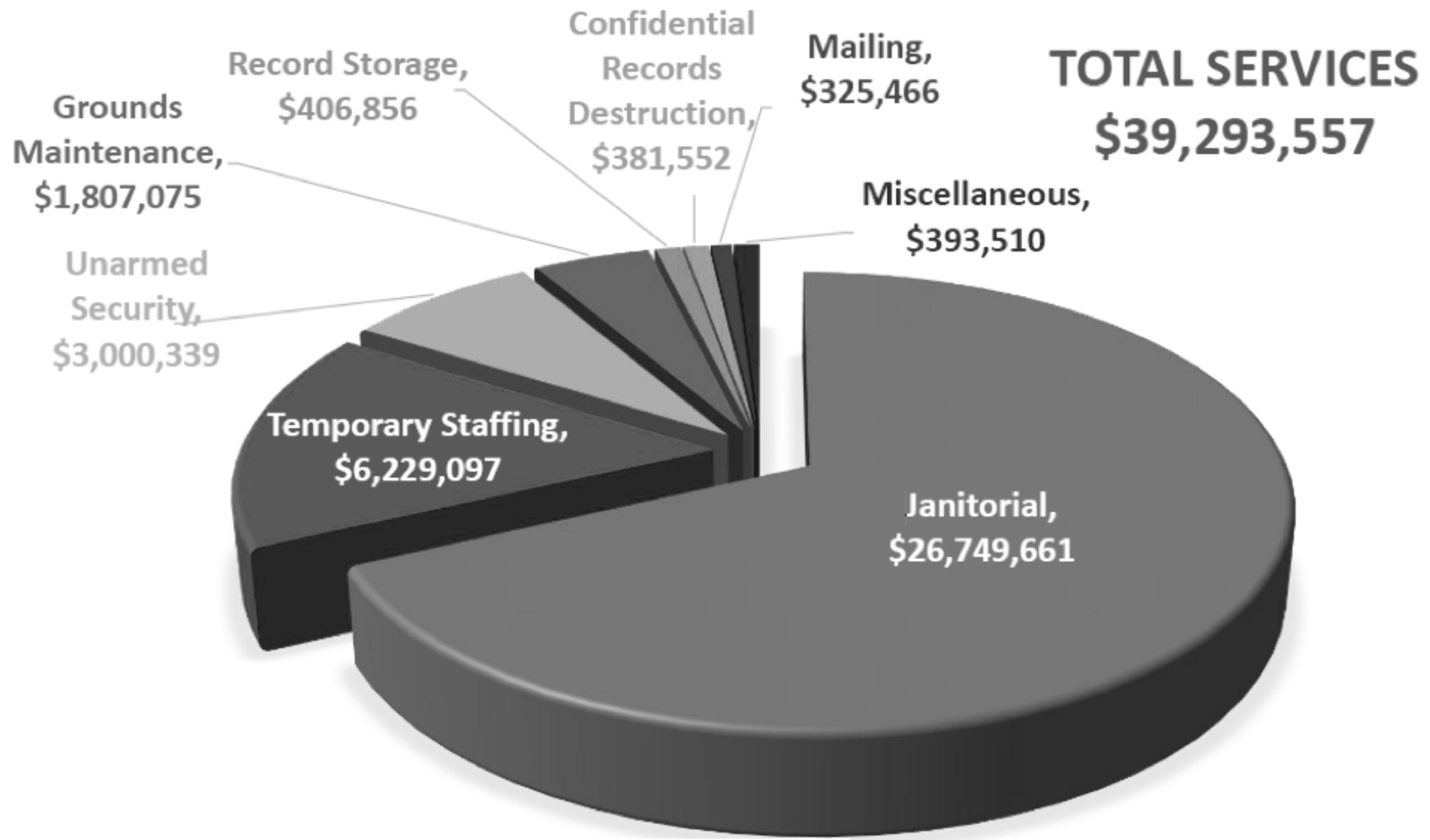
- 1977 - Oregon Products of Individuals with Disabilities Law was unanimously passed.
- QRFs are nonprofit organizations committed to providing training, counseling, employment, and support to people with disabilities.
- 37 QRFs statewide employ about 4,500 people with disabilities.
- QRFs employ people with documented disabilities for at least 75% of all their hours of direct labor.

# QRF Products Provided in 2013



*SUPRA Economic Impact Study 2013*

# QRF Services Provided in 2013



*SUPRA Economic Impact Study 2013*

# Impact of Products of Individuals with Disabilities Law

- Net public benefit per individual employed:

**\$3,873**

## Quality of life: effects of QRF employment upon 4,000+ Oregonians with disabilities

	Before QRF Employment	During QRF Employment
Employment rate for all respondents	32%	100%
Average wage (of those working)	\$9.43	\$10.13
% with health coverage	52%	85%

**Currently 294 state and 240 local government contracts with QRFs.**

# What's In It for You?

- Doing business with QRFs is the right thing to do, and it is the lawful thing to do.
- The quality of work is exceptional.
- QRFs pay at least minimum wage, and those wages stay in the community.
- Differently-abled people develop a strong sense of pride when doing a good job.
- Doing business with QRFs is great for Oregon.



# Rockwest Training Company, Inc.

- Celebrating 40 years in business
- Employs 120 people with disabilities (+40 others)
  - Services include screen printing, embroidery, and industrial sewing
  - Products include first aid kits and supplies
- [rockwesttraining.com](http://rockwesttraining.com)

# Meet Josie



# Meet Jamie





# TVW, Inc.

- Employs 94 people with disabilities (+16 others)
  - Services include shrink wrapping, poly bagging, assembly, production, packaging, and janitorial
  - Also produces eco-friendly cards and tags
- [twwinc.org](http://twwinc.org)
- Began in 1967



# Meet Gene



# Garten

- Began in 1970
- Employs 244 people with disabilities (+174 others) plus 240 people with disabilities served by programs such as the Summer Youth Employment and Day Supported Activities
  - Services include recycling, commercial laundry, mail services, packaging and assembly, custodial, electronics recycling, and secure document destruction
- [garten.org](http://garten.org)

# Meet Garland



# Why Doing Business with QRFs is Important

Benefit to People with Disabilities	Benefit to Organizations
It increases independence.	It is the right thing to do.
It reduces the need for public assistance.	It is the smart thing to do.
It enables people with disabilities to be wage earners and taxpayers.	A negotiated contract process helps meet performance expectations and reduces the time to establish a contract.
It helps level the playing field.	It is the necessary thing to do; it's the law.

# Parting Thoughts

- When people with disabilities want to work but can't find work, they don't feel valued.
- Diversity creates an atmosphere of respect.
- Valuing diversity and working with QRFs makes your organization more marketable for the future.
- We are all one event away from having a disability ourselves.

*When was the last  
time your purchase  
changed a life?™*

# Thank You!

- Presentation will be at <http://gabrielleconsulting.com/oregon2014> on Friday.



- Email [gabrielle@gabrielleconsulting.com](mailto:gabrielle@gabrielleconsulting.com) with any questions or comments.

# Introducing Kim TVW, Sustainable Cleaning Systems

