



Program Toolkit

Real Estate and Facilities
Supported Employment Program

January 2019



Pictured above: Tanya Harris (Suddath)

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Introduction

The Microsoft Real Estate and Facilities Supported Employment Program Toolkit is an open document and is freely available to other organizations looking to launch a similar program. We encourage you to use this to develop employment opportunities for individuals with intellectual and developmental disabilities in your community.

Contact us at supportedemployment@microsoft.com. We are eager to share what we have learned along the way with other corporations who are motivated to create a more diverse and inclusive workforce. This document will continue to be updated and refreshed as the program grows.

Stay tuned at this link for updates to the [Supported Employment Toolkit](#).

What is Supported Employment?



Pictured above: Kristen Mork (Compass Group)

"As an organization, Compass Group has embraced Microsoft's Supported Employee program which has provided opportunities to create strong connections between supported associates, staff and customers. This relationship not only showcases our commitment to diversity and inclusion, but also offers a level of depth to our teams, which translates to a higher level of service to customers. Supported Employment offers a unique opportunity to bring awareness to critical issues in our communities and creates allies for supported employees as they go forward in helping to create a better workplace environment."

-Tom Teves, Compass Group National Accounts

Our mission

Microsoft's mission is to empower every person and every organization on the planet to achieve more.



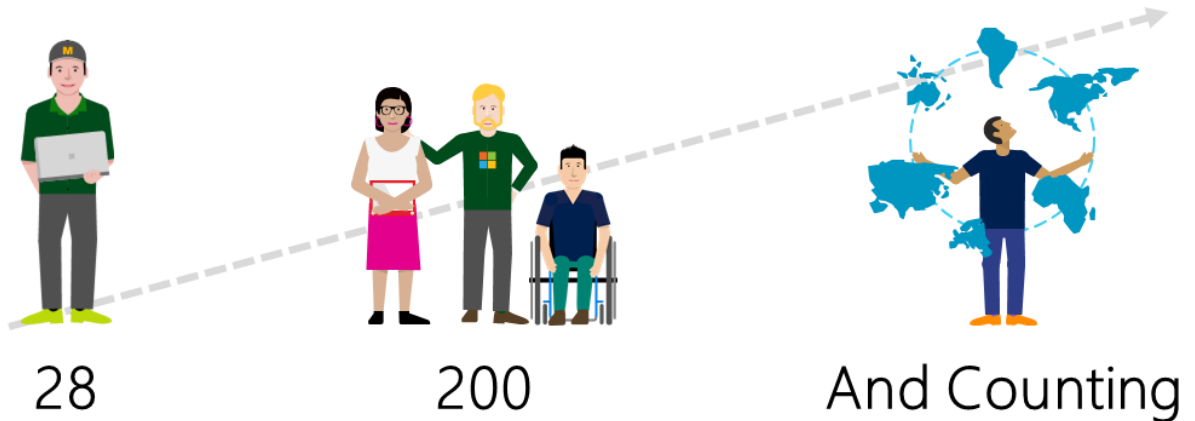
Pictured above: Supported Employment Summer BBQ

We are committed to enabling workforce diversity and inclusion at our company, and beyond.

We partner with vendors and local Supported Employment agencies to make a substantial difference in the lives of people with intellectual and developmental disabilities who might otherwise be overlooked in the job market.

Where it all began

In 2013, Microsoft RE&F created the Supported Employment Program to provide people with disabilities the opportunity to obtain and maintain employment. Through our partnerships, Microsoft has created over 230 placements on the Puget Sound campus since 2013, and has continued to expand throughout North America, India, and Ireland.



Microsoft has an enduring commitment to fulfilling public responsibilities and serving the needs of people in communities worldwide, including those with disabilities. This commitment extends beyond products and services; it includes community and civic involvement to better the lives of under-served populations.

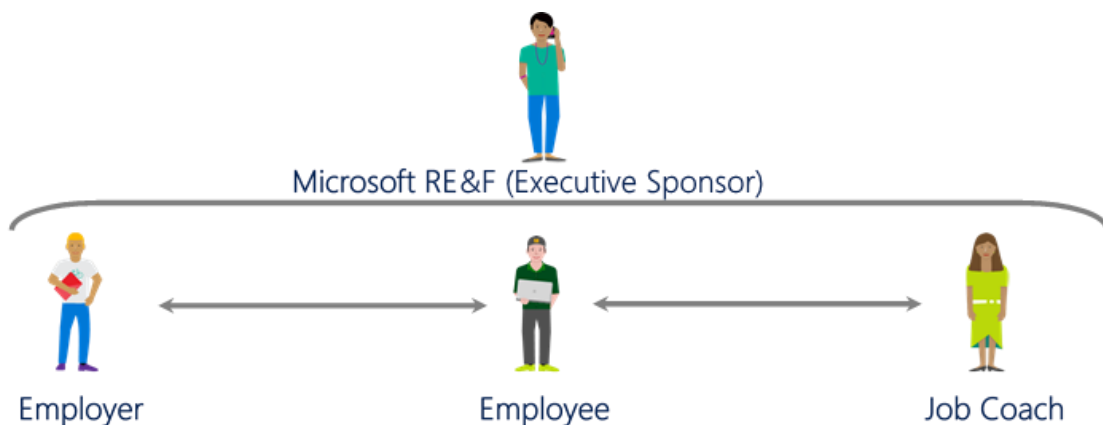
We believe that with the right training and support, each individual can become a successful, productive worker with a job that matches their interests and abilities. Fulfilling employment promotes independence and helps individuals become fully integrated members of their communities.

Microsoft's Real Estate and Facilities Supported Employment Program approach

The traditional approach: Coaching agencies typically approach employers, build individual relationships, and spend time demonstrating to owners or managers the benefits of hiring employees with disabilities. This process can lead to one or multiple job opportunities and takes considerable time and resources.



The Microsoft RE&F Supported Employment approach: Microsoft turned the traditional model on its head by working with our vendor employers to identify jobs and tasks that need to be filled. We then ask our coaching agency partners to help fill those jobs and to provide coaching to the employees. We believe this model gives the coaching agencies an opportunity to focus on coaching, an area where they have expertise and can have the biggest impact on employee retention, such as, resume writing, interview preparation, and building tangible job and social skills.



Funding and services explained

Supported Employment services can be used by individuals with intellectual, developmental, behavioral health disabilities, people with brain injuries, and other physical and sensory disabilities. Funding and eligibility for Supported Employment services varies based on location and the needs of the job seeker.

Individuals with disabilities may receive federal SSI and Medicaid benefits, which have income thresholds. This means that if a person earns more than the allowed threshold, they will lose their benefits. While full-time employment may be challenging, part-time employment may be a better fit for individuals who wish to preserve federal benefits. If an employee has concerns about hours or wages, benefit planning may be available through their coaching agency or county to ensure they make informed decisions.

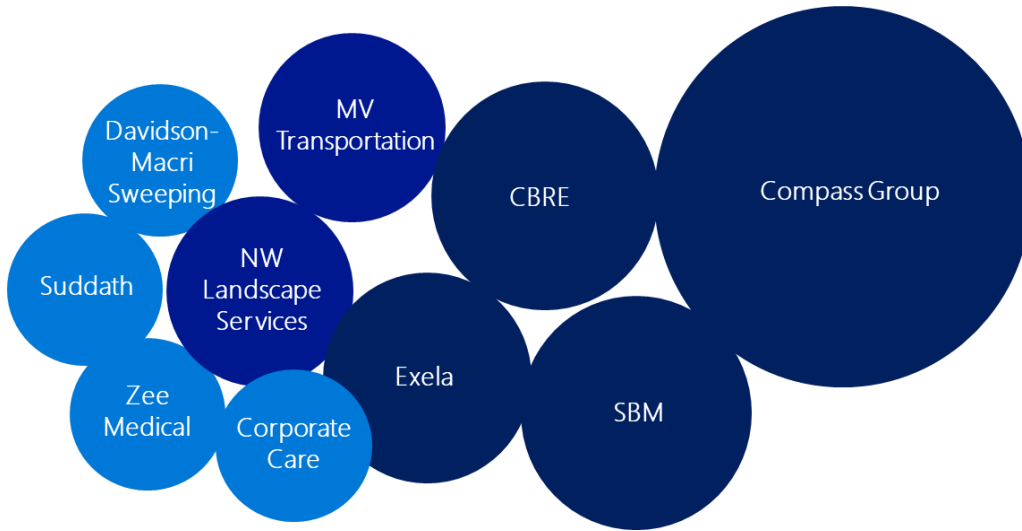
In Washington State, the job candidate often with the help of involved family or guardian select a coaching agency to engage. The coaching agency assigns a job coach, who gets to know the candidate's abilities, skills, and interests. They work together to build an individualized plan to find and retain a job.



We didn't do it alone

Thanks to our dedicated partners we have been able to grow quickly. As the number and involvement of our vendor and coaching partners has grown, so has the number of Supported Employees. (The size of each circle represents the relative size of each organization.)

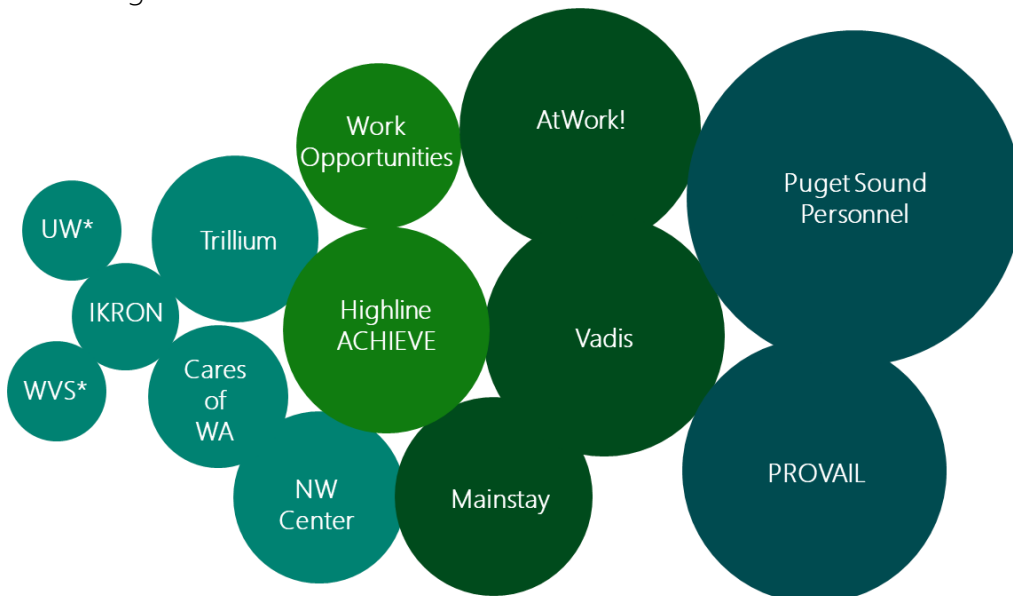
Vendor partners



Coaching partners

*University of Washington Employment Program

*Washington Vocational Services



Program expansion

The Microsoft RE&F Supported Employment Program has expanded to several cities in North America, Ireland, Mexico and India. Though these new locations have a considerably smaller headcount than the Puget Sound region, the program has transferred successfully and proven to be scalable. We are looking forward to working with colleagues at other Microsoft locations to grow the program further. The map below shows the program expansion across the globe.







Just as we rely on our partners in the Puget Sound, our new sites have created relationships with the following coaching agencies and employers to help continue to meet their staffing needs and grow their Supported Employment Programs.

Color on Map	Location	Supported employees	Job descriptions	Employers	Coaching agencies
●	Mumbai, Hyderabad and Gurugram, India	6	Café Support	Impressions Services Pvt Ltd., Master Polishers Pvt Ltd.	Mann Foundation, Muskaan Foundation
●	Dublin, Ireland	1	Catering Assistant	KSG	Employ Ability CLG
●	Las Colinas, TX	1	Porter	ABM	Camden & Camden, LaunchAbility, LifePath, Texas Workforce Commission
●	Fargo, ND	3	Porter, Dishwasher	ABM, Compass Group	Connections, Community Living Services, Community Options
●	Charlotte, NC	1	Porter	Compass Group	Advocations, Innervision NC, InReach
●	Silicon Valley, CA	1	Café Ambassador	Compass Group	Hope Services
●	Mississauga, Ontario, Canada	1	Dishwasher	Compass Group	The Bennett Edge
●	Mexico City, Mexico	1	Administrative Support	Consultores Expertos en Gestion de Talento, S.A. DE C.V.	Capis

Program foundations

These are the principles, components, and values of the Microsoft RE&F Supported Employment Program. You can use these guidelines to ensure a consistent program approach.

Principles:

 <p>Provide jobs in the community, working alongside <u>peers</u> who do not have disabilities.</p>	 <p>Pay <u>fair market rate or higher</u> commensurate with the job.</p>
 <p>Generate employment at an organization in the <u>community</u>.</p>	 <p>Provide ongoing <u>support</u> for the life of the job, based upon the individual employee's needs.</p>

Components:

<p>Program Leadership</p> <ul style="list-style-type: none"> • Identify executive sponsorship. • End to end leadership & expertise. • Tools to support a world class program. 	<p>Job Development</p> <ul style="list-style-type: none"> • Identify prospective workplaces & tasks for employment. • Define job description, structure, and hours.
<p>Assisted Sourcing</p> <ul style="list-style-type: none"> • Distribute job descriptions through various channels. • Review job applicant information. • Identify potential candidates. 	<p>Operational Sustainability</p> <ul style="list-style-type: none"> • Ensure quality support, coaching, and mentoring. • Program consistency and reliability. • Library of resources.

Values:

<p>Quality Driven</p>  <p>Ensure <u>quality</u> drives the program success.</p>	<p>Scalable</p>  <p>Ensure program structure supports <u>growth</u>.</p>	<p>Sustainable</p>  <p>Dependent on process not people; <u>culture driven</u>.</p>
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Who uses Supported Employment services?

In Washington State, the funders of Supported Employment include the Department of Social and Health Services, Developmental Disabilities Administration, and Division of Vocational Rehabilitation. These state law definitions helped us focus our scope.

What is a Developmental Disability? ¹

A disability attributable to:

- Intellectual Disability
- Cerebral Palsy
- Epilepsy
- Autism*
- Neurological or other condition similar to intellectual disability which:
 - Originated before the individual attained age eighteen.
 - Continued or can be expected to continue indefinitely.
 - Results in substantial limitations to an individual's intellectual and adaptive functioning.

*Microsoft has developed an innovative Autism Hiring Program ²

Who is eligible for Division of Vocational Rehabilitation services? ³

A person is eligible for DVR services if they:

- Have a physical, mental or sensory impairment that results in a substantial impediment to employment.
- Require vocational rehabilitation services to get or keep a job.
- Are capable of working as a result of receiving VR services.

Why create a Supported Employment program?



Pictured above: Phillip Ross Thelin (Compass Group)

"The Microsoft program grows Supported Employment in exponential ways. This initiative brings other corporations along by exposing those companies to an experience which can be expanded to their diversity hiring initiatives across their other locations."

Susan Harrell, Assistant Executive Director (WISE)

Program benefits

There is a values case and a business case for hiring a diverse workforce; it's the right thing to do and it's good for business.



Increase community engagement: 87% of customers prefer businesses that hire employees with disabilities ⁴

Decrease turnover rate: 8% for employees with disabilities vs. 45% for other employees ⁴

Untapped segment of labor force: 21% employment of people with a disability vs. 68.3% employment of people without a disability ⁵

Return on investment: Employers see a \$28.69 return on each dollar invested in accommodations ⁴

Hiring workers with disabilities: Myths and facts

Below are common misconceptions of hiring an individual with a disability.

Myth: hiring workers with disabilities increases insurance compensation rates.

Fact: Insurance rates are based solely on the relative hazards of the operation and the organization's accident experience. ⁶

Myth: the ADA forces employers to hire unqualified individuals with disabilities.

Fact: Unqualified candidates are not protected under the ADA. An individual must first meet all requirements for a job and be able to perform its essential functions. ⁷

Myth: employees with disabilities are more often absent.

Fact: Studies show that employees with disabilities are not absent more than employees without disabilities. ⁶

Myth: under the ADA, an employer cannot fire an employee with a disability.

Fact: Employers can terminate employees with disabilities under 3 conditions: 1) Termination is unrelated to the disability. 2) Employee does not meet legitimate requirements for the job. 3) Due to the disability, the employee poses a direct threat to the health and safety in the workplace. ⁷

Myth: all people with disabilities require expensive job accommodations

Fact: Studies have shown that less than 1/4 of employees with disabilities need accommodations. Of the people with disabilities who do need special equipment or accommodation, 57% of these cost less than \$500, many costing the employer nothing at all. ⁷

MYTH: The ADA protects employees who have difficult or rude personalities or are troublemakers.

Fact: Improper behavior in and of itself does not constitute a disability and having a disability does not excuse employees from performing essential job tasks and following the same conduct standards required of all employees. The courts have consistently ruled that "common sense" conduct standards, such as getting along with co-workers and listening to supervisors, are legitimate job requirements that employers can enforce equally among all employees. ⁸

MYTH: There is nothing one person can do to help eliminate the barriers confronting people with disabilities.

Fact: Everyone can contribute to change. You can help remove barriers by:

- Understanding the need for accessible parking and leaving it for those who need it.
- Encouraging participation of people with disabilities in community activities by using accessible meeting and event sites.
- Advocating a barrier-free environment.
- Speaking up when negative words or phrases are used about disability.
- Writing producers and editors a note of support when they portray someone with a disability as a "regular person" in the media.
- Accepting people with disabilities as individuals capable of the same needs and feelings as yourself and hiring qualified people with disabilities whenever possible.⁹

How to create a Supported Employment program



Pictured above: Justine Martin (Zee Medical)

"Over the past 21 years of employing people with intellectual/developmental disabilities who use Supported Employment, they've become some of our most dependable, hardworking and enjoyable members of the team. We have equal expectations of all our staff and support further action by the legislature to enable employers to do more inclusive hiring."

Alex Navarro (Exela Enterprise Solutions)

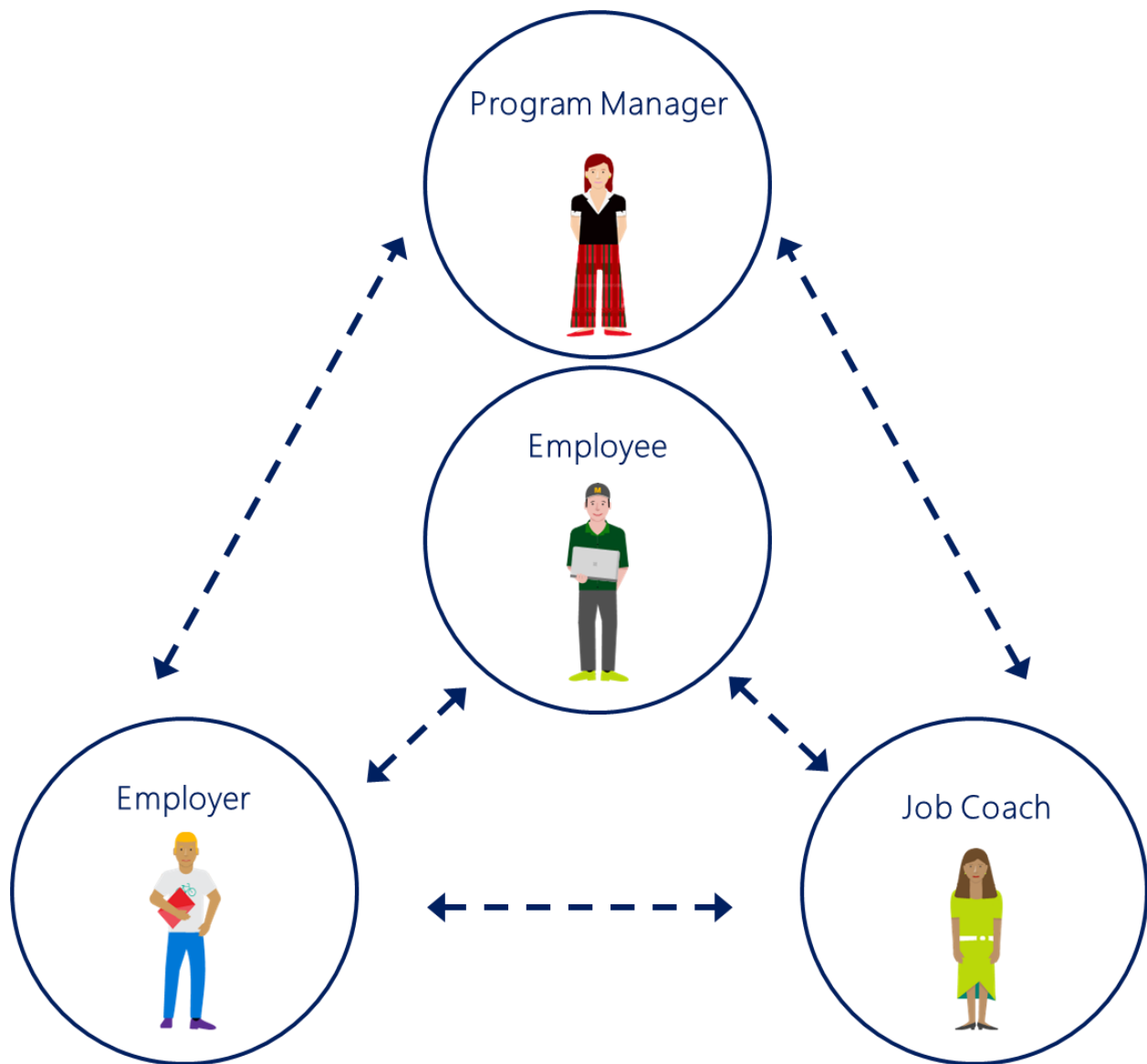
Program overview

The roles and relationships between the Supported Employee, employer, job coach, and the program manager are described below.



Partner relationships

The key partners in the Supported Employment Program are the Supported Employee, the employer, the job coach, and the program manager. This graphic illustrates the relationships between the partners.



Building a strong foundation: Executive sponsorship

An executive level sponsor will keep the program appropriately resourced, growing, and maintain focus on the program. A Supported Employment program needs a level of authority in order to execute effectively.





How to identify potential sponsors

To find the right executive sponsor in your organization, try reaching out to:

	Executives who are already involved in disability hiring initiatives.
	Executives with a personal connection with disability; individuals who experience disability, parents or family members of people with disabilities.
	Executives involved in internal networking groups with a passion for diversity, disability or accessibility.

How to measure success

It is important to determine goals that fit your organization. Here are some metrics you may use to gauge the success of your program. We encourage employers to start with one job and build their program from there.

# of Supported Employees hired 	 # of employer and coaching agency partners	 Parts of your organization involved	 # of job types developed
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Building a strong foundation: Vendor/Employer alignment

Aligning your partners to the same shared goals is critical to your program's success. Sharing materials such as these videos will help you illustrate how hiring individuals with intellectual/developmental disabilities will bring value to the workplace, foster community involvement, and align to your partners' business goals.



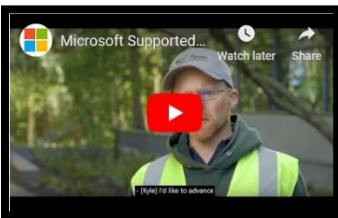
[Austin Landon \(Common Area Reset Technician\) Video](#): Follow Austin as he uses his Microsoft Surface to reset furniture in conference rooms and common areas. Austin's drive to improve his and his team's performance is contagious.



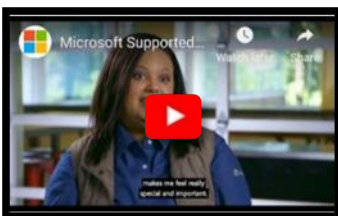
[Tanya Harris \(Production Assistant\) Video](#): Tanya's job includes cleaning and moving crates in a warehouse. She takes on new duties as she masters each assignment her supervisor offers her. See the variety of tasks she has learned and follow her through a typical day of work.



[Phillip Ross Thelin \(Assistant Chef\) Video](#): Phillip's job duties have grown from prep chef chopping onions every day, to assistant chef and taking the lead on his own café station. Watch Phillip's growth in responsibilities and confidence.



[Kyle Van Allan \(Groundskeeper\) Video](#): Kyle didn't drive when he first started working, but thanks to his ambition and support from his employer, he learned to drive an electric cart on the job. Watch as he drives through campus to empty garbage cans and record each job he completes.



[Leila Miles \(Receptionist\) Video](#): As a Microsoft receptionist, Leila welcomes guests and offers them a hospitable experience. From answering phones, greeting guests, arranging for shuttles and booking rooms, Leila's workday is varied and fulfilling.

[Watch more Supported Employment videos here](#)

Building a strong foundation: Enduring commitment

Use these approaches to continue to nurture each individual throughout their employment:



Inclusion: Historically, people with disabilities have been served in separate and exclusive settings such as institutions, with no access to public schools or integrated employment opportunities. By contrast, Supported Employment develops paid, competitive employment opportunities for individuals with disabilities in integrated work settings.

Natural supports: The employer, supervisor, and coworkers are encouraged to develop natural supports for the Supported Employee. Job satisfaction grows as an employee feels included and valued in company activities, independent of their coach.

Pictured above: Brian Rosenberg (Northwest Landscaping Services)

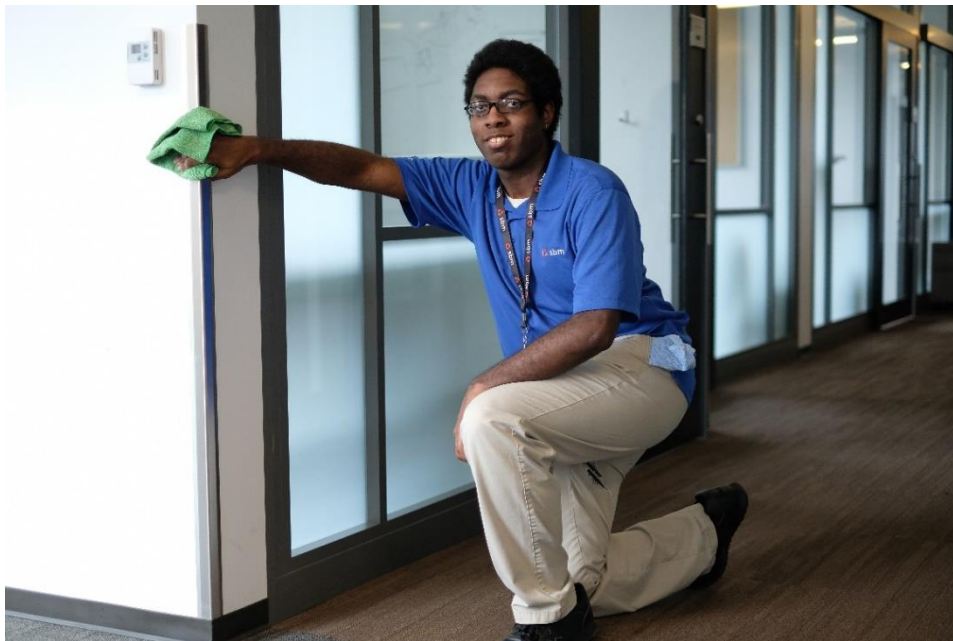
Celebration: Recognizing your company's efforts around Supported Employment will help build morale and buy-in to the program. Acknowledgements and awards from local organizations will boost morale and keep the program energized.

Career progression: A Supported Employee's first job may not be the only job they will ever want to perform. Movement, challenge and variety can be very important to staying invested in a job. Ask yourself, in what ways can Supported Employees be encouraged to grow as employees? Can tasks be added to a job to increase variety? What educational and training opportunities exist or can be developed that a Supported Employee could participate in?

Supported Employee roles

The Microsoft Real Estate and Facilities program provides a variety of roles including:

Administrative Assistant	Customer Service Associate	Grounds Keeper
Ambassador - Redmond 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	Receptionist
Common Area Reset Technician	Food Service Worker	Recycle Technician
Copier Room Assistant	Food Transporter	Warehouse Supplies Controller
	Furniture Maintenance Technician	Warehouse Technician



Pictured above: Demetrius Gilmore (SBM)

Engaging community partners

To engage the natural partners to your program in your area, reach out to the organizations listed below. They share a vision of increased employment opportunities for people with disabilities and they can help you learn how Supported Employment works in your community.

Government offices: Staff at government offices can describe how Supported Employment services are funded and provided in your area. They are subject matter experts on income and benefits. Look for social and health services for people with disabilities and vocational rehabilitation services.

Supported Employment coaching providers: Coaching agencies serve clients with disabilities who are actively searching for jobs in integrated, community-based companies. Search for the nonprofit and private coaching providers serving your community.

Advocates serving individuals with disabilities: Advocacy organizations provide information and referral around disability rights issues. They can be valuable subject matter experts on how the social services system works and who is providing coaching services. They may also provide training and current thinking about disability-related employment rights and services. In the United States, search for:

- Arc. State and local Arc chapters: [Link to find a local Arc Chapter](#)
- Protection and Advocacy System: [Link to State Protection and Advocacy Systems](#)

Strengthening existing partnerships: Seek out opportunities to attend and share information at your local disability-related meetings, conferences and events. Examples include:

- Conferences on assistive technology or community living
- Governor's Committee on Disability
- People First Conventions
- Self-Advocacy Conferences
- Special Olympics events
- School-to-work transition fairs

Develop and support employers

Provide information and support to partners to successfully integrate individuals with disabilities into the workplace. Training, 1:1 consultation, assistance with job development, and ongoing job support are effective tools for aligning staff and partners.



Pictured above: Fathi Mohamed (MV Transportation)

1:1 training & consultation: Coaches are an invaluable source of 1:1 training and consultation for the employer and supervisor. The number of coaching hours is individualized based on the employee's needs and their source of Supported Employment funding.

- Hours can change over time, fading away as the employee learns and masters their job skills.
- Hours can be increased as job responsibilities change or grow or to support the employee with performance issues.

Ongoing job support: Coaching agencies usually develop an employment plan in collaboration with the supported employee. Coaches and employees can provide the following:

- Coach and backup coach name and contact information.
- Family or legal guardian contact information.
- Number of coaching hours and schedule of coaching.
- Who to contact for help with adding new skills or resolving workplace issues.

Continued learning: New manager training

Engage local subject matter experts to provide group training to direct supervisors, managers and co-workers. Training topics may include the following:

Curriculum	Content
Definition of disability	<ul style="list-style-type: none"> • What does disability mean to you. • Legal definition of disability. • Stigma associated with disability.
History of supported employment	<ul style="list-style-type: none"> • How services for individuals with I/DD have changed from a model of segregation to integration.
Job coach role	<ul style="list-style-type: none"> • The job coach is not a substitute supervisor. • Job coach services are individualized to the employee's needs.
Job development	<ul style="list-style-type: none"> • Job analysis. • Task bundling. • Customizing positions.
Interview and resume options	<ul style="list-style-type: none"> • Working interviews. • Video and portfolio resumes.
Retention strategies	<ul style="list-style-type: none"> • Growth and progression. • Natural Supports and inclusion in the work team.
The benefits of creating an inclusive and integrated workplace	<ul style="list-style-type: none"> • Good for business. • Workplace looks more like the community where you do business. • Morale boost.
Laws affecting the rights of employees with disabilities	<ul style="list-style-type: none"> • Americans with Disabilities Act. • Other relevant local laws. • Interview guidelines for employers.
Addressing performance and workplace issues	<ul style="list-style-type: none"> • Role of the Supervisor. • Role of the coach.

Career growth

These videos provide a framework and tips for managers as they work with Supported Employees on developing their careers. Career growth could be adding a new task, or developing the skills needed to take on a new role.



[Set the Stage for Growth Video](#)

As the manager, you play a key role in assisting your Supported Employee's career growth and progression. By using open and respectful dialog, you can facilitate this during the onboarding process by setting expectations and identifying goals to strive for during their employment.



[Empower Growth Video](#)

Empower Growth addresses how you can collaborate with a Supported Employee to achieve their growth goals. Tips include having regular check-ins, acknowledging positive skill development in the moment, and utilizing the skills of the job coach.



[A Story of Success Video](#)

When she started working, Nicole's job was to roll silverware. In this video you will learn about Nicole's growth from those humble beginnings to her current role in the sandwich station, where she prepares 150 sandwiches for her customers at lunchtime. She is looking forward to building her knife skills and further developing her career.

Develop a communication plan

Develop a plan to keep your audiences informed and engaged. Keep it clear and accessible by using plain language, avoiding jargon, and offering multiple formats and translations.

The candidates: Individuals with disabilities and family members, legal guardians or job coaches who may assist with the application and hiring process. This is what they need to know:

- New job openings and how to apply.
- How your program works and who to contact to get involved.
- Your commitment to employing individuals with disabilities.
- Upcoming events.

The employers: Human Resources teams, leadership, supervisors, managers, and co-workers. This is what they need to know:

- Your commitment to employing individuals with disabilities.
- How the program works and their role in it.
- How to develop new job opportunities and clear job progression.
- Ways to nurture and promote natural supports on their teams.
- Practical ways to develop and nurture an atmosphere of inclusion.
- Resources for addressing performance issues.
- Upcoming events.

The coaching agencies: This is what they need to know:

- Your commitment to employing individuals with disabilities.
- How the program works and their role in it.
- How your company functions, how they will access the workplace.
- How they can help employers develop new job opportunities.
- Upcoming events.

The community: The community of people with disabilities and their families, advocacy and grassroots organizations, local partners at colleges, universities, government social services offices, local businesses, and coaching agencies. This is what they need to know:

- Your commitment to employing individuals with disabilities.
- How your Supported Employment program works.
- Goals, accomplishments, and stories of the personal impact of employment on real people.

Tools



Pictured above: Amanda Delisi (Davidson Macri Sweeping)

"I work on the Microsoft campus, and often see the participants in the Supported Employment Program. As the father of a child with a developmental disability, I appreciate our commitment to this initiative. It is a powerful demonstration of our corporate values and makes me proud to be a Microsoft employee."

Matthew Baldwin, Senior Content Publishing Manager
APEX, Microsoft

Program tools

Click on the items below to find references and tools for your Supported Employment program in each category.

FAQ

[Microsoft Real Estate and Facilities Supported Employment Program FAQ](#)

Job analysis

[Customized Task Documentation Library](#)

[Task Analysis Library](#)

- Building & Custodial Services
- Business & Office Services
- Grounds & Motor Pool

Job descriptions

[Job Description Library](#)

- Audio Visual Assistant
- Bus Washer
- Busser
- Common Area Reset Technician
- Grounds Keeper
- Event Service Technician
- Administrative Assistant

Program design

[SE Program Charter 2013](#)

[Request for Information](#)

[Program Manager Job Description](#)

[Program Setup Plan](#)

More information

Visit the [Microsoft RE&F Supported Employment Program](#)

Disability employment subject matter experts

Advisory Committee on Increasing Competitive Integrated Employment for Individuals with Disabilities: <https://www.dol.gov/odep/topics/WIOA.htm>

Association for People Supporting EmploymentFirst (APSE) - <http://apse.org/>

Governor-Appointed Committees on Disability. For example, Washington State Governor's Committee on Disability Issues and Employment: <https://esd.wa.gov/GCDE>

Institute for Community Inclusion - <http://www.communityinclusion.org/>

Respect Ability - Fighting Stigmas, Advancing Opportunities - <https://www.respectability.org/>

Disability:IN - <https://disabilityin.org/>

Wise - <http://gowise.org/>

Answers for employees and employers

Job Accommodation Network. Employers and employees with questions about job accommodations and the Americans with Disabilities Act (ADA), and related legislation can contact JAN at <https://askjan.org/>

Training Videos about accommodating candidates and employees:

<https://askjan.org/toolkit/index.cfm#tools-for-consultants:videos>

ADA National Network. Employers and employees can find information on the Americans with Disabilities Act (ADA), and the organization that serves each geographic location in the United States at <https://adata.org/>

Employment statistics - United States of America

National employment and unemployment rates from the US Bureau of Labor Statistics -

<https://www.bls.gov/news.release/disabl.nr0.htm>

State by state comparisons of the rate of employment for individuals with intellectual and developmental disabilities - <https://www.statedata.info/>

Supported Employment program examples

[King County Supported Employment Program](#)

City of Seattle Supported Employment Program

Contact Heather Weldon, Program Manager,

Seattle Department of Human Resources:

heather.weldon@seattle.gov or (206)-684-7922

United Nations

United Nations Convention on the Rights of People with Disabilities - [Article 27: Work and employment \[PDF\]](#)

Media

[Busting Myths About Hiring People with Disabilities](#)

Accolades and citations



Pictured above: Carissa Linn (Compass Group), Brian Collins (Microsoft RE&F), Holly Warnick (CBRE), Tod Nissle (Compass Group)

When Microsoft initiated its Supported Employment Program with the goal of hiring 200 supported employees, our region experienced a significant and positive impact that a large employer-led initiative can bring. It changed the landscape of supported employment services to one that was employer driven, exciting the community, and helping people with the most significant disabilities achieve better lives.

Richard Wilson, MPA
King County Program Manager, School-to-Work, Washington

Accolades

Microsoft Real Estate and Facilities Supported Employment Program is the proud recipient of the following awards.

2018 Global Professional Excellence Award - CoreNet

2017 Breaking Barriers Business Leader Award - Disability Rights Washington

2015 Large Employer Award - National APSE (Association of People Supporting EmploymentFirst)

2015 Excellence in Partnership - Cares of Washington

2014 Governor's Large Private Employer of the Year - The State of Washington Governor's Committee on Disability Issues and Employment

Citations

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2. Microsoft, "Inclusive Hiring for People With Disabilities", Accessed October 30, 2018, <https://www.microsoft.com/en-us/diversity/inside-microsoft/cross-disability/hiring.aspx>
3. Washington State Legislature, "WAC 388.891A-1000", Accessed October 30, 2018, <http://app.leg.wa.gov/WAC/default.aspx?cite=388-891A-1000>
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5. United States Department of Labor, "Office of Disability Employment Policy", Accessed October 30, 2018, <https://www.dol.gov/odep/>
6. United States Department of Labor, "Myths and Facts about Workers with Disabilities", Accessed October 30, 2018, <https://www.dol.gov/odep/pubs/fact/ada.htm>
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