

Celebrating 10 years of employment and opportunity, making a difference in the lives of those with intellectual and developmental disabilities.

Cover: Jason Lakey, Tanya Harris and Dwight Travis



# Supported Employment Program

10<sup>TH</sup> ANNIVERSARY



Real Estate and Facilities  
Supported Employment Program

# Supported Employment Program

During this 10th anniversary of the launch of the Microsoft Supported Employment Program, we hope you will enjoy the stories of individual Supported Employees, managers, leaders and community members who have contributed to the success of this program.

There are over 1 billion people who experience a disability on the planet, and there is an extremely high rate of unemployment among people with disabilities.

Microsoft launched the Supported Employment Program in 2013, with the goal of increasing the number of people with developmental disabilities working in the Puget Sound region. In the highly outsourced Real Estate & Facilities realm, Microsoft saw an opportunity. There was a strong supply of jobs at vendor companies that could be staffed by people with disabilities. To get the program started, Microsoft partnered with suppliers in industries including; food and events, facilities management, janitorial, warehouse, and landscaping.

Within a couple of years, over 200 people had been hired. With this proof of concept in hand, the program expanded to several Microsoft locations in North America.

Today, over 550 people with intellectual/developmental disabilities (I/DD) have been hired into over 40 different job types, in 27 countries.

Here are some of the stories of employment and opportunity.

- Brian Collins, Program Owner, Global Workplace Services, Microsoft

## PROGRAM VALUES



### REAL JOBS

Employees are hired to perform real work to meet business needs.



### REAL PAY

Employees are hired at the going rate for the work they do.



### FLEXIBLE

Part-time or full-time roles are available.



### INTEGRATED

Employees work in integrated roles alongside non-disabled peers.



### CAREER GROWTH

Employees have access to career growth opportunities.



### COMMUNITY

Employees work in the community.



"We believe that people with disabilities are a strength for our company and a talent pool that adds not just diversity but expertise and empathy that make our products, services and culture better.

- Jenny Lay-Flurrie, Chief Accessibility Officer, Microsoft

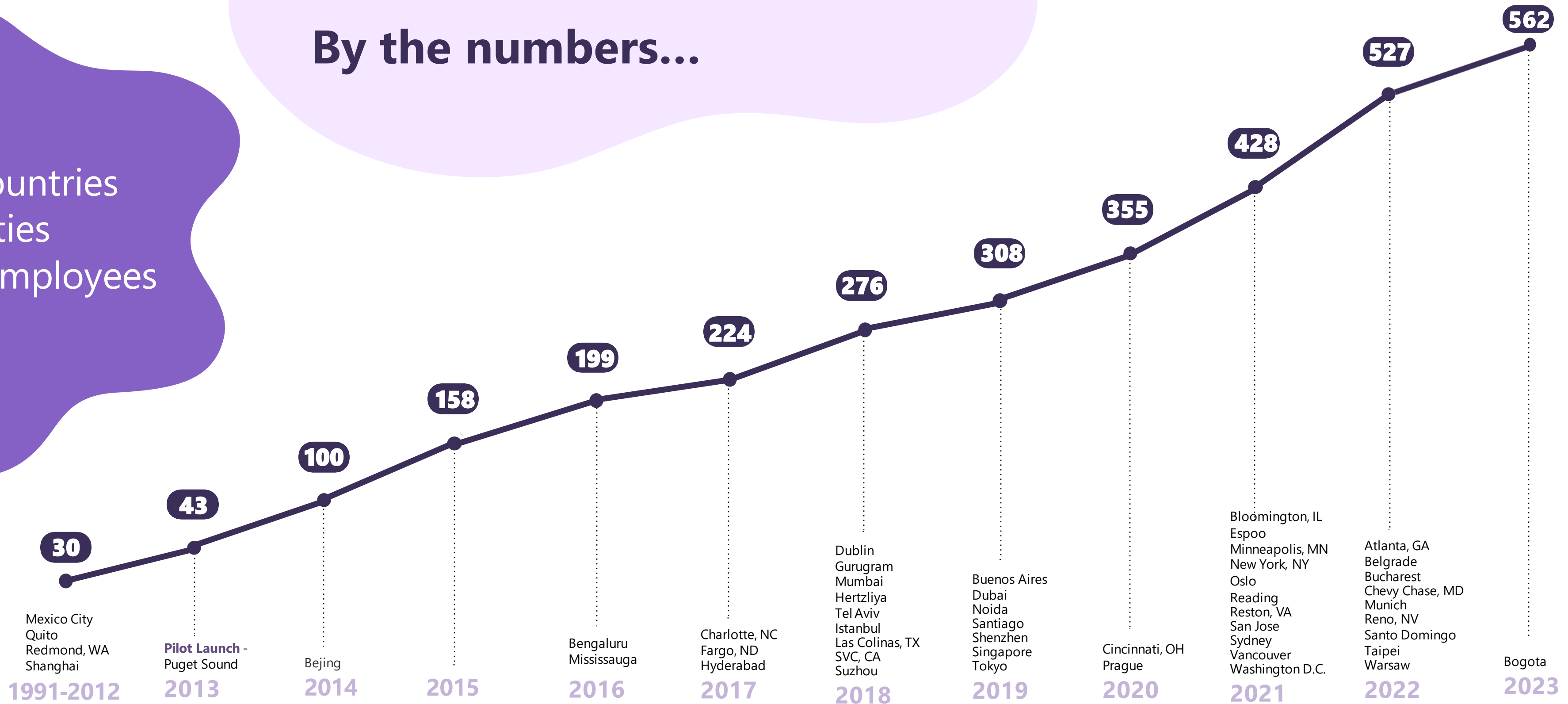


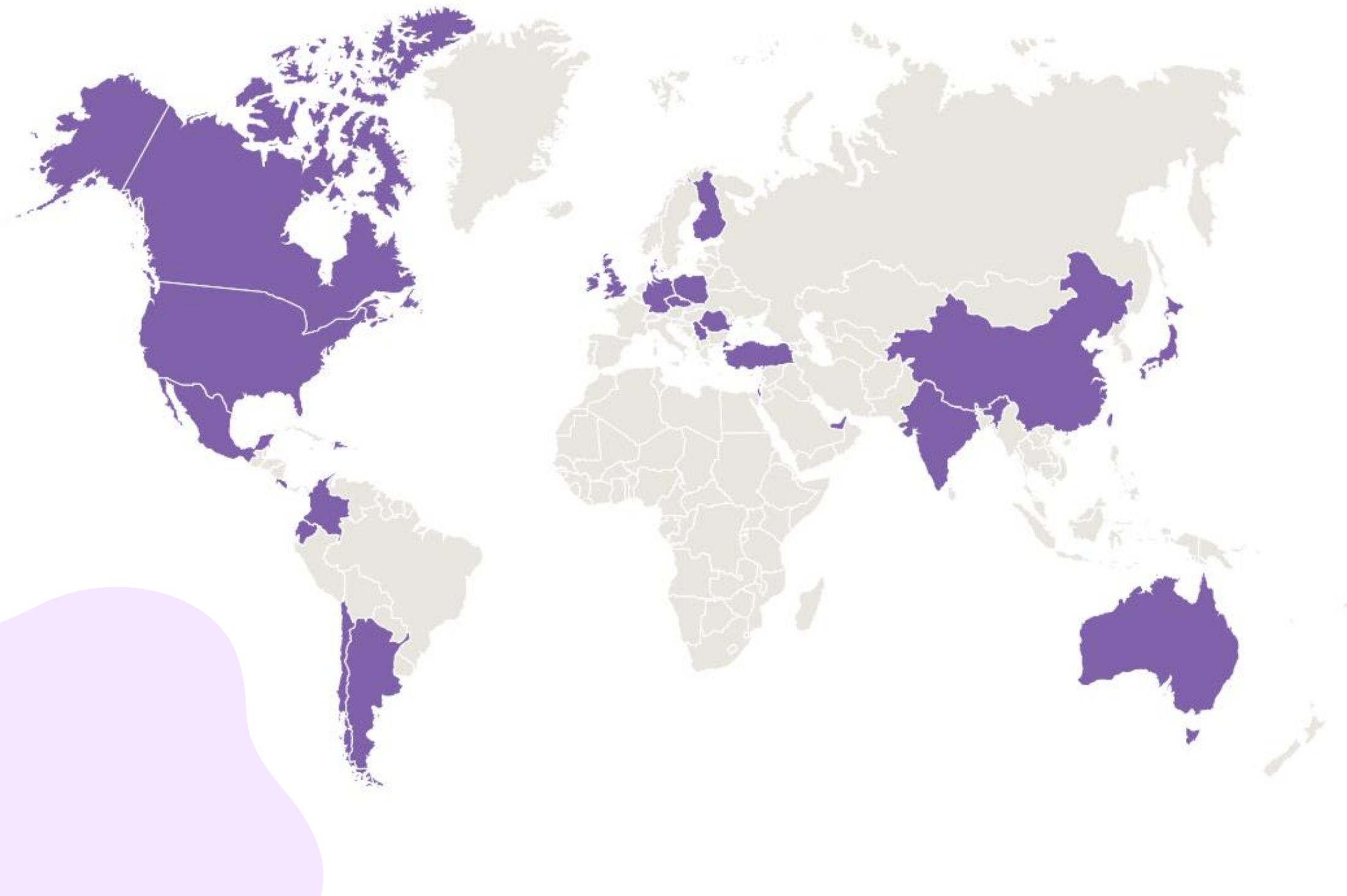
## PROGRAM MISSION

Partner with vendors and local employment agencies to increase job opportunities for people with intellectual/developmental disabilities, who might otherwise be overlooked in the job market.

# By the numbers...

**27** Countries  
**49** Cities  
**562** Employees





# Program expansion

Individuals with intellectual/developmental disabilities have been hired by suppliers to Microsoft in 27 countries and counting.

Argentina	Dominican Republic	Poland
Australia	Ecuador	Romania
Canada	Finland	Serbia
Chile	Germany	Singapore
China	India	Taiwan
Colombia	Ireland	Turkey
Costa Rica	Israel	United Arab Emirates
Czech Republic	Japan	United Kingdom
Denmark	Mexico	United States



## Microsoft RE&F Initial Research on Supportive Employment

February 27, 2012

**Problem Statement:** The purpose of this paper is to assess whether there are more opportunities to employ developmentally disabled individuals across the Puget Sound Real Estate and Facilities portfolio with our suppliers, in a more strategic way, than we are doing now. Is our current approach sufficient or could we do more?



## Origins

Microsoft engaged the community of people with intellectual/developmental disabilities, families, job coaches and community experts to explore whether we could do more to open the doors to employment.

Research and consultation lead to a pilot project that launched in 2013 in Puget Sound.

The original goal of the Supported Employment Program was to hire 200 people with intellectual/developmental disabilities who had job coaches.

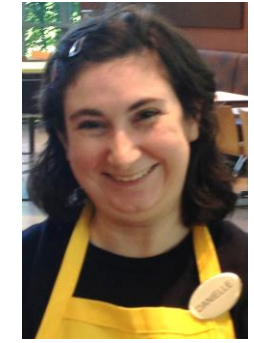


# Program launch

It was with great excitement that Microsoft Real Estate & Facilities leaders invited vendors and job coaching agencies to mingle and discuss job opportunities at the Supported Employment Program Open House.



Chris Owens, Marisa Owens, Cesilee Coulson, Susan Harrell, Monica Durbin, Nicole Magley, Laura Coutts, Danielle Serkin-Poole



# Supported Employees at work | 2013-2016



Cassie Scott, Gunnar Magley, Esther Cha, Danielle Serkin-Poole  
Tim Dobner

# Summer celebration

A new annual tradition was born when Supported Employees, job coaches, and managers came together for a Hawai'ian style BBQ and party.

Microsoft thanked everyone involved for their hard work and commitment to the program's mission.



Supported Employees addressing the audience



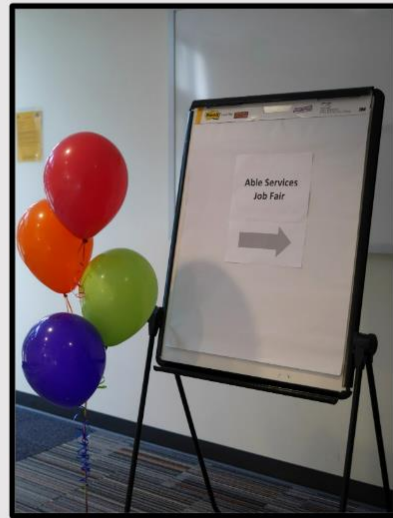
Job coaches being acknowledged



# Jobs!



## Able Services Job Fair – October 27<sup>th</sup>, 2015



CBRE

Microsoft

The program supported vendor partners by coordinating job fairs. We invited candidates to interview for employment, with assistance from job coaches.

Compass Group, MV Transportation, CBRE, Able Services, and Pitney Bowes were among the program early adopters.

# Community

Building a network and community of connection is important. In 2015 Microsoft hosted and participated in a Buddy Walk, a BBQ, and regional Special Olympics games.



The band plays for the athletes



Dave Bryant and Jordan Somers



# 118 Stories . . . And Counting

To share the story of program's effectiveness, Microsoft collaborated with Mark George at CBRE and the Compass AV team to produce a video telling some of the stories of Supported Employees.

By the time the video was released, the number of people employed had risen to 164.

[Watch "118 Stories ... And Counting" on YouTube.](#)

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"That's 118 stories, unique stories, that have changed people's lives."

*-Rob Towne, Microsoft*

//



Tanya Harris appears in "118 Stories ... And Counting"

# Summer Fiesta BBQ!

At our summer picnic, we acknowledged and thanked our many partners working on employment opportunities. Supported Employees, family members, job coaches and employers were invited and celebrated.



Tara O'Rourke



Frank Hartmanns and Adam Curry



The volunteer "Green Shirt" crew

# Scaling for impact

## How the Supported Employment Program is Changing the Microsoft Community

Rob Towne, former Microsoft Real Estate leader, shared the story of the significance of the program.

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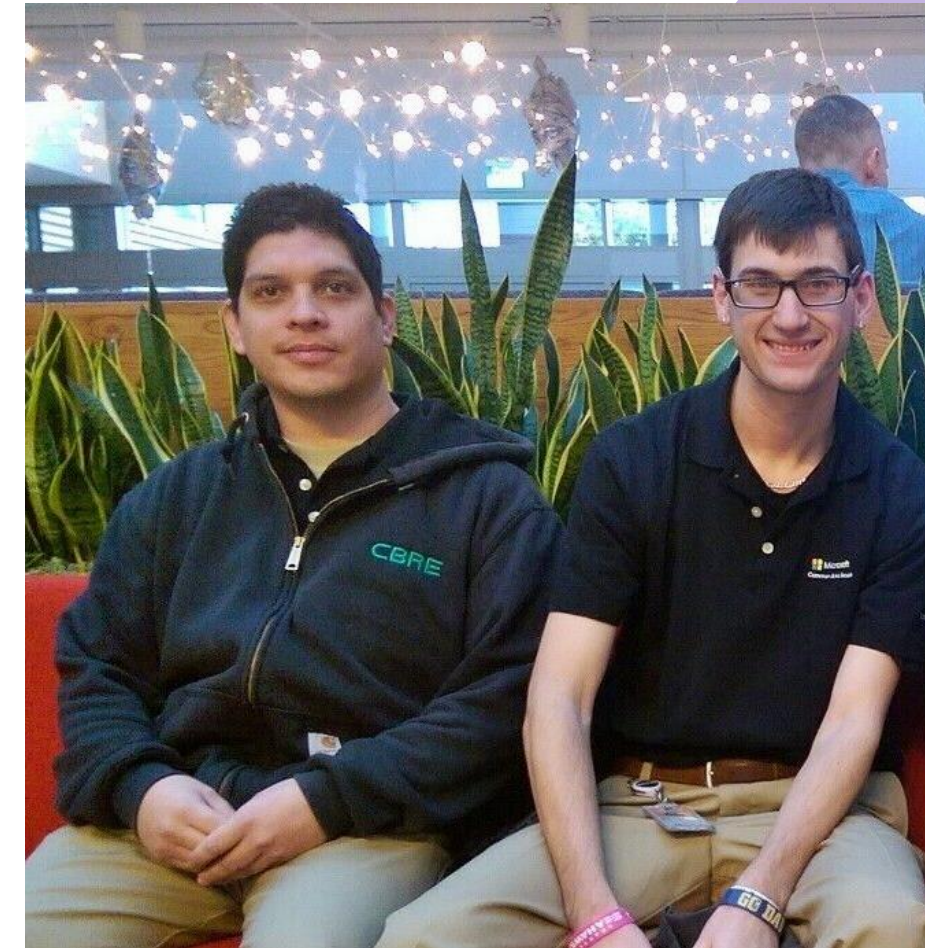
"I could see what a huge impact their jobs were having on these employees' lives," says Towne. "Everybody wanted to tell me how important this was, and to highlight the incredible work these employees were doing. And I thought—we can scale this thing. We can do this. All we have to do is lean in."

-Rob Towne, Microsoft

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Rob Towne, Microsoft



Axel Marroquin, Ben Day | CBRE, Common Area Reset

## Expansion to North America

In 2016, Microsoft took steps to expand the program to North American locations of Microsoft.

Selected leaders from CBRE came to Redmond for a crash course in establishing an effective Supported Employment Program at their locations.

The team returned to Las Colinas, Fargo, SVC, Charlotte and Reno equipped with information and a strategic plan of action.



Peter Hillman, Chris Staggs, Roni Welch, Dana Maddock, Fei Sherman and Ethan Harper | CBRE

# Supported Employees at work | 2017



Eddie Hutson, Julia Flores, Eric Angelo, Austin Reichanadter  
Jonel Bloxham, Lajwanti Bharani

# Video stories published

## Jonel is a leader

Jonel never thought of himself as a leader. And then one day he was given the opportunity to supervise a team. Watch on [Microsoft's YouTube channel](#).



## Amanda finds her dream job

Amanda wanted to work in an office for as long as she can remember. And she finally got the chance. Watch on [Microsoft's YouTube channel](#).





# Dave Bryant

Program Manager, Dave Bryant, passed away in the summer of 2017.



"In the Microsoft community, everybody is important, and this program has really helped to further our culture of inclusion and respect for all people."

"All the Microsoft managers I talk to say the same thing. They say 'you won't find a more dedicated, harder-working, happier employee working beside you than a Supported Employee'. And that's something you can't put a price on."

- *Dave Bryant, Supported Employment Program Manager, CBRE, 2016*



"I expect to pass through life but once. If therefore, there be any kindness I can show, or any good thing I can do to any fellow being, let me do it now, and not defer or neglect it, as I shall not pass this way again."

— **William Penn**

In remembrance

**Dave Bryant**



# Summer BBQ fun



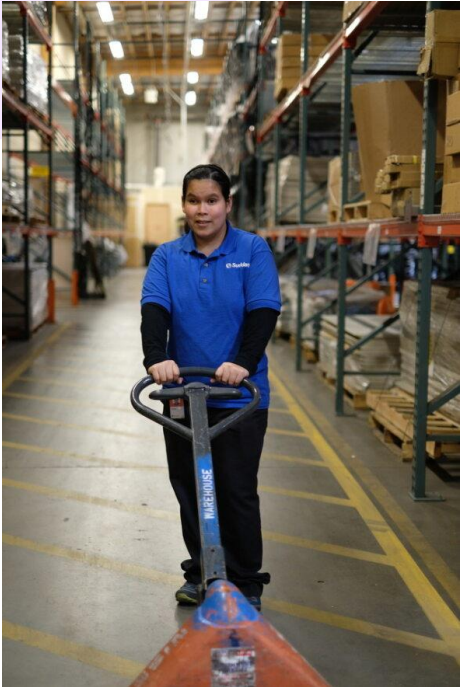
Games, delicious food, a photo booth, and performances of strength, dance, song and many other talents combined to make this summer BBQ one to remember.



Scott Labard, Megan Boss, Jane Dickison, Sam Bartholomew, Desi Reeser, Steve Kovsky, Lad Smith



# Supported Employees at work | 2018



Demetrius Gilmore, Chad Guse, Kristen Mork, Fathi Mohamed, Leila Miles, Tanya Harris  
Phillip Thelin, Justine Martin, Amanda Delisi, Isaiah Marley, Stephen Conway

# School-to-Work Transition Fair

Welcoming over 800 local high school students, teachers, families and community service providers, Microsoft hosted the annual School-to-Work Transition Fair in The Commons on the Redmond campus.

Students and families gathered information to equip them to transition from high school into adult life and employment.



Caitlin Finnerty and Lindsay Nagel stuff swag bags for attendees

The Supported Employment Program greeted the students, and "Green Shirt" volunteers crewed the popular community event.



Andy Bryant, an elite marathon runner, and Supported Employee, was featured in Microsoft On the Issues article, ["Creating a city of inclusion for our country's Special Olympics athletes."](#)



Microsoft joined other local businesses in partnering with Special Olympics to bring the 2018 USA Games to Seattle.

Brad Smith, Microsoft's President and Chief Legal Officer, served as the Honorary Chair of the Games.

Satya Nadella, Microsoft's Chief Executive Officer, welcomed all the athletes to Seattle at the Opening Ceremony at Husky Stadium.



Volunteers recruited by the Supported Employment Program joined hundreds of other enthusiastic Seattleites in cheering on the 4,500 athletes as they made their way to the Opening Ceremony.

# Summer BBQ fun

The "Beach Party" Summer BBQ and Talent Show was a big hit, with over 300 guests attending the event on the playfields by The Commons in Redmond.



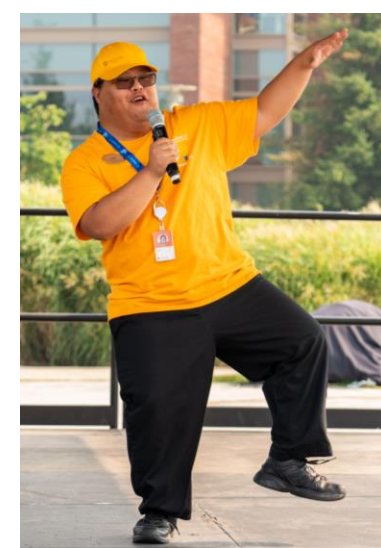
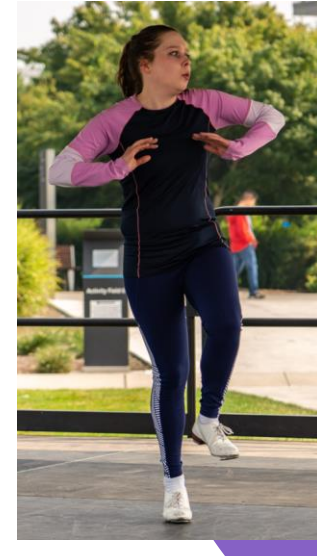
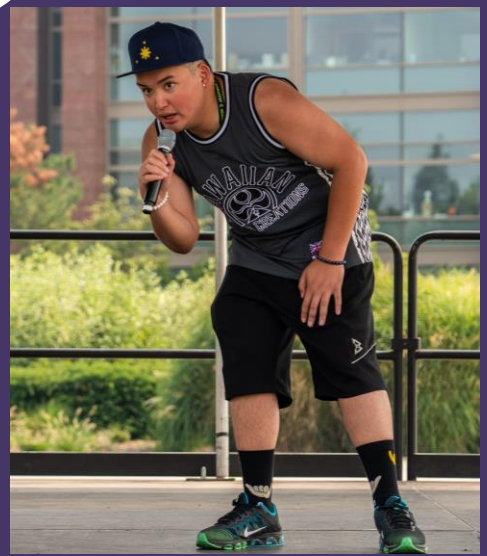
## Green Shirt Team

Staffed by the wonderful "Green Shirt" volunteer crew, Supported Employees, family members, coaches, and vendors enjoyed delicious grilled food, music, entertainment and warm summer weather.



# Summer BBQ Talent Show

The highlight of this summer festivity was the talent show, where Supported Employees shared talents, including dance, song, comedy acts, and more.



Austin Landon, Stephen Hensey, Steven Kovsky, Mackenzie Davis  
Patrick Evezich, Evan Rosenberg, Chloe Knowles, Lad Smith, Wil Searing

# Videos released

We produced videos of Supported Employees working in their usual work locations.

These stories help articulate the significance of the program at an individual level.

Visit [aka.ms/supportedemployment](https://aka.ms/supportedemployment) to enjoy videos featuring Phillip, Tanya, Austin, Kyle and Leila.





# Microsoft forms Advisory Council

To gather guidance from the stakeholders to this program, Microsoft formed an Advisory Council.

The council meets quarterly, and includes a Supported Employee, a family member, key advisors from the disability community, and representatives from participating vendors and job coaching partners.



Liz Aspen, parent; Brenda Kim, Highline ACHIEVE; Terry Scheuer, Puget Sound Personnel; Jordan Somers, CBRE; Gillian Maguire, CBRE; Brian Collins, Microsoft  
Teresa Zuniga, Provail; Phillip Thelin, Compass Group; Carissa Linn, Compass Group  
Susan Harrell, WISE; Heather Durr, CBRE



I. Set the stage for growth



II. Empower growth



III. A story of success

## Career Growth videos released

With guidance from our stakeholders - Supported Employees, job coaches and managers - Microsoft produced a three-part video series on career growth.

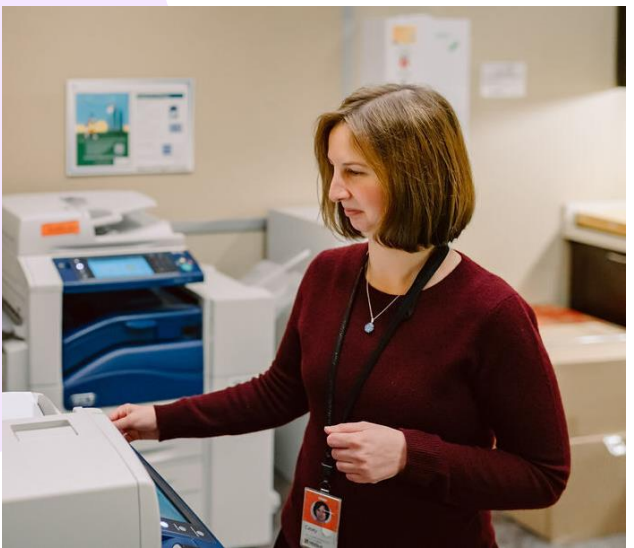
The videos encourage managers to work together on career growth with the Supported Employees on their team.

Watch the videos at [aka.ms/supportedemployment](https://aka.ms/supportedemployment).

# Supported Employees at work | 2019



Andrew Scott, Neelam Verma, Evan Rosenberg, Aneesh Dhall  
Casey, Ben Guth, Holly Murahashi



# School-To-Work Transition Fair

Over 900 members  
of the community  
attended the 2019  
Transition Fair

Microsoft was happy to partner with King County School-To-Work Program to host the 12<sup>th</sup> annual Transition Fair at the Mixer. This event is a service to the community that enables students with intellectual and developmental disabilities, their families, and teachers learn about options as students graduate and embark on their journeys to adulthood. In 2019, over 900 members of the community attended.

With the help of a large crew of "Green Shirt" volunteers, Microsoft swung open the doors to welcome guests to enjoy panel presentations, information provided by 51 community organizations, and a chance to play on Xbox using the newly released Xbox Adaptive Controller.



# Two Washington State bills passed expanding employment rights

During the 2019 Washington state legislative session, Microsoft followed the lead of the disability community and testified on two significant pieces of legislation.

Microsoft spoke to legislators about our experience with employment of people with disabilities.



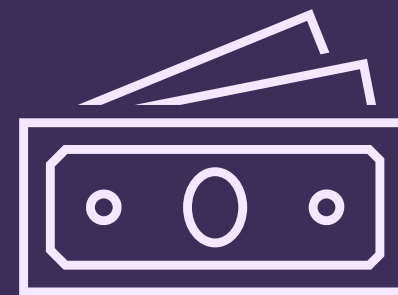
Governor Jay Inslee signing a bill at a public ceremony, surrounded by legislators and disability community members



## Substitute House Bill 1199

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Substitute House Bill 1199 passed, expanding access to Washington's Medicaid Buy-In program, known as Healthcare for Workers with Disabilities.



## Engrossed House Bill 1706

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Engrossed House Bill 1706 passed in limited form, and sought to eliminate the option for employers to pay subminimum wages to people with disabilities.



Portia Wu and Brian Collins of Microsoft; Commissioner David Kladney; Caroline Curtin of Microsoft; Gillian Maguire of CBRE; and Tiffany Dayemo of Microsoft.

//

The primary recommendation approved by the Commission majority following this inquiry was that Congress should repeal Section 14(c) with a planned phase-out period to allow transition among service providers and people with disabilities to alternative service models prioritizing competitive integrated employment. //

-Excerpt from the [Letter of Transmittal to the "Subminimum Wages-The Impacts on the Civil Rights of People with disabilities" report](#), dated September 17, 2020

## Microsoft weighed in on Federal subminimum wage policy

Microsoft was invited to Washington D.C. to brief the US Commission on Civil Rights for use in their report for Congress and the President on "Subminimum Wages - The Impacts on the Civil Rights of People with Disabilities".

Brian Collins shared Microsoft's position that though the practice of paying below the Federal minimum wage to people with disabilities is legal under Section 14c of the Fair Labor Standards Act, Microsoft does not participate in that practice and is committed to paying the prevailing wage.

Moreover, all suppliers in the Microsoft supply chain, including partners in the Supported Employment Program, are expected to pay all employees the going rate for the job they perform.

# “SeaTown Summer Jam” party was a big success



They say that everyone loves a party, and this year's summer gathering was no exception. Over 300 Supported Employees, family members, and job coaches gathered for a delicious feast of summer foods.

The Talent Show was a huge hit, and included Austin Landon performing his original song, "Sea-Town Summer Jam."



Collage of performers including Austin Landon, Holly Murahashi, Susie Pearson, Eric Angelo, Stephen Hensey, Evan Rosenberg, Jane Dickison

# Increased access to technology

## Career growth

### Computer Life Skills

To increase access to technology, Microsoft launched a “Computer Life Skills Technology Course” for Supported Employees in Puget Sound. The 16-hour course was designed and taught by a former Microsoftee and Computer Science teacher.

Eight Supported Employees participated in the inaugural course, which opened the door to career advancement opportunities.

### Gaming Afternoons

We also partnered with Microsoft’s Inclusive Tech Lab to host monthly gaming sessions. At these social gatherings, Supported Employees played video games on several different console setups.

Attendees could choose to play a broad range of Xbox games, Nintendo Switch, and Microsoft PC Games. They also had the chance to see and use the Xbox Adaptive Controller, a game controller developed by Microsoft that allows users to completely customize game controls to fit anyone’s mobility.





# The power of inclusion

Microsoft shared the power of inclusion, and the depth and reach of the Supported Employment Program in an article by Microsoft's Chief Accessibility Officer, Jenny Lay-Flurrie: [The power of inclusion, extending our learnings from the Supported Employment Program](#) - Microsoft On the Issues.

"

"People often ask about the impact on business. Employment of people with disabilities is good for values and good for the bottom line. . . The numbers show that companies that champion disability inclusion are more profitable, according to The Disability Inclusion Advantage-Getting to Equal, October 2018. But numbers are only part of this story. Equally important is the impact that hiring will have on the life of someone who faces barriers to employment. With an unemployment rate for people with disabilities that is twice that of the national average, the opportunity is real and the time is now."

"

- Jenny Lay-Flurrie, Chief Accessibility Officer, Microsoft



Fathi Mohamed

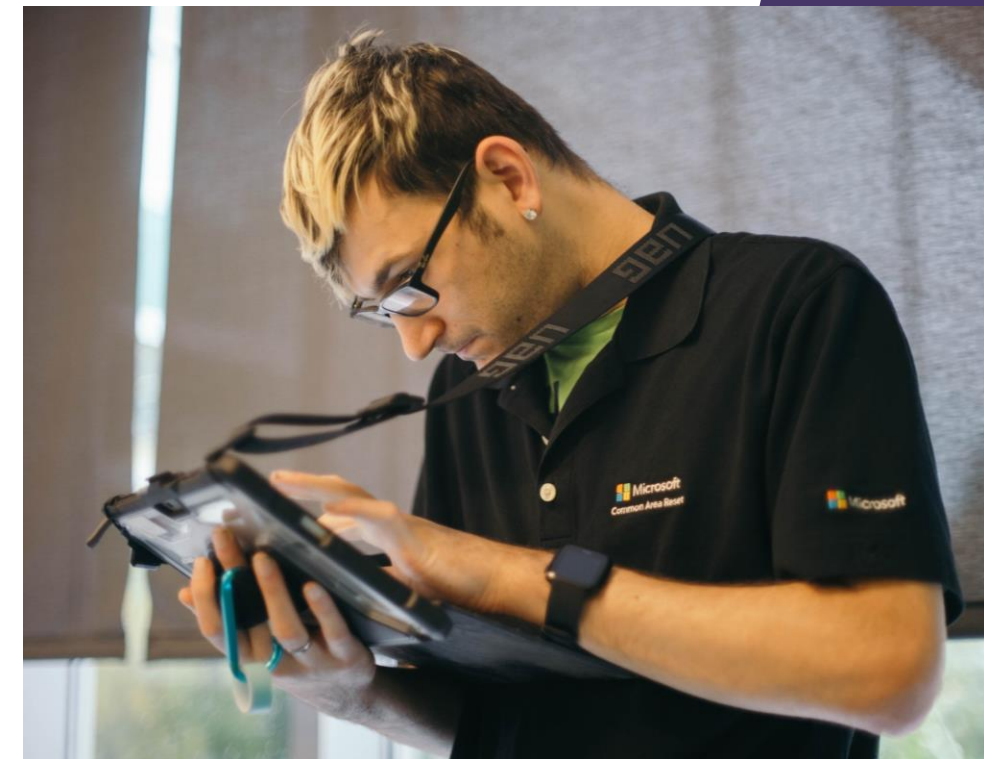
# The right talent, right now

In 2019, members of the CBRE Common Area Reset (CAR) Team worked collaboratively with Mark Vega at Microsoft to create a customized app to accomplish the tasks their team is responsible for.

As Mark explained, “this team created the designs and piloted two applications—one for team leads and one for technicians—built on the Microsoft Power Platform.”



Members of the CAR Team explore the new app with Mark



Ben Day works on his tablet, using the new suite of apps

“

“Finally having a tool that is designed for what we do makes our work a lot easier”

– Jonathan Wolf, CAR Technician and Project CAR Team Member

”

# Disability Employment Awareness Month



Brian Rosenberg  
Groundskeeper

"We can always count on Brian to complete everything, and the quality will be excellent. He brings a level of excitement to his work that is infectious!"

-Gabe Phillips  
Project Manager  
Northwest Landscape Services



Cassie Scott  
Receptionist  
CBRE

"One of the highlights of my day as a receptionist is providing outstanding customer service to every customer who comes through my lobby. This position is a perfect match for my skills and abilities. I am so glad that my employer embraces diversity!"

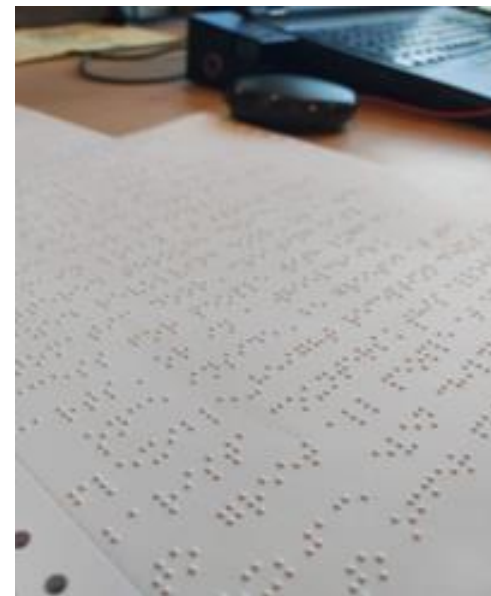


Fathi Mohamed  
Utility Worker

"Fathi is so enthusiastic about working, who wouldn't want someone like that on their team? His positive attitude sets a great example and motivates the people around him."

-Camille Ganir, Office Manager  
MV Transportation

# Supported Employees at work | 2020



Vaishna Lakshmanan, Marcus Flack Jr, Yair Siman Tov, Xin Zhao

# School-to-Work Transition Fair



In partnership with community organizations, local social services and government programs, Microsoft hosted nearly 1000 community members at the Mixer in Redmond.

Students gathered information to prepare for work and life after school from nearly 50 organization booths, and at several workshops.



## Warm welcome

Microsoft and vendor volunteers staffed the event to welcome the students and to make sure they had everything they needed to enjoy the fair.

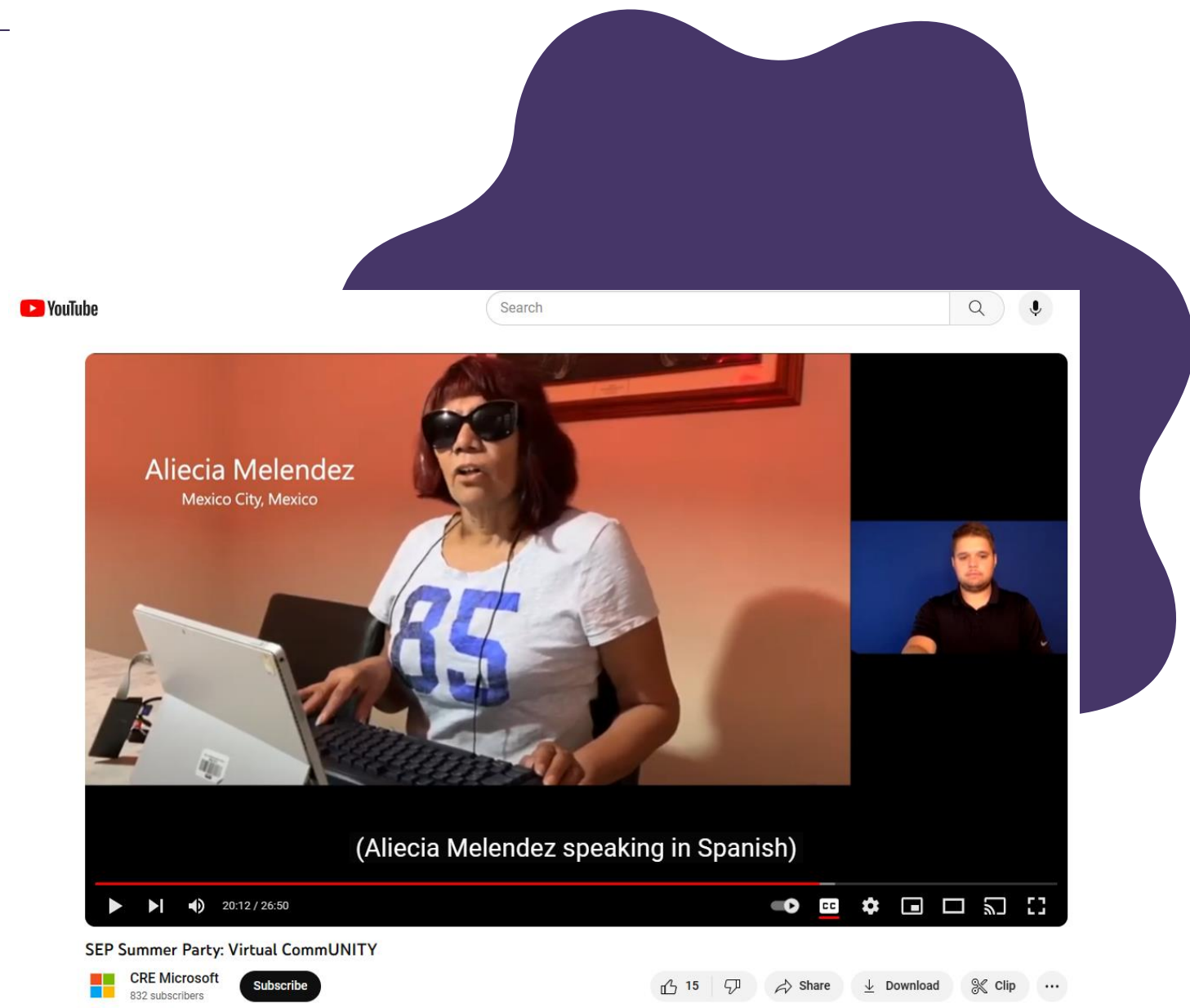


# Virtual CommUNITY Summer Party

We gathered virtually around the globe for our summer celebration: Virtual CommUNITY.

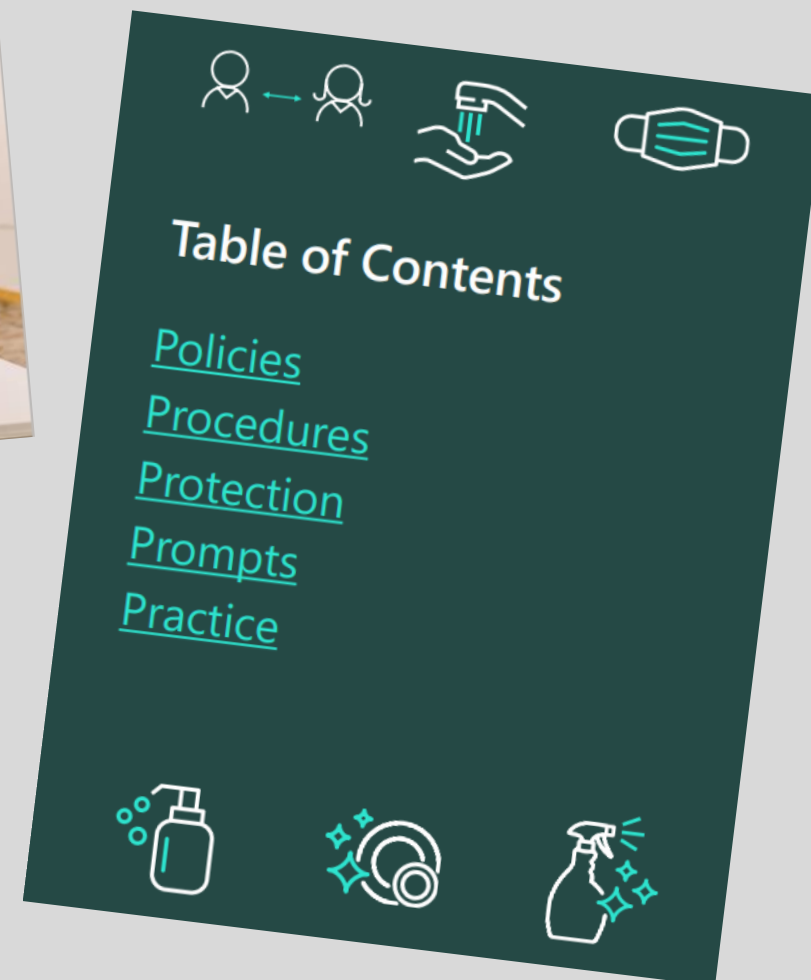
In the spirit of staying home and staying safe, we held a virtual party and talent show where we showcased Supported Employees in locations from Puget Sound to Singapore and everywhere in between.

Get to know the multi-talented Supported Employees from around the globe, on the [Microsoft CRE YouTube channel](#).





The Welcome workbook covers the 5Ps; Policies, Procedures, Protection, Prompts, and Practice.



## Welcome workbook

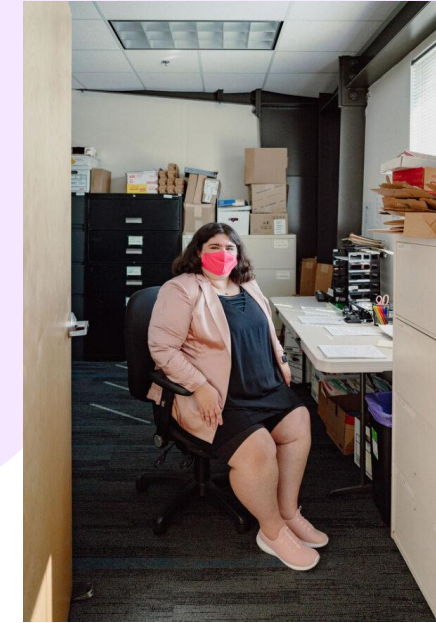
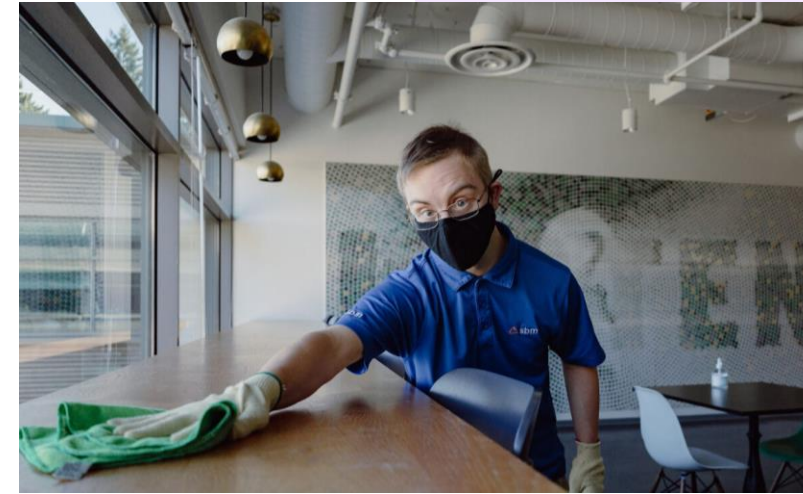
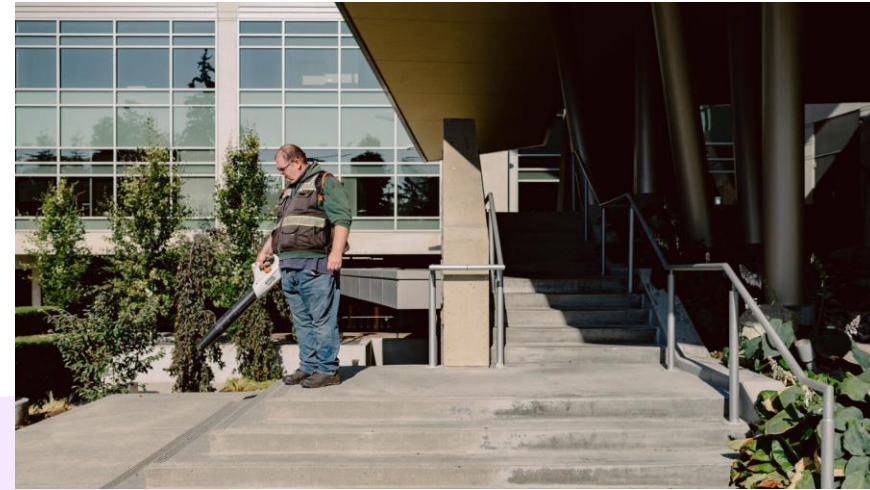
Through the global pandemic, some Supported Employees performed essential roles at Microsoft, and in fact, the program grew to include several new locations.

During 2020, we turned our attention to providing a warm welcome to Supported Employees when the workplace would become available. Health and safety is Microsoft's top priority.

To understand concerns and questions for Supported Employees and job coaches, we met remotely with and listened to our Advisory Council, our job coaching partner agencies and our Extended Leadership Team.

In response to this input, the Supported Employment Program created a Welcome workbook for Puget Sound. We distributed it via email and mail to our stakeholders.

# Supported Employees at work | 2021



Dwight Travis, Jason Lakey, Mark Scullywest, Raha Esmaeillou  
Darryl Tatum Jr. Julie Pizzaro, Shabrinath N, Sierra Bird, Pravalika Reddy, Danielle Metzger



# Laila Dibeh

## Thirty years of dedication and smiles

When Laila Dibeh started her career at Microsoft, George H.W. Bush was president and the average price for a gallon of gas was \$1.14. Now, thirty years later, she's saying goodbye.

"Coming to work for Microsoft, for thirty years, I feel so accomplished," Laila says, who has been employed since 1991 under Microsoft's Supported Employment Program.

As a Microsoft employee—with CBRE as managing agent and with the assistance of her job coach—Laila began in the Corporate Purchasing Group as a filing clerk. In 2004, she moved to the mailroom, where she discovered a newfound passion and has worked ever since.

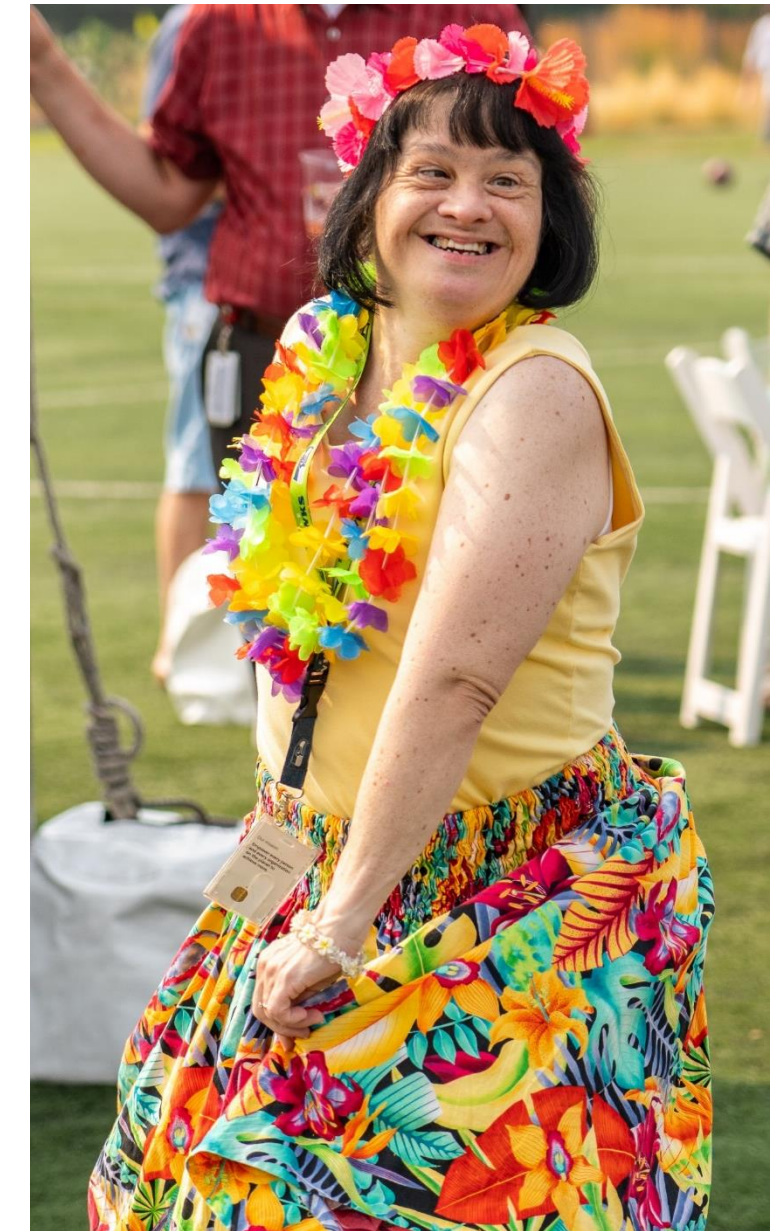
One of the longest-tenured Supported Employees, Laila celebrated her retirement at the end of October, 2021.

"

"What I like most about Microsoft is the people. I feel privileged to have worked here. I feel blessed."

- Laila Dibeh, Microsoft, Retired 2021

"



Laila Dibeh dancing the Hula

# Disability Employment Awareness Month

## Dwight Travis

Meet Dwight Travis, paint shop helper with Gates Painting. Dwight is one of our newer hires and was excited to return to work after losing employment due to the pandemic. Dwight brings focus and dedication to his team. After moving back to the Pacific Northwest, he was eager to share with us all the things he enjoys about the opportunity to work with Gates Painting.

“Our employees and team work together and that’s what I love about this company. We don’t have division or strife. We are a team! Ever since I started working here my self-esteem is way up!”



Dwight Travis  
Gates Painting  
Paint Shop Helper



Divya Alice  
CBRE  
Lobby Ambassador

## Divya Alice

Meet Divya Alice, a member of the CBRE team in Bangalore. Divya’s team would describe her as hardworking and dedicated.

She shared about her experience working at Microsoft, “I am very glad to be a part of this amazing team where they look at my abilities and not my disability. The team is very understanding and supportive. They have given me an opportunity to learn and do different things where I multi-task, which makes my job even more interesting. This is new and different from what I’ve done in my previous roles, and I get great exposure and learning at Microsoft.”

# Knowledge Center launch

This summer, we launched the Microsoft Supported Employment Program Knowledge Center.

The modules - Prepare, Interview, Onboard and Support - provide skills and strategies to hire Supported Employees at global locations of Microsoft.

Developed in collaboration with our partners around the world, the goal was to make these videos globally relevant and accessible.

Visit the Knowledge Center at [aka.ms/supportedemployment](https://aka.ms/supportedemployment) to view the training series.



Prepare

## Prepare

Learn the four foundations for hiring a Supported Employee at your organization.

[▶ Play video](#) [Request for information >](#)

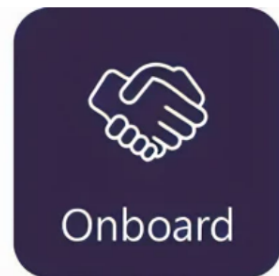


Interview

## Interview

Learn how to adapt your hiring practices to be inclusive.

[▶ Play video](#) [Inclusive hiring >](#)



Onboard

## Onboard

Learn how to utilize resources and team members to make onboarding a great experience for all.

[▶ Play video](#) [Disability etiquette >](#)



Support

## Support

Learn how job coaches or other trained professionals can assist you and your Supported Employees to be successful.

[▶ Play video](#) [Program overview >](#)

# SEP World Tour



On 30 November, we hosted a virtual “Supported Employment Program World Tour”. This year’s event honored the work of Supported Employees around the world, in observation of the United Nations’ International Day of Persons with Disabilities.

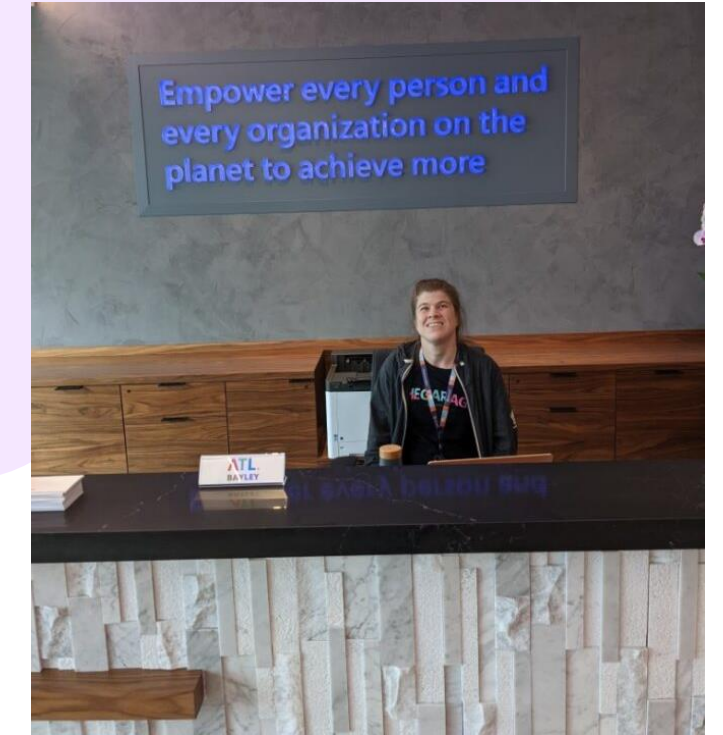
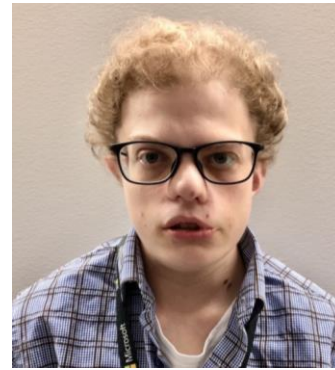
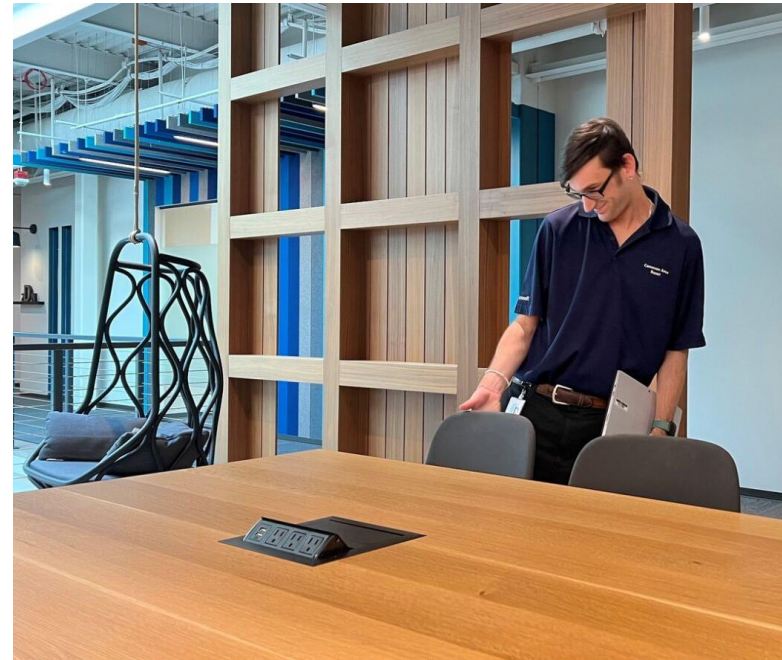
This celebration seemed like the perfect moment to reflect on career journeys and to learn about disability employment through the eyes of global champions.

Brian Collins hosted a series of interviews with champions at Microsoft around the world. The program was woven together with videos of Supported Employees sharing what they do for Microsoft and the importance of having a job.

To view the [SEP World Tour video](#), visit Microsoft’s YouTube channel.



# Supported Employees at work | 2022



Ben Day, Bradley Auerbach, Qiurong Wang, Jing Chen, Ben Geyer, Silviu Tocila, Bayley Bristow  
Casey Chandler, Minkee Kim, Robert Butler

## Advisory Council meets again

The members of the Advisory Council were excited to meet in person again.



Alex Wiebusch, Microsoft; Jaralyn Moe, Manager at CBRE; Wendy Davis, Parent; Rachael Cross, SEP at CBRE; Max Doggett, Job Coach at Highline ACHIEVE; Justine Martin, Supported Employee at Zee Medical; Liesa Spring, Coaching Leader at Trillium.

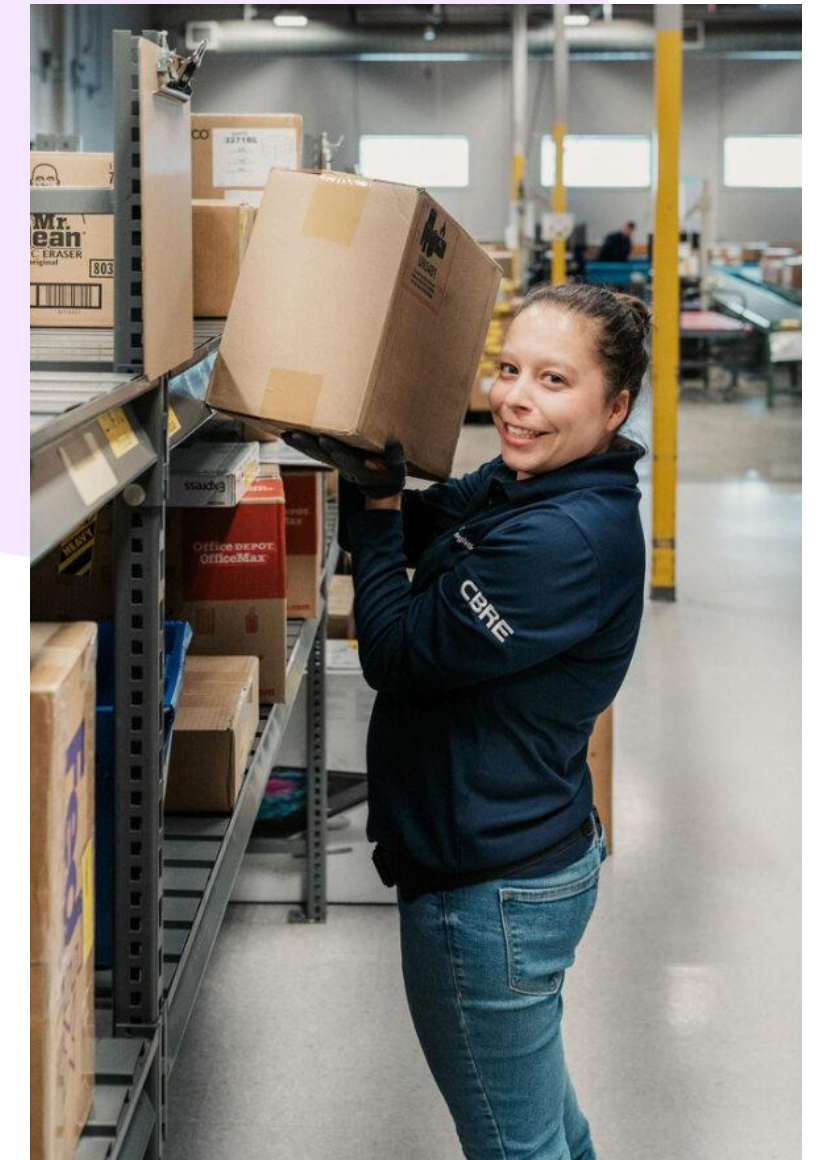
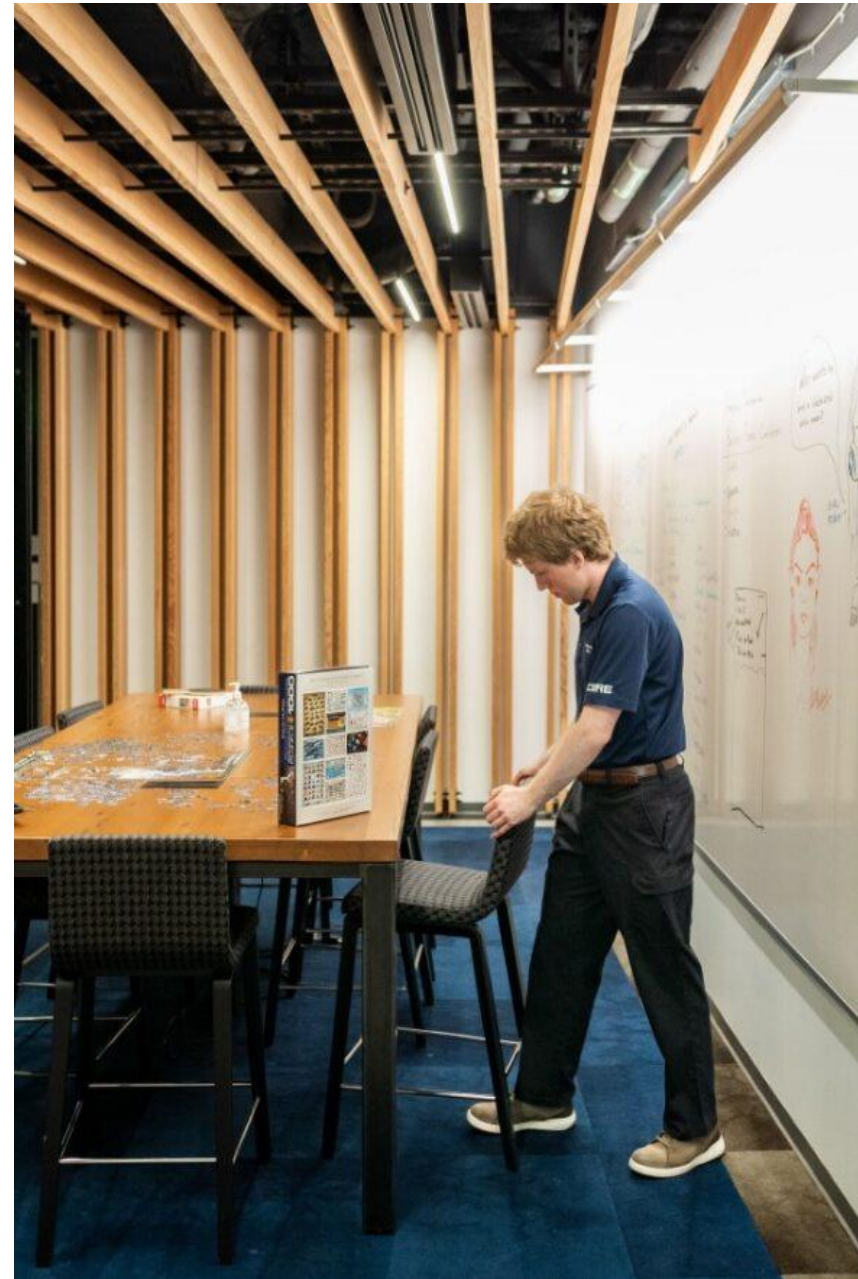
## Leaders visit Microsoft

The National Association of Councils on Developmental Disabilities visited Microsoft to learn about accessibility and inclusive hiring.

The highlight was the presentation by a panel of Supported Employees, Andrew Scott, Tanya Harris and Austin Landon, explaining their employment journeys.



# Supported Employees at work | 2023



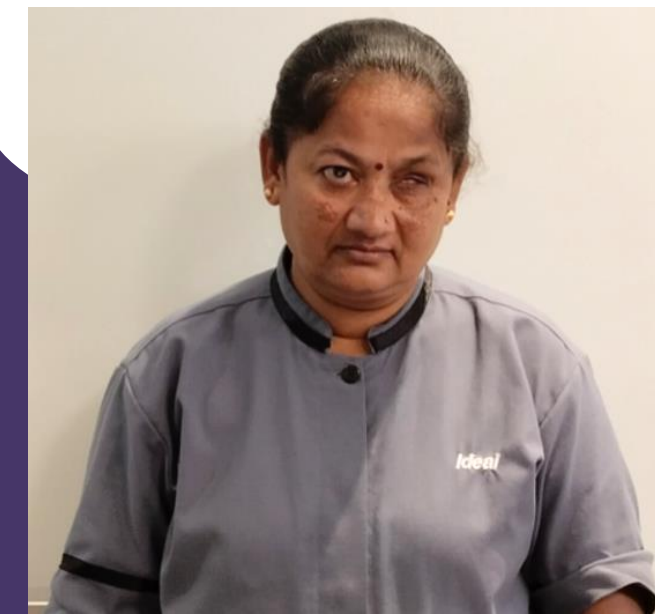
Cian O'Farrell, Frank Hartmanns, Noah Ullstrom, Madison Davis  
Jacques Merkersen

# India

**Muniyappa  
Gangamma M**

Meet Muniyappa and Gangamma M, both working for Ideals CBRE, at the Prestige Ferns Galaxy location in Bengaluru, India.

Muniyappa and Gangamma M joined the janitorial team in February 2022 as dishwashers in charge of cleaning and wiping cutlery and crockeries.



# Mexico

**Alejandro Cervantes**

Jano works in a full-time support role in the Microsoft Technology Center (MTC), in Mexico City.

“I am very happy because this is my first time working in a normal job and also in a technology company.

Here I expect to learn about Microsoft tools and have professional growth because I have learned English for free using internet apps in the past.”



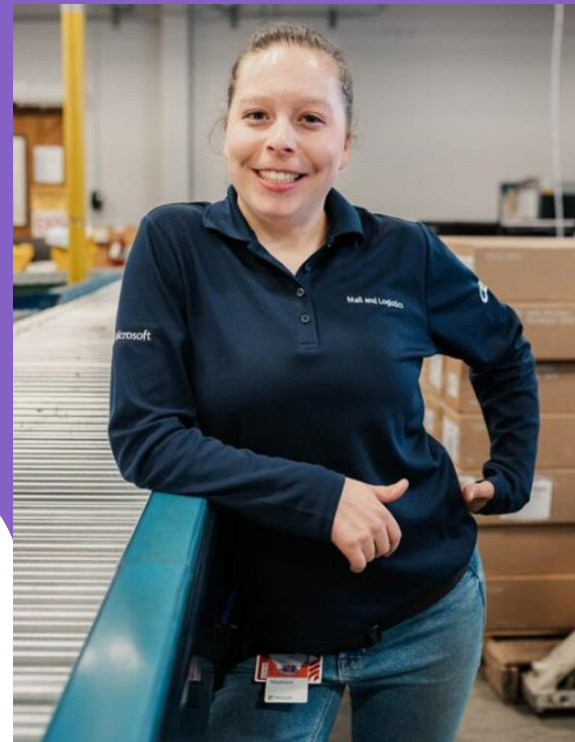
# Logistics Team

## Puget Sound

Supported Employees play an essential role in the Logistics work at Microsoft in the Puget Sound.

The Logistics team handles a huge volume of mail and packages arriving and departing from the Microsoft Corporate headquarters, every month.

Noah Ullstrom works on package processing, dockside scanning, and expediting. He has excelled in his performance of these tasks and is now being trained to ship outbound mail and packages all over the United States.



Madison Davis is an expeditor on the team. She has recently expanded her tasks to include docksiding FedEx flats and learning to process service awards.



Frank Hartmanns has been an important member of the team for 26 years. Recently, Frank and his team have been looking for new challenges for him. He is now using technology to dockside scan packages and process magazines for delivery.

# Mock interviews

In the spring, we partnered with the King County School-to-Work program to host mock interviews for students with disabilities in the Seattle area. Supported Employment Program staff oriented the interviewers, who hailed from Microsoft, Compass Group and CBRE in North America and Puget Sound. The students and the volunteers appreciated this interactive engagement.

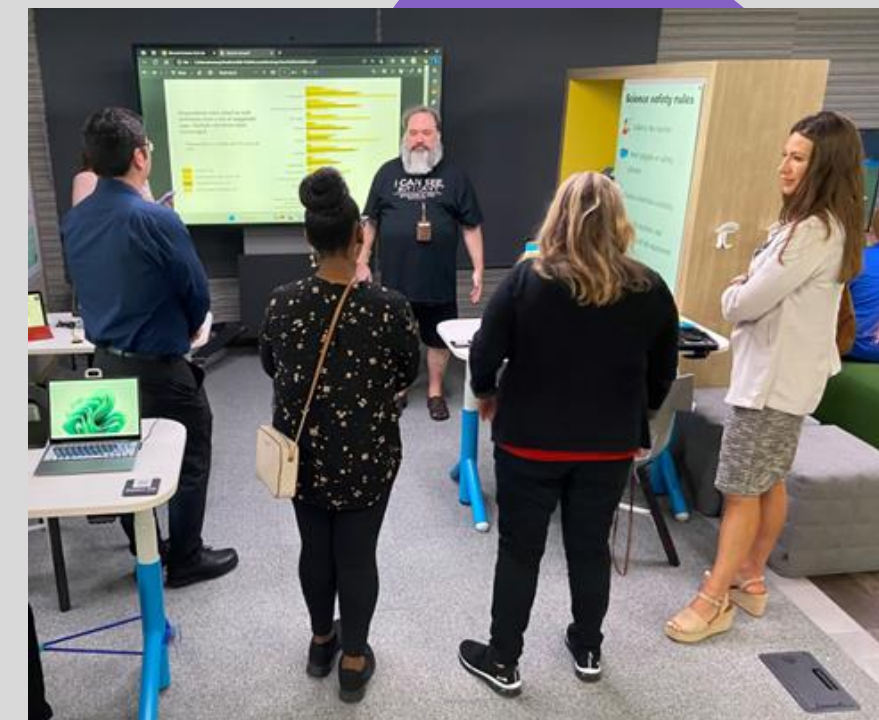
## Mock interview questions

1. What are your strengths?
2. What are your weaknesses?
3. What are your goals?
4. What are three positive things your last boss/instructor would say about you?
5. Are you a team player? Explain.
6. Tell me about a problem you had with a past supervisor/instructor/classmate.
7. Tell me about a time you helped resolve a dispute.
8. What motivates you to do your best on the job?
9. What is the most difficult situation you have had to face and how did you tackle it?
10. How do you handle stressful situations?

# Tours

We welcomed student groups to tour Microsoft, visit the Inclusive Technology Lab, and have conversations with Supported Employees about their journeys to employment on the Microsoft campus.

Youth from Washington State University ROAR program, the Youth Leadership Forum of the Governor's Committee on Disability Issues and Employment, Project Search, and Bellevue College Occupational Life Skills Summer Camp, visited campus.





# Advocacy

It has been an honor to share the lessons of this program, and some of the many stories of Supported Employees with local, national and international organizations who are working on diversifying workforces around the globe.



# Thank you, "Green Shirt Volunteers"

Every year, colleagues from Microsoft, CBRE, Compass Group and other vendor partners put on green shirts and volunteer their time to help host summer parties, transition fairs and mock interviews.

These events build Microsoft's connection and commitment to partnering with the community of people with intellectual/developmental disabilities around the globe.



# Thank you, partners, for growing, improving and advocating for this program

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The partnership, guidance and engagement of many individuals and organizations have led to the success of this program.

Thank you to the Supported Employees who bring their best to work every day and contribute to the smooth operation of Microsoft locations around the world.

Thank you to the Microsoft leaders and champions in Real Estate & Facilities who have driven the foundation and growth of the program.

Thank you to the community partners and our Advisory Council for your guidance.

Thank you to the employers, the over fifty suppliers to Microsoft who employ Supported Employees.

Thank you to the job coaching agencies, community partners and NGOs around the world who help source the talent for these roles, and who act as coaches and advisors to employees and managers.

“

It has been an honor to witness the growth and impact of this program in its first ten years. I can't wait to see what happens in the next ten years!

”

*- Brian Collins, Program Owner, Global Workplace Services, Microsoft*



Real Estate and Facilities  
Supported Employment Program

Learn more



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