



Supported Employment Program

Winter 2025 Program Update



Mighty Media crew filming Jason Lakey in Redmond, Washington USA

Winter 2025

Introduction

Greetings to all!

This year has been filled with creativity and collaboration. Supported Employees and leaders around the world gathered video footage, and we produced five new videos, which we shared during National Disability Employment Awareness Month in October. It has been a pleasure getting to know so many Supported Employees and more about their day to day responsibilities.

The team in the Europe Middle-East and Africa region hosted a multi-location event in December in celebration of International Day of Persons with Disabilities. We have started the planning for the next 'full-life resource fair' in partnership with King County in May 2026. Microsoft looks forward to opening the doors to the public for this much-anticipated informational event.

As we welcome the Winter season of 2025 in the Northern Hemisphere, we are very happy to share new stories of Supported Employees who work for many different supplier companies. We invite you to dive into the stories from Singapore, Israel, Taiwan, Ireland and USA. It is our joy to highlight these individuals who bring their unique talents, skills, and perspectives to their teams at various Microsoft locations worldwide.

Looking ahead, we continue to be determined to expand types of employment opportunities for people with disabilities at even more Microsoft locations and with more suppliers.

Wishing you all a happy end of 2025, and a very happy new year. As always, we welcome your thoughts and suggestions at supportedemployment@microsoft.com.

With warm regards,

The Microsoft Supported Employment Program Team,



Emma Ogazuma



Gillian Maguire



Rachael Cross

Learn more about the Supported Employment Program, at aka.ms/supportedemployment

Winter 2025

Program Events & Activities

For more information on the Supported Employment Program, visit aka.ms/supportedemployment

Supported Employees featured in new videos

This spring and summer, Microsoft filmed and produced five new videos to share the stories of Supported Employees who work for supplier companies at Microsoft locations around the globe.

The new videos are now featured on the [Microsoft Supported Employment Program website](#), on the [Overview](#) and [Stories](#) tabs.

The new Program Overview video features employees working in a variety of different jobs for different supplier companies. Microsoft leaders also discuss the program, and the benefits Supported Employees bring participating supplier companies. The video explains how this approach to workforce development helps businesses meet workforce needs while unlocking untapped potential.

Another video shot at the Redmond campus of Microsoft, features [Jason Lakey](#), Day Porter, who has worked in the landscaping industry for supplier companies for over 20 years at Microsoft. Jason continues to grow and learn new tasks and responsibilities with his new team at PLM.

Next, we travel to Beijing China to meet [Hongqiang Shi](#), who shares his dedication to his job as a Waiter for Mckintey in the café.

[Minkee Kim](#) joins us from Reston, Virginia. Minkee works as a Common Area Reset Coordinator for CBRE.

Our final new video features [Chloe Knowles](#) who works as a Food Services Utility for Compass Group in Redmond Washington.

We hope you enjoy and share these videos which help illustrate the broad range of different jobs Supported Employees perform, and the global reach of the program.

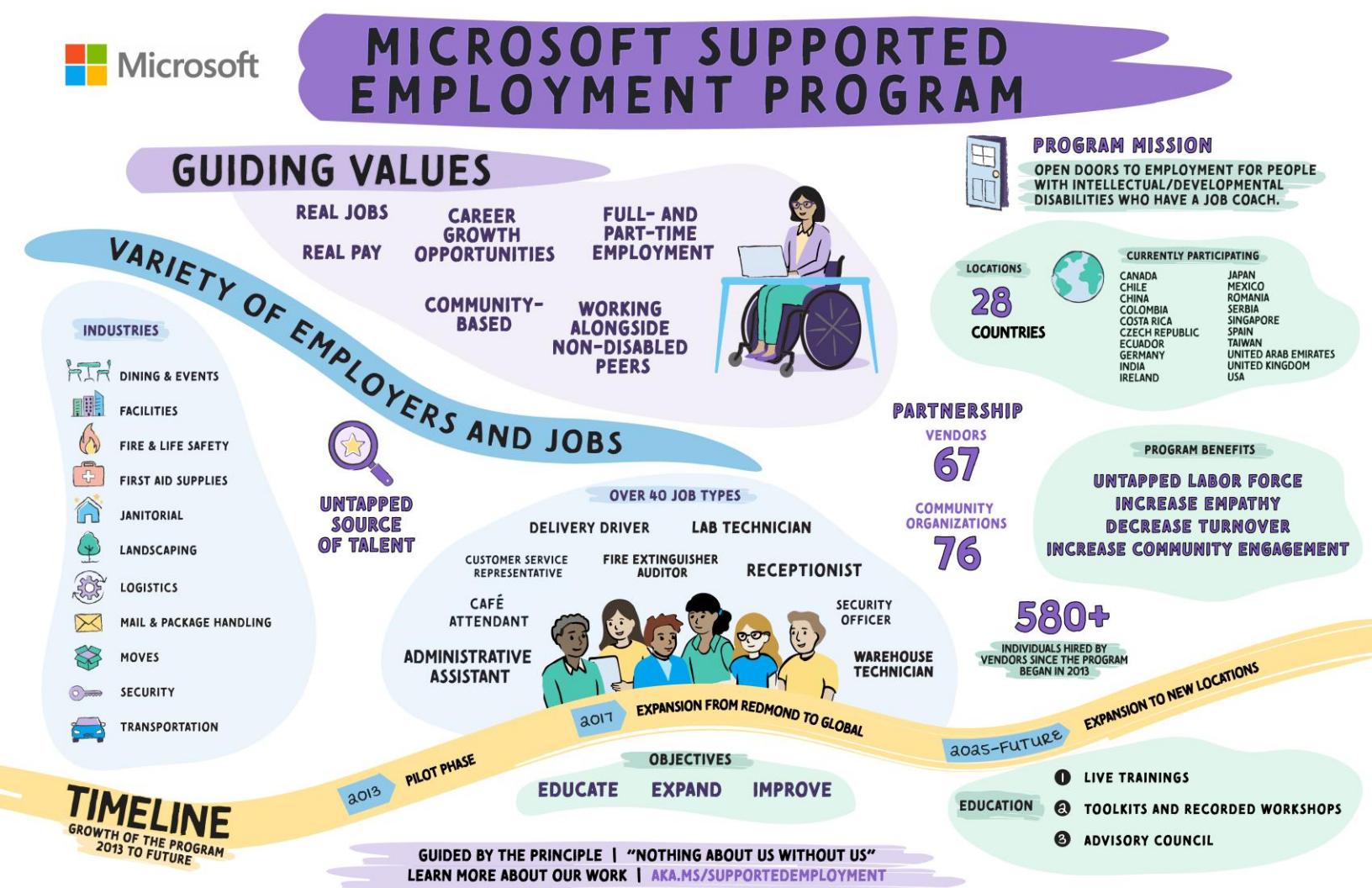


Using the power of art to visualize the Supported Employment Program

We developed an 'infographic' to explain the structure, elements and impact of the Microsoft Supported Employment Program.

You can explore the image below and let us know if we captured the variety of jobs, the mission and reach of the program effectively.

We would appreciate hearing what should we do differently in the next infographic? Please let us know your thoughts and ideas at supportedemployment@microsoft.com.



Celebrating International Day of Persons with Disabilities across the EMEA region

During the first week of December, over 110 Microsoft leaders and supplier partners across the Europe, Middle East and Africa (EMEA) region proudly marked the International Day of Persons with Disabilities in six sites: Serbia, Israel, Poland, Romania, Czech Republic, and the United Arab Emirates. Each gathering brought together Supported Employees, colleagues, partners, and suppliers, creating meaningful moments of connection across our community.

Every celebration reaffirmed the heart of Microsoft's Supported Employment Program (SEP): empowering individuals, fostering inclusive workplaces, and honoring the unique value each person brings.

The clear standout moments came when Supported Employees shared their stories, some for the first time. Pride filled the rooms, as quiet voices grew stronger, smiles became confident, and colleagues witnessed the true impact of opportunity, trust, and dedicated coaching.

These stories became the highlight of the day, showing how SEP strengthens independence, transforms lives, and inspires teams to lead with empathy.

Partners, suppliers, Microsoft and Cushman & Wakefield leaders, and managers also shared reflections, emphasizing how collaboration continues to drive the program's success.

Across all sites the day served as a meaningful milestone celebrating ability, championing inclusion, and honoring the spirit of every individual in our SEP community. It also served as a powerful reminder that inclusion is not a one-time effort, but a continuous commitment we uphold every day.



Supported Employment: More Than a Model

Insights from BASE Conference at Wembley

by Emma Ogazuma

At the recent [BASE](#) Conference in Wembley, I had the privilege of joining an inspiring panel discussion titled "Supported Employment: More Than a Model" alongside Ashley Ryan and Dr Adam Whitworth. The session explored how Supported Employment goes beyond being a framework; it is a transformative approach that creates meaningful opportunities for individuals with intellectual and developmental disabilities.

Key highlights from the discussion include:

- **Beyond Theory:** We emphasised that Supported Employment is not just a model on paper; it is a practical, person-centred approach that empowers individuals to thrive in real workplace environments.
- **Collaboration is Critical:** The conversation underscored the importance of partnerships between employers, service providers, and communities to deliver sustainable outcomes.
- **Driving Inclusion:** We shared success stories demonstrating how Supported Employment fosters diversity, enhances organisational culture, and contributes to business innovation.
- **Future Focus:** The panel explored strategies for successful frameworks, scaling programmes, leveraging technology, and embedding inclusive practices into organisational policies.

The energy in the room was palpable, with panellists & attendees engaging in thoughtful dialogue after the session and sharing best practices. The positive feedback reaffirmed that Supported Employment is not just about jobs, it is about dignity, independence, and creating workplaces where everyone can contribute, succeed and thrive.

Inclusion is a journey, and Supported Employment is a powerful vehicle driving us forward. Together, we can ensure that this approach continues to evolve and deliver impact across industries and regions.



Conference

2025

Celebrating SEP leadership and inclusion

Veronika Bobkova, supervisor of two SEP employees in Prague at Microsoft, has been awarded the "Cena Milana Chaba" certificate for her exceptional efforts supporting people with disabilities in the workplace.

Nominated by Rytmus, the local job coaching agency in Prague, Czech Republic, Veronika's leadership and dedication to inclusion was recognized during a ceremony on November 5. Veronika's team at Cushman & Wakefield is extremely proud of her and of this recognition.

This acknowledgement highlights leadership in Supported Employment and reinforces Cushman & Wakefield's reputation as a supportive and inclusive employer.



Manager perspectives: The value of job coaches

As part of our ongoing commitment to fostering inclusive workplaces, we reached out to managers at suppliers across our program to share their experiences working with job coaches. Their feedback highlights the essential role job coaches play in supporting both managers and Supported Employees.

“The support I get from a job coach is **vital to the success** of our Supported Employees. Together, we can make sure that we are executing the best plan to give them every opportunity to succeed.”

– Mike, General Manager, Compass Group

“The coaches we work with at PLM have gone **above and beyond** to make sure our team is set for success to participate in the Supported Employment program. They have answered all our questions with patience and provide guidance on the nuances and intricacies of the program. Each team member has their own individual support requirements, and the coaches have been an invaluable resource for PLM.”

– Brittany, HR Generalist, Pacific Landscape Maintenance

“As a manager of Supported Employees, job coaches have helped me **support my team** by looking at different ways to learn tasks and communicate so that the employee can best learn and grow.”

– Jaralyn, Program Manager, CBRE

These voices from the field remind us that job coaches are more than advisors—they are partners in building successful, inclusive teams. Their expertise and dedication help unlock potential, foster growth, and ensure every employee has the support they need to thrive.

For more stories and resources, visit the Supported Employment Program site: aka.ms/supportedemployment

Developing tomorrow's talent

On October 11th, the Microsoft Supported Employment Program team joined the annual "College Bound" event at Bellevue College, in Bellevue Washington USA.

Well over 100 students, family members and providers joined for an information-packed day at Bellevue College to learn about options and opportunities for adult life after high school.

Over the years, a number of graduates from the [Bellevue College Occupational & Life Skills](#) program have been hired for various jobs on the nearby Microsoft campus.

The SEP team listened to the attendees, answered questions, and distributed swag and goodies to attendees



On November 19, Microsoft welcomed the 4th year Bellevue College Occupational & Life Skills students to campus for a much-anticipated Career Preparation Interviews event.

Seventeen students each participated in 2 interviews, getting a chance to practice the art and skill of interviewing for a desired role.

Many thanks go to the 9 wonderful volunteer interviewers from Microsoft, Compass Group, CBRE and Bellevue College supporters. They contributed their time and expertise to give the students a life-like interview experience, and provided valuable feedback and insights.



Microsoft hosts Directors of US Vocational Rehabilitation agencies

On Sept 3, Microsoft hosted the Council of State Administrators of Vocational Rehabilitation (CSAVR) at the Redmond Campus.

As part of the welcome presentations, Microsoft's Jessica Rafuse moderated a panel titled, "The Innovation Dividend - skilling & hiring disabled talent in the next era of AI". Tarena Shanaberger spoke to the Microsoft Neurodiversity Program, and Gillian Maguire spoke to the Microsoft Supported Employment Program. Jessica also presented about a variety of accessibility features built into the Microsoft Office 360 suite of programs.

There were approximately 140 directors and staff of the state Vocational Rehabilitation agencies across the US attending the event.

Microsoft's Chief Accessibility Officer, Jenny Lay-Flurrie, presented about Microsoft's Accessibility efforts, and Mary Bellard presented about 'AI for Everyone'.

The main themes of the event included pathways for VR agencies get more involved in skilling disabled talent for technology roles at Data Centers, and the ways in which Artificial Intelligence can empower and enhance employment opportunities for VR staff and clients.



Strengthening inclusive workplaces with global training initiatives

This winter, the Supported Employment Program hosted “Creating Allyship with Supported Employees” and “Best Practices in Supported Employment” trainings for managers in Puget Sound, the Americas, and EMEA. The Allyship session focused on building inclusive teams and effective communication, while the Best Practices series offered practical guidance on recruiting, supervising, and supporting Supported Employees.

Feedback from managers was overwhelmingly positive, praising the detailed explanations and practical insights. One manager shared, “This was amazing – I have learnt a lot and am looking forward to the next.”

Looking ahead, we’re excited to bring these trainings to the Asia Pacific region in the spring—continuing our commitment to empowering managers and fostering inclusion worldwide. Upcoming sessions for the Asia Pacific region include Best Practices in Supported Employment in February 2026 and Creating Allyship with Supported Employees in March 2026.

2025 Training Sessions	Attendance	Countries
Creating Allyship with Supported Employees	27	Chile, Jordan, Lebanon, Mexico, South Africa, United Kingdom, USA
Best Practices in Supported Employment	32	Canada, Chile, Kenya, Serbia, United Kingdom, USA



Winter 2025

Global Employee Spotlights



For more information on the Supported Employment Program, visit aka.ms/supportedemployment

Raymond Mark

Singapore Employer | JLL

Since joining the JLL–Microsoft Singapore team in 2019, Raymond has been at the heart of concierge operations. Raymond manages an average of 15 to 20 meetings daily - his main tasks include welcoming guests, directing them for refreshments, guiding them to their rooms, and keeping everything on schedule.

Communication in a fast-paced environment with many individuals involved is challenging. Yet, Raymond approaches this with patience and care. Whenever he needs clarification or support, he reaches out to his buddy to double-check details, ensuring nothing is overlooked.

His dedication and positive attitude have earned him the trust and admiration of colleagues and stakeholders alike. Thanks to Raymond, external meetings run smoothly and guests feel welcomed.

Many thanks to Raymond for his continued dedication and excellent hospitality skills.



For more information on the Supported Employment Program, visit aka.ms/supportedemployment

Frank Hartmanns

Redmond WA, USA
Employer | CBRE

On August 15th, the CBRE Mail and Logistics team bid a fond farewell to Frank Hartmanns.



Frank started his career on the Microsoft campus 33 years ago. His job coaches at SKCAC have supported him and his team through the years.

Frank has recently worked as an Expeditor, and has been a critical part of the CBRE Receiving & Outbound/Packaged team since he started. The CBRE team estimates that tens of millions of packages and deliveries have been impacted by Frank's hard work.

"Frank has been an excellent member of the Mail and Logistics team performing a wide variety of tasks over three plus decades. We will miss his "can-do" attitude, his sense of humor and his incredible knowledge of historical facts and we wish him well in his next adventure!"

- Brent Pennington, Director Mail & Logistics, CBRE-Microsoft.

Frank's next steps included taking some well-earned time off.

After that, he started a part-time job with Compass Group at Microsoft in Redmond.



For more information on the Supported Employment Program, visit aka.ms/supportedemployment

Jin Feng Tang

Taipei, Taiwan
Employer | JLL

Jin Feng is a member of our cleaning team at Taipei Mega site. Her responsibilities include maintaining restocking supplies and keeping a clean and inviting environment for all users.

Jin Feng can be found warmly greeting colleagues each morning, while checking the pantry and office areas to ensure all is clean and well-organized. During the day, she actively patrols and monitors the office space, making sure hygiene standards are upheld. She reports any issues ensuring that these are promptly addressed by the wider team. Her attention to detail helps ensure the workplace remains comfortable and enjoyable.

Jin Feng's commitment, positive attitude, and teamwork leave a lasting impression. We are proud to celebrate Jin Feng's contributions in maintaining a clean, friendly, and supportive environment at Microsoft.



For more information on the Supported Employment Program, visit aka.ms/supportedemployment

Caoimhe Murphy

Dublin, Ireland
Employer | Sodexo

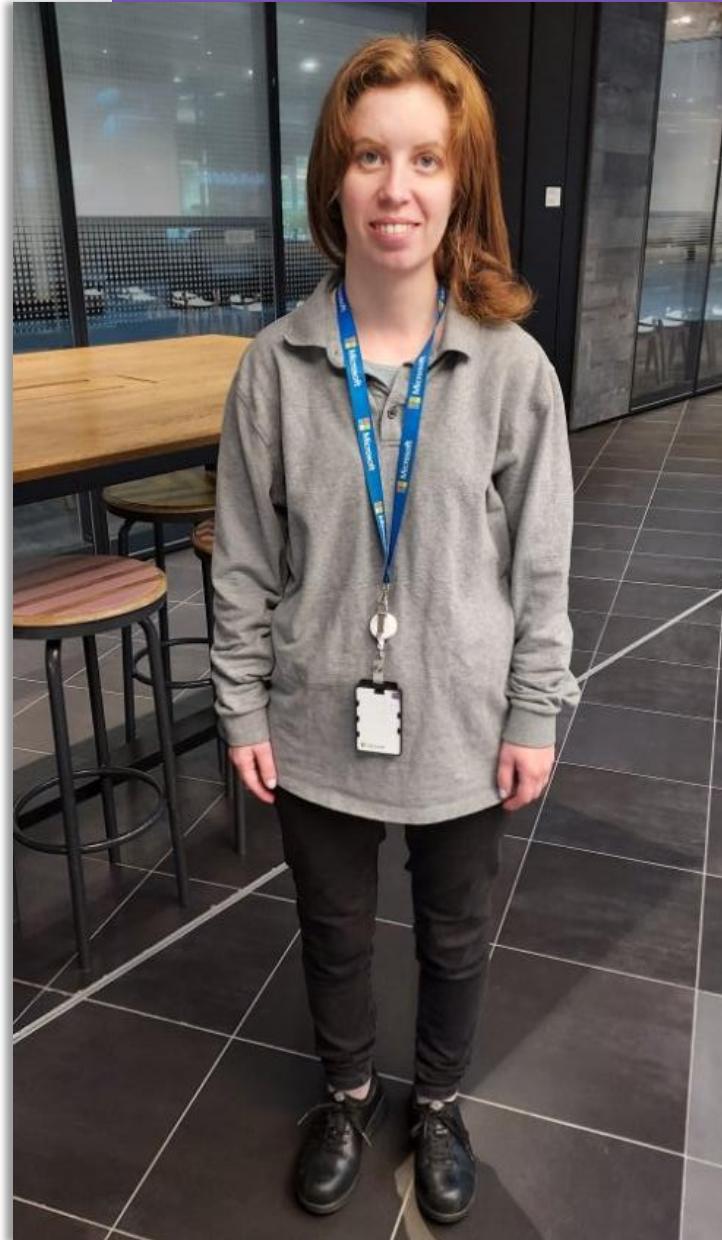
Caoimhe joined the team in May 2025 and has already proven herself to be a key part of the dining team.

Having previously worked with the Dublin Simon Community and the DSPCA, Caoimhe enjoys being part of a team that is inclusive and accepting of differences.

Caoimhe finds her managers and supervisors very friendly and always willing to help. She believes working for Sodexo has given her a lot more confidence and would not be afraid to take on more tasks in the future.

Caoimhe really enjoys the different types of food that we serve here and is constantly asking chefs for advice on recipes she can try at home.

In her spare time, Caoimhe loves the performing arts, particularly acting and dancing. She is always looking for opportunities to learn and develop new skills.



For more information on the Supported Employment Program, visit aka.ms/supportedemployment

Oded Mimon

Herzliya, Israel

Employer | Michlol Solutions

Oded Maimon competed in table tennis along with 16 other friends from the Netanya and Sharon area who are part of his program.

Winning first place was a proud moment for Oded, who has grown from being shy to confidently showcasing his abilities.

Kudos to Oded!



Minkee Kim

Reston, VA, USA

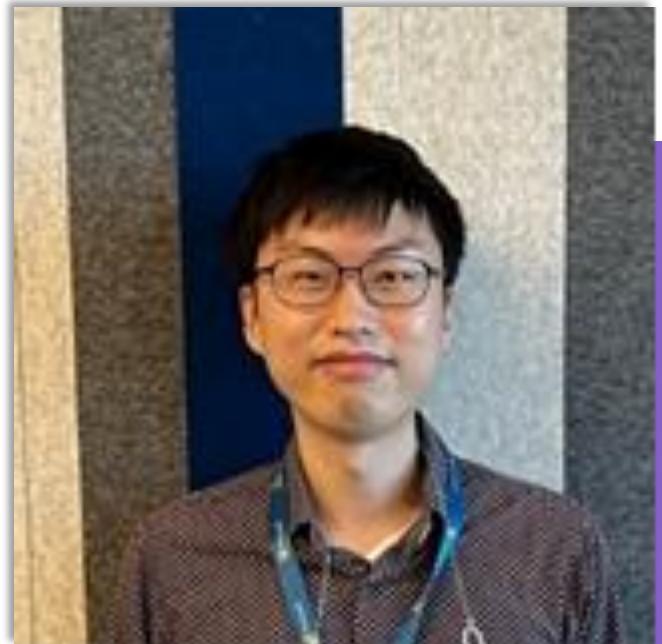
Employer | CBRE

Minkee, recently featured in a [Supported Employment video](#) was applauded by CBRE for stepping in at a pivotal moment to meet an important deadline.

As CBRE's client at Microsoft noted:

"Minkee's open, clear guidance on paths forward removed blockers, aligned stakeholders, and kept the team confident in next steps. His positive, upbeat energy fosters an environment that is both uplifting and highly productive."

Minkee exemplifies the culture of excellence and teamwork at CBRE.



For more information on the Supported Employment Program, visit aka.ms/supportedemployment

Opt-in Mailing List



To receive occasional updates about the program in your email inbox, simply [complete this quick form](#).

Visit the aka.ms/supportedemployment site to learn more about the program.

