

# HR and New Manager Training

## Supported Employment

This training is voluntary and intended for suppliers and their teams. Use is optional and not required. Supplier organizations are solely responsible for hiring, managing, and supervising Supported Employees.



# Supporting the vision: Supported Employment

Microsoft Real Estate & Facilities focuses on enhancing job opportunities for people with developmental disabilities



History and background

Understanding disabilities

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Evaluating jobs

Resources



# Supporting the vision: Supported Employment



- Supported employees are  
just like anyone else.



# Supporting the vision: Supported Employment

## Inclusive hiring for people with disabilities

Our mission at Microsoft is to empower every person and every organization on the planet to achieve more. One of the ways we will fulfill this ambition is through an unwavering commitment to a diverse workforce and an inclusive culture.

We are on a journey to leverage the strength of our diverse workforce through greater inclusion. Being inclusive is not something we simply do, but rather it stands for who we are. In other words, where we are along our journey determines who we are as a company and gives meaning to the culture we are building at Microsoft.

The diversity of our workforce and inclusion of talented people from different backgrounds is the fuel that keeps the engines of innovation and growth running. This is essential to our long-term success. In order to build the best products for everyone, we need to have a diverse and inclusive workforce across all abilities. We know there is an untapped pool of talent with skills aligned to the work being done every day at Microsoft locations globally.



# Supporting the vision: Supported Employment

Real Estate & Facilities focuses on enhancing job opportunities for people with developmental disabilities at Microsoft facilities globally

Microsoft has a strong history of partnering with government institutions and charitable organizations to enrich communities and provide opportunities for underserved populations. Our supported employment initiative supports this goal.

Before this initiative to expand supported employment opportunities began, 28 supported employees were working for Microsoft Real Estate & Facilities vendors on the Redmond campus. However, as this program has developed, the number of individuals with developmental disabilities working at Microsoft campuses has expanded to 280 employees supported by the agency partner coaching staff.



# History and background

## Making a difference

The mission of Microsoft's Supported Employment program is simple: Partner with vendors and local employment agencies to make a substantial difference in the lives of people with intellectual/developmental disabilities who might otherwise be overlooked in the job market.

People with intellectual/developmental disabilities face particular challenges in the job market. We believe that with the right training and support, they can become successful, productive workers with jobs that match their interests and abilities. Having fulfilling employment also promotes their independence and helps them become fully integrated members of their communities.

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 underserved populations. The Supported Employment program furthers these goals by creating opportunities for workers with developmental disabilities to be employed by Microsoft vendors.



# History and background

## Providing opportunities

As one of the largest corporations in Washington State, Microsoft works with hundreds of vendor companies contracted to provide services at its many properties globally—from dining and transportation to facility services, office administration and more.

Microsoft has recognized it has a rich opportunity to partner with vendors and local employment agencies to create job opportunities for people with developmental disabilities at Microsoft facilities globally in such roles as café ambassador, shuttle fueler/washer, move team support, reception/office assistant, and mail processing clerk.

While the social service system differs from location to location, in Washington State we have partnered with employment agencies to support these individuals and maximize their opportunities for success by providing them with specialized, ongoing training and one-on-one coaching. Workers with intellectual/developmental disabilities receive wages and benefits from their vendor employers, plus the social benefits of working alongside colleagues of all abilities.



# Understanding disabilities

While each jurisdiction defines developmental disabilities in nuanced and slightly different ways, in Washington State\*, we define it as a disability attributable to:

- intellectual disability, cerebral palsy, epilepsy, autism, or another neurological or other condition of an individual found by the secretary to be closely related to an intellectual disability or to require treatment similar to that required for individuals with intellectual disabilities,
- which disability originates before the individual attains age eighteen, which has continued or can be expected to continue indefinitely, and which constitutes a substantial limitation to the individual.

\* Revised Code of Washington 71A.10.020(5), the definition of a developmental disability.



# Understanding disabilities

## Myths and facts

**Myth:** Hiring workers with disabilities increases worker compensation rates.

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

**Myth:** The Americans with Disabilities Act forces employers to hire unqualified individuals with disabilities.

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

**Myth:** Employees with disabilities are more often absent.

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

**Myth:** Under the Americans with Disabilities Act, an employer cannot fire an employee who has a disability.

**Fact:** Employers can terminate employees with disabilities under 3 conditions:

- termination is unrelated to the disability
- the employee does not meet legitimate requirements for the job
- due to the disability, the employee poses a direct threat to the health + safety of the workplace.

**Myth:** Providing accommodations for people with disabilities is expensive.

**Fact:** Of the majority of people with disabilities who do need some sort of special equipment or accommodation, 56% of these cost less than \$600, many costing the employer nothing at all.



# Your role

## Working with a job coach

Job coaches can vary in terms of the support they provide. When you begin working with a new job coach, seek to understand:

- What is their cadence of support for the employee – 1x/week, 2x/week, ongoing or only for an introductory period?
- How can we work most effectively together? When and how often is best to engage with the coach – for delivering/addressing feedback, when job processes/duties change, regular check-ins?
- What other support networks should I as a manager be aware of for this employee ?
  - Parents/Guardians
  - Natural supports



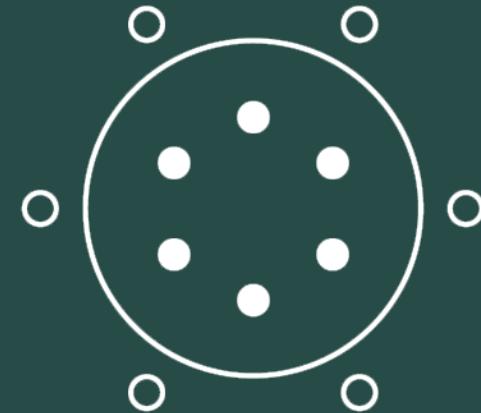
# Your role

## Performance reviews and feedback

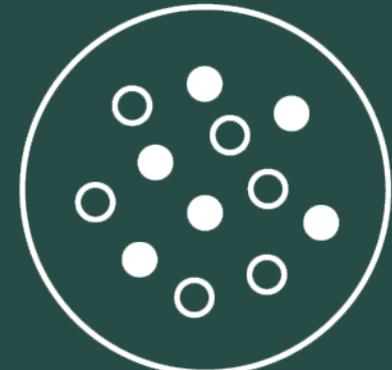
- Employees with Supported Employment must meet the requirements of their position
- Best practices regarding feedback are the same as with any employee
  - Timely
  - Specific
  - Taking into account the “why”
  - Being thoughtful about who + how feedback is given
- Please consult with your HR team to understand what resources you have available for Performance Reviews + Feedback for employees



## Exclusion



## Inclusion



# Your role

## Job accommodation

- What is an accommodation?
  - Three categories of reasonable accommodations can involve modification/adjustments to:
    - job application process.
    - work environment or how a job is customarily performed, to allow performance of the essential functions of that position.
    - enable an employee with a disability to enjoy equal benefits and privileges of employment as are enjoyed by its other similarly situated employees without disabilities.
- Please consult with your HR team to understand the process your company engages in for job accommodation.

For more in-depth information on workplace accommodation, visit the [Equal Employment Opportunity Commission website](#).



# Your role



## Compensation

- Implications of pay and benefits
  - Awareness and understanding that many Supported Employees receive local/state funding for services
    - Job Coach
    - Medical Care
    - Housing
    - Other social services
- For example, there may be restrictions around the compensation they can receive and still remain eligible for some services.
- Microsoft and its vendors are committed to paying Supported Employees fair wages and do not participate in sub-minimum wage programs.
- For additional information, partner with the Supported Employee's job coach and other members of their support network for specific information.



# Your role

## Training and career development.

- Remember that everyone learns differently.
- Your standard training mechanisms may or may not be the most effective way for Supported Employees to achieve the learning goal.
- Be open to working with job coaches to provide training in a format or methods that is most effective for the individual.



Check out these videos for ways to support the growth of Supported Employees:

[1 Set the Stage for Growth](#)

[2 Empower Growth](#)

[3 Nicole Magley's Story of Growth](#)

# Evaluating jobs

## What jobs can be customized?

- Examples of customized jobs:
  - Food Service Worker
  - Café Assistant
  - Facilities Inspector
  - Bus Washer/Fueler
  - Maintenance Assistant
  - Day Porter
  - Warehouse Office Assistant
  - Office Assistant
  - Grounds Keeper
- Please consult with your HR team to understand the process your company engages in for evaluating jobs for customization.

[Watch these short videos](#) of five supported employees, as they explain their jobs and their career growth aspirations.



# Resources



## Microsoft

[Microsoft Supported Employment Program](#)

[InclusiveHiring @Microsoft](#)

## Employers

[History of Supported Employment](#)

[Benefits of Hiring Supported Employees](#)

[Job Accommodation Assistance](#)

## USA

[Americans with Disabilities Act](#)

[Equal Employment Opportunity Commission](#)

[Department of Labor: Disability Resources](#)

## Global

[United Nations Convention on the Rights of Persons with Disabilities](#)

[Disability:IN Global Directory](#)

# Next steps

## So what's next?

You've learned a bit about Supported Employment at Microsoft, but how can you best apply this knowledge within your team or company?

Consider taking the following steps:

1. Get to know your Supported Employees, their job coaches and natural supports. Seek to understand their challenges and how you can best support them in being successful.
2. Help build understanding and support within the team. Educate them about Supported Employment and get everyone involved.
3. Learn more – continue your learning through the resources we've shared, and Supported Employment events locally. Pick something that resonates with you and get involved!

If you have additional questions about the Supported Employment Program at Microsoft, please contact [supportedemployment@microsoft.com](mailto:supportedemployment@microsoft.com).





# Real Estate and Facilities Supported Employment Program

