



Supported Employment Program
Global Workplace Services

Summer 2022 Program Update



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Front Cover: Andrew Scott, Compass Group





Introduction from Brian Collins

Greetings everyone,

In the first half of 2022, many people around the world returned to the workplace. Locations of Microsoft, globally, also began to gradually open, with our vendor companies, along with their Supported Employees, working in transportation, dining, janitorial, events, facilities management, and landscaping services. During this time, we have experienced unprecedented growth in the Supported Employment Program. In fact, since the start of 2022, nearly 40 new Supported Employees were hired at locations of Microsoft across the regions of the world; Europe, Middle East and Africa; Asia Pacific, China and Australia; Latin America and North America.

This program is now active at Microsoft locations in 21 countries. I am excited that our colleagues at Microsoft in Poland, Serbia, Dominican Republic and Romania have begun their journeys and welcomed their first Supported Employees during 2022. And, in North America, the first Supported Employees were hired at Microsoft in Reno Nevada, Atlanta Georgia, Reston Virginia, Chevy Chase Maryland and Vancouver Canada.

But of course, there are real people behind every number, with a real story to tell. In this newsletter, I'm excited to share stories from employees in The Dominican Republic, Reston, Virginia and in Puget Sound.

I very much appreciate the work and effort put into growing the reach of Supported Employment across Microsoft locations. This growth is thanks to local Microsoft and vendor leaders building relationships with community organizations who source great talent for the roles available. I want to welcome all the new Supported Employees aboard and wish every new hire a smooth and successful onboarding to their new jobs.

It's hard to believe, but I am now looking forward to 2023, which marks the 10th anniversary of the establishment of the Supported Employment Program. Please stay tuned for ways we will mark this important milestone and celebrate over 460 individuals hired as a result of this program since 2013.

As always, feel free to reach out with any thoughts or suggestions:

supportedemployment@microsoft.com.

Around the Globe – Supported Employee Features

Santo Domingo, Dominican Republic

Meet Robert Butler, Host at the Santo Domingo location of Microsoft in Dominican Republic. Robert joined the team at BMA Group in the spring, this being his first full time work experience. Robert had



experience with internships and part-time employment before coming to work for BMA.

His favorite hobby is playing video games.

Robert is very happy to be a part of the Facilities Team providing his support in different tasks that include support with meeting room reservations, cleaning routines verification, and coordinating mailing, among other things.

Robert always shows up with a good attitude and with a big smile.

Reston, Virginia, USA

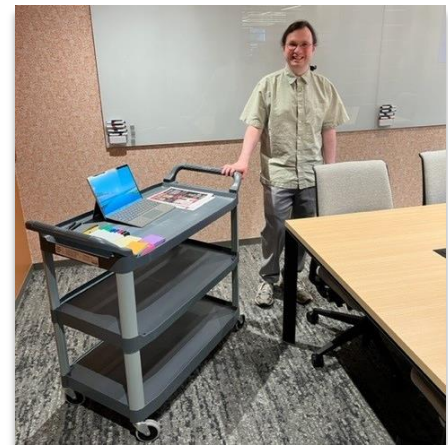
Meet Ben Geyer, a Common Area Reset Coordinator for the Microsoft Reston location!

Ben has a background in customer service, previously working at Safeway. During the first two months with the CBRE team, he quickly learned to do daily site walkthroughs and furniture resets. Ben's attention to detail and problem-solving skills are highly valuable, as he works with his teammates. Working closely with



the team's Maintenance Technicians and Workplace Experience Coordinator, together they identify and

address issues to improve the workplace. Ben quickly picked up the technology his team uses to track needed changes. He advises the team of any issues that need addressing by the project management team.



Ben enjoys the work environment at Microsoft and is building relationships with his peers. In his spare time, Ben enjoys video

games, Japanese card games, and hanging out with friends.

Thank you, Ben, for being our eyes in the field and for your continuous support!

Puget Sound

How technology has improved the accuracy and efficiency of the Common Area Reset team

Three years ago, the Puget Sound Common Area Reset (CAR) Team received an upgrade to their inspection technology that transformed the way the team operates, allowing more efficient, accessible, and accurate audits of common area furniture. To read more about the technology, visit this LinkedIn article, [Project CAR App](#). The original project was a collaborative effort between Microsoft FTE's and CBRE employees, including individuals with disabilities and without. Since version 1 of the inspection tool launched, the Supported Employees on the CAR team have continuously provided feedback on aspects and features that could "level up" the technology.

Axel Marroquin suggested that future versions of the app have a virtual measuring tool to be able to classify damage severity. It would help technicians answer the question, "is this worth reporting," while also giving management an idea of actions needed to be taken for repairs.

Michael Schremppf proposed a map feature to help technicians find rooms more efficiently as well. At this point, the app has a photo of what each space looks like, but no directions on how to get there. Feedback from the CAR technicians made a significant impact on the success of Power App Version 1, and it's clear their feedback will be imperative when Version 2 comes along.



Managers Attend Best Practices Training

During May, in Redmond, we welcomed over 20 managers to the first in-person 'Best Practices in Recruiting, Hiring, Supervising and Retaining Supported Employees' workshop in more than two years.

During this training, Brenda Kim, with Highline College Achieve program, shared the history of employment for people with disabilities and the changes brought about by the Americans with Disabilities Act. She explored how employers can prepare to recruit, hire and onboard an individual with an intellectual/developmental disability who uses job coaching services.

Brenda also shared several practical tools such as working interviews, portfolio and video resumes, as well as the principles of Universal Design which help employers to provide a more accessible and inclusive hiring process and workplace.

These interactive workshops create a welcoming learning environment for managers to ask any questions, learn new skills and level up their expertise around working with individuals with a variety of disabilities who have the assistance of job coaches in the workplace. Brenda and the managers have excellent and thought-provoking conversations, with the goal of improving this program across the Microsoft ecosystem.



The attendees also get great value from several hands-on learning experiences such as an airplane building/teaching exercise. This activity illustrates different learning styles and how there are usually several routes that can be taken to a desirable outcome, even if everyone's route is different, and everyone's 'plane' looks different. Spoiler alert – all of the planes flew!

A big thank you goes out to our partners at Compass Group, SBM, Suddath, CBRE, Siemens, Gensler, Securitas, and MV Transportation who sent representatives to immerse themselves in this unique workshop.



Knowledge Center Training Series

For those unable to attend in-person trainings, Microsoft Supported Employment Program has published four trainings in the online Knowledge Center. This series of brief trainings will support hiring teams and new vendor partners seeking to hire Supported Employees. 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](#) tab at aka.ms/supportedemployment to view the training series.

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|  Prepare | Learn the four foundations for hiring a Supported Employee at your organization. |
|  Interview | Learn how to adapt your hiring practices to be inclusive. |
|  Onboard | Learn how to utilize resources and team members to make onboarding a great experience for all. |
|  Support | Learn how job coaches or other trained professionals can assist you and your Supported Employees to be successful. |

Partnership with King County School-to-Work Transition Fair

This spring, Microsoft was very happy to partner once again with King County, to bring to life the annual School-to-Work Transition Fair. Usually an in-person event, this year, the transition fair was held virtually.

The SEP team organized 20 mock interviews for high school students, giving them an opportunity to practice their interviewing skills. Our colleagues at Microsoft and CBRE in NorAm, Puget Sound and APAC, who interviewed the students reported enjoying this activity thoroughly, explaining how they appreciated getting to know the students, and reported a sense of satisfaction at providing this meaningful learning opportunity for the students.

In addition, Microsoft Supported Employees participated in a panel presentation, titled "I Love My Paycheck". About 300 students from 11 local high schools attended three virtual sessions, for which we provided American Sign Language interpretation and live real-time captioning. Austin Landon and Lizzie Shinn moderated the panels. The panelists, who work for CBRE and Compass Group talked about their usual work days, their work challenges and how they use the support they receive from their job coaches. The students, teachers and support staff who attended provided much positive feedback to the team.

Benefits planning resource available in Washington

United States federal regulations limit the amount of income many Supported Employees are allowed to earn before losing benefits such as SSI and Medicaid. Having a resource to turn to for assistance with understanding the impact of earned income, a pay raise, or a new job with increased income, can be extremely helpful.



For people living in Washington state, BenefitU.org is a new benefits-planning service available to people aged 14+ who receive Developmental Disabilities Administration benefits. In addition to offering informational materials, it is also possible to set up an appointment to meet with a certified benefits planner.

Visit <https://benefitu.org>, to learn more.

Follow us on social media

Join us on the Microsoft Corporate Real Estate (CRE) social media channels and catch up with stories from the Supported Employment Program throughout the year.



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