



Winter 2019

Real Estate and Facilities
Supported Employment Program

Program Update



Pictured above: A collection of Supported Employees performing their jobs on the Microsoft Campus

aka.ms/supportedemployment

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To receive occasional updates about the program in your email inbox, simply [sign up here.](#)

Introduction from Brian Collins



Pictured Above: Brian Collins

Hi Everyone,

As we near the end of the year, it is incredible to look back at the work done to continue to expand and enhance the program. It is through the hard work of our partners, coaches, and teammates that we can achieve all that we did this year.

One of my favorite events each year is the Summer party. This year's theme was "Sea-Town Summer Jam" and we did things a little differently by hosting the event inside, and it was a big hit! I always enjoy getting to spend time with Supported Employees and their families and watching the impressive talent by each performer!

We heard you! Some Supported Employees asked us to add an art show, so that more people can share their various talents. We can't wait to see what this art show will bring at the next party.

In November, I traveled to Washington DC and provided testimony to the United States Commission on Civil Rights about Sub-Minimum Wage Regulations. It was an honor to share Microsoft's story and that we pay prevailing wage to people with disabilities and require our suppliers to do the same. We are eager to see the final report of the Commission. You can watch the video clip in the article below.

Finally, I want to acknowledge the effort surrounding the Computer Life Skills Technology School launched this year. Eight Supported Employees from five of our vendor partners met for eight weeks to learn a variety Microsoft programs: Outlook, Word, and Teams. Keep an eye out for the second session coming this spring!

I want to wish each one of you a happy holiday season and best wishes for the year to come!

As always, feel free to reach out with any thoughts or suggestions:
supportedemployment@microsoft.com.

All the best,



Welcome to New Advisory Council Members

The Advisory Council of the Microsoft Real Estate & Facilities Supported Employment Program is happy to welcome aboard several new members. Each person will serve on the council for two years, and the council meets every quarter. We want to extend our thanks to those who were previously part of our Advisory Council. Your innovation and dedication to the program is greatly appreciated: Phillip Thelin, Carissa Linn, Heather Durr and Teresa Zuniga.



Pictured Above: Justine Martin

Many thanks to everyone who applied to be on the Advisory Council. We are looking forward to the ideas and guidance this new group of advisors will provide to us in the coming months.

Stakeholder Position	Name	Affiliation
Supported Employee	Justine Martin	Zee Medical
Front Line Vendor Manager	Diane Hiebert	Compass Group
Vendor Partner Leader	Lizzy Billington	Compass Group
Parent	Linda Scott	Son works for Compass Group
Front line Job Coach	Laura Coutts	Puget Sound Personnel
Job Coaching Agency Leadership	Jean Hodgson	PROVAIL
Community Subject Matter Expert	Susan Harrell	Wise
Front line Job Coach	Liesa Spring	Trillium

Microsoft Weighs in on Federal Sub-Minimum Wage Regulations

The United States Commission on Civil Rights, is a bi-partisan independent fact-finding federal agency, whose mission is to inform the development of national civil rights policy and enhance enforcement of federal civil rights laws. Due to Microsoft's

leadership in inclusive hiring practices, Brian Collins was invited to brief the commission on November 15 in Washington D.C. The commission will prepare a report for Congress and the President on 'Subminimum Wages - The Impacts on the Civil Rights of People with Disabilities'. Brian's testimony can be viewed on [Youtube beginning at 1:43](#).

Microsoft's position is clear, 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 is committed to paying the prevailing wage. Moreover, all suppliers in the Microsoft supply chain, including partners in the Supported



Pictured Above: Portia Wu, Brian Collins, Microsoft, Commissioner David Kladney, Caroline Curtin, Microsoft, Gillian Maguire CBRE, Tiffany Dayemo, Microsoft

Employment Program, are also expected to pay all employees the going rate for the job they perform. Commission Chair Catherine Lhamon tweeted after Brian shared his comments, "Really impressive testimony today from Brian Collins including that at [@CREMicrosoft](#), "we believe people with disabilities are a strength for our company and not just a welcome talent pool."

To stay informed about the final report, which will be released in several months, follow the Commission on Twitter and Facebook, [@USCCRgov](#). To watch the proceedings, go to YouTube

and search US Commission on Civil Rights.



King County councilmembers approved an ordinance banning the county and its contractors from paying subminimum wages.

[Read more at the link here.](#)

Advocating for the Program

This year we have been fortunate to share the stories of Supported Employees and the program with over 6000 people in many different audiences, from self-advocates, to legislators, to government officials, to large and small businesses. We tell the story to demonstrate to other employers that they too can start a Supported Employment Program. We share the successes of employees who work on the Microsoft campus, and explain the lessons we have learned along the way in this program.

To bolster our story, we also share our [open-source Toolkit](#) available on our [webpage](#), which can be used by businesses interested in employing this untapped talent pool.



Pictured Above: Gillian Maguire, Alex Navarro & Adam Curry, CBRE at Microsoft, & Laura Coutts, Puget Sound Personnel.

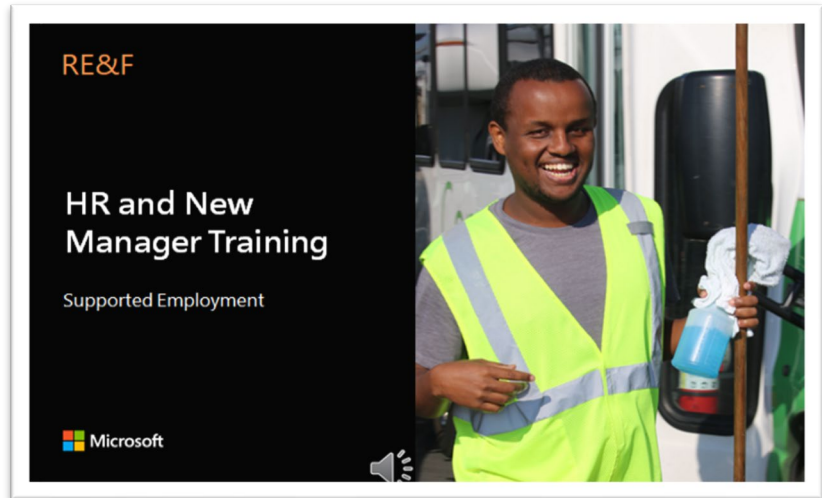


Pictured Above: Gillian Maguire, Austin Landon, and Devon Adelman at the Community Summit in Wenatchee, Washington

Training Module for New Managers Well Received

Over 700 members of the teams at vendor companies such as CBRE, Compass Group, and SBM have seen the HR and New Manager Training released in May.

Stakeholders told us it would be beneficial for new managers to have a quick introductory training to get familiar with Supported Employment when they are hired. With this input and advice from the Advisory Council, we joined our Extended Leadership team to create this new training module.



Pictured Above: Fathi Mohamed, MV Transportation at Microsoft

This 17-minute training is designed to provide managers and teammates with the tools to effectively work with Supported Employees on their teams. The topics covered are the history and background of Supported Employment, understanding disabilities, the role of the manager and the job coach, evaluating jobs, and resources. The training features audio voiceovers on each slide, to improve impact and engagement with the training.

To download the PowerPoint deck, [please follow this link to download the file on Dropbox.](#) We welcome your feedback about the training.



ORCA Cards are available for Supported Employees and badged Job Coaches in the Microsoft SEP. For more information on how to request an ORCA Card Email Lizzie Gilmore v-elgilm@microsoft.com.

Security and Host Teams Trained to be Allies to Supported Employees

The Security and Host teams at Microsoft in Puget Sound have partnered with the Supported Employment Program to build skills in communicating effectively and becoming allies to Supported Employees who work on the Microsoft campus. This type of awareness and allyship training has broad application at Microsoft.

The primary audience is Security Responders and Investigators who may have to interact with Supported Employees as part of an emergency response, and taking reports, and statements. This training is also very valuable for our broader Security and Host teams to increase awareness and engagement for all of our employees, guests and staff.



Pictured Above: Trainers, Zack Siddeek, Scott Brown, Jae Kim, and Robin Tatsuda

After researching local experts in this subject matter, the Supported Employment Program contracted with The Arc of King County. The Arc is a local advocacy organization with deep roots in the community, and a commitment to inclusion of people with developmental disabilities in every aspect of their services. The Arc has extensive experience providing allyship training to law enforcement entities in King County, Washington. An important hallmark of this training is that it has been developed and is presented by individuals who experience developmental disabilities.

Four sessions have been held from September to December of this year for the Security team. An additional two sessions are scheduled in December and January for the approximately 120 members of the Reception team, who are the welcoming face of Microsoft in the lobby areas of each building on campus. The 2-hour curriculum focuses on:

- Respectful Language
- Diversity and Inclusion
- De-Escalation Strategies
- Quickly Recognizing Developmental Disabilities
- Strategies for Effective Communication

The trainers, Zack Siddeek, MSW, Jae Kim, MSW, Scott Brown MSW and Robin Tatsuda MSW, share personal and professional stories and knowledge during the training.

Jon Dinsmore, a Senior Manager in Microsoft's Security organization, explained that "there were a lot of new hires at the training who were very thankful that Microsoft invests in this program and creating awareness to respond more effectively, particularly during emergencies. The Arc team, their presentations, and personal experiences were very impactful on attendees."

Computer Life Skills Technology School Completed and Planning for the Future!



Pictured Above Left to Right: Andrew Scott, Tim Dobner, Austin Landon, Brian Galbraith, Jason Lakey, Yan Li, Kory Srock, Tanya Harris, and Katie Bergum on the last day of the Computer Life

We heard you! Supported Employees need access to technology and opportunities for continuing education! Over the summer, we hosted our first session of the Computer Life Skills Technology School.

Eight Supported Employees from five of our vendor partners gathered for eight weeks to learn about different Microsoft programs such as Outlook, Word, and Teams, and basic internet safety tips. Two Supported Employees have reported that they

have taken on new responsibilities at work as a result of the Tech School, and many new friendships were made. Austin Landon shared, "Kory is a chill instructor and helped make class fun. I enjoyed talking and interacting with the other students and taking a break from my regular duties at work."

The Computer Life Skills Technology School is a great time to connect with peers, talk about your work experience, think about goals, and how technology can enhance the pathway to the future of your career. We are hosting a second session this spring with a greater focus on work-related assignments and increasing independence in the workplace.

Lizzie Gilmore is happy to answer any questions, at v-elgilm@microsoft.com.

Increasing Access to Technology at Inclusive Gaming Sessions

Part of the SEP's goal is to increase access to technology for Supported Employees. One element of the plan is our Inclusive Gaming Afternoons. Bryce Johnson, Microsoft's X-Box Inclusivity Lead, has opened the Inclusive Tech Lab to these sessions, and he and his team assist in setup and gameplay for attendees. Here is a fun wrap-up as we head into the end of the year:

PURPOSE

- To provide a safe and supported gathering to:
- Access a wide array of new/current games and different consoles/ technology
- Learn to play with support of peers, lab staff and volunteers, and adaptive controller access
- Meet and interact with other peers who work on campus

2019 STATISTICS

- 8 sessions held
- 22 different participants
- 60% of participants attended multiple sessions
- Notifying via e-mail flyer, direct contact with prior attendees, and word of mouth!

These gaming afternoons have been a wonderful opportunity to relax and connect with each other. Please send any ideas or feedback on how we can make this event impact more employees. Questions and feedback can be emailed to Heather Durr, [v-hedurr@microsoft.com](mailto:hedurr@microsoft.com).



A special thank you to Bryce Johnson, Stephanie Mollet, Kaitlyn Jones, and Erik Larsen for making these sessions possible.

Microsoft Asia Champions Disability Diversity & Inclusion

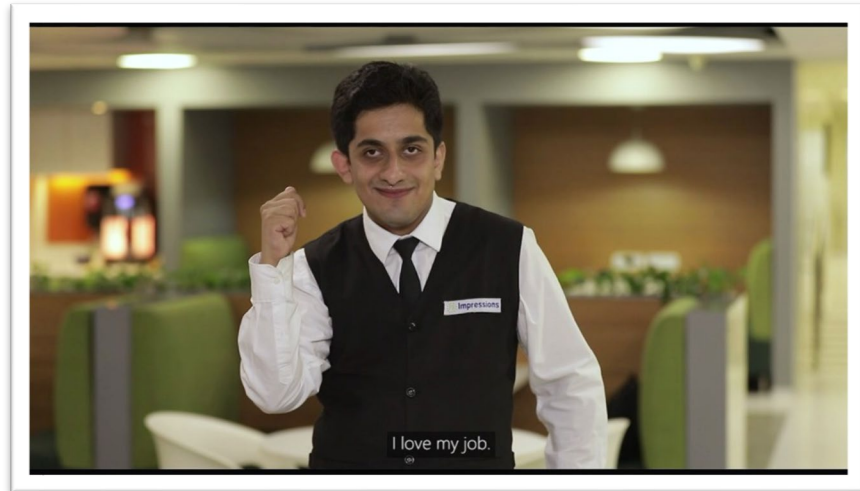
During this hot summer in Delhi India, a lemon cooler afternoon was hosted at the Microsoft Gurgaon office on August 8th. The objective was to share, learn and take forward the Diversity and Inclusion initiatives to support communities and create employability across the region. The organizer of the event, Jagvinder Pinny Mann, put

on an inspiring and energizing show by inviting multiple high-quality speakers from both Microsoft and external organizations.

The approximately 70 attendees included industry leaders from IT/ITES, Manufacturing, Consultancy Services, Financial Services, Real Estate, Customers & Partners, NGO partners, NASSCOM Foundation (an India IT-BPM industry organization), and Microsoft.

Read more about the ["Lemon Cooler Afternoon" here.](#)

Clearly committed to disability diversity, Microsoft Real Estate and Facilities vendor companies in Asia have recently hired 28 individuals with disabilities into a variety of roles, including receptionist, and café attendant. Click on the picture below to enjoy this short video and meet some of the new hires in India.



Pictured Above: Aneesh Dhall



"This event exemplified diversity and inclusion, both, in letter and in spirit."

Anissha, Teach for India Fellow

Recent Supported Employment Program Events

The Sea-Town Summer Jam

We ate, we danced, we sang, we celebrated! The beloved summer party took on a new face this year. We gathered at the McKinley Room in the Microsoft Conference Center to beat the heat and host a more interactive talent show with the Sea-Town Summer Jam.

In the spirit of "Nothing About Us, Without Us!", we featured a slideshow with each



Pictured Above: A slide of Mackenzie Davis that was shown during her performance at Sea Town-Summer Jam

performer of the talent show where the audience was able to learn more about the Supported Employee team and what they love about Seattle. Each performer had the opportunity to introduce themselves and share about where they work and how long they have been on campus.

There were several returning acts, as well as new performers, one of which was Austin Landon singing his original song, "Sea-Town Summer Jam"! Austin loved the energy from the crowd and had a blast finishing out the talent show with the audience singing along to his song. It was one for the memory books, all around!



Pictured Above: Collection of photos from the Sea-Town Summer Jam

NDEAM: The Right Talent, Right Now

In October, we celebrated National Disability Employment Awareness Month (NDEAM) and shared how Microsoft is hiring "The Right Talent Right Now". Each workday in October, the Corporate Real Estate Microsoft Twitter and Instagram were posting Supported Employee stories and workplace accessibility features demonstrating how we are a leader in diversity and inclusion. Throughout the NDEAM campaign individuals were highlighted with quotes about the work they do. Some of these are highlighted below.

	<p>Holly uses all her best qualities at Café 40; she has a great sense of humor and greets every customer with a big smile.</p> <p>-Cathy Murahashi, Holly's Mom and Maddy Walsh, Holly's job coach with Puget Sound Personnel</p>
	<p>I like planning things and staying organized. I'm so glad my employer took a chance on me and gave me time to grow into my receptionist job.</p> <p>-Cassie Scott</p>
	<p>We can always count on Brian to complete everything on his list and that quality of work will be excellent. He shows up with a positive attitude, a smile, and brings a level of excitement to his work that is infectious!</p> <p>-Gabe Phillips, Project Manager, NWLS</p>
	<p>Demetrius brings a sense of passion and teamwork. When he has questions, we all strive to improve our processes to ensure he has a clear understanding of the tasks and is empowered to go above and beyond.</p> <p>-Thailee Gomez, Senior Site Manager, SBM</p>

Pictured Above: Collection of photos and quotes that were shared through the NDEAM campaign.

Storytelling is such an important element of the culture of Microsoft. We seized this opportunity to join this nationwide campaign and highlight the work our vendor partners and coaching agencies are doing every day to make this program a success. As a team, we feel that if just one person hears the stories and learns something new, it would be a job well done.

The metrics say there were 80,880 impressions made on the CREMicrosoft [Twitter](#) and [Instagram](#) channels. We collected quotes from supported employees and job coaches on campus.



Pictured Above: Collection of photos and statistics from the recent NDEAM campaign

NDEAM may be over, but people with disabilities represent the **#RightTalentRightNow** all year long. Our journey continues long after October and we invite you to stay involved through the Supported Employment website at aka.ms/supportedemployment.

Employee Feature

Supported Employee Honored for Commitment to Safety



Pictured Above: Ben Guth

Year-round, CBRE is committed to putting Safety Before Service above everything we do. Our motto is “Work Safely, Get Home Safely”. This commitment is recognized and reinforced through the monthly Safety Hero Program.

Ben Guth, a member of the Common Area Reset Team, has been nominated twice this year for being a Safety Hero, and won both times.

He is a great example for his team and those around him as they go in and out of different buildings performing their work. Ben debunks the myth that it is too risky to hire Supported Employees and is leading the way for CBRE.

CBRE and Compass Group in Las Colinas honored by LifePath

Our partners in Las Colinas from CBRE and Compass Group were honored by their local coaching agency, LifePath Systems, in appreciation for partnering and growing an inclusive work force at their campus.

Danielle Metzger works for Compass Group as a Catering Specialist and has participated in a pilot mentorship program. Danielle is responsible for delivering and retrieving catering items for customer events in addition to ensuring our Microsoft Technology Center is always fully stocked with food and beverages. She has been with her team since February and is loving working on the Microsoft account.



Pictured Above: (Jade Gittens (job coach), Danielle Metzger (Catering Specialist), Charisse Beaupre, Ethan Harper (CBRE), Paul Reyna (Compass Mgr), CEO Randy Routon and COO Tammy Mahan of LifePath Systems)

Upcoming Events

King County School-to-Work Transition Fair – February 27, 2020

Microsoft is happy to host the 13th Annual Transition Fair at the Mixer on the Redmond Microsoft campus. In partnership with King County School-to-Work Program, we are getting ready to welcome local high school students, families, teachers and community members who are eager to build a plan for adulthood.



Date: Thursday, February 27, 2020, 9am – 3pm

Where: The Mixer, Microsoft, Redmond

Register: <http://bit.ly/microsreg>

Summer Party and Talent Show – August 25, 2020

It's not too early to mark your calendar for the 2020 summer party and talent show!

Date: Tuesday, August 25, 2020

Where: Microsoft Conference Center

Building 33

16070 NE 36th Way

Redmond, WA 98052

Register: Coming soon!



Do you have ideas for the theme of the Summer Party 2020?

[Tell us your ideas here!](#)



Stay tuned for the next Newsletter: June 2020

For questions or additional information, please contact Gillian Maguire Austin Landon, and Lizzie Gilmore, at

supportedemployment@microsoft.com.