



Supported Employment Program
Global Workplace Services

Winter 2022 Program Update



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Introduction from Brian Collins



Greetings,

In this newsletter, I am happy to share more stories of Supported Employees with you. I hope you will enjoy the stories from China, Bucharest Romania, Atlanta Georgia, Reston Virginia, and Redmond Washington. It gives me great pleasure to share a little about these individuals who bring their unique skills to their teams at Microsoft locations around the globe.

During 2022, we have seen growth in the Supported Employment Program. In fact, 80 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 25 countries. I am excited that our colleagues at Microsoft in Dominican Republic, Germany, Poland, Romania, Serbia and Taiwan 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, and Chevy Chase

Maryland. Looking into the future, it is my sincere hope that we will continue to open up employment opportunities for people with disabilities at more and more Microsoft locations.

In October, Microsoft was honored to invite a group of directors of Developmental Disabilities Councils to the Microsoft campus for a tour and a conversation about employment and accessibility for people with disabilities. Supported Employees and vendor managers joined to share their experiences and lessons learned with the group of about 35 representatives from DDCs across the United States. We were joined by Kerrie Holleman from Microsoft's Accessibility team, who shared accessibility features of Microsoft's products along with more ongoing disability hiring and inclusion work.

My team and I are making plans to celebrate the 10th anniversary of the establishment of the Supported Employment Program, during 2023.

I hope you will stay tuned our celebration of the over 500 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

"I know this city in and out, so when I use the kiosks, I am just telling fun facts about Atlanta and showing them where to go."

—Casey Chandler

Casey Chandler, Workplace Experience Receptionist Atlanta Georgia, USA

Meet Casey Chandler, Workplace Experience Receptionist working for CBRE, at the Microsoft Atlantic Yards location in Georgia, United States.

You will find Casey in the South Lobby at the main reception desk, greeting and assisting those entering Atlantic Yards. He is genuine and joyful in his interactions with employees entering the building, adding to the excitement of entering their place of work.

Casey is well versed in the surrounding areas of the Atlanta community. This makes conversation with FTEs extremely pleasant when assisting with the Microsoft touch departure kiosks technology. In Casey's words, "I know this city in and out, so when I use kiosks, I am just telling fun facts about Atlanta and showing them where to go."



Casey enjoys learning about the Microsoft technology he uses at work every day. He says it was intimidating at first but with practice, he has gotten more comfortable. Casey is now able to leverage the technology to provide the highest quality service to the Microsoft lobby experience.

Jing Chen, Facility Assistant Shenzhen, China

Meet Jing Chen, Facility Assistant working for JLL, at Microsoft in Shenzhen, China.

Jing joined the team in 2021. She supports her team by providing proactive customer service, submitting about 200 service requests each month. Her diligent tracking of each service request to completion played a role in keeping the local team's quality of service at a very high level in 2022.

Jing also supports Mail Services by communicating with customers when their packages are delivered. She has



worked on a number of group projects with her team providing valuable feedback and solutions. Jing is described as a great team member who is always willing to take on a new challenge.

Silviu Tocila, Janitorial Staff Bucharest, Romania

Meet Silviu Tocila, Janitorial Staff working at the Microsoft location in Bucharest, Romania. Silviu works for Samsic, our cleaning vendor, and started supporting the Bucharest Campus site in the spring of 2022.

Silviu's job is to clean the space in the morning and restock the printer areas with office supplies throughout the day. He loves working at Microsoft because he is fascinated by technology.

The whole RE&F team greatly appreciates the reliability, flexibility, and positive energy he brings to work every day.



Minkee Kim, Common Area Reset Coordinator Reston Virginia, USA

Meet Minkee Kim, Common Area Reset Coordinator working for CBRE, at the Microsoft location in Reston, VA.

Minkee started in April 2022 and he has quickly familiarized himself with the Reston site as he does his daily walkthroughs and furniture rests along with organizing and stocking each work room. Minkee works closely with the team's Workplace Experience Coordinator and Maintenance Technicians. He is eager to help his teammates with various projects, is a great

communicator and problem solver, and has excellent attention to detail.

Using the building management portal, Minkee creates service requests and works with the Building Engineers to resolve various issues. Minkee enjoys both the physical and technological aspects

of his role. Every day is a new day and there is always something to learn! He enjoys the work environment



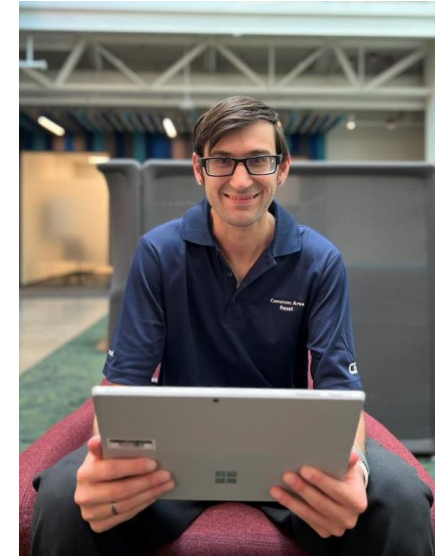
and appreciates everyone being friendly and supportive. In his spare time, he enjoys walking and running, playing the violin, exploring different areas of mathematics, and playing his favorite video game, Tetris.

Ben Day, Lead Maintenance Assistant Redmond Washington, USA

Meet Ben Day, Lead Maintenance Assistant working for CBRE, at Microsoft in Redmond, Washington, USA. Ben joined the Common Area Reset team 8 years ago as a part-time Maintenance Assistant. In January 2020, he was promoted to a full-time Lead where we have gained experience with project coordination and people management, among many other things.

Ben says that his favorite part of his job is knowing that his opinions are valued, and his team trusts him to weigh in on important decisions. He has been a point person his managers can trust to get the job done, and get it done well.

Ben loves the variety of work in his current role and is exploring opportunities to network and grow his career further.



"I like the people and the employees on the 9th floor, everyone is so nice, and they are always happy to see me."

—Bayley Bristow

Bayley Bristow, Workplace Experience Receptionist

Atlanta Georgia, USA

Meet Bayley Bristow, Workplace Experience Receptionist working for CBRE, at the Microsoft Atlantic Yards location.

Bayley plays a critical role in the exclusive and immersive experience at Microsoft by offering warm hellos to visitors as they enter the building. According to Bayley, "I like the people on the 9th floor, everyone is so nice, and they are always happy to see me." She is known for providing white glove service while registering guests for their visit.

During her first few months on the job, Bayley took on new assignments to help her team. Among other things, she developed the signage needed for meetings and events. The whole team appreciates her positive attitude and eagerness to learn new tasks on the job.



Qiurong Wang, Cleaner Beijing, China

Meet Qiurong Wang, Cleaner working for ISS, at Microsoft China Center in Beijing.

MCCO is a technology exhibition space which often receives important visitors and requires a clean and inviting environment. Qiurong has been onboard for 5 years, and is responsible for cleaning 2000m² office area, including the reception area, exhibition area, conference rooms, pantry, and restrooms.

She is positive and proactive; when employees ask for help, she responds promptly to solve the problem. Qiurong gets along well with other staff members and

likes the diverse and inclusive culture at Microsoft.

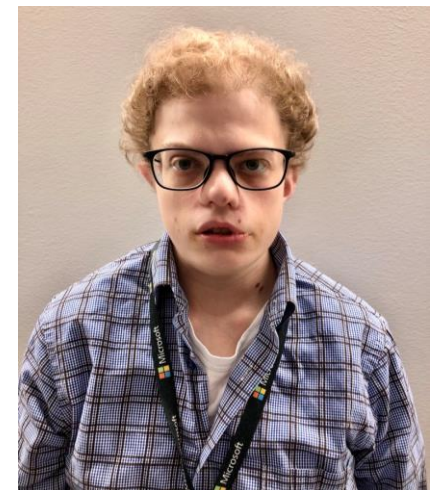


Bradley Auerbach, Business Services Clerk Reston Virginia, USA

Meet Bradley Auerbach, Business Services Clerk working for CBRE, at Microsoft in Reston, Virginia, USA. Bradley is responsible for keeping employee workrooms stocked with supplies, maintaining building signage, and assisting clients with SmartLockers, mail, and packages.

When asked about a time Microsoft technology was helpful for him, Bradley shared that he found Microsoft Excel very useful for packaging logs. He said he also liked the integration between office apps because it makes his job easier when sending out package delivery notifications.

To Bradley, the most important part about his job is the ability to grow his career and skills. His work allows him access to LinkedIn Learning where he enjoys completing trainings that help him build on various skills. He also uses the money he earns from his job to pay for software to help him practice skills that will be useful in the future. Bradley earned an associate's degree and finished the coursework to become A+ certified as a computer technician. He hopes to one day start a gaming company.



National Association of Councils on Developmental Disabilities visits Microsoft Headquarters



From L-R: Andrew Scott, Tanya Harris, Austin Landon, Rachael Cross

When Brandi Monts, the new Executive Director of Washington State Developmental Disabilities Council (DDC) reached out, we were quick to respond. Washington State DDC hosted nearly 40 state DD Council Directors in Seattle for their annual meeting on October 24th. The DDCs are policy advisors to state legislatures and governments on issues of importance to people with intellectual/developmental disabilities, and employment is one of the very important topics covered. Microsoft swung into gear, eager to welcome the DDC directors to campus for a tour and a conversation about disability accessibility, employment, and inclusion. The Microsoft Commute Team sent a bus to pick up the visitors from their hotel in Seattle and whisked them to the Microsoft campus for the afternoon.

Kerrie Holleman with Microsoft's Accessibility team shared Microsoft's work to "Bridge the Disability Divide." Microsoft's efforts focus on technology, talent development, employee experience, policy, and partnership. We spent the rest of the afternoon discussing Microsoft's Supported Employment Program, featuring a wonderful panel of Supported Employees telling their own stories of employment.

When asked what he would tell an employer looking to hire their first Supported Employee, Andrew Scott said, "the new person needs good training from their job coach to help them with their skills. The coworkers need to be patient with new people, and they need training to help them."

The afternoon wrapped up with a panel of employers sharing their evolution and growth with Supported Employment.

We want to extend a thank you to the DDC directors for sharing this time with us at the Microsoft campus in Redmond.



Strengthening inclusive workplaces with Allyship trainings

During September, in Redmond, we welcomed over 70 Reception and Security employees to two in-person workshops titled "Creating Allyship with Supported Employees". This training is coordinated by the Supported Employment Program and presented by a team of trainers from the Arc of King County. The training curriculum is designed and presented by people who self-identify as having developmental disabilities.

The workshop covers the social, medical and other models of disability, effective communication, and de-escalation techniques, with the aim of creating a more inclusive and informed workplace for all.

A big thank you goes out to the team at the Arc of King County and to our partners at Securitas and CBRE who sent representatives to immerse themselves in this interactive and informative workshop.



Benefits planning resource available in Washington State, USA

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.

Curious to know more about Microsoft's Supported Employment Program?

**Opt-in to receive
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