

***The Arc***<sup>®</sup>

*Pikes Peak Region*



**SHRM**

# Starting from a Place of Success!

- Around 80% of people with intellectual and developmental disabilities (I/DD) are unemployed.
- Said another way, only 19.3% of people with a disability are employed, compared to 66.3% of people without a disability. (bls.gov)
- “Many people with disabilities want to work but struggle to find employment. Of those that are employed, the median earnings gap between them and people without disabilities is over \$10,000 per year.” (levelaccess.com)



# Starting from a Place of Success!

**Meet Andy, 22, a University of Colorado at Colorado Springs Senior, studying communications/digital film**

“My success story comes when I worked at King Soopers. I loved my boss. She was the assistant store manager. She always encouraged her employees to try new things and brightened our days. She observed how I treated my fellow coworkers and customers. My head clerks would observe how I interacted with the customers as a Courtesy Clerk and a cashier. Customer feedback, as well as the observations, led me to earning many “On the Spot” awards. This recognition boosted my confidence in my communication skills, and it showed me the importance of hard work.



# Starting from a Place of Success!

## A little bit more about Andy:

- He was diagnosed with autism spectrum disorder in kindergarten
- This impacted his sensory-processing abilities, and he struggled with loud noises, like fire alarms, bike horns, musical instruments, and others. It also impacted his ability to connect socially with other children.
- He likes to draw cartoons, and he likes to visit national parks.
- He counts his past struggles as part of his current success.  
“Learning to overcome my past struggle with communication has helped me in current jobs, as they have pushed me to grow as a communicator. Listening and taking direction has helped me with my jobs. For example, as a Courtesy Clerk and Cashier at King Soopers, I accepted any task assigned to me to help support the team. During the busy time of day, I cashiered. During slower times, I would Courtesy Clerk and do shop-backs, or return items to shelves.”

We'll chat with Andy a bit later in this presentation!



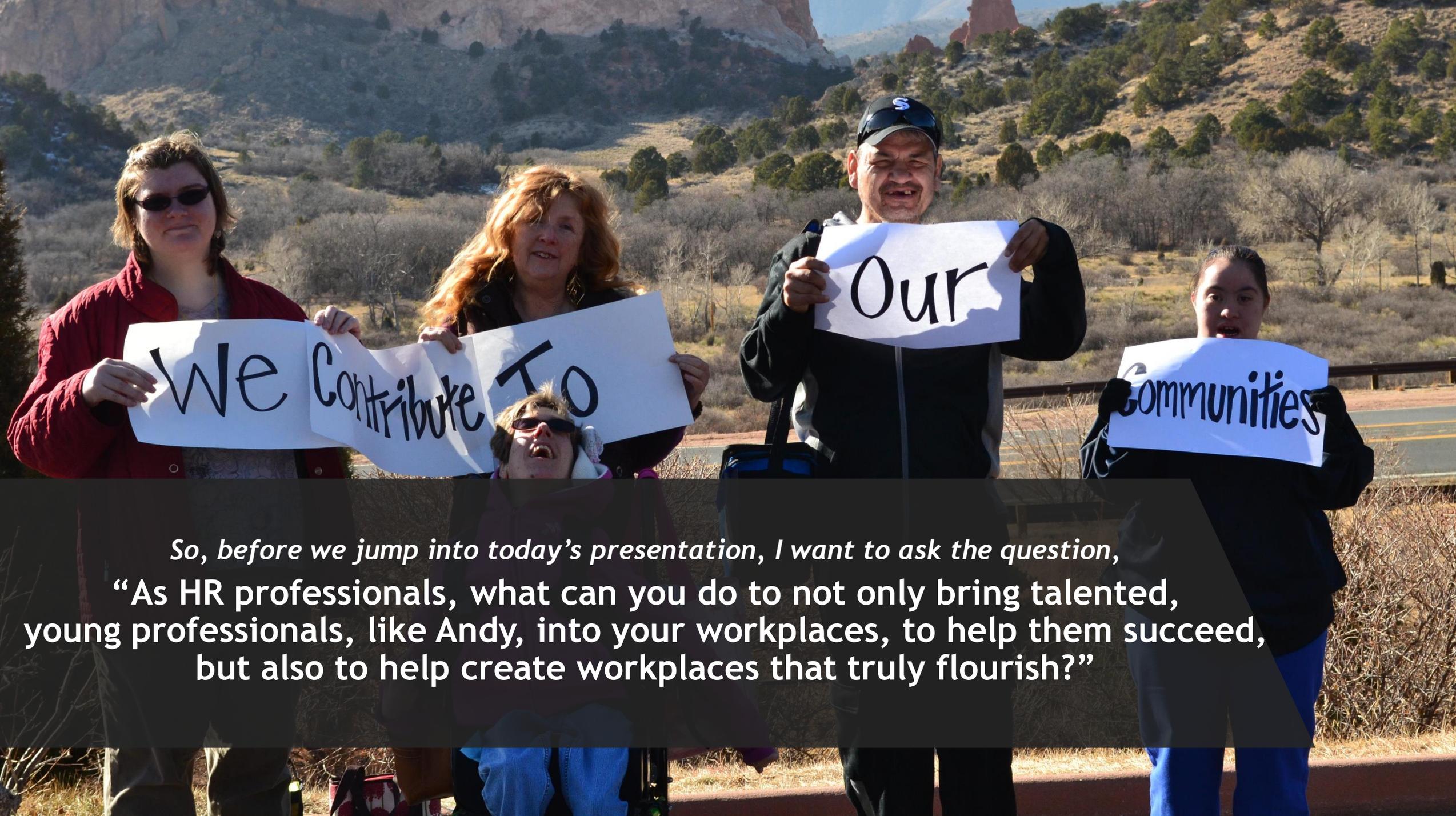


# What We'll Cover Today

- Today, we'll explore how people with intellectual and developmental disabilities (I/DD) can, and do, contribute to a flourishing work environment.
- Who is The Arc Pikes Peak Region, and how can we be a resource for you?
- We'll have a conversation about common obstacles that people with I/DD face when looking for employment and staying employed. We'll chat about interview techniques and examples of accommodations that Human Resources professionals can utilize when hiring and retaining people with I/DD.



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*So, before we jump into today's presentation, I want to ask the question, "As HR professionals, what can you do to not only bring talented, young professionals, like Andy, into your workplaces, to help them succeed, but also to help create workplaces that truly flourish?"*



# Who is The Arc Pikes Peak Region?

In 1955, a group of concerned parents, determined to make a difference for individuals with I/DD founded The Arc Pikes Peak Region (The Arc PPR) as a local chapter of The Arc.

As one of **700** state and local chapters, The Arc forms the **largest civil rights** organization in the United States devoted solely to the welfare of more than seven million people with I/DD and their families. The Arc works at the local, state and national levels to ensure the rights of people with I/DD are protected. Find Colorado chapters here:

[thearcofco.org/about/the-arc-chapters/](https://thearcofco.org/about/the-arc-chapters/)



# Mission

To promote and protect the human rights of people with intellectual and developmental disabilities and support their full inclusion and participation in the communities of the Pikes Peak Region throughout their lifetimes.





# Services We Offer:

The Arc Pikes Peak Region promotes and protects the human rights of people with I/DD through:

- Educational advocacy, including individualized Education Programs (IEPS), 504 plans, and helping the families to navigate the education systems
- Youth transition services & future planning
- Judicial advocacy
- Adult service system
- Housing
- Healthcare
- Life skills
- Legislative advocacy
- Waiver navigation
- Self-Advocacy



Program funding from  
arc Thrift Stores



[www.thearc.org/find-a-chapter](http://www.thearc.org/find-a-chapter)

# What is Intellectual Disability?

Who are the people for whom we “promote and protect the human rights?” Let’s take a closer look:

› (I/DD) is the term given to describe a wide range of intellectual and/or developmental disabilities, and **they can impact anyone, regardless of race, gender, or socio-economic status.**

› **Intellectual disabilities occur before age 18.** Individuals with intellectual disabilities experience limitations in two main areas:

- **Intellectual functioning** - IQ of 70 or lower
- **Adaptive behavior** - behaviors & related skills needed to live independently & function in everyday life: grooming, dressing, behaving safely in the home & community, following rules, managing money, making friends & taking responsibility for one’s actions

› **These limitations effect the person’s everyday activities and social and conceptual skills.** Many people with ID are mildly affected, making the disability hard to notice with visual cues alone. ID is diagnosed through standardized tests of intelligence and adaptive behavior.



“My vision is to discover. I really want to learn something. My mind is always open to things. I don’t care what it is. If you teach me, I’m willing to learn.”

*-James Allen, Humane Society volunteer, and Achiever of the Year Award Winner with The Arc Pikes Peak Region*

# What is Developmental Disability?

As The Arc PPR lives out its mission-in-action, it's important to note that **85% of individuals with I/DD do not appear to have a disability!**

➤ Like an intellectual disability, the term developmental disability (according to the **Developmental Disabilities Act**) means a **severe, chronic disability** that:

- is attributable to a mental or physical impairment or a combination of those impairments;
- occurs before the individual reaches the age of 22;
- is likely to continue indefinitely;
- results in substantial functional limitation in three or more of the following areas of major life activity: **self-care, receptive & expressive language; learning; mobility; self-determination; capacity for independent living; economic self-sufficiency; and**
- reflects the individual's **need for a combination and sequence of special, interdisciplinary, or generic services, individualized supports, or other forms of assistance that are a lifelong or extended duration, and are individually planned and coordinated.**



“My vision is to live a life that makes me want to jump out of bed in the morning, and set my own goals in life, like success!”

*-Vince, Special Olympics athlete & employee of The Arc Pikes Peak Region*

# Overcoming Roadblocks to Employment

When looking for employment, and staying employed, people with I/DD often face significant roadblocks:



***One of the biggest barriers, though it seems simple, is that people only seem to see the disability.***



People with disabilities are more impacted by personal and environmental barriers. The World Health Organization defines employment barriers as “factors that limit functioning through their presence or absence,” and can include: An inaccessible physical environment; negative attitudes within the work environment; a lack of relevant systems services and policies.



Communication barriers can create an inability to effectively speak, write, read or otherwise understand what is required to perform a job, including: inability to use a phone due to hearing impairment; lack of Braille-printed items for people who are blind; language that is too technical for people with cognitive impairments.

# Overcoming Roadblocks: Accommodations

Under the ADA, a reasonable accommodation is a modification or adjustment to a job, work environment, or the way the hiring process is conducted. Modifications help people to perform their job to the same extent as a person without a disability. Some examples of accommodations that can be made include:



**Physical modifications:**  
ramps, modifying  
restrooms, wide hallways



**Culture modifications:**  
creating a culture  
inclusive of those with  
disabilities



**Communications  
modifications:**  
screen readers, large-print,  
closed captioning



**Policy modifications:**  
policies that allow service  
animals, flexible work  
schedules & remote work



**Program modifications:**  
allowing extra time for  
tasks, job coaching  
programs



**Federally-funded programs to  
help provide accommodations:**  
Work Opportunity Tax Credit,  
Disabled Access Credit, Barrier  
Removal Tax Deduction





# INTERVIEW TECHNIQUES FOR HR PROFESSIONALS



Some people may not disclose their disability, which makes it important to remember that **85% of people with a disability do not appear to have a disability.** If a candidate shares their disability when applying, inquire if they need any adjustments for the interview, such as a sign language interpreter, or to receive the interview questions ahead of time. Others adjustments may include offering things like fidget spinners, or other hand-held items that can displace anxiety.



For those with intellectual and/or developmental disabilities (I/DD), **consider having a job coach in the interview.** This helps break down the interview language so that the interviewee can better understand.

A person with a disability may do better demonstrating their job skills, rather than in a traditional interview.



Use behavioral interview questions that are framed around job essentials. For example, **“Please tell me about a time that you’ve solved a technology problem,”** rather than, **“Tell me about yourself.”**



*Why People with IDD help the  
workplace thrive: Case Studies*

# Case Study: Andy K.

- Andy successfully worked as a Courtesy Clerk at King Soopers.
- Andy recently completed an internship with Wish of Lifetime, a nonprofit whose mission is to shift the way society views and values its oldest generations by fulfilling seniors' dreams and sharing their stories to inspire those of all ages.
- As a volunteer for The Arc Pikes Peak Region, Andy has emceed multiple film festivals and has helped to make numerous films, including our upcoming Virtual Annual Awards Celebration.
- These opportunities have helped Andy to develop valuable job skills, including: dependability, positive attitude, attention to detail, time management, and public speaking and communication.



# Case Study: Andy K.

Customer feedback from Andy's time with King Soopers included comments like:

**"Andy, he is the young man who checked me out today, great smile and personality!"**

**"I had the nicest young man check me out this afternoon, his name is Andy. He had a big smile on his face and was delightful. Most of your employees are nice, but Andy raised the bar!"**



# Case Study: Amanda B. & Job Coach Donna S.

At Common Roots, Donna works in job coaching and job development for the I/DD community, with anywhere from 15-18 people on her caseload. After meeting her client and applying for services through the Division of Vocational Rehabilitation, Donna works on resume-building, mock interviews, and other soft skills, such as dress code. She reaches out to potential places of employment, and she approaches management to see if they are interested in hiring her clients. **“Looking for businesses that are willing to hire an individual with I/DD can be challenging. Some businesses, especially those that are larger-scale, don’t recognize that individuals with I/DD are some of the hardest, most committed workers.”**

Donna supports Amanda, an employee of The Arc PPR. Amanda, who has an intellectual and a developmental disability, has worked with The PPR for 15 years. Amanda is one of The Arc PPR’s longest-serving employees. Amanda has been an integral part of our front office administration, as she creates guardianship packets that are sold to families and caregivers who plan to file for guardianship of their loved one with and I/DD. Additionally, Amanda provides clerical support and assists with other various tasks.



# Talent Resources for HR Professionals



*"Looking for businesses that are willing to hire an individual with I/DD can be challenging. Some businesses, especially those that are larger-scale, often don't recognize that individuals with I/DD are some of the hardest, most committed workers."*

**-Donna Sambora-Byouse, employment consultant at Common Roots**

- **Colorado Division of Vocational Rehabilitation:** [www.colorado.gov/pacific/dvr](http://www.colorado.gov/pacific/dvr)
- **Employment Link (Boulder County):** [communitylinkcolorado.org/services/employment-link/](http://communitylinkcolorado.org/services/employment-link/)
- **Ability Connection Colorado (Denver):** [www.abilityconnectioncolorado.org/programs/employment/ticket-work-job-placement/](http://www.abilityconnectioncolorado.org/programs/employment/ticket-work-job-placement/)
- **Easter Seals (Denver & Northern CO):** [www.easterseals.com/co/our-programs/work/employment-services/](http://www.easterseals.com/co/our-programs/work/employment-services/)
- **Arapahoe/Douglas Works Workforce Center:** <https://www.adworks.org/index.php/job-seekers/programs/persons-with-disabilities/>
- **Employment Program at the Center for People with Disabilities (Boulder):** [cpwd.org/what-we-do/employment-program/](http://cpwd.org/what-we-do/employment-program/)
- **Common Roots (Colorado Springs):** [commonrootscos.com](http://commonrootscos.com)
- **SHALOM (Denver):** [bit.ly/SHALOMDenver](http://bit.ly/SHALOMDenver)
- **arc Thrift Stores (Colorado) – arc University:** [www.arcthrift.com/university](http://www.arcthrift.com/university)

# COLORADO-BASED HIGHER EDUCATION PROGRAMS IN FOR PEOPLE WITH I/DD



1

## UNIVERSITY OF NORTHERN COLORADO'S GOAL PROGRAM

The Go On and Learn, or GOAL, program, is an opportunity for students with I/DD to attend college, with the goal of finding competitive, integrated employment, at or above minimum wage. **LEARN MORE:** [bit.ly/UNCGOAL](http://bit.ly/UNCGOAL)



2

## UNIVERSITY OF COLORADO AT COLORADO SPRINGS

Students in The Office of Inclusive Services at UCCS receive individualized services from trained mentors, peer volunteers, and faculty, designed to meet their learning needs and career aspirations. **LEARN MORE:** [uccs.edu/inclusiveservices/](http://uccs.edu/inclusiveservices/)



3

## COLORADO STATE UNIVERSITY CHOICES PROGRAM

Programs provide a customized support and educational services for young adults and adults with disabilities. Diverse programs focus on increasing access to employment, higher education, independent living, recreation, and the community.

**LEARN MORE:** [bit.ly/CSUChoices](http://bit.ly/CSUChoices)



4

## UNIVERSITY OF DENVER

The Office of Student Affairs and Inclusive Excellence at the University of Denver boasts both a Disability Services Program and a Learning Effectiveness Program.

**LEARN MORE:** [www.du.edu/studentlife/disability/](http://www.du.edu/studentlife/disability/)



5

## ARAPAHOE COMMUNITY COLLEGE ELEVATE

This is an inclusive, post-secondary transition option for students. It focuses on student-centered planning, internship opportunities, peer mentoring, career planning, self-determination and goal-setting, independent living skill development, community partnership opportunities.

**LEARN MORE:** [bit.ly/ArapahoeElevate](http://bit.ly/ArapahoeElevate)



6

## PIKES PEAK COMMUNITY COLLEGE TRIO PROGRAM

TRIO is a disability student-support tutoring program. Student-centered tutoring helps create a supportive environment where active learning takes place in a dynamic, effective learning atmosphere.

**LEARN MORE:** [www.ppcc.edu/dsss/disability-services](http://www.ppcc.edu/dsss/disability-services)

## ADDITIONAL COLLEGE PROGRAMS FOR PEOPLE WITH I/DD:

For a list of programs geared toward people with intellectual and developmental disabilities in the US, please visit the following websites:

**[bit.ly/AdditionalInclusiveProgramsinUS](http://bit.ly/AdditionalInclusiveProgramsinUS)**

# Considerations: Awareness of Biases & Fears

Diversity

of

people

Resource: Short Film, *"The Interviewer"*  
We encourage you to watch it when you have an opportunity.

<https://www.youtube.com/watch?v=wT9PdS9hPFs>

*Thank you for  
attending today!*

**“Whether you think  
you *can*, or you  
think you *can't*:  
you are right.”**

**-Henry Ford**

