HOUSEKEEPING

• FOR AUDIO CALL: 415-655-0045

Access code: 127 686 8187#

• Contact WebEx tech support at 1-866-229-3239

• Submit questions via Q&A window. Email NBDCinfo@viscardicenter.org

• Live captioning is located at the bottom right of the screen in the “Multimedia Viewer” window

• Receive 1.0 general recertification credit hours through the HR Certification Institute (HRCI) and the Society of Human Resource Management (SHRM) via email within 7 days following the event
WELCOME

John D. Kemp
CEO/President
The Viscardi Center
WELCOME REMARKS FROM OUR CORPORATE PARTNER

Steve Demetriou
Chair and Chief Executive Officer
Jacobs
STATE OF DIVERSITY INCLUSION IN THE COVID ERA

Jennifer Brown
Founder & CEO
Jennifer Brown Consulting
The two most important days in your life are the day you're born, and the day you find out why.

Mark Twain  //
“COVERING” DEFINED
DOWNPLAYING A KNOWN STIGMATIZED IDENTITY

What are the things that associates typically struggle to bury deep or cover up in the workplace?

@jenniferbrown
HIGHLY EDUCATED
GAY
POOR FAMILY

INTERSECTIONALITY
A COMBINATION OF PRIVILEGED AND NON-PRIVILEGED IDENTITIES
ONGOING RE-EVALUATION

PHASE ONE
Unaware

PHASE TWO
Aware

PHASE THREE
Active

PHASE FOUR
Advocate

Inclusive Leader Continuum

Private // Low Risk // Individual Perspective
Public // High Risk // Organizational Perspective

@jenniferbrown
KEY TAKEAWAYS

Inventory the **diversity dimensions** that shape you:

- Pick two or three, both **visible** and **invisible**
- Think about how you might **seek community or conversation** with others to share what those mean to you and how you would relate those details
- Think about **how they have informed the aspects of who you are** that you are proudest of
- Reflect on your **inclusive leadership journey.** Take JBC’s Inclusive Leader Assessment at [www.inclusiveleaderassessment.com](http://www.inclusiveleaderassessment.com) and find out where you appear to fall on the Inclusive Leader Continuum
JOIN THE INCLUSION CONVERSATION

● Search for The Will to Change wherever you listen to podcasts

● Text “INCLUSIVELEADER” to 33777 to receive the first chapter of Jennifer Brown’s book How to be an Inclusive Leader for FREE

● Visit our JBC Online Learning portal—your home base when it comes to DEI professional development, strategy and support. www.jenniferbrownconsulting.com

● To join our mailing list visit www.jenniferbrownspeaks.com

● To learn more about the Inclusive Leader Continuum, and to take the assessment, visit www.inclusiveleaderassessment.com
BREAK
SESSION 1 - WHAT YOU SHOULD KNOW ABOUT COVID-19 AND THE ADA

PRESENTERS:
Brian East, Senior Attorney
Disability Rights Texas

Jennifer Mathis
Director of Policy & Legal Advocacy
Bazelon Center for Mental Health Law
EMPLOYMENT ISSUES: 3 EEOC GUIDANCE DOCUMENTS

- Permissible screening
- Requiring/administering testing
- Mask/hygiene policies
- Confidentiality
- Accommodations
- Excluding employees

https://www.eeoc.gov/coronavirus
WORKPLACE ISSUES EXPECTED

- Accommodation or modification for one with a COVID-19 risk factor that is also a disability
- Excluding because of an accommodation request or the need for accommodation
- Excluding because of a COVID-19 risk factor
- Exposure to COVID-19
ACCOMMODATION—WHY NEEDED?

- Risk-factor disability
- Pandemic or safety concerns are making a mental disability worse
- To make standard accommodations (e.g., teleworking) more accessible to a person with a disability
EMPLOYMENT ACCOMMODATIONS?

- Telework
  - Especially common now
  - Reasonable in many (but not all) cases
  - Make sure tech is accessible to worker

- Leave
  - Can be unpaid unless contract or company policy provide paid leave
  - Longer leave to avoid exposure?
OTHER TYPES OF WORKPLACE ACCOMMODATIONS

- Masks, face shields, gloves
- Physical barriers, separate offices
- Distancing, staggered schedules, isolation
- Disinfecting
- Hygiene policies
- Reassignment to another position
- Other ideas
  - Resources: CDC, WHO, OSHA
**ACTION STEPS**

- Do not fire or furlough because of a COVID-19 risk factor (the employee’s, or that of one they live with or care for)
- Follow CDC guidance for determining when an employee who had COVID-19 can safely return to work
- Be flexible in offering accommodations to those with risk-factor disabilities, and engage in the flexible interactive process in good faith
SESSION 2 - STRATEGIES FOR VIRTUAL RECRUITING

Keryn Rowland, SPHR
VP - Human Resources
Synchrony
## DISABILITY RECRUITMENT STRATEGIES

### Lives Changed:

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<tr>
<th>Location</th>
<th>Total Hires</th>
<th>Exempt Hires (All sites)</th>
<th>Non Exempt Brand Impact Hires (All other sites)</th>
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### US Locations:

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</table>

### Highlights:

- 11 Exempt Hires!
- +39 total hires Q3, 2019 to Q4, 2019
- Kettering finished first among all sites with 48 disability hires in all of 2019. Merriam a close second with 40.
SUCCESS STORY - SANDRA

HIRED: JANUARY 22, 2018 THROUGH VETERANS HIRING INITIATIVE

REFERRED BY: MARK B AT VETERANS ADMIN

ROLE: CUSTOMER SERVICE REP—AUTO NETWORK

WHY SYNCHRONY: SYNCHRONY HAS WORKED WITH ME AND MY SUPERVISOR HAS BEEN GREAT. I DID NOT THINK I COULD DO THIS KIND OF WORK, BUT MELISSA HAS BEEN A BIG SOURCE OF SUPPORT AND CONFIDENCE.
DISABILITY RECRUITMENT STRATEGIES IN 2020
HOST VIRTUAL OPEN HOUSES & JOB FAIRS

• IN THE NEW WORLD, “MEET AND GREETS” ARE PART OF YOUR RECRUITMENT STRATEGY.

• IN ORDER TO THE GET THE BEST TALENT YOU MAY BE TALKING TO THEM WELL IN ADVANCE OF HAVING A POSITION READY FOR THEM.

• HOSTING PERIODIC LIVE VIDEO CONFERENCING MEETINGS WHERE YOU INVITE PROSPECTIVE CANDIDATES TO “MEET” YOUR HIRING MANAGERS, VIRTUAL OFFICE TOURS, AND Q&AS WITH VARIOUS TEAM MEMBERS ARE ALL GREAT WAYS TO ENGAGE WITH TALENT AND GIVE THEM A CHANCE TO LEARN MORE ABOUT YOUR COMPANY. THIS IS ESPECIALLY EFFECTIVE WITH PASSION JOB SEEKERS WHO WANT TO “LOOK INTO THE WINDOWS” OF YOUR ORGANIZATION AND GET A PEEK AT THE CULTURE BEFORE THEY COMMIT.

• PROVIDE INTERVIEW PREP OPPORTUNITIES, SPEAK WITH A RECRUITER OPPORTUNITIES AND WAYS TO BE SUCCESSFUL AT YOUR COMPANY.
MAKE LOTS OF PARTNERSHIPS

• PARTNERSHIP WITH LOCAL AND NATIONAL AGENCIES THAT CAN HELP YOU IDENTIFY KEY TALENT.

• SHOWCASE YOUR CULTURE AND FLEXIBILITY TO NOT JUST CANDIDATES BUT PEOPLE WHO CAN HELP CREATE A CANDIDATE PIPELINE FOR YOU—DISABILITY SERVICE PROVIDERS, ADVOCATES, SOCIAL SERVICE AGENCIES, COLLEGES AND UNIVERSITIES.

• CREATE BRG AND ERG GROUPS THAT WILL HELP YOU RECOGNIZE DISABILITY ISSUES AND CHALLENGE YOU TO PUSH OUTSIDE OF YOUR COMFORT ZONES ON RECRUITMENT ACTIVITIES.
PARTNERSHIPS IN DISABILITY HIRING

COMMUNITY AND REFERRAL PARTNERS:

• VOCATIONAL REHAB
• VETERANS ADMINISTRATION
• WORKFORCE DIVERSITY NETWORK
• CHAMBER OF COMMERCE WORKFORCE DEVELOPMENT COMMITTEE
• DEPARTMENT OF LABOR
• DEPARTMENT OF HUMAN SERVICES
• MUNICIPAL COMMITTEE FOR PEOPLE WITH DISABILITIES

HIRING PARTNERSHIPS:

• VETERANS HIRING EVENT – LEVERAGING PARTNERSHIPS
• COLLEGE AND UNIVERSITY RESOURCES
• WORKFORCE DEVELOPMENT REFERRALS
• PARTNERSHIPS WITH COMMUNITY RESOURCES ON INTERVIEW SKILLS WORKSHOPS
TRAIN YOUR MANAGERS TO PERFECT THE PHONE/VIDEO INTERVIEW

• In the COVID world, many companies are minimizing risk to do this anyway, but it a great leveling exercise for candidates who may have special challenges with transportation, mobility and overcoming challenges of being in a new environment.

• Screening candidates with promising resumes or who’ve showed interest in your company is still a vital step toward finding good candidate matches.

• Train managers on avoiding disability bias prior to any interviews. Focus on behavior-based and skill-based questions to understand how each candidate may be able to bring a necessary skill set to the organization.

• Virtual interviews also have the benefit of recording features so that other team members who aren’t in the meeting can review and share their feedback.
VIRTUAL RECRUITMENT STRATEGIES AND LEGAL CONSIDERATIONS

• IN SOME WAYS, VIRTUAL INTERVIEWS RAISE THE SAME LEGAL ISSUES AS TRADITIONAL RECRUITMENT METHODS.

• ONE BENEFIT ---BUT ALSO RISK-- IS THAT VIDEO INTERVIEWS LEAVE A DIGITAL FOOTPRINT THAT COULD MORE EASILY SHOW UP IN A COURTROOM.

• NOW IS A GOOD TIME TO ENSURE YOUR QUESTIONS DO NOT HAVE A DISABILITY BIAS AND ARE GOOD REFLECTIONS OF THE TRAITS NEEDED TO PERFORM WELL IN THE JOBS.

• JOB ADS, RECRUITING METHODS, THE APPLICATION PROCESS, AND INTERVIEW QUESTIONS CANNOT DISCRIMINATE BASED ON A CANDIDATE’S PROTECTED CHARACTERISTICS, SUCH AS RACE, COLOR, RELIGION, SEX, GENDER EXPRESSION, NATIONAL ORIGIN, AGE, DISABILITY, OR GENETIC INFORMATION.
KEEP TO YOUR PROCESSES

• JUST BECAUSE YOU’RE CHANGING THE MEDIUM DOESN’T MEAN YOU SHOULD CHANGE YOUR HIRING PROCESS. IF YOU NORMALLY HAVE YOUR CANDIDATES GO THROUGH SIX INTERVIEWS, THEN YOU SHOULD CONTINUE THAT.

• ASK THE SAME QUESTIONS THAT HAVE WORKED FOR YOU IN THE PAST, WHILE ALLOWING FOR A BIT MORE PERSONALIZATION THAT MAY HAPPEN AS A RESULT OF THE INTIMATE SETTING OF THE PERSON’S HOME.

• VIRTUAL RECRUITMENT STRATEGIES ARE IMPORTANT TOOLS IN THE TOOLBOX. THEY CAN HELP COMPANIES HIRE QUALIFIED WORKERS WITH DIFFERING ABILITIES.
TRAINING & SUPPORT

TRAINING AND PREPARATION:

• ABBREVIATED VERSION OF FEAR AND STIGMA/DISABILITY ETIQUETTE FOR MANAGERS AND AIT

• COMMUNICATE OUR PDN AND AA GOALS AROUND HIRING THOSE WITH DISABILITIES

• USING A PDN AIT WHEN APPROPRIATE

ON-SITE SUPPORT AND KEY SUCCESS FACTORS:

• MEET WITH EMPLOYEES AND THEIR DISABILITY ADVOCATES TO ENSURE ACCOMMODATIONS AND CHECK IN PERIODICALLY

• TRAIN ON THE ACCOMMODATION PROCESS AND REMAIN PROACTIVE IN THE ACCOMMODATION PROCESS

• ACCESS TO ON-SITE RESOURCES FOR ACCOMMODATION

• STANDING CUBES AND SPECIALIZED EQUIPMENT

• PERSONALIZED SEATING AND BREAKS

• W@H OPTIONS
THE INTERSECTION OF RACE & DISABILITY:
STIGMATIZED IDENTITIES & MENTAL HEALTH

Books by Ruth C. White, PhD., MPH, MSW
THE STRESS THAT IS 2020

homeschooling  
social unrest  
police violence  
COVID19  
remote working  
fires
THE STIGMA OF BLACKNESS IN AMERICA
STAMPED FROM THE BEGINNING (KENDI)

The impact of historical systemic racism

- Stereotypes
- Discrimination
- Social avoidance
- Under-estimated
- Internalized oppression
THE STIGMA OF DISABILITY

THE IMPACT OF HISTORIC SYSTEMIC MARGINALIZATION

- Stereotypes
- Discrimination
- Social avoidance
- Under-estimated
- Condescension
- Internalized oppression
IMPACT OF STIGMA AT THE INTERSECTION OF RACE & DISABILITY

The impact of historical systemic racism

- Exposure to trauma
- Stereotype threat
- Imposter syndrome
- Chronic stress
- Anxiety, grief, depression
- Black/disability fatigue
THRIVING FOR POC WITH DISABILITIES

The impact of historical systemic racism

- Self-affirmation & celebration
- Clarify your boundaries
- Communicate your needs
- Seek support from people who can validate you
- Rigorous self-care: be kind to yourself
ALLYSHIP
ACTIONS FOR ALLIES

BE BRAVE: stand up & speak out

BE HUMBLE: listen, learn and apologize when necessary

BE DEDICATED: be in it for the long haul
TAKEAWAYS

- Stigmatization is exhausting, painful & traumatic
- De-stigmatization requires conscious and deliberate thought/behavior change
- POC with disabilities can thrive with support from allies
WHAT YOU CAN DO NOW

- Host a listening session for POC and those with disabilities to learn about concerns and needs
- Bring POC and people with disabilities into the rooms where decisions are made
- Focus on what POC with disabilities can bring to the organization, instead of only on what accommodations you have to make for their success.
RECOMMENDED READING

NO GREATNESS WITHOUT GOODNESS

How a Father's Love Changed a Company and Sparked a Movement

RANDY LEWIS

HOW TO BE AN ANTIRACIST

IBRAM X. KENDI

How Racism Erodes the Mind, Body, and Spirit

MARY-FRANCES WINTERS

BLACK FATIGUE

Bestselling author of Inclusive Conversations and We Can't Talk about That at Work!

WHITE FRAGILITY

WHY IT'S SO HARD FOR WHITE PEOPLE TO TALK ABOUT RACISM

ROBIN DIANGELLO

FOREWORD BY MICHAEL ERIC DYSON

"Fascinating! A must-read." TEMPLE GRANDIN, author of The Autistic Brain

"A necessary book for all people invested in societal change." CLAUDIA RANKINE

NBDC’s Virtual Disability Inclusion Summit: MOVING FROM AWARENESS TO ACTION – October 21, 2020
BENEFIT AND VALUE OF MENTORING AS A DISABILITY INCLUSION STRATEGY

Derek Shields, President
ForwardWorks Consulting, LLC
Director, National Disability Mentoring Coalition
31 Days of NDEAM
MENTORING

• A MENTORING PROGRAM IS A TALENT DEVELOPMENT AND RETENTION STRATEGY, ONE THAT USES THE ORGANIZATION'S HUMAN RESOURCES TO IMPROVE EMPLOYEE SATISFACTION, DEVELOP LEADERS AND TEACH NEW SKILLS.

• MENTORING IS ALSO AN EFFECTIVE TOOL FOR INCREASING AND SHAPING AN INCLUSIVE WORKPLACE CULTURE.
ORGANIZATIONAL BENEFITS

• CREATION OF A WELCOMING AND INCLUSIVE WORKPLACE CULTURE

• REDUCED TURNOVER

• TRANSFER OF ORGANIZATIONAL KNOWLEDGE

• INCREASED PREPAREDNESS FOR WORKFORCE TURNOVER, ESPECIALLY IN HIGH LEVEL POSITIONS

• ENHANCED PERSPECTIVES TO DRIVE INNOVATION AND PROBLEM-SOLVING

• INCREASED ORGANIZATIONAL DIVERSITY

• IMPROVED UNDERSTANDING OF THE DISABILITY SEGMENT
**EMPLOYEE BENEFITS**

- A STRUCTURE FOR NEW EMPLOYEES TO GET ACQUAINTED WITH THE ORGANIZATION
- EASIER TRANSITIONS INTO THE WORKPLACE AND NEW POSITIONS
- EXPANDED LEADERSHIP ABILITIES AND UNDERSTANDING OF DIVERSE WORKERS
- INCREASED TECHNICAL SKILLS AND ENHANCED OPPORTUNITIES FOR CAREER ADVANCEMENT
- NEW OPPORTUNITIES TO SHARE IDEAS, TRY NEW SKILLS AND TAKE RISKS
- ENHANCED CAPACITY TO TRANSLATE VALUES AND STRATEGIES INTO ACTIONS
- IMPROVED AWARENESS OF PERSONAL BIASES AND ASSUMPTIONS
- EXTENDED COLLABORATION AMONG EMPLOYEES FROM DIFFERENT GENERATIONS AND CULTURAL BACKGROUNDS
THE IMPORTANCE OF MENTORING

• MORE THAN 9 IN 10 WORKERS (91%) WHO HAVE A MENTOR ARE SATISFIED WITH THEIR JOBS, INCLUDING MORE THAN HALF (57%) WHO ARE “VERY SATISFIED.”

• WORKERS WITH A MENTOR ARE MORE LIKELY TO BELIEVE THAT THEIR CONTRIBUTIONS ARE VALUED BY THEIR COLLEAGUES (89% VS. 75%).

• PEOPLE WITH MENTORS ARE MORE LIKELY TO GET PROMOTED.
MENTORING MODELS

• ONE-TO-ONE
• GROUP
• PEER
• AUTHENTIC / NATURAL
• SITUATIONAL
• DIVERSITY
• E-MENTORING
• REVERS AND RECIPROCAL
• BLENDED / MODERN

• FLASH (ONE-TIME MEETING)
• SPEED (TIME-CONTROLLED)

• NO “M” WORD INCLUDED
  o Counseling
  o Coaching
  o Apprenticeship
  o Sponsorship
PRIVATE SECTOR MENTORING

- CHEVRON’S ENABLED MENTORING PROGRAM
- ACCENTURE LEADERSHIP DEVELOPMENT TRAINING PROGRAM
- PEARSON CAREER EXPLORATION MENTORING PROGRAM
- LEAN IN
  - Circles Community
  - #MentorHer Campaign
FEDERAL SECTOR MENTORING

• SECTION 501 OF THE REHABILITATION ACT
  o Requires agencies to have sufficient opportunities for employees with disabilities to advance; such activities include mentoring programs.
  o The rule also includes requirements for agencies to strengthen their programs for reasonable accommodations and ensure accessibility.

• MENTORING PROGRAMS & RESOURCES
  o DHS Office for Civil Rights and Liberties, Equal Employment Opportunity and Diversity launched pilot in June 2020. Open to all DHS employees with disabilities, 36 matches, 6 months
  o USDA Mentoring Toolkit, Flash Mentoring in a Box
YOUTH MENTORING

• 1 IN 3 YOUTH GROW UP WITHOUT A MENTOR

• STUDENTS WITH DISABILITIES ARE 50% MORE LIKELY TO BE ABSENT FROM SCHOOL

• LOW EMPLOYMENT EXPECTATIONS FOR YOUTH AND YOUNG ADULTS WITH DISABILITIES

• RETENTION AND ADVANCEMENT CHALLENGES
THE NATIONAL DISABILITY MENTORING COALITION (NDMC) RAISES AWARENESS ABOUT THE IMPORTANCE AND IMPACT OF MENTORING IN THE LIVES OF PEOPLE WITH DISABILITIES AND INCREASES THE NUMBER AND QUALITY OF DISABILITY MENTORING PROGRAMS AROUND THE COUNTRY.
ABOUT NDMC

- AWARENESS: SPOTLIGHTING THE CRITICAL ROLE OF MENTORING AS A DISABILITY INCLUSION STRATEGY IN EDUCATION, EMPLOYMENT AND INDEPENDENT LIVING.
- CONNECTIONS: FACILITATING COMMUNICATION AMONG STAKEHOLDERS AND THE DINAH FB COHEN FELLOWSHIP PROGRAM.
- RESOURCES: PROVIDING TRAINING, TECHNICAL ASSISTANCE, AND A REFERRAL NETWORK.
- INCLUSION: FACILITATING MENTORING OPPORTUNITIES FOR PEOPLE OF DIVERSE BACKGROUNDS AND ABILITIES.
- RECOGNITION: HONORING EXCELLENCE IN MENTORING THROUGH THE SUSAN DANIELS DISABILITY MENTORING HALL OF FAME.
RESOURCES

• THE WORKPLACE MENTORING PLAYBOOK
  o Model descriptions
  o Program testimonials
  o Application forms

• NATIONAL DISABILITY MENTORING COALITION
TAKEAWAYS

• MENTORING IS AN EFFECTIVE TOOL FOR INCREASING AND SHAPING AN INCLUSIVE WORKPLACE CULTURE.

• MENTORING ENHANCES PERSPECTIVES AND DRIVES INNOVATION AND PROBLEM-SOLVING WITHIN ORGANIZATIONS
HOW TO BECOME A CORPORATE PARTNER WITH NBDC
OUR HISTORY

FOR MORE THAN 20 YEARS THE NATIONAL BUSINESS & DISABILITY COUNCIL (NBDC) AT THE VISCARDI CENTER HAS ENHANCED AND SUPPORTED DISABILITY INCLUSION IN ORGANIZATIONS.

WE DO THIS BY:

• HELPING YOU ACCESS TALENT
• EQUIPPING YOUR TEAM
• HELPING YOU IMPLEMENT YOUR PLAN
CORPORATE PARTNERS

- SAP
- JPMC
- HUMANA
- GOLDMAN SACHS
- BANK OF AMERICA
- NEW YORK LIFE INSURANCE COMPANY
- BROOKHAVEN LABS
- CANON
- CVS PHARMACY
- DEERE & COMPANY
- GAF
- HESS CORPORATION
- JENNISON & ASSOCIATES
- MAXIMUS
- SODEXO
- MERCK & COMPANY
- NORTHWELL HEALTH
- PWC
- PRUDENTIAL FINANCIAL
- SODEXO
- VERIZON
- LENOVO
- JACOBS ENGINEERING
- CAPITAL METRO
- AETNA/CVS
- BROWN-FORMAN
- DELOITTE
CHARACTERISTICS OF ORGANIZATIONS WHO PARTNER WITH NBDC

• AT THE BEGINNING OF THEIR DISABILITY INCLUSION JOURNEY

• NEED SUPPORT, BUT DON’T KNOW WHERE TO BEGIN

• HAVE ACCESS TO TOOLS AND RESOURCES FROM OTHER DISABILITY-FOCUSED ORGANIZATIONS, BUT WANT ACCESS TO TALENT

• REQUIRE SUPPORT FROM SUBJECT MATTER EXPERTS
CORPORATE PARTNER BENEFITS

NBDC’S CORPORATE PARTNERS ARE LOOKING FOR FOR:

- TALENT ACQUISITION SOLUTIONS
- INSIGHTS, EVENTS, AND EXPERTISE
- DIGITAL & PHYSICAL ACCESSIBILITY SERVICES
- STRATEGIC CONSULTING SERVICES
- ACCESS TO 20+ TRAINING TOPICS
- VISIBILITY ACROSS ALL PLATFORMS
- REGULARLY—SCHEDULED CONSULTING SESSIONS WITH NBDC EXPERTS
BECOME A CORPORATE PARTNER

TO LEARN MORE ABOUT CORPORATE PARTNERSHIP WITH NBDC, CONTACT CARMEN DANIELS JONES AT NBDCCONSULTANT@VISCARDICENTER.ORG
NEXT STEPS