

## Employing People with Intellectual and Developmental Disabilities

**“I challenge corporations worldwide to hire people with intellectual or developmental disabilities.”**

**Anthony Kennedy Shriver**  
Founder and Chairman  
Best Buddies International

People with intellectual and developmental disabilities (IDD) comprise an underutilized population of potential employees proven to be a positive influence on co-workers, customers, the community, and a company's bottom line. Through survey data, case studies, and individual success stories, the *Employing People with Intellectual and Developmental Disabilities* study demonstrates how workers with IDD provide both talent and productivity.

From a social perspective, hiring individuals with intellectual and developmental disabilities is the right thing to do. But according to i4cp research, it also makes good business sense. This study found that by hiring people with IDD, organizations have gained dependable, motivated employees who deliver observable business benefits and help their employers create inclusive cultures that attract desirable talent pools. The benefits go beyond providing employment to people with IDD; they impact business goals and culture.



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### Talent that drives business results

Advantages cited including: addition of highly motivated employees, demonstrating an inclusive and diverse culture that's attractive to critical talent pools, and improved customer satisfaction.

### A ready pool of ideal workers

Companies that employ people with IDD describe them as dependable, engaged, motivated, having great attendance, attention to work quality, and high productivity.

### A good fit that exceeds expectations

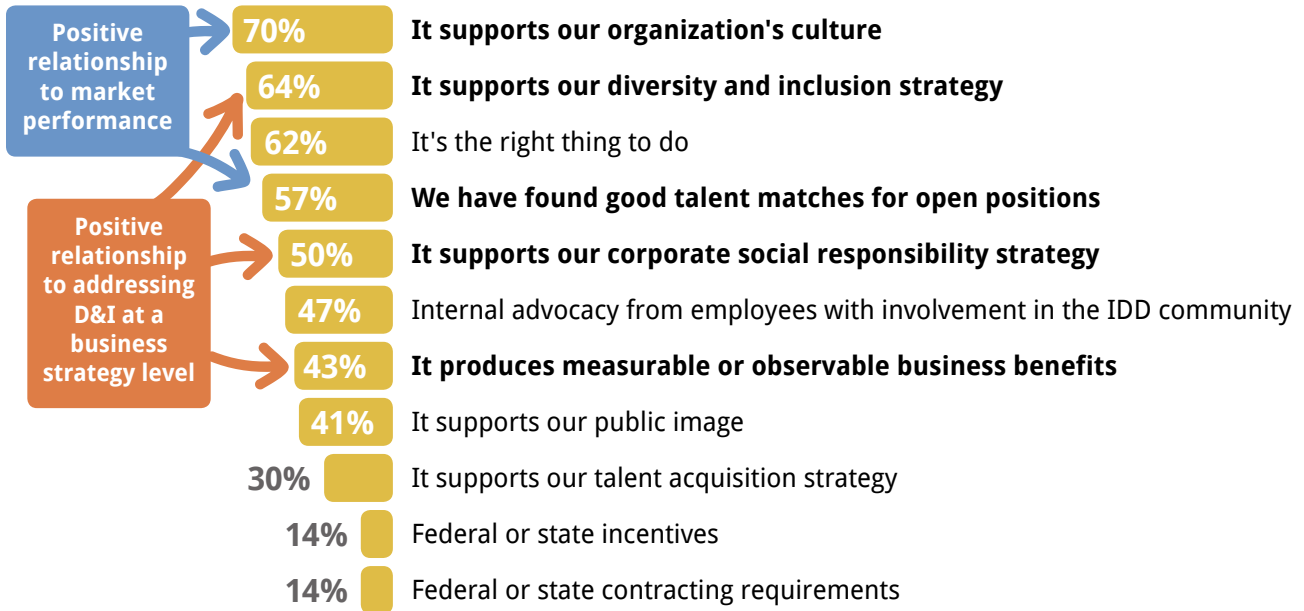
Nearly three-quarters of employers report a positive experience, and nearly one-third of those say it exceeded their expectations.

### Fewer challenges and more support than expected

Employers report minimal difficulty with preconceived challenges, while support resources are readily available.

# Companies hire people with IDD for business reasons and are rewarded with business benefits

## Reasons organizations hire people with IDD



Source: Institute for Corporate Productivity (i4cp)

### Walgreens

Walgreens illustrates how strategic D&I and employing individuals with IDD returns multiple benefits to the company. Walgreens has found that employing individuals with IDD contributes to higher productivity in its distribution centers, lower absenteeism, higher retention rates, and increased customer loyalty, among other benefits.

High-performance organizations are

**37%** more likely

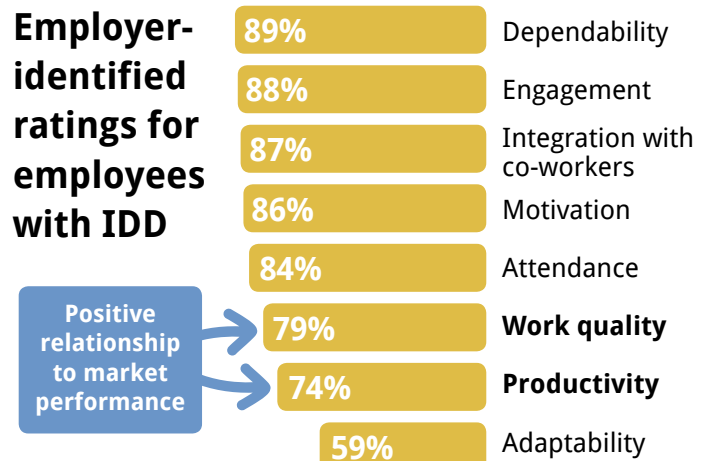
than low performers to hire people with IDD because they are **good talent matches for open positions.**

## Top employers find a ready pool of ideal workers

**3/4 or more**

of employers rate workers with IDD as **good to very good** on most performance factors.

### Employer-identified ratings for employees with IDD



Positive relationship to market performance

Percent answering good/very good.

Source: Institute for Corporate Productivity (i4cp)

Among high-performance organizations

fully  $\frac{1}{3}$

said the experience of hiring workers with IDD exceeded expectations.

## Employers of people with IDD report a positive experience

23%

It has been a positive experience that exceeded our expectations

50%

It has been a positive experience

8%

It has been a positive experience, but support needs were greater than anticipated

18%

It has been a mixture of positive and negative effects

1%

Don't know

Source: Institute for Corporate Productivity (i4cp)



FIFTH THIRD BANK

The expectations of Fifth Third Bank were

surpassed after Collin Biddle began work there. His level of productivity, attention to detail, and focus quickly impressed his colleagues and made a positive statement about the value of hiring people with IDD. (See Collin's Story on Pg. 14 of the full report.)

Success in introducing a diversity and inclusion program that includes workers with IDD is maximized when organizations take the time to match workers to the right positions and to learn about the resources available to them. Best Buddies' Jobs program provides competitive employment for people with IDD by matching employees' capabilities with employers' needs.

Preconceived concerns about hiring workers with IDD averaged

42% higher

than challenges actually experienced employing them.\*

\*Based on all 14 factors listed in the survey.

## Fewer challenges and more support than expected

Employers were asked about the types of support they believed would help their organizations hire individuals with intellectual and developmental disabilities. Following are the top responses cited by one-third or more of respondents.

### Employer support needs

50%

Long-term support from community rehabilitation agencies

49%

Job analysis to determine fit

48%

Transportation support

43%

Training for leaders and co-workers

36%

Initial training/onboarding support

33%

Better communication of support services currently available

Source: Institute for Corporate Productivity (i4cp)



Silicon Valley Bank

Silicon Valley

Bank's collaborated

with Best Buddies on training supervisors and co-workers in advance, addressing what to expect and holding roundtable discussions about real-life situations. During the first weeks, a Best Buddies representative also accompanied the worker with IDD on the job. (See more support offerings in Appendix B of the full report)

# Recommendations

## EDUCATE

Learn about and take advantage of the many resources available to employers who hire people with IDD. Arm your organization with knowledge from specialists who can help you identify appropriate jobs, assess candidates, and train supervisors and co-workers.

## INTEGRATE

Integrate workers with IDD into your corporate family. Treat them as you do all employees, with performance expectations, feedback, and rewards. Inclusion is a major engagement factor and a culture trait that's appealing to top talent and customers alike. People with IDD can be more than just dependable and productive employees—they can be ambassadors for your inclusive culture.

## EMULATE

Share your success stories internally and externally so they can be replicated—and if you're not sure how to get started, look to success stories shared by others. i4cp research on critical issues among large employers show two key areas that require improvement: internal communications and managing the employer brand. Both of these critical factors are enhanced by involving your workforce, customers, and community in making IDD employment a positive experience.



“Businesses need good workers, and communities need to enable people to maximize their potential,” says John Hailer, CEO of Natixis Global Asset Management in the Americas and Asia. “People with IDD are a tremendous resource. We’ve found people who are phenomenally responsible and motivated. Our advice would be to partner with an experienced firm that can guide you through the hiring and integration process.”



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## EXECUTIVE BRIEF

The full study contains additional analysis and insights from top organizations such as:

*Walgreens*



HOLLAND & KNIGHT LLP

 NATIXIS



SEYFARTH  
SHAW

Download the full study at  
**[i4cp.com](http://i4cp.com)**