



PRIDE Industries: Creating Jobs for People with Disabilities

Providing quality vocational rehabilitation services and community employment opportunities for people with disabilities.

About PRIDE Industries

PRIDE Industries is a nonprofit 501(c)3 company with a social mission – to create jobs for people with disabilities.

PRIDE Industries provides vocational training, counseling and support to individuals with disabilities and other employment barriers.

Our programs are person-centered and designed to help each individual reach their full potential.

PRIDE has 45 years of expertise in preparing people with disabilities for employment and greater independence. We help people develop the personal, work and technical skills they need to obtain and sustain employment, become contributing members of their communities, and live a more independent life.

PRIDE employs approximately 4,200 individuals total including more than 2,400 individuals with a wide range of disabilities.



carf INTERNATIONAL

PRIDE
INDUSTRIES
The power of purpose

Employment Models

PRIDE Site-Based Employment

- Employed on-site in PRIDE Industries' businesses
- Supported by Counselors & Job Coaches



Group Supported Employment

- Peer-Supported Groups of 4-8 individuals working at an employer's location
- Supported by a Job Coach / Trainer



Individual Community Employment

- Employed by a community business
- Supported by a Job Developer and Job Coach



Paths to Employment at PRIDE

Referral from Regional Center

- Individuals with Developmental Disabilities
- Diagnosed before age 18
- Eligible under Lanterman Act

Referral From Department of Rehabilitation

- Individuals with other diagnosed disabilities
- May be eligible for placement and service supports

Open Application

- Qualified applicants for open positions at PRIDE
- Advantage: a company that understands and accommodates individuals with disabilities

Creating abilities



Where We Work

More than 50 Communities across the country



In California:

- Auburn
- Fairfield
- Grass Valley
- Sacramento
- Placerville
- Roseville
- Woodland
- Yuba City
- Modesto
- Monterey
- Ventura/LA
- San Diego

Types of Jobs

- Contract Packaging
- Fulfillment
- Warehouse
- Electronics
- Custodial
- Shelf Stocking
- Shipboard Provisioning
- Facilities Maintenance
- Grounds Maintenance



Some of our customers/partners

PRIDE Site-Based Employment



Group Supported Employment



Individual Community / Contract Employment



Employing People With Disabilities

Disability can affect anyone at anytime.

- One in five Americans are affected by disability at some point in their lives
- People with disabilities cross all racial, gender, and socioeconomic lines



Hiring Advantages

- **High Commitment and Productivity**
 - People with disabilities are accustomed to challenges and problem-solving; they often demonstrate a strong enthusiasm and eagerness to succeed in the workplace.
- **Reduced training and Recruitment Costs**
 - Retention is higher for people with disabilities; saves business costs in repetitive recruitment and training.
- **Diversity and Appeal to a Broad Customer Base**
 - People with disabilities represent \$1 Trillion in purchasing power. The social value of hiring is recognized and rewarded by family and friends.
- **Tax Incentives**
 - Local, state and federal benefits may be available.

Addressing Myths

- Accommodation Costs
- Job Performance
- Insurance
- Productivity
- Culture/Co-Workers



Addressing Myths

- Accommodation Costs
 - According to a 2009 Job Accommodation Network (JAN) study, more than 50% of accommodations costs nothing, while the rest typically cost \$600 or less
 - Employers may be eligible for tax credits or other incentives to support workplace modifications



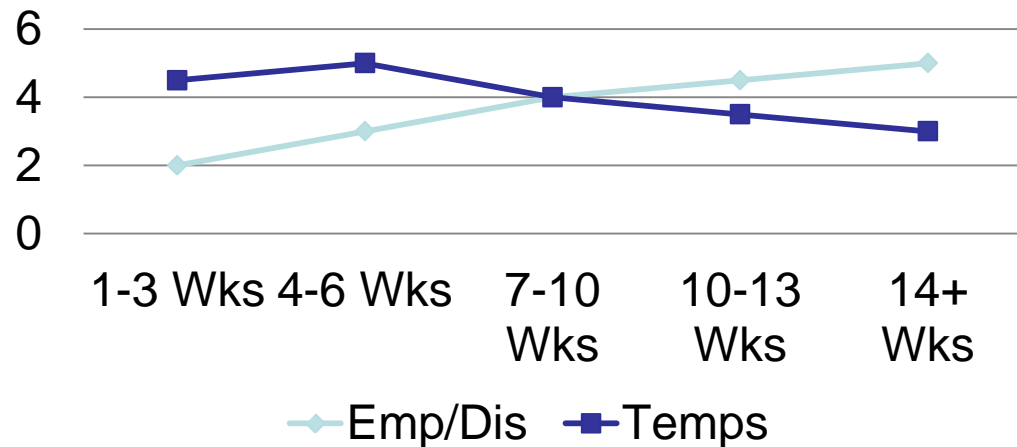
Addressing Myths

- Job Performance

- People with disabilities have equal or higher job performance ratings, higher retention rates and lower absenteeism.



Job Productivity



Noranda Study

Conducted on PRIDE Employees with Disabilities vs. Temps

Addressing Myths

- Insurance Premium Increases
 - Insurance rates are based on the relative hazards of a job and the accident history of the workplace – not whether or not workers have disabilities



Addressing Myths

- Productivity / Culture Impact
 - Working alongside someone who has overcome major challenges and manages their disability on the job raises overall morale and creates a good working environment for everyone
 - Simple etiquette and mutual respect can avoid relationship barriers



“Working with them, guiding them and helping them improve their lives and see the positive changes is very rewarding.”

-Jose Perez, PRIDE Maintenance Manager,
Los Angeles Air Force Base

Preparing Individuals with Disabilities for Employment

- External Situational Assessment (ESA)
- Soft Skills Training (PVSA)
- Technical Skills Training
- Assistive Technology
- Job Coaching / Job Development
- Career Path Planning



External Situational Assessment

- Both employers and job seekers benefit from accurate assessment of skills
- An ESA is a trial job that provides an opportunity to assess worker capabilities within a group or individual setting.
- A review of outcomes is provided upon completion.

Soft Skills Training (PVSA)

- Interview skills; resume building; community access
- Workplace expectations (timeliness, dress and attendance)
- Workplace communication (with supervisors and peers)
- Conflict Resolution (problem solving, positive assertiveness, anger management, work attitude)

Technical Skills Training

- Side-by-side support
- On-site training
- Supplemental Off-site training as necessary
- Assistive Technology if needed



Assistive Technology

- Video Remote Interpreting
- Video Relay Services
- Hand-held devices (Smart phones & touch screen tablets provide real-time, visual cues, checklists, reminders)
- Brailled inventory
- Simple Customized Teaching Tools



Job Development/Job Coaching

- Meeting with businesses to find/create opportunities
- Job Exploration to help individuals make informed choices
- Support through each phase of the interviewing, hiring and employment process
- On-going job coaching supports to ensure long-term success

Career Path Planning

- Person-centered; understanding each individual's goals and interests
- Goal-setting
- Regular reviews and feedback
- On-going supports

Support for Businesses

- Collaboration & Communication
- Identifying Qualified Candidates
- The Hiring Process
- Workplace Training
- Understanding ADA



Collaboration & Communication

- Application Screening
- Job site accommodation consultation and support
- On-the-job training and on-going coaching
- Support in identifying tax credits if applicable
- Disability awareness training for the business staff
- Open dialogue puts all parties at ease

Identifying Qualified Candidates

- Common focus on ability; clear vision of expectations; two-way communication
- Recruiting sources:
 - Nonprofit Agencies
 - State Departments of Rehabilitation
 - Regional Centers (in California)
 - Transition Fairs (for students graduating HS)
 - Disability Job Fairs
 - Online Job Sites
 - Veterans Administration and Related Organizations

The Hiring Process

- In most respects, evaluate people with disabilities the same as other job candidates
 - Screen for qualifications, experience and skills for doing the job
 - Do not discuss a person's disability or related needs with anyone who does not have a legitimate reason to know
 - Use people-first language
 - Respect for privacy
 - Be considerate and patient, but not patronizing



Understanding ADA

- **The definition of disability under ADA:**
 - A physical or mental impairment that substantially limits one or more of the major life activities of an individual
 - A record of such impairment; or
 - Being regarded as having such an impairment
- **The ADA prohibits discrimination in recruitment, hiring, promotions, training, pay, social activities and other privileges of employment**

Understanding ADA

- The ADA *does not* require employers to lower existing standards, or restrict the establishment of necessary job qualifications
- However, qualifications and standards must be uniformly applied for essential job functions

Understanding ADA

- The ADA does not force employers to hire people with disabilities who are not qualified for the job
- Nor does the law prevent firing an employee with a disability as long as:
 - Termination is unrelated to disability
 - The employee does not meet the requirements of the job
 - The person's disability poses a direct threat to the health or safety in the workplace

Results Matter

- Hewlett Packard names PRIDE Industries 2010 Global Service Supplier of the Year
- Military Installation Joint Base McGuire-Dix-Lakehurst presents PRIDE Industries with the 2011 Commander's Coin for exemplary service.
- 100% of PRIDE's Manufacturing & Commercial Custodial Customers say that they would use, or recommend, PRIDE again.



“Employers, job seekers and assisting agencies each have a responsibility to provide a clear vision of expectations, and to verify consensus on crucial points through frequent communication. With regular participation, a high probability of success is assured.”

-Carl Ochsner, Executive Director Work Training Center, Chico, CA
Past President of CDSA Board of Directors

Results Matter

- Long-term customer successes:
 - Ingram Micro: 10+ Years
 - Tasq Technology: 10+ Years
 - Rite-Aid: 9+ Years
 - Unisource: 15+ Years

“I am proud to say that we have seen our productivity and profitability increase by providing jobs for people with disabilities over the past 15 years. These team members are highly committed, highly motivated, and extremely productive.”

-Jeff Solomon, VP Unisource Worldwide, Inc.

Testimonials

"We are excited to work with PRIDE Industries; they deliver first-rate manufacturing and distribution solutions to our business and provide Blackboard with a very scalable manufacturing and distribution solution. In a way, by teaming up with PRIDE, we not only have a world-class manufacturing and distribution partner, we also become partners in a very worthy social mission."

- Mark Gunter

Vice President, Strategic Operations,
Blackboard Transact

"It is hard to put into words how important a company like PRIDE is to an individual with a disability and the family. Through PRIDE's coaching and direction, Frank is capable of learning how to work independently. It has always been our hope that Frank would one day be able to transition from school into the work force, but we had no idea what would be available for him. PRIDE has made this dream a reality for our son."

- Henry & Mary Hoffman

Parents of a PRIDE employee

Questions / Resources

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Ability Matters, a guide to employing qualified people with disabilities was produced by PRIDE Industries in partnership with business and community leaders.

It is available, free of charge, electronically at www.prideindustries.com or by emailing a request for hard copy to: info@prideindustries.com