

INCLUDING PEOPLE WITH DISABILITIES IN EMPLOYMENT: EVERYONE'S RESPONSIBILITY

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Active Labour Market Programmes and person's with disabilities

- OECD have shown that many countries have made greater use of "Work first" approaches to help unemployed people in the 2000s ¹
- These have primarily involved activation/mutual-obligation strategies ^{2,3}:
 - Mandatory registration and intensive interviewing
 - Proof of job search, training or employment programmes
 - Threats of benefit sanctions
 - Job-search assistance
- These work-first approaches have delivered good employment outcomes during the period for the majority
- Job-search support is often not enough to gain employment when people do not have the skills needed to find jobs
- Job-search is less relevant to those with more complex disabilities such as intellectual disabilities, severe psychosocial disabilities and autism.

Employment outcomes for persons with disabilities

- Work-first approaches did not reverse differences in employment rates for person's with different conditions⁴

Condition	With condition	With condition & limitation	Without condition
Mental and behavioural issues	40.9%	25.6%	69.2%
Musculoskeletal disorders	58.1%	43.2%	69.9%
Metabolic disorders	52.8%	32.1%	68.8%
Cardiovascular diseases	49.8%	29.1%	69.3%
Respiratory diseases	58.4%	-	68.5%

- OECD estimated in 2010 an average employment rate in 27 countries of 44% with persons with disabilities experienced significant labour market disadvantage¹

More investment in direct support⁹

- **Supported Employment**

- Vocational Profiling
- Job Coach Work-based support
- Involvement faded over time
- Used initially people with intellectual disabilities
- Also a wide range of physical and sensory disabilities

- **Individual Placement with Support (IPS)**

- Well-integrated with treatment and employment teams
- Rapid job search
- individualised support
- Primarily Mental Health Disabilities

- **Vocational Rehabilitation**

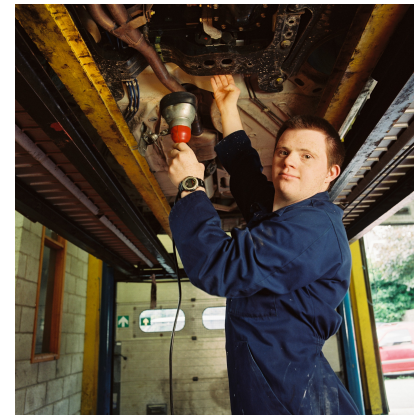
- **Subsidised employment**

- **Social Enterprise/Social Firms**

- **Self-employment**

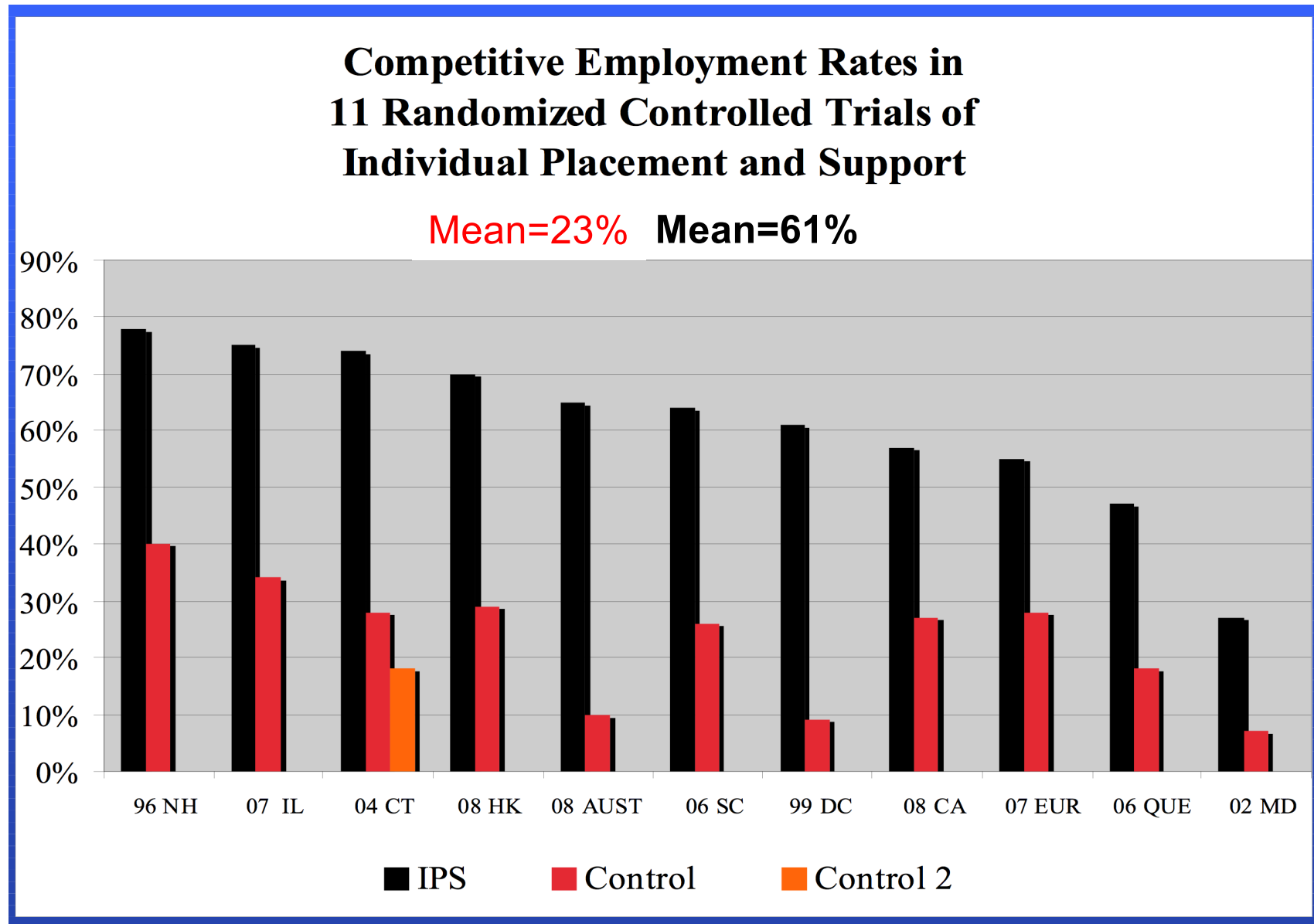
- **Diversity Placement Approach**

- **A combination of measures**

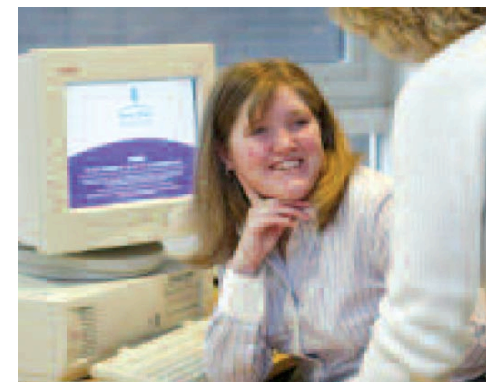


The benefits of individualised support models

Outcomes for persons with disabilities- IPS⁵



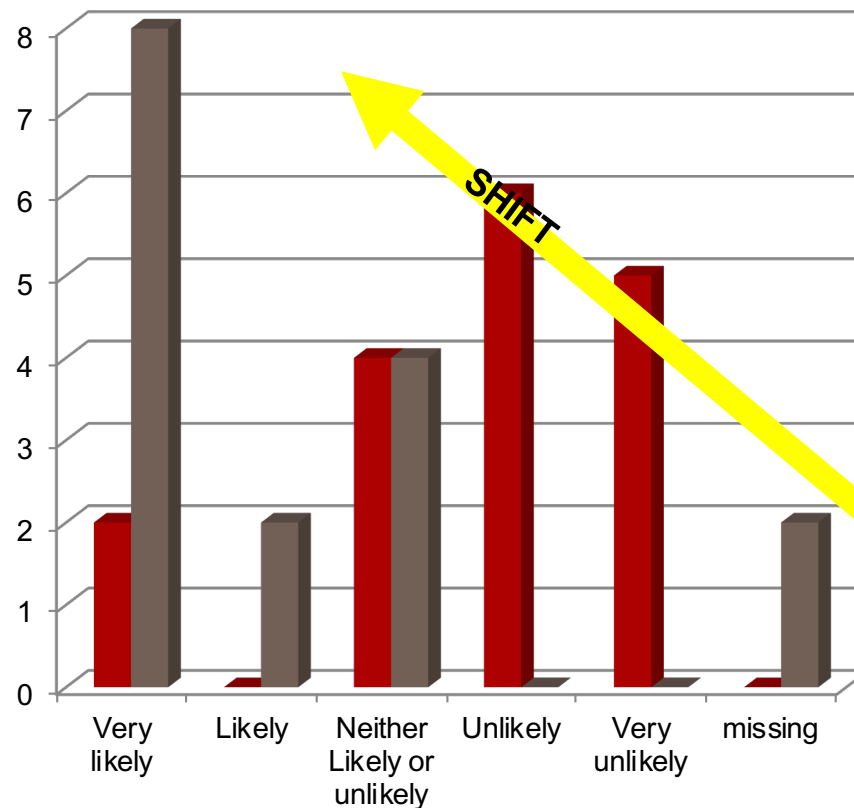
Outcome for people



- People experiencing supported employment report good levels of social inclusion
- Good levels of satisfaction with the supported employment process →
- People (and employers) report increasing vocational skills in the workplace:
 - Interpersonal skills/ Office etiquette / Prioritising /Deadlines / Using initiative/ Team work/ Numeracy/ Literacy/ Communication/Confidence
- Employers report good comparative performance for people with intellectual disabilities and this feeds people's confidence and self-esteem.
- Careers and pensions
- Outcomes are not uniform¹⁰- people with intellectual disabilities and ASC have more difficulties with social life

Did families change their view of people's employability?

Families



- In the past, how likely did you think it would be that your son/daughter would get a paid job in the future?
- Now, how likely do you think it is that your son/daughter will get a paid job in the future?

Financial benefits for individuals- Intellectual disabilities & ASD⁶

- Increases in income from supported employment +34% to +215%
- Incomes increased through employment for people with mild and severe ID (but some studies show people with severe ID earning more in sheltered work)
- US study 2002-2007 using national data for 104,213 people reports
 - Mean B:C ratio 4.20 (1.86-13.54)
 - Average wage was still below the poverty threshold for a single person under 65
- For ASD worker average benefit:cost ratio of 5.28 found
- Positive conclusions in a number of studies, with people being better off in inclusive work
- Country outcomes significantly influenced by base levels of welfare benefit income



Work related benefits for- employers⁷

- In a paired study, people with an intellectual disability:
 - stayed in their job 3.5 times longer than co-workers
 - had no whole day absences, compared to 1-6 days missed by co-workers
 - were late only 3 times, compared to 20 times for non-disabled comparators
- 84 employers highlighted regular attendance and staying in the job longer as major benefits of employing people with an intellectual disability.
- Summary of relative performance of people with disabilities and non-disabled co-workers for employers hiring under Disability Services Act.



	Disabled performance expressed as a percentage of average non-disabled worker performance
Absent days	62%
Accrued absent/sick costs	34%
Recruitment	13%

50% of people in employment services administered under the Australian DSA had an ID

Work related benefits for- **employers**⁷

- Studies have found a high proportion of employees with a disability have their job performance rated as average or above average
- Employers were generally satisfied with the performance employees with mild intellectual disabilities in 20 out of 25 work related attributes, including reliability, good work motivation and work safety ¹¹
- 72% of employers in one study regarded the impact on company morale as an “important factor” in deciding to employ PWID
- No significant difference in the number of health and safety accidents between employees with a learning disability and those without

Financial benefits for- employers⁶

- In one RCT study of people with depression, allocation to enhanced depression treatment, compared to usual treatment, resulted in an average net benefit to the employer of \$30 per worker in Year 1 rising to \$257 per worker in Year 2
- In Finland a survey found employers did not identify people with intellectual disabilities as a greater cost by being at greater risk of injuries or having more sick leave.
- A second Finnish a survey found 65% of employers reported that the employment of people with intellectual disabilities was profitable, and only in 5% of cases as unprofitable.
- Getting the right advice and support has been identified as a key factor mediating employer outcomes, underlining the importance of services like IPS that support them
- Surveys suggest 65% of “accommodations” are cost neutral; 55% report a one-time cost. UK’s Equality and Human Rights Commission, the average cost is just £75.

Financial benefits for- employers⁶



- Costs of employing people with a disability (including people with a learning disability) compared to “average employees” for 643 Australian employers
 - Recruitment costs were lower- \$141 vs \$1079, a net saving of \$938 due to reduced job turnover
 - Sickness rates- 8.3 days for people with disabilities compared to 9.7 days for non-disabled co-workers, yielding net cost savings of \$473

Co-workers support⁸

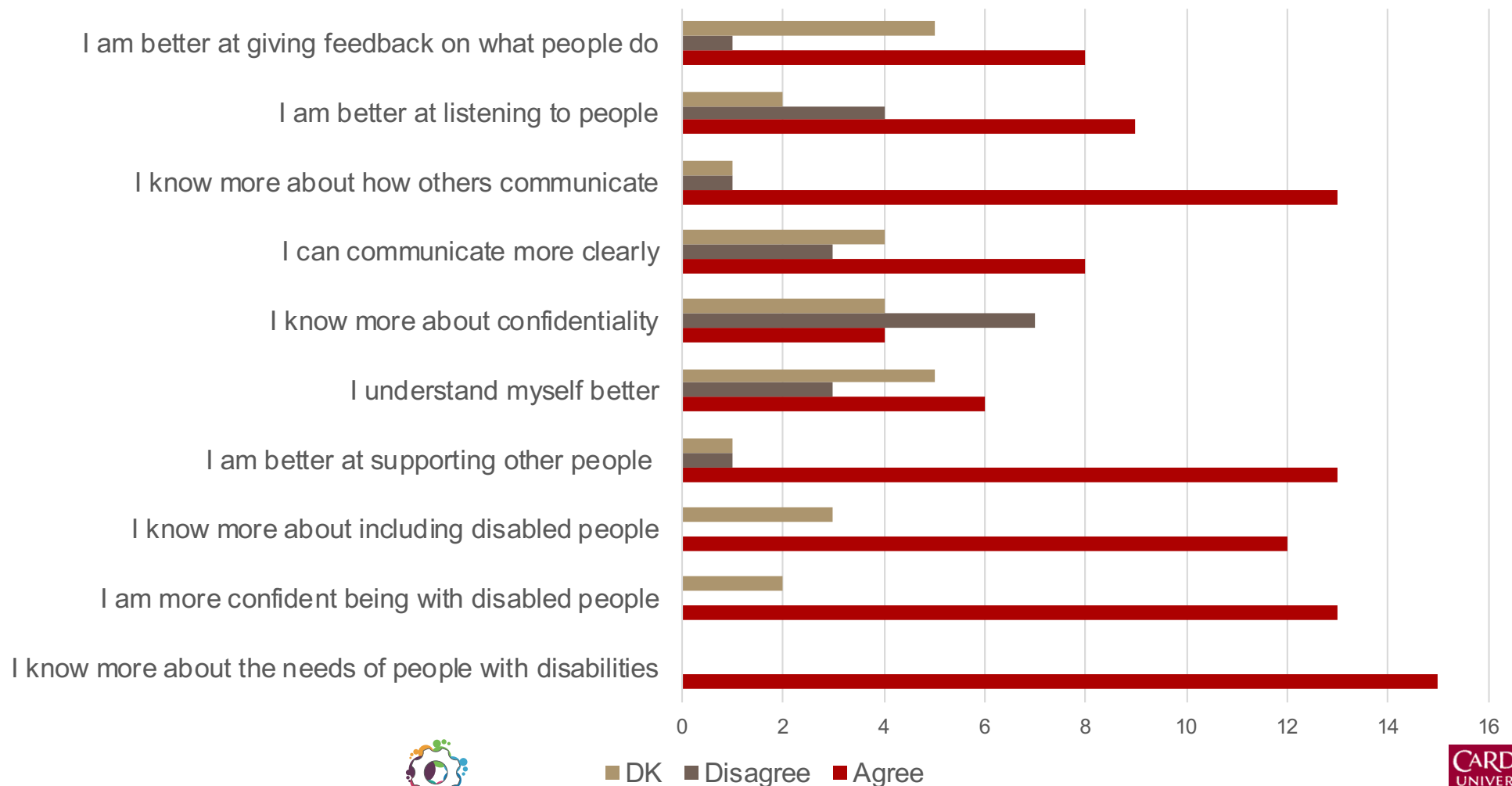
- Co-workers can and do provide a range of support to workers with disabilities in the workplace
 - Supervisors
 - Trainers
 - Advocates
 - Problem solvers and practical task assistants
 - Social facilitators and role models
- The success of co-worker support is dependent on a good match to person with a disability and job, and time spent together
- Better co-worker relationships come where job coaches are “consultants” rather than primary in-work supporters



Benefits for- co-workers



The mentoring experience- PS Cardiff University 2017



Financial benefits for society- **Intellectual Disabilities**

- Mainly supported employment intervention
- US national study¹² over 6 years of 104,000 people found B:C of 1.21
- US studies found B:C 0.60 – 2.22 (2.93 after 8 years)
- Mild (2.02), moderate and severe (1.62) intellectual disabilities
- Use of in-house job coaches gives 1.21- an earlier break even point
- B:C of 0.43 in UK study (0.54 after 6 years)
- Net benefit also shown in NZ (B:C of 0.97-1.22)

Financial benefits for society- Mental Health Disabilities



- More complex picture for these persons
- Strong employment outcomes but less consistent cost analyses
- 0.46- 0.89 Benefit:Cost ratio achieved through reduced use of other mental health disability services in some studies
- Shift from day or vocational service programmes to IPS- better job outcomes for same or lower cost to the health and social care system
- Some evidence of improvement in psychiatric symptoms with IPS
- In a 5 EU State RCT studies of helping people into employment:
 - individuals assigned to vocational services significantly more likely to drop out of the service (45% vs 13%) and to be readmitted to hospital (31% vs 20%) than IPS
 - IPS services cost 1/3 less than the vocational services per person

Financial benefits for society-

Other disabilities

- **Autism/ASD**- community employment gave 73.4% reduction on total costs over 8 years from tax and welfare savings
- Economic impact of **ASD** in the UK was £25 billion cost to government, 36% of which through non-employment
- UK National Audit Office estimated savings through employing 6% more people with **ASD** would save £38m per year
- A small amount of evidence that employment saves money, if not being fully cost:efficient, for people with **traumatic brain injury** and young people with **physical disabilities**

What works? **Values**

- Acknowledging that everyone can potentially work:
 - With the **right job** and with the **right support**
- Having a commitment to:
 - **Real Work**- Would be done by others
 - **Real work settings**- Interaction with non-disabled co-workers and supervisors
 - **Real money**- At going rates of pay for the job
- Understanding that we cannot always find a person a paid job because:
 - it is not economically viable for them
 - we cannot identify the right job for them
 - we cannot provide the right support for them
- Putting the problem in the right place- not saying that persons with a disability cannot work, when it is we who cannot deliver the right support

What Works?: finding jobs?

Severe

Moderate

Mild



- “Jobs for people”
- Greater use of support to find & plan
 - Families
 - Job coaches
- Extended Vocational Profiling/ **Discovery**
 - 20+ hours in various environs?
 - Interests and what good at
 - Relevant experiences
 - Work types and environments
 - Days and schedules
 - Welfare benefit planning
- Use of practical job tryouts to aid decision-making
- Aided CV and support **planning**
- Proactive and specific job finding and matching jobs to people
- Employer presentation and **negotiation**
- Adaptation of interview and induction

- Greater independent action
- More use of generic help to identifying strengths, interests and experience
- Use of more generic sources for vacancies
- Greater use of courses, “job clubs”
 - CV development
 - Job search
 - Writing applications
- More use of mainstream job application & interviewing and induction processes

What Works?: **learning** jobs?

Severe ID

Moderate ID

Mild ID



- Job coach task support on-site
- Training on the job-
 Systematic Instruction
- Breaking tasks into steps
- “Chaining” tasks together
- Hierarchy of cues
 - Physical guidance
 - Gestures
 - Verbal prompts
- Job adaptation if needed
- Managing praise and reinforcement more closely
- Specific social training strategies
- Work-based accreditation of skills demonstrated is possible

- Pre-employment training is possible using:
 - verbal instruction & demonstration
 - Simple language
 - Greater time to learn
- Use of naturally occurring praise and reinforcement through:
 - Supervisors, co-workers
 - Ordinary pay incentives
- May have to manage work pressure/ productivity demands
- Shaping social contact through co-workers
- Vocational qualifications for job and career development are possible

How can employers help?

- Insist that work standards are clear and delivered by disabled employees
- Insist that a good job-employee match is demonstrated by agencies
- Recognise that task performance is not the only way people can contribute successfully to their business
- Recognise the importance of on-site training and on-going availability of staff to call for assistance and insist on quality employment support
- Consider implementing workplace adaptations positively
- Make use of job coaches or disability professionals to provide assistance
- Be willing to provide additional time to train and supervise persons with a disability- there are clear benefits:
 - reliable, dedicated employees
 - increased workforce diversity
 - a positive image for corporate social responsibility
- Find co-workers who want to mentor other workers- do not coerce them
- Train mentors and acknowledge their input

How can co-workers help?

- Recognise that time spent assisting persons with disabilities in employment can have benefits for them:
 - increasing and broadening their skills
 - making them better communicators
 - Helping improve team and business outcomes
- That there are many ways to assist a person:
 - training people
 - helping them improve their task performance
 - problem solving
 - with socially fitting in
 - building peoples confidence

How can schools help?

- Raise expectations that young people with disabilities can get a paid job
- Provide individually tailored real work experience at school
- Make available staff such as job coaches, career counsellors or mentors
- Provide supervised practical training in companies using supported employment models
- Safeguard connections with local inclusive employers and companies to allow for practical training and job opportunities
- This level of support for learners contributes to their increased self-confidence and belief that transition to the inclusive labour market is possible for them
- Research finds higher employment rates for young people with ID (51.5%) and ASD (87.5%) from supported employment internship programmes while still in education

How can governments help?

- Recognise the business, social and economic benefits of inclusive employment and promote these with business, communities and relevant government departments
- Recognise what individualised support looks like and what it costs
- Legislate for and fund supported employment, IPS and other individualised models of support into employment
- Disinvest from services that do not help people find jobs
- Fund complementary flexible support budgets that can help create a level playing field for disabled person's:
 - transport, workplace adaptation, specialized equipment, personal care etc.
- Create opportunities for supported work experience while people are in education, with transition to employment

Conclusion

- While there is much variability in methods, model comparisons, national contexts and relative levels of benefits across studies, the weight of evidence is still positive in favour of inclusive employment.
- Disabled people, governments, and taxpayers, are likely to benefit financially in the long-term from greater investment in inclusive employment.
- There is much that we can all do in our various roles to help person's with disabilities become employed.
- There are many ways that we will all benefit from that interaction, and from the benefit that comes from living in a more equal and a more tolerant society that can result.

Acknowledgements

- Thanks to Mencap and EASPD for sponsoring some of the research that has gone into this presentation and Learning Disability Wales from some of the photographs used.



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