

## Resources

*Center for Social Development & Education*  
University of Massachusetts Boston  
Voice: (617) 287-7250  
Email: [csde@umb.edu](mailto:csde@umb.edu)  
Website: [www.csde.umb.edu](http://www.csde.umb.edu)

*DBTAC: Mid-Atlantic ADA Center*  
Voice / TTY: 800-949-4232  
Email: [adainfo@transcen.org](mailto:adainfo@transcen.org)  
Website: [www.adainfo.org](http://www.adainfo.org)

*Job Accommodation Network (JAN)*  
Voice/TTY: (800) 526-7234  
Email: [jan@jan.wvu.edu](mailto:jan@jan.wvu.edu)  
Website: [www.jan.wvu.edu](http://www.jan.wvu.edu)

*Maryland Business Leadership Network*  
Voice: (866) 624-3502  
Email: [bln@suntrust.com](mailto:bln@suntrust.com)  
Website: [www.usbln.com](http://www.usbln.com)

*Maryland Department of Disabilities*  
Voice/TTY: (410) 767-3660  
Voice/TTY: (800) 637-4113  
Email: [mdod@aryland.gov](mailto:mdod@aryland.gov)  
Website: [www.mdod.maryland.gov](http://www.mdod.maryland.gov)

*Maryland Disability WorkFORCE Information Exchange*  
Voice: (301) 662-0099  
TTY: (301) 662-4853  
Email: [info@mdworkforcepromise.org](mailto:info@mdworkforcepromise.org)  
Website: [www.mdworkforcepromise.org](http://www.mdworkforcepromise.org)

*National Center on Workforce and Disability/Adult (NCWD/Adult)*  
Voice/TTY: (888) 886 - 9898  
Email: [contact@onestops.info](mailto:contact@onestops.info)  
Website: [www.onestops.info](http://www.onestops.info)

## Resources

*U.S. Chamber of Commerce*  
Voice: (800) 638-6582  
Website: [www.uschamber.com](http://www.uschamber.com)

*U.S. Department of Labor (DOL)  
Office of Disability Employment Policy (ODEP)*  
Voice: (866) 633-7365  
TTY: (877) 889-5627  
Website: [www.dol.gov/odep](http://www.dol.gov/odep)



*A female employee designs a flower arrangement.*

*Photo by Paul Corbit Brown for the*

*U.S. Department of Justice  
ADA Home Page*  
Voice: (800) 514-0301  
TTY: (800) 514-0383  
Website: [www.ada.gov](http://www.ada.gov)

*Virginia Commonwealth University  
Rehabilitation Research & Training Center*  
Voice: (804) 828-1851  
TTY: (804) 828-2494  
Website: [www.worksupport.com](http://www.worksupport.com)



# The Business Case - Hiring Individuals with Disabilities



**MARYLAND  
BUSINESS  
LEADERSHIP  
NETWORK**

## Hiring individuals with disabilities makes good business sense...

One of the biggest challenges that faces business today is the shortage of talented and skilled employees. Individuals with disabilities represent a large untapped resource for businesses. The following are common myths and facts about hiring individuals with disabilities.

*Myth:* If I hire an individual with a disability, accommodations will be costly.

**Fact:** Only one out of four working-age individuals with disabilities will need special accommodations. Of those, 50% of the accommodations cost under \$500 and 19% cost nothing at all.\*

Tax incentives and technical assistance are available to assist businesses with providing employees appropriate accommodations. To learn more about tax incentives, see the fact sheet entitled *Tax Incentives/Credits*.

*Myth:* Individuals with disabilities do not perform as well as individuals without disabilities.

**Fact:** Dupont has been conducting research on the performance of individuals with disabilities for over 35 years. The research has consistently found the performance of individuals with disabilities is equal to or exceeds those of their non-disabled co-workers. Studies show these results in terms of the following:

- ◆ Safety - 97% of workers with disabilities are rated at average or above average.
- ◆ Attendance - 86% of workers with disabilities are rated at average or above average.
- ◆ Performance of job duties - 90% of workers with disabilities are rated at average or above average.\*

*Myth:* My Workers' Compensation Insurance rate will increase if I hire individuals with disabilities.

**Fact:** Insurance rates are based solely on the relative hazards of the operation and the business' accident history, not on whether or not employees have disabilities.

A recent study conducted by the Center for Social Development and Education shows that consumers have overwhelmingly **positive** attitudes towards businesses that hire individuals with disabilities. When asked "what information about a company would give you a favorable impression about that company," hiring **individuals with disabilities** was third on the list after offering health insurance and protecting the environment. Consider the following



*A male employee using magnification software for individuals with low vision.*

*Photo by Lloyd Wolf for the U.S. Census Bureau*

statistics:

- ◆ 92% of consumers surveyed felt more favorable toward businesses that hire individuals with disabilities.
- ◆ 87% of consumers said they would **prefer** to patronize businesses that hire individuals with disabilities.

Donald P. Hutchinson, President & CEO of SunTrust Bank of Maryland states the following about why hiring individuals with disabilities is good for business. "The return on investment to SunTrust can be measured in several ways.

- ◆ One, it helps our diversity initiatives, building a strong workforce;
- ◆ two, it helps us to develop products and services, expanding our customer base; and
- ◆ three, it enables us to reach out to our entire community.

It's good for our shareholders and **it's good for business.**"

Some compelling reasons for businesses to hire individuals with disabilities are:

- ◆ Studies have shown that employees with disabilities are **dependable, dedicated, hardworking and productive**.
- ◆ Many businesses that have hired individuals with disabilities report that the experience has **increased** everyone's **morale and productivity**.
- ◆ Employees with disabilities represent a

\*Source: Rehabilitation Research & Training Center at Virginia Commonwealth University Brown Bag Series training entitled "Untapped Resource - Pool of Qualified Potential Employees"