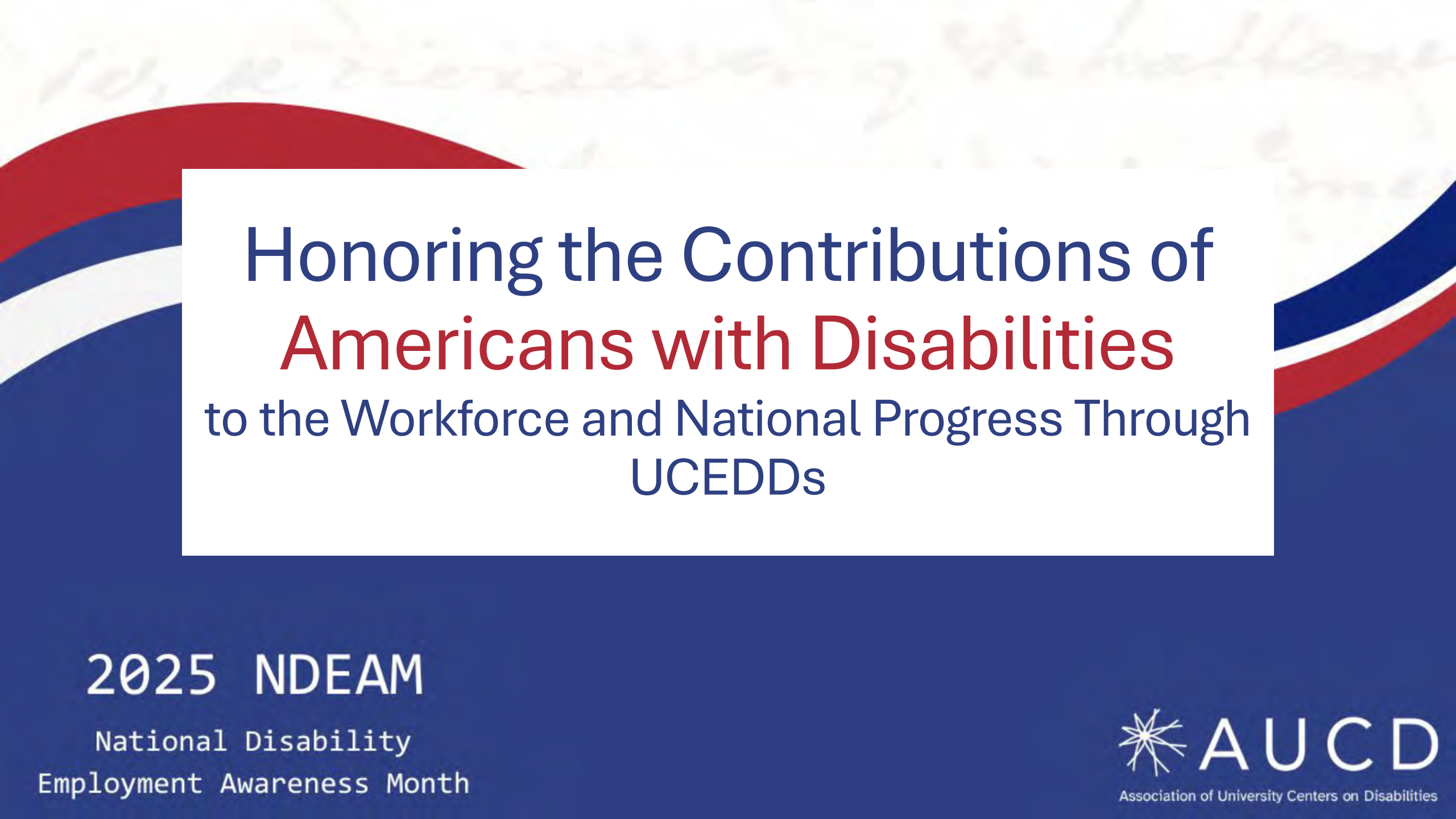




Honoring the Contributions of **Americans with Disabilities** to the Workforce and National Progress Through UCEDDs

2025 NDEAM

National Disability
Employment Awareness Month

Welcome!

Association of University Centers on Disabilities(AUCD)

2025 NDEAM

National Disability
Employment Awareness Month



"Employment First"

- More Than a Slogan -

Honoring the History of Advancing Disability
Employment and UCEDD Leadership in
Shaping Competitive Integrated
Employment Policy and Practice:

"Suit the Actions to the Words"

AUCD NDEAM Webinar
October 28, 2025
Allan I. Bergman



Public Policy in Simple Terms

1. Laws or Statutes by Legislative Bodies, citations as USC (United States Code) or P.L.#, like P.L. 94-142; open with Findings & Purpose(s)
2. Regulations or Rules by Administrative Agencies, citations as CFR (Code of Federal Regulations)
3. Decisions by Courts and Judges, citations such as Olmstead v. L.C., 527 U.S. 581 (1999)

All policies are based on values, and values change over time, based upon advocacy or the lack thereof. Most policies can be amended or repealed at any time, which requires our eternal vigilance! Advocacy is a participatory sport.

Why Know Our History?

**“ Those that fail to learn from
history are doomed to repeat
it.”**

Winston Churchill

Where We Have Been:

- 1776 - Stephen Hopkins, signer of Declarations of Independence from R.I. was a person with cerebral palsy: “My hand trembles, but my heart does not”.
- 1848 First Institution opened in Massachusetts
- 1881-1950's – City Laws “prohibiting” – “ugly ones”
- 1918 Smith-Sear Veterans' V.R. Act
- 1920 Fess-Smith V. R. Act (civilians with phys. dis.)
- 1935 Social Security Act
- 1938 Fair Labor Standards - **14 c sub-min. wages**
- 1943 V R services for individuals with “MR” & M.I.
- 1948 Parent Movement Begins: **Arc & UCP**- growth of “day programs” and “sheltered workshops”
- 1950 APTD amends. (welfare) to SSA; SSI in 1972
- **1954** Vocational Rehab Act; state system
- **1963** “Mental Retardation” (PCMR);/ M.H. Act
- 1964 Civil Rights Act of 1964 (no disability)

Where We Have Been - 2

- 1965- Medicaid and Medicare – The “Great Society”
- **1970** DD Services & Facilities Construction Act (amended the “MR” Act of 1963) – UAFs to help support interdisciplinary training; added Planning Councils on DD
- 1971 PARC v. Commonwealth of PA. (“Equal Protection”)
- **1973** Rehab. Amend.; people with "severe disabilities"; Sects. 501, 503 & 504
- 1974 People First; 1975 Willowbrook Expose
- **1975** DD Assistance & Bill of Rights Act; added P&As; **defined UAFs “part of a college or university that has a demonstration service program and provides education and training, including interdisciplinary training, to people providing services to people with DD.”**
- **1975** P.L. 94-142; Education “Handicapped” Children
- **1978 DD Act Amends. – Functional Definition DD**

1978 Amendments to DD Act (P.L. 95-602)

- **Functional definition of developmental disabilities as having a life-long impact in 3 or more major areas**
 - Self-care
 - Communication
 - Learning
 - Mobility
 - Self-choice
 - Independent living
 - Economic self-sufficiency

Where We Have Been - 3

- 1981 Medicaid (HCBS) (section 1915 c);
- Late 1970's & Early 1980's – Successful employment demo projects – U of Oregon, U of WA. & VCU – UAFs
- 1970's – 1982 – Dr. Marc Gold, U. of IL., Systematic Instruction (“Try Another Way”; I.Q not predictive)
- **1984 Independence, Productivity, & Integration; DD Act amendments – Defined Outcomes** – added Employment as priority; deleted non-voc, social-dev. svcs.
- **1983 Madeleine Will appointed Asst. Sec., OSERS**
- **1984-85 OSERS funded 27 state Supported Emp.**
- 1986 Rehabilitation Act; **Supported Employment** added, with designated funds, Title VI, Part C
- 1987 DD Act Amends: **Mandate DD; not just “MR”**
- 1988 **Technology Related Assistance Act**
- **1990 Americans with Disabilities Act; Civil Rights**
- 1990 **IDEA, replaced** EAHCA; Transition – outcomes!

ADA Findings P.L.101-336; 1990

- The continuing existence of unfair and unnecessary discrimination and prejudice denies people with disabilities the opportunity to compete on an equal basis and to pursue those opportunities for which our free society is justifiably famous, and **costs the United States billions of dollars in unnecessary expenses resulting from dependency and nonproductivity.**

State V.R. Program Policy - 1992

“(3) It is the policy of the United States that such a program shall be carried out in a manner consistent with the following principles:

“(A) Individuals with disabilities, including **individuals with the most severe disabilities**, are generally **presumed to be capable of engaging in gainful employment** and the provision of individualized vocational rehabilitation services can improve their ability to become gainfully employed.

“(B) Individuals with disabilities **must be provided** the opportunities to obtain gainful employment in **integrated settings**.

Where We Have Been - 4

- 1992 Rehab Act; **Presumptive Eligibility**, **Informed Choice, Careers; Integrated Employment**
- **1999** Ticket to Work and Work Incentives; Medicaid Buy-In and Medicare Continuation; **WIPA (Work Incentives' & Planning Assistance) funding from SSA – CWIC Contract to VCU**
- **1999 E.W. and L.C. v. Olmstead**
- **2000 DD Act Amend; UAPs renamed UCEDD in DD Ed., Research & Service; core funding, \$500,000.**
- **2001 ODEP @ DOL recognizes Customized Emp.**
- 2004 IDEA Amend; **Transition IEPs;**
- **2011 CMS Policy – Employment for All Priority**
- **2013 Lane v. Kitzhaber (OR.)- settled 2015**
- 2014 Exec. Order signed -eliminate sub-minimum wages, 14 (c), for federal service & concession contractors; \$10.10/hr. required minimum wage

CMS POLICY: Work as a Priority for ALL Individuals with Disabilities 2011

“Work is a fundamental part of adult life for people with and without disabilities. It provides a sense of purpose, shaping who we are and how we fit into our community. Meaningful work has also been associated with positive physical and mental health benefits and is a part of building a healthy lifestyle as a contributing member of society.

All individuals, regardless of disability and age, can work – and work optimally with opportunity, training, and support that build on each person’s strengths and interests. Individually tailored and preference-based job development, training, and support should recognize each person’s employability and potential contributions to the labor market.”

The Impact of Employment on Medicaid Utilization and Costs

State of Iowa, calendar year 2011

- Individuals on **SSI who became employed** and used the Medicaid Buy-In (MEPD) had **\$161/month lower Medicaid claims.**
- Beneficiaries dually covered by Medicaid and **Medicare** who became employed and used MEPD had a **\$332/month reduction in Medicaid claims**
- Calendar yr. 2011, 129,369 MEPD member months **reduced annual Medicaid claims by \$20,828,409**
- This is **21.6% less** in total Medicaid claims based on claims for the year prior to employment.

Employment First



“Employment is nature’s best physician and is essential to human happiness.”

— Galen, Greek physician

Where We Have Been – 5 -

- **2014** Workforce Innovation & Opportunity Act (WIOA); added **Customized Employment; comprehensive definition of Competitive Integrated Employment**; 18-24- year-olds as priority for State V.R.; Pre-employment Transition Services (15% of State VR funds)
- **2014** ABLE (Achieving a Better Life Experience) Act
- **2022** (August 3rd) – A Framework for Community Engagement – A Pathway to Competitive Integrated Employment – **4 federal agencies: OSERS, ODEP, ACL, and SAMHSA.**

Research and Best Practices

- Continuum of services is a myth and does not work; based upon a medical model; Tom Bellamy and David Mank(OR. & WA.)
- Competency/Deviancy Hypothesis by Marc Gold; “place and train rather than train and place”
- “Try Another Way”, Dr. Marc Gold
- **I.Q. does not correlate with productivity**
- Supported Employment; Bellamy/Mank/Wehman
- Refined by Callahan to Customized Employment; Self Employment by Hammis and Griffin
- Work experience in school transition years is the best predictor of post-school employment; **Rich Luecking**; Discovery in Transition **Ellen Condon**

Relevant Laws that Guide Disability Employment Moving Beyond the “Deficit- Based Model” Including CMS 2014 Person-Centered Planning Rule.

All Laws have Replaced the “Deficit-Based Medical Model” with a focus on Individualized Plans, Based on Strengths, Preferences, Interests and Outcomes of CIE

“Unique strengths, resources, priorities, concerns, abilities and capabilities of such individuals”
(Developmental Disabilities Assistance and Bill of Rights Act, 1990 Amendments)

“A results-oriented process, that is focused on improving the academic and functional achievement...taking into account the child’s strengths, preferences and interests” (Individuals with Disabilities Act, 2004 Transition Amendments)

“Employment in an integrated setting, including self-employment, consistent with an individual’s strengths, resources, priorities, concerns, abilities, capabilities, interests & informed choice”
34CFR361.5 (OSERS,2001)

Vision 2025.....

“Each citizen should plan
his part in the community
according to his
individual gifts.”

Plato, 427 – 327, BCE

Given Our Rich History of Over 175 Years
Since Opening the First Institution in 1848,
Where are We Today?

Data: 7.43 M.SSI Recipients;12-2023

- **4.04 million between ages 18 - 64**
(40%-Phys. Dis, 35%-M.H, 25%-ID/DD)
(25.3% of these beneficiaries also received additional Social Security dollars)
- **Only 4.1% of the SSI beneficiaries of working age reported earned income: 19/20 ZERO \$ earnings**
- The average earned income is \$412/mo.
(for individuals who are blind, \$490/mo.)
- Less than 1% leave the rolls per year and only 1/2 of those for employment

Source: SSA

Poverty *By The Numbers*

SUBPOPULATION	2009 Poverty Rate	2016	2024
Children	20.7%	21.1%	16.2%
African-American	25.8%	22.0%	17.9%
Hispanic	25.3%	19.0%	16.6%
Disability	25.0%	26.8%	24.9%
Total U.S. Population	14.3%	12.7%	11.5%

U.S. Census Bureau (September 2024)

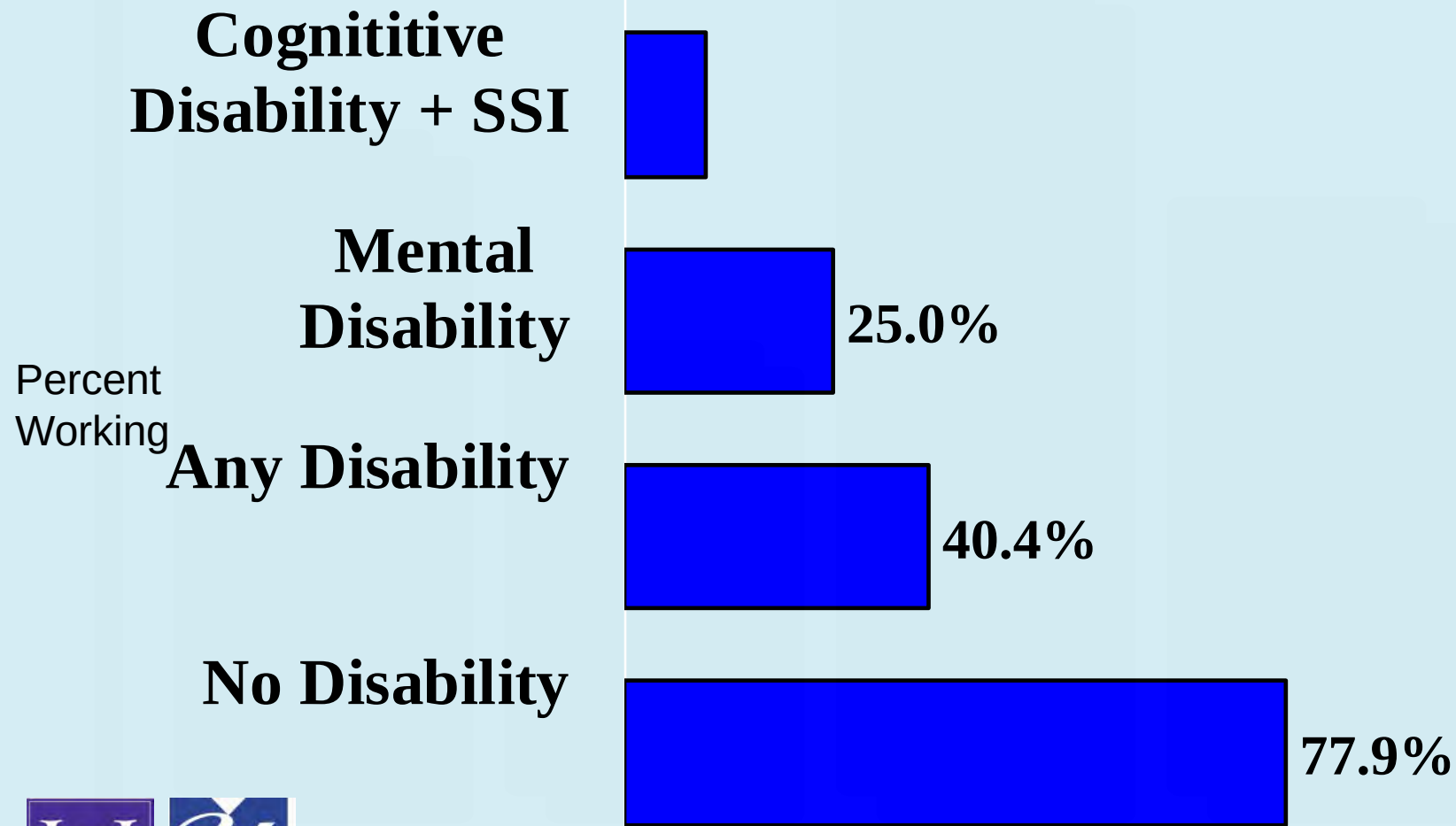
37.9 million Americans (of 340.1M) were living in poverty in 2024.

Persons with Disabilities experienced the highest rates of poverty of any other subcategory of Americans for the 22nd year in a row.

Reduction in Use of Sub-Minimum Wages

- July 2025 – 18 states have eliminated use of sub-minimum wages or passed legislation to phase it out
- Individuals working for sub-minimum wages:
 - July 2024, BLS – 38,254, a 68% reduction from 2018
- Holders of Sub-Minimum Wage Certificates:
 - July 2024, BLS – 700 organizations with 14 (c) certificates, down over 50% from 1,459 in 2018

Employment participation Nov. 2024



American Community Survey



Integrated Employment Data for Individuals Receiving DD Services; 2022; ICI Data (began as R&T Rehab Center in 1987)

▪ <u>U.S. Average</u>	<u>23.5% (21.1%-2018)</u>
▪ Washington State	82.9%
▪ Oklahoma	68.5%
▪ Delaware	58.3%
▪ Oregon	57.7%
▪ Iowa	49.5%
▪ Virginia	45.3%
▪ <u>Vermont</u>	<u>40.9%</u>
▪ Indiana and Kentucky	10.3%
▪ Florida	9.9%
▪ Georgia	9.3%
▪ Kansas and Texas	5.5%
▪ Hawaii	4.5%
▪ Illinois	3.8%

Employer Myths About Hiring People With Disabilities

VCU Quick Facts # 2, April 2020

- It is expensive to accommodate workers with disabilities.
- Most employers think it is too difficult to provide accommodations to workers with disabilities.
- Employees with disabilities will use more sick leave and won't be as productive as other employees.
- Persons with disabilities are unable to meet performance standards, thus making them a bad employment risk.

ACCOUNTABILITY FOR OUTCOMES AND A RETURN ON INVESTMENT TO ALL STAKEHOLDERS A MUST

- **All Individuals with Disabilities Being Employed in Integrated Environments**
 - Earning Wages
 - Contributing and Belonging to the Community
 - Paying Taxes, FICA and Medicare
 - Savings accounts and ABLE Accounts
 - Getting Out of Poverty
 - Resulting in Increased Independence, Self Esteem, Friendships, Community Belonging
 - Improved Health & Mental Health
 - Significantly Reduced SSI, Medicaid & others
 - Saving Billions of Taxpayer \$\$\$\$\$!
 - **CULTURE CHANGE IS HARD WORK-TAKES TIME**
 - **Requires ongoing investments in training, T.A., competency certification, and tracking of data**

DISABILITY CONSTRUCT IN MULTIPLE FEDERAL LAWS (DD Act, IDEA, Rehab Act)

- “Disability is a natural part of the human experience and in no way diminishes the right of individuals to:
 - Live independently
 - Enjoy self determination
 - Make choices
 - Contribute to society
 - **Pursue meaningful careers**
 - **Enjoy full inclusion and integration in the economic,** political, social, cultural, and educational mainstream of American society.

**“Let the shameful walls of exclusion
finally come tumbling down.”
President George H.W. Bush,
July 26,1990**



For Additional Information, contact

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HIGH IMPACT

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What we know about disability employment

Megan Henly, PhD

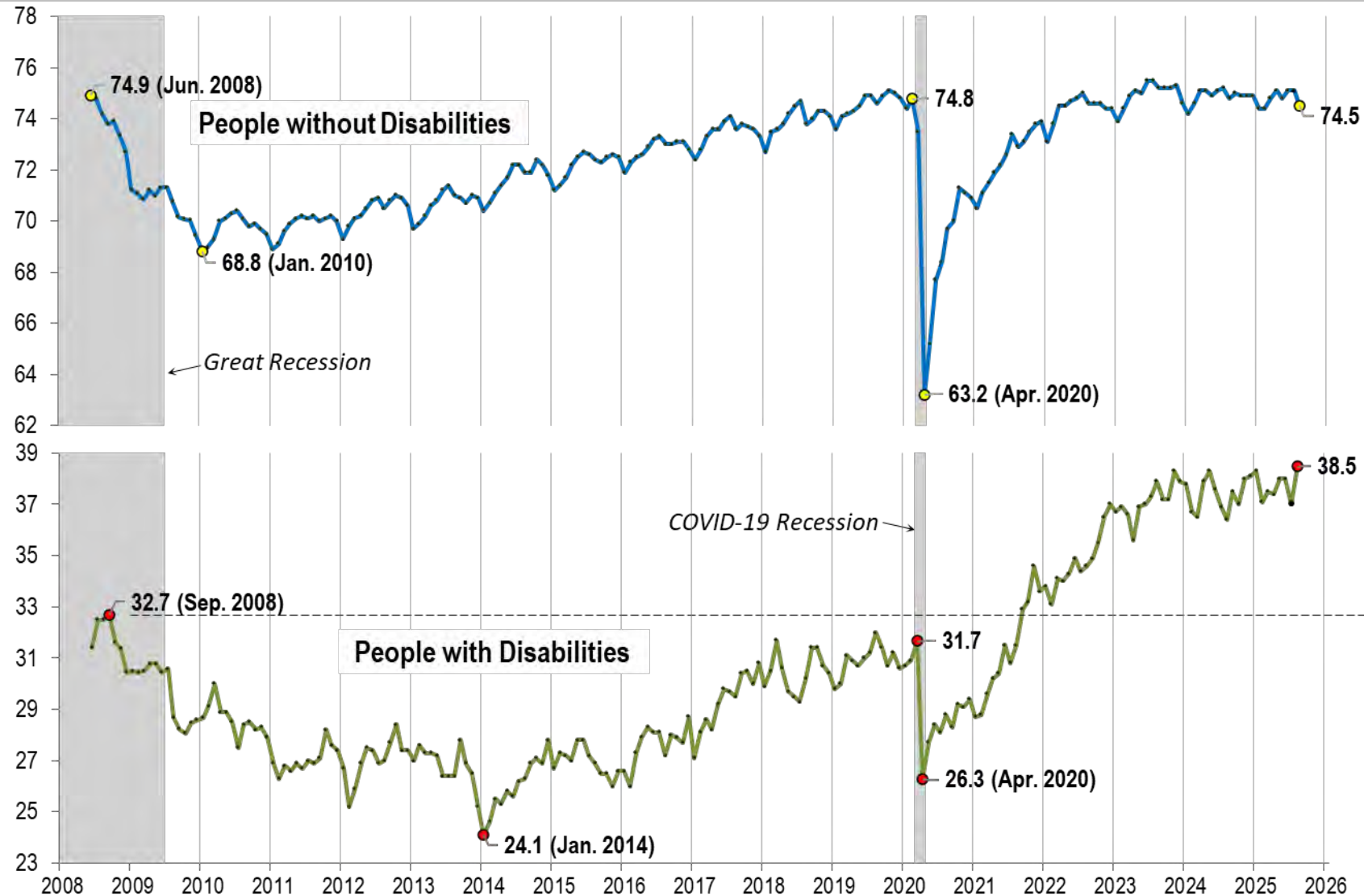


University of
New Hampshire
Institute on Disability

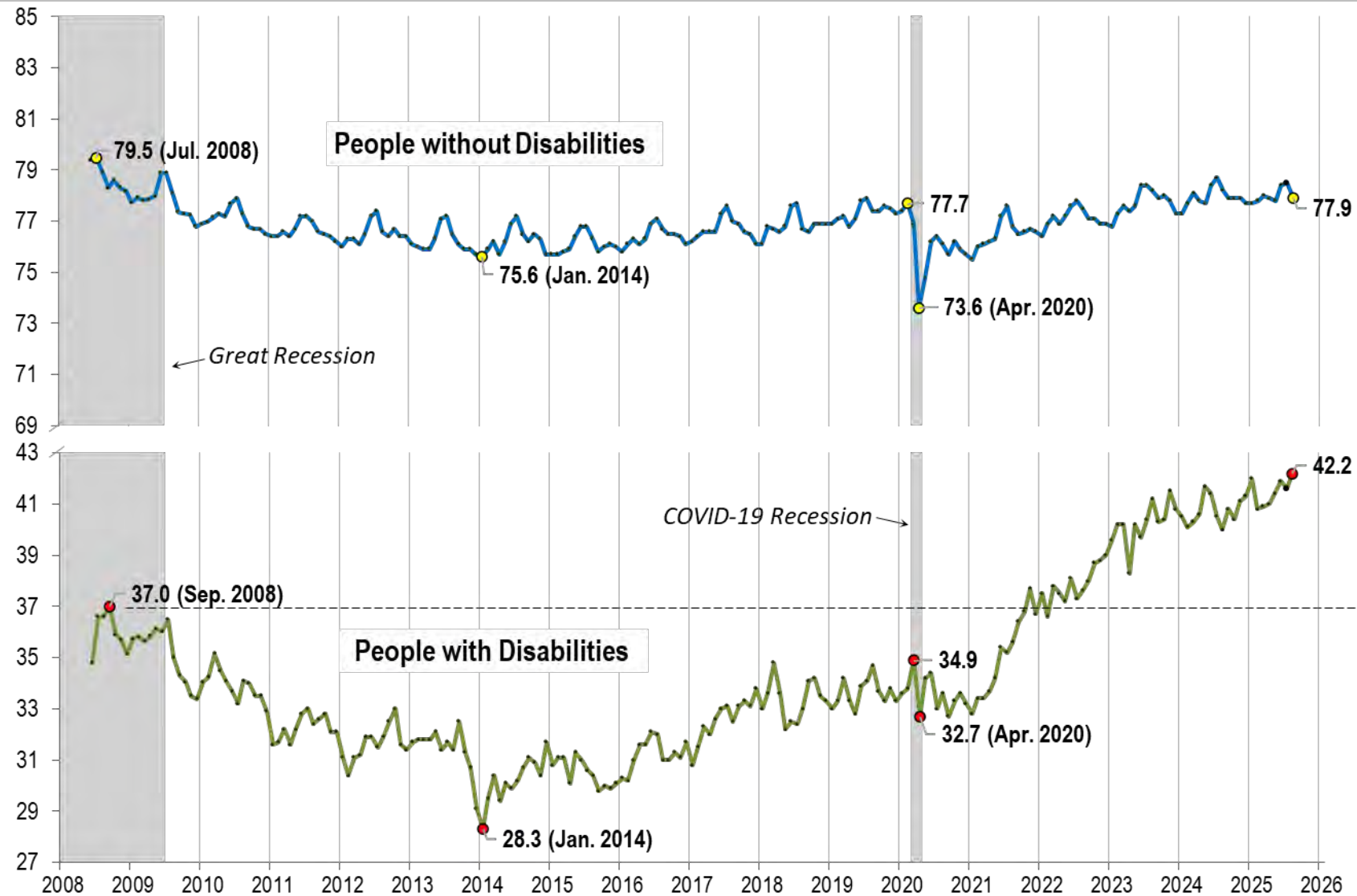


Center for Research on Disability

Employment-to-Population Ratio



Labor Force Participation Rate



Disability Employment trends

Why is disability employment higher than ever?

What's Been Measured:

- Work from home practices
- Proportion of essential workers
- Demand for workers in health care and social assistance

Unmeasured

- Cultural shifts related to inclusion and bias

References: Ne'eman & Maestas, 2023; Disability Statistics Compendium 2025



Honoring the Contributions of Americans with Disabilities to the Workforce and National Progress through UCEDDs!

University of Kentucky Human Development Institute

Johnny W. Collett, Deputy Executive Director

October 28, 2025

Kentucky General Assembly

- Employment First legislation (2022)
- Expanded the Work Ready Kentucky Scholarship Program to include students with intellectual disability enrolled in approved Comprehensive Transition and Postsecondary (CTP) Programs (2022)
- UCEDD is the Statewide Technical Assistance Center for CTP programs; Supported with state budget funds (2020-present)
- UCEDD regularly provides information in response to requests on legislation and other state/ federal policy issues

Kentucky Chamber of Commerce

- **Inclusive Workforce Summits (2023 & 2024)**

- Business owners, HR professionals, Policy leaders, State and local workforce boards, Early childhood professionals, Education professionals, Healthcare professionals
- Topics included: *Employment First, Americans with Disabilities Act, Getting comfortable with disability, The impact of work on health, Preparing youth and young adults with disabilities for the workforce, Universal design as a key to an inclusive workforce, Strategies for disability-inclusive workplaces*

- **2025 Disability Hiring Academy**

- **88% of participants** indicated they had gained a stronger understanding of disability inclusion strategies and felt more confident about implementing them.
- Three months after the Disability Hiring Academy, **21 individuals with disabilities were hired**, which employers attributed to their participation in the Academy.

RSA Innovative Rehabilitation Training Grant

Training Innovation Project (TIP): Demand-Side Employer Engagement Strategies in Vocational Rehabilitation (2025)

- To build capacity of rehabilitation and aspiring professionals to serve VR customers **AND** engage with employers through innovative training and resources
- Key partners include state VR agencies, employers, state workforce development systems, and chambers of commerce

Kentucky Workforce Innovation Board (KWIB)

- Seat on the Governor-appointed Board (Collett)
- Serve as:
 - Vice-Chair of the KWIB
 - Chair of the Education Attainment Committee

#NDEAM2025



Thank you!

Johnny W. Collett

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Assistive Technology for Inclusive Employment



Presenter

Sandra McNally
Assistant Director, AT Programs
TechOWL, Institute on Disabilities
Temple University



About Tech0WL

- Technology for **O**ur **W**hole **L**ives
- We are the state assistive technology act program for the state of Pennsylvania
 - Find your state program at AT3center.net/stateprogram
- Based at the Institute on Disabilities at Temple University



More about TechOWL

- We are a federal and state funded non-profit organization.
- We view disability through social and holistic models.
- We believe in a user-centered experience.
- We educate, inform, and empower Pennsylvanians about assistive technology.



Core Services of AT Act Programs



Device demonstrations



Equipment lending



Equipment donation



Presentations, training,
and technical assistance

Assistive Technology Lending Library

- www.techowlpa.org/library
- Loans are 5-9 weeks long
 - Extensions will be granted if there is no wait list
- Free for Pennsylvanians
- Demonstrations to use the technology
- Don't live in PA? Find your lending library at www.at3center.net/state-at-programs



What is Assistive Technology?

- **Definition:**

- An item or piece of equipment that “is used to increase, maintain, or improve the functional capacities of individuals with disabilities.”

- **Basically:**

- Tools that make life easier, safer, or more independent for people with disabilities!

Assistive Technology for Inclusive Employment

Screen Readers and Magnification Software

- Employees with visual impairments rely on screen readers to convert on-screen text into speech or Braille.
- Popular tools include:
 - o JAWS (Job Access With Speech) – One of the most widely used screen readers for navigating digital content.
 - o NVDA (NonVisual Desktop Access) – A free, open-source screen reader that enhances accessibility.
 - o ZoomText – A magnification and reading software designed for employees with low vision.



Assistive Listening Devices (ALDs)

- For employees who are hard of hearing, ALDs amplify sound and improve communication.
- Some commonly used devices include:
 - o Hearing aids – Personalized devices that enhance auditory input.
 - o Loop systems – Wirelessly transmit sound directly to hearing aids.
 - o Captioning and transcription services – Provide real-time captions for meetings and presentations.



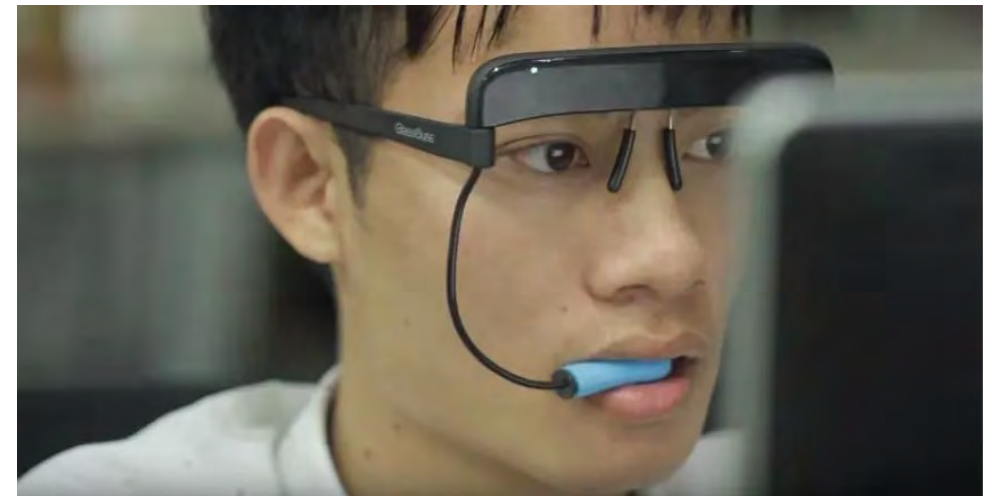
Speech-to-Text & Voice Recognition Software

- For employees with limited mobility or difficulty typing, speech-to-text technology allows hands-free operation.
- Some effective tools include:
 - o Dragon Naturally Speaking – A powerful speech recognition software for dictation and voice-controlled computer use.
 - o Google Voice Typing – A free tool available on Google Docs for converting speech into text effortlessly.
 - o Microsoft Dictate – A built-in accessibility feature in Microsoft Office.



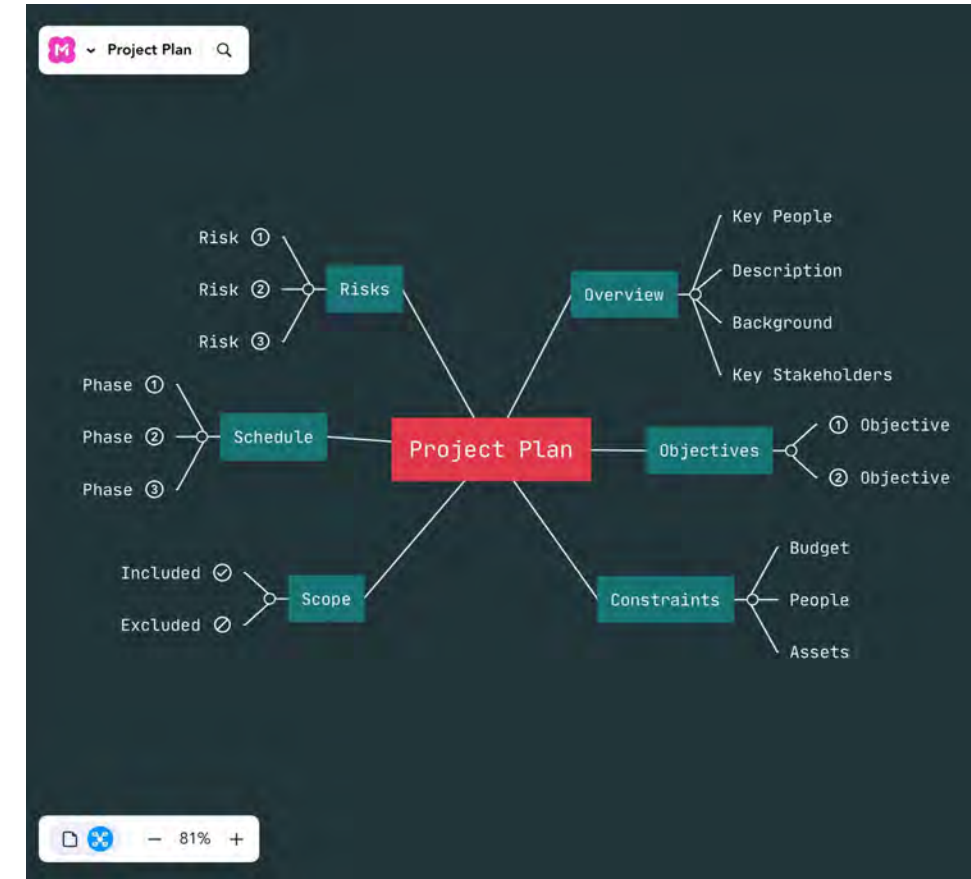
Alternative Keyboards and Input Devices

- Individuals with motor impairments may find traditional keyboards and mice challenging to use.
- Adaptive tools include:
 - o Ergonomic keyboards – Designed for better comfort and usability.
 - o Eye-tracking devices – Enables hands-free navigation using eye movement.
 - o Sip-and-Puff systems – Assistive switches controlled by inhaling or exhaling.



Cognitive and Neurodiversity Support Tools

- Employees with learning disabilities, ADHD, or autism spectrum disorders can benefit from specialized software and tools, including:
 - o Grammarly – Helps with grammar and spelling corrections.
 - o Mind mapping software (MindMeister, XMind) – Supports organization and planning.
 - o Time management apps (RescueTime, Trello) – Assist in tracking productivity and prioritizing tasks.



Cognitive and Neurodiversity Support Tools

"My daughter had a hard time at work transitioning throughout the day, to lunch, back to work after lunch, and to get ready to go home at the end of the day. We tried everything we could think of, but nothing was working.

TechOWL's suggestion that she wear a small portable speaker, connected wirelessly to her phone, made all the difference!

She can't have her phone out at work and couldn't hear my voice giving her reminders from her phone in her bag, but once she had the speaker she could hear my pre-recorded, timed reminders in her phone app. And it worked!"

- Parent of young adult client with intellectual disability



NoxGear's 39 G Portable Speaker

The Future of Assistive Technology for the Workplace

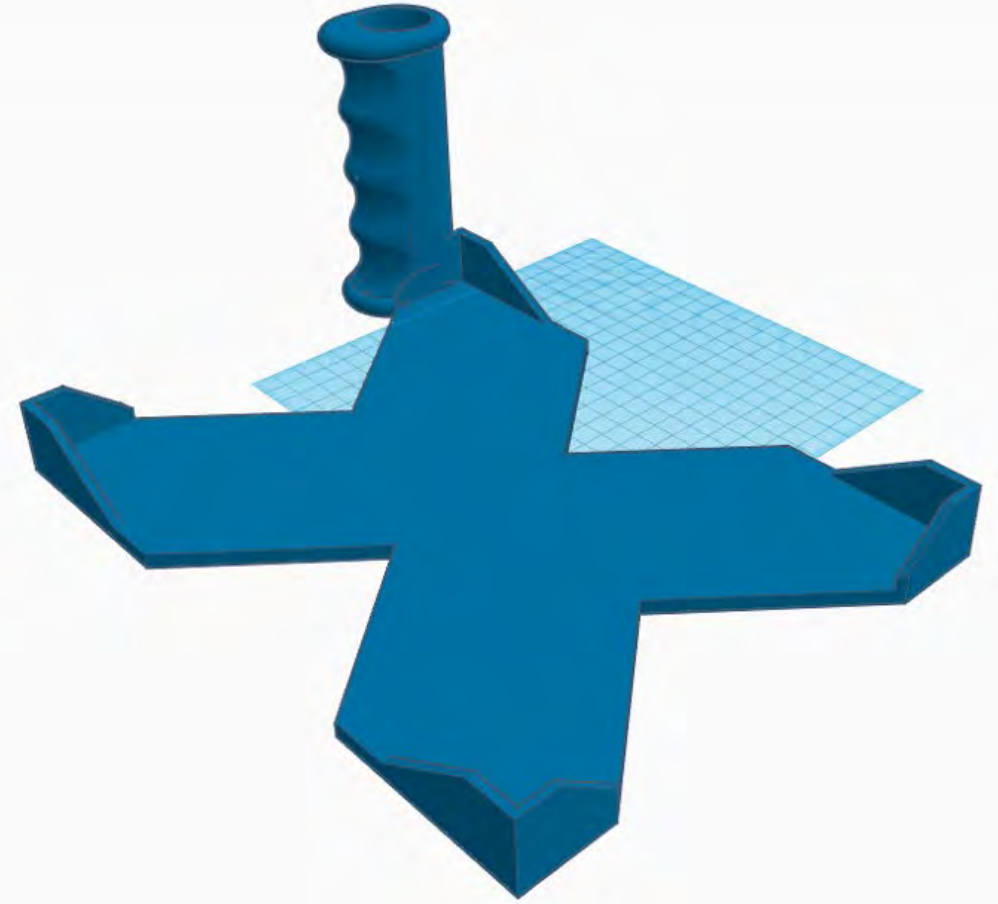
Expanding Wearable Capabilities

- Smart glasses, exoskeletons, and haptic feedback gloves improving mobility and communication
- Wearables and smart glasses like Envision Glasses continue to evolve, integrating cutting-edge AI capabilities to provide:
 - Multilingual Support: Making global navigation and communication easier.
 - Advanced Scene Recognition: Providing more detailed descriptions of environments and objects.



Increased Opportunity for Affordable, DIY Solutions

- 3D printing, laser cutting, and related tools are making it increasingly user friendly and affordable for people with disabilities and providers to fabricate custom solutions
- Many of these DIY designs are "open source" and available for free or low cost to others online



Office Helper - designed by Marcia Leinweber
<https://www.thingiverse.com/thing:2824405>

Augmented Reality (AR) and Virtual Reality (VR)

- Existing studies show that VR can support autistic individuals' job interview skill development, reduce social anxiety, and promote behavioral change through repetition and immersive feedback (Burke et al., 2018, Kim et al., 2022, Smith et al., 2014).
- VR also shows promise with promoting empathy and understanding among neurotypical colleagues and managers, since immersing them in the lived experiences of autistic individuals could address gap in autism awareness and inclusive practice within organizations (Amat et al., 2023, Department of Work and Pensions, 2024).



Dan Marino Foundation I'm > Ready App

AI Powered Virtual Assistants

- Enhancing accessibility through real-time speech recognition, predictive text, and personalized assistance
- "Smart" technology allows for control of devices in surroundings through alternative access methods



Highlight on Dawn Avatar Café in Tokyo, Japan

- Dawn Avatar Café in Tokyo, Japan hires people with disabilities who are unable to leave their home to operate robot servers
- Pilots can view, hear, talk and move the robot with simple taps on the screen or even by eye tracking system
- Employees are paid the average wage for waiters in Japan



Conclusion

- Assistive technology is **not just an accommodation—it's a game-changer** for workplace inclusivity and productivity
- Assistive tech innovations ensure that **every employee can contribute their best work**
- Companies that invest in assistive tech aren't just making workplaces more accessible—they're **building a future where diversity, inclusion, and productivity thrive together!**

Get in touch and follow along

TechOWL main office

Phone: 800-204-7428

Email: TechOWL@temple.edu

Web chat: techowlpa.org



@TechOWLpa

Microsoft's commitment to accessibility

The slide features decorative floral elements. In the top right corner, there is a stylized calla lily with a white and yellow flower and green leaves. In the bottom left corner, there are green leaves and a small white flower bud.

Technology

Inventing solutions with AI and accessibility built in from the start.

People

Creating environment where everyone can thrive.

Partnerships

Spreading awareness and impact through robust relationships.

Policy

Advocating for policies that promote accessibility for everyone.

We're living in a changed world.



The pace of change is
raising challenges and
intensifying existing
inequities



Inequitable access to economic growth



Persistent fundamental rights issues



An urgent climate crisis



Diminishing trust



Why accessibility matters

1.3B+

people in the world have some form of disability

2x

Unemployment rate for people with disabilities compared to those without

75%

Most disabilities are non-apparent – you don't know who is affected

50%

Encounter access barriers to content, products and services

1 in 4

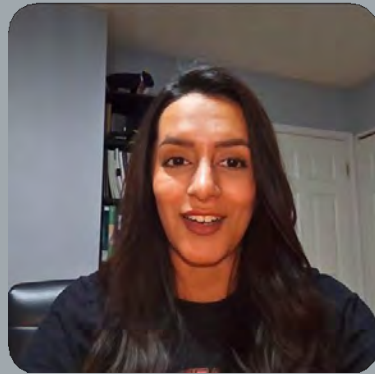
Adults in the US experience disability

83%

Will experience disability (including situational or temporary) while of working age



First adopters



The scale of the opportunity

Technology

Only 4% of websites are accessible

By 2050, 1.3b people will need assistive tech, including 2/3 of the global population aged 60+

Global shortage of sign language interpreters

People

- Unemployment rate for people with disabilities is 2 x higher
- 80% of people with autism are under- or unemployed (untapped talent pool)

Partnership

1.3b people live with disability but only 4% of businesses prioritize accessibility

Companies that support disability talent financially outperform their peers

Policy

Affordability is most reported barrier to accessing assistive tech



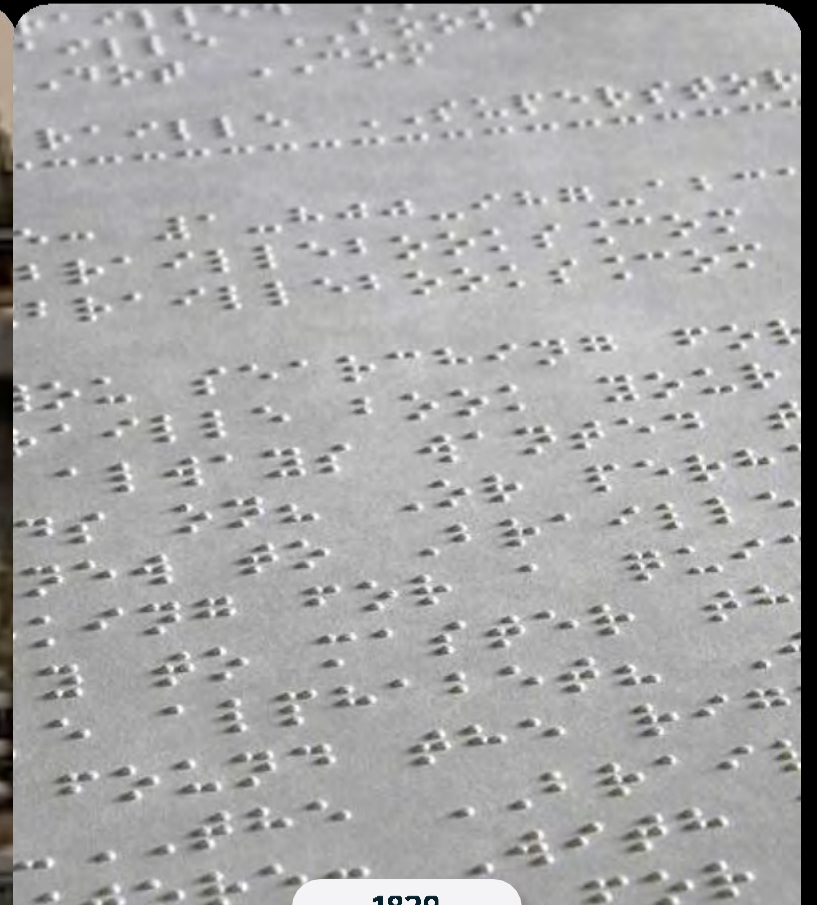
1700s

Ear Tubes are used for hearing loss



1808

The first typewriter is built by
Pellegrino Turri



1829

Louis Braille invents raised point
alphabet



F

Accessibility features across M365



Vision
(Make content easier to see)



Hearing (Support sound-free communication)



Accessibility Checker



Sign Language
view in Teams meetings



Mobility (Support multiple forms of interaction)



Neurodiversity
(enhance focus and reduce cognitive load)



Learning (Make content easier to consume and understand)



Mental Health
(foster a sense of control and wellbeing)



Wellbeing in MyAnalytics



Allyship (help everyone create accessible content)

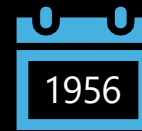
Artificial Intelligence

Machine Learning

Deep Learning

Generative AI

Agentic AI



Artificial Intelligence

The field of computer science that seeks to create intelligent machines that can replicate or exceed human intelligence



Machine Learning

Subset of AI that enables machines to learn from existing data and improve upon that data to make decisions or predictions



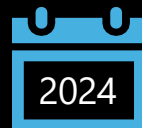
Deep Learning

A machine learning technique in which layers of neural networks are used to process data and make decisions



Generative AI

Create new written, visual, and auditory content given prompts or existing data.



Agentic AI

Operates autonomously, capable of making decisions, executing complex tasks, and adapting over time with minimal human intervention.

AI brings new opportunities to deliver on our purpose, empowering everyone to achieve more

Accessibility Solutions

Leading with inclusive, human-centric approaches, products, and solutions for employees and customer

+



Co-Pilot Integration

AI technology has the power to amplify human ingenuity and extend our capabilities, so we can achieve more

+

Customer Engagement

Transform organizations and industries, and help solve society's biggest challenges

YOU are critical to making this difference

Waves of AI

Traditional AI & ML



Generative AI



Copilot

AI Agents



Agents



Facial Recognition in
Seeing AI



Addressing Over-Moderation of
Disability



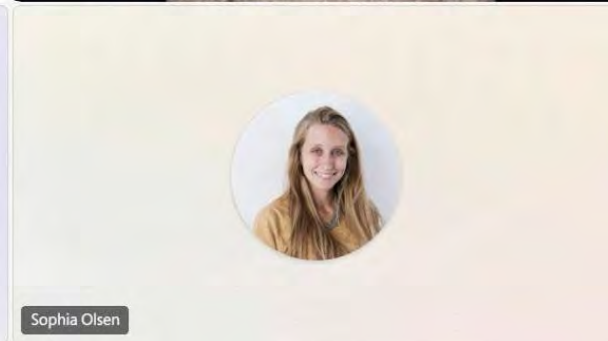
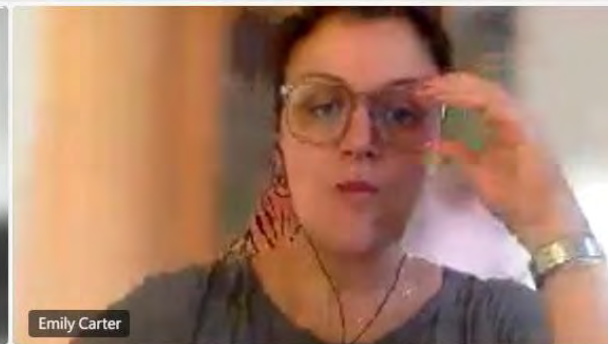
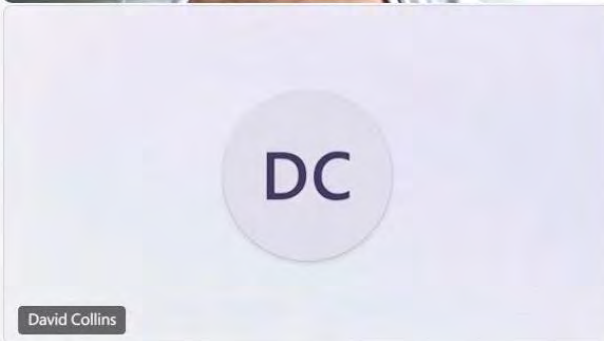
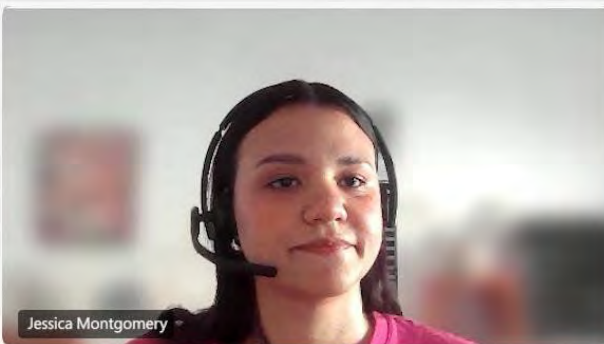
Brian Jeansonne
Living with ALS

Preserving Identity in
Communication

A growing opportunity

- As the number of people with disabilities grows, so does the potential for technology to help employers:
- Tap into overlooked talent
- Create more pathways for education/upskilling
- Enable greater workforce participation





Microsoft's AI principles



Fairness



Reliability
& Safety



Privacy &
Security



Inclusiveness



Transparency



Accountability

Accessible AI is Responsible AI



- Be **Accessible**: Develop inclusively designed, accessible next gen AI technology



- Gather and Utilize **Inclusive** Disability Data: Incorporate disability datasets in large language models.



- Foster **Innovation** Culture: Encourage paradigm shifting innovations of accessible AI.

Thank you!

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