



Chapter 11

Achieving Successful Vocational Rehabilitation Outreach to Asian American Businesses





Ethnic businesses can play important roles in addressing the disability employment gap.

According to the U.S. Department of Labor's Office of Disability Employment Policy (ODEP), immigrant populations have a strong history of creating businesses that range from small, family-run operations to more ambitious enterprises. Today, Chicago-based minority-owned businesses, especially those in Asian American communities, can help the Illinois VR system increase culturally sensitive employment opportunities for skilled Asian American job-seekers who have disabilities.

As the U.S. population becomes more diverse, minority-owned businesses are having a noticeable impact on the nation's economy. According to ODEP (2010), the current buying power of minority groups is estimated at \$1 trillion. This figure is expected to increase substantially over the next 50 years as minority populations continue to grow.

It is expected that by 2050, 186 million Americans will belong to a group currently classified as "minority." This number translates to 47% of the total 2013 population. Minorities' important roles in the U.S. economic sector clearly indicate the need for DRS to engage in unique public-private partnerships to address employment disparities faced by many Asian immigrants and other minorities with disabilities.

This chapter contains information that will aid DRS' work with Asian American businesses in Illinois that want to recruit, hire, and retain employees with disabilities. It also provides a selection of resources and examples of practices that can help VR providers engage with pan-Asian American communities. These growing communities, which flourish through both the private and nonprofit sectors, have unique sets of challenges that must be considered.

Facts and Figures Relevant to Asian-Owned Businesses

The number of minority-owned businesses in the United States increased by 168% from 2000 to 2010. Today there are an estimated 3.25 million such businesses, whose annual revenues grew at an even faster pace during the same period—an impressive 343% (to \$495 billion). In spite of this growth, however, the proportion of minority-owned businesses does not reflect the size of minority populations.



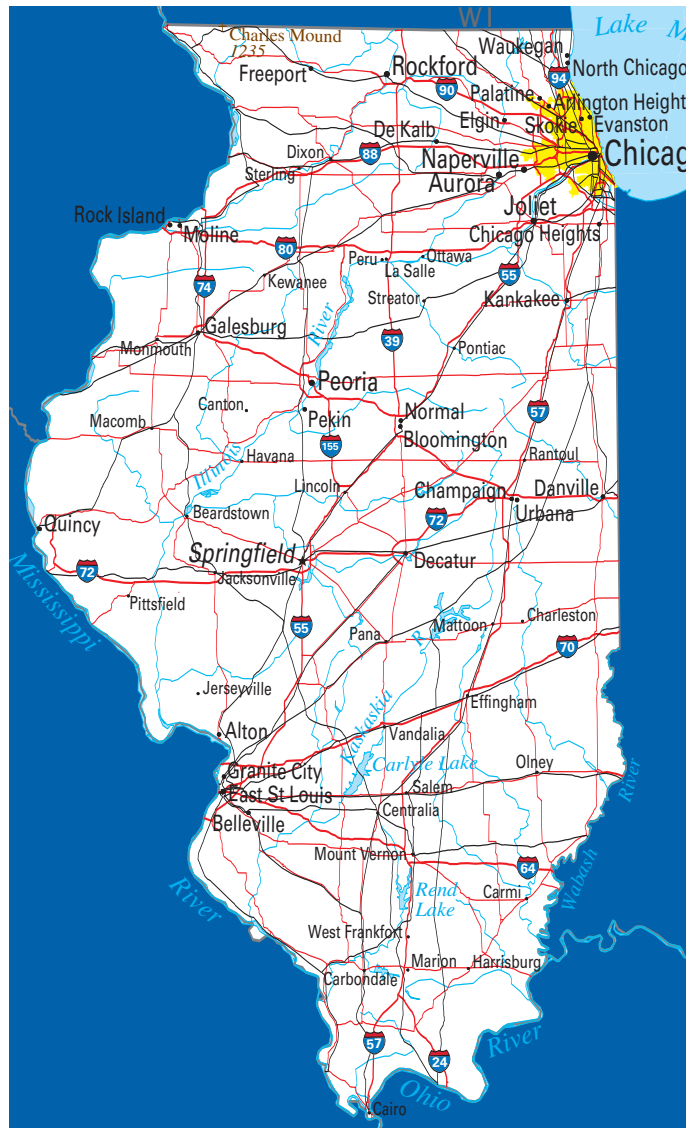
Food items in a South Asian grocery store.

A 1992 survey by the Minority Business Development Agency's Small Business Associations revealed that:

- Hispanic Americans made up nearly 10% of the U.S. population but only 4.2% of U.S. business owners generated 2.2% of all business receipts.
- African Americans face the largest discrepancies: they comprise more than 12% of the total population but own only 3.6% of businesses and generated only 1% of all business receipts.
- Asian-owned businesses fared the best among the minority groups examined, accounting for 3.5% of all businesses, 4% of the population, and 3% of all business receipts.

In 2009, the state of Illinois had 12.9 million inhabitants, 5.3 million of whom lived in Cook County. Some 5.9% of the Cook County population was Asian, compared to 4.4% statewide. In 2007, there were an estimated 131,000 private (nonagricultural) businesses in Cook County; only 6.4% were owned by Asians, compared to a statewide Asian ownership of 4.6%.

Chicago ranks seventh nationally in the number of Asian-owned firms within the metropolitan area relative to the number of firms statewide. A 2007 census survey of business owners found that Illinois had 59,460 firms, which generated almost \$19 billion in annual revenues. Of these, 13,650 were located within Chicago's city limits. Asians owned 2% of these firms, which yielded 4% of the city's total annual revenue. The United States as a whole has 1.1 million Asian-owned (nonagricultural) businesses; these employ 2.2 million people and generate \$326 billion annually.

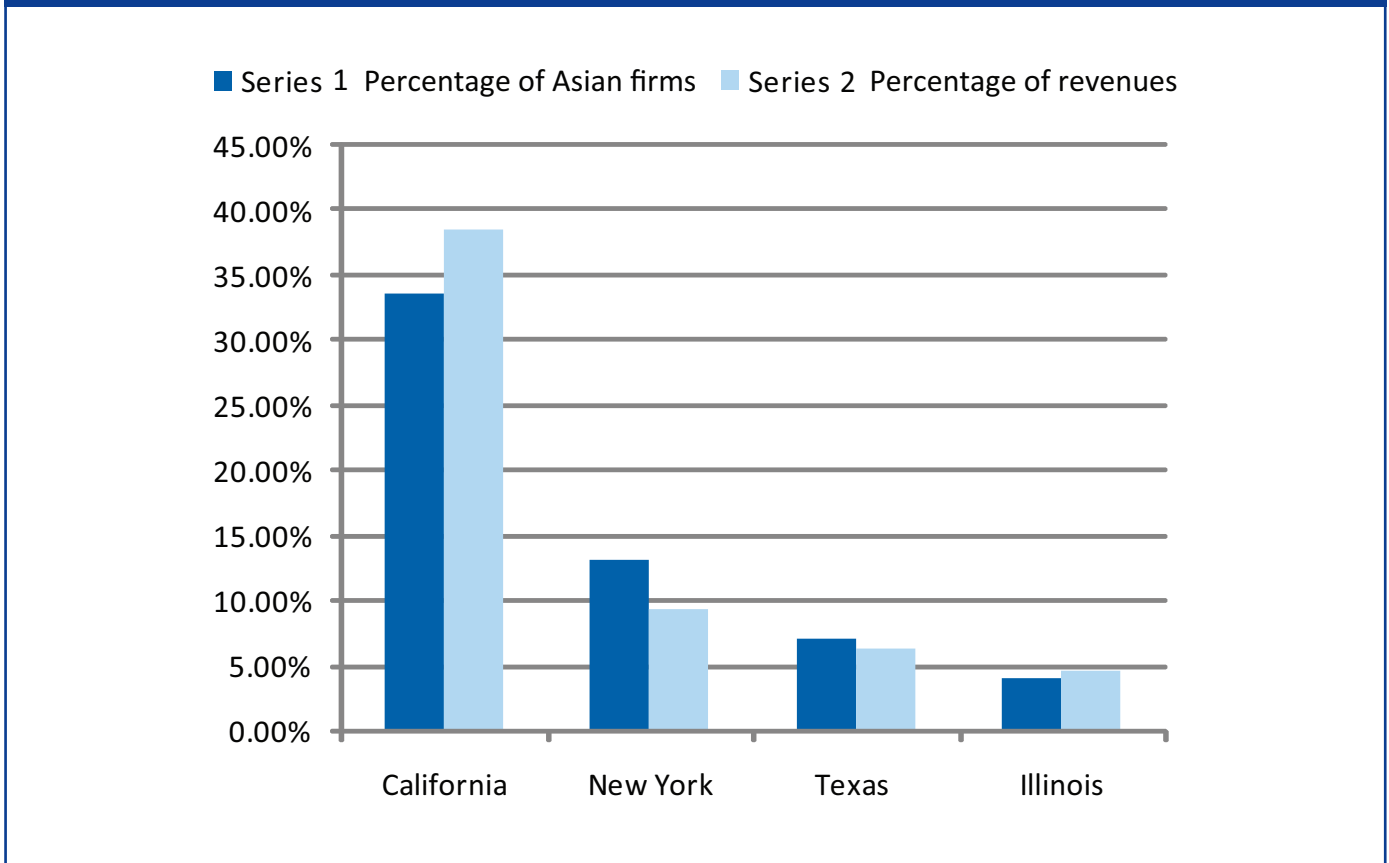


Map of Illinois

As shown in Figure 11.1, California has the highest percentage of Asian-owned firms, at 33.7% (accounting for 38.5% of annual state revenues). New York is next, at 13.1% (9.3% of annual state revenues); Texas is third at 7.1% (6.3% of annual state revenues). By comparison, 4.0% of firms in Illinois are owned by Asian Americans; they account for 4.5% of annual state revenues.

Self-employed Asians in Illinois tend to be very successful, which is helpful for DRS to consider in regard to its outreach and community service delivery efforts.

Figure 11.1. Percentage of Asian firms and revenues in selected states.



- Illinois has 3.8% of the United States' Asian firms. From 2000 to 2010, the Asian population in the state grew by 39%. Within the same time frame, 12 of the state's counties experienced 100% or more growth in their Asian populations.
- Cook County houses 55% of Illinois' Asians.
- The government was Northern Illinois' largest employer in 2010, accounting for 11.0% of jobs. Next were health care and social assistance (10.7%), retail trade (9.1%), manufacturing (8.6%), professional and technical services (8.2%), administrative and waste services (7.5%), accommodation and food services (6.2%), and construction (5.2%). Other employment sectors listed in the census accounted for less than 5% of employment.
- Overall, 19.1% of companies report employing persons with disabilities. Some 53.1% of large companies have workers with disabilities, compared to 22.6% of medium-sized and 10.7% of small businesses.

Among national Asian-owned businesses, it is important to note the ethnic origins of the Asians who run them and the percentage of annual domestic revenues that these ethnicities supply (Table 11.2). It is also useful to see what types of businesses are owned by Asians in the United States (Table 11.1).

Figure 11.2. Asian-owned businesses by industry.

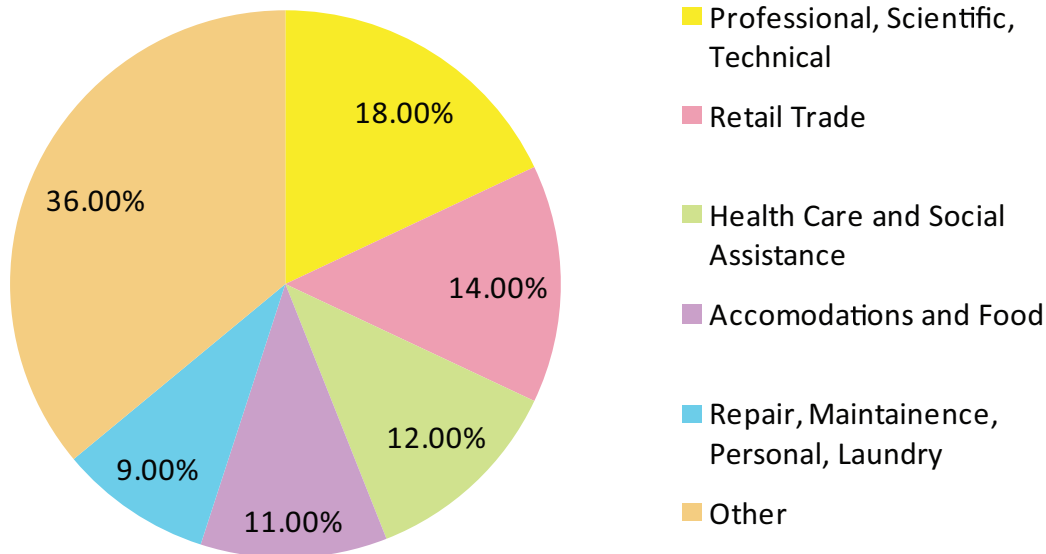


Table 11.1. Illinois Business Facts.

Population of Illinois	12.9 million
Population of Cook County	5.3 million
Asians in Cook County	6.3%
Firms in Illinois	59,460
Firms in Chicago	13,650
Firms' revenue	\$19 billion
Asian firms in Illinois	1,190
Asian firms' revenue	\$760 million

A 2009 economics news release by the Bureau of Labor Statistics reported that management, scientific, and technical consulting services will have the largest employment growth before 2017 (83% increase), followed by elderly/disability services (74%), home health care (46%), computer services (45%), general merchandise stores (41%), medical services (34%), and nursing care (25%).

Given the expected growth of the immigrant business sector, the Illinois VR system has the possibility of significantly altering the course of every neighborhood's socioeconomic development. Supporting local businesses in ways that allow them to hire Asian Americans who require VR services is one way to amplify such community efforts. Such pan-Asian partnerships could also help DRS become better recognized as an ally and also help to promote successful outcomes as well as opportunities for all players, including community-based organizations and people with disabilities.

Table 11.2. Asian-owned firms

Asian Firms	Firms	%	Revenue (\$B)	%
Chinese	290,197	26.3	106.3	32.6
Asian Indian	231,179	20.9	89	27.3
Korean	158,031	14.3	46.9	14.4
Vietnamese	147,081	13.3	15.7	4.8
Filipino	128,223	11.6	14.6	4.5
Japanese	86,863	7.9	30.6	9.4
Other Asian	71,439	6.5	20.3	6.2

Misconceptions in Asian Businesses about the Americans with Disabilities Act

The Americans with Disabilities Act (ADA), which was passed in August 1990, barred employment discrimination against persons of all ethnicities who have disabilities. It introduced the requirement to provide “reasonable accommodations” without “undue hardship” for privately owned businesses, which had not previously been obligated to do so. Every business in the United States that has 15 or more employees is subject to ADA rules, which include stipulations about physical accessibility and specify that job postings contain activity descriptors as well as information about work-environment adaptations. Unfortunately, many local Asian American businesses are not aware of these rules.

The following should be translated into multiple Asian languages:

According to a 1998 study by The Nations Business (as cited by the Jewish Vocational Services of Chicago), about 70% of persons with disabilities do not need special equipment to perform their jobs. Accommodations for those who need them may be free or low-cost.

Asian Americans, especially those with disabilities (AAWDs), often have trouble understanding the accommodations they are entitled to by law. Sociocultural stigma, shame, and fear they may have faced in their home countries because of their disabilities have often led them to conclude that they are not entitled to seek or receive help. Language barriers may further exacerbate their understanding of what kinds of help are available to them in the U.S. Although numerous organizations are working to address this problem, little is being done from the for-profit perspective. Outreach efforts should guide employers’ mindsets away from the idea that AAWDs are not deserving of work and career development.



Vietnamese restaurant in Argyle.

Employers and the Americans with Disabilities Act

List of strategies to engage the business community in hiring people with disabilities:

- Work with employers to demolish myths and reduce fears about hiring AAWDs.
- Help incorporate awareness of people with disabilities into organizational missions.
- Encourage consideration of employment applications in ways that are culturally appropriate.
- Help businesses actively recruit AAWDs.
- Help businesses create job advertisements that encourage AAWDs to apply (see Chicago-based Kaleidoscope Group's listing at <http://kgdiversity.com/>).
- Offer workshops in the various Asian communities; use the 10 Myths of Employment video in outreach.
- Clarify the “reasonable accommodation” phrase. Employers are not necessarily required to provide every specific accommodation that is requested. In many instances, they are allowed to offer simple, cost-effective alternatives.

Many AAWDs had a network of support in their home countries where family, friends, and relatives took care of them. They therefore find it difficult in the U.S. to adopt an independent approach to seeking and taking advantage of local resources or laws aimed at protecting them. It is critical that DRS take steps to empower this group of customers via mentoring and social media (see Chapter 12).

A major source of confusion for Asian employers is the “reasonable accommodation” phrase in the ADA. Employers who may already be running on tight budgets are allowed to offer alternatives (e.g., flexible scheduling, extra breaks, more training, a buddy system for evacuations, ergonomic tools and seating, and work-area adjustments).



President George H. W. Bush signs the ADA into law, 1990.

Easing Asian Employers' Fears about Hiring People with Disabilities, Including Asians

A 2006 study published in the *Journal of the Community Development Society* recruited 20 ethnic minority subjects to meet with small-business owners and comment on problems they had encountered with ADA compliance. This study was unique in that it allowed participants to choose the establishments they wanted to critique, which gave them a personal stake in the process and results. The greatest initial concerns, in decreasing order, were restrooms, aisles/rooms, doorways, entrances, and written materials. Businesses can use this information as a guide to providing ease of access.

The ADA has resulted in many new policies. Ultimately, the act demonstrates that disability is not a deficit but a difference. Because many Asian Americans have specific cultural barriers that may inhibit their understanding of the law, culturally appropriate lines of communication must be opened. More outreach is critical to successfully link Asian-operated and managed businesses with organizations that can help DRS become more culturally relevant to the needs of its diverse clientele.



Small businesses fulfill critical roles within many Asian communities.

Multilingual ADA Resources

- Equal Employment Is the Law: <http://tinyurl.com/ykvone3>
- Employment Rights of Immigrants under Federal Anti-Discrimination Laws: <http://tinyurl.com/42pw6k5>
- Questions and Answers for Small Employers on Employer Liability for Harassment by Supervisors <http://tinyurl.com/ygl8buq>
- Small Employers and Reasonable Accommodation: <http://tinyurl.com/2hakak>
- Fact Sheet: FMLA, ADA and Title VII of the Civil Rights Act of 1964: <http://tinyurl.com/2rt6k4>
- Get the Facts Series: Mediation: <http://tinyurl.com/6jzl8ca>
- Get the Facts Series: Small Business Information: <http://tinyurl.com/3rnqlo2>
- Employer Responsibilities: <http://tinyurl.com/3kfdmyk>
- Guide for Small Business (Title III of the ADA): <http://tinyurl.com/3gdq3s5>
- Materials in other languages: <http://tinyurl.com/3mwl23b>

Strategies to Help Address the Vocational Rehabilitation and Employment Gap

Tightly knit Asian American communities are underused resources that can make a difference in employment outcomes if Asian businesses are persuaded to diversify their work forces. As DRS taps into these resources and starts to work closely with Asian businesses that are loyal and dedicated to their communities, this could result in better employment outcomes for Asian Americans with disabilities.

1. Bring Asian employers to the table.



Many ethnic businesses are locally owned and operated. Partnerships are needed to reach out to them and inform them of disability issues in the Asian community.

It is often challenging for AAWDs to find and keep gainful employment, and cultural as well as linguistic barriers compound these problems. Partnerships involving the Asian American business community in Illinois and locally in Chicago can be formed to help ensure that qualified Asian American job-seekers with disabilities are not left behind. Creativity must be used.

Here's how to attract the for-profit sector:

- Offer cooperative agreements or contracts.
- Provide incentives for hiring people with disabilities.
- Invite Asian businesses to join in-house employer-based advisory committees.

2. Diversify the State VR System's Current Pool of Employers

Given the growing numbers of potential clients with diverse cultural and linguistic backgrounds, many of whom are Asian American, DRS must start building relationships with the private sector—including Asian employers and businesses. It is critical that DRS look for ways to educate Asian-owned businesses about their important social roles in the community, especially with regard to hiring people with disabilities (perhaps in their own communities).



ADOPT partnered with the City's Council on Asian Affairs

3. Develop Partnerships with Agencies such as the Chambers of Commerce

DRS should establish and cultivate partnerships with Asian American service providers, businesses, and local community leaders to create job opportunities that match the skills and talents of Chicago-based AAWDs. Such partnerships can identify needs that are not being met by the current VR service delivery system, develop outreach and support strategies, and identify job opportunities in Asian enclaves throughout greater Chicago. In addition, contracts and cooperative agreements can be utilized to help Asian businesses or community service organizations serve as job-placement sites.

4. Recognize Community Perceptions of Asian Americans

Asians are often portrayed as successful corporate leaders. For example, 13 of the 100 largest companies in the San Francisco Bay Area (which has the largest Asian population in the country, by percentage of total) have an Asian CEO (Gee & Hom, 2009). Six of these CEOs were company founders, and another was a Japanese CEO of a bank owned by the Bank of Tokyo (Gee & Hom, 2009). Of the remaining six CEOs, three are South Asian (i.e., from India, Pakistan, or Bangladesh) and the others are Pacific Rim Asian (i.e., mostly from Japan, Korea, Vietnam, the Philippines, and China).

Programs and initiatives that mobilize Asians with disabilities into sustainable self-employment or workforce integration are crucial for the well-being of this population. Organizations must take part in movements for the workplace inclusion of AAWDs. DRS can help to build such movements in Illinois.



Self-employed individuals comprise a large portion of Chinatown's restaurant industry.

5. Promote Self-Employment

VR agencies provide a range of services. Since the mid-1990s, VR agencies such as DRS have become more open to self-employment opportunities, perhaps because of a revised stipulation in the Federal Rehabilitation Act that allows self-employment as a VR outcome. VR offices in Illinois can help AAWDs set up businesses.

According to a report by the Research and Training Center on Rural Rehabilitation at the University of Montana's Rural Institute, VR helped clients start 5,122 small businesses in 1991; by 1996, that number had risen to 11,119. These agencies assess a person's business potential, help develop a business idea, test the market, assist in education and training, obtain funding from additional sources, and monitor business progress.

Another recent report by the U.S. Department of Labor, a successful collaboration among the Burton Blatt Institute at Syracuse University, Onondaga County Department of Social Services, the Onondaga Small Business Development Center, CNY Works, Vocational and Educational Services for Individuals with Disabilities makes a strong case for the innovation of traditional vocational rehabilitation services. Established in 2007, Start-Up NY served 204 people with dis-

Employers can become aware of the benefits of hiring a person with a disability.



6. Prevent Discriminatory Attitudes among Employers

Much of the disparity between the desire to hire and the actual hiring comes from the attitudes employers and coworkers have about persons with disabilities, especially in pan-Asian business communities (ADOPT Field observations, 2010).

In a 2003 survey by Dixon, Kruse, and Van Horn, 32% of employers said that the greatest barrier they face in hiring a person with disabilities is the belief that the nature of the work means that it cannot be effectively performed by such people. Some 10% cited employer discomfort, lack of familiarity with hiring people with disabilities, and fears about the cost of accommodation as additional barriers. These researchers also noted that employers who have no experience providing accommodations for workers with disabilities were most likely to hold these misconceptions. The only way to dispel these beliefs, which are widespread in the Asian American business community, is to expose employers to qualified people with disabilities, especially those in their immediate area.

Future Steps Are Potential Solutions

A. Mentor

Experienced parties can mentor and establish links to the pan-Asian American community in Chicago and other parts of Illinois. This can be done through uniquely tailored disability-considerate means such as emails, telephone conversations, letters, and/or in-person meetings. Mentoring can be done in work, school, community, and faith-based environments (Sword & Hill, 2002).

B. Augment Diversity Statements

Help Asian agencies and businesses include disability in their diversity and inclusion efforts. A 2005 study by Ball et al. discovered that only 39 of the Fortune 100 firms mentioned disability explicitly in their ideals.

C. Conduct Community Outreach

Disability awareness training alone is not sufficient. A useful next step is a visible commitment to disability with help from the many ways DRS help support businesses. Establish resource groups in various neighborhoods to which AAWDs can turn for help, and set up a centralized process for making accommodations. Educate businesses about the use of “people-first” language, how to ask sensitive questions about disability without fear of causing offense, and introduce disability etiquette trainings and access to assistive technology options.

D. Use the Client for Service Feedback and Local Outreach

DRS may also implement a “mystery shopper” program like the one used at Wachovia (now Wells Fargo), which made key changes to its products and services using shopping data from persons with disabilities. Engage AAWDs as ambassadors to their communities and include them in planning a local company’s direction. For larger companies, use suppliers that have diversity programs inclusive of disability. The study by Ball et al. indicates that only 15% of the diversity policies of Fortune 100 company suppliers included disability in their definitions of diversity.

Spotlight on Mentoring

Among the many types of mentoring in use, we recommend work-based mentoring because it encourages mentors to share knowledge and experience about a company or organization. This allows the mentee to increase competence in the job, be more confident at meetings, and improve self-esteem and desire to work.

Both mentor and mentee often grow in this relationship. In order to explore capabilities and abilities, disabled people do in fact have to "explore" their disabilities. To institute mentoring with an Asian business or with CBOs, it is critical to connect these groups to the American Association of Persons with Disabilities (AAPD), the Equal Opportunity Commission (EEOC), and state VR services or DRS. If these groups are not aware of these resources, try to get them involved in Disability Mentoring Day, which is organized by AAPD and the U.S. Department of Labor.

E. Review Cultural Competence of Internal Programs and Services

Ensure that any rehabilitation development service introduced to Asian businesses and CBOs is culturally competent and community- or family-based, and is congruent with Asian ideals. Monitor the progress minorities make into upper management, especially with those traditionally considered soft-spoken and subservient, such as Asian Americans. Train supervisors on how to handle disciplinary complaints. Ultimately, disability inclusiveness sends a message to customers about a solid commitment to social responsibility.

F. Train Businesses and Their Employees on Working with Asians with Disabilities

Introduce VR training to Asian businesses and CBOs that includes perspectives on other cultures, especially in pan-Asian communities. A major factor to consider is the overarching sense of family in Asian communities. Making decisions is often a family affair, and important decisions about a particular individual may be made by family elders without the individual's explicit consent. Individual employees should be allowed time for such consultations as they work with DRS. One way to forge a connection with such an individual at the start of the interview process is to say, "Tell me about aspects of your culture that I may not know about." This should lead to discussion about any necessary cultural needs and accommodations, and it can also launch discussions that reveal more about the individual.

G. Assist with ADA Compliance and Accessibility

DRS should work with Asian companies and CBOs to make its premises easily accessible to persons with disabilities. In 2008, the top three problems of accessibility in the Chicago area, according to a study by Hernandez, McCullough, Balcazar, and Keys (2008), were signage, doors, and entrances. Interestingly, the study discovered that for-profit businesses were more accessible than nonprofits. Remember, changes made to accommodate persons with disabilities can be used for customers without disabilities as well.

Successful Outcome:

Michelle Lee, Treasury Analyst at Aon Corporation (Chicago)

Two days before graduating from the University of Arizona, Michelle was in a car accident that fractured her C5 vertebra, leaving her with no sensory or motor functions in her legs and very little in her arms. She became frustrated by her treatment at a Tucson hospital, which expressed no hope for her recovery.

Michelle eventually came to the Rehabilitation Institute of Chicago (RIC), where she was admitted for three months as she started from the basics of rolling out of bed and into her wheelchair. As she progressed, she found a passion through art therapy: acrylic painting on canvas. Even though she had not believed that she would be able to engage in artistic endeavors after her injury, she incorporated various painting techniques into a style of her own. RIC's vocational rehabilitation facilitated an interview at Aon, an insurance company where she now works with the aid of voice-recognition software. Michelle now looks forward to whatever may be in store; among other possibilities, she's evaluating law, business, and art schools.

Additional Resources

In the appendices, we have compiled further resources you may consult as you build rapport with job-seekers and businesses.

Appendix J

Fact Sheet 1, *Considering Self-Employment: A Culturally Relevant Solution*, considers successful self-employment for AAWDs.

Appendix K

Fact Sheet 2, *Valuing a Diverse Workforce with Mainstream Best Practices: Hiring Strategies for Businesses*, explores the competitive advantages of hiring AAWDs.

Appendix L

Event information and multimedia presentation slides on outreach symposium conducted by ADOPT and the U.S. Dept. of Commerce's Minority Business Development Agency (Palmer House, November 30, 2010) that provided the incentives for hiring AAWDs to an audience of 30+ local business owners.

Appendix M

Poster presented at the Chicago Area Undergraduate Research Symposium at the Museum of Science and Industry on April 2, 2011 to an audience of 200+ undergraduate students and their research advisors.

Appendix N

Event information and agenda on the first Asian Americans with Disabilities Forum, held at Access Living on April 7, 2011, aiming to improve employment opportunities, VR access, and community integration for AAWDs. The audience of 100+ people was from the local business and immigrant/refugee communities, key leaders in the disability and immigrant sectors, and officials from the city of Chicago. You may use this as a model for inviting members to additional outreach.

Appendix O

Listing of Asian-oriented chambers of commerce in Chicagoland.

Appendix P

Advertisement as a model for how businesses should encourage persons with disabilities to apply.

Appendix Q

External websites to other relevant employment information and businesses.

Chapter 11 References

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Appendix J.

Considering Self-Employment: A Culturally Relevant Solution

Historically, U.S. census reports have indicated that people with disabilities have a greater rate of self-employment than those without (12.2% vs. 7.8%). They are also very successful in doing so as shown in the first nationwide study of self-employed people with disabilities in which, the University of Montana Rural Institute discovered that 91% of responders enjoyed operating their business, 56% described their businesses as successful, and more than half spent less than \$10,000 on upfront costs.

Additionally, according to the Small Business Administration, minority-owned businesses are among the fastest-growing segments of the U.S. economy with a revenue increase of 343% between 2000 and 2010. Census data reveal that the majority of these businesses are owned by Chinese, Japanese, and Koreans. A 2001 census report indicates that self-employment is a viable employment option for individuals with disabilities of all types, including traumatic brain injuries, sensory disabilities, psychiatric disabilities, and physical impairments.

In general, people with disabilities are not alone in their desire to start a small business. This is particularly true for Asian Americans. The Research and Training Center on Rural Rehabilitation Services found that self-employment offers a wide range of benefits over traditional employment. In partnership with DRS, many Asians with disabilities may prefer to open their own businesses.

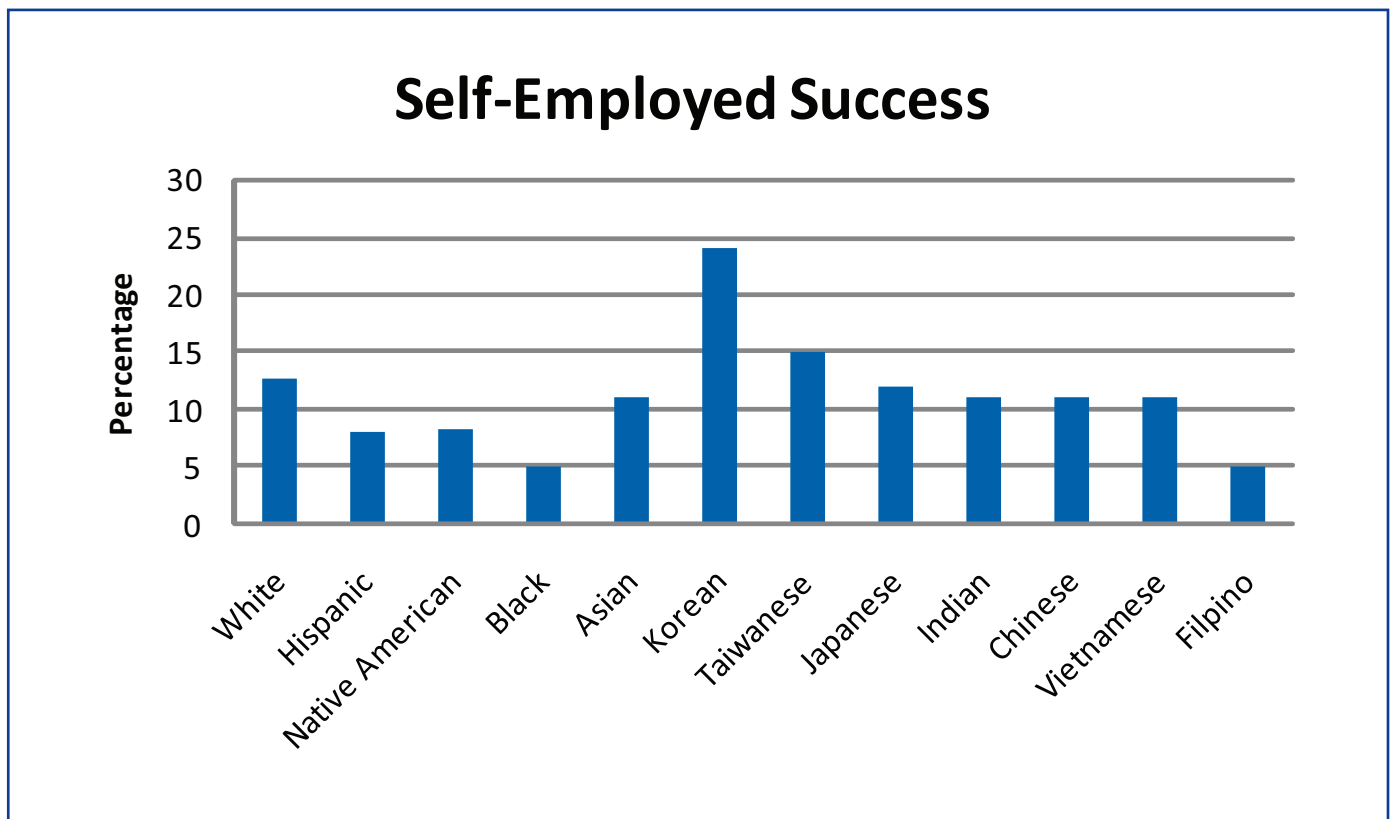
Self-employment offers the following benefits for people with disabilities:

- Unlimited future career growth
- Freedom from access-related barriers
- No workplace stigma
- Flexible hours and conditions
- Great independence

Good candidates for self-employment often have these traits:

- Creative problem-solving (in everyday mobility situations)
- Ability to handle stressful situations
- Persistence
- Willingness to seek help
- Resourcefulness

The chart shows that Asians have a successful history of self-employment— 11.0% of Asians are self-employed, compared to 12.8% of Whites, 5.0% of Blacks, 8.1% of Hispanics/Latinos, and 8.4% of Native Americans. In particular, Koreans (24%), Taiwanese (15%), Japanese (12%), Indians (11%), Chinese (11%), Vietnamese (11%), and Filipinos (5%) have been most successfully self-employed.



Percentage of successful self-employed groups by race.

Why are Asians with disabilities successful with self-employment?

Labor Market Discrimination. Many Asians seeking traditional employment have no options. But self-employment works because issues such as simple discrimination by employers, language barriers, and inability to transfer education credentials from their home countries are instantly resolved.

Cultural traits. Asians often choose to be self-employed in order to exemplify the traditional traits of hard work, delayed gratification, and sacrifice.

Class resources. Asians plan to open their own businesses after completing education or training specifically geared to doing so (e.g., business school and internships).

Structural opportunities. Some argue that Asians are best served by opening businesses within their ethnic enclaves. This choice shields business owners from the discrimination and hostility they may face in other work environments.

Self-employment for Asians with disabilities is often preferable. DRS can help a new business owner address possible problems and strengthen his/her assets.

Appendix K.

Valuing a Diverse Workforce with Mainstream Best Practices: Hiring Strategies for Businesses

The following reasons for hiring people with disabilities may help reduce fears and misperceptions.

Reasons for Hiring People with Disabilities

- **FACT:** Employees with disabilities do not require more of a supervisor's time, do not have more accidents, and are less likely to be absent or tardy than other employees. They are also less likely to leave the job and have the same job performance ratings as employees without disabilities (McDonald & Hernandez, 2007).
- One of the studies conducted by Forrester Research Inc. (as cited in IBM, 2007) showed that IBM's efforts to ensure accessible information technology benefited 60% of users/clients, most of whom did not have disabilities.
- Some 93% of customers surveyed would rather patronize a business that employs people with disabilities than one that does not. About 87% of people would switch from a product they have been using to one that is associated with a good cause, such as supporting people with disabilities, and 72% of employees want their employers to do more for social causes (Cone, 2007).
- In one study, 92% of those surveyed felt more favorable toward companies that hire individuals with disabilities, and 87% would rather do business with a company that hires individuals with disabilities. When companies were rated with regard to social causes, the importance of hiring people with disabilities ranked comparably to giving free health insurance to all employees (Siperstein, Romano, Mohler, & Parker, 2006).
- Diverse employees who represent changing consumer demographics can provide valuable insights into consumer preferences. Furthermore, diverse employees' thoughts tend to be fresh and different from those of people in homogeneous groups (Cox & Blake, 1991).
- Watson, Kumar, and Michaelsen (as cited in Richard et al., 2004) claim that diverse groups are better at problem-solving than homogeneous groups.

- As an example, AT&T employs first-line channel managers who have auditory disabilities. They plan, coordinate, and deliver consumer outreach activities nationwide. AT&T also allows employees to choose the means of communication that works best for them, including video relay, Internet relay, captioned telephone, instant messaging, text messaging, and email. Webcasts, podcasts, and audio casts are also available, along with in-house sign-language interpreters.
- In 2007, Walgreen's opened a distribution center specifically designed to employ people with disabilities. Efficiency at this center, where roughly 40% of employees have disabilities, has risen by 20%, mostly because technology originally intended to assist people with disabilities ended up making everyone's jobs easier. Manager Deb Russell commented, "This is the first time we have looked at the issue [of disability accomodation] in a systemic, holistic way. It is the best thing we have ever done."

Why Hire an Asian with a Disability?

Corporations and leaders often do not see the value in hiring anyone with a disability, let alone Asians with disabilities. Don't be fooled into making the same mistake. Hiring Asians with disabilities is a useful tool that will help your business gain a competitive edge in a "survival of the fittest" market. Here are some relevant publications.

Benefits of Hiring Asians with a Disability

- You can fill the talent shortage. The U.S. workforce is aging, and baby boomers are retiring. Asian Americans with disabilities are an untapped source of talent.
- People are cocooning in their jobs: they're hanging onto them during bad times. People with disabilities are least likely to leave a job. Compare this to a 2010 Herman Trend Alert report that "54% of today's employees are ready to jump as soon as the economy improves."
- One in five customers who will be using your product service has a disability. One in three has a disability and also knows someone else who has one. Americans with disabilities have a discretionary wealth of \$220 billion.
- People with disabilities tend to be good and dependable employees; they are less likely to leave a job, more likely to attract new customers, equally likely to achieve good performance ratings, and less likely to be absent or tardy.
- Changes made to accommodate people with disabilities can often raise overall productivity, as in the Walgreen's warehouse.
- Organizations with the best reputations as employers of diverse people have a competitive advantage in the acquisition of the best personnel (Cox & Blake, 1991).
- Asians with disabilities can generate unique and distinct ideas that the company would not otherwise have developed (Cox & Blake, 1991).
- McLeod, Lobel, and Cox (as cited in Richard et al., 2004) argue that diverse groups, such as those including Asians with disabilities, produce ideas that are more feasible, effective, and of a higher quality.

Appendix K. cont'd

References

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ADOPT partnered with with the U.S. Dept. of Commerce's Minority Business Development Agency to present information to a group of about 40 business owners and managers about the benefits of hiring people with disabilities. Although connecting with the business sector is challenging, especially for nonprofits focusing on disability, pairing with agencies who are already connected to the for-profit community can prove worthwhile, and presenting at events where business owners are already likely to attend greatly enhances outcomes. This appendix shows the multimedia slides used during the 2010 presentation.

Event Details

The MBDA Asian American Business Forum supports Asian American entrepreneurs and professionals in dealing with today's challenging business environment. It is a comprehensive MBDA Asian American outreach program. This is a quarterly event that provides education and training along with business networking opportunities to all Asian American. The educational seminars are open to all...

You are invited to attend an...
EDUCATIONAL BUSINESS SEMINAR
Sponsored by **AXA-Advisors**
as part of the OCA-Chicago Annual Gala

Saturday, 11.13.2010, 3pm-5pm
Palmer House

17 East Monroe - Chicago, IL - 60603
Room: TBA

SUPER-DISCOUNTED VALET PARKING \$12

Discounted Valet Parking available at
Silversmith Hotel & Suites Parking Garage

10 South Wabash
Chicago, IL

Special presentation includes:

1. MBDA/OCA Asian American Business Forum Introduction - George Mui - MBDA/OCA
2. Asians with Disabilities Outreach Project - Rooshey Hasnain, UIC
3. Preparing Small Business for dealing with the ever changing healthcare, legal, and tax requirements - Guest Speaker: AXA - Advisors

As always, business networking is a great benefit for attending these educational seminar. All participants are invited to join the OCA Annual Gala reception and silent auction. Separate registration for the OCA Chicago is required. It is expected to be a sellout. Gala tickets should be purchase ahead of time. Additional information on the gala can be found at www.ocachicago.org or go directly to the registration page at:

<http://events.r20.constantcontact.com/register/event?oelk=a07e3156otfb648dc&llr=hfjhr7dab>

BACKGROUND

Topic #1 - MBDA - The Minority Business Development Agency of the U.S. Department of Commerce is the only federal agency dedicated to support minority business enterprises. For more information on MBDA, please see www.mbd.gov

OCA - Started as an civil rights group. Organization of Chinese American (OCA), is now a national organization dedicated to support the social, political, economic well-being of all Asian Americans. For more information on OCA, please see www.oceanational.org and www.ocachicago.org

Topic #2 - ADOPT - The 18 month "Asian with Disabilities Outreach Project Think-tank" is designed to help the vocational rehabilitation (VR) agencies increase their capacity to help Chicago-based Asians with disabilities (AWD) gain meaningful access to the state vocational rehabilitation (VR) system, and increase quality of service through culturally and linguistically relevant outreach efforts. Funded by the American Recovery and Reinvestment Act (ARRA), the project was awarded to the Center for Capacity Building on Minorities with Disabilities Research (CCBMDR) at University of Illinois at Chicago (UIC), which is collaborating with the Division of Rehabilitation Services (DRS) of the Illinois Human Services Department, and many local Asian-serving agencies.

Topic #3 - Small businesses generally focus on today's operations. Trying to meet payroll, getting new customer, keeping current customers, dealing with competition, etc. Not too many small business owners take the time to evaluate pending registration on health care, labor laws or taxes law change. AXA-advisors will offer some insights on what Small Business need to know now to prepare for the future.

When & Where



Palmer House
17 East Monroe Street
1-312-726-7500
Chicago, IL 60603

Saturday, November 13, 2010 from
3:00PM-5:00PM (CT)



Add to my calender

Appendix L.



**Hiring Persons With Disabilities:
It Just Makes Cents!**

Roshey Hasnain
Gaurav Singh
Stephen Bixler
Jaelin Pak
Wong Kang

Asians With Disabilities Outreach Project Think-Tank (ADOPT)
University of Illinois at Chicago (UIC)

Decent Work for Asians with Disabilities

The Issue

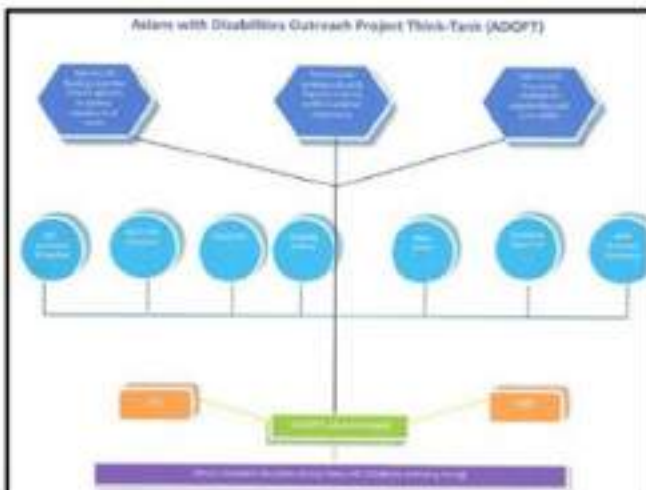
Many Asians with disabilities (AWD) want to work and are able to work, but find it **difficult to find employment**. In addition to challenges related to disability, AAs often face language and **cultural obstacles** that impede their ability to work

- AWDs are a minority client population within the Illinois vocational rehabilitation (VR) service delivery system
- Only less than 2% of the client population is Asian, and it should be as high as 4.1% (Cornell University Report, 2008)

To change this reality, we need to improve employment opportunities for and with Asians with disabilities

So, who is the Illinois Department of Rehabilitation Services?

And what types of services do they provide?



Purpose of the Project-ADOPT

An 18-month community-based participatory initiative:

- Support Chicago-based Asians with disabilities (AWD) gain meaningful access and participation to the public vocational rehabilitation (VR) system and employment opportunities.

Bottom Line: How can we we partner with Asian businesses to help address employment gap?

Building Public & Private Connections

Building the capacity of Chicago-based Asian communities to support workforce diversity and opportunities for and with Asian with disabilities



Developing a Transformational Outreach Model



What Constitutes A Disability?

- Physical or Mobility
- Cognitive or Intellectual
- Sensory (e.g., deafness, blindness)
- Mental Illness (e.g., PTSD)
- Traumatic Brain Injury
- Chronic Health (i.e., diabetes)



Who Are People with Disabilities?

- Working-age people with disabilities in Illinois in June 2010:
 - **35.9%** is the employment rate among working-age people with disabilities.
 - **74.1%** is for those without disability.



[The Chicago Community Trust, November 12, 2010]

Question: What do you think are some of the biggest barriers that Asians with disabilities face in regard employment?

Addressing Common Fears and Stereotypes

- Many employers hold misconceptions and myths about people with disabilities (PWD):
 - Skeptical of worker competency
 - Escalated health care costs
 - Litigation
 - Cost of accommodations

[The Chicago Community Trust, November 12, 2010]

Changing Attitudes: Carolina Fine Foods

- Kosak attended a job fair for persons w/disabilities. He hired someone that day. Here's what he has to say:

"Society, I had the same stereotypes and concerns most employers have. [With my first disabled employee] I focused on what he could do, not what he could not." *Forrest Adams*

Over 50% of his employees are now people with disabilities.



Basic Information about Employment Resources



- **Americans with Disabilities Act (1990)**
 - Many guidelines to prevent discrimination
 - Introduced "reasonable accommodation" to not be burdensome to employers
 - Work schedule modification, acquiring devices/interpreters, making premises accessible
 - This is where DRS helps through purchasing!

How DRS Can Assist You



- Tax credits, incentives (thousands of \$)
- On-the-job training and education
- ADA Consultation
- Training/educating staff
- Long-term job retention services
- Accommodating hired persons with disabilities
- Find educated, trained professionals for hire
- ***New Incentive

Boost Productivity

- Workers with disabilities are often:
 - more proficient, productive, and efficient than their peers without disabilities
- "Job performance by workers with disabilities was equal to or better than fully-functioning peers." – DuPont (Fortune 100), 30 Year Study

BusinessWeek

SOURCE: Business Week, "The New Workforce: A Tight Labor Market Gives the Disabled the Chance to Make Permanent Inroads" March 20, 2000

Case Study 1: DePaul University

Employees with disabilities:

- Had the same job performance ratings as employees without disabilities
- Did not require any more of supervisor's time
- Were no more likely to be absent, late or have off-work time than any other employee
- Did not have more workplace accidents
- Were less likely to leave the job



Exploring the Bottom Line: A Study of the Costs and Benefits of Workers with Disabilities. Released January 28, 2007.

Increase Attendance and Retention

- **Persons with disabilities are almost twice more likely to have above-average safety and attendance records.**
- **Less likely to be lured by a paycheck.**
 - Marriot Hotels study showed a significantly higher turnover rate in employees w/o disabilities.



SOURCE: Business Week, "The New Workforce: A Tight Labor Market Gives the Disabled the Chance to Make Permanent Inroads" March 20, 2000



Case Study 2: JW Marriott Hotel

- 2001: manufacturing->service shift
- Through community partnership, 60 persons with mental disabilities have been placed through training skills in baking, sewing, printing, and gardening. Laundry services are planned.
- Understanding partner NGOs needs, and company's needs/expertise—honesty.
- Brainstorming ideas by identifying opportunities



Free Public Relations/Advertising

U of Massachusetts Study:
Participants' Ratings of Companies Demonstrating Social Responsibility

	Favorable	Same	Unfavorable
Offer health insurance to all	96	3	1
Hire people with disabilities	94	5	1
Protect Environment	92	6	2
Donate to disaster relief	88	7	5
Support a favorable cause	75	5	20

95% of customers would prefer giving their business to companies that hire people with disabilities.

Summarizing the Business Case

- Employers report that people with disabilities, including those of Asian descent make good, dependable employees. They:
 - are an untapped talent pool
 - more likely to stay on the job
 - Hiring PWDs increases workforce morale.
 - Have transferable problem-solving skills developed from everyday life
 - Insight into an overlooked multi-billion dollar market.
- Source: Intl Labor Org.

Need Your Help

- Our goals in this presentation:
 - To encourage you to join our efforts
 - Convene a focus group comprised of Asian businesses to gain your insights about the idea of hiring a person with a disability.
 - Join our project task force
 - Provide opportunities (shadowing, mock interviews, internships) for students
- Consider becoming an employer who is open to the idea of hiring a person with a disability.


"Do good" and "do well" by hiring persons with disabilities.



Additional Resources, More Information, Getting Involved, or Anything at All!


- **Rooshey Hasnain--UIC**
roosheyh@uic.edu
- **Gaurav Singh--UIC**
gsingh21@uic.edu
- **Stephen Bixler--DRS**
stephen.bixler@illinois.gov
- **JaeJin Pak--Community Counseling Centers of Chicago (C4)**
jaejin.pak@gmail.com

Appendix M. - Poster Advertising ADOPT at a 2011 Research Symposium




**Vertical Integration for Asian Americans with Disabilities:
Asians with Disabilities Outreach Project Think-Tank (ADOPT)**

Gaurav Singh (Undergraduate Research Intern) and Rooshay Hasnain, Ed.D (Visiting Research Professor and Director),
University of Illinois at Chicago : Department of Disability and Human Development; Chicago, IL



UIC Department of Disability and Human Development
UIC Department of Disability and Human Development




BACKGROUND OBJECTIVES

- Asian Americans with disabilities (AAWD) want to work but face difficulty in obtaining meaningful employment due to cultural and institutional challenges.
- AAWDs are a minority in the Illinois vocational rehabilitation (VR) service delivery system: <math>< 1\%</math> of the state VR population is AA, where 4% is expected.
- The 18-month initiative called ADOPT was formed to help Chicago-based AAWDs gain access to Illinois' VR system through culturally and linguistically appropriate outreach.
- This is done through assessing current AWD activities to determine VR service gaps in Chicago, networking and building relationships with key players, and identifying effective strategies and points of entry to connect AAWDs.

FINDINGS

Unique Accomplishments

Although we know people with disabilities can be integrated into the workforce, Asian Americans have largely been ignored based on the "model minority" myth. ADOPT is the first initiative to form relationships with community and faith-based organizations, media, schools, and various government agencies to create opportunities for and with AAWDs.



CONCLUSIONS

People with disabilities, including those of Asian American descent, make good, dependable employees. They are an untapped talent pool. They are more likely to stay on the job and they increase workforce morale, apply problem-solving skills, and provide insight into a multi-billion-dollar overlooked market.

Incentives must be provided to encourage young Asian Americans to enter rehab/counseling professions. This will allow agencies such as DRS to become more effective, as staff begin to understand the unique needs of a heterogeneous body of Asian clients that face stigma and language barriers compounded by cultural views and religious beliefs.

Division of Rehabilitation Services, community partners, businesses, and AAWDs, must work together to promote workforce awareness, inclusion, and integration. This local outreach model is maximally effective in generating real-world change that other states and countries can implement.

OTHER IMPLICATIONS

- Changes implemented for AAWDs have been known to boost overall productivity by helping abled workers as well. For example, a Walgreens distribution center with 40% of its workforce as PWDs adopted technology that increased output for all.
- On April 7, 2011: The first ever Asian American Disabilities Business Forum in Chicago, provides critical information to Asian businesses and community service organizations on expanding accessibility and employment opportunities that support the hiring of PWDs, especially Asian Americans. The potential is great for starting on-going dialogue and state-level systematic changes.

ACKNOWLEDGEMENTS

This project would not be possible without the tireless efforts of Drs. Rooshay Hasnain and Patricia Belmont. In addition to countless contributions of resources, mentors and volunteers, our efforts are funded by the American Recovery and Reinvestment Act (ARRA) and the Illinois Division of Rehabilitation Services. Please contact Gaurav Singh (gsingh@uic.edu) or Rooshay Hasnain (rhasnain@uic.edu) for more information.

POPULATION CONSIDERATIONS

Statistics highlight disability's importance.

- Some 10.3% of Illinois residents have at least one disability.
- The employment rate for persons with disabilities (PWDs) is about half (39.5%) that of able-bodied persons (80%).
- Some 23.9% of PWDs live below the poverty line, compared to the Illinois general poverty rate of 8.9%.
- Households with a disability earn \$42,800 yearly, compared to the median household income of \$66,200

THE BUSINESS CASE FOR HIRING AAWDS

- Job performance by workers with disabilities was equal to or better than that of their fully functioning peers (DuPont). They were less likely to be laid off by a paycheck and twice as likely to have above-average safety and attendance records (Business Week).
- Compared to their fully functioning peers, employees with disabilities did not require more supervisor time, were no more likely to be absent or truant, did not have more workplace accidents, had the same performance ratings, and were less likely to leave the job (DePaul University).
- About 95% of customers would prefer to give their business to companies that hire persons with disabilities. The same percentage of customers would do the same for companies that give free health insurance to all, which highlights the importance of the issue (UMass).

Bottom Line: Division of Rehab Services (DRS) can help businesses with thousands of dollars in tax credits, on-the-job training or education, ADA consultation, long-term retention services, accommodations, and finding trained professionals.

Appendix N. - Agenda for first Asian American Disabilities Forum

ADOPT connected with other members of academia as a component of outreach efforts to exchange ideas.

TIME	FORUM TOPIC	Asian American Disabilities Business Forum Agenda: Thursday, April 7, 2011
9:00-9:15	Setting the Agenda	Rooshey Hasnain , Visiting Research Assistant Professor and Director, University of Illinois at Chicago, ADOPT Chris Zala , City of Chicago Commission on Human Relations, Director & Community Liaison, Council on Asian American Affairs
9:15-9:25	Welcome	Welcoming Remarks by Marca Bristo , President/CEO, Access Living
9:30-9:40	Overview	Overview of the State Regarding Disability Issues by Commissioner Karen Tamley , Mayor's Office for People with Disabilities
9:45-10:05	Voices of Local Leadership	Dana V Starks , Commissioner and Chairman, City of Chicago Commission on Human Relations, Council on Asian American Affairs Eric Dobyne , Regional Director, U.S. Department of Commerce, Minority Business Development Agency Fabricio Balcazar , Director of CCBMDR and Professor, University of Illinois at Chicago Robert Kilbury , Director of Illinois Division of Rehabilitation Services
10:10-11:55	Accessibility, Awareness Building, & ADA	Joe Albritton , Deputy Commissioner, Mayor's Office for People with Disabilities Kristen Lee , Attorney and Investigator, CCHR Human Rights Compliance-Employment & Public Accommodation Bonnie Pinnow , Employment Specialist, Illinois Division of Rehabilitation Services Robin Jones , Project Director and Principal Investigator, Great Lakes ADA Center
12:00-12:45	Employers' Perspectives	Success #1: Tuyet Le, Director Asian American Institute Success #2: Nick Kamboj, Owner, Standard India Restaurant Success #3: Raj Cherukonda, Founder/CEO, SAPKAN Supported by the Cherukonda Institute
12:45-1:25	Lunch & Networking	Special Remarks by Secretary Michelle R.B. Saddler , Illinois Department of Human Services
1:30-2:25	Perspectives & Leadership Roles of AWDs	Daphne Kwok , Chair of the President's Advisory Commission on Asian American and Pacific Islanders and Executive Director of Asians and Pacific Islanders with Disabilities of California. Rahnee Patrick , Director of Independent Living, Access Living Michelle Lee , Treasury Analyst, Aon Corporation Jae Jin Pak , Community Counseling Centers of Chicago Quetzal Center
2:30-3:15	Moving the Agenda Forward Via Resources, Funding, & Incentives	Annie Coakley , Asst. to the Commissioner, City of Chicago's Dept. of Housing and Economic Development John Paulun , Directors, SomerCor 504, Inc. – City delegate agency for Small Business Improvement Funds (SBIF) Mark Williams , Director of disabilityworks within the Chicagoland Chamber of Commerce Francisco Alvarado , Assistant Director of Illinois Division of Rehabilitation Services
3:20-3:30	Closing Remarks	Assistant Secretary Grace Hou , Illinois Department of Human Services, Programs

This flyer was used in outreach efforts to invite the for-profit sector to our forum. It may be used as a template for other similar events in the future.

Asian American Disabilities Business Forum

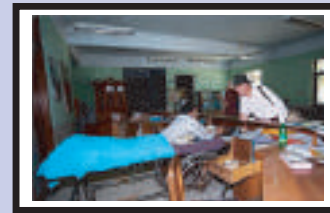
Accessibility, Employment and Workforce Integration Information for Local Businesses & Community Service Organizations



Thursday, April 7, 2011
8:30 am - 3:30 pm

@

Access Living Chicago
115 W. Chicago Avenue
Chicago, IL 60654



Forum is **FREE** and registration includes lite breakfast & lunch

Special Guests

- Grace Hou**, Assistant Secretary, Illinois Department of Human Services
Karen Tamley, Commissioner, City of Chicago, Mayor's Office for People with Disabilities
Dana V. Starks, Commissioner & Chairman, City of Chicago Commission on Human Relations
Robert Kilbury, Director, Illinois Department of Rehabilitation Services
Marca Bristo, President and CEO, Access Living, Chicago
Eric Dobyne, Regional Director, U.S. Department of Commerce, Minority Business Development Agency
Mark Williams, Director of disabilityworks within Chicagoland Chamber of Commerce

Forum Presenters

- ADOPT** - Asians with Disabilities Outreach Project Think-Tank, UIC Dept. of Disability & Human Development to present the state of disability awareness specific to vocational rehabilitation and employment services available for Chicago's Asian Americans;
- DRS/IDHS** - Division of Rehabilitation Services of Illinois of Department of Human Services to present information on employment training programs available to rehabilitate and return people back to work in Illinois;
- DBTAC - Great Lakes ADA Center** - presenting information to assist businesses and organizations to meet their obligations under the ADA. The Great Lakes Center is recognized as a key resource regarding ADA compliance and the interface with other federal legislation;
- CCHR** - Chicago's Commission on Human Relations and its Advisory Council on Asian Affairs to present information on Chicago's Human Rights & Fair Housing Ordinances, prohibiting discrimination in Public Accommodation, Employment, Housing, Credit and Bonding, based on 14 protected classes in City of Chicago;
- MOPD** - Mayor's Office for People with Disabilities to present information on disability awareness and etiquette, which will provide guidance on how to appropriately interact with individuals with all types of disabilities in order to provide equal access, while avoiding discriminatory behavior;
- HED** - Chicago Department of Housing and Economic Development to present information on small business improvement fund (SBIF) grants, the façade rebate program and other resources for small businesses and organizations in the City of Chicago;
- ACCESS LIVING of Metropolitan Chicago** - Nonresidential Center for Independent Living for people with disabilities, presenting on programs and services to promote the empowerment, independence and inclusion of people with disabilities in all areas of community life.

Registration

- Registration deadline is April 5, 2011 (<http://aabf04072011.eventbrite.com/>)
- Free parking available for first 50 spots at Interpark-750 North Dearborn, Corner of Chicago and Dearborn (reservations required)
- Accessible via CTA Red, Purple, & Brown line stops nearby
- For ASL interpreters and PA services, please contact Bhuttu Mathews at Access Living: (312) 640-2115/tty (312) 640-2172 by March 24 2011

Forum Partners



ADOPT Community Partners

Arab American Family Services, Asian American Institute, Asian American Small Business Association, Asian Health Coalition of Illinois, Asian Human Services, Asian Metropolitan Family Services, Cambodian Association of Illinois, Chinese American Service League, Chinese Mutual Aid Association, Coalition of African, Arab, Asian, European, and Latino Immigrants of Illinois, Coalition of Limited English Speaking Elderly, Community Counseling Centers of Chicago, El Valor, Heartland Alliance Refugee Health Program, Illinois Coalition for Immigrant and Refugee Rights, Indo-American Center, Refugee One, Korean American Community Services, Lao American Community Services, Midwest Asian American Center, Midwest Asian Health Association, Muslim Women Resource Center, Nepali American Center, Skokie Garden Cleaners, United African Organization, UIC's Disability Resource Center, Vietnamese American Community of Illinois, Vietnamese Association of Illinois

Appendix O. - Asian-Based Chambers of Commerce in Chicagoland

Please use this contact list to establish relationships with various chambers of commerce in the area. Their partnership is critical for understanding the needs of employers and for employers to understand the benefits of disability workforce integration.

18th Street Development Company

Hector Saldana

Title: Director

1843 S. Carpenter Street

Email: hectormsal-
dana@gmail.com

Tel: (312)-733-2287

87th Street/Stony Island Chamber of Commerce Dakita Crawford

Title: Executive Director

8336 S. Stony Island
Avenue

Email: cocsi87@aol.com

Tel: (773)-734-0626

95th Street Business Association

Lois Weber

Title: Executive Director

2100 W. 95th Street

Email: info@95thstreetba.org

Tel: (773)-238-4094

Albany Park Chamber of Commerce

Jin Lee

Title: Data not found

3403 W. Lawrence
Avenue, 2nd Floor

Email:

jinapcc@yahoo.com

Tel: (773)-583-5111

Asian American Alliance SBDC

George Mui

Title: Executive Director

5901 N. Cicero

Email:

george.mui@asianameri-
canalliance.com

Tel: (312)-225-9320

Austin Chamber of Commerce

Camille Lilly

Title: Executive Director

645 S. Central Avenue

Email: Data not found

Tel: (773)-854-5642

Back of the Yards Business Association

Craig Chico

Title: President/CEO

1751 W. 47th Street

Email: cchico@bync.org

Tel: (773)-523-4416

Belmont-Central Chamber of Commerce

Reid Mackin

Title: Executive Director

5534 W. Belmont Ave

Email: reid@belmontcen-
tral.org

Tel: (773)-647-1644

Beverly Area Planning Assn.

Matthew Walsh

Title: Data not found

11107 S. Longwood
Drive, 2nd Floor

Email:

mattwalsh@bapa.org

Tel: (773)-233-3100

Business and Economic Revitalization Association Data

Alicia Spears

Title: Executive Director

Address: Data not found

Email:

bera@beraecon.com

Tel: (773)-783-2636

Business Partners - The Chamber for Uptown

Christie Hahn

Title: Executive Director

4753 N. Broadway,
Suite 822

Email:

christie@uptownbusiness-
partners.com

Tel: (773)-878-1184

Central Lakeview Merchants Association
Guss Issacson
Title: Executive Director
3355 North Clark
Email: clma@centrallakeview.biz
Tel: (773)-665-2100

Cermak Road Chamber of Commerce
Hector Escovar
Title: President
2000 W. Cermak
Email: casapuebla@sbcglobal.net
Tel: (773)-843-9738

Chatham Business Association
Melinda Kelly
Title: Executive Director
8441 S. Cottage Grove
Email: melkelcba@sbcglobal.net
Tel: (773)-994-5006

Chicago Chinatown Chamber of Commerce
Chi Can To
Title: Executive Director
2169-B S. China Place
Email: info@chicagochinatown.org
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Chicago Chinatown Chamber of Commerce
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Tel: (312)-326-5320

Chicago Chinatown Chamber of Commerce
Man Men Lee
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Tel: (312)-326-5320

Chicago Chinatown Chamber of Commerce
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Email: yinkean@chicagochinatown.org
Tel: (312)-326-5320

Chicago Gay & Lesbian Chamber of Commerce
Christina Pinson
Title: Co-Exec Director
3656 N. Halstead
Email: cpinson@glchamber.org
Tel: (773)-303-0167

Chicago Korean American Chamber of Commerce
Brandon Yu
Title: Executive Director
5601 N. Spaulding Avenue
Email: brandon.ji.yu@gmail.com
Tel: (773)-583-1700

Chicago Korean American Chamber of Commerce
Ray Kim
Title: President
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Tel: (773)-583-1700

Chicago Lawn Chamber of Commerce
Rose Brann
Title: Executive Director
6013 S. Keating
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Tel: (773)-585-6277

Chicago Loop Alliance
Ty Tabing
Title: Executive Director
27 E. Monroe, Suite 900A
Email: info@chicagoloopalliance.com
Tel: (312)-782-9160

Cosmopolitan Chamber of Commerce

Carnice Carey

Title: Executive Director
203 N. Wabash, Suite

Email:
ccarey@cosmococ.org

Tel: (312)-499-0611

DevCorp North

Dorothy Gregory

Title: President
1448 W. Howard Street

Email: kbare@devcorp-north.org

Tel: (773)-508-5885

Division Street Business Development Association

Eduardo Arrocho

Title: Executive Director
Address: Data not found

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earrocho@dsbda.org

East Side Chamber of Commerce

Joan Hardy

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3658 E. 106th Street

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Edgebrook Chamber of Commerce

Robert Madiar

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6440 N. Central Avenue

Email: Data not found

Tel: (773)-775-0378

Edgewater Chamber of Commerce

Jay Delaney

Title: Executive Director
1210 W. Rosedale Avenue

Email: jaydelaney@edgewater.org

Tel: (773)-561-6000

Edgewater Development Corporation

Trinette Johnson

Title: Executive Director

Email: Data not found
info@edgewaterdev.org

Tel: Data not found

Edison Park Chamber of Commerce

Rita McGovern

Title: Executive Director
6730 N. Olmsted

Email:
info@edisonpark.com

Tel: (773)-631-0063

Fullerton Avenue Chamber of Commerce

Thomas Knudtson

Title: Executive director
2400 N. Western Avenue

Email: Data not found

Tel: (773)-489-3222

Garfield Park Chamber

Malik Elliot

Title: Data not found

Address: Data not found

Email: melliott@garfield-park.org

Tel: Data not found

Garfield Ridge Chamber of Commerce

Mary Ann Dybola

Title: President
6852 W. Archer

Email: Data not found

Tel: (773)-767-0014

Genesis Housing Development Corp.

Steve Kidd

Title: Executive Director
3763 S. Wabash

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**Image credited to
ilchamber.org**

Appendix P. - Encouraging Job Applications from Persons with Disabilities

Use appropriate language in flyer to be inclusive while considering ability, not disability.

Accounting Position - Kaleidoscope Group - Chicago

Privately owned Diversity & Inclusion Consulting firm with a very pleasant working environment conveniently located in River North, Chicago.

We have about 20 full time employees and are in the midst of major growth and change. We are searching for a full-time accounting professional. Applicants must possess the following:

- Accounts payable and receivable experience.
- Ability to manage multiple systems.
- Highly proficient in Excel; report generation and tracking experience a must.
- Ability to analyze and solve problems.
- Excellent organizational skills.
- Ability to communicate clearly and effectively.
- Ability to work in a small office environment and do what it takes to get the job done.

Candidate must possess QuickBooks experience and be able to prepare financial statements. Small business bookkeeping background as well as extensive QuickBooks knowledge necessary for consideration (minimum of 3 years).

Qualified persons with disabilities encouraged to apply.

Please send all resumes and contact information to info@worldvue.com along with salary history and 3 references.

Ms. XXX XXX

Office of Congressman
Deputy Chief of Staff
1640 West Roosevelt Road
Chicago, IL 60624

XXX-XXX-XXXX (office)

XXX-XXX-XXXX (fax)

Appendix Q. - Web Resources

- Checklist for Hiring People with Disabilities:
<http://webharvest.gov/peth04/20041110105730/http://www2.dol.gov/odep/pubs/ek96/chcklist.htm>
- Disability Friendly Strategies for the Workplace:
<http://webharvest.gov/peth04/20041110104420/http://www2.dol.gov/odep/pubs/ek00/friendlystrat.htm>
- Office of Disability Employment Policy's new Small Business Self-Employment Service: <http://askjan.org/>; 1800-526-7234; TTY: 1800 232 9675
- The Abilities Fund: www.abilitiesfund.org
- The Disabled Businesspersons Association: www.disabledbusiness.com
- Minority Business Development Agency (MBDA), U.S. Department of Commerce: www.mbda.gov/
- Career Options with the Arts:
www.kennedy-center.org/education/vsa/resources/chapter2.pdf

External Business Directories

- (Mostly Illinois) Asian Businesses:
www.asianbizonline.com/results.php?keyword=illinois&where=Chicago%2C+Illinois%2C+United+States
- Chinatown Businesses: www.chicagochinatown.org/?page_id=8