



Welcome to  Chicago
Lighthouse
Industries

Innovation Empowered by Disability Inclusion



The Chicago Lighthouse's 35 Programs and Services:

- Education
- Employment
- Low Vision Rehabilitation
- Assistive Technology
- Independent Living
- Social Enterprise

Chicago Lighthouse History

Lighthouse Industries History

- Started in 1977 as part of the AbilityOne, making clocks for government office buildings, commercial entities and, more recently, consumer “fashion clocks.”
- Clocks can be found all over the world. There is even one in the 9/11 memorial museum from the Pentagon, with the time stopped at exactly when the attack occurred.
- 80% of Employees are Blind or Visually Impaired. We are one of the last – if not the last – clock factories in The United States.
- Our employees can assemble a clock in under 90 seconds, and we have assembled more than 6 million – and counting – clocks since the factory opened.

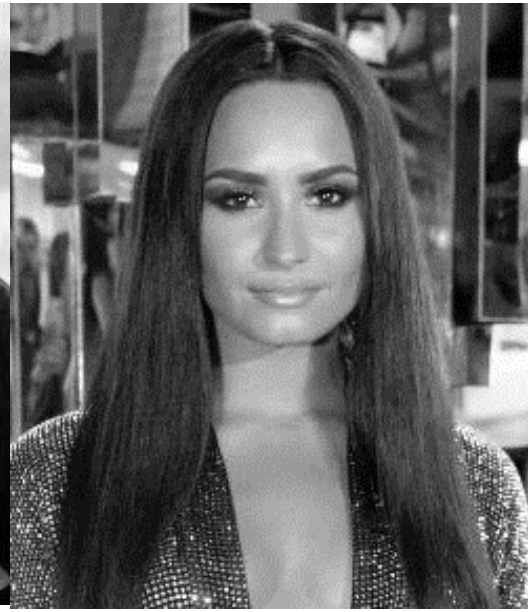
respect
ability

Mission:

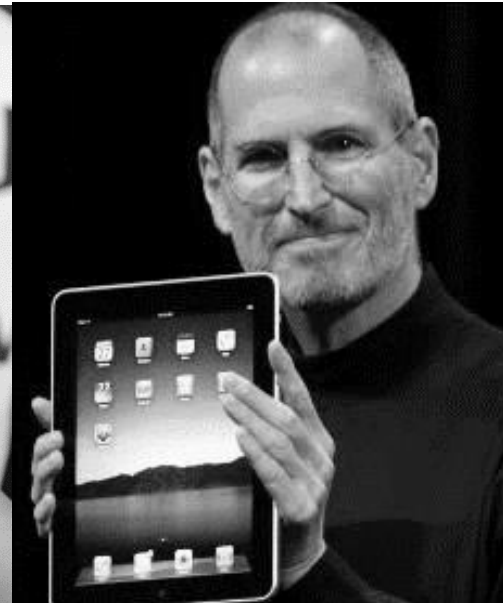
**To fight stigmas and
advance opportunities so
that people with disabilities
can fully participate in all
aspects of any organization.**

Today's Learning Objectives

- **#1 Participants learned ways to utilize their existing internal communication processes as a means of promoting a disability-inclusive culture in the workplace.**
- **#2 Participants learned how to remove barriers from job seekers with disabilities.**
- **#3 Participants learned how to engage the disabled community \ employee's in developing unique communication strategies, both internal and external, to promote disability inclusion.**



These are the faces of people with disabilities.





61 Million
people in the US
have a disability.*

People with disabilities
want
opportunities
Just like anyone else.

1 in 4
adults have a
disability



Disabilities Are....



**Temporary and
Permanent**



**Visible and
Invisible**



**Born with it or
Acquired**

Americans with Disabilities are Connected to Communities



48% have a family member with a disability

42% have a close friend with a disability



Only **65%** of people with disabilities finish high school.

Only **7%** of people with disabilities complete college.

Only **1 in 3** people with a disability have a job.

What can be done to ensure success for people with disabilities?



Untapped Potential

- People with disabilities have problem-solving experience, as well as loyalty to their employers.
- Companies that recruited and supported employees with disabilities have a 30% greater profit margin.



Social Enterprise Model

1. Create career pathways for professionals of our mission
2. Generate revenue to fund social service programs such as our Job Training Programs and Computer training

REVENUE SOURCES

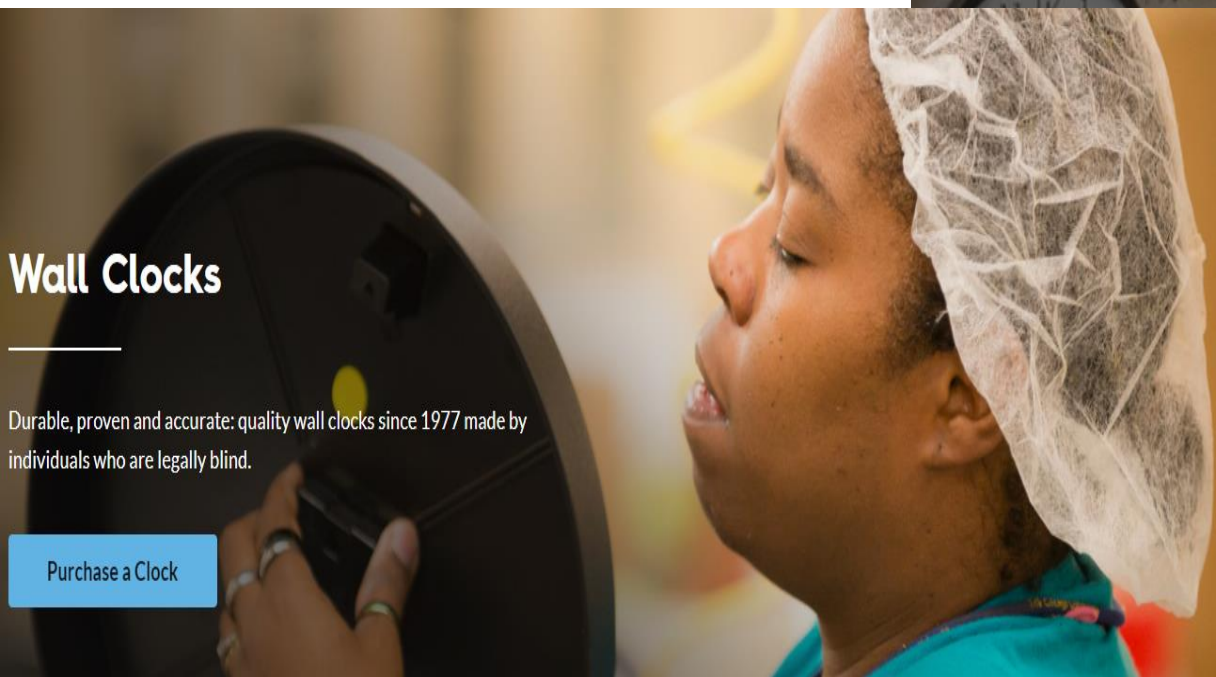


- Social Enterprise 61%
- Contributions/Events 12%
- Industries & Service Grants 10%
- Program Service Revenues 7%
- Govt. Grants & Fees 6%
- Investment Revenues 4%

Keep the World Working One Clock at a time

Wall Clocks

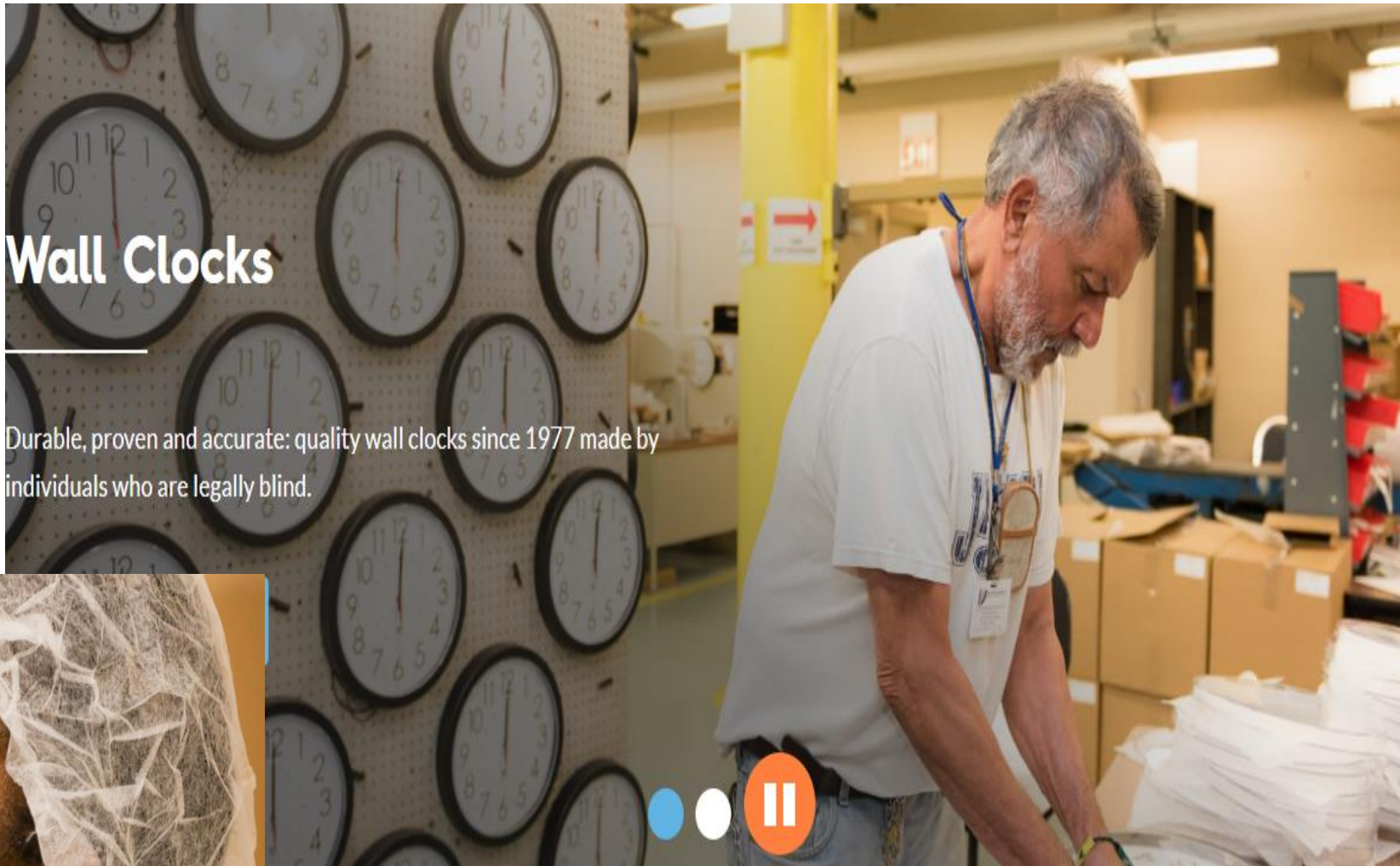
Durable, proven and accurate: quality wall clocks since 1977 made by individuals who are legally blind.



Wall Clocks

Durable, proven and accurate: quality wall clocks since 1977 made by individuals who are legally blind.

[Purchase a Clock](#)



Almost 7 Million Clocks Made

Benefits of Keeping the World Working

Benefits seen by organizations who excel in disability inclusion:

- Average of 28% higher revenue
- Increased productivity
- Lower staff turnover by up to 30%
- Increased innovation

Our Disability Inclusion Strategy



Inspire

Investigate

Innovate



Inspire

- Lead from the top
- Shift your cultural mindset on disability inclusion and accessibility
- Great disability inclusion strategies focus on team productivity and collaboration not only on specific individuals
- “Can our team productively work together?” vs. “Can this individual (with a particular disability) work with this team/department?”



What Your Workforce Will Be

- A Highly trained, capable, workforce hired to your project specifications
- High percentage of employees are blind, visually impaired or have a significant disability
- Veterans
- Diverse workforce – hire the right people for the right job
- Employees of our mission demonstrate:
 - Lower rates of tardiness and absenteeism
 - High retention rates
 - Motivated to excel

CHICAGO LIGHTHOUSE INDUSTRIES



- Chicago Lighthouse is the **LAST** major clock manufacturer in the **USA**.
- To date Chicago Lighthouse has produced more than **7-Million** clocks
- Each and every one is assembled by hand in the **USA** by people who are legally blind
- **CLH** has held the **EXCLUSIVE** federal contract for **ALL** federal clock needs for **45** years



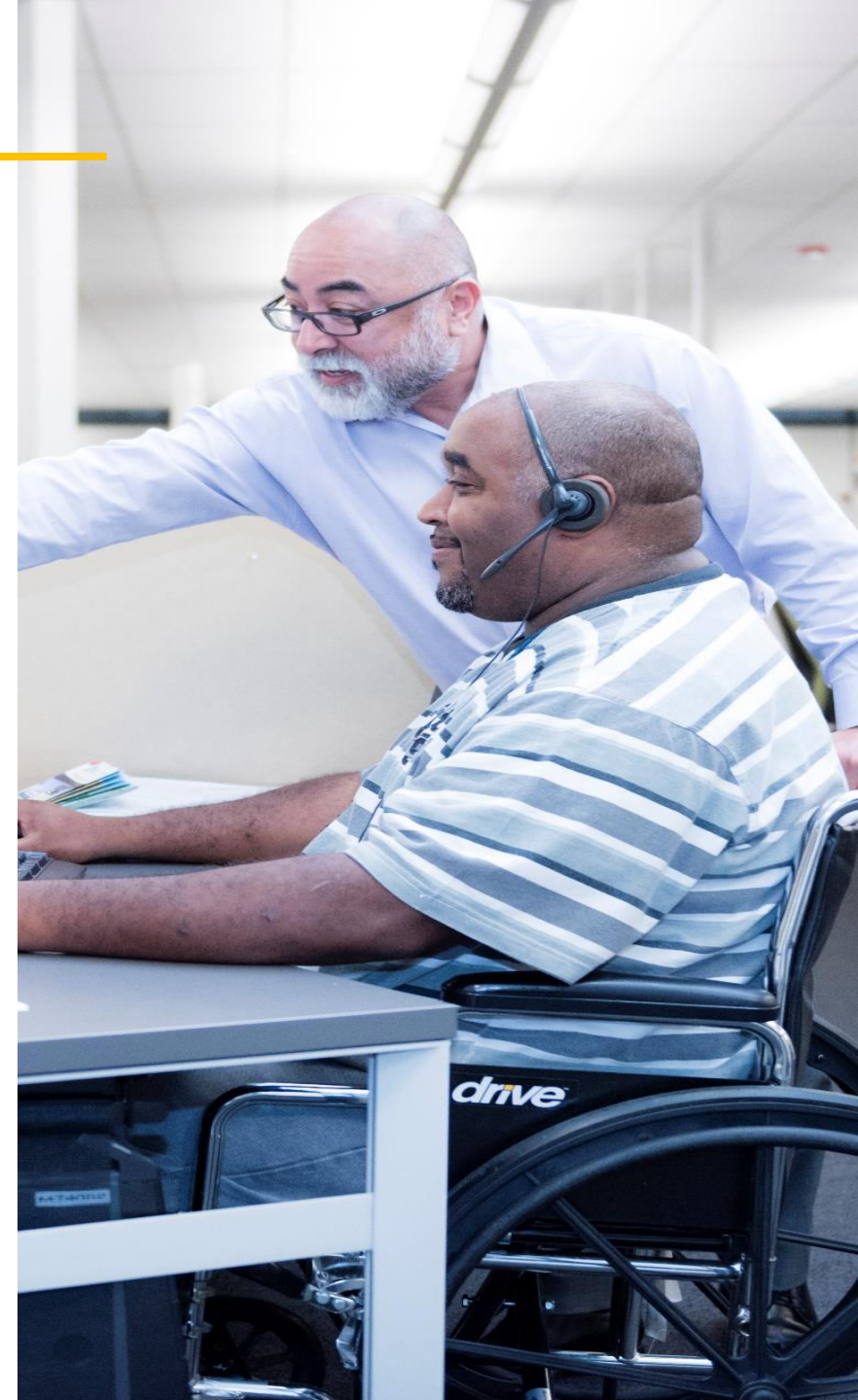


Investigate

- Assess
 - Current policies, processes and practices
 - Software used throughout organization
- How is disability inclusion framed in your culture?
- How is it measured?
- What are you currently doing well and can grow?

Training and Customer Service

- Turn-key solutions
 - Recruitment
 - Assessment management
 - Training of agents and leadership
 - Design, implementation and support of all telephony technology
- Unmatched training solutions
 - Continuous training
 - Job coach provided
- “Train the Trainer” model
 - HIPAA and PCI compliant services





Innovate

- Develop a disability inclusion journey map that brings it further into DEI initiatives
- Embed across organization and departments, not only an IT or HR function
- Aim for small, continuous wins and share with teams
- Measure progress and document learnings

CHICAGO LIGHTHOUSE INDUSTRIES

- Updated Product Images
- Social Graphics
- Guide Dog Icon
 - [The 3-second sales pitch](#)
- Chicago Lighthouse Video
 - With more to come...



Removing Barriers to employment

- Honestly the biggest barrier is fear. Many employers are scared about the potential cost of accommodations. They worry they will have to spend capital to retrofit equipment or have to purchase all new equipment.
- Here's the reality, the average cost of accommodating someone with a disability is less than \$500. Many accommodations have no added cost at all, but rather are about shifting schedules or providing a little extra time for transportation.
- Another concern is that people with disabilities will be unreliable or require more time off than non-disabled employees.
- Here's the truth: We have found employees with disabilities have significantly lower attrition rates than those without disabilities.

Building Towards the 4 A's – What are the 4 A's?

THE FOUR A's



Defining The 4 A's...

- **Attitude** – Create a firmwide corporate environment with the right business strategy and attitude to recruit, hire, retain and advance the careers of people with disabilities.
- **Accessibility** – Establish firmwide policies and strategies that establish reasonable accessibility standards for all employees with disabilities as it pertains to technology, real estate, and work environments including meetings and conferences.



Defining The 4 A's...Part 2



- **Accommodations** – Continually look for ways to eliminate barriers with **processes and systems** that enable job candidates and employees to obtain reasonable **accommodations** they require to perform their essential job roles in accordance with their job functions and business goals.



- **Assimilation** – “**Assimilate**” qualified people with disabilities into the firm’s culture of merit and inclusiveness, including **management and leadership positions**.

What did we learn today?

- **#1** Participants learned ways to utilize their existing internal communication processes as a means of promoting a disability-inclusive culture in the workplace.
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Questions?



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Thank you