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**Disability Matters Special Edition**



**INSIDE THIS ISSUE:**

Nadine's Message	1
Dori Hutchinson	2
Laurie Sayles Artis	4
Steps to Success Honorees	6
Marketplace Award Honorees	15
Workplace Award Honorees	21
Disability Champion Award Honorees	25
Disability BRG Leadership Summit	34
BRG Award of Excellence Recipients	35
Disability Matters Welcome and Opening Remarks	37
Lets Play Jeopardy	38
Panels and Special Presentations	39
Jane Fernandes Keynote	41
Springboard Foundation	49
Lets Play Family Feud!	51
Ali Stroker—Keynote	54

Dear friends:

Welcome to the special Disability Matters North America edition of the Wave.

With summer, my favorite season of the year, in full swing, looking back on this year's 10th anniversary conference, puts a huge smile on my face and hopefully yours as well.

I want to once again congratulate our honorees who are graciously sharing even more of their success stories and to thank them for doing all they do to ensure that Persons with Disabilities matter when it comes to their work forces, their workplaces and marketplaces. I also want to send a huge heartfelt thank you to our sponsors and especially our host, Cisco - without their ongoing generous support, none of this would have been possible.

Summer is typically associated with sunshine and warmth. For me and everyone on the Springboard team, it's you, our sponsors, honorees, attendees, clients and other subscribers who provide our sunshine and warmth. Wishing everyone a fun, safe and successful summer and looking forward to seeing each and every one of you at DMNA 2017.

Your friend and Springboard's CEO,

Nadine Vogel

# Disability Matters - North America Conference & Awards

*Durham, North Carolina, April 19, 2016*

**Dori S. Hutchinson**

Director of Services,  
Center for Psychiatric Rehabilitation,  
Boston University

I had the pleasure of attending the Disability Matters: North America conference in North Carolina last month where I sat on a panel to discuss mental health in the workplace. It is a topic that attendees from past conferences have asked to discuss more in depth as mental health is in our workplaces. We all have mental health. And many of us will struggle with mental health issues during our lifetimes. One in four Americans in fact, will struggle with a mental health issue at some point in their lives. Mental Illness does not discriminate and touches all of us. Yet as a society, we view mental health problems with widespread fear and ignorance and this is true in our workplaces. Negative attitudes exist in our workplaces towards mental health illnesses and challenges. This creates shame and fear in those who are striving to work and prejudice and discrimination by those who lack understanding and may be afraid.

The media has played a large role in perpetuating these negative attitudes as unfortunately there have been highly publicized violent acts committed by persons in workplaces who were experiencing mental health distress. But the reality is that less than 1% of people with mental health conditions will commit a violent crime, and in fact, more violence is directed towards them. Fears and negative stereotypes that result in discrimination are often based in the shared assumptions of a culture or society-assumptions of a person's traits, abilities and their "role" in our society. Employment discrimination and hostile work environments are now largely legislated and people have overt protections, yet many people with mental health challenges experience subtle micro-aggressions, slights, or insults about mental illness that often prohibits them from disclosing that they are living with a mental health challenge. There is widespread belief that people with mental illnesses have a "lack of capacity". This expectation of low competence is a form of prejudice and it is very harmful in the workplace. Workers fear recriminations from disclosure, such as backlash, fear of being found out, fear of losing their jobs, and career limitations due to perceptions of mental illnesses. In addition, the research has shown that those who have disclosed their psychiatric conditions at work have experienced negative personal effects such as heightened anxiety, and sensitivity about co-workers attitudes and opinions towards them. Mental health conditions are largely invisible conditions, yet can tremendously

## Disability Matters - 2016

*Durham, North Carolina, April 19, 2016*

impact work behaviors. Treatment regimens and the actual symptoms may warrant the request for reasonable accommodations that level the playing field, but many workers fear that others will wonder why they are receiving what will likely be perceived as “special treatment”.

We have a long way to go in creating inclusive workplaces for persons who live with mental health conditions. This is not an expensive endeavor, but an emotional one. Change is difficult, especially where there is fear involved. We can begin by looking at our organizational cultures and how mental health and mental illness is viewed, talked about and acted upon in the workplace. What is the message we give out about mental illness and work? This will allow evaluation of where to start to educate, empower and ultimately change how a workplace includes and supports people who live with mental health conditions and are already working amongst us.

Dori Hutchinson, Sc.D, [dorih@bu.edu](mailto:dorih@bu.edu)

This drain calls to me because of all the hurtful things people have said to me over the decades about my mental illness. In sum, I have been told that I am a drain on the nation, a drain on society and a drain on multiple individuals’ resources. Over the years, I have come to believe this, which has become a drain on me. Education about mental illness (and the effects of trauma) should be able to reach out to the general public, as well as healthcare professionals. Knowledge and understanding can be powerful weapons in combating stigma.



# Disability Matters - North America Conference & Awards

*Durham, North Carolina, April 19, 2016*

**Laurie Sayles Artis**

Manager of Disabled Veteran/Veteran Program  
Springboard Consulting, LLC

Wow ... what an awesome conference!

I was honored to support Springboard Consulting in their 10<sup>th</sup> Annual Disability Matters Conference! The venue was spectacular and Springboard and their host really know how to make people feel special, have fun, and learn lots all at the same time. The welcome and open discussions during the **Fireside Chat** and all the attention we received thereafter, confirmed that not only Disability Matters, but Veteran Matters too! Both Michele S. Jones, Director of Training for Civility Management Solutions (CMS) and I enjoyed sharing insight on our lives as Women Veterans, to include 'why' we joined the Armed Forces!

We wanted to highlight the value Springboard Consulting has to offer clients as they continue to focus on hiring Veterans, including Disabled Veterans. Before our Fireside Chat a short video was shared that revealed some of the issues for Women Veterans from the mouth of the country's 1<sup>st</sup> Lady, Michelle Obama.

The guest presenter Michele, brings a wealth of knowledge beyond her 25 years of Army service, and her accomplishments, specifically being the 1<sup>st</sup> Woman, who happens to be African American as the 9<sup>th</sup> Command Sergeant Major of the Army Reserve. We talked about her experience of working for the Obama Administration in establishing the "Military Hiring Initiative," and the challenges of Armed Forces Reservists as employees. Beyond policy development, Michele also supported major corporations in reaching and exceeding their goals in recruiting, hiring and retaining Veterans and we shared some nuggets of information on what a Veteran offers the workplace.

Michele and I revealed some differences of serving in two separate branches of the military, Army and Marines, during different time periods, particularly as African-American women. However, Michele and I were not surprised that many were not aware of the challenges for Women who serve, Women Veterans specifically, that they are four times more likely to be homeless than any other woman in America.

## Disability Matters - 2016

*Durham, North Carolina, April 19, 2016*

I was simply pleased to have the Vice President of Training for CMS with me, as she is my 'Big Guns' for the efforts of Veteran Training with Springboard for their clients. Due to a question from the audience regarding "why is there only a handful of Veterans in the room?" Nadine has decided to integrate "Veterans Matters" to future conferences or events, so stand by for more information on this add-on.

With that opportunity, we will be able to expand on the discussion with special emphasis on the areas that we highlighted during our chat, one of which is "**that companies be Friends with Veterans, not Veteran Friendly,**" the nuances in understanding those with Post Traumatic Stress (PTS) and separating Myths from Facts. We allowed the audience to peek into our world to see that we, Veterans, are leaders. First and foremost, that is who we become, and with consistent training that is offered to us throughout our service to this country, we have a true advantage in the workforce.

Additional areas that we briefly touched upon were, Company Culture, Education and Training on all levels within the organization, and the rule of successful companies **focusing on the Veteran's skill sets, not their former title or rank.** If you recall, we invited each and every one to join our very special club -- the G.S.D Club—Get Stuff Done! Now you don't have to jump out of a perfectly good airplane, but you do have to jump into the Veteran Space with your arms wide open!

In closing, I would be remised if I didn't share how great it was to see the reaction of another Army Veteran in the audience, Mr. Vogel, Nadine's husband ... he connected as most Veterans do with other Veterans and a bond has begun!

We look forward to more discussions and questions.

Laurie Sayles Artis  
President and CEO  
Civility Management Solutions  
Laurie@CivilityMS.com  
301-352-7875

# Disability Matters - North America Conference & Awards Honorees

Durham, North Carolina, April 19-21, 2016



The Steps to Success award category identifies and celebrates companies who are beginning on the journey of innovation, action and transformation relative to individuals with disabilities whether as employees, customers or both.

This award also encourages these honorees whose initiative(s) have been in place no less than six months and no more than two years and who demonstrate significant promise of long term success, to have the commitment and perseverance to continue taking the steps necessary to eventually become a Disability Matters Employer or Supplier of Choice, the most prestigious of all Disability Matters Awards.

## Disability Matters - 2016 Honorees

*Durham, North Carolina, April 19-21, 2016*



AT&T is committed to a diverse and inclusive workforce and community that support people with disabilities. The 2016 Disability Matters Award in the Steps for Success category honors that commitment and the company's effort to deliver accessibility technology to support the Alzheimer's Association.

The initiative focused on how to help people with Alzheimer's disease activate and use accessibility features on wireless devices. AT&T's Corporate Accessibility Technology Office (CATO) and one of its employee resource groups, IDEAL-Disability Advocates, teamed up to provide funding and materials to the Alzheimer's Association to administer training on the technology.

The company launched CATO in 2013 to serve as a central hub for accessibility-related issues. It works with AT&T business units to assess the accessibility and usability of new products and provides counsel on design and development.

The accessibility program benefited from partnerships AT&T has with the Rehabilitation Engineering Research Center for Wireless Technology (Wireless RERC), Georgia Tech University and the Shepherd Center in Atlanta. Together, they procure funding for wireless education initiatives for users with disabilities.

The program, launched in early 2015, includes training delivery methods and materials targeted at those affected by cognitive disability and their caregivers.

That training includes:

- Small workshops at disability events, Alzheimer chapter locations and other venues.
- Clear instructional videos highlighting helpful, universally accessible features available on smartphones.
- Leave-behind and online-posted information for continued reference.

## Disability Matters - 2016 Honorees

*Durham, North Carolina, April 19-21, 2016*

The technology and applications upon which the training is based are universally accessible features on mobile Android and iOS devices.

Ultimately, the accessibility program achieves two goals: It helps Alzheimer's patients who've been trained to use the technology tools better manage their lives as their disability progresses, and it gives AT&T feedback to develop new technologies based on real data.

AT&T hopes to expand the program to reach more Alzheimer's patients each year. AT&T's history of diversity and inclusion goes back to its founding 140 years ago when Alexander Graham Bell's interest in elocution – spurred by his mother and wife, both deaf – drove him to invent the telephone.

Today, led by Cynt Marshall, senior vice president-HR and chief diversity officer, the company continues this tradition via its deep commitment from leadership and its extensive support of 12 employee-led employee resource groups and nine employee networks. These organizations engage those within AT&T and the community in a strong, valuable spirit of inclusion.

Other programs the company is leading or participating in to help people with disabilities include:

- The 5000 Initiative – launched in March 2016 in Dallas to train and employ people with autism in technology positions, with the goal of 5,000 such jobs by 2020.
- The Supported Employment Program/LaunchAbility Academy between AT&T and LaunchAbility helps open employment doors for qualifying people with cognitive disabilities.
- Project CapABILITY is a collaboration between an AT&T warehousing facility in Memphis, the Tennessee State Vocational and Rehabilitation Agency, and Goodwill to train and place job seekers. The program has placed 30 people and has expanded to include five vendor-operated facilities.
- A partnership with VETCONNEXX – owned by a person with a disability – in conjunction with the Bobby Dodd Institute. Through this collaboration, begun in 2013, AT&T has created 50 jobs for veterans with disabilities.
- Productive relationships with external, third-party influencers like the AT&T Advisory Panel on Access and Aging (composed of national leaders), US Business Leadership Network, National Organization on Disability, National Federation of the Blind and Career Opportunities for Students with Disabilities (spring and fall



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## Disability Matters - 2016 Honorees

*Durham, North Carolina, April 19-21, 2016*

summits and national conference).

In addition, AT&T has made it simple for people with disabilities to apply for AT&T jobs, and holds targeted job recruitment efforts for them. Once employed, employees with disabilities have the same opportunities as the broader workforce.

AT&T understands that accessibility is more than a word – it’s a commitment to connect all people with their world.

For more information, contact Rick Wilson: Email, [rw2675@att.com](mailto:rw2675@att.com); office, 216-392-3266



Accepting on behalf of AT&T Steps to Success Award: Robert Doreauk, Regional Director of External Affairs with Nadine Vogel, CEO Springboard Consulting

## Disability Matters - 2016 Honorees

*Durham, North Carolina, April 19-21, 2016*



Wells Fargo is proud to be a recipient of Springboard's 2016 Steps to Success Award in recognition of our marketplace efforts. Our goal is to become the bank of choice for people with disabilities, their families, friends and companions by understanding their needs, making products and services accessible to them, valuing their business, and helping them to succeed financially. We are proactively improving our accessibility, offering educational tools, encouraging qualified applicants to join the company, and providing products and services to meet their financial needs.

Diversity and Inclusion is foundational to who we are as a company, and part of our Vision & Values. Wells Fargo's support for the disability community aligns with our broader commitment to diversity – to serve diverse customers, to hire, develop and retain diverse team members, and to encourage team members to value and respect each other for their differences.

Last year, Wells Fargo hired former assistant Labor Department secretary, **Kathy Martinez**, to lead a new marketing strategy and segments group to better serve people with disabilities and their families. As part of her role, Martinez works with Wells Fargo's businesses, customers, communities, and advocacy groups to expand the company's capabilities and offerings. She is also responsible for supporting the company's increasing focus on recruiting, hiring, retaining and promoting Wells Fargo team members with disabilities.

Since she joined Wells Fargo, Martinez has identified several key priorities including,

- Improving accessibility at Wells Fargo to support the integration of people with disabilities in all aspects of life, including work and access to financial services.
- Developing programs with nonprofit organizations to enhance economic empowerment through employment, disability supplier diversity, and financial

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# Disability Matters - 2016 Honorees

*Durham, North Carolina, April 19-21, 2016*

education.

- Building a strong reputation for Wells Fargo as a company that authentically and consistently welcomes and includes people with disabilities as customers, team members and suppliers.

## **A year of milestones**

In 2015, Wells Fargo launched a [new advertising campaign](#), "Working together," which expresses how we care for our customers and work to help them achieve financial success. [One of the new commercials](#) depicts the emotional journey of a same-sex couple as they prepare to adopt a young deaf girl. The two women are shown learning sign language then meeting their new daughter and helping ease her worries by showing they can communicate with her. The deaf girl was portrayed by an actual deaf child actor because we believed it was important to feature someone who actually represents the community in real life. We also wanted to bring visibility to underserved populations within the adoption community – older children and children with disabilities.

Partnering with the U.S. Business Leadership Network® (USBLN®), Wells Fargo also launched [America's first disability rights mobile museum](#) in Charlotte, N.C. In commemoration of the 25<sup>th</sup> anniversary of the Americans with Disabilities Act (ADA), the mobile museum was part of a national bus tour traveling more than 14,000 miles across the nation providing a unique opportunity for the public to learn the history of the disability rights movement. The moving exhibit invited visitors to participate in hands-on learning about the disability civil rights movement and the technological innovation as a result of the ADA. We also sponsored a disability expo, which provided veteran organizations and veteran-owned businesses the opportunity to network with our recruiting, small business and supplier diversity teams.

## **Wells Fargo and No Barriers Summit:**

Wells Fargo and No Barriers USA [announced](#) the team of 13 healing injured veterans who would participate in the 2015 Warriors to Summits expedition to Gannett Peak in Wyoming. The team was led by one of America's best-known mountaineers, Jeff Evans, when the expedition launched on September 4. Erik Weihenmayer, famed blind adventurer and the only blind person to reach the summit of Mt. Everest, was one of the assistant expedition leaders, among others.

No Barriers Warriors focuses on enhancing inner strength and determination by

## Disability Matters - 2016 Honorees

*Durham, North Carolina, April 19-21, 2016*

helping veterans and service members overcome barriers, regardless of the emotional, mental or physical challenges in their lives. The program's mission is to unleash the potential of the human spirit.

### **Real Stories of the ADA:**

Wells Fargo and No Barriers USA also produced a [video](#) series to commemorate the ADA anniversary. The video captures seven personal stories depicting the impact the ADA has had on the lives of leaders in the disability field.

Wells Fargo is demonstrating that supporting people with disabilities is a business imperative. More than 10 years ago, Wells Fargo was the first financial institution in the U.S. to develop a plan for installing ATMs with voice instruction for the visually impaired, and today all Wells Fargo locations feature Talking WebATM® machines with voice instructions in English and Spanish. The company also provides access to products and services online, by phone, and in banking locations.

In 2014, Wells Fargo donated a total of \$281.2 million to 17,100 nonprofits around the country. Over \$13 million of that total —5% — went to organizations that support and serve people with disabilities.

To connect with the individuals within the disabilities community, Wells Fargo has also established partnerships with many organizations like Disability Matters. We also work with organizations that help business owners compete for bids, create jobs and even provide scholarships, giving them access to helpful business development opportunities.

Wells Fargo believes that by developing diverse suppliers, we help strengthen our supplier base and increase the economic impact that our suppliers have on their communities. We partner with organizations that align with our vision and provide diverse businesses access to resources. Since 2010, we have impacted over 2,000 diverse businesses and students. We invest over \$1 million annually through sponsorships and supplier development.

Winning this award is helping Wells Fargo further demonstrate our commitment to the disabilities community and drive awareness, consideration and selection of Wells Fargo as a financial partner by people in the disabilities segment. It will open doors in working with organizations that are developing new programs, championing improvements in technology and encouraging digital, online and mobile innovation to better serve people with disabilities.

# Disability Matters - 2016 Honorees

*Durham, North Carolina, April 19-21, 2016*

We want to empower people, so it's important that we work with organizations that are shattering stereotypes and see disabilities as another diversity dimension that can make us all stronger.



Accepting on behalf of Wells Fargo & Co., Steps to Success Award (Center right to left): Kathy Martinez, Senior Vice President, Disability Market Segment & Strategy, Enterprise Marketing, and the rest of the Wells Fargo & Co., team with Nadine Vogel, CEO Springboard Consulting

# Disability Matters - 2016 Welcome Reception

*Durham, North Carolina, April 19-21, 2016*



# WELCOME

# Disability Matters - North America Conference & Awards Honorees

*Durham, North Carolina, April 19-21, 2016*



**This award category represents marketing, advertising, public/community relations and related initiatives that both target and support consumers who either have a disability or are caring for a child or other dependent with special needs.**

## Disability Matters - 2016 Honorees

*Durham, North Carolina, April 19-21, 2016*



Since 2013, Fifth Third Bank has partnered with Stand Up To Cancer for an innovative and important consumer campaign. Stand Up To Cancer's (SU2C) mission is to raise funds to accelerate the pace of groundbreaking translational research that can get new therapies to patients quickly and save lives now. Stand Up to Cancer brings together the best and the brightest researchers and mandates collaboration among the cancer community. By galvanizing the entertainment industry, Stand Up to Cancer has set out to generate awareness, educate the public on cancer prevention and help more people diagnosed with cancer become long-term survivors. Since the partnership began, Fifth Third Bank has contributed more than six million dollars to the research and education that Stand Up to Cancer provides.

Fifth Third Bank supports Stand Up to Cancer with a promotion for bank customers to help fight cancer when they open Essential Checking Accounts. The bank gives customers \$150 with a matching \$150 to Stand Up To Cancer donation when they open a new Essential Checking Account with direct deposit, and make three online bill payments. In addition, a new innovative product was developed called Fifth Third Bank's Stand Up To Cancer Debit or Credit Card. Once a consumer is approved for the card, Fifth Third Bank donates \$10 to SU2C. In addition, a portion of each transaction will be donated to SU2C on behalf of Fifth Third Bank. The bank also donates \$1 to SU2C when people share eligible posts with #howifight hashtag on Twitter, Facebook, Instagram and Vine, up to \$100,000.

Fifth Third Bank is known as "the Curious Bank" and this initiative ties directly in to the marketing of the initiative. We asked "could a Bank help to fight cancer?" When people think of individuals with disabilities, often times the thought goes to visible or known disabilities. The thought of someone fighting cancer as a type of disability is not common, what we want to do is change that and help educate our communities and staff about disability and that disability inclusiveness comes in many shapes, sizes and names. As a matter of fact, Stand Up to Cancer supports the research needed for a disability in which 39.6 percent of men and women will fight in during their lifetime. Feedback from the Bank's #howifight campaign ([www.howifight.53.com](http://www.howifight.53.com)) provides



## Disability Matters - 2016 Honorees

*Durham, North Carolina, April 19-21, 2016*

immediate and real feedback from our customers and the community about how our support of this form of disability has impacted their lives. In addition, feedback from Stand Up to Cancer shows positive insight. "Through this campaign, Fifth Third has made an everyday necessity a more meaningful experience for their customer by supporting Stand Up To Cancer's innovative cancer research," said Rusty Robertson, co-founder of the organization. "We are humbled by the incredible engagement this campaign has received from Fifth Third customers, and are honored to continue this collaboration."

The partnership with Stand Up to Cancer and Fifth Third Bank will continue. It is a great example of a collaboration that enhances the inclusion of individuals with disabilities while directly having an impact on the research and new therapies for cancer, in all of our communities.

Contact: Mitch Morgan  
Diversity and Inclusion Strategy Manager  
Mitch.Morgan@53.com



Accepting on behalf of Fifth Third Bank Marketplace Award (left to right): Mary McFarland, Vice President and Diversity and Inclusion Partner with Nadine Vogel, CEO Springboard Consulting

## Disability Matters - 2016 Honorees

*Durham, North Carolina, April 19-21, 2016*



For over 155 years, serving patients' needs and *Empowering Human Potential* has been the focused priority for Hanger Clinic. At Hanger Clinic, we constantly strive to help our patients improve their quality of life and regain their self-confidence and independence, at our 750+ patient care clinics nationwide. Often, our patients come to us after sustaining life-altering injuries or after having a child born with a condition that must be addressed through orthotic or prosthetic intervention. Experiencing trials like these can leave people feeling overwhelmed, uncertain and anxious about the future. We recognize that our patients come to us seeking the latest in prosthetic and orthotic solutions, but equally importantly, they are seeking support, guidance, and assurance that their goals become our mission.

An important element of Hanger Clinic's patient care pathway includes connecting new patients to a community of individuals who have experienced similar situations and who have successfully recovered and rehabilitated. In 2009, Hanger Clinic designed the AMPOWER Program, which brought together a group of 40 individuals who had experienced the amputation of a limb(s) and trained them to serve as peer mentors. Today, the AMPOWER Program has grown to include over 1,000 peer visitors nationwide. Additionally, the one-on-one peer mentoring program is supported by an online community at [EmpoweringAmputees.org](http://EmpoweringAmputees.org). The online social network is made up of over 7,000 individuals who share tips and tricks to navigating life following amputation. Furthermore, it is the only password-protected, private e-community of its kind for amputees and care providers, offering a safe space to share stories and receive support.

AMPOWER's mission is to empower and strengthen those affected by limb loss or limb difference through peer support, education and community. At [HangerClinic.com/AMPOWER](http://HangerClinic.com/AMPOWER), visitors can click through hundreds of pages of educational material and resources that can assist them with improving their healing and outcomes. AMPOWER has also formed strategic partnerships with other organizations like the Trauma Survivors Network, Sepsis Alliance and the Challenged Athletes Foundation in order to

## Disability Matters - 2016 Honorees

*Durham, North Carolina, April 19-21, 2016*

link our patients to services and support that is most appropriate for their situation. Additionally, the AMPOWER Program has begun organizing events to bring people together in the spirit of community. The [AMPOWER Women's Retreat](#) brought women together from all over the United States for a weekend packed with inspiration, bonding and fun. The AMPOWER Upper Limb Prosthetic Workshops hosted across the country bring occupational therapists, clinicians and patients together for collaborative learning sessions and community building. In 2016, AMPOWER will host its first Lower Limb Workshop, bringing physical therapists, clinicians and patients together for gait training and community building.

Above all else, we recognize that there is much more to recovering and rehabilitating after limb loss than simply providing a prosthesis. At Hanger Clinic, patients are provided with state-of-the-art clinical care in addition to being provided access to a mentor and to a community of people who are ready and willing to assist. Our care treats the mind, body and heart of the individuals who come to us seeking service. No one should have to navigate the road to healing alone. With Hanger Clinic's AMPOWER Program, no one has to. The AMPOWER Program is grateful to have received the 2016 Disability Matters Marketplace Award and is honored to have the opportunity to serve those in need.

Accepting on behalf of Hanger  
(right to left): Carrie Davis  
AMPOWER National  
Coordinator with Nadine Vogel,  
CEO Springboard Consulting



# Disability Matters - 2016 Welcome Reception

*Durham, North Carolina, April 19-21, 2016*



# 10th Anniversary

# Disability Matters - North America Conference & Awards Honorees

*Durham, North Carolina, April 19-21, 2016*



**This award category represents Diversity, Work-Life and related initiatives that support employees who have a disability (as described above) as well as those individuals caring for a child or other dependent with special needs.**

## Disability Matters - 2016 Honorees

*Durham, North Carolina, April 19-21, 2016*



Goldman Sachs was recently honored as a recipient of the 2016 Disability Matters Workplace Award presented at the 10th annual Disability Matters Conference held in North Carolina. Disability Matters recognized the firm for its efforts related to the Disability Interest Forum, an employee resource group focused on raising awareness and promoting an inclusive environment for individuals with disabilities and caregivers.

The Goldman Sachs Disability Interest Forum (DIF) was launched in 2009 as a testament to the firm's commitment of raising awareness around issues impacting those with disabilities and removing potential barriers to success in the workplace. The DIF's mission is to enhance the experience of people at the firm who have a disability or are caring for a disabled dependent by focusing on key issues and concerns that may impact their productivity or professional development. The vision of the DIF is to ensure that Goldman Sachs is considered as an employer of choice for individuals with a disability and that the firm is accessible to all.

The establishment of the DIF provided a central place within the firm to coordinate initiatives related to disability across several pillars, including: caregivers, recruiting, and awareness.

**Caregivers:** The Caregivers Pillar provides resources and support to employees who serve as caregivers to individuals with disabilities. The pillar raises awareness of the needs and challenges of caregivers in the workplace and helps members learn about community partners and other resources that are beneficial to caregivers. In 2015, the Caregivers Pillar hosted events to help participants further understand Dementia and Alzheimer's and introduce them to resources offered by the Alzheimer's Association.

**Recruiting:** The Recruiting Pillar focuses on attracting candidates with diverse abilities to Goldman Sachs. The members of this pillar collaborate with the firm's diversity recruiting team as well as partner organizations such as, Lime Connect. The signature

## Disability Matters - 2016 Honorees

*Durham, North Carolina, April 19-21, 2016*

annual Disability recruiting event enables college students to experience Goldman Sachs through visiting the headquarters, meeting current employees, and learning about the firm and the resources it provides to employees with disabilities.

**Awareness:** The Awareness Pillar drives efforts to educate employees about various disabilities and the needs of those with disabilities or their caregivers. The members of the pillar plan events throughout the year, including several during the firm's celebration of Disability Awareness Month every October. The programming consists of several events related to disabilities including panel discussions, film screenings, or expert speaker presentations. All Goldman Sachs employees in the Americas are invited to attend these events either live in New York or via video conference in our regional offices.

At the **10th Annual Disability Matters conference**, Jennifer Krevitt, Managing Director and co-head of the DIF in the Americas, accepted the award on behalf of Goldman Sachs and participated in the Workplace panel, speaking about the firm's commitment to supporting people with disabilities.

"At Goldman Sachs, diversity supports and strengthens the firm's culture of excellence and meritocracy," Jennifer said. "It is an honor for the firm to be recognized for its strong commitment to raising awareness and understanding of the needs, priorities and potential of people with disabilities. The Disability Interest Forum is an incredible resource for our people – as employees, managers and caregivers."

**The Goldman Sachs Group, Inc.** is a leading global investment banking, securities and investment management firm that provides a wide range of financial services to a substantial and diversified client base that includes corporations, financial institutions, governments and high-net-worth individuals. Founded in 1869, Goldman Sachs is headquartered in New York and maintains offices in all major financial centers around the world.



For more information, please visit

<http://www.goldmansachs.com/careers/why-goldman-sachs/diversity/diversity-us.html>

# Disability Matters - 2016 Welcome Reception

*Durham, North Carolina, April 19-21, 2016*





# Disability Matters - North America

## Disability Champion Award Honorees

*Durham, North Carolina, April 19-21, 2016*



**Disability Champion Award  
(Executive):**

**Patrick Romzek**

**Vice President, Worldwide  
Cloud Strategy and Operations**

**WELLS  
FARGO**

**Disability Champion Award  
(Management):**

**Stephen Smith**

**Vice President, EPTS Project  
Services Team Supporting  
CTS**



**Disability Champion Award  
(Associate):**

**Gary Harmon**

**Store Manager**

**This award category recognizes an individual whose advocacy, commitment, and action in support of mainstreaming disability in their workforce, workplace and/or marketplace has greatly contributed to their organizations success in these endeavors. The award recipient is someone whose job description does not specifically include this work yet he/she diligently works to influence others.**

## Disability Champion Executive - 2016

*Durham, North Carolina, April 19-21, 2016*



I would like to thank Springboard Consulting and the Disability Matters team for recognizing me with the Disability Executive Champion for North America award for 2016. I am humbled by this very meaningful award in recognition for my work to improve the lives of individuals with disabilities.

My formal role is Vice President of Worldwide Sales Cloud Strategy and Operations at Cisco Systems. I lead sales strategy, go-to-market acceleration, and sales operations for all of Cisco's cloud solutions worldwide. I work closely with key cloud stakeholders across the company to align Cisco's cloud strategies to optimize its go-to-market, and maximize its cloud market success. I have led multiple teams for over 15 years at Cisco and have driven several very successful disruptive strategies and solutions that have resulted in strong market and financial success for the company.

My personal passion is for children with special needs and people with disabilities. The inspiration for my life and for my focus in this area is my son, Andrew. Andrew was born with Down Syndrome and multiple physical disabilities including multiple life-threatening heart defects. Andrew's birth, physical and developmental challenges, successful heart surgery, and indomitable spirit inspired and transformed my life. I have dedicated my focus and personal time to advocate for Children with Special Needs and People with Disabilities.

I have been involved in this personal passion for many years in my local community. I am a member of the Board of Directors and am currently the Operations Committee Chairman at **Abilities United**, a nonprofit which supports children and adults with developmental and physical disabilities in the Bay Area of California. I serve on the Board of Directors for the **Special Needs Leadership Council in the Archdiocese of Detroit** focused on programs and initiatives to foster inclusion throughout the Catholic Church. I am a member of the Board of Directors for **FACES**, a not for profit group in Michigan developing Special Education within the Catholic School System. Additionally, I have been a coach and strong supporter of **Special Olympics** in my community.

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## Disability Matters - 2016 Champions

*Durham, North Carolina, April 19-21, 2016*

I have also extended this passion in my activities at Cisco. In 2011, I spear-headed the development of a **Special Needs Children Advocacy group** which provides support and advocacy for hundreds of Cisco families with special needs children. Over the last several years, I have been also actively involved as a member and Executive Committee member of the **Cisco Disability Awareness Network (CDAN)**. In 2015, I initiated and led a unique project at Cisco to accelerate hiring of people with disabilities using collaboration technology to overcome traditional employment barriers. This innovative program called **Project LifeChanger** prescriptively targets hiring of people with disabilities to work virtually or in a way that works best for them. It has been rapidly embraced inside and outside Cisco and has the potential to transform employment for people with disabilities.

Project LifeChanger began as a pilot program in California less than a year ago, and has expanded to become a major focus for disability hiring across Cisco. Dozens of people with disabilities have been hired in several global locations and have shown productivity that is more than double that of their peers. Project LifeChanger was recently recognized as one of the top 3 most innovative opportunities across Cisco out of over 1,100 submitted nominations in a company-wide initiative. It has gained strong support from several NGO and service organizations focused on employment of people with disabilities, as well as government and industry groups. It is also being considered by a growing number of companies to expand their diverse-ability hiring and gain access to a large pool of global talent.

Project LifeChanger is succeeding in an area where many other programs have failed because it eliminates the traditional physical, and transportation barriers associated with employment for people with disabilities. It provides employer's access to an untapped pool of diverse global talent, reduces tax liabilities in many countries with diverse-ability workforce targets, and increases the productivity and diversity of the workforce. Most importantly, this program is transforming the lives of people with disabilities, their families and everyone they touch.

I have seen and experienced the spirit, humility, and drive of people with special challenges. I believe we all have something others can do better than we can; some "disabilities" are just more evident than others. We all have the same divine humanity and all deserve respect and opportunity. I hope my work on advocacy and employment has enriched the lives of people with disabilities. I know it has enriched my life and will continue to inspire me to find opportunities to drive real change and impact.

I travel the world extensively and have spoken many times to various industry and government groups as well as individual companies about my experiences, insights,

## Disability Matters - 2016 Champions

*Durham, North Carolina, April 19-21, 2016*

and my passion for people with disabilities. I am happy to share what we have learned as well as learn about other best practices. I believe that collectively we have a tremendous opportunity to transform the lives and employment for people with disabilities. I encourage each of you to be a champion for people with disabilities and to be a LifeChanger in your own organization. Every life we impact transforms not only that person's life but their entire family and everyone they touch.

Please let me help if I can assist your efforts to support, advocate, or transform the lives of people with disabilities. I can be reached by email at [promzek@cisco.com](mailto:promzek@cisco.com), or at <https://www.linkedin.com/in/patrickromzek>

A sincere and humble Thank YOU to Springboard Consulting and Disability Matters.

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Accepting Disability Champion Executive Award for Cisco Systems (left to right): Patrick Romzek, Vice President, Worldwide Cloud Strategy and Operations with Nadine Vogel, CEO Springboard Consulting

## Disability Champion Management - 2016

*Durham, North Carolina, April 19-21, 2016*



Stephen served for four years (2011-2015) as enterprise president of Wells Fargo's Diverse Abilities Team Member Network (TMN), which has a current membership of nearly 3,000 team members. In his role, Stephen provided leadership, vision and direction for the TMN and its 14 chapters nationwide.

Stephen was an important leader for the TMN. He facilitated much of the network's growth, which increased 34% in 2015, and raising awareness that access for people with disabilities to Wells Fargo's products and services is a business imperative—in addition to being the "right thing to do." He has also been instrumental in developing team members with disabilities to take leadership positions in the company.

More than 20 years ago, Stephen was involved in an accident that resulted in paralysis. However, the reality that he uses a wheelchair is not something that he considers important. Using his leadership abilities, outstanding communication skills and professional influence, he demonstrates to other team members that while an individual may have a disability, they can achieve amazing things.

As the president of the Diverse Abilities TMN, Stephen worked to improve the way that people connect with and perceive team members with disabilities. He started an ally program as a way to encourage able-bodied team members to join the network, lend their support and most importantly, learn about how team members with disabilities deal with and overcome challenges that they face every day. He also was a champion of helping Wells Fargo better understand and serve customers with disabilities, and publicly demonstrate its commitment to the community.

Starting in 2013, Stephen helped launch a committee to support Wells Fargo's Anti-Bullying Campaign. Part of their commitment was to spread the message of anti-bullying by demonstrating the power of kindness and respect for ourselves and one another. In August 2014, Stephen served as host in a special corporate-wide broadcast with author and motivational speaker Lizzie Velasquez. She shared her story live via broadcast to more than 100 venues across 15 states in Wells Fargo's footprint. It was viewed by more than 3,500 team members. The broadcast is still

## Disability Matters - 2016 Champions

*Durham, North Carolina, April 19-21, 2016*

available to all Wells Fargo team members domestically and internationally through the company's video-on-demand service.

One of the key challenges is getting people to connect with those who have a disability, and to build an understanding of their needs. Like many who are working to champion change, Stephen understands that disclosure is a key barrier to truly understanding the disabilities segment. The more people feel compelled to disclose their disability, the more companies like Wells Fargo can understand the demographic and be better positioned to offer the right products and services to its customers and team members.

In August, Stephen was one of several leaders who presented to Wells Fargo's Enterprise Diversity and Inclusion Council (EDIC) about the company's Disabilities Segment Strategy. The EDIC is led by CEO John Stumpf and includes executive leaders from each major line of business and certain functional areas. The EDIC, which meets quarterly, provides leadership and guidance to drive the company's diversity and inclusion strategy, goals and objectives. It helps prioritize, shape, and sponsor key initiatives, ensures progress is being monitored, and holds leaders accountable for results.

Members of the TMN participate and volunteer in activities like painting homes for low-income, elderly, veterans and homeowners with disabilities. They also support service dog programs and recruiting firms that are dedicated to identifying high potential people with disabilities for employment opportunities.

Signature initiatives and programs include: Anti-Bullying Campaign with Lizzie Velasquez, supporting Special Olympics local events, Wells Fargo's *America's First Disability Rights [Museum on Wheels](#)* and participating in the Career Fair at AIM Academy, a research-to-practice school that is pioneering the technology and techniques to benefit children with language-based learning differences.

Some other examples of the events that the TMN support are the annual Wells Fargo Ski Cup, a week-long event in February in Denver that brings together the world's top disabled skiers with amateur skiers, snowboarders, and celebrities. They also partner with Wells Fargo's Veterans' Team Member Network to support the company's sponsorship of two of No Barriers USA programs – the No Barriers Summit and No Barriers Warriors - Warriors to Summits. No Barriers USA empowers people to break through barriers, find their inner purpose and contribute their very best to the world.

Stephen A Smith, PMP, 6ΣGB, ITIL v.3

Vice President, Project Services Team - CTS Conferencing Services, 911 Services, & ACS  
Enterprise Information Technology (EIT)

Charlotte, NC, MAC D1114-012 Email: [stephen.a.smith@wellsfargo.com](mailto:stephen.a.smith@wellsfargo.com)

# Disability Matters - 2016 Champions

*Durham, North Carolina, April 19-21, 2016*



Accepting Disability Champion Management Award for Wells Fargo & Company (left to right):  
Stephen Smith, Vice President, EPTS Project Services Team supporting CTS with Nadine Vogel,  
CEO Springboard Consulting

## Disability Champion Associate - 2016

*Durham, North Carolina, April 19-21, 2016*



Hello, my name is Gary Harmon and I was honored to accept the Disability Champion Award at the Disability Matters Conference held in Durham, North Carolina in May. I am employed by Delhaize America, and I am a store manager for Food Lion. I operate and oversee day to day operations of my grocery store in Raleigh, NC. I am also the co-chair to our Abilities BRG for Delhaize.

My journey started almost three years ago, a random conversation with a former associate about the possibility of hiring people with disabilities. I didn't know then how it would change my life.

The former associate was employed with RHA Health Services, a North Carolina based organization that assisted people with disabilities find sustainable work. We formed a partnership that could impact lives by assisting people in the community find work in our Food Lion stores.

At Food Lion we are always looking for the Ability in any new associate. How can we strengthen our team and bring new ideas to our work. How can we impact the business?

I found that by working hand in hand with RHA, we could educate store leaders on disabilities, strengthen our workforce, build needed bench strength and impact our communities we serve daily.

Currently to date in our Raleigh market we have placed and hired over 68 associates. We have scheduled and held regional meetings throughout North Carolina educating over 175 store leaders and support staff. RHA has taken the time to come in whenever needed to assist. It has been nothing short of amazing.

In an ever evolving retail operation, change is not always accepted, but through our work and the support of our executive sponsors as well as the leadership of our organization, our Abilities BRG has been able to grow and impact the business.



## Disability Matters - 2016 Champions

*Durham, North Carolina, April 19-21, 2016*

I never thought that a 25 minute conversation would lead to the amazing work that we are causing in our organization. To know that I have a part in changing lives is very motivating and rewarding.

I have been fortunate to attend Disability Matters for the past 2 years, I love how the conference ends, everyone holding hands in a space singing what a wonderful world. What a wonderful world it is with people making the world a better place for all. I wish everyone all the best!!! Looking forward to next year!!!

Gary Harmon  
Food Lion/Delhaize, Abilities BRG  
919-233-9708  
Erndt8@yahoo.com



Accepting Disability Champion Associate Award for Delhaize America (left to right): Gary Harmon, Store Manager with Nadine Vogel, CEO Springboard Consulting

# 2016 Disability BRG Professional Development Leadership Summit 2016

*Durham, North Carolina April 19, 2016*



**HOSTED BY**



Carolinas HealthCare System

## AWARD OF EXCELLENCE HONOREES



MASSACHUSETTS



The power to do more



Prudential



# 2016 Disability BRG Professional Development Leadership Summit 2016 Award of Excellence Recipients

*Durham, North Carolina April 19, 2016*



L to R - Nadine Vogel - CEO of Springboard, Varita Shelton - RDU, Tim Lindemann - VP Global Reservations, Pat Chilton - PHX, Bruce Sickler - DFW, Anila Jivanji-Senior Specialist Diversity & Inclusion and Kip Hamilton, MD Customer Experience



MASSACHUSETTS

L to R - Nadine Vogel - CEO of Springboard, Gwen McCoy - Consultant Ted Burke—VP Operations Management and Laura Stout—Contract Operations Director

# 2016 Disability BRG Professional Development Leadership Summit 2016 Award of Excellence Recipients

*Durham, North Carolina April 19, 2016*



The power to do more

L to R - Nadine Vogel  
-CEO of Springboard,  
Consuelo Rodriguez-  
Director, Global  
Diversity ,  
Bob Feiner-VP Dell  
Services  
Maria Bleier-Director  
Program Management  
Kendra Hunt-Global  
ERG Support Lead



Prudential

L to R - Nadine Vogel  
-CEO of Springboard,  
Erin McNamara -  
Director Continuous  
Improvement,  
Rebecca Boucher —  
Director Global  
Communications and  
Diane Hettinger —  
Director Health and  
Wellness

# Disability Matters - North America Conference Welcome and Opening Remarks

*Durham, North Carolina, April 19, 2016*



# Disability Matters - North America Conference & Awards

*Durham, North Carolina, April 19, 2016*



Let's Play  
Jeopardy!

# 2016 Disability Matters North America Conference & Awards

## *Steps to Success Panel*



**Moderator:**  
David Ortiz  
**Oracle**

**Panelist (Left to Right):**  
**Kathleen Martinez,**  
**Wells Fargo &**  
**Company**  
**Robert Doreauk, AT&T**



# 2016 Disability Matters North America Conference & Awards

## Special Session: *“Mental Health in the Workplace”*



(Above R to L)  
**Moderator:**  
Jana Burke,  
**Springboard  
Consulting, LLC**

**Panelists:**  
Lyn Legere,  
**Promise  
Resource  
Network**

Dori Hutchinson  
**Boston  
University**





# 2016 Disability Matters North America Conference & Awards *Keynote Presentation*



**Jane Fernandes**  
President  
Guilford College



# 2016 Disability Matters North America Conference & Awards *Workplace Panel*



(Above L to R):  
**Moderator:**  
Christopher Port,  
**Dell, Inc.**

**Panelists:**  
Troy Balthazor  
**Springboard  
Consulting, LLC**



(Below L to R):  
**Honorees:**  
Jennifer Krevitt  
**Goldman Sachs**  
Kristen Piersol -  
Stockton  
**KPMG**

# 2016 Disability Matters North America Conference & Awards

## *Diversity Benchmark Presentations*



**Pamela McElvane**  
**CEO**  
**Diversity MBA**



# 2016 Disability Matters North America Conference & Awards

## Special Session: *“Service Disabled Veterans”*



(Above L to R):  
**Panelists:**  
Michele Jones  
**Civility Management  
Solutions**  
Laurie Sayles Artis  
**Springboard  
Consulting, LLC**



# Disability Matters - North America Conference Dinner & Awards Presentations



**Nadine Vogel**  
CEO  
Springboard  
Consulting, LLC



# Disability Matters - North America Conference Dinner & Awards Presentations



Let's  
Celebrate!



# Disability Matters - North America Conference Dinner & Awards Presentations



**Frankie  
Antonelli**  
Performing  
**'Wagon Wheel'**



# Disability Matters - North America Conference Dinner & Awards Presentations

*We Are the Champions!*





# Disability Matters - North America Conference & Awards Presentations

*Durham, North Carolina, April 19-21, 2016*



From (L to R):  
**Darlene Slaughter** — At-Large  
**Elizabeth Ladu** — Treasurer  
**Springboard Foundation**

To learn more about the  
Foundation, the scholarships and  
our scholarship application  
process, please visit:  
[www.thespringboardfoundation.org](http://www.thespringboardfoundation.org)

# Donate!

# Disability Matters - North America Conference & Awards Presentations

*Durham, North Carolina, April 19-21, 2016*



# Dance!

# Disability Matters - North America Conference & Awards

*Durham, North Carolina, April 19-21, 2016*

## Let's Play Family Feud!



**Moderator:**  
Eugene Kelly  
Colgate-Palmolive Company



**PwC Family**

**Prudential Family**

# 2016 Disability Matters North America Conference & Awards

## Special Session: *“As the OFCCP’s World Turns”* *An (Overly) Dramatic Mock Audit of Disability AAP Compliance*



(R to L)  
**Panelist:**  
Monica Bell  
**HSBC**

**Narrator:**  
Matthew  
Camardella  
**Jackson  
Lewis P.C.**

**Panelist:**  
Marina  
Shoemaker  
**General  
Motors**



# 2016 Disability Matters North America Conference & Awards *Marketplace Panel*



From (L to R):

**Panelist:** Kristin Gilger, **Arizona State University,**

**Honorees:**

Tobie Hatfield, **Nike, Inc**

Carrie Davis, **AMPOWER, Hanger, Inc**

Mitch Morgan, **Fifth Third Bank**

**Moderator:** Nadine Vogel, **Springboard Consulting, LLC**



# 2016 Disability Matters North America Conference & Awards *Keynote Presentation*



**Ali Stroker**  
Actress and Singer

S  
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# 2016 Disability Matters North America Conference & Awards *Disability Champion Panel*



(L To R):  
**Moderator:**  
Marsha Gewirtzman  
**Springboard  
Consulting, LLC**

**Honoree:**  
Stephen Smith  
**Wells Fargo &  
Company**



(L to R):  
**Honorees:**  
Gary Harmon  
**Delhaize America**  
Patrick Romzek  
**Cisco Systems**

# 2016 Disability Matters North America Conference & Awards

## Government Session: **Charlotte Burrows** EEOC Commissioner



Charlotte Burrows  
**EEOC Commissioner**

**Fireside Chat**  
with  
Nadine Vogel  
**Springboard**  
**Consulting, LLC**





# 2016 Disability Matters North America Conference & Awards Press Conference



Left To Right:

**Nadine Vogel**  
CEO  
**Springboard  
Consulting, LLC**

**Gregory Akers**  
Sr. Vice President  
& CTO of  
Advanced  
Security Research  
& Government,  
Security & Trust  
Organization  
**Cisco Systems**



# Disability Matters - North America Conference & Awards

*Durham, North Carolina, April 19, 2016*

## Springboard's Seal of Approval



What will your company do  
to earn your 2017 seal?



If you would like to learn more about how to earn your  
Seal of Approval,  
please contact Ivette Lopez at [info@consultspringboard.com](mailto:info@consultspringboard.com)