>>Hello and welcome everyone, to the national training on disability employment.

Just a few housekeeping items before we begin.

This webinar is going to be recorded we will post an archive of all slides on our monthly website.

This slide will also include copies of presentations, the speakers bios, full transcripts and other valuable resources.

As an attendee of this webinar, you are a viewer.

To ask questions of the speakers, click on the Q and A box, if you have any questions following this recording please contact us at the link on the screen. Or toll-free at 866-538-9521, for more information. Thank you for joining us, and enjoy today's webinar.

>>ANDREW HOUTENVILLE: Hello everyone, this is Andrew Houtenville from the University of New Hampshire.

Thank you for joining us.

Just a little bit about nTIDE's lunch and learn, it occurs at noon time and Eastern time on the first Friday of each month. It is a joint effort with the University of New Hampshire, Kessler Foundation and the Association of University centers on disability, AUCD.

Today's program, we will present the numbers.

Then we will hear from Denise we have our guest speakers, Hunter Norwood and Michelle Norwood. Then, we will open up with the question and answer. John will get started with the numbers.

>>JOHN O'NEILL: The monthly nTIDE report is a press release with an info graphic that looks at the latest employment statistics.

It is put out by the Bureau of Labor Statistics. The data is used for the jobs report that comes out on the first Friday of each month.

The source of the data that we analyze is from the euro us Bureau of Labor Statistics, from their current population survey. It is the source of the official unemployment rate. We do not totally ignore the employment rate we report statistics that we believe are more revealing. Data on civilians that are not living in institutions between the ages of 16 and 64.

This particular data, on individuals with disabilities has been available from 2008 onward.

Just as the great recession was beginning.

That is when the six disability questions were added to the federal surveys like the CPS and PACS. The data is not seasonally adjusted which is why we compare, during COVID, the current month to the month before.

We have also been comparing the current month to the same month last year.

I will hand it over to you Andrew.

>>ANDREW HOUTENVILLE: The first thing were going to look at is employment met population ratio, the employment population ratio is the percentage of the population that is employed.

It does not say full-time or part-time, just has a job.

The survey is based on, it will be important when we talk about COVID, the employment refers to the second week of the month.

The month that has the 12 and it, that is when the survey interviewers answer this is the employment to population ratio.

People with and without disabilities that are employed.

The first thing you notice, this is the great recession back in the beginning of 2008.

All of the big financial crisis where in February 2008. August was also a big job loss month, we suspect the employment population ratio is actually higher before the start of this chart, we definitely see people disabilities lacking behind in terms of when the curb points upward.

In 2016 and 2017 it is the first time I've seen narrowing in all of the stats I've done over the years.

We actually see an improvement between the employment In 2018 and 2019 the gap did not move very much.

This last number is for March, you can see a little bit of a jump down for people without disabilities.

People with disabilities jumped up a little bit in March.

The first shutdown, San Francisco, I think that was the first major city to shut down.

That was around March 16. We are really not going to see an effect until April so, here is April, the big dramatic fall.

For both people with and without disabilities.

The numbers are tricky, to fit this all on one page and these are grafted onto different accesses so this is not exactly right, but relatively is.

People disabilities fell to 26.3 percent, that is still above work was at the bottom of the reaction to the great recession.

People without disabilities, it is dramatically lower than their great recession bottom. That is probably good news in terms relative to the great recession.

May, we start to see some of the economies opening up.

I am going to click through the months. June people without disabilities jumped a lot more than people with disabilities.

July, people disability started to slow down.

People without disabilities went up a little bit.

August, you see a little bit of improvement for both. September, a little bit of improvement.

October, a little bit of improvement.

People disabilities are going around a little bit they are slowing down relative to people without disabilities.

November, the most recent number people without disabilities declined slightly from 29.2 percent to 29.1 percent.

 People with disabilities are staying around the same same with people without disabilities, the top line went down to percentage points from 71.3 percent to 71.1 percent. We are really seeing a slowing down for people with disabilities and also people without disabilities.

What we have here, last November these aren't seasonally adjusted and there are seasonal effects.

There is the Census Bureau hiring that is not seasonal there are some things going on here that we want to make sure that we are comparing apples to apples.

We see people with disabilities are still below their last years November people without disabilities are also well below where they were last year.

From my view, the numbers for people with disabilities are better than what I thought they would be.

That is just my opinion. Or, maybe my dooming expectations. One thing to keep in mind, we want to take a look at the labor force participation rate.

This is something we have been tracking and it is really important to consider.

When a recession hits many people will lose their job or be furloughed.

We will talk about furlough in our midmonth meeting for now, we are just looking at how many people are working or actively looking for work or expecting to be recalled or on furlough.

So, they are engaged in the labor force. The big concern is that people leave the labor force altogether.

They're not actively looking, they are not actively working, or expecting to be recalled so, they stop being active in the labor force.

Doc could leave to a permanent exit in tough times people may turn to other programs or loose connections with their employers, this is a big concern.

We're going to look at the labor force participation rate for people with and without disabilities.

We see the decline during the great recession and the slowness of people disabilities to recover we see the narrowing in the 2016 and 2017 area the only difference in employment to population ratio, we are adding on people who are actively engaged in work or on temporary layoff.

So, it is not surprising that the trends are very similar. What do we look like when we add in COVID?

When Madame COVID you see a big sharp decline for people without disabilities people with disabilities, it is ratcheting around a flat line.

For me, this was really good news that people were staying engaged in the labor market.

A big concern for some, is that people with disabilities would potentially going to Social Security disability insurance I have not looked on transient applications that recently, but that is something we are tracking. People that were not working prior to COBIT, are now seeking work or working. Perhaps her family members are unemployed or left the labor market. In the long run it could give people disabilities exposure to the labor market that they would not have had otherwise.

So, it could be an upside some of the media has reported on September, October, and now November.

Now, families are involved, and families may be out of the labor force because they had to stay home.

So, that is something we can potentially look at, because these numbers are divided by gender. So, that are the numbers for this month we will do cutie day at the end, I will turn it over to Denise now.

>>DENISE ROZELL: Let's talk about federal policy.

There are a number of things going on in DC.

Some of these I am giving you an update on based on today.

We are in the middle of an election.

So, we are in the middle of the lameduck section.

The new Congress has not taken over yet, but the people elected before are still working.

They continue working up until January 20 when there is an inauguration. As of right now, they are saying they will continue working through next week what are the things they have to get done?

A continuing resolution to fund the government. The current continuing resolution expires on December 11.

They have to either pass the regular appropriation bills or they have to pass some kind of additional continuing resolution something that continues the funding for the government otherwise it shuts down on December 11. Rumor has it, they are still working on a continuing resolution, perhaps through March.

At least, it kicks into the next administration and creates an easier time or a harder time.

Again, depending on how you look at it. The people who are currently elected go home, and the new people come in.

But, we wait and see.

There was talk last week that they not pass all of the approaching bills that seems to be not as popular right now, the continued resolution looks more popular.

We will just have to wait and see. Continued resolution is flat funding it continues the same funding we had last year that is appropriations, that is something they need to do something about where the government shuts down.

The second thing, which I did not think was going to happen now, maybe something will happen it has to do with the COVID stimulus recovery bill.

The reason it might, there pressures are pushing us forward right now now that we have a vaccine coming, there will be this is because cases are surging.

Now with the statement a bunch of things expire in the end of December. The extra nutrition, the eviction bill, and a lot of people are bumping up across their unemployment smacks. It appears there is a movement here, there are two possible ways to go here.

There is a bipartisan group who are pushing a 908 billion bipartisan proposal back in May, the House passed a proposal that was 3 trillion now, this bipartisan one is at 908 billion. It does not include any homework community-based services specialized money this is something we have really been pushing for.

It does include extra money for education and liability waivers.

This means waivers like like the Americans disability apps labor mean it would waive liability in the pandemic for things caused by that. Senator McConnell has a proposal it is hard to know when he is posting it out there the Democrats are saying that 900 name billion for the bipartisan is good to start with. I have been more positive today than I have. I want to talk about vaccines and estate plans.

It is related to employment. AUCD has put out a new document on vaccine distribution and things going on in the disability community.

This is important because how this vaccine is distributed really does impact how people disabilities can be in the community.

Does it cover DSP? Are they included in healthcare workers, or not? Each state had to submit a vaccine plan.

There are some things out and you can look at where the vaccine is our first date. There is a whole list of things and if FAQ, what should you be watching for and asking about? If I give it this employment span, DSP is a big one, who was included and excluded from the various layers where do people disabilities fit in and how does that impact the ability to be in the community the ability to write a transit, transit I want to share this document with you, it really will make a difference on people disabilities. When we get the vaccine, and all the ramifications of that. The next one there is a new DSP survey the Institute on community integration at the University of Minnesota in partnership with the national alliance of direct support is doing a follow-up survey. Ways to protect DSP and the people they support it said it was available on November and we would get results in March but I went there yesterday and it was still up. They are trying to get more people to answer, there was 9000 in the spring of 2020 if you cannot get the services you need, if you have a disability, that becomes a way that people get locked in their homes it certainly does not help people get out into the community.

There is a webinar coming up, a roundtable discussion.

Mathematica is doing it with a bunch of professionals it is going to be a roundtable conversation about VR and innovative ways to meet the challenges during the pandemic.

I think this one will be very interesting, I have it on my schedule.

What are we doing, how does it work, what are the barriers?

For folks that are having issues with VR in the state, this is a we do here with some of the innovative things or that are happening. The Harkin Summit, the Harken international disability Summit is next week.

It is all virtual this year, it is fabulous, and free explanation point

they will have all kinds of international business leaders and disability experts they will be talking about how to fix a system toward inclusion.

One of the silver linings of COVID, I hope, is to bring us toward inclusion.

Now, telework is so common and it was not before.

How does that carry on? The international business people that talk at Harkin Summit, I think are phenomenal.

I have learned about all of these different new technologies they have all of these folks that we do not necessarily hear from all the time.

They talk about inclusive businesses and societies around the world. It is free, and you can still register, I would highly recommend this.

Usually you have to go in person, at a cost it is right after the AUCD conference it is on Thursday.

This is a really interesting article in the Journal of occupational rehab.

Part of what we have seen, is a recognition of gig workers at this point.

How does that apply within the disability community, what are the challenges and opportunities of it? How can we shift the paradigm and find the silver lining in this workforce supports this with our earlier is on intervention support and research.

They have done a review on intervention research from 1984 to 2018 they found 14 studies during this intervention research.

They were particularly looking at, not preemployment support, they were looking for support and intervention research after job placement.

So, career maintenance and career advancement. We do not look at that as much as we could. They found a zero articles on career advancement. On crew career maintenance, they found a few.

In particular, because we talk so much about preemployment keeping people in their jobs and helping them advance is important. How do you grow this? Let me figure out where we were. There is a special edition of JB are on the substantial gainful activity project it is an RSA demo testing intervention in Kentucky and Minnesota is another randomized study, we do not always have enough in the field.

I really recommend going to this and looking at the articles.

There are 10 articles all about this particular intervention and how do you improve employee outcomes that Minnesota and Kentucky tested this since 2015 everything from how to plan it, how to launch it, how to implement it if you have not done it, I would go look at it.

My last slide is about the disability statistics compendium is February 9-12 from noon to 115. It is all during the lunch hour we will be talking as we always do.

I'm really excited to have the intersection malady issues covered. It is my pleasure to introduce our speakers. I am welcoming Hunter Norwood and Michelle Norwood.

Hunter is a 2020 graduate and he is €19, he is now the CEO of his own ice cream business.

CEO, a little something extra Hunter happens to have downstream that occurs from an extra 24th chromosome syndrome Michelle Norwood created a little something ice cream for their son she's another recently published book and another book that is coming on March 2021.

>>MICHELLE NORWOOD: Good afternoon we are so excited to tell everyone about our business.

Hunter here is our CEO. As Denise mentioned, a little something extra comes from the extra chromosome that causes down syndrome.

The Down syndrome awareness ribbon is in the logo we created a little something extra in 2018.

We just celebrated our second anniversary.

The reason a little something extra was created, as Hunter got older we realized opportunities where we lived were very limited.

Hunter has so much to offer the world and we wanted to find an opportunity for him to invest all of his gifts into that business.

Also an opportunity for him to have his own work and employment opportunities.

In August 2018 we launched a little something extra ice cream.

Because I am a special education teacher and because we have met so many amazing families we did not want to keep this experience to ourselves.

In the creation of that, we knew we wanted to open this opportunity for other long adults with intellectual disabilities in our area. Young we were able to teach employment skills, social skills, and life skills. Not only is it very educational and helpful for our employees it is also an amazing tool for advocacy and awareness in our communities where we take the ice cream. Our employees are certified ice cream experts. We have trainings once per year, and the young adults go through training and learn customer service skills.

They gain product knowledge, we work on financial money skills, a variety of skill sets that they need to organize contract.

More importantly, it is a very validating opportunity, it gives them an opportunity to experience everything I always dreamed Hunter would experience.

The idea that is filling fulfillment they did receive blow my that certifies them ice from expert. They get a certificate when Hunter was young I was fearful he might never experience something of this nature.

We are all seeing that the experiences available. When we first started planning our business, initially I thought would be a typical mobile ice cream truck.

Where, we would travel to neighborhood selling ice cream.

As the vision grew, and we wanted to open the door for other local young adults we knew that was not as feasible.

As we went out we started booking local events, and people started reaching out to us.

Now, we take our ice cream truck to his large companies.

We sell ice cream for employee appreciation. Or, for customer appreciation events.

We take it to churches for their various events, vacation Bible schools.

Taking into schools, nursing homes, hospitals, festivals, and eight years.

There is even more, we have been to birthday parties. We have been very blessed, we have had everything approach us. We have been super busy.

>> In the north it wouldn't be good it is cold over here.

>>MICHELLE NORWOOD: Usually run our ice cream truck from March to November. We have an ice cream cart where we are able to do inventory events door events.

The months we are not working the ice cream truck we work on our business plan for the upcoming year.

We have so many things we are looking forward to in 2021.

One of those things is a partnership with Auburn University that is in the process.

They have a program called the Eagles program.

As a college opportunity for students who have intellectual disabilities.

The students not only work and gain employment schools they gain independent living skills a variety of many other things that college students would gain the price to attend this is rather costly one of the things we are working on is a partnership with Auburn University and Wells blue Bunny ice cream.

Where in the process of creating an exclusive ice cream that will be available for us to sell sporting events in the 2021 and 2022 part of our proceeds will go to scholarship students in the Eagles ship program we are also working on a franchise so we can expand this amazing opportunity to other families that travel a similar journey.

We have been very blessed for people who have not spent a lot of time around a person with an intellectual disability, it is an amazing tool to teach people the validation of any person.

There is a lot of ability, and disability.

Local newspapers and stations have shared our story.

Epoque times, Southern living, parents, magazine it makes us so happy to be able to advocate for people like Hunter and families like ourselves.

It has opened doors for advocacy and brought about great awareness. We do have dreams and we feel our future is bright. This picture is from the cover of our recently released book, stars in my eyes. Something with I took this from brush field spots it starts out, I have stars in my eyes my mama says I have stars in my eyes to remind the world that I have hopes and dreams.

She says the stars in my eyes are common in the eyes with people down syndrome because we were meant to shine it just like the stars in the skies this has been another amazing tool for advocacy and awareness we are trying to get these into classrooms and local libraries. Many families that have young children with Down syndrome are finding a lot of hope and encouragement through this book. To date, he has signed around 600 of these books. At the beginning of COVID we did a photo shoot.

This picture was shared many times when social distancing is no longer a thing, make sure it is no longer a thing.

We are hoping a little something extra can continue to change the world we are really happy about her business right?

>> Yes.

>>MICHELLE NORWOOD: So that is our conclusion unless anyone has questions.

>> I was saying how wonderful it is. Thank you both of you, that was a great presentation. It is a great model for others to follow, I am going to open it up to questions and answers. I will read what is online and then whoever the question is asked of will answer where is your business located?

>>MICHELLE NORWOOD: You can probably tell from our southern drawl we are in Dawson Alabama we are just north of Birmingham Alabama. Just south of Chattanooga Tennessee.

>> I have family in Scottsboro.

>>MICHELLE NORWOOD: Scottsboro has been very supportive of the little something extra.

>> The question for Hunter, what is your most popular ice cream that you sell?

>>HUNTER NORWOOD: Chips galore.

>>MICHELLE NORWOOD: The ice cream has two chocolate chip cookies with ice cream between the two, it is amazing.

What we have learned, depending on the day, that is what our favorite ice cream is.

>> How do you work your pricing?

Have you thought about franchising?

>>MICHELLE NORWOOD: Everything is prepackaged ice cream just like the old-fashioned ice cream trucks.

We have all of our ice creams with the tax already included.

Most are either a flat two dollars or three dollars.

That works well as far as giving change back I call myself a plane supervisor with our ice cream experts. Over and over, repetition, it is great for our employees. We are working on a franchise as we speak it would be amazing if we could have our second truck and by the spring of 2021.

We have three families in Alabama, Georgia, and Tennessee who are interested in investing in a truck.

>> Do you guys see any profit or building a savings account?

>>MICHELLE NORWOOD: This is an amazing tool to bring in a profit.

In the last two years we put every bit of profit back into the business to promote our ice cream experts.

The long-term goal is for me to be able to retire and Hunter and myself worked this truck full-time as you know, Hunter attends a public school he is back as a year 13 student as a teacher's helper the long-term goal, is to be able to operate this truck full-time.

We wanted to be a prophet business. There are so many families in the same position as us.

Once the child leaves the public school system, then what? Hunter has a lot to offer the world. It is very liberal and hard to get around it is very rural where I live so sometimes it gets hard to move around.

>> What advice would you give other people.

>>MICHELLE NORWOOD: Never stop dreaming.

I have dreamed and been worried about what Hunter might do as he got older.

This opportunity came to me and so many nights.

Because, I have been in college most of my life I understand the value of research.

I did research, made notes, and continued dreaming.

If you can dream it, you can do it.

There are a lot of things Hunter was not able to do that he can do now. And there are still things he struggles with, that does not mean he will always struggle.

He has become a local celebrity within the business. One thing I have noticed over and over again throughout the course of my career and being Hunter's mother where there might be a deficiency in one area there is so much more of a strength in another.

Always look for the strengths and the skill sets, everybody has so many amazing things to offer the world.

>> If some policymakers online, have you run into any issues related to Medicaid or Social Security those kinds of programs?

>>MICHELLE NORWOOD: As far as the business, I am the owner.

Enter is receiving a lot of experiences through the business.

So, he gains his great joy in going and eating when we started the business he said I want a Mexican truck. After working he wants to go eat at a Mexican restaurant.

As far as lack, he gained a lot from working in this trucks.

But, the business itself is in mine and its husband's name.

>> Have you thought about expanding in other areas?

You guys ever disagreed on the business plan?

>>MICHELLE NORWOOD: Hunter disagrees with pretty often as most children and their parents.

So we have a rule, one ice cream per shift for Hunter or any of the other ice cream experts.

Sometimes, he will want more than one then, he will try to fire me. But, we get along pretty good. You asked about expanding the business into other things beside ice cream.

At this point we offer T-shirts and there are people that really enjoy wearing them.

Some say, I am so extra one of Hunter's uniform says, I am an ice cream expert what is your superpower we have promoted our business and sold the T-shirts as well. Even the book has our ice cream truck on it. As far as another food, we have not this point we are always dreaming and looking for other opportunities.

>> So you are selling your own merchandise?

>>MICHELLE NORWOOD: Yes, we hope to add a story to our website in the future.

As you can see, teaching full-time and then running the ice cream business, and I have two other children our plate is full.

Just want to make sure we do not overfill that plate.

We are just taking baby steps as far as adding a website for merchandise.

>> Do you sell the merchandise through the cut truck itself?

>> Yes, and people reach out to us.

Also, our book is on Amazon, and Barnes and Noble.

>> Excellent.

I think that was all the questions for now.

Thank you so much, this has been very great.

Someone asked the official title of the book.

>>MICHELLE NORWOOD: It is called stars in my eyes Hunter want to show you guys the stars in his eyes.

You can search on Amazon, books and nobles you can put in Hunter Norwood or Michelle Norwood and it will come up.

>> Is there a way to get a signed copy?

>>MICHELLE NORWOOD: Absolutely, you can reach out to us through our Facebook page, a little something ice cream. Or you can send us an email a little something extra ice cream@yahoo.com. It will be $25. We are more than happy to do that.

>> University of New Hampshire has a bookstore that has all kinds of authors with disabilities we will definitely be in touch, maybe we will help you guys sell more copies.

>>MICHELLE NORWOOD: We appreciate that, that is amazing.

>> We also have big lists, we could potentially send out promotions. One more question, do your other children get involved?

>>MICHELLE NORWOOD: Our oldest daughter is 22 and she is a college student at Auburn University.

Our youngest son is 14.

Both of our children work and the ice cream truck.

I always tell them just because Hunter is the face, this is our entire family business. I think with a child with a disability worries about the future. Everyone on the very back it has pictures of all three of our children.

So, they are all represented on there as well.

>> Also a way to help them get you to retirement. [laughing]

>>MICHELLE NORWOOD: As far as the ice cream, our 14-year-old son, his friends think it is the most awesome house to visit.

They know we have a basement full of ice cream.

>> Watch them carefully.

I think that is it for questions.

Zoe asks, where is the ice cream located?

Where do you store?

>>MICHELLE NORWOOD: Our home has a basement, when we started the ice cream truck we purchased one freezer.

The truck has a freezer we keep it plugged up while we are at home and it stays cold for up to 24 hours after unplug.

It did not take as long to realize we need far more than one freezer to store ice cream. Our basement is where we have wall to wall freezers where we keep our ice cream.

COVID interfered with a lot of our events. It was a double X sword, where we were dormant for a few months, then when people started reopening we got calls after calls. Honestly, ice cream makes people happy. When ice cream is served by an ice cream expert like Hunter or our other experts it brings some kind of joy that is unexplainable. I would say, we travel generally within 100 mile radius of our home.

In the last two years we probably put around 30,000 miles on the truck.

>> Families have been cooped up inside a lot, people must be really excited to see you.

>>MICHELLE NORWOOD: Yes, as I said earlier we had originally planned to set up eyebrows and we never did.

During the shutdown, one of the first things we did was take our truck into neighborhoods.

This was to try to bring joy to people, and it worked very well.

>> It has been a great pleasure to meet both of you. We have a number of people that may have more questions later. What was the name of the website again the website is a little something extra ice cream.com.

Our email is extra ice cream@yahoo.com. You can also find us on base Facebook under a little something extra ice cream.

>> Thank you, we are going to bring this to a close. Thank you to Denise and John, I will say goodbye to everybody.

I hope everybody has a great holiday season.