



Business Benefits: The Positive Impacts of Disability Inclusion

Recruiting, hiring, retaining, and advancing workers with disabilities is good for America—and for business.

Smart employers everywhere—including state and local governments—are learning that organizations that are inclusive of people with disabilities benefit from a wider pool of talent, skills, and creative business solutions.

Bottom Line Benefits

Disability inclusion can wield significant benefits for employers that embrace it. A 2018 report from Accenture, in partnership with the American Association of People with Disabilities (AAPD) and Disability:IN, revealed that companies implementing best practices for employing and supporting people with disabilities consistently outperformed their peers.

A Growing Market Segment



People with disabilities represent **one of the largest market segments** in the U.S.

When organizations employ people with disabilities, they can gain a better understanding of how to meet the needs of this important and expanding customer base.

The report, "[Getting to Equal: The Disability Inclusion Advantage](#) (PDF)," found companies that excelled in disability inclusion experienced, on average: 28% higher revenue and 30% better performance on economic profit margins.



■ Companies that excelled in disability inclusion versus those who did not

Research shows that diverse companies are better positioned to capture new markets. Harvard Business Review found that diverse companies were **70%** more likely to report they had **captured a new market.**





Inclusive companies are more likely to **lead and capture new markets.**

A Solution for Bridging the Talent Gap

Today, when talent can be hard to find and retain, people with disabilities represent an underutilized pool of skilled talent.

Employees with disabilities can offer employers a competitive edge. Perseverance and problem-solving abilities often result from overcoming barriers people with disabilities face throughout their lives.

Disability diversity can bring creativity, innovation, problem-solving skills, and commitment to the workplace, along with improved productivity and morale.



97% of HR professionals said that employees with disabilities regularly perform the same or better than their peers without disabilities.

Source: Society for Human Resource Management (SHRM) member [survey](#)

Turnover can be costly. Studies have shown that employees with disabilities stay at jobs longer, reducing the time and cost involved in recruiting, hiring, and training new employees.



\$15,000 is the average cost to replace an employee (per worker earning a median salary of \$48,672).

Source: The Work Institute's [2020 Retention Report](#) (PDF)

Financial Incentives

Companies that employ people with disabilities may be eligible for certain federal, state, and local incentives; some counties and large cities have additional incentives.

Learn more about [employer financial incentives](#).

Helping Federal Contractors Meet Regulatory Requirements

Regulations under [Section 503 of the Rehabilitation Act of 1973](#) require certain federal contractors and subcontractors to take proactive steps to employ workers with disabilities.

Being disability-inclusive will help businesses that work with the Federal Government—or want to do business with the government in the future—meet regulatory requirements.

Learn more about [federal contractor requirements](#).

Improved Morale

People with disabilities are a large demographic group, making disability a key facet of diversity, and a vital component of [workplace diversity, equity, inclusion, and accessibility \(DEIA\) efforts](#).

Hiring people with disabilities conveys and promotes an inclusive work environment characterized by empathy, respect, and belonging—important traits when working with customers and clients. This can boost consumer perceptions of the company while improving employee morale.



Employees who felt included and thought their company valued diversity were **80%** more likely to say they worked for a high-performing organization.

Source: Deloitte [study](#) (PDF)

Resources for Fostering Disability- Inclusive Workplaces

- [Employer Assistance and Resource Network on Disability Inclusion \(EARN\)](#)
- [State Exchange on Employment & Disability \(SEED\)](#)
- [Job Accommodation Network \(JAN\)](#)
- [Partnership on Employment & Accessible Technology \(PEAT\)](#)
- [Campaign for Disability Employment \(CDE\)](#)
- [The National Center on Leadership for the Employment and Economic Advancement of People with Disabilities \(LEAD Center\)](#)
- [Partnership on Inclusive Apprenticeship \(PIA\)](#)
- [Center for Advancing Policy on Employment for Youth \(CAPE-Youth\)](#)

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