

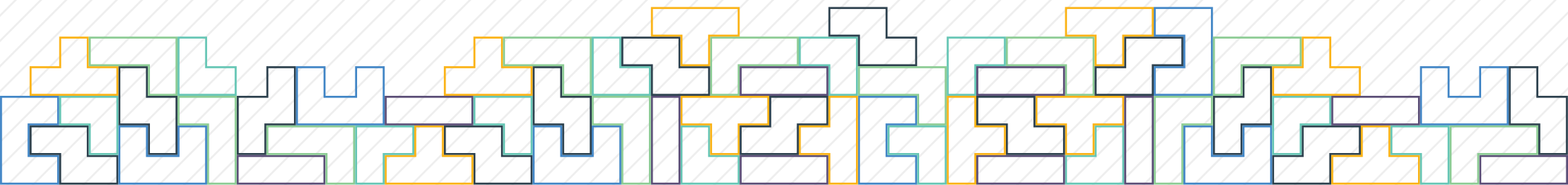


**Workforce, Processes & Technology
that Exceed Enterprise Expectations**



THE WORKFORCE DIFFERENCE:

SUPPORTING COMMUNITIES THROUGH SUCCESSFUL DE&I INITIATIVES





83%

of HR professionals say they have had difficulty recruiting suitable job candidates in the past 12 months



52%

say the skills shortage has worsened in the past 2 years



92%

of business leaders think Americans aren't as skilled as they need to be

THE WORKFORCE DIFFERENCE

THE US BUREAU OF LABOR STATISTICS REPORTS THAT IN 2020, 17.9 PERCENT OF PERSONS WITH A DISABILITY WERE EMPLOYED, DOWN FROM 19.3 PERCENT IN 2019. INCLUDED WITHIN THOSE NUMBERS ARE THE HEARING AND VISUALLY IMPAIRED COMMUNITIES.

Findings from the 2018 National Health Interview Survey (NHIS) data release established that an estimated 32.2 million adult Americans (or about 13% of all adult Americans) reported they either "have trouble" seeing, even when wearing glasses or contact lenses, or that they are blind or unable to see at all.

In 2017, only 53.3% of deaf people were employed, compared to 75.8% of hearing people. Unfortunately, as of research from 2019, this number hasn't increased.

Improvements in technology and accommodations have made it easy for visual or hearing impaired persons to work and communicate effectively; they can and are doing the work.

The Newbridge Virtual Agent Training Program, in collaboration with the organizations that support these communities, provides the technology, training, and support infrastructure necessary for the visual and hearing impaired communities to be successful in the contact center industry.

This successful program provides a reliable, skilled, and ably supported workforce that is a value-add for the industry and a complete workforce solution that fulfills an organization's hiring directives as well as their DE&I initiatives successfully.

CONTACT THE NEWBRIDGE TEAM ABOUT NEXT STEPS!
CALL: 800-371-4887

