

Disability in the Workplace

2024 Insights Report



NATIONAL ORGANIZATION ON
DISABILITY

Sponsored by

Charter[®]
COMMUNICATIONS

Employment Tracker™

2024 Insights Report

This year, the unemployment rate for people with disabilities remains over twice that of our non-disabled peers. According to a 2024 report from the Center for American Progress, employees with disabilities earn 66 cents for every dollar earned by workers without disabilities.

And yet, there is reason for hope now more than ever. The U.S Bureau of Labor Statistics' 2023 labor force report revealed that disabled people made notable gains in the labor market despite the persistent barriers to becoming and staying employed.

Now in its eleventh year, the National Organization on Disability's (NOD) Employment Tracker™ seeks to fortify and build upon those gains through the power of data. We are pleased to present the insights gleaned from this year's survey and are deeply grateful to the dedicated corporate practitioners who contributed to it. We hope this report reveals the true value of your time and effort.

Sponsored by

Charter®
COMMUNICATIONS

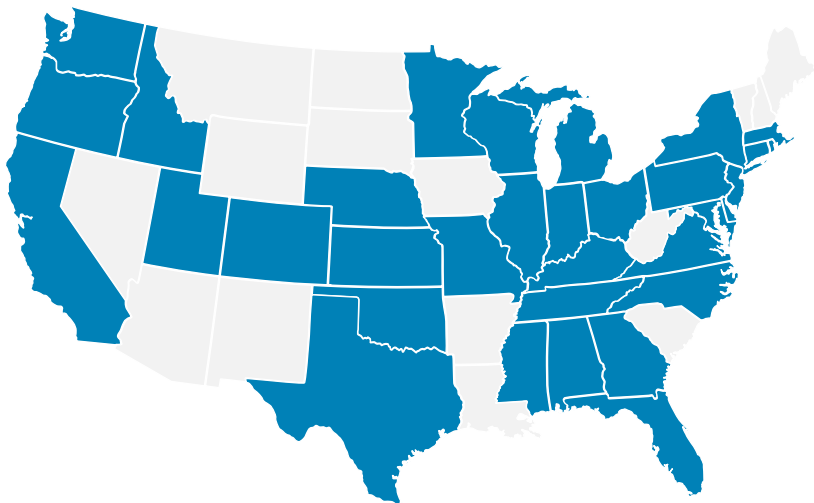
About the Report

In 2024, 196 employers answered 200+ questions on disability inclusion through the Employment Tracker™ survey. Employers utilize this survey to benchmark their progress against other companies, measure their own year-over-year progress, and compete for the nation's most selective award of its kind: the Leading Disability Employer Seal.

NOD's researchers then aggregate and analyze this data to develop the actionable insights designed for practitioners seeking to improve their employer's disability inclusion program. This Insights Report begins with a discussion on what we learned from the data, offers tangible guidance on how to implement these learnings, and concludes with an examination of why collective implementation matters both for Americans with disabilities and for corporate America.

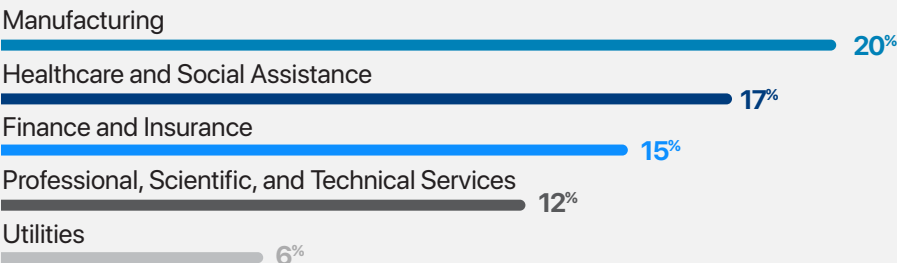
Participants

196 Employers 37 States 11+ Industries



9.7+ Million Cumulative Employees

Top Five Industries:



*Percentage based on industries of all participants

Question Categories

- + Talent Sourcing
- + Strategy
- + Climate and Culture
- + People Practices
- + Workplace Tools and Accessibility
- + Talent Outcome Metrics

97% of surveyed employers believe the Employment Tracker™ survey is an important part of their disability inclusion plan.

Our data reveals why—in 2024, employers who have utilized the Tracker for multiple years*:

- + **Attracted** a greater proportion of applicants with disabilities (9.4% vs. 7.8%)
- + **Hired** a greater proportion of people with disabilities (8.5% vs. 5.1%)
- + **Promoted** a greater proportion of leaders with disabilities (8.4% vs. 3.0%)

*Percentages represent rates of people with disabilities who applied for a job, were newly hired, or were promoted in management positions at multi-year participants compared to first-time participants.

Top Five States*:



*Based on employer HQ locations

What We Learned

Each year, NOD's researchers identify the practices with the strongest relationship to better talent outcomes across the employee lifecycle. When evaluating better talent outcomes for people with disabilities across the employee lifecycle, NOD recommends starting with an understanding of the desired outcomes by asking the following questions.



How can I attract more applicants with disabilities?

Employers with the greatest proportion of job applicants with disabilities were also far more likely to:

- + Train their human resources leaders on the specifics of disability employment.
- + Target their recruitment efforts in the disabled community.
- + Ensure that external communications—including job applications—are inclusive.



How can I increase the proportion of new hires that are people with disabilities?

Employers with the greatest proportion of new hires with disabilities were also far more likely to:

- + Have senior leaders who openly promote internal diversity and inclusion initiatives.
- + Offer a wide variety of training and development opportunities.
- + Have a greater proportion of applicants with disabilities.



How can I ensure that employees with disabilities have the same access to promotions as their non-disabled peers?

Employers with the greatest proportion of promotions of employees with disabilities were also far more likely to:

- + Have senior leaders who openly identify as having a disability and/or advocate for people with disabilities.
- + Encourage engagement in employee resource groups specifically for people with disabilities.
- + Identify and recognize high-performing employees, including those with disabilities.



How do I increase the engagement and retention of our employees with disabilities?

Employers with the lowest proportion of positions vacated by employees with disabilities were far more likely to:

- + Offer and grant workplace accommodations at high rates.
- + Provide a wide variety of mental health resources and support.
- + Ensure their workplace tools are regularly audited for accessibility.

How to Begin

If you've identified one or more practices missing from your plan, NOD's team is here to help break down practices into actionable steps. We've included one suggestion for each of the most in-demand practices from our network below.

Engaging Leaders on Disability Inclusion

NOD recommends creating a deliberate space—whether an in-person meeting, Zoom discussion, or internal newsletter—where people who are comfortable disclosing their disability can speak openly about their experiences.

Inviting leaders to serve as champions for this space is an excellent beginning and sets the stage for success. Note that leaders don't need to disclose their disability for this to be effective.

Promoting Mental Health

NOD has observed that a great number of employers offer Employee Assistance Programs (EAPs), but very few employees utilize them.

Offering at least one annual walkthrough of the mental health benefits available, including how to access an EAP, can boost awareness and participation.

Receiving and Granting More Accommodations

NOD recommends an interactive process that involves an active exchange between the individual requesting an accommodation and the parties responsible for providing it.

This gives the individual requesting an accommodation the opportunity to provide feedback, share their experiences, and suggest changes.

Increasing Digital Accessibility

NOD recommends that all employers require their vendors provide Voluntary Product Accessibility Templates (VPATs), a document that helps assess how well their product meets federal accessibility requirements.

Note the date of the VPAT to ensure it's current and create a list of follow-up questions if any gaps are found.

These action items are just the first step. Companies that understand diverse and inclusive teams are essential to driving innovation and remaining competitive in the talent market are doing much more. The [NOD Leadership Council](#), a membership group where companies receive exclusive access to resources, expert advice, and a peer-networking forum, are showing that their efforts pay off in talent outcomes.

As revealed in the Tracker data, between 2023 and 2024 Leadership Council members:

- + **Grew the pool of applicants with disabilities** by 8% while non-members saw their applicant pools decline by more than one-third.
- + **Increased new hires with disabilities** by 32% while non-members saw their new hires with disabilities decline by nearly one-third.
- + **Promoted 33% more employees with disabilities** while non-members promoted nearly one-quarter fewer employees with disabilities.

While simply taking the Employment Tracker™ is a critical step toward evaluating your disability inclusion practices, the evidence is clear that becoming an active member of our Leadership Council has positive effects on an organization's disability inclusion results.

Ready to take the next step? Get a taste of what becoming an NOD Leadership Council member is all about. Contact us at council@nod.org.

Why It Matters

Forward Momentum

We know the impact of disability inclusion because we can see it: progress is being made across nearly every aspect of the employee lifecycle.

Between 2022 and 2024, a greater proportion of people with disabilities are:*

- + **Applying to jobs** (6.5% to 9.3%)
- + **Getting hired** (6.08% to 8.26%)
- + **Self-identifying** (3.5% to 4.5%)
- + **Earning promotions** (5.8% to 8.0%)
- + **Securing accommodations** (43% to 80%**)
- + **Participating in disability-focused employee resource groups** (7.9% to 11.3%)

Holistic Outcomes

These rates demonstrate the collective impact of disability inclusion on the employment lifecycle:

- + More people with disabilities are hired and promoted
- + More supervisors understand accommodations
- + More employees feel safe self-identifying
- + More collective advocacy through ERGs
- + More inclusive employer practices

Every step towards inclusion influences every other potential step—the key is to take one.

It is easy to view these numbers as cold statistics, but every tenth of a percentile increase represents potentially life-changing opportunities for hundreds to thousands of Americans with disabilities.

* Data represents proportion of job applicants, new hires, self-identifications, promotions, and ERG participants who are people with disabilities in 2022 (left) and 2024 (right).

** Data represents rates of granted vs. requested accommodations in 2022 (left) and 2024 (right).

Looking Ahead

Although one out of every four people in America has a disability, this marginalized identity category is often left out of the diversity and inclusion conversation. This leads to further stigmatization of people with disabilities—especially for those whose identities are also intersected by race, gender, ethnicity, LGBTQ+ who have more reason to fear discrimination—a fact backed by research.

Positive developments, such as a surge in apprentice programs and continued interest in mental wellness, have prompted cautious optimism that the employment rate of people with disabilities will continue to increase. However there remains considerable work to ensure that disabled people no longer fear disclosing their disabilities or requesting accommodations. While remaining hopeful, we must remember: we have only just reached the floor, not the ceiling.



Thank You

We applaud the companies taking the Employment Tracker™ and congratulate those high performers who were recognized as 2024 Leading Disability Employers. We know that most working-age adults with disabilities are unemployed or under-employed, and we also know that ignoring this talent pool is a missed opportunity. The most innovative companies are seizing the opportunity to both gain a competitive edge in their talent management strategy and do the right thing in the process.

NATIONAL ORGANIZATION ON DISABILITY

Our Vision

NOD envisions a world where every person with a disability has access to compelling job opportunities and inclusive workplaces that provide a foundation to leverage their talent and fulfill their life potential.

Our Mission

NOD is proud to serve:

- **Individuals with disabilities** by fostering professional environments and providing tools that enable people with disabilities to succeed and thrive in the workplace.
- **Organizations** by building enduring employer relationships, conducting research, and leveraging data-fueled insights to change human capital policies, programs, and practices.
- **Society** by using our expertise to change public opinion and shape public policy.

We serve because we are committed to realizing our vision and understand the business imperatives at stake.



Thank you to our sponsor, Charter Communications, whose generosity is matched by their dedication and commitment to inclusion and belonging for all.