

# Enabling greater support for workers with disabilities

Recent research shows barriers to success still exist in many organizations.

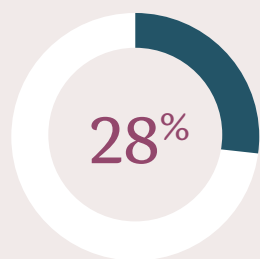


The emergence of more remote work positions over the past several years has opened greater opportunities for employees with disabilities. In fact, a recent survey conducted by New York Life Group Benefit Solutions shows that 60% of these employees say that remote work allowed them to gain employment.

While these new opportunities are great news, the survey highlights a disconnect between employees and employers. Employees with disabilities are still lacking the support they need at work, even though many employers may think they have the right support in place.

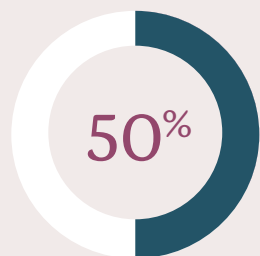
## Employees with disabilities still face challenges at work.

Our survey reveals a range of factors hindering their productivity and sense of belonging.



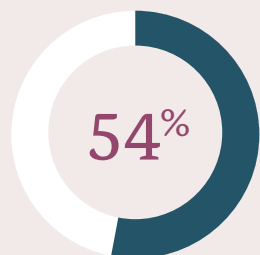
### Are afraid to ask for support

32% of employees with disabilities report that their work productivity has been affected in the past year due to their disability. However 28% of employees with disabilities feel uncomfortable voicing their concerns to their company about the challenges they face due to their disability, potentially hindering their ability to seek support.



### Are worried about being excluded

Half of employees with disabilities have felt passed over for promotions, judged, excluded from teams, or unable to complete tasks due to lacking accommodations, highlighting the ongoing stigma and challenges they face.



### Seek greater benefits, but are hesitant to use them.

While 57% of those surveyed agree that they wish their employer would offer more benefits and resources that could help employees with disabilities, 54% say they have barriers to using those benefits. The leading barrier being feeling embarrassed.

## Employers may be operating under false assumptions.

According to the survey, many employers are overestimating how they are showing up for employees with disabilities in their workplace:



Only half (55%) are aware of the percentage of their workforce that identifies as having a disability.



83% say that employees with disabilities feel supported by the organization.



Nearly 80% say that employees are satisfied with the disability benefits provided by the company.



## Despite these gaps, employers see the value of inclusive support.

A majority of employers (85%) acknowledge the potential for their company to enhance their understanding of employees' disabilities. Moreover, they acknowledge that offering benefits and resources for employees with disabilities is very important to satisfaction (68%), productivity (67%), growth and development (66%), and employee retention (64%).

## What can employers do to help?

As employers better understand what employees with disabilities want and need, they can help create a more positive work experience, improve motivation and productivity. Below are three recommendations:

- 1 Foster Inclusive Work Environments:** Create a workplace that reduces stigma, supports open communication, and encourages employees with disabilities to voice their needs and concerns.
- 2 Offer Comprehensive Disability Benefits:** Provide a range of benefits and resources that cater to the specific needs of employees with disabilities, including flexible hours, workplace flexibility, mental health resources, and ADA accommodation support.
- 3 Educate and Raise Awareness:** Ensure that all employees, including managers and supervisors, are educated about disability accommodations, ADA requirements, and the importance of recognizing and supporting the needs of employees with disabilities.



## Learn more

Contact your New York Life Group Benefit Solutions representative to find out how our disability expertise can help you cultivate a more inclusive work environment and a more engaged workforce.

New York Life Group Benefit Solutions commissioned Morning Consult to conduct an online poll between August 31 – September 5, 2023 among a national sample of employees with disabilities and HR decision makers. For additional detail on the audience demographics and methodology, please see below:

- › **Employee with Disability Methodology:** This poll was conducted between August 31st - September 5th, 2023 among a sample of 402 Adults (ages 18+). Adults who qualify for this study are employed, receive benefits through their employer and identify as having a disability or chronic condition (either self-identify or report serious difficulty with four basic areas of functioning the US Census uses to define a disability – hearing, vision, cognition, and ambulation). Quotas were set to mirror the US Census audience of employed adults with a disability who have health insurance. The interviews were conducted online. Results from the full survey have a margin of error of plus or minus 5 percentage points.
- › **HR Decision-Maker Methodology:** This poll was conducted between August 31st - September 5th, 2023 among a sample of 500 Adults. Adults who qualify for this study are employed by the HR, Benefits, or Finance department or are at the CEO/Founder level at a company that provides benefits to employees. The interviews were conducted online. Results from the full survey have a margin of error of plus or minus 4 percentage points.

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