

## Transcription of NTI's 2022 Year in Review

**Beginning Slide:** NTI's 2022 Year in Review

**Alan Hubbard:**

Hi, I'm Alan Hubbard, COO of NTI, NTI is a non-profit organization. Since 1995 we've been placing disabled Americans in work-at-home jobs. When the pandemic hit the US in 2020 businesses rushed to send their workers to work from home. The NTI teams had already been working from home for 25 years. We like to say at NTI we did work-at-home before work-at-home was cool. 2022 has been both an interesting and challenging year for us. I'd like to take a few minutes to reflect on the year we had.

In 2022, American businesses were cautious about making new investments. They were unsure about the impact on their business of inflation and supply chain issues. The impact to NTI was a significant increase in the length of our sales cycle. But we worked hard to help potential partners make the right decisions for their businesses.

We're thankful for many things in 2022. This year we re-wrote our mission and vision statements to make sure advocacy for the disability community was included front and center. We truly believe there should be no stigma around disabilities and are continuing to look for ways to educate the general population on things like disability & inclusion, mental health, ableist language and how to be a disability advocate. 1-in-4 Americans have some type of disability and not all disabilities are visible. People need to realize this and act like it.

Our own, Kate Brouse has helped us spread the message of disability and inclusion at 3 in-person conferences this year. She also was the guest speaker on numerous podcasts to talk about being a disability advocate such as CX Passport and Customer Service Gold dust.

We've been lucky to find several new employer partners this year. That's what we call our clients. Because they all embrace our mission and strive to make it successful. We have new employer partners like Amazon, Ample Harvest, Drury Hotels, Thrivent and Unifin. And our existing employer partners like Gerber Life, Meijer, AAA all continued to support us throughout the year.

One of the things we did this year to improve our candidates experience with us is we brought many changes to our recruiting process. The first one was, we implemented a product called Hirevue. This is a video interview product. At first we thought people might shy away from wanting to do a video as part of the interview process, but this is where the pandemic played into it for us. And people were so used to facetimeing with their friends and family or getting on zoom calls that no one, almost no one shied away from the video interview.

We also implemented a new team, which are called Job Coaches. These folks are focused on building relationships with the candidates and understanding their job goals. They'll be with those candidates through the life of their time with NTI. As they go through all of our processes, they'll be right there to answer any questions, give advice and point them in the right direction.

We've also modified our training, as we learn from our employer partners, we work with them to understand what their needs are and then bring that back into our training courses. As a result, our candidates were better prepared, and we saw improvements in the attrition rates and the time it took to fill our job orders.

As a result of all of those 2, those things we placed more people in jobs in 2022 than ever before. We assisted over 600 people in finding work at home jobs. The other thing we are, I'm very, very thankful for is our wonderful employees. They are loyal and hardworking; you're going to see a few of them as we go forward in this video. They have very, very interesting stories.

**Slide 1:** Employees Thoughts on NTI

**Slide 2:** Meet Kathleen

**Slide 3:**

Kathleen has been working at NTI as a Candidate Experience Agent for the last 5 years.

She works from her home answering incoming calls from disabled Americans or their caregivers who have questions about NTI's registration process. She happily shares all the answers she knows and finds the right person or department if the person needs further assistance.

**Slide 4:**

Quote: Working for NTI has changed my life. My role here at NTI is very uplifting, but it can also be very emotional at times. I know it wouldn't be easy, but I knew it would be worth it.

**Slide 5:** I still endure many health struggles today, but I remind myself how far I have come and falling backwards is not an option. I love working for NTI and wake up every day excited to login.  
- Kathleen

**Slide 6:** Meet Tamie

**Tamie Hooper:**

Well, uh. My name is Tammy Hooper. I've worked for the uh NTI contract for 14 years. I started as an OEC, worked my way up a couple years in. I was promoted to a seasonal assistant lead and then in 2016 I was promoted to a core assistant lead in the evening. So, I actually did all the

chat work in the evening and then in 2020, December of 2020, I was promoted to a Team lead. I just kind of set those goals for myself and just drive to achieve the goal that I set, and I've always done that in my entire life, so.

Well, I never wanted my disability to end my career, so my suggestion for anyone searching for a new path, NTI, telework, would be a good fit for you. Working from home for 14 years has allowed me to work as a flexible schedule, part-time or full-time, whichever you prefer. And you know, it's a good way to make new friends, acquaintances, and just to be a part of a great team.

#### **Slide 7: Meet Zeanne**

##### **Zeanne Hernandez:**

Well, I would not change it for anything else is. If you... To me, working from home is saving time and saving money. Saving time because you're saving time for yourself. You're saving time for your family. It's not that you are not doing your job. It's you, program your work and you program your time around your work schedule, but but you do have a lot of more time in your hands instead of having to commute instead of having to drive somewhere else instead of having to... All the things, shower, get dressed and and put makeup on, and if case may be, you know, but to me that is very important that I know that I'm here, that I'm available at home. If anything happens, my house is not alone and it's Peace of Mind. For me it's it does. It gives me a peace. I love working from home. And I don't have to go anywhere. And I have my feet up. And it's really nice. It's very nice.

#### **Slide 8: Meet Anne**

##### **Slide 9:**

Anne started working at NTI in 2017.

She works from her home as an NTI Job Coach. It's her job to guide people through the NTI process. She takes pride in listening to people she is helping and offering them encouragement along the way.

##### **Slide 10:**

Quote: Over the years I've seen this organization change hundreds of lives just like mine. NTI isn't just an employment network. It is a network of amazing people who offer hope. -Anne

**Slide 11:** NTI continues to adapt to changing times and is always working to improve processes to make returning to work as simple and joyful as possible. Every person who works here cares about our candidates and works hard to help them reach their goals. -Anne

**Slide 12:** Looking ahead to 2023.

**Alan Hubbard:**

So, what are we looking forward to in 2023? Well, our team has been working hard to revamp our website, our goal is to make it easier to navigate and find the information you're looking for. We're excited to launch that updated website at the very beginning of the new year. We're also planning additional growth in 2023. We'll be improving our internal processes to continue to improve the preparation of our candidates.

So, I want to thank everybody whose listening, I wish you all a very happy holiday and a wonderful new year. Thank you.

**End slide:** NTI logo in blue

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