

IMPACT REPORT 2021

FOREWORD

CareER has come to its 7 years and now growing to a bigger team with passionate and diverse talents. We are a charitable job matching platform and the first joint higher education institutions student community for higher educated people with disabilities and special education needs in Hong Kong.

We are always ready to go beyond to achieve our mission – empower persons with disabilities to discover and pursue a path to a fulfilling career and cultivating inclusive culture in business community. It is even more true under the pandemic, the economic challenges and the uncertainty of the future bring different concerns to organizations, these waves of changes also have great impact to our members in their daily life and their path of pursuing a career.

In the midst of the changes, we raise up to the challenges and strive our best to sustain our services, continue partner with like-minded business and organization to navigate new ways of working towards disability inclusion. We reform our team infrastructure, reinforce our services and digitalize our operation to achieve a long-term sustainability. We provide more networking and empowerment services to our members; we launch CareER Disability Inclusion Index, corporate membership, rebrand the Inclusive Recruitment Fair and hold the 2nd year of the virtual fundraising event RunnERthon.

We've been walking together with nearly 800 CareER members; more than 400 jobs have been offered by over 140 employers in coordination with CareER. With all we've accomplished, it is the right time for us to review our work and impact, which also the reason for us to launch this impact analysis in this specific year. In this report, we will summarize our work in 2021 and bring you the findings of our recent impact analysis survey 2021, it demonstrates our impact model and indicate a deeper learning of how our services are building a stronger platform to both persons with disabilities and employers.

The findings include both feedback from CareER's members and employers, we also project our Social Return on Investment (SROI) value in the second part of the report. The quantitative and qualitative results give us and our stakeholders a better understanding of our work and provide congregate views from our service users.

Our deepest gratitude to our members, employers and fellow partners who provide your valuable feedback to us and allow us to challenge ourselves and to work with partnership across different sectors. We believe this report will be a corner stone to reflect our work and keep us on the right track!

TALENT NO BOUNDARIES

At CareER, we believe in people's ability and every talent counts. With more inclusive employers and opportunities for persons with disabilities to attain their full potential, we can then live in a more harmonious and inclusive community.





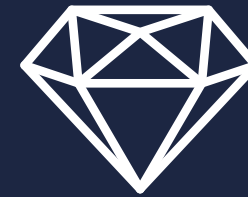
VISION

- To maximise the capabilities of higher educated persons with disabilities; to enable them to become independent and contributing members of the community.



MISSION

- To connect students and graduates with disabilities with possibilities available in employment and higher education, to attain their full potential through workshops, training, coaching, internships and networking.
- To build peer sharing channels.
- To increase positive awareness among employers and in higher learning institutions that will encourage capabilities building and best practices in equality hiring.



VALUE

- CareER believes career is of paramount importance in developing independence, confidence and talents in each person with disabilities and as a whole.

CareER IMPACT MODEL



Key Stakeholders

- ▶ Persons with Disabilities
- ▶ Employers



Key Activities

Members

- ▶ Job skills development
- ▶ Job matching service
- ▶ Peer support

Employers

- ▶ Recruitment support
- ▶ Knowledge development
- ▶ Networking and corporate volunteering



Output

Members

- ▶ Training workshop (Including coaching, counselling & workshop)
- ▶ Successful placement
- ▶ Members' activities (O'camp, interest club, scholarship program)

Employers

- ▶ Inclusive employers
- ▶ Supportive services (Including training, seminars, CareER DII assessment)
- ▶ Networking platform



Outcomes

Members

- ▶ Increase self-awareness
- ▶ Increase job skills
- ▶ Increase social competence

Employers

- ▶ Increase disability inclusion awareness
- ▶ Increase in knowledge & skills
- ▶ Increase disability confidence



Goals

Members

- ▶ Increase employability readiness
- ▶ Grow as a leader and contribute to the community

Employers

- ▶ Be an inclusive employer
- ▶ Cultivate an inclusive workplace
- ▶ Advocate in disability inclusion

OUR WORK in 2021

Key Events and Statistic

Jan - Feb 2021

- Member activities
- Round-table Discussion in collaboration with Higher Education Institutions



Mar - Apr 2021

- Thriving Grass Info Day



May - Jun 2021

- Job Skills Training Workshops
- Scholarship Programs



Jul - Aug 2021

- Inclusive Leadership Training Summer Camp
- Job Placements



Sept - Oct 2021

- Capability Building Workshop
- Inclusive Recruitment Fair cum CareER DII Dissemination Ceremony
- Thriving Grass Graduation Ceremony



Nov - Dec 2021

- CareER RunnERthon Online 2021



Member Engagement

5 Student Committee and Member Activities

23 Scholarship Awardees

111 Counseling Sessions

5 Job Skills Training Workshops

90 Successful Cases of Job Placements in Total

150 Coaching Sessions



Employer Support

3 Disability Inclusion CONNECT

20 Employers participated in DII

97 Corporate Volunteers

3 Employers Seminars

25 Employers Trainings

1,497 RunnERthon Participants

4 Accessibility Assessment

41 Inclusive Employers

OUR WORK in 2021



SURVEY SUMMARY

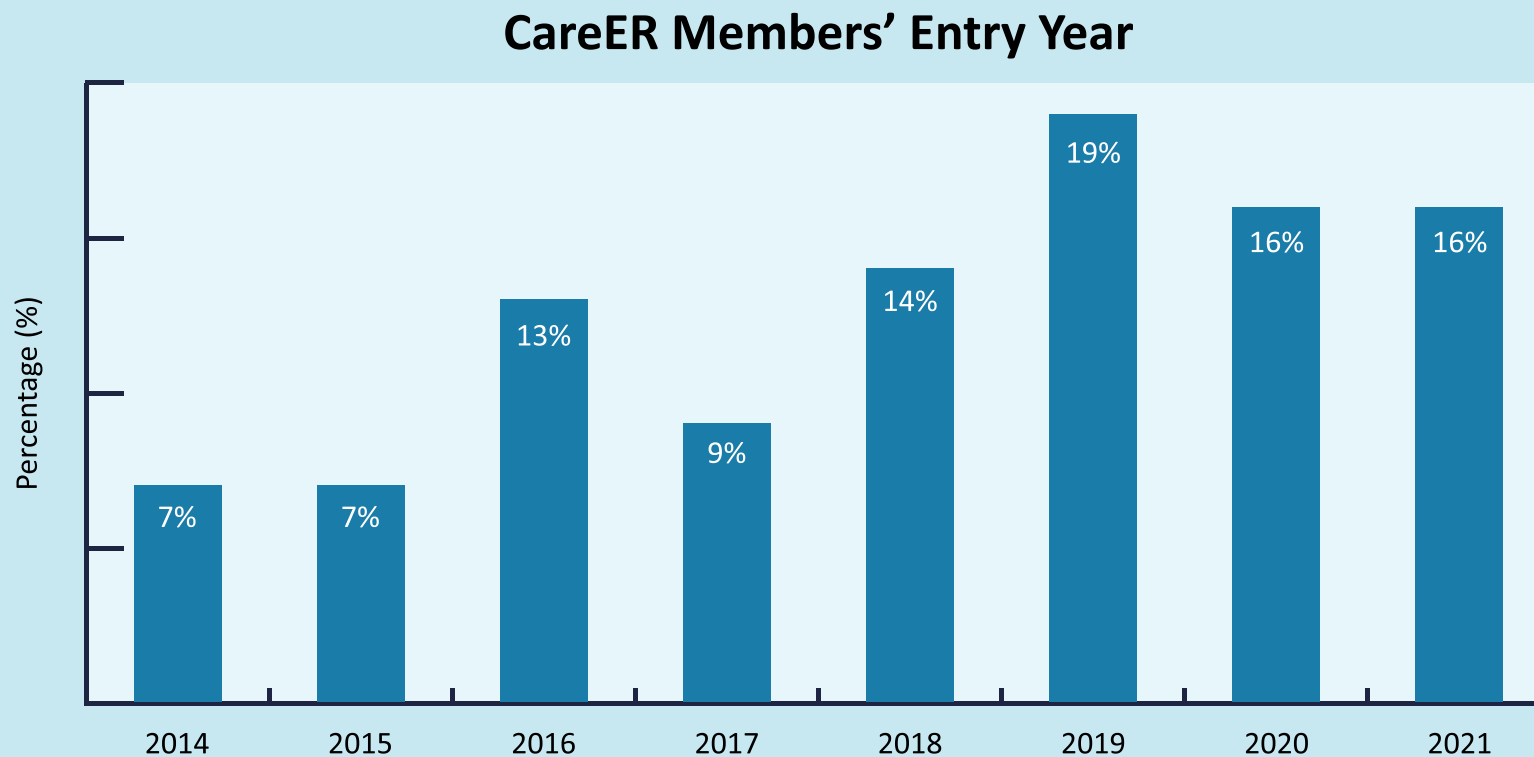
Between 16th December 2021 – 31st January 2022, we sent out an online survey to our members and invited our employers across the industries to take part. 70 members (9.4% response rate) and 37 employer representatives (9.5% response rate) responses have been received.

This report summarizes the key findings. All responses remain anonymous.

1. Who are the respondents?

CareER Members

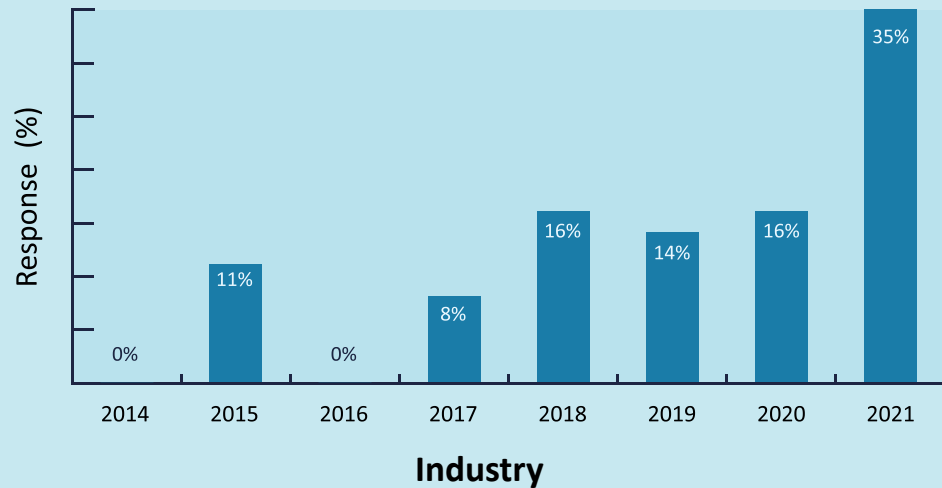
We serve all types of higher educated people with disabilities and SEN. We focus on their ability and competence.



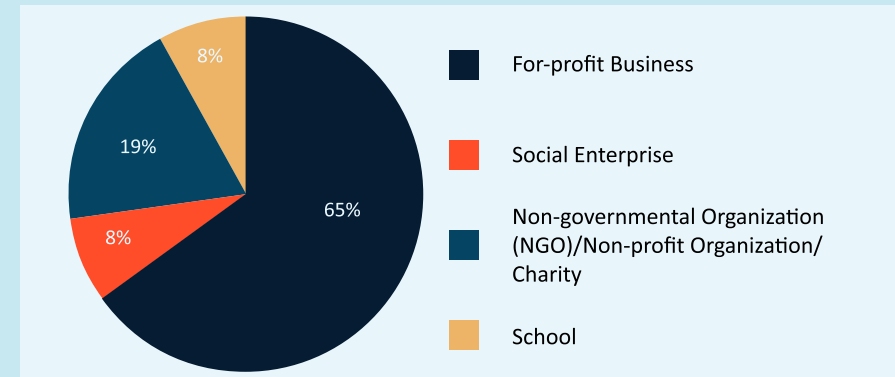
Employer Representatives

We provide a range of services for organizations across company sizes, industries and sectors.

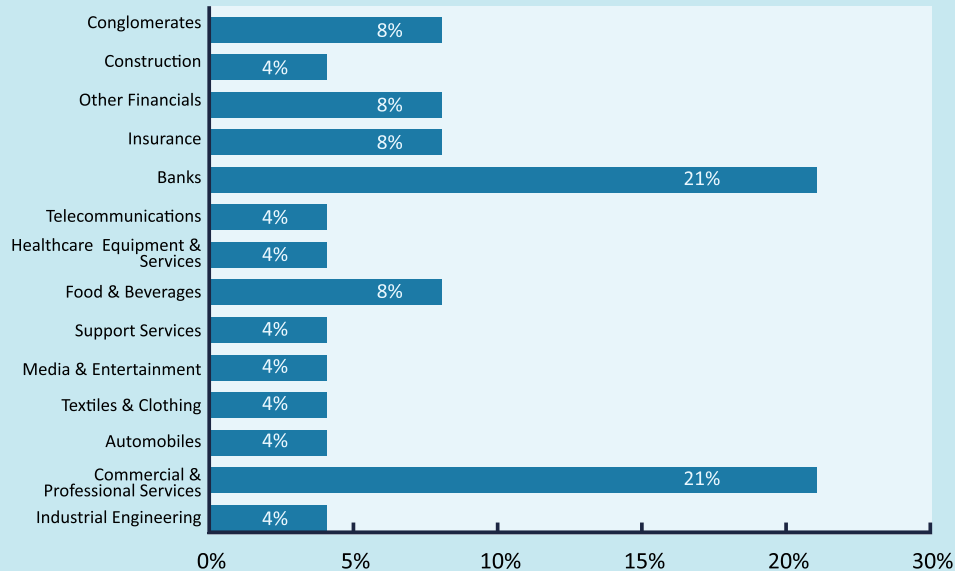
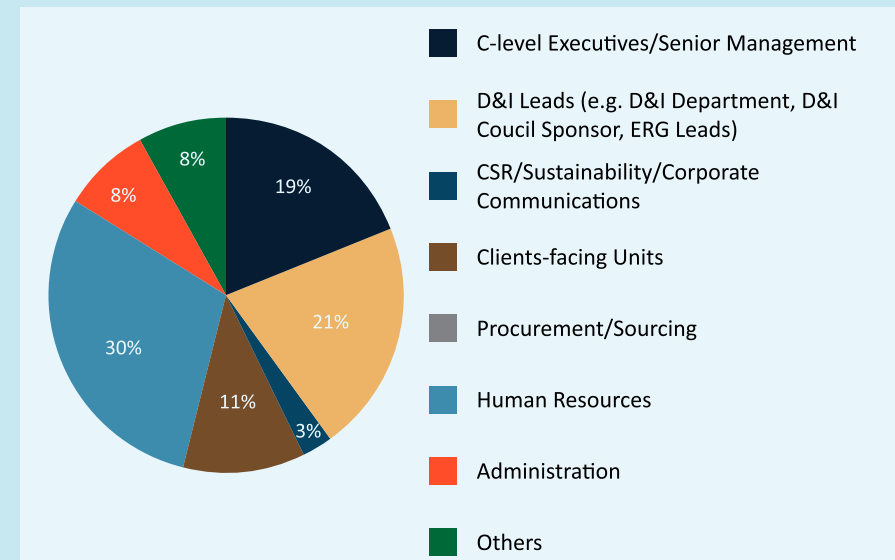
When did your organization first receive CareER services?



Which of the following describes your organization nature best?

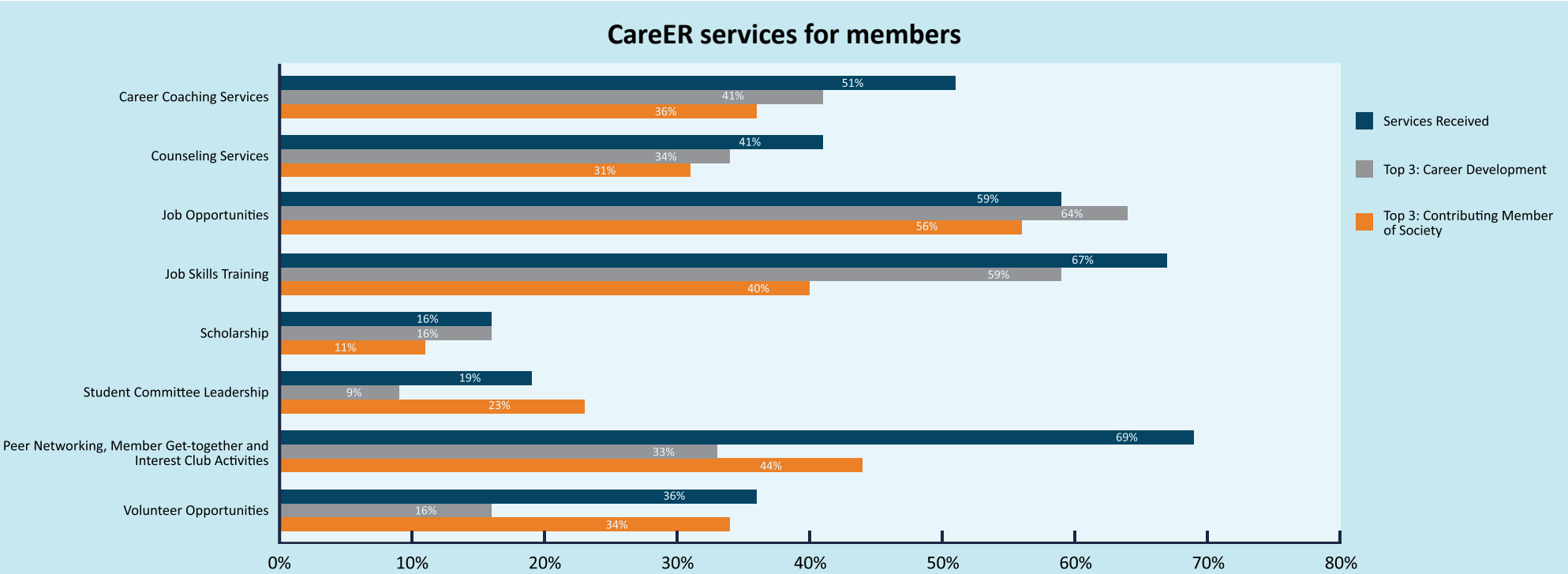


Employers respondents job role



2. What makes CareER unique?

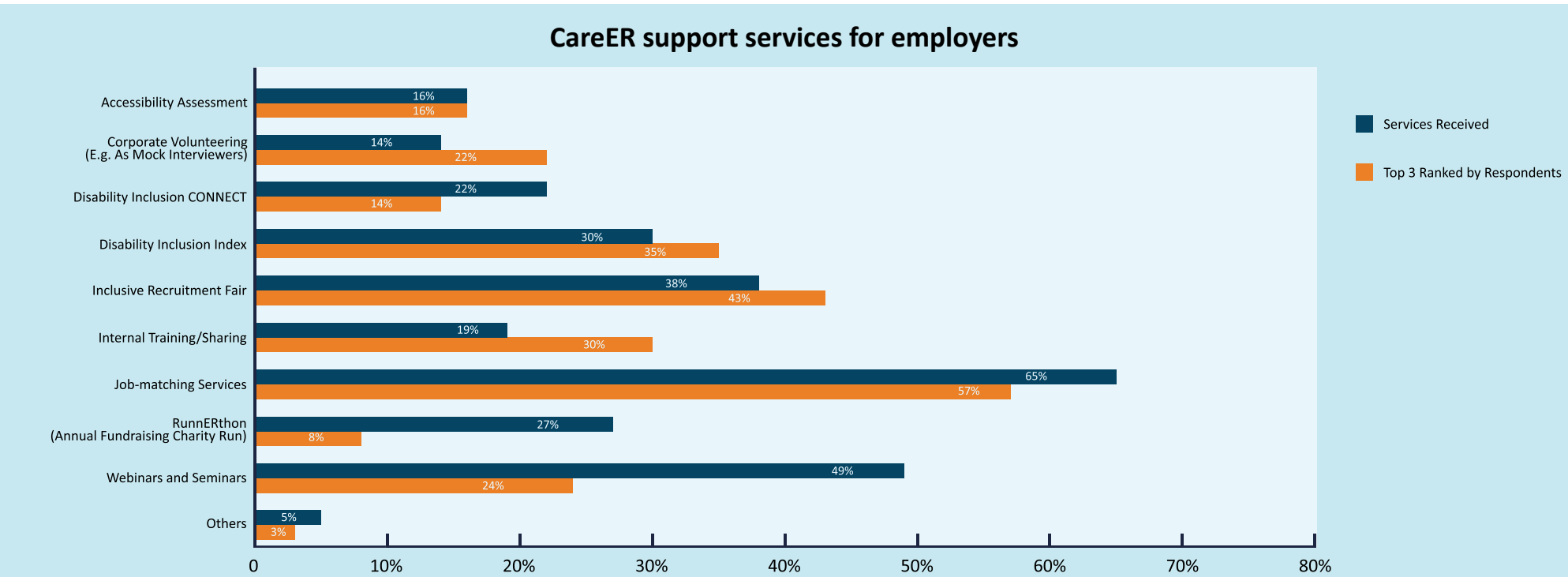
Out of the 8 types of services and programs, providing “Job Opportunities” and “Job Skills Training” are ranked in the top 3 services that benefited our members the most in preparing them for a career and being a contributing member of society.



a. Top 3 services that the respondents have received:	b. Top 3 services for preparing them for a career (ranked by the respondents):	c. Top 3 services for preparing them to be a contributing member of society (ranked by the respondents):
1. Peer networking, Member Get-togethers and Interest Club activities (69%)	1. Job opportunities (64%)	1. Job opportunities (56%)
2. Job Skills Training (67%)	2. Job Skills Training (59%)	2. Peer networking, Member Get-togethers and Interest Club activities (44%)
3. Job opportunities (59%)	3. Career coaching services (41%)	3. Job Skills Training (40%)

Note 1: The results for (b) and (c) are limited by whether the respondents have received the services (a). Services that are offered to more members are more likely to be chosen as the top 3.

Among the 9 main employer support services, employer representatives have ranked “Job-matching services” (57%) “Inclusive Recruitment Fair” (43%) and “Disability Inclusion Index” (35%) as the most beneficial service type in achieving their organisational disability inclusion goals.



a. Top 3 services that the respondents have received:	b. Top 3 services for achieving their organisational disability inclusion goals (ranked by the respondents):
1. Job-matching services (65%)	1. Job-matching services (57%)
2. Webinars and Seminars (49%)	2. Inclusive Recruitment Fair (43%)
3. Inclusive Recruitment Fair (38%)	3. Disability Inclusion Index (35%)

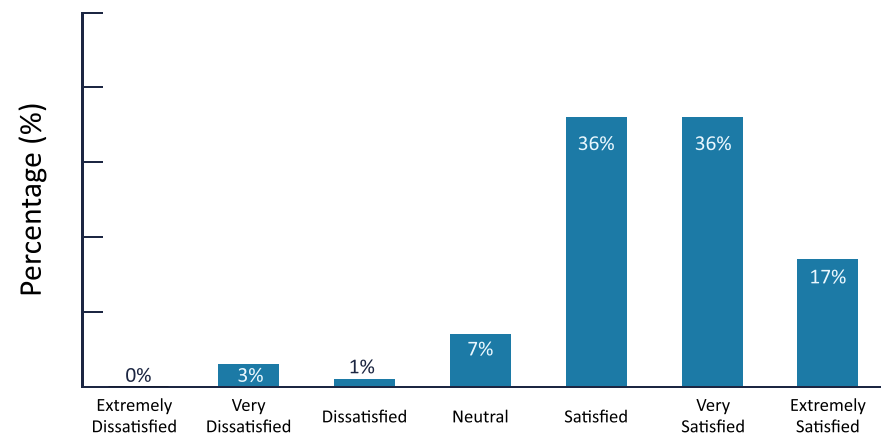
Note 1: The results for (b) have been limited by whether the respondents have received the services (a). Services that are offered to more organisations are more likely to be chosen as the top 3.

3. Are you satisfied with our services?

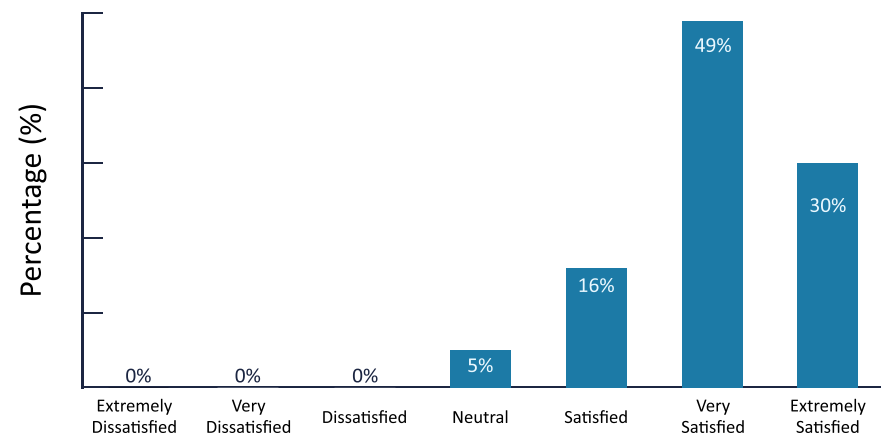
Generally, both our members and employer representatives are satisfied with our services. Of a scale from 1 – 7, 89% of the member respondents have reported satisfaction (rating of 5 or above), with the average satisfaction score as high as 5.51 (79%); whereas 95% employer representatives have reported satisfaction and with the average satisfaction score as high as 6.03 (86%).



CareER members services satisfaction



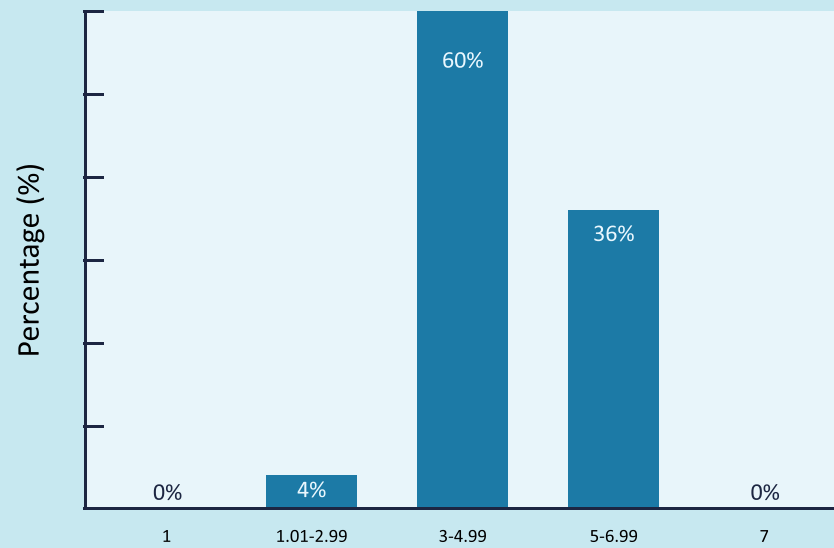
Employer representatives service satisfaction



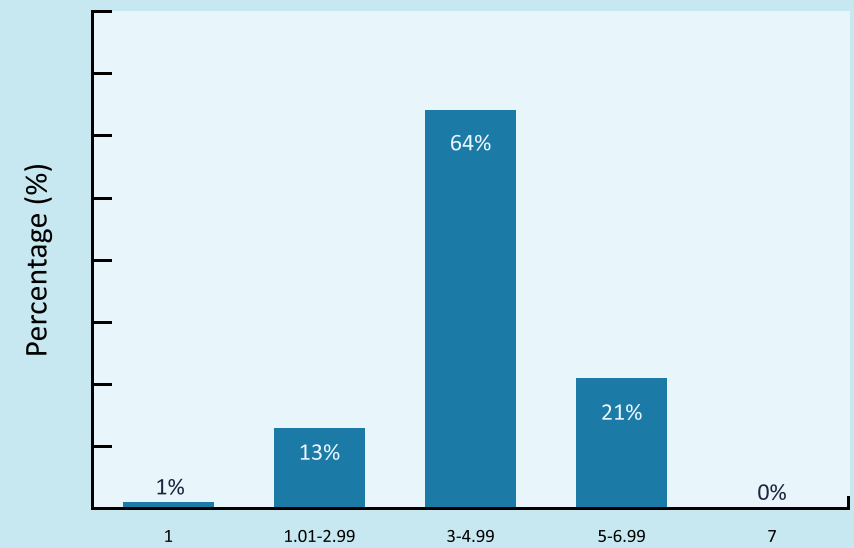
4. As a service receiver, how did you describe yourself?

60% and 64% of CareER members respondents score their levels of “self-esteem” and “social skills” in the middle range of 3-4.99 respectively, and 50% of the respondents rank higher as 5-6.99 in the “Attitudes towards Civic Engagement”. (Please refer to the next page “Civic Engagement (Attitude)” chart)

Self-Esteem



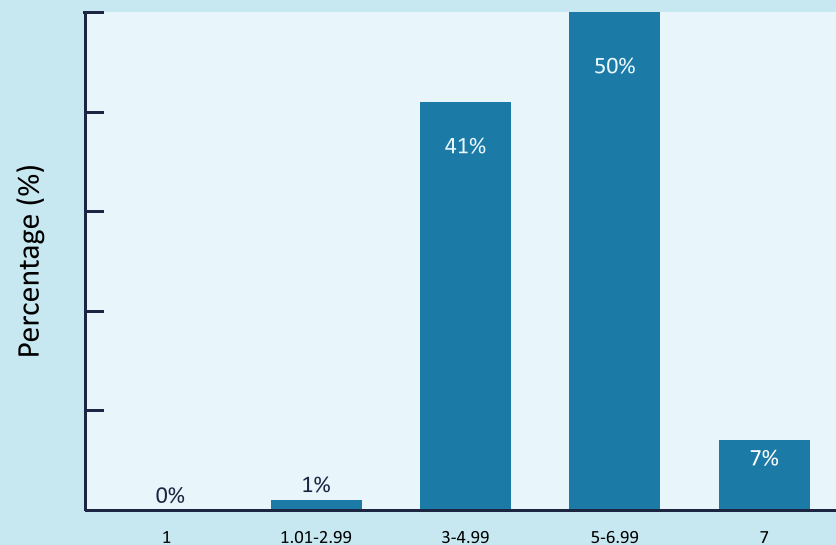
Social Skills



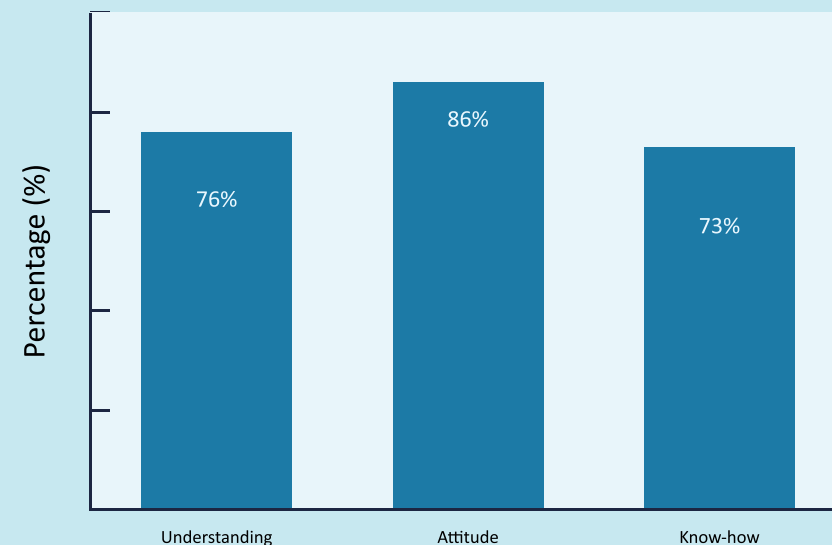


In employers' side, we have a relatively high score in "Attitude towards Disability Inclusion" of 86%, compared to 76% of "Understanding of Disability Inclusion" and 73% of "Know-how to incorporate Disability Inclusion". This implies an underlying gap within an organization, even with right attitude and intention, employees require more knowledge and skillsets to cultivate an inclusive workplace.

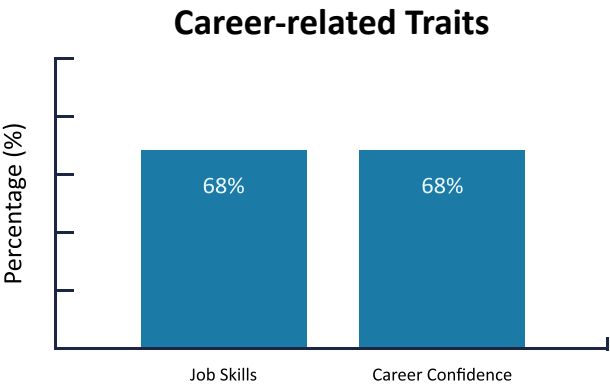
Civic Engagement (Attitude)



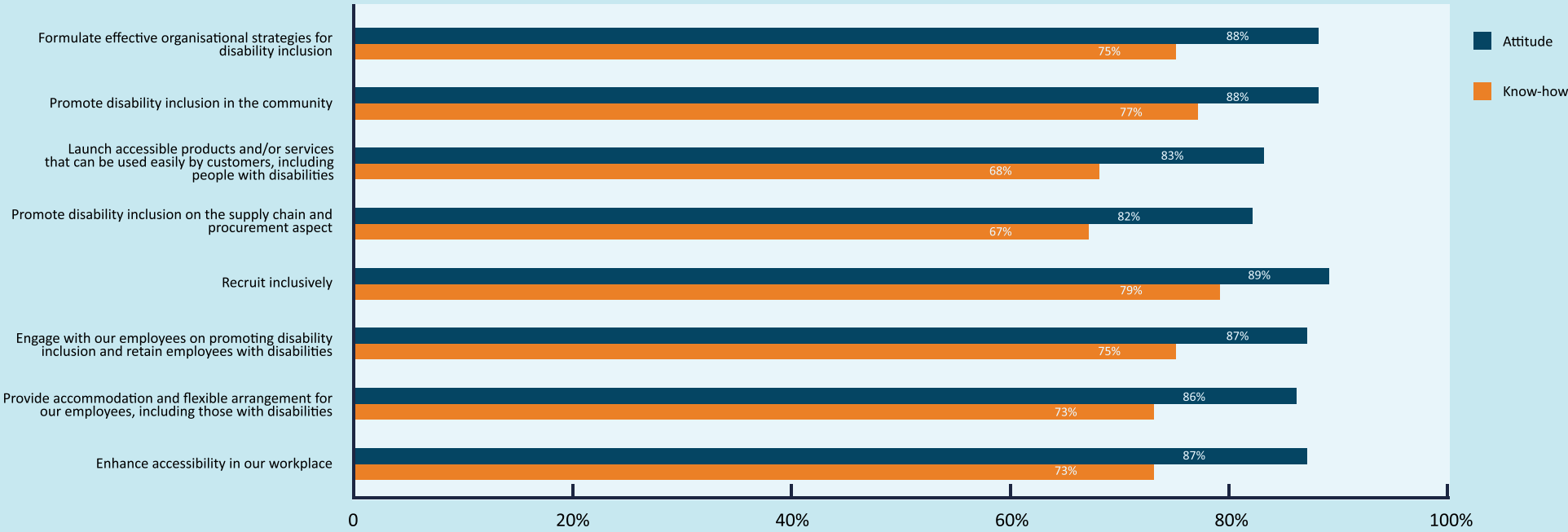
Employers representatives' response on Disability Inclusion: Understanding, Attitude, and know-How



CareER members' score the same in both "Job Skills" and "Career Confidence" (68%). For employer representatives, they have held the strongest belief in the importance to "recruit inclusively" (89%) and are most knowledgeable (79%) in doing so when compared to other aspects. Contrastingly, they have found it less important to "promote disability inclusion on the supply chain and procurement aspect" (82%) and have faced difficulty in grasping the know-how in advancing this aspect (67%).



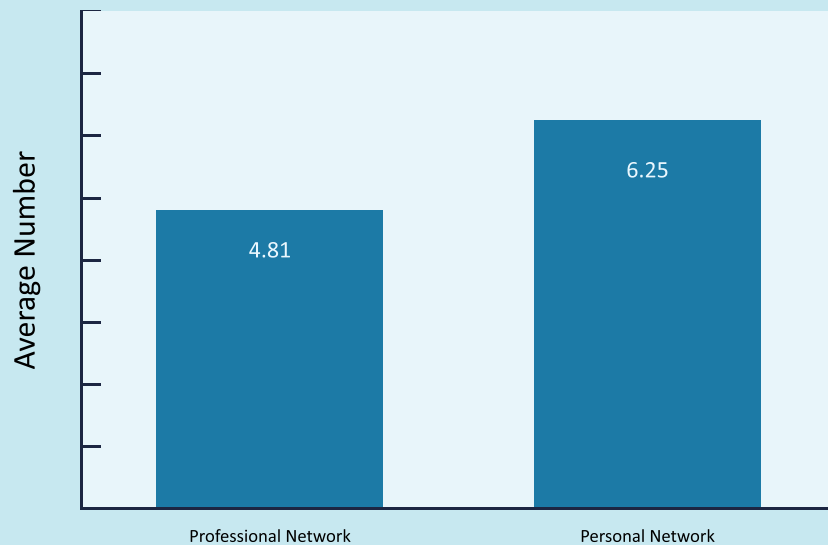
Disability Inclusion aspects: Attitude and Know-How



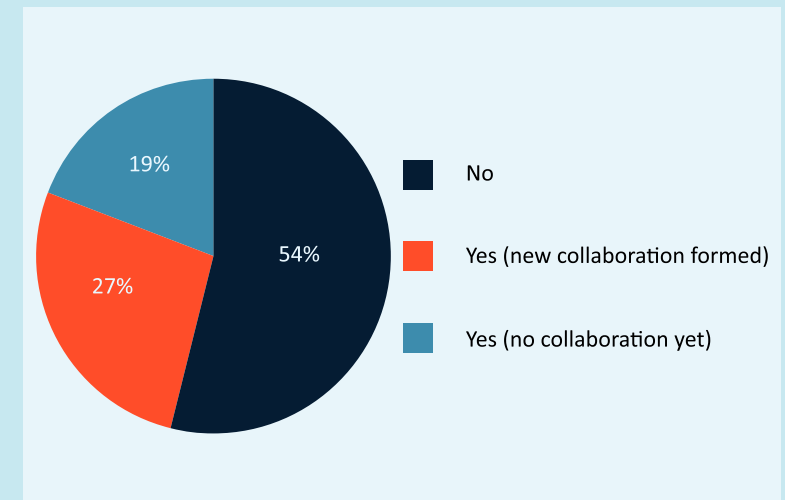
5. Have you made any new connections?

In terms of peer networking, CareER members have made 6 connections more on a personal level and nearly 5 more connections on professional level. Nearly half of the employer representatives have made new connections with fellow practitioners and 27% have formed new collaborations in due course.

CareER members making new connection



Employers representatives making new professional connection

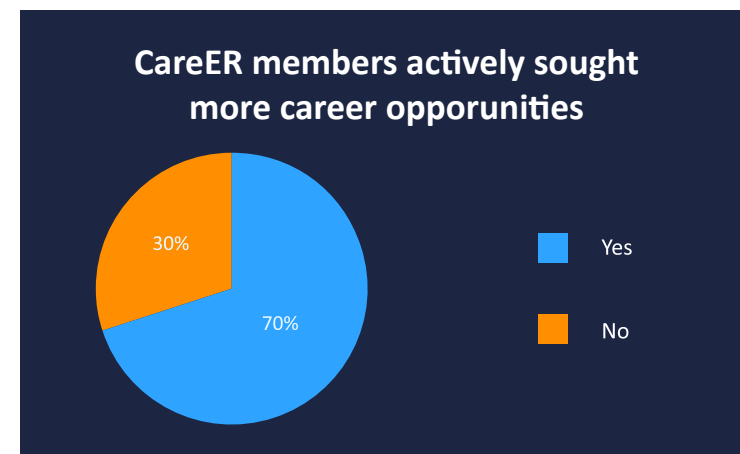


Note: An extreme value (2020) was removed from the data for the sake of data accuracy.

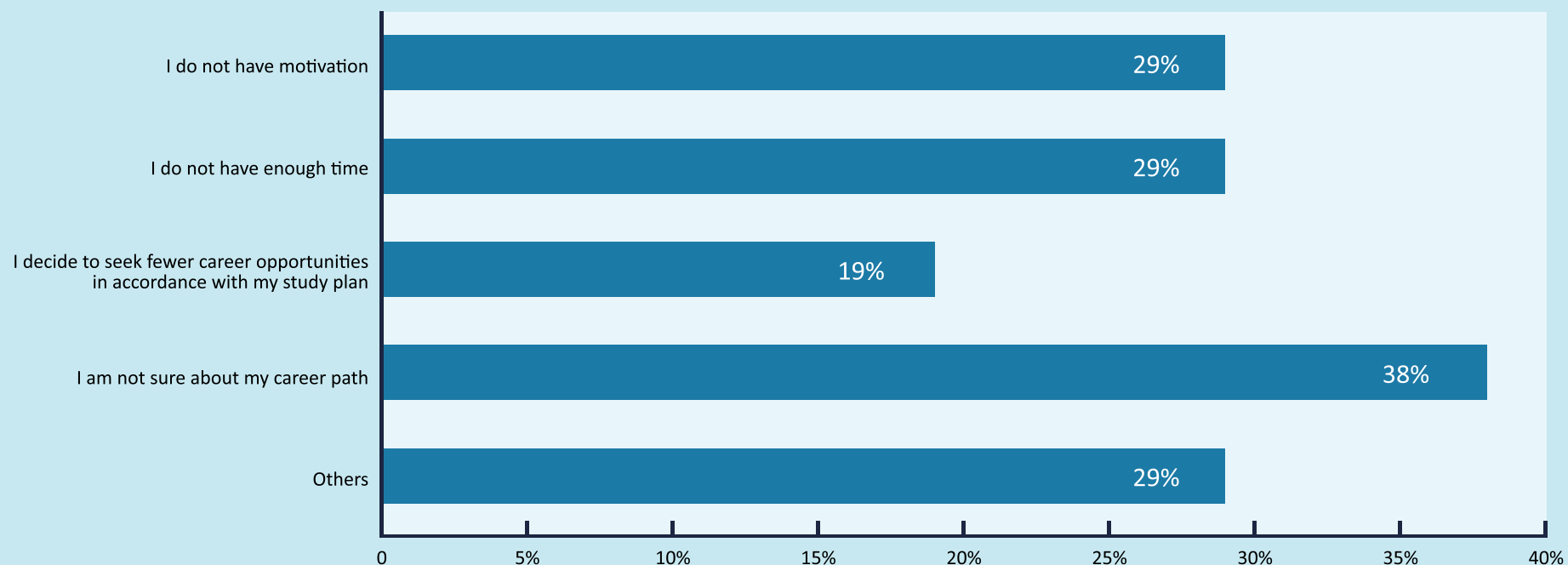
JOB OPPORTUNITY

6.1 Have you actively sought more career opportunities after receiving CareER services?

70% of members' respondents have actively sought more career opportunities in 2021, whilst the most significant limiting factor for them to not doing so is "not sure about their career paths".



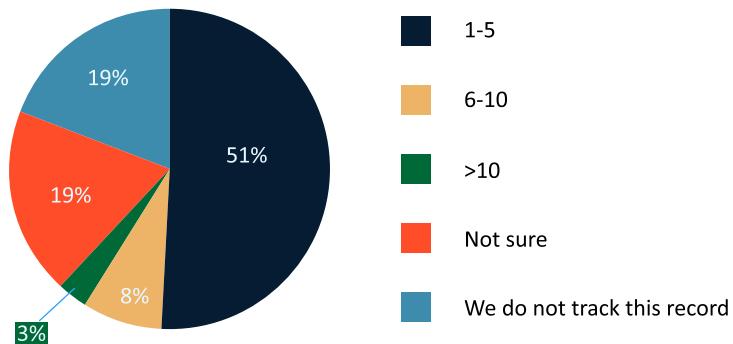
Reasons for not seeking more career opportunities



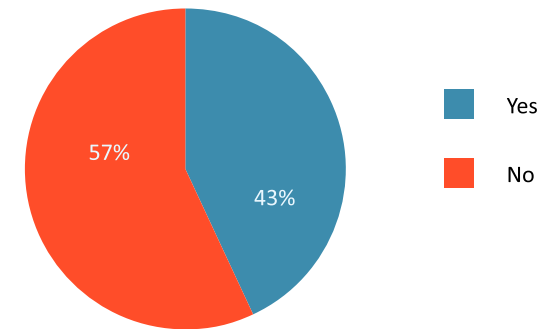
6.2 Have your organisation hired more persons with disabilities (PwD) and enhanced the workplace disability inclusiveness?

On the recruitment aspect, 51% of the employer representatives stated they have hired 1-5 persons with disabilities in their organisation; and the reason behind of not hired more persons with disabilities in 2021 is mainly because of reduction in headcount and budget (27%).

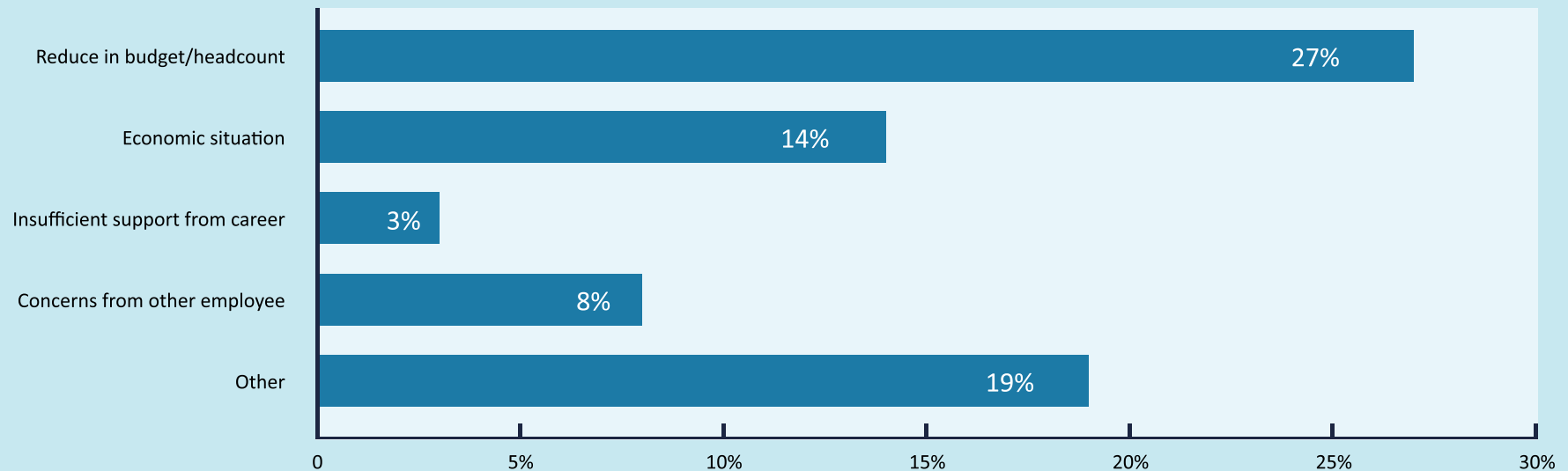
No. of PwD hired in 2021



Have you hired more PwD in 2021 (vs 2020)

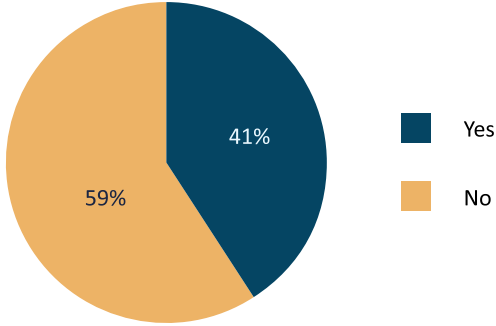


Reasons for not hiring more PwD

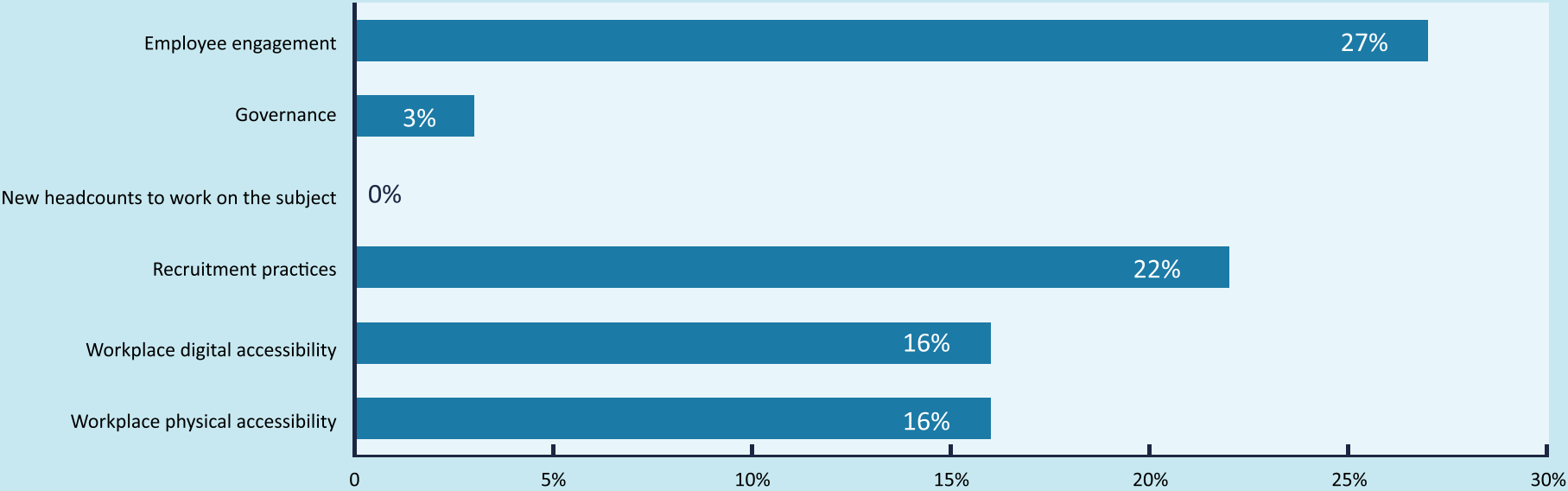


41% of employer representatives indicated that their organisation has allocated more resources for improving workplace disability inclusion and have spent the most on employee engagement (27%) and recruitment practices (22%).

Allocate more resources for internal workplace disability inclusion



Organizational aspects with more resources



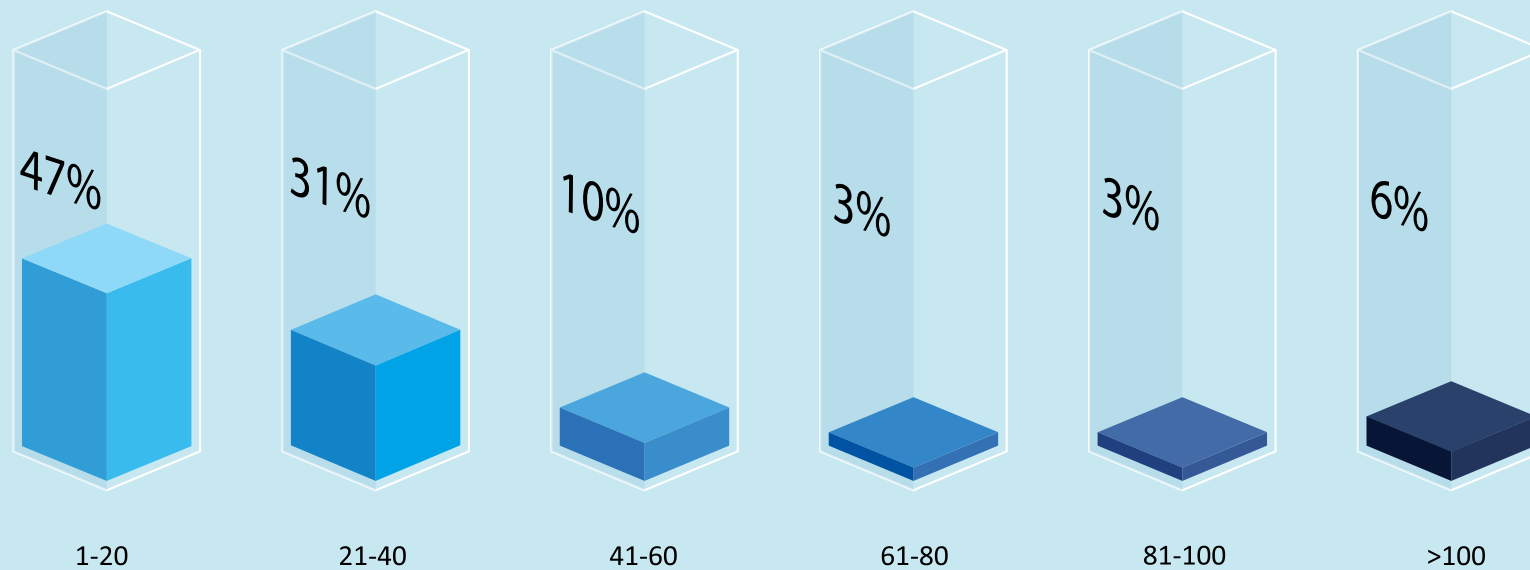
GROWING AN INCLUSIVE COMMUNITY

7.1 Have you done any volunteer works?

CareER members are willing to and have participated in volunteer work for 30.5 hours in average in 2021.



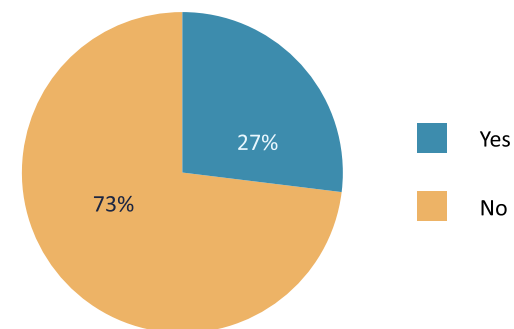
CareER members' volunteer hour



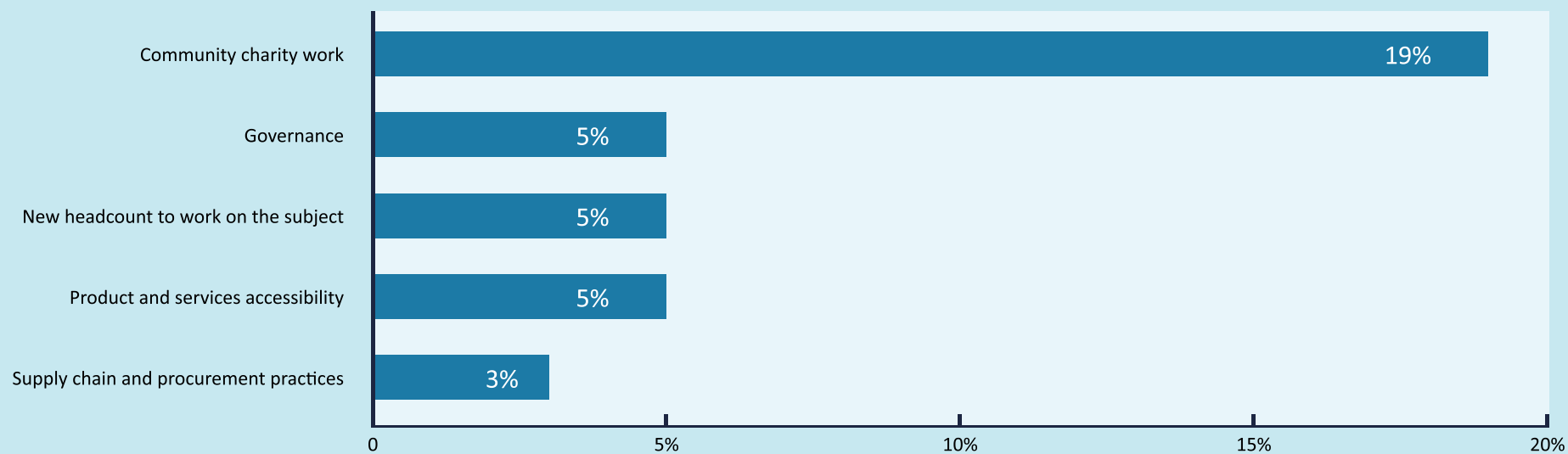
7.2 Have your organisation allocated more resources to advocating disability inclusion?

27% of employer representatives said that their organisation has allocated more resources for advocating disability inclusion and have spent the most on community charity work (19%).

Allocate more resources for external advocacy



Organisational aspects with more resources



TRANSFORMING THE COMMUNITY



8. What do CareER's services mean to you?

The survey findings show the majority of CareER members who responded will be significantly benefit by having **job opportunities**, **understanding their career goal** and having CareER as a **resourceful support network**. Some of the key messages we heard from the respondents:

“

I don't think I would have succeeded in finding a job at all. I am also very thankful for the networking opportunities and counselling service offered as they did help with my personal development and support my mental health. I have also made plenty of friends in CareER which I am incredibly grateful for.

“

I would definitely say that connecting with CareER has been life-changing. As an individual diagnosed with a disability, quite late into my teenage years, it was very tough for me to grips with the situation, and find that driving force that would allow me to focus back on my corporate goals. However, after connecting with CareER, I realised that there were firms out there, willing to understand the needs of others, and who genuinely wanted to employ people of diverse backgrounds. I am extremely grateful to have come across an organization like CareER and will always ensure to advocate for disability inclusion so we can all fight the stigma of disability, one day at a time.

“

CareER extent my network, broaden my horizon, learn me a lot on what working attitude/method a successful people be/had, without CareER, I might still a frog at the bottom of the wall.





On the employer side, the survey findings show the majority of CareER employer representatives who responded will be significantly benefit by our **proactive support** on disability inclusion, our **attentive job-matching service** and being a **network to the local community**.

Some of the key messages we heard from the respondents:

“

The passion of the staff we are working with, as well as the resources and support you can provide in recruiting differently abled talents.

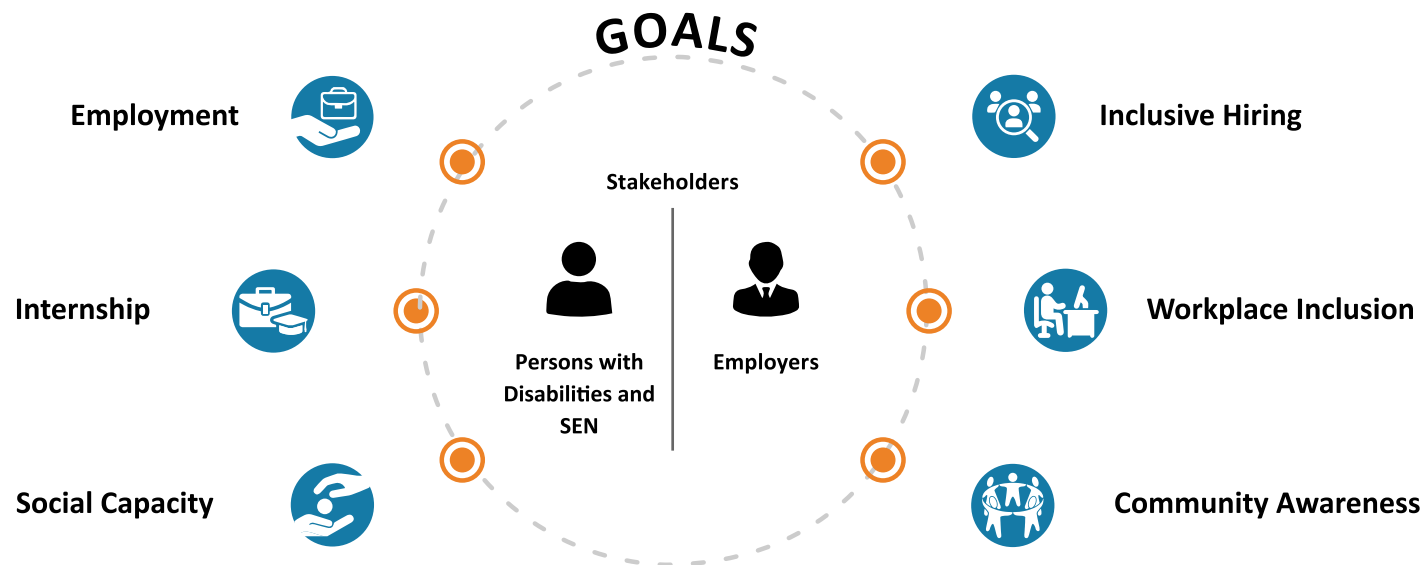
“

Actively partner with companies to identify specific areas to improve disability inclusiveness.

“

Partner in community; Great networking of like-minded people; Help connect with the community of persons affected by disability; Consultancy on disability inclusion.

CareER SOCIAL VALUE



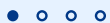


Employment



Source of information for SROI

1. 2017-18 Labour and Welfare Bureau WOPS expenditure
2. CareER Management Team



Input

Employment opportunities of PwDs and SEN



Output

Successful placement



Economic Proxies for Calculating SROI

1. Savings of Public Money on job-matching. Total staff cost spent to encourage and increase employment
2. Opportunities for PwDs and SEN.





Internship



Source of information for SROI

1. CareER Jockey Club
Thriving Grass Career
Development Program
2. CareER Management
Team



Input

Internship opportunities of
PwDs and SEN



Output

Successful placement



Economic Proxies for Calculating SROI

1. Per head spending of
average internship hours x
minimum wage
2. Total program cost spent
to encourage and increase
internship opportunities
for PwDs and SEN





Social Capacity



Source of information for SROI

1. CareER 2021 Impact Analysis Survey
2. CareER Management Team

• • • •



Input

Willingness of PwDs and SEN contributing the community

• • • •



Output

Volunteer hours

• • • •



Economic Proxies for Calculating SROI

1. Per head spending of average program allowance per hour
2. Total staff cost spent to grow and building social capacity for PwDs and SEN

• • • •

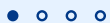


Inclusive Hiring



Source of information for SROI

1. 2017-18 Labour and Welfare Bureau WOPS expenditure
2. CareER Management Team



Input

Employers that willing to diversify their talent pool



Output

Number of inclusive employers



Economic Proxies for Calculating SROI

1. Saving public money of per employer spending of job-matching
2. Total staff cost spent on job-matching





Workplace Inclusion



Source of information for SROI

CareER Management Team

• • • •



Input

Employers that willing to drive
disability inclusion

• • • •



Output

Number of employers that
received CareER support
service

• • • •



Economic Proxies for Calculating SROI

Total staff cost spent on
building capacity and advisory
service to employers

• • • •



Community Awareness



Source of information for SROI

1. CareER RunnERthon Online 2021
2. CareER Management Team

• • • •



Input

Public and business practitioners

• • • •



Output

Annual fundraising event -
RunnERthon

• • • •



Economic Proxies for Calculating SROI

1. Event cost spent on operating the RunnERthon
2. Total staff cost spent on advocating disability inclusion in the community

• • • •

Talent No Boundaries

Social Return Ratio

Every HK\$1

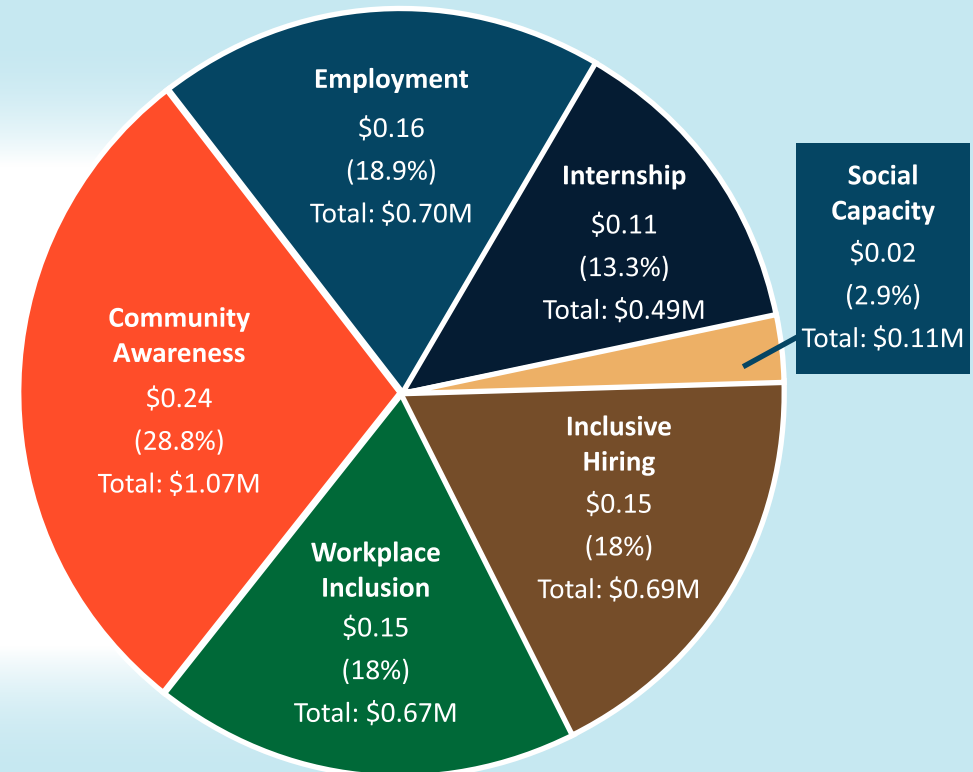


(Total: \approx HK\$4.43mil
of invested during
2021)



HK\$0.84

(Total: \approx HK\$3.71mil
of return at 2021)





Social Return Ratio (by service category)



Employment

\$0.77

Output / Input
(= \$701,503.30 / \$906,372.17)



Internship

\$0.48

Output / Input
(= \$493,500.00 / \$1,022,485.87)



Social Capacity

\$0.15

Output / Input
(= \$106,750.00 / \$727,992.60)



Inclusive Hiring

\$2.02

Output / Input
(= \$668,875.24 / \$330,888.51)



Workplace Inclusion

\$0.58

Output / Input
(= \$671,492.00 / \$1,150,351.32)



Community Awareness

\$3.67

Output / Input
(= \$1,067,400.00 / \$290,670.16)

EXECUTIVE SUMMARY

Ultimately this report is about the impact and value of what we are doing at CareER in 2021, where we review what we have invested in the year and projected the social value in the end of the year. We are grateful to see how our members are pursuing their career and how employers are striving their best to cultivating disability-inclusive culture. We understand there are a lot more to achieve, and yet, we are proud of all we have achieved in 2021, including and beyond job opportunities have been placed for our members, employers are disability-confident to create the movement of change.

After a year of research, some social impacts are undefined by the limitations of data and resources, the Social Return Ratio still gives us the overview of this year outcome and demonstrate how our impact model is working to achieve our service goals in monetary form, we are also able to take a closer look on each service that generates different impact and value. While the result in a way to reflect the way we do things, we will continue to improve our services and streamline the data collection process to optimize the impact analysis framework.

One thing was already clear that we cannot overlook the qualitative feedback and the life changing “A-ah” moments which beyond the numbers as well as the inspirational feedback in this report reveal the impressive reach of our services. Together, the collaborations enable us to drive greater impact, this result also resonate the CareER logo of the four rings which connect our four main stakeholders: Higher Educated Persons with Disabilities and Special Educational Needs (SENs), Employers, Educational Institutions and the Public.

Launching the impact report is one of our ongoing commitments to provide high-quality services to both disability community and employers, it highlights the resources required to achieve actions and actions drive changes. We sincerely appreciate all your feedback and effort in growing the community together.

IMPACT REPORT 2021



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