

**ESBLN** Eastern Shore Business Leadership Network  
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Did you know that there exists a relatively untapped labor pool of qualified workers? It's people with disabilities and I challenge you to take a second or maybe first look into this market to reap benefits others are already experiencing. LSE is one of the places you can look.

Last month, Robin Hall, Senior Professional in HR at K&L Microwave, wrote about hiring people with disabilities. One of her success stories includes Louis Gentile. Louis came to K&L Microwave through LSE (more about LSE later in this article!) and works on the production line where he inspects ceramic resonators. Ceramic resonators which are used in cell phone technology, direct microwave frequencies so that our calls go to the right number. If the frequencies are not directed properly, your call may go to the tattoo parlor instead of the IRS! The surface of the resonator is ground to precise specifications where the tolerance must be accurate to 2/1000 of an inch. Louis, who's attention to detail is exemplary, ensures this and similar products pass the grade. Louis has worked for K&L for four years, is married and is a board member at a local health advocacy agency.

Another success includes Pepsi of Delmarva who hired Arthur Stout through LSE 19 years ago. Arthur works on the production line where he places trays on a conveyor belt that will get filled with product. When Arthur takes his vacation, Pepsi needs two temps to carry his load. Salisbury University has hired 24 workers in the last four years through LSE. Repeat customers mean satisfied customers.

These successful companies's hiring strategy includes looking to LSE for employees. In LSE's experience, workers with disabilities succeed because of their desire to hold a job, attention to detail, outstanding safety record, and loyalty to their employer. In the two individual examples, we witness longevity in employment and effective employees. When needed, LSE sends job coaches to employers' work sites to retrain on existing skills or train on new skills. The convenience and quality of this coaching is the number one reason employers say they come back to hire more workers. LSE gives employers a unique "lifetime warranty" on the workers it places. As long as an LSE worker remains employed, the agency stands ready to coach him or her to be more effective and a better teammate. Using this warranty is a key to success.

LSE, formerly Lower Shore Enterprises, recently changed its logo, dropped its name and is referred to simply as "LSE". This effective employment service has expanded into the upper shore particularly in doing mobile evaluations of potential workers. "LSE" retains familiarity while opening itself to serving more than just the "Lower" shore. Look for billboards in and around Salisbury featuring LSE's logo and picturing Louis Gentile and Arthur Stout.

Thank you to Jim Ritch of LSE for sharing these success stories. Source for this article also from [www.lseworks.org](http://www.lseworks.org). Contact information for LSE: Voice/TTD: 410-749-6183 or toll free: 1-888-324-7761.