



Employment Resources and Self-Help Guide for Individuals with Disabilities

*Authored by FAAST staff in collaboration with
paralegal subcontractees*

www.faast.org

Legal review by Mr. Gordon B. Scott, Esq.

This Resource Guide is not a substitute for legal advice

Edited by Safee Broxton

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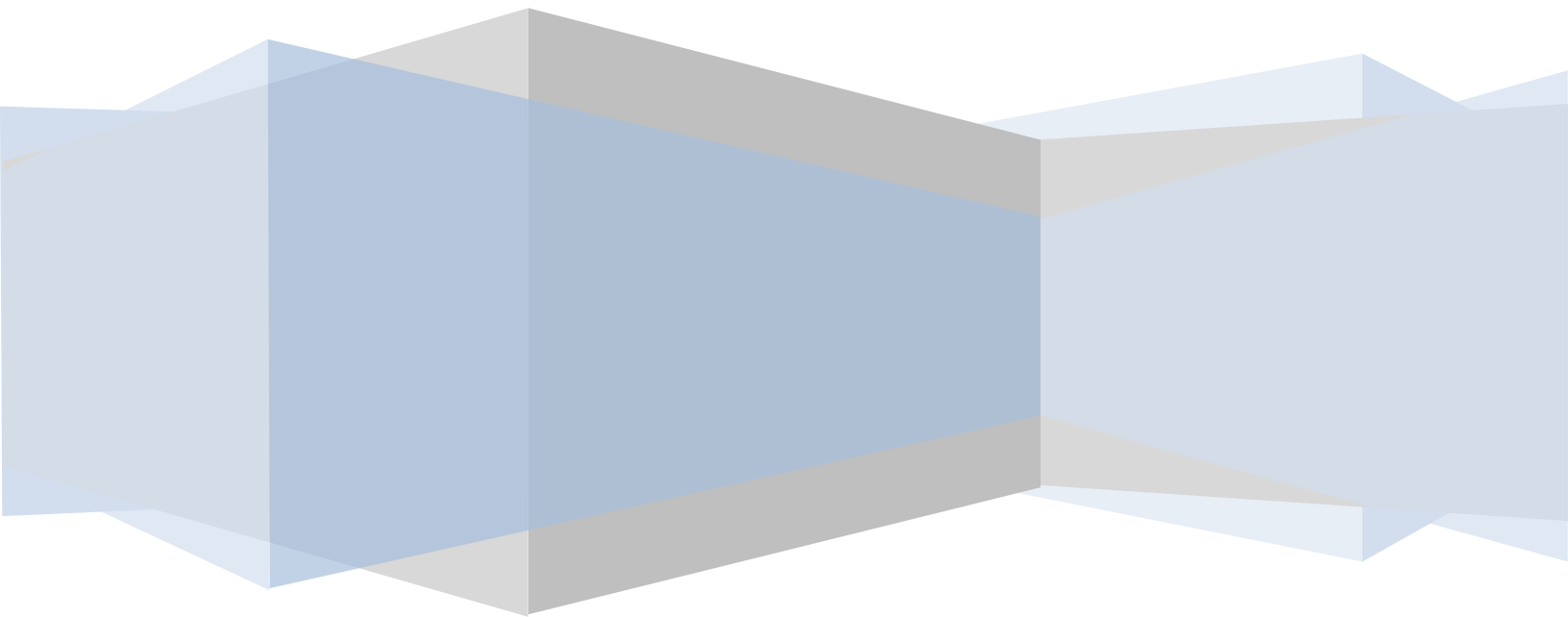
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SECTION I: FOR JOB-SEEKERS



INTRODUCTION

GOING TO WORK

DEFINING WORK

The Merriam-Webster Dictionary defines work as:

Activity in which one exerts strength or faculties to do or perform something:

- A. Sustained physical or mental effort to overcome obstacles and achieve an objective or result
- B. The labor, task, or duty that is one's accustomed means of livelihood
- C. a specific task, duty, function, or assignment often being a part or phase of some larger activity

However, the meaning of work is very personal; work means different things to different people.

Some individuals view work as source of:

- A. Physical and/or mental exercise
- B. Experience
- C. Financial stability
- D. Success
- E. Gainful activity
- F. Personal fulfillment

Jobseekers of all abilities must educate themselves on the challenges of pursuing employments, as well as the benefits.

COSTS OF UNEMPLOYMENT

Where work provides a means of financial stability, unemployment can lead to the inability to meet financial obligations. Failure to pay mortgage payments or to pay rent may lead to homelessness through foreclosure or eviction. The loss of health insurance benefits that comes with unemployment increases susceptibility to malnutrition, illness, mental stress, and loss of self-esteem, leading to depression. The combination of unemployment, lack of financial resources, and social responsibilities can lead unemployed individuals to seek jobs that do not fit their skills or allow them to use their talents. Unemployment can cause underemployment.

sg.answers.yahoo.com/question/index?qid=20080416084932AAQycNZ

Studies have shown that employment rates are also linked to increased crime and suicide in society, and causes less goods and services to be produced.

[wiki.answers.com/Q/What are the disadvantages of unemployment](http://wiki.answers.com/Q/What_are_the_disadvantages_of_unemployment)

In Florida, human resources – people – are essential to fueling the state's economy. For additional resources on employment statistics, unemployment rates and fastest growing industries in Florida, visit

www.employflorida.com/faq.asp?session=faq

STATISTICS ON DISABILITY AND UNEMPLOYMENT

The U.S. Bureau of Labor Statistics (BLS) monthly unemployment rate (not seasonally adjusted) now includes a subcategory for individuals with disabilities (the first report was released in February for the months of October 2008 through January 2009). The unemployment rate includes individuals who actively sought employment within the last four weeks or who are expecting a recall after a layoff, are not working, and are available to work.

www.bls.gov/cps/cpsdisability.htm

The rate does not measure individuals who are discouraged or otherwise not in the labor force, and does not include individuals who reside in an institution but who may be actively seeking employment. The number is not seasonally adjusted and therefore should not be compared with seasonally adjusted rates. The typically reported monthly overall unemployment rate is seasonally adjusted.

www.bls.gov/news.release/empsit.nr0.htm

It has been often misstated that the unemployment rate for individuals with disabilities is around 70%. This is the result of mistakenly subtracting the employment rate for individuals with disabilities, which has been in the range of 30% – 37% for the past several decades, from 100%. The unemployment rate is defined differently than the employment rate and therefore a simple subtraction of the employment rate from 100% is incorrect. The full article from Cornell University which describes in detail why the unemployment rate for individuals with disabilities has never been 70% is located at

www.ilr.cornell.edu/edi/disabilitystatistics/faq.cfm#Q6.

A project of Cornell University's School of Industrial and Labor Relations (ILR), Disability and Employment Institute funded by the National Institute on Disability Rehabilitation Research (NIDRR). The website provides some of the most up to date and comprehensive statistics on disability and employment, including the employment rate, at both a state and national level.

www.ilr.cornell.edu/edi/disabilitystatistics/index.cfm?n=1

US CENSUS RESOURCES ON DISABILITY AND EMPLOYMENT

The website below contains publications on disability statistics and allows for customized information on disability, employment, and other factors listed at the municipal, state, and national levels, as well as other geographic configurations.

www.census.gov/hhes/www/disability/overview.html

A guide that can help you decide if going to work is right for an individual with disabilities is available at www.rehabworks.org/Files/DocumentsLinks/Consumer%20Information%20to%20go%20to%20Work.pdf

VOCATIONAL REHABILITATION PROGRAMS

The Rehabilitation Act of 1973, as amended, provides federal funds to states and protectorates of the United States to ensure that the Federal Government plays a leadership role in promoting the employment of individuals with disabilities, especially individuals with significant disabilities, and in assisting States and providers of services in fulfilling the aspirations of such individuals with disabilities for meaningful and gainful employment and independent living. The purpose of Title I Rehabilitation Act funding is to empower individuals with disabilities to maximize employment, economic self-sufficiency, independence, and inclusion and integration into society, through -

- (A) statewide workforce investment systems implemented in accordance with title I of the Workforce Investment Act of 1998 [29 U.S.C. 2801 et seq.] that include, as integral components, comprehensive and coordinated state-of-the-art programs of vocational rehabilitation;
- (B) independent living centers and services;
- (C) research;
- (D) training;
- (E) demonstration projects; and
- (F) the guarantee of equal opportunity.

THE HISTORY OF VOCATIONAL REHABILITATION PROGRAMS

The Smith-Fess Act of 1920 was the beginning of the public rehabilitation program for persons with disabilities. Funds were provided for vocational guidance, training, prosthetics, and placement services. There have been many laws enacted to enhance the life of persons with disabilities. For example, the 1992 Amendments to the Rehabilitation Act of 1973 outlined the intent of Congress to ensure consumer choice in career opportunities.

Vocational Rehabilitation programs are provided in all 50 states and protectorates of the United States. Individuals with a disability may apply and be assessed for vocational rehabilitation services to help prepare for, gain or retain employment. [29 U.S.C. §722\(a\)\(1\)\(A\)&\(B\)](#).

Title I of the Rehabilitation Act, as amended, governs state public vocational rehabilitation programs found at [29 U.S.C. §§ 701-751](#) and corresponding federal regulations implementing vocational rehabilitation programs is found at [34 C.F.R. 361](#).

Depending on your individual circumstances, individuals with disabilities may qualify for services necessary to become rehabilitated. A few examples of services that may be provided include but are not limited to diagnostics, medical and physical restoration services; educational/postsecondary educational training; vocational training; assistive technology, assistive technology devices and support services; rehabilitation engineering such as home and vehicle modifications; tuition, books, fees and supplies; transportation assistance; durable medical equipment; computer and support equipment; speech, occupational, physical, and mental health therapies; medical treatment and medications; child care services; tools and equipment; help with a small business; and a myriad of other individual services unique to an individuals' vocational rehabilitation circumstances. Eligible individuals with disabilities who receive vocational rehabilitation

services have the right to choice, including but not limited to, choice of career, training, and vendors, such as doctors, therapists, and numerous other vendors the State of Florida Division of Vocational Rehabilitation (DVR) contracts with.

All individuals with disabilities seeking vocational rehabilitation services have the right to apply and to be fairly assessed for services within a 60-day timeframe required by the Rehabilitation Act of 1973, as amended and also found in Florida Statute 413 respectively.

The Florida Division of Vocational Rehabilitation is currently under an order of selection, which is required if the Division is not able to provide services to all eligible individuals. An order of selection means the Florida Division of Vocational Rehabilitation must serve first those persons who have the most severe disabilities.

THE REHABILITATION ACT OF 1973, AS AMENDED, SECTION 101 (A)(5) REQUIRES:

In the event that vocational rehabilitation services cannot be provided to all eligible individuals with disabilities in the State who apply for the services, the State plan shall--

(A) show the order to be followed in selecting eligible individuals to be provided vocational rehabilitation services;

(B) provide the justification for the order of selection;

(C) include an assurance that, in accordance with criteria established by the State for the order of selection, individuals with the most significant disabilities will be selected first for the provision of vocational rehabilitation services; and

(D) provide that eligible individuals, who do not meet the order of selection criteria, shall have access to services provided through the information and referral system implemented under paragraph (20).

Applying for Vocational Rehabilitation Services

(1) A person is eligible for vocational rehabilitation services if the person has a disability and requires vocational rehabilitation services to prepare for, enter, engage in, or retain gainful employment.

(2) Determinations by other state or federal agencies regarding whether an individual satisfies one or more factors relating to the determination that an individual has a disability may be used. Individuals determined to have a disability pursuant to Title II or Title XVI of the Social Security Act shall be considered to have a physical or mental impairment that constitutes or results in a substantial impediment to employment and a severe physical or mental impairment that seriously limits one or more functional capacities in terms of an employment outcome.

(3) An individual shall be presumed to benefit in terms of an employment outcome from vocational rehabilitation services under this part unless the division can demonstrate by clear and convincing evidence that the individual is incapable of benefiting from vocational rehabilitation services in terms of an employment outcome. To demonstrate that an individual cannot benefit from vocational rehabilitation services due to the severity of the individual's disability, the division shall conduct an extended evaluation, not to exceed 18 months. The evaluation must determine the eligibility of the individual and the nature and scope of needed vocational rehabilitation services. The extended evaluation must be reviewed once every 90 days to determine whether the individual is eligible for vocational rehabilitation services.

(4) The division shall determine the eligibility of an individual for vocational rehabilitation services within a reasonable period of time, not to exceed 60 days after the individual has submitted an application to receive vocational rehabilitation services, unless the division notifies the individual that exceptional and unforeseen circumstances beyond the control of the division prevent the division from completing the determination within the prescribed time and the individual agrees that an extension of time is warranted or that an extended evaluation is required.

(5) As soon as a determination has been made that an individual is eligible for vocational rehabilitation services, the division must complete an assessment for determining eligibility and vocational rehabilitation needs and ensure that an individualized written rehabilitation program is prepared.

(a) The individualized written rehabilitation program must be jointly developed, agreed upon, and signed by the vocational rehabilitation counselor or coordinator and the eligible individual or, in an appropriate case, a parent, family member, guardian, advocate, or authorized representative, of such individual.

(b) The division must ensure that each individualized written rehabilitation program is designed to achieve the employment objective of the individual, consistent with the unique strengths, resources, priorities, concerns, abilities, and capabilities of the individual, and otherwise meets the content requirements for individualized written rehabilitation programs as set out in federal law or regulation.

(c) Each individualized written rehabilitation program shall be reviewed annually, at which time the individual, or the individual's parent, guardian, advocate, or authorized representative, shall be afforded an opportunity to review the program and jointly redevelop and agree to its terms. Each individualized written rehabilitation program shall be revised as needed.

(6) The division must ensure that a determination of ineligibility made with respect to an individual prior to the initiation of an individualized written rehabilitation program, based upon the review, and, to the extent necessary, upon the preliminary assessment, includes specification of the reasons for such a determination; the rights and remedies available to the individual, including, if appropriate, recourse to administrative remedies; and the availability of services provided by the client assistance program to the individual.

(7) If the division provides an eligible person with vocational rehabilitation services in the form of vehicle modifications, the division shall consider all options available, including the purchase of a new, original equipment manufacturer vehicle that complies with the Americans with Disabilities Act for transportation vehicles. The division shall make the decision on vocational rehabilitation services based on the best interest of the client and cost-effectiveness.

(8) In the event the division is unable to provide services to all eligible individuals, the division shall establish an order of selection and serve first those persons who have the most severe disabilities.

For information, go to: [Florida Statute §413.30\(4\)](#).

The Division of Vocational Rehabilitation provides services for eligible persons with physical or mental disabilities. These services are designed to assist individuals with disabilities to prepare for employment as well as to keep, maintain, or advance in employment.

PRESUMPTION OF ELIGIBILITY FOR VOCATIONAL REHABILITATION SERVICES

An individual who has a disability or is blind as determined pursuant to title II or title XVI of the Social Security Act (42 U.S.C. 401 et seq. and 1381 et seq.) shall be--

- (i) considered to be an individual with a significant disability under section 7(21)(A); and
- (ii) presumed to be eligible for vocational rehabilitation services under this title (provided that the individual intends to achieve an employment outcome consistent with the unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of the individual) unless the designated State unit involved can demonstrate by clear and convincing evidence that such individual is incapable of benefiting in terms of an employment outcome from vocational rehabilitation services due to the severity of the disability of the individual.

Found at: Rehabilitation Act of 1973, as amended, Section 102 (a)(3).

INDIVIDUALIZED PLAN FOR EMPLOYMENT (IPE)

(B) Development of an Individualized Plan for Employment

(1) Options for developing an individualized plan for employment

If an individual is determined to be eligible for vocational rehabilitation services as described in subsection (a), the designated State unit shall complete the assessment for determining eligibility and vocational rehabilitation needs, as appropriate, and shall provide the eligible individual or the individual's representative, in writing and in an appropriate mode of communication, with information on the individual's options for developing an individualized plan for employment, including--

(A) information on the availability of assistance, to the extent determined to be appropriate by the eligible individual, from a qualified vocational rehabilitation counselor in developing all or part of the individualized plan for employment for the individual, and the availability of technical assistance in developing all or part of the individualized plan for employment for the individual;

(B) a description of the full range of components that shall be included in an individualized plan for employment;

(C) as appropriate--

(i) an explanation of agency guidelines and criteria associated with financial commitments concerning an individualized plan for employment;

(ii) additional information the eligible individual requests or the designated State unit determines to be necessary; and

(iii) information on the availability of assistance in completing designated State agency forms required in developing an individualized plan for employment; and

(D)(i) a description of the rights and remedies available to such an individual including, if appropriate, recourse to the processes set forth in subsection (c); and

(ii) a description of the availability of a client assistance program established pursuant to section 112 and information about how to contact the client assistance program.

For more information, go to: Rehabilitation Act of 1973, as amended, Section 102 (b)(1).

WHAT IS AN IPE AND HOW IS IT DEVELOPED?

An Individualized Plan for Employment (IPE) must be developed and implemented in a timely manner consistent with the needs of the individual.

An IPE, developed by the individual and the Division of Vocational Rehabilitation (DVR) Counselor, is a description of the specific rehabilitation services. IPE must include the total cost of services and the amount of the financial participation by both the individual and DVR. All services provided must be needed for the individual to achieve an employment outcome.

An IPE must be designed to achieve the specific employment outcome that is selected by the individual and consistent with the individual's unique strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice; and

The IPE must to the maximum extent appropriate result in employment in an integrated setting.

OPTIONS FOR DEVELOPING AN IPE

Eligible individuals or the individual's representative must be provided in writing and in an appropriate mode of communication with information on the individual's options for developing an individualized plan for employment including:

Information on the availability of assistance, to the extent the individual desires assistance, from a DVR counselor in developing all or part of the individualized plan for employment for the individual, and the availability of technical assistance in developing all or part of the IPE.

- A. A description of the full range of components that shall be included in an IPE;
- B. As appropriate to the eligible individual: an explanation of agency policy and guidelines regarding payment for services, information available to the individual on completing the IPE on DVR forms, and other information the individual may request or DVR determines necessary.
- C. A description of the individual rights and appeal procedures, including the availability of the Client Assistance Program and information about how to contact the Client Assistance Program
- D. A description of the individual rights and appeal procedures, including the availability of the Client Assistance Program and information about how to contact the Client Assistance Program

For more information, go to the DVR Counselor Manual, Chapter 8 found at:

www.rehabworks.org/Files/DocumentsLinks/CounPol-%20section%2008.doc

FLORIDA VOCATIONAL REHABILITATION PROGRAMS

In Florida, vocational rehabilitation programs that can assist eligible individuals with disabilities achieve meaningful careers are located within the Florida Department of Education (FLDOE). www.fldoe.org/

The general Vocational Rehabilitation agency is the Division of Vocational Rehabilitation (DVR). For more information, go to: www.rehabworks.org/ or call toll-free (800) 451-4327 (Voice/TDD).

In order to better understand your rights, responsibilities and the vocational rehabilitation process to receive services you should thoroughly review the DVR Counselor Manual in its entirety (chapters 1 – 20), found at: www.rehabworks.org/index.cfm?fuseaction=SubMain.CounPolManual.

[Locate a DVR office in your area.](#)

VOCATIONAL REHABILITATION SERVICES FOR INDIVIDUALS WITH VISUAL DISABILITIES AND BLINDNESS

In Florida, within the State Department of Education there is also a Division of Blind Services (DBS). DBS has several programs including a Vocational Rehabilitation Program that is subject to the same terms and conditions as the Division of Vocational Rehabilitation listed above. For more information, go to: dbs.myflorida.com/ or call toll-free 1-800-342-1828.

GENERAL VOCATIONAL REHABILITATION PROGRAM

An employment program assisting individuals with disabilities, including Floridians with the most severe disabilities, to pursue meaningful careers commensurate with their abilities and capabilities.

In addition to the various services that DVR provides, the following are a few highlighted programs that are within the General VR Program.

TICKET TO WORK PROGRAM

This program is a Social Security Administration (SSA) program. It is designed to give individuals a choice of service providers for rehabilitation, case management development, and job placement services. Employment Networks (EN), under contract with SSA, provide these services. The Program also protects individuals from Continuing Disability Reviews. For more information, on this program, go to www.rehabworks.org/index.cfm?fuseaction=SubMain.TTW.

SCHOOL TO WORK TRANSITION SERVICES

This program involves a number of activities that help students enter training, continue education and/or work after leaving high school. For more info, go to www.rehabworks.org/index.cfm?fuseaction=SubMain.STWT

SUPPORTED EMPLOYMENT PROGRAM

These resources are for individuals with the most severe disabilities and need intensive support employment services. Go to www.rehabworks.org/index.cfm?fuseaction=SubMain.SE

DEAF, HARD OF HEARING, LATE-DEAFENED, AND DEAF-BLIND PROGRAM

This program assists consumers prepare for training and help from VR to obtain employment. For more info, go to www.rehabworks.org/index.cfm?fuseaction=SubMain.DeafHH

INDEPENDENT LIVING PROGRAM

This program provides services through a statewide network of private non-profit, non-residential, locally based and consumer controlled Centers for Independent Living. For more info, go to www.rehabworks.org/index.cfm?fuseaction=SubMain.IndLivingProg.

WORKERS' COMPENSATION REEMPLOYMENT SERVICES PROGRAM

This program provides appropriate reemployment services designed to assist Florida injured workers return to work and monitors carriers and rehabilitation providers to insure compliance with the rehabilitation and reemployment services requirements in the Florida Workers' Compensation Law. For more info, go to www.rehabworks.org/index.cfm?fuseaction=SubMain.WorkersComp

ADULTS WITH DISABILITIES GRANT

The goal of this grant is to provide school districts and community colleges with funding that gives adults with disabilities and senior citizens the opportunity for enhancement of skills that is consistent with their abilities and needs. For more info, go to rehabworks.org/index.cfm?fuseaction=SubMain.AdultDisabil

FLORIDA REHABILITATION COUNCIL

This council is committed to increasing employment, enhancing independence, and improving the quality of life for Floridians with disabilities by evaluation, planning and the coordination of services. The Council is appointed by the Government and must be composed of a majority of individuals with disabilities. For more information, go to www.rehabworks.org/index.cfm?fuseaction=SubMain.FRC

U.S. EQUAL EMPLOYMENT OPPORTUNITY COMMISSION

U.S. Equal Employment Opportunity Commission

1801 L Street, N.W.

Washington, D.C. 20507

Voice: (202) 663-4900

TTY: (202) 663-4494

Web: www.eeoc.gov/

The U.S. Equal Employment Opportunity Commission (EEOC) enforces Title I and Title V of the Americans with Disabilities Act of 1990 (ADA), which prohibit employment discrimination against qualified individuals with

disabilities in the private sector, and in state and local governments; and Sections 501 and 505 of the Rehabilitation Act of 1973, which prohibit discrimination against qualified individuals with disabilities who work in the federal government. The EEOC also enforces a number of other non-disability related laws as well as providing oversight and coordination of all federal equal employment opportunity regulations, practices, and policies.

See appendix for the Federal Employment and Disability Resource List.

DISABILITY BUSINESS TECHNICAL ASSISTANCE CENTERS (DBTACS)

The National Institute on Disability and Rehabilitation Research ([NIDRR](#)) has established ten regional centers to provide information, training, and technical assistance to employers, people with disabilities, and other entities with responsibilities under the ADA. The centers act as a "one-stop" central, comprehensive resource on ADA issues in employment, public services, public accommodations, and communications. Each center works closely with local business, disability, governmental, rehabilitation, and other professional networks to provide ADA information and assistance. Programs vary in each region, but all centers provide the following:

1. Technical Assistance
2. Education and Training
3. Materials Dissemination
4. Information and Referral
5. Public Awareness
6. Local Capacity Building

In addition to ADA services the centers assist individuals and entities in better understanding related disability legislation which may impact their rights or responsibilities. Information on the Rehabilitation Act, the Family Medical Leave Act, Workforce Investment Act and others can typically be provided by a Center.

Of special interest to those with involvement in education settings will be materials and technical assistance developed to assist in efforts to make educational experiences accessible to all participants. This includes assuring accessibility not only to the physical site of the entity, but also of the programs and technology used in the experience. This includes building accessible web pages, assuring that distance learning programs are accessible and assuring that technology purchases are those which are best able to work with assistive devices used by people with disabilities.

(800) 949-4232 (V/TTY)

Call the toll-free number above for information, materials, technical assistance, or training on the ADA. This number will automatically route your call to the Center in your region.

SOUTHEAST DISABILITY AND BUSINESS TECHNICAL ASSISTANCE CENTER (SEDBTAC) SERVICES FLORIDA.

One of ten Regional Disability and Business Technical Assistance Centers (DBTACs) funded by the National Institute on Disability and Rehabilitation Research (NIDRR). It supports efforts to strengthen ADA compliance for eight states in the Southeast Region, shares publications and resources on the ADA that are accurate and

reliable, provides technical assistance promptly to telephone or written inquiries about the ADA, offers training and distance education on the ADA, disseminates news and ADA in Action articles about implementation and enforcement of the ADA, makes referrals to regional ADA experts for specialized assistance, works with a distinguished ADA Leadership Network to promote coalition building among business, government, education, and disability communities, and develops effective solutions for the challenges in ADA compliance.

www.sedbtac.org/

The SEDBTAC offers five core services to promote awareness about the Americans with Disabilities Act (ADA), accessible information technology (IT), and the rights and abilities of people with disabilities through their Network Structure and Affiliates to serve eight (8) states in the U.S. Southeast Region.

www.sedbtac.org/about/index.php#ourstructure

ADDITIONAL CONTACTS

Job Accommodation Network

West Virginia University
PO Box 6080
Morgantown, WV 26506-6080
Voice Toll Free: (800)526-7234
TTY Toll Free: (877)781-9403
FAX: (304)293-5407
E-mail: jan@jan.wvu.edu
Web: www.jan.wvu.edu

The Job Accommodation Network (JAN) is a free consulting service that provides information about job accommodations, the Americans with Disabilities Act (ADA), and the employability of people with disabilities.

Center for Personal Assistance Services

Department of Social and Behavioral Sciences
School of Nursing, University of California
3333 California Street, Suite 455
San Francisco, CA
Voice/TTY Toll Free: (866)PAS-9577
E-mail: WPAS@itsa.ucsf.edu
Web: www.pascenter.org/home/index.php

The mission of the Center for Personal Assistance Services is to provide research, training, dissemination and technical assistance on issues of personal assistance services (WPAS) in the United States. The Center's extensive website lists and describes programs available in each state including WPAS state plans and waiver programs as well as the Department of Aging programs.

Office of Disability Employment Policy

200 Constitution Avenue, NW, Room S-1303

Washington, DC 20210
Voice Toll Free: (866)633-7365
TTY Toll Free: (877)889-5627
FAX: (202)693-7888
E-mail: infoODEP@dol.gov
Web: www.dol.gov/odep/

For WPAS information, see: www.dol.gov/odep/pubs/ek97/personal.htm

The Office of Disability Employment Policy (ODEP) is an agency within the U. S. Department of Labor. ODEP provides national leadership to increase employment opportunities for adults and youth with disabilities while striving to eliminate barriers to employment.

State Vocational Rehabilitation Agencies

Every state has VR services available to people with disabilities. The mission of these services is to ensure gainful employment for people with disabilities. In addition to job placement, services may include but are not limited to counseling, vocational evaluation, assessment, and on-the-job training. VR can be a resource for trying to locate WPAS services such as interpreters and readers. Contact information can be found in local telephone directories under state government, or go to:

OTHER RESOURCES:

American Public Human Services Association (APHSA) Center for Workers with Disabilities

810 First Street, NE
Suite 500
Washington, DC 20002
Voice: (202)682-0100
FAX: (202)289-6555

E-mail: mnewsom@aphsa.org
Web: www.nasmd.org/disabilities/

American Public Human Services Association (APHSA) Center for Workers with Disabilities is a technical assistance center for states enhancing or developing employment supports programs for working persons with disabilities; most of the thirty plus states support by the Center are supporting employment supports development with Medicaid Infrastructure Grant (MIG) funds established under the Ticket to Work and Work Incentives Improvement Act of 1999 (P.L. 106-170).

Association for Persons in Supported Employment

1627 Monument Avenue
Suite 301
Richmond, VA 23220
Voice: (804)278-9187
FAX: (804)278-9377
E-mail: tamara@apse.org
Web: www.apse.org

APSE was created to improve and expand integrated employment opportunities and services for persons with severe disabilities, including mental disabilities.

Centers for Medicare & Medicaid Services (CMS)

A Federal agency within the U.S. Department of Health and Human Services.

7500 Security Boulevard

Baltimore MD 21244-1850

Voice Toll Free: (877)267-2323

TTY Toll-Free: (866)226-1819

Web: www.cms.hhs.gov/

On July 1, 2001, the Health Care Financing Administration (HCFA) became the Centers for Medicare & Medicaid Services (CMS). Medicare and Medicaid, enacted in 1965, originally provided health care coverage to Americans over the age of 65. In 1972, Medicare was expanded to Americans living with disabilities. The joint federal-state Medicaid program provides health care coverage to low-income families with children under 21. These programs were created in the Social Security Act and were administered by the Social Security Administration until 1977. That year, Medicare and Medicaid were transferred to the Department of Health and Human Services and to the Health Care Financing Administration. In 1997, the State Children's Health Insurance Program (SCHIP) was included in the Balanced Budget Act.

Independent Living Research Utilization Program

2323 S Shepherd, Suite 1000

Houston, TX 77019

Voice: (713)520-0232

TTY: (713)520-5136

FAX: (713)520-5785

Web: www.bcm.tmc.edu/ilru

ILRU program is a national center for information, training, research, and technical assistance in independent living. They operate the IL NETWORK with the National Council on Independent Living (NCIL) and organizations and individuals involved in independent living nationwide. A list of CILs can be found at ILRU's website: www.ilru.org/html/publications/directory/index.html.

Kelly Services Corporate Headquarters

999 West Big Beaver Road

Troy, Michigan (USA) 48084-4782

Voice: (248)362-4444

Web: www.kellyservices.com/

Kelly Services, Inc. is a Fortune 500 company headquartered in Troy, Mich., offering staffing solutions that include temporary staffing services, staff leasing, outsourcing, vendor on-site and full-time placement.

Manpower

Headquarters

5301 N. Ironwood Rd.

Milwaukee, WI 53217 USA

Voice: (414)961.1000

FAX: (414)961.7985

Web: www.manpower.com/mpcom/index.jsp

Manpower Inc. (NYSE: MAN) is a world leader in the employment services industry, offering customers a continuum of services to meet their needs throughout the employment and business cycle. The company specializes in permanent, temporary and contract recruitment; employee assessment; training; career transition and organizational consulting services.

The Nationwide Sign Language Interpreter Referrals

Web: www.rid.org or go to:

Disability Resource Center

U.S. Department of Transportation

400 7th Street, SW

M-13, Room 2110

Washington, DC 20590

Voice: (202) 493-0625

TTY: (202) 366-5273

FAX: (202) 366-3571

Headquarters Interpreting Service Voice: (202) 366-9433, TTY: (202) 366-6242

Email: drc@ost.dot.gov

Web: www.drc.dot.gov

The Department of Transportation's Disability Resource Center (DRC) is a comprehensive Department-wide program for DOT employees, supervisors, and job applicants. The Center opened in 1999 to ensure that employees with disabilities can participate fully in all aspects of the Department's work, programs, and services.

For a copy of the DOT's Personal Assistive Services as an Accommodation for Government Travel document, please go to: www.drc.dot.gov/personalassistance.doc

TRANSITIONING TO EMPLOYMENT

ASSISTIVE TECHNOLOGY FOLLOWS THE STUDENT

To this end, FFAST in partnership with the Florida Department of Education (FLDOE), state councils, and advocacy organizations, worked with the Legislature where AT follows the student became a reality under 1003.575, Florida Statutes:

Accessibility, utilization, and coordination of appropriate assistive technology devices and services are essential as a young person with disabilities moves from early intervention to preschool, from preschool to school, from one school to another, and from school to employment or independent living. To ensure that an assistive technology device issued to a young person as part of his or her individualized family support plan, individual support plan, or an individual education plan remains with the individual through such transitions, the following agencies shall enter into interagency agreements, as appropriate, to ensure the transaction of assistive technology devices: (1) The Florida Infants and Toddlers Early Intervention Program in the Division of Children's Medical Services of the Department of Health. (2) The Division of Blind Services, the Bureau of Exceptional Education and Student Services, and the Division of Vocational Rehabilitation of the Department of Education. (3) The Voluntary Prekindergarten Education Program administered by the Department of Education and the Agency for Workforce Innovation.

Interagency agreements entered into pursuant to this section shall provide a framework for ensuring that young persons with disabilities and their families, educators, and employers are informed about the utilization and coordination of assistive technology devices and services that may assist in meeting transition needs, and shall establish a mechanism by which a young person or his or her parent may request that an assistive technology device remain with the young person as he or she moves through the continuum from home to school to postschool.

To view this important Statute, go to:

www.leg.state.fl.us/Statutes/index.cfm?App_mode=Display_Statute&Search_String=&URL=Ch1003/SEC575.HTM&Title=->2007->Ch1003->Section%20575#1003.575

SCHOOL TO WORK TRANSITION

The Florida Department of Education, Division of Vocational Rehabilitation's School to Work Transition program involves a number of activities that help students with disabilities prepare and plan for employment success after high school. For a Guide for School-to-Work Transition, go to:

www.rehabworks.org/Files/DocumentsLinks/School%20to%20Work.pdf

The guide in Spanish is located at:

www.rehabworks.org/Files/DocumentsLinks/Una%20Guia%20para%20la%20Transicion%20de%20la%20Escuela%20al%20Trabajo.pdf

A Checklist for Students Transitioning to Adult Life is located at:

www.rehabworks.org/Files/DocumentsLinks/Checklist.pdf

The checklist in Spanish is located at:

www.rehabworks.org/Files/DocumentsLinks/Lista%20de%20Comprobacion%20para%20los%20Estudiantes.pdf

REHABILITATION ACT OF 1973

The term "transition services" means a coordinated set of activities for a student, designed within an outcome-oriented process, that promotes movement from school to post school activities, including postsecondary education, vocational training, integrated employment (including supported employment), continuing and adult education, adult services, independent living, or community participation. The coordinated set of activities shall be based upon the individual student's needs, taking into account the student's preferences and interests, and shall include instruction, community experiences, the development of employment and other post school adult living objectives, and, when appropriate, acquisition of daily living skills and functional vocational evaluation.

You can review this definition at 29 U.S.C. §705(37).

frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=browse_usc&docid=Cite:+29USC705

INDIVIDUALS WITH DISABILITIES EDUCATION IMPROVEMENT ACT OF 2004

The term "transition services" means a coordinated set of activities for a child with a disability that--

- A. is designed to be within a results-oriented process, that is focused on improving the academic and functional achievement of the child with a disability to facilitate the child's movement from school to post-school activities, including post-secondary education, vocational education, integrated employment (including supported employment), continuing and adult education, adult services, independent living, or community participation;
- B. is based on the individual child's needs, taking into account the child's strengths, preferences, and interests; and
- C. includes instruction, related services, community experiences, the development of employment and other post-school adult living objectives, and, when appropriate, acquisition of daily living skills and functional vocational evaluation.

You can review this definition at 20 U.S.C. §1401(34)

frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=browse_usc&docid=Cite:+20USC1401

Effective transition services play a critical role in allowing students with disabilities to achieve their post-school goals for employment, continued education and community living. It is essential that students receive assistive technology assessments to determine what assistive technology resources would best enable the student to achieve their goals as independently as possible.

The individualized education plan (IEP) should clearly state all interagency responsibilities for the provision of transition services. This compels the Florida Department of Education and Vocational Rehabilitation (VR) programs to directly focus on interagency cooperation to help ensure the coordination of transition services.

For more information, you can review a detailed transition brochure at:

www.advocacycenter.org/documents/Transition2003/Transition-Index.htm.

PARTNERS IN TRANSITION

Partners in Transition (PIT) includes officials with FLDOE working at state and local levels to implement strategies that result in improved transition outcomes for students with disabilities across the domains of employment, postsecondary education, and community and independent living. For more information, go to www.partnersintransition.org.

PIT strategic planning in partnership with students with disabilities, their families/support system and officials with FLDOE can work to address key elements such as:

- School-based preparatory experiences like good academic and vocational programs
- Career preparation and work-based learning experiences, such as career assessments, exposure to life-long learning opportunities, and paid and unpaid internships
- Connecting activities, like transportation, physical and mental health, benefits planning and economic futures planning
- Family involvement, such as access to training and information about transition options and evidence-based transition practices
- Youth development and leadership opportunities, like exposure to mentors, role models and the Youth Leadership Forum.

In order to help ensure equal access to a free and appropriate public education and to improve transition plans FLDOE can purchase and provide instructional materials for all students with disabilities in accessible formats. Improvements to universal access can be made by adhering to standards under Section 508 of the Rehabilitation Act as implemented by Chapter 282, Florida Statutes, including but not limited to a need for school systems to equip themselves with universal access computer stations and other universal, assistive and information technologies to fairly accommodate students with disabilities.

PASS: A SUPPLEMENTAL SECURITY INCOME PROVISION TO HELP INDIVIDUALS WITH DISABILITIES RETURN TO WORK

A Plan for Achieving Self-Support (PASS) allows a person with a disability to set aside otherwise countable income and/or resources for a specific period of time in order to achieve a work goal. Any person who receives SSI benefits, or who might qualify for SSI, or any person receives SSDI (or a similar benefit) and could qualify for SSI, may be able to have a PASS. There is no limit to the number of successful PASS plans a person may use in a lifetime.

A qualifying PASS must:

1. Be designed specifically for the person
2. Be in writing, either on a PASS form or, if not, covering all the same information
3. Have a specific work goal that the person is capable of performing (unless there is evidence to the contrary, SSA PASS Specialists should presume an occupational goal to be feasible, and a PASS to be viable)
4. Have a specific time frame for reaching the goal
5. Show what money and any other contributions will be used to reach the work goal
6. Show how the money and resources will be saved/spent
7. Show how any money set aside in savings will be kept separate from other funds

8. Be approved by the Social Security Administration PASS Cadre
9. Be reviewed periodically to assure compliance
10. Decrease reliance on the Social Security system by reducing the amount of benefits received by the end of the PASS (see exception below for Supported Employment)
11. Also include a Business Plan if the PASS is for self-employment

For the official SSI PASS form, visit:

www.socialsecurity.gov/online/ssa-545.pdf

See appendix for more PASS tips.

WORK INCENTIVES

Congress intended the employment support provisions to provide you with the assistance you need to move from benefit dependency to independence. Employment supports help you to enter, re-enter, or stay in the workforce by protecting your eligibility for cash payments and/or health care until you achieve this goal.

[Area Work Incentives Coordinator](#)

[Work Incentives Planning and Assistance Organizations \(WIPA\)](#)

[Work Incentives Seminar \(WISE\) Events](#)

[State Vocational Rehabilitation Providers](#)

[Protection and Advocacy \(P & A\)](#)

[Disability Program Navigators](#)

[EARN Job Seeker Network](#)

[Individual Development Accounts](#)

You can find information about SSA employment support provisions at any SSA field office. You may also call the SSA toll free at 1-800-772-1213, from 7 a.m. to 7 p.m., Monday through Friday.

AREA WORK INCENTIVES COORDINATOR (AWIC)

AWICs are experienced employment-support experts who:

- Coordinate and/or conduct public outreach on work incentives in their local areas;
- Provide and/or coordinate and oversee training on SSA's employment support programs for all personnel at local Social Security offices;
- Handle sensitive or high profile disability work-issue cases, if necessary; and
- Monitor the disability work-issue workloads in their respective area

Information on how to contact your local AWIC is available at:

Atlanta Region (Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee)

www.ssa.gov/atlanta/southeast/awic/index.htm

WORK INCENTIVES PLANNING AND ASSISTANCE ORGANIZATIONS (WIPA)

WIPA projects are community-based organizations that receive grants from SSA to provide all Social Security and SSI disability beneficiaries (including transition-to-work aged youth) with free access to work incentives planning and assistance. Each WIPA project has counselors called Community Work Incentives Coordinators (CWIC) who:

- Provide work incentives planning and assistance to our beneficiaries with disabilities;
- Conduct outreach efforts to those beneficiaries (and their families) who are potentially eligible to participate in Federal or state employment support programs; and
- Work in cooperation with Federal, state, private agencies and nonprofit organizations that serve beneficiaries with disabilities.

If you are one of the many SSDI or SSI disability beneficiaries who want to work, a WIPA project can help you understand the employment supports that are available to you and enable you to make informed choices about work.

WIPA services are available in every state, the District of Columbia, and the US Territories of American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the Virgin Islands. If you want to locate the WIPA organization nearest you, please call 1-866-968-7842 or 1-866-833-2967 (TTY/TDD) for the hearing impaired. You can also find contact information in our service provider directory on our website at:

www.socialsecurity.gov/work.

WORK INCENTIVES SEMINAR (WISE) EVENTS

During the year, SSA-sponsored WISE events will take place throughout the country to provide you with the knowledge necessary to either assign your Ticket to Work or pursue other work incentives. These seminars will give you the opportunity to meet representatives of organizations who can assist you by providing free information and assistance to help you go to work for the first time, return to work or reach other employment goals. You can learn more about WISE events on our website at: www.socialsecurity.gov/wise.

STATE VOCATIONAL REHABILITATION PROVIDERS

State Vocational Rehabilitation agencies furnish a wide variety of services to help people with disabilities return to work. These services are designed to provide you with the training or other services that are needed to return to work, to enter a new line of work or to enter the workforce for the first time. You can also find a list of State Vocational Rehabilitation agencies in our service provider directory on our website at:

<https://secure.ssa.gov/apps10/oesp/providers.nsf/bystate>

PROTECTION AND ADVOCACY (P & A)

In every state and U.S. Territory, there is an agency that protects the rights of individuals with disabilities. This Protection and Advocacy System also administers the SSA-funded Protection and Advocacy for Beneficiaries of Social Security (PABSS) program. Each PABSS agency can:

- Investigate any complaint you have against an employment network or other service provider that is helping you return to work;

- Give you information and advice about vocational rehabilitation and employment services;
- Tell you about SSA's work incentives that will help you return to work;
- Provide consultation and legal representation to protect your rights in the effort to secure or regain employment; and
- Help you with problems concerning your individual work plan under the Ticket to Work program.

These services are free to individuals receiving SSDI or SSI benefits based on disability or blindness. If you want to locate the PABSS agency nearest you, please call 1-866-968-7842 or 1-866-833-2967 (TTY/TDD) for the deaf and hearing impaired. You can also find contact information in our service provider directory at:

www.socialsecurity.gov/work.

DISABILITY PROGRAM NAVIGATORS

The Department of Labor (DOL) and the Social Security Administration (SSA) jointly established the Disability Program Navigator (DPN) position. DPNs are located in DOL's One-Stop Career Centers and help disabled individuals navigate the challenges of seeking work. The rules surrounding entitlement programs and a fear of losing cash assistance and health benefits often discourage people with disabilities from working. DOL and SSA established the DPN initiative to better inform beneficiaries and other people with disabilities about the work support programs available at DOL-funded One-Stop Career Centers. This initiative develops new/ongoing partnerships to achieve seamless, comprehensive, and integrated access to workforce services for both customers with disabilities and employers. As of October 2008, there were One-Stop Career Centers in 45 states, the District of Columbia and Puerto Rico. For more information about the Disability Program Navigator Initiative, see www.doleta.gov/disability/ for the list of DPN States/contacts.

EARN JOB SEEKER NETWORK

The Employer Assistance & Recruiting Network (EARN) is funded by the U.S. Department of Labor. It is the nation's premier provider of cost-free services to help employers recruit and hire qualified workers to meet their workforce needs.

EARN also offers assistance to employment service providers and job seekers with disabilities. This includes providing job seekers and service providers with job leads from employers specifically interested in including job seekers with disabilities in their recruiting efforts. Whether an individual is working with a service provider or is on a self-directed job search, EARN can help with online and offline support.

Learn more about how EARN can benefit both organizations and job seekers with disabilities by contacting EARN at:

Toll Free: Monday through Friday,
9:00 a.m. to 5:00 p.m. (Eastern Time)
1-866-EARN-NOW (1-866-327-6669) (Voice/TTY)
www.earnworks.com

EARN is an initiative funded by the Department of Labor's Office of Disability Employment Policy.

INDIVIDUAL DEVELOPMENT ACCOUNTS

If you are working and have limited income, you may be eligible for an Individual Development Account (IDA) through the Temporary Assistance to Needy Families (TANF) program or an Assets for Independence Act (AFIA) grant. An IDA is a trust-like bank account that helps you save your earnings to go to school, buy a home, or start a business. When you make a deposit to the account, a participating non-profit organization matches your deposit. The average match is one dollar for each dollar that you deposit. The Federal government adds an additional match, limited to \$2,000 for an individual or \$4,000 for a household over the life of the program (usually five years).

If you have an IDA through TANF or an AFIA grant, we do not count any earnings you deposit into your account, any matching deposits, or any interest earned as SSI income or resources. As a result, your SSI benefits may increase.

SSI does not determine whether you are eligible to have an IDA.

www.acf.hhs.gov/programs/ofa/tanf/index.html

THE JOB-SEEKING PROCESS

WORKFORCE SERVICES

The Office of Workforce Services (WFS) is responsible for providing One-Stop Program Support services (workforce program information, guidance and technical assistance) to the Regional Workforce Boards, as well as providing Labor Market Statistics information to our workforce partners and the general public.

Additionally, the Agency for Workforce Innovation (AWI) in its role as the administrative entity to Workforce Florida, Inc. (WFI) operates under a performance-based contract. The Office of Workforce Services is responsible for managing this contract, which includes specific deliverables and performance requirements in the statewide administration and coordination of workforce services. Found at:

www.floridajobs.org/workforce/index.html

[Find a One-Stop Career Center near you.](#)

HELP WANTED: LOOKING FOR A JOB

EMPLOY FLORIDA MARKETPLACE

Employ Florida Marketplace, a new state-of-the-art Web site for matching Florida's job seekers and employers. Get help selecting a new career, finding a new job, and locating suitable education or training.

<https://www.employflorida.com/>

PEOPLE FIRST

Search for government jobs throughout Florida.

<https://peoplefirst.myflorida.com/logon.htm>

FLORIDA SCHOOL SYSTEM JOBS

Search for a job with Florida's school system

www.teachinflorida.com/

www.floridajobs.org/

Use these job search engines to find jobs by using keywords that match your interests and the location where you want to work. Narrowing your search criteria will help you focus your job search and will give you more relevant job listings to review and less non-relevant job listings to weed through. Create profiles on LinkedIn, Facebook, and VisualCV. A strong personal brand that portrays you in a professional light will provide recruiters, employers, and contacts with a strong positive impression of you as a candidate they should be interested in. Now that you've created profiles on networking sites, use them. Connect with everyone you know, because you never know which contact may be able to help you with your job search or put you in touch with someone who can.

JOB SEARCH ENGINES

GETTINGHIRED.COM

is the place where people with disabilities seeking employment, employers committed to hiring people with disabilities, service providers, college disability and career services departments, and disability advocacy groups connect.

www.gettinghired.com

MONSTER.COM

One of the best job search engines out there. You can narrow your search by location, keywords, and employer; plus, Monster has plenty of job search extras: networking boards, job search alerts, and online resume posting.

www.monster.com/

INDEED.COM

Indeed.com is a very solid job search engine. Unlike Monster, you cannot submit your resume from Indeed.com, but the job search engine more than makes up for that by being a meta search engine of many of the major job search engines and job search boards out there. Indeed uncovers a lot of jobs that you wouldn't normally find on most job search sites, and they do a good job of making their job search features as easy to use as possible.

www.indeed.com/

USA.GOV

Think of USA.gov as your gateway into the huge world of US government jobs. Navigate to the USA.gov home page, click on the Jobs and Education section, then Government Jobs. You'll find a wealth of resources here to help you find jobs working for United States Government.

www.usa.gov/

CAREERBUILDER

CareerBuilder offers job searchers the ability to find a job, post a resume, create job alerts, get job advice and job resources, look up job fairs, and much more. This is a truly massive job search engine that offers a lot of good resources to the job searcher; they have a list of job search communities.

www.CareerBuilder.com/

DICE.COM

Dice.com is a job search engine dedicated to only finding technology jobs. It offers a targeted niche space for finding exactly the technology position you might be looking for.

www.dice.com/

LINKUP

LinkUp is a job search engine that searches for jobs within company websites.

linkup.com/

YAHOO HOT JOBS

Yahoo Hot Jobs is one of the largest and most well known job search engines on the Web.

yahoo.hotjobs.com/

SIMPLY HIRED

SimplyHired offers a very unique job search experience; the user "trains" the job search engine by rating jobs he or she is interested in. SimplyHired also gives you the ability to research salaries, add jobs to a job map, and view pretty detailed profiles of various companies. I highly recommend SimplyHired.

www.simplyhired.com/

LINKEDIN.COM

LinkedIn.com combines the best of two worlds: the ability to scour the Internet for jobs with its job search engine, and the opportunity to network with like-minded friends and individuals to deepen your job search.

www.linkedin.com/

CRAIGSLIST

There are all sorts of interesting jobs on Craigslist. Just find your city, look under Jobs, then look under your job category. Non-profit, systems, government, writing, etc. jobs are all represented here.

geo.craigslist.org/iso/us/fl

RÉSUMÉS

It's important to take the time to write targeted resumes and cover letters that specifically link your qualifications to the hiring criteria for the jobs you are applying for. The hiring manager will be able to see, at a glance, why, and how, you are qualified for the job. You'll have a much better chance of getting an interview than if you send a generic letter and resume.

An overwhelming majority of job seekers make basic mistakes with their résumés - mistakes that ensure that they will not get the interviews they deserve.

10 TIPS FOR MAKING YOUR RÉSUMÉ WORK FOR YOU

1. Is your résumé the right length?

Your résumé does not have to fit on one page. Recruiters and hiring managers want résumés that are easy to

read and give key information upfront. Your résumé can be one, two, or (occasionally) even three pages. The only rule is that the length should be appropriate for you. If in doubt, follow the rule of thumb that less than five years experience probably only requires one page and more than that may need two.

2. Does your résumé clearly position you as someone who can meet the needs of the employer?

Think of a résumé as an advertisement for a product, only this time the product is you. Just like any other advertisement, positioning is everything. The person who receives your résumé will scan it quickly perhaps for no more than 20 seconds to determine whether you can help her company. Your job is to say quickly and clearly that you can.

Don't launch into a chronology of your career history. Instead, determine your own positioning by spelling out your message at the start of the résumé and giving the reader your version of events upfront. For this reason, you should use the first 1/3 of your résumé to create a compelling personal profile which highlights your key strengths in an attractive, easy-to-read format.

3. Does your résumé begin with an objective?

Don't start with an objective. Recruiters and hiring managers don't like them because they focus on the needs of the job seeker rather than the needs of the potential employer. Consider this objective statement: "Seeking a software engineer position with a progressive employer where I can contribute to the development of new technologies and work with bright, committed people."

This may be very honest but it is irrelevant to the reader, but it highlights what you want instead of what you have to offer. Instead of an objective, try using a positioning statement that clearly and concisely explains what you have to offer.

"Senior Software Engineer with 10 years experience developing leading-edge technologies."

Now the reader can immediately see your value to the company. (For even greater impact, tailor this statement for each position so that the reader immediately sees a match between his/her needs and your skills.)

4. Does your résumé contain specifics?

You must place your achievements in context by providing specifics. For example, don't say something vague like "contributed to product design." This tells the employer nothing about your actual contribution. Instead be specific about what you did: "Conducted market analysis for (name of product) to determine design and mechanics. Led changes to original design spec. despite initial developer objections. Received critical acclaim and sold over 4 million units." Being specific makes a difference. This level of detail shows the reader the contributions you have made in the past (and therefore, the contributions you can be expected to make in the future.)

5. Have you outlined achievements as well as responsibilities?

Don't provide a list of responsibilities without showing what results you achieved. Most employers already know what the main responsibilities of your job were. They want to know what makes you different from all the other applicants. An effective résumé summarizes job responsibilities in a few sentences and then provides details of quantifiable achievements. Focus most of your résumé on the results you accomplished, not the regular duties of your job.

6. Are there any typos?

Your résumé has to be perfect. Proofread it twice. When you are sure it's perfect, have other people

proofread it. Your résumé should stand out for your value, not for your misspelling. A résumé with typos is a clear indicator of your level of attention to detail

7. Is the résumé easy to read?

At least 50% of the impact of your résumé derives from design. A strong résumé design will pull the eye through the document, making it easy to keep reading and will highlight your key strengths clearly. But if your résumé is formatted inconsistently, disorganized or hard to read, it will be discarded before the reader knows how qualified you are.

To see examples of how to lay out your résumé, visit your local library or bookstore and look in the career section. You will find collections of sample résumés. Take time to understand how the page has been formatted and then apply what you've learned to your résumé.

8. Have you listed irrelevant information?

Don't list your hobbies unless they directly support your qualifications for the position. Do not include anything that indicates personal information like your marital status or whether or not you are a parent. Don't mention non-professional affiliations such as political or religious volunteer work unless it directly relates to the position you are applying for. Any personal information will distract the reader from the purpose of your résumé. However proud you are of personal achievements, you should not run the risk of alienating someone before you even have your foot in the door.

9. Are you too modest?

Don't be uncomfortable about highlighting your value. Too many people play down their achievements. While you should never exaggerate on a résumé, you should definitely take credit for the things you've accomplished. Some people feel uncomfortable explaining their credentials on paper, preferring to explain in an interview. But if your résumé doesn't spark interest, you may never get that opportunity, so don't be too modest.

10. Have you created an internet-ready version of résumé?

If you have to post your résumé online, or apply to a job via an online system, you will need to convert your résumé to a text-only format. If you don't do this, your résumé will be almost impossible to read because most online systems cannot support the type of formatting used in a résumé (bold, italics, bullet points, lines etc.)

In summary, when you send your résumé out, it must speak articulately for you. You can't explain inconsistencies, clear up confusion or fill in things that are missing. Your résumé has to make your sales pitch in a clear and compelling manner within 20 seconds. Invest the time to make it exceptional and you will see results.

People often wonder whether they should disclose a hidden disability (i.e. epilepsy, diabetes, depression, etc.) during the resume writing process. The short answer to this question is no; however, as with many other things in life, the decision remains entirely up to the individual. In the United States employers are not allowed to ask questions regarding disabilities, either on applications or during the interviewing process; the Americans with Disabilities Act (ADA) makes asking these questions illegal. Here are a few things to think about when deciding whether or not to disclose your particular condition:

The purpose of a resume is to obtain an interview with a potential employer; if disclosing a disability may hamper your chance of getting that interview, leaving this information out is advisable. Though the ADA

makes discriminating due to disability illegal, potential employers may be put off by this and use a different reason for not granting you an interview.

Often, people with “hidden” disabilities have gaps in employment history. Using a chronological resume may not be as good of a choice as one that highlights your experience and achievements (skills-based or functional resumes are a better choice).

COVER LETTERS

What does it take for your resume and cover letter to make an impact when the employer has received hundreds of resumes for the same position?

MAKING THE CUT

Employers do manage to reduce the pool of cover letters and resumes to a manageable number. How they do it can give you some insight in to how to write cover letters that will make the cut. If your cover letter and resume aren't perfect they most likely will be rejected. Perfect means just that - there should not be any typos or grammatical errors.

Employers typically won't even consider a candidate that they cannot see is qualified at first glance. That first glance at your cover letter may be your one opportunity to make a good impression and make it to the next round.

TARGETED COVER LETTERS

Writing a cover letter often seems like a particularly daunting task. However, if you take it one step at a time, you'll soon be an expert at writing letters to send with your resume.

A cover letter typically accompanies each resume you submit. A cover letter should complement, not duplicate your resume. Its purpose is to interpret the data-oriented, factual resume and add a personal touch. A cover letter is often your earliest written contact with a potential employer, creating a critical first impression.

There are three general types of cover letters:

1. The application letter which responds to a known job opening
2. The prospecting letter which inquires about possible positions
3. The networking letter which requests information and assistance in your job search

Some excellent samples of cover letters can be found at:

jobsearch.about.com/od/coverlettersamples/a/letterinterest.htm/

Your cover letter should be designed specifically for each purpose outlined above as well as for each position you seek. Do not design a form letter and send it to every potential employer. An employer can tell when they are reading a form letter, and it has the same effect as spam in their e-mail. Effective cover letters explain the reasons for your interest in the specific organization and identify your most relevant skills or experiences (remember, relevance is determined by the employer's self-interest).

THE INTERVIEW

In a conservative business climate, appearance does matter. In other environments it isn't as important. However, it does make sense to dress your best for the interview, regardless of the dress code at the organization.

WOMEN'S INTERVIEW ATTIRE

Solid color, conservative suit
Coordinated blouse
Moderate shoes
No more than five pieces of jewelry
(earrings count as two)
Neat, professional hairstyle
Skin-matched hosiery
Conservative make-up & light perfume
Neatly trimmed, neutral nails

Portfolio or briefcase

MEN'S INTERVIEW ATTIRE

Solid color, conservative suit and tie
White long sleeve shirt
Dark socks, professional shoes
Very limited jewelry
Neat, professional hairstyle
Light aftershave or cologne
Neatly trimmed nails
Portfolio or briefcase

PREPARE FOR THE INTERVIEW

Keep in mind that in the competitive business world, there are sure to be dozens of other highly qualified candidates going after your job. It's important to make yourself stand out as someone special. Now is the time to practice exactly how you will sell yourself to a prospective employer during that crucial first meeting.

10 TIPS TO HELP YOUR NEXT INTERVIEW LEAD TO YOUR NEXT JOB:

1. Do your homework

Research the company beforehand so that you can showcase that knowledge during the interview. This will boost your credibility with the interviewer and will help you to formulate intelligent questions to ask him or her.

2. Know where you're going

Make sure to find out where the office is and how to get there. Do you know how long the trip will take? Do you have the name and phone number of the person you'll be meeting? Do you know where to park? Save yourself time and unnecessary stress by knowing these things before heading to the interview. You may want to scout the location ahead of time to determine if it is accessible for your interview.

3. Look the part

Your clothing should be neat, pressed, and professional looking. As it can be difficult to know the culture of the office environment beforehand, err on the side of conservative. Even if everyone's wearing jeans when you arrive, you're still probably better off having shown up in a suit. However, don't be afraid to inject some personality into your look, and don't neglect the details. Make sure to have a fresh haircut and clean, neatly trimmed nails.

4. Rehearse beforehand.

Prior to your interview, prepare answers to common questions the interviewer is likely to ask, such as: *What are your strengths and weaknesses? Why do you want to work here? Why should we hire you?* And the ever popular, *Tell me about yourself* (see “elevator speech”). Conduct a mock interview with a trusted friend as practice.

5. Secure your references.

Find at least three key people — former supervisors, colleagues, or instructors — who are willing to serve as your professional references. Be sure to secure their permission beforehand, and be certain that they will speak highly of you if contacted by a potential employer.

6. Arrive early.

Be sure to arrive at least 15 minutes before the interview. Visit the restroom and check your appearance in the mirror. Announce yourself to the receptionist to let him or her know that you have arrived and that you have an appointment. Turn your cell phone off so it doesn't ring during your meeting.

7. Bring necessary documentation.

Make a checklist of documents that you will need for the interview, and make sure that you have them in your briefcase or portfolio before leaving home. These documents may include extra copies of your résumé, a passport, driver's license, Social Security card, or portfolio of writing samples or other professional work. If you are a recent graduate, you should also bring along your college transcripts. Make sure these items are neatly organized in your briefcase to prevent paper from spilling out.

8. Sell yourself.

The interview is your chance to shine, so now is not the time to be humble. Develop a 25-second sales pitch that hits your high points. In marketing, this is called an “elevator speech,” a compelling overview that answers the question: “why you?” that can be recited in the time it takes to ride the elevator. It should include your strengths, your abilities, and what sets you uniquely apart from other applicants. Good elevator speeches are concise and compelling to their target audience.

9. Don't neglect to ask questions.

Based on your earlier research, ask how the responsibilities of the open position relate to the company's goals and plans for the future. Interviewers are often favorably impressed by candidates who show that they are knowledgeable about the organization.

10. Follow up.

After the interview, don't forget to send a handwritten note or friendly email thanking the interviewer for his or her time and consideration, as well as restating your interest and commitment to the position. If you don't hear anything after one week, call to politely inquire when they will be making a final decision.

Remember: Every interview is a valuable learning experience. Even if you don't get this particular job, when the next interview rolls around, you'll be much better prepared and more at ease with the whole process. All of which can go a long way to boosting your confidence and improving your chances of being offered the next job.

DISCLOSING YOUR DISABILITY

If you have a physical disability that will be obvious as soon as you meet someone, the question is: At what point in the job-seeking process do you address the disability? If your disability is outwardly invisible, the question is: Do you tell or not?

WHEN YOUR DISABILITY IS OBVIOUS

If you are responding to a job opening, make sure you're confident you can handle the job as you understand it, given the information you have at the point of applying. Will the ability to drive, see well, communicate without an interpreter, lift objects or help others get around be required? If you don't foresee a problem or if you know how to handle it, go for it.

There may be jobs or positions you have held in the past that prove your ability. If you know previous employers will give you positive recommendations and perhaps even note that your disability either didn't hinder you or gave you an extra leg up, you may feel confident discussing such information and even including it in your cover letters. For example, maybe you were able to work with others with similar disabilities or find ways to do the job that were helpful to other employees as well.

Some employers may pass you by, but others may be excited by your creativity and ability. Certainly bring that up in the interview as part of your strategy for selling yourself. By all means, come to the interview prepared to discuss how your particular disability will be an asset to the job or at least not a major handicap.

WHEN YOU HAVE A HIDDEN DISABILITY

This is a trickier issue. For the most part, the common wisdom is not to disclose prior to receiving a job offer. Interviewers are not allowed to ask you direct questions about whether you have a disability. That doesn't mean you might not get asked indirectly. So be ready for any possibility.

WHEN GETTING READY FOR THE INTERVIEW:

1. Be prepared to talk about your disability if you are somehow asked a direct question, or if you get a hunch during the interview that it will not negatively affect your candidacy.
2. Be prepared to handle questions about gaps in your work history if you have been out of work due to illness or psychiatric hospitalization.
3. Keep it simple and short. Don't dwell on the problems, but do acknowledge them. Talk about how you imagine you will handle the job and the disability.
4. Highlight skills and experience you have that make the disability less relevant or problematic.
5. Find a few people you trust (if you can, include at least one person who has experience hiring) to listen to your prepared answers. Take their feedback seriously.
6. You may not need to use this material during the interview, but you will be more confident if you feel prepared to answer any potential question.

You have difficult decisions when your disability is one that carries a stigma, such as mental illness, a developmental disability, dyslexia, ADHD, communication disorders and other "mental" disorders, HIV/AIDS and hepatitis C. People uneducated about your disability may make assumptions or have unwarranted fears. Talk to others who have similar conditions for ideas and support.

The 411 on Disability Disclosure: A Workbook for Youth with Disabilities is designed for youth and adults working with them to learn about disability disclosure.

www.ncwd-youth.info/resources & Publications/411.html

Remember: You are a person with unique experiences and talents. Make sure this is firmly planted in your mind before you go to an interview, and find a way to showcase those talents at that important meeting.

JOB ACCOMMODATIONS

Job Accommodation Network (JAN) at U.S. Department of Labor

1-800-526-7234

www.jan.wvu.edu

Job Accommodation Network is a free service provided by the U.S. Department of Labor's Office of Disability Employment Policy (ODEP). JAN represents the most comprehensive resource for job accommodations available. JAN's mission is to facilitate the employment and retention of workers with disabilities by providing employers, employment providers, people with disabilities, their family members and other interested parties with information on job accommodations, self-employment and small business opportunities.

EMPLOYEES' PRACTICAL GUIDE TO NEGOTIATING AND REQUESTING REASONABLE ACCOMMODATIONS UNDER THE AMERICANS WITH DISABILITIES ACT (ADA)

[Americans with Disabilities Act Basics](#)

[Requesting an Accommodation](#)

[Negotiating an Accommodation](#)

INFORMATION ON JOB-SEEKERS' RIGHTS

askjan.org/indiv/index.htm#job

[ADA Compliance and Other Legal](#)

[EEOC Fact Sheet: Job Applicants and the ADA](#)

[Pre-employment Dos and Don'ts](#)

[EEOC Guidance: Pre-employment Disability-Related Questions and Medical Examinations](#)

[Legal Resources](#)

ASSISTIVE TECHNOLOGY

The Florida Alliance for Assistive Services and Technology (FAAST) is a non-profit organization that provides Floridians with disabilities of all ages access to assistive services and technology. FAAST was created under the Assistive Technology Act, a Federal statute. Through education, training, assessment, device lending, financial assistance and outreach, FAAST works to maximize the ability of individuals with disabilities and their family members, guardians and advocates to obtain assistive technology in education, employment, community living and telecommunications.

Assistive technology (AT) is any item that is used to increase, maintain, or improve functional capabilities of individuals with disabilities. AT can be bought, improvised or modified. AT enables users to actively pursue community living, employment, education and recreation with greater independence. Some examples of AT are speech communication devices, adapted computers, mobility equipment, aids for daily living, home and vehicle modifications and even personal digital assistants (PDAs).

FAAST, Florida's "tech act program", provides the following services to Floridians with disabilities and their families:

- AT demonstrations, assessments and training
- AT Device Lending and Device Recycling
- Financial assistance for obtaining assistive technology
- Affordable and accessible housing advocacy
- Brain and Spinal Cord Injury Resources
- Information and referral

There are six FAAST Regional Demonstration Centers throughout the state that offer training, device loans and a wealth of technology-related resources. www.faast.org also features statewide assistive services and technology provider listings; a searchable database of affordable housing, including HUD and USDA subsidized properties; a directory of funding sources for assistive technology; and ATBay, the online community for buying, selling and trading AT.

FAAST DEVICE LOAN PROGRAM: AN ASSET FOR JOB-SEEKERS AND EMPLOYERS

FAAST's statewide device loan program provides short term device loans that allow users to try assistive technology and discover if it will meet their needs. One of the many benefits of this program is that it provides the opportunity to users to interact with the technology in a variety of environments including home, school and work. An individual with a disability, family member, caregiver, professional or educator may borrow up to three devices at a time for up to 30 days, based on availability. Users can browse the program's inventory and order a device online. Shipping is free. Employers can use this free resource to assist employees in identifying appropriate assistive technology for job accommodations, ensuring that the devices they purchase will meet needs and provide value.

The Florida Alliance for Assistive Services and Technology

325 John Knox Road, Building 400, Suite 402
Tallahassee, Florida 32303
Voice (850) 487-3278
Toll-Free in Florida 1-888-788-9216
Fax (850) 487-2805
www.faast.org

TELEWORK

The terms “telework,” “telecommuting,” “flexible workplace,” “remote work,” “virtual work,” and “mobile work” are all used to refer to work done outside of the traditional on-site work environment. These terms are defined in different ways and used in different contexts to refer to anything from jobs that are completely virtual or mobile, to arrangements that enable employees to work from home a few days per week or per month.¹

This type of work is especially beneficial to employees with disabilities who may have difficulty performing work duties in a typical work environment. Telework allows employees to perform basic job functions from their home. The most common telework opportunities include call center and customer service positions. The benefits of telework include the ability to establish working hours that are flexible, increased safety within the work environment, and the opportunity to have a modified work space designed for the individual in their own home. Another benefit of telework is savings on transportation costs including maintenance and fuel.

Telework is offered through various types of agencies and organizations. A helpful way to determine if telework is right for you as an employee is to take the Telework questionnaire. This is a tool that can help assess whether the option of Telework is a good vocational fit. This questionnaire can be accessed at www.teleworktools.org/index.asp?Type=B_BASIC&SEC={0D80E727-1E98-48D6-8F6E-B96DB689D4EB} .

www.teleworktoolkit.com/index.html

www.ratracerebellion.com/telework.htm

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1. Definition obtained from the Office of Personnel management website at www.telework.gov/faq/Employee/What-is-the-definition-of-telework,27.aspx

SELF-EMPLOYMENT

SMALL BUSINESS DEVELOPMENT CENTERS

The Florida Small Business Development Center Network (FSBDCN) is a statewide economic development partnership between higher education and other stakeholder organizations dedicated to providing entrepreneurs and established businesses with the assistance needed to start, grow and succeed, contributing to the Florida economy.

The FSBDCN serves as the statewide single point of contact for the advancement of an entrepreneurial environment; thus, creating a positive foundation for the development and growth of micro, small and medium enterprises in Florida. The Network's focus on the critical needs of businesses drives its direction and performance expectations. The Florida SBDC program is the most experienced economic development network serving Floridians statewide.

Find a Small Business Development Center (SBDC) near you.

SCORE

[Get Expert Biz Advice | Offices Nationwide | How SCORE Can Help You](#)

We are America's premier source of free and confidential small business advice for entrepreneurs. We offer advice online and in-person at one of our 364 offices nationwide. Get biz advice today.

SCORE Has Helped 8.5 Million Small Businesses

We've helped [Vermont Teddy Bear, Vera Bradley Designs, Jelly Belly Candy. More successes](#) Every year, SCORE helps almost 20,000 businesses start. The next success story could be yours. Ask SCORE.

HOW SCORE CAN HELP YOU

SCORE offers many free services. Here are some of our most popular resources:

[Ask SCORE Online: Choose a mentor and ask him/her your biz question.](#)

[Visit Your Local SCORE Office: Make an appointment with a mentor or attend a workshop.](#)

[Online Workshops: Try a free, online workshop or register for a lunch-time webinar.](#)

[Business eNewsletters: Biz tips and interview with leading experts. Read samples.](#)

SCORE BUSINESS COUNSELORS

SCORE's 12,400 volunteer counselors have more than 600 business skills. Volunteers are working or retired business owners, executives and corporate leaders who share their wisdom and lessons learned in business.

[Learn more about volunteering with SCORE](#)

HOW SCORE WORKS

SCORE "Counselors to America's Small Business" is a nonprofit association dedicated to educating entrepreneurs and helping small business start, grow and succeed nationwide. SCORE is a resource partner with the U.S. Small Business Administration (SBA).

SCORE is headquartered in Herndon, VA and Washington, DC and has 364 chapters throughout the United States and its territories, with 12,400 volunteers nationwide. Both working and retired executives and business owners donate time and expertise as business counselors. SCORE was founded in 1964.

[More about SCORE's history.](#)

[SCORE CEO Ken Yancey welcomes you.](#)

scoreflorida.org/

The purpose of the SCORE Florida website is to enable Chapters in the state to share information and resources in order to better serve our clients. Registered users are able to conduct member searches by industry/experience, by skill, or by a combination of both criteria. Members may sign on to the site using their existing SCORE user name and password.

Search results contain the names, email addresses and Chapter contact information of members in the state, including those in a member's own Chapter. This allows members in a Chapter to locate members in other Chapters when they have a client whose needs may not be met by members within their own Chapter.

For non-members, map links to the SCORE Chapters in the state, website sponsors and the SCORE National and SBA websites are provided. They may access Chapter contact information by clicking on any Florida county.

The same map and map links also appear on the page accessible to members after they logged on.

SMALL BUSINESS ADMINISTRATION (SBA)

The U.S. Small Business Administration (SBA) was created in 1953 as an independent agency of the federal government to aid, counsel, assist and protect the interests of small business concerns, to preserve free competitive enterprise and to maintain and strengthen the overall economy of our nation. We recognize that small business is critical to our economic recovery and strength, to building America's future, and to helping the United States compete in today's global marketplace. Although SBA has grown and evolved in the years since it was established in 1953, the bottom line mission remains the same. The SBA helps Americans start, build and grow businesses. Through an extensive network of field offices and partnerships with public and private organizations, SBA delivers its services to people throughout the United States, Puerto Rico, the U. S. Virgin Islands and Guam.

www.sba.gov/localresources/district/fl/

www.sba.gov/localresources/district/fl/north/index.html

www.sba.gov/localresources/district/fl/south/index.html

FLORIDA CHAMBER OF COMMERCE

www.flchamber.com/

Established in 1916 as Florida's first statewide business advocacy organization, the Florida Chamber is the state's most powerful federation of employers, chambers of commerce and associations, representing more than 139,000 grassroots members with more than 3 million employees. The Florida Chamber unites Florida's business community with its powerful combination of legislative, grassroots, and political tools.

The Florida Chamber aggressively works within the legislative, judicial, and executive branches of state government to advocate legislation critical to the continued improvement of Florida's business climate and

sustained economic development across the state.

The Florida Chamber is committed to fighting for jobs and defeating legislation threatening Florida's free enterprise system.

STARTING YOUR OWN BUSINESS

Today many people with disabilities are turning to the flexibility of self-employment and entrepreneurship to meet both their career aspirations and financial goals. Starting your own small business doesn't have to be difficult. The following information includes useful tips to help develop your small business.

ON DISABILITY.GOV

Disability.gov provides information related to starting a small business in the [Employment](#) section of the Web site. Visitors can find resources on financial assistance, tax incentives, business plans, technical support and training. State resources and additional information about self-employment and entrepreneurship in specific states can be accessed on the left side of the page by clicking on the "Information by State" menu and choosing a particular state. www.disability.gov/

COMMUNITY PROGRAMS, SERVICES & SUPPORT

Many states and local communities offer programs and services that help veterans and people with disabilities start small businesses. The following resources answer frequently asked questions, provide counseling and direct visitors to local development centers.

The [Department of Labor's \(DOL\) Office of Disability Employment Policy \(ODEP\)](#) www.dol.gov/odep/pubs/ek00/small.htm/ includes links to programs, publications and frequently asked questions related to small business entrepreneurs. The site also offers the [Small Business Self-Employment Service \(SBSES\) askjan.org/entre/](#), which provides resources on writing business plans, financing and other issues specific to developing a small business.

The [Small Business Administration's \(SBA\) Small Business Development Centers \(SBDCs\)](#) offer local one-on-one counseling to prospective and current entrepreneurs in the areas of planning, financing, management, technology, government procurement and other business-related topics. This site directs visitors to local SBDC contact information. www.sba.gov/aboSutsba/sbaprograms/sbdc/sbdclocator/SBDC_LOCATOR.html

[SCORE "Counselors to America's Small Business"](#) is a nonprofit organization that educates entrepreneurs about the development, growth and success of small businesses nationwide. Both working and retired executives and business owners donate time and expertise as business counselors. Visitors can attend online workshops, receive free face-to-face counseling and access a database of information and resources. www.score.org/index.html

[Growing Customers: Critical Considerations for Small Enterprises Owned by Individuals with Disabilities](#) is an article by The Rural Institute at the University of Montana's Center for Excellence in Disability Education, Research and Service that explains how to build a good customer base. ruralinstitute.umt.edu/training/publications/newsletters/growing_customers.asp

Why is Owning my own Business Beneficial?

One of the largest benefits of entrepreneurship is having the flexibility to do something you love when, where and how you want. The [Department of Labor's \(DOL\) Office of Disability Employment Policy \(ODEP\)](#) connects prospective entrepreneurs to resources that explain the benefits of self-employment and share success stories. www.dol.gov/odep/pubs/misc/entrepre.htm

RESOURCES FOR VETERANS

Veterans are a growing force within the disability community. The following resources provide assistance and support for veterans and members of the military who want to establish or expand a small business:

The [General Services Administration \(GSA\)](#) connects disabled veteran business owners to federal business opportunities and provides assistance during the contracting process. Resources are available on local Small Business Utilization offices, multiple award schedules and the VETS Government wide Acquisition Contract (GWAC). www.gsa.gov/

The [Small Business Administration's \(SBA\) Office of Veterans Business Development \(OVBD\)](#) offers entrepreneurial development services through Veterans Business Outreach Centers (VBOC). The VBOCs provide business training, counseling and mentorship on topics such as international trade, franchising, Internet marketing and accounting. www.sba.gov/aboutsba/sbaprograms/ovbd/OVBD_VBOP.html

The SBA's [Patriot Express Pilot Loan Initiative](#) offers veterans low interest loans for most business purposes, including start-up, expansion, equipment purchases, working capital, inventory or business-occupied real-estate purchases. www.sba.gov/patriotexpress/index.html

The Start-up USA's [Online Training Seminars](#) address concerns related to launching a successful veteran-owned business. www.start-up-usa.biz/training/online_seminars/u_miyares/index.cfm

RESOURCES FOR YOUNG ENTREPRENEURS

Young entrepreneurs are the essence of the true American dream. The following resources provide support and assistance for young entrepreneurs with disabilities who want to establish or expand a small business:

The [Department of Labor's \(DOL\) Office of Disability Employment Policy \(ODEP\)](#) encourages youth with disabilities to participate in entrepreneurship programs. The site offers resources that explain the benefits of owning a small business and entrepreneurship education. www.dol.gov/odep/pubs/fact/entrepreneurship.htm

[Start-Up USA](#), a Web site that offers self-employment technical assistance, resources and training provides answers to [frequently asked questions](#) about self-employment for youth with disabilities. www.start-up-usa.biz/

The [Job Accommodation Network \(JAN\)](#) provides a list of federal government offices and resources that support and assist young entrepreneurs during the small business development process. www.askjan.org/

The [Small Business Training Network](#) offers free online business courses on topics such as business management, surviving in a down economy, e-commerce and accounting. www.sba.gov/training/index.html

The [Small Business Administration's Small Business Planner](http://www.sba.gov/smallbusinessplanner/index.html) helps business owners manage each stage of the business lifecycle from start to finish. www.sba.gov/smallbusinessplanner/index.html

WRITING A BUSINESS PLAN

The core foundation of a successful business is a well-developed business plan. The following resources include sample plans, software and other forms of support to help entrepreneurs during the writing process:

The [Job Accommodation Network \(JAN\)](http://askjan.org/entre/busplan.htm/) provides a list of business plan resources, including sample plans, software, Webinars and weekly videos to assist business owners in establishing and running a business. askjan.org/entre/busplan.htm/

[Self-Employment Technical Assistance, Resources & Training \(START-UP/USA\)](http://www.start-up-usa.biz/resources/content.cfm?id=645) directs individuals with disabilities to self-employment services. The site offers information on how to write a business plan, fact sheets, case studies, small business resources and contact information for state vocational rehabilitation agencies. www.start-up-usa.biz/resources/content.cfm?id=645

The [Training and Technical Assistance for Providers \(T-TAP\)](http://www.t-tap.org/training/onlineseminars/griffin/griffin.htm) offers an online seminar that covers critical factors in considering business feasibility, developing financial resources, basic business plan development and the identification and access to community small business resources. www.t-tap.org/training/onlineseminars/griffin/griffin.htm

[Business.gov](http://www.business.gov/start/) is a government resource that educates small business owners about a variety of issues. Information is available on writing a business plan, starting a green business, finding a business location and buying a franchise. www.business.gov/start/

SMALL BUSINESS INCUBATORS

Starting a business of any kind is risky. Small business incubators are programs that protect and assist young firms during their initial development. The following resources link entrepreneurs to programs that aid the survival of their business:

The [National Business Incubation Association \(NBIA\)](http://nbia.org/redesign/resource_library/faq/index.php) provides support and resources that assist small businesses during the start-up period. The site addresses frequently asked questions about small business incubators. nbia.org/redesign/resource_library/faq/index.php

[MICROenterprise Matters](http://www.microenterpriseworks.org/) is a national membership organization that helps business owners who do not have access to traditional sources of business education. Members receive training and technical assistance, financial assistance, access to markets and information about economic literacy and asset development. www.microenterpriseworks.org/

FINANCIAL ASSISTANCE

Whether you have started a small business or want to establish one, you won't know all the answers about every business-related issue. START-UP/USA releases online training seminars on current issues that concern business owners. The following seminars cover financing a small business:

How to Finance a Business: Self-Employment Course

www.start-up-usa.biz/training/online_seminars/f_scott/index.cfm/

ADDITIONAL FUNDING

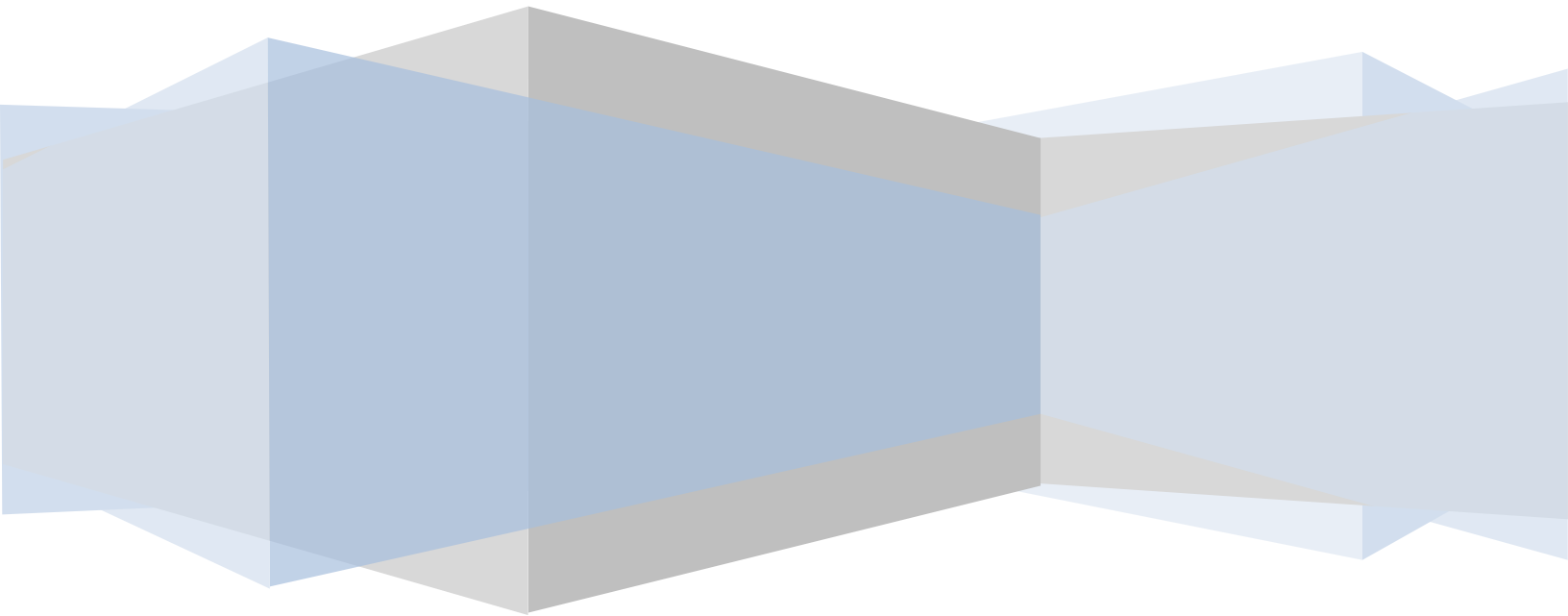
There are a number of private and public funding sources for starting a small business.

[Business.gov](http://business.gov) offers information on locating small business financing, from grants to loans, and includes necessary application documents. search.business.gov/startLoans.html/

The [Job Accommodation's Network \(JAN\)](http://jan.sba.gov) includes a number of resources on financial assistance from the Small Business Administration and other organizations. Additionally, the site provides a [list](#) of state economic development and funding resources. search.business.gov/startLoans.html/

Business owners can apply for microloans through the [Small Business Administration](http://sba.gov). The loans support newly-established or growing small businesses. www.sba.gov/financialassistance/borrowers/guaranteed/

SECTION II: FOR EMPLOYERS



THE AMERICANS WITH DISABILITIES ACT

TITLE I OF THE AMERICANS WITH DISABILITIES ACT : EMPLOYMENT

TITLE I SCOPE OF COVERAGE

- Employers with 15 or more employees
- Covered entities include private employers, state and local governments, employment agencies, labor unions, and joint labor-management committees
- United States government, private membership clubs, and Indian tribes are exempt
- Provision in Title II extends employment requirements to all state and local governmental entities, regardless of size.

TITLE I GENERAL RULE

No covered entity shall discriminate against a qualified individual with a disability, because of the disability of such individual in regard to the job application procedures; the hiring, advancement, or discharge of employees, employee compensation, job training; and other terms, conditions, and privileges of employment.

No covered entity shall discriminate against a qualified individual with a disability because of the disability with regard to three Aspects of Employment:

1. Application process: Employers may find it helpful to note on applications that applicants may request reasonable accommodation for the hiring process and to specify a contact person.
2. Performance of the essential functions of a job
3. Enjoyment of equal benefits and privileges of employment: Social and professional functions, such as a staff retreat, fall under the category of “benefits and privileges of employment,” and the employer is required to accommodate participation by employee with a disability.

QUALIFIED INDIVIDUAL

A person with a disability who meets the skill, experience, education, and other job-related requirements of a position held or desired, and who, with or without reasonable accommodation, can perform the essential functions of the job in question.

Doesn't mean a disability has been certified, but rather it means that the person is otherwise qualified to do the job, with or without an accommodation.

ESSENTIAL FUNCTIONS: WHY THE JOB EXISTS

Definitions include:

The primary job duties intrinsic to the job

They do not include marginal or peripheral functions that are incidental to the performance of primary job functions.

Evidence a task is essential includes:

- Employer's judgment
- Job description
- Time spent on task
- Consequences of not performing the task
- Past or current employees' experience
- Collective bargaining agreement terms

An employer is not required to reallocate essential functions as a reasonable accommodation.

Example: Receptionist

Essential functions: answering the phone and greeting visitors

Marginal function: receiving the mail

The job candidate has limited dexterity. He needs to be able to access the phone and show visitors to the conference room.

Possible job accommodation: A hands-free headset for the telephone.

REASONABLE ACCOMMODATIONS

An employer must provide reasonable accommodation to the known physical or mental limitations of a qualified applicant or employee with a disability

A reasonable accommodation is any modification or adjustment to a job, an employment practice, or the work environment that makes it possible for an individual with a disability to enjoy an equal employment opportunity

REQUESTS FOR ACCOMMODATION

- May be made by an employee or applicant
- Family member, friend, health professional, or other representative may request on behalf of an individual
- Can be in plain English and need not mention the ADA or use the phrase "reasonable accommodation"
- Can be verbal or written
- Employer can ask the employee if he or she needs an accommodation

According to the EEOC, an employer may ask an employee with a known disability whether he/she needs a reasonable accommodation when it reasonably believes that the employee may need an accommodation. For example, an employer could ask an employee that's deaf and who is being sent on a business trip if he/she needs reasonable accommodation. Or, if an employer is scheduling a luncheon at a restaurant and is uncertain about what questions it should ask to ensure that the restaurant is accessible for an employee who uses a wheelchair, the employer may first ask the employee. An employer also may ask an employee with a disability who is having performance or conduct problems if s/he needs reasonable accommodation.

EXAMPLES OF REASONABLE ACCOMMODATIONS

- Restructuring a job by redistributing marginal job functions
- Altering when or how an essential job function is performed
- Part-time or modified work schedules
- Obtaining or modifying equipment or devices
- Modifying examinations, training materials, or policies
- Providing qualified readers and interpreters

According to the U.S. Department of Labor’s Job Accommodation Network, more than half the accommodations needed by employees and job applicants with disabilities cost nothing and of those accommodations that cost money the typical expenditure by the employer is around \$600.

PROCESS FOR DETERMINING A REASONABLE ACCOMMODATION

1. Consult the person with the disability
2. Work with the individual to identify appropriate accommodations
3. Consider the preference of the individual
4. Select the accommodation that best serves the needs of the individual and the needs of the work place
5. Ensure that the essential functions of the position can be performed if the accommodation is made
6. Make the process interactive
7. Seek the services of a rehab engineer or assistive technology professional

UNDUE HARDSHIPS

An action that is “unduly costly, extensive, substantial, or disruptive, or that would fundamentally alter the nature or operation of the business” is known as an “undue hardship” to the employer. These include actions that impose significant difficulty or expense, when considering:

- A. Nature and cost of accommodation
- B. Overall financial resources of the site/sites involved, number of persons employed, and effect on expenses/resources of the site
- C. Type of operation and geographic separateness
- D. Impact of accommodation on the operation of the site

An employer is not required to provide an accommodation if it would result in an undue hardship.

If the employer can show that the cost of the accommodation would impose an undue hardship, the employer would still be required to provide the accommodation if funding is available from another source such as a state VR agency. Also, to the extent that a portion of the cost of an accommodation causes undue hardship, the employer should ask the individual with a disability if s/he will pay the difference. If an employer determines that one particular reasonable accommodation will cause undue hardship, but a second type of reasonable accommodation will be effective and will not cause an undue hardship, then the employer must provide the second accommodation.

An employer cannot claim undue hardship based on employees' (or customers') fears or prejudices toward the individual's disability. Nor can undue hardship be based on the fact that provision of a reasonable accommodation might have a negative impact on the morale of other employees. Employers, however, may

be able to show undue hardship where provision of a reasonable accommodation would be unduly disruptive to other employees' ability to work.

Other Title I Provisions

Pre-Employment Inquiries

Confidentiality

Documentation

Personal Devices

Refusal of Accommodation

INTERVIEWS

During job interviews, employers should focus on the ability of an applicant to perform the job, not on an applicant's disability. Employers may not ask questions about: nature of a disability, severity of a disability, condition causing a disability, prognosis regarding a condition/disability, or whether the applicant will need treatment or leave because of the disability. During an interview, employers may not generally ask applicants if they need reasonable accommodation to perform a job.

However, if an employer knows a particular applicant has a disability, either because it is obvious or because the person has voluntarily revealed it, and the employer reasonably believes the disability might require accommodation to perform the job, the employer is entitled to ask the following two questions:

1. Do you need reasonable accommodation to perform the job?
2. If the answer is yes, what accommodation do you believe you need?

The need for reasonable accommodation is not a valid reason to reject an applicant. More info for supervisors/managers about ADA requirements relating to recruitment and selection are included in the SCS's Title I Guidelines.

DISABILITY DISCLOSURE

All requests for reasonable accommodation, all decisions concerning reasonable accommodation, and any related medical information must be documented and maintained in a separate and confidential file by the designated individual (ADA coordinator or HR director).

When the disability and/or need for accommodation is not obvious, the employer may ask the individual for reasonable documentation about his/her disability and functional limitations. The employer is entitled to know that the individual has a covered disability for which the employee needs a reasonable accommodation. Reasonable documentation means that the employer may require only the documentation that is needed to establish that a person has an ADA disability and that the disability necessitates a reasonable accommodation. An employer may require that the documentation about the disability and the functional limitations come from an appropriate health care or rehabilitation professional. It may be helpful for the employer to make clear to the individual that the information is being requested to verify the existence of an ADA disability and the need for a reasonable accommodation.

An employer does not have to provide as reasonable accommodations personal use items needed in accomplishing daily activities both on and off the job. Thus an employer is not required to provide an employee with a prosthetic limb, a wheelchair, eyeglasses, hearing aids, or other similar devices if they are

also needed off the job. However, items that might otherwise be considered personal may be required as reasonable accommodations where they are specifically designed or required to meet job-related rather than personal needs.

An employee may refuse an accommodation. If, however, the employee is unable to perform the essential functions of the job, then he or she may no longer be a qualified individual with a disability.

ASSISTIVE TECHNOLOGY

Assistive technology encompasses devices that increase function, independence, participation, and productivity for people with disabilities, as well as the services needed for using these devices. AT can range from easy-to-obtain and inexpensive products like electric staplers to sophisticated, specialized adaptations for computer access. There are many AT solutions that can assist in a variety of occupations and workplaces.

The Florida Alliance for Assistive Services and Technology provides information to employers and others on assistive technology and how it can help individuals with disabilities in employment; understanding the employer's responsibility for providing assistive technology; and how to locate, try, and buy assistive technology devices and services, including employer resources and incentives.

More information on page 30

[Making Workplace Accommodations: Reasonable Costs, Big Benefits](#)

TELEWORK

The terms “telework,” “telecommuting,” “flexible workplace,” “remote work,” “virtual work,” and “mobile work” are all used to refer to work done outside of the traditional on-site work environment. These terms are defined in different ways and used in different contexts to refer to anything from jobs that are completely virtual or mobile, to arrangements that enable employees to work from home a few days per week or per month.¹

This type of work is especially beneficial to employees with disabilities who may have difficulty performing work duties in a typical work environment. Telework allows employees to perform basic job functions from their home. The most common telework opportunities include call center and customer service positions. The benefits of telework include the ability to establish working hours that are flexible, increased safety within the work environment, and the opportunity to have a modified work space designed for the individual in their own home. Another benefit of telework is savings on transportation costs including maintenance and fuel.

www.teleworktoolkit.com/index.html

1. Definition obtained from the Office of Personnel management website at www.telework.gov/faq/Employee/What-is-the-definition-of-telework,27.aspx

EMPLOYER INCENTIVES

TAX BENEFITS FOR BUSINESSES WHO HAVE EMPLOYEES WITH DISABILITIES

Businesses accommodating people with disabilities may qualify for some of the following tax credits and deductions. More detailed information may be found in the IRS publications referenced.

DISABLED ACCESS CREDIT

The Disabled Access Credit provides a non-refundable credit for small businesses that incur expenditures for the purpose of providing access to persons with disabilities. An eligible small business is one that that earned \$1 million or less or had no more than 30 full time employees in the previous year; they may take the credit each and every year they incur access expenditures. Refer to Form 8826, Disabled Access Credit (PDF), for information about eligible expenditures.

BARRIER REMOVAL TAX DEDUCTION

The Architectural Barrier Removal Tax Deduction encourages businesses of any size to remove architectural and transportation barriers to the mobility of persons with disabilities and the elderly. Businesses may claim a deduction of up to \$15,000 a year for qualified expenses for items that normally must be capitalized. Businesses claim the deduction by listing it as a separate expense on their income tax return. Also, businesses may use the Disabled Tax Credit and the architectural/transportation tax deduction together in the same tax year, if the expenses meet the requirements of both sections. To use both, the deduction is equal to the difference between the total expenditures and the amount of the credit claimed.

WORK OPPORTUNITY CREDIT

The Work Opportunity Credit provides eligible employers with a tax credit up to 40 percent of the first \$6,000 of first-year wages of a new employee if the employee is part of a “targeted group.” An employee with a disability is one of the targeted groups for the Work Opportunity Credit, provided the appropriate government agencies have certified the employee as disabled. The credit is available to the employer once the employee has worked for at least 120 hours or 90 days. Employers claim the credit on Form 5884, Work Opportunity Credit (PDF).

For 2007, there are new Work Opportunity Credit rules for veterans with a service-related disability. The first-year wages taken into account for qualified veterans with disabilities who were hired after May 25, 2007 is increased to \$12,000. See the “What’s New” section of Form 5584 for 2007.

CLASSIFICATION OF WORKERS IN SHELTERED WORKSHOPS

Many businesses misclassify workers in a sheltered workshop as independent contractors when they really are employees. Revenue Ruling 65-165 discusses the treatment of such workers in each of the following categories:

1. Individuals in training in a rehabilitation program designed to prepare them for placement in private industry. The intent of the training, which averages 16 weeks in length, is to accustom the individual to industrial working conditions. These individuals are not employees of the workshop for federal employment tax purposes while they are being trained.
2. Regular workshop employees who have completed training and are capable of performing one or more jobs in the sheltered workshop temporarily if awaiting placement in private industry or permanently if unable to compete in regular industry. These individuals are paid by the workshop that provides working conditions and pay scales comparable to those in private industry, fixes working hours and production schedules so an employment relationship is intended. The trained workers in the workshop are employees for federal employment tax purposes
3. Individuals working at home that are incapable of working in the workshop that are able to produce salable articles and may sell them wherever they please. These individuals are not considered employees as no employer-employee relationship exists under the usual common law rules

Additional information about these business topics concerning accommodations for individuals with disabilities are in:

[Publication 535, Business Expenses](#)

[Publication 954, Tax Incentives for Distressed Communities](#)

[Form 8826, Disabled Access Credit \(PDF\)](#)

[Form 5884, Work Opportunity Credit \(PDF\)](#)

[Form 3800, General Business Credit \(PDF\)](#)

[Instructions to Form 3800](#)

[Form 8850, Pre-Screening Notice and Certification Request for the Work Opportunity Credit \(PDF\)](#)

[Instructions for Form 8850](#)

There is also a wide array of tax benefits available to persons with disabilities, ranging from standard deductions and exemptions to business and itemized deductions to credits. Information about these issues is in Publication 3966, Living and Working with Disabilities (PDF).

References/Related Topics

[Reaching Out to People With Disabilities](#)

[National Disability Institute](#)

[Accessible IRS Tax Products](#)

[U.S. Department of Labor, Office of Disabled Employment Policy \(ODEP\)](#)

LAWS AND REGULATIONS

WORKFORCE INVESTMENT ACT-FLORIDA

THE BASICS

WHAT IS A ONE-STOP CENTER?

Each local area is to establish a one-stop delivery system through which core employment-related services are provided and access is provided to other employment and training services. The access to services must be provided through at least one physical one-stop center in each local area, which may be supplemented by networks of affiliated sites. The programs providing services through the one-stop system are referred to as one-stop partners.

The local board, with the agreement of the local elected official, develops and enters into a memorandum of understanding with one-stop partners. The board also designates one-stop service center operators and conducts oversight of the partners and centers. "Designated" one-stop partners are programs that must provide core services through the one-stop, and include programs authorized under:

1. Title I of the Workforce Investment Act;
2. The Wagner-Peyser Act;
3. The Adult Education and Literacy title of this Act;
4. The Vocational Rehabilitation Act;
5. The Welfare-to-Work grants;
6. Title V of the Older Americans Act;
7. Postsecondary vocational education under the Perkins Act;
8. Trade Adjustment Assistance;
9. Veterans employment services under chapter 41 of title 38, U.S.C.;
10. Unemployment compensation laws;
11. Community Service Block Grants;
12. Employment and training activities carried out by the Department of Housing and Urban Development
13. Additional programs also may be partners in the one-stop center with the approval of the local board and local elected official.

The partners and local boards, subject to the approval of the chief elected official, enter into a written memorandum of understanding describing the services to be provided, how the costs of the services and operating costs of the system will be funded, methods for referral of individuals between the one-stop operators and partners for appropriate services and activities, and other matters deemed appropriate.

The local board, with the agreement of the chief elected official, selects the operator of a one-stop center through a competitive process. The board may also designate a consortium of not less than three one-stop partners to operate a center. The operators may be a public or private entity, or a consortium of such entities, which may include post-secondary educational institutions; the Employment Service authorized under the Wagner-Peyser Act, private for-profit or non-profit entities, government agencies, one-stop partners, or other organizations. In addition, the bill contains a grandfathering provision that allows the Governor, local elected

official, and local board to continue to designate any one-stop operator that was designated as an operator under a one-stop system established prior to the enactment of this title.

WHAT IS THE WORKFORCE INVESTMENT ACT (WIA)?

The Workforce Investment Act of 1998 rewrote federal statutes governing programs of job training, adult education and literacy and vocational rehabilitation. The Act was signed by the President in August of 1998 and was the first major reform in the nation's job training programs in fifteen years.

In addition to replacing the Job Training Partnership Act (JTPA), it mandates the use of One-Stop Operating Systems. The Act is designed to streamline services, eliminate duplication of services and empower individuals to obtain the services and the skills they want and need. More flexibility for the Local Workforce Development Boards to operate programs, along with more accountability for their programs, is an essential part of the Act.

The goals of the WIA are to improve the quality of the workforce, enhance the productivity and competitiveness of the nation and to reduce welfare dependency.

States were given the option to implement WIA early or wait until the mandatory date of July 2000. Florida opted to implement early and started on July 1, 1999. Florida Leaders had already addressed many of the same goals outlined in the Workforce Investment Act with the implementation of the Workforce Florida Act.

WHO IS ELIGIBLE TO RECEIVE SERVICES UNDER THE WIA PROGRAM?

There are three categories of individuals addressed in Title I of the Workforce Investment Act, Adults, Dislocated Workers and Youth.

Adults are any individuals over 18 years of age who may not fit the criteria for other categories.

Dislocated workers are individuals who become unemployed and are eligible to receive Unemployment Compensation or have established an attachment to the labor market. Also included in the Dislocated Worker category are displaced homemakers.

Individuals who are employed but need services to obtain or retain employment, which leads to self-sufficiency, as defined locally, may be eligible for assistance as an Adult or Dislocated Worker.

Youth services participants are individuals from 14 years to 21 years of age, who are low income and face one or more of the specified barriers. Youth who fall between the ages of 18 and 21 years may receive services as a youth or adult or both at the same time.

WHAT ARE THE THREE LEVELS OF SERVICE?

The WIA is based on a three-tier approach to the provision of employment and training services. An individual participating in the WIA program will receive services in the following order:

Core Services - At a minimum, an individual must receive at least one core service such as an initial assessment or job search and placement assistance before receiving intensive services.

Intensive Services - At a minimum, a person must receive at least one intensive service such as development of an individual employment plan with a case manager or individual counseling and career planning, before receiving a training service.

Training Services - There is not a federally required minimum time period for participation in intensive services before receiving Training services. Training may be made available to employed and unemployed adults and dislocated workers who:

Have received at least one Intensive service and have been determined unable to obtain or retain employment through such services;

After an interview, evaluation or assessment and case management, have been determined by a One-Stop operator or One-Stop partner, to be in need of training services and to have the skills and qualifications to successfully complete the selected training program;

Select a program of training services that is directly linked to the employment opportunities either in the local area or in another area to which the individual is willing to relocate.

WHAT SERVICES ARE AVAILABLE IN CORE SERVICES?

There are two levels of core services, unassisted and assisted, available through the one-stop system to eligible individuals who are adults or dislocated workers.

UNASSISTED CORE SERVICES

Core services that are generally low-cost, self-service and consist primarily of providing information are unassisted core services and do not require registration (performance measurement). It is recommended that the RWBs track unassisted core services for "head count" purposes via the existing ODDS information system. RWBs also have the option of using data tracking systems they have designed if preferred.

The following core services are general, unassisted services and if provided as a stand-alone service, do not require an individual to be registered and therefore subsequently followed-up for performance measurement purposes:

1. Outreach, intake (which may include worker profiling), orientation to the services available through the One-Stop system;
2. Initial assessment of skill levels, aptitudes, abilities, and supportive services needs;
3. Job search and placement assistance individually or in groups through the Job Information Service (JIS), the Professional Placement Network (PPN), computerized file search, and where appropriate, career counseling;
4. Provision of employment statistics information, including accurate information relating to local, regional and national labor market areas such as job vacancy listings in such labor market areas, information on the job skills necessary to obtain the jobs, information relating to local occupations in demand and the earnings and skill requirements for such occupation;
5. Provision of performance information and program cost information on eligible providers of training services;
6. Provision of information regarding how the local area is performing on the local performance measures and any additional performance information with respect to the One-Stop delivery system in the local area;

7. Provision of accurate information relating to the availability of supportive services including child care and transportation, available in the local area and referral to such services as needed;
8. Provision of information regarding filing claims for unemployment compensation;
9. Assistance in establishing Welfare-to-Work eligibility and other non-WIA training and education;
10. Resource room usage, Internet browsing, Internet accounts;
11. "How to" group sessions (e.g. writing a resume);
12. Job referrals (informational, e.g., job scouts, referrals in non-exclusive hiring arrangements, short-term or seasonal placements); and
13. Talent referrals (informational, e.g., talent scouts, referrals of resumes without further screening).

ASSISTED CORE SERVICES

An assisted core service is individualized help that goes beyond general information or self-service and are to be entered into the Management Information System (MIS).

The following is a list of assisted core services. At this time all assisted core services should be data entered into the current MIS system with the MIS Activity Code #02. New WIA codes have been established for assisted core, training and intensive services.

1. Individual job development;
2. Job clubs;
3. Screened/assisted referrals (testing and background checks done before referral or when operating as the employers agent in order to fill job orders);
4. Follow-up services, including counseling regarding the workplace, for participants in WIA activities who are placed in unsubsidized employment for not less than 12 months after the first day of employment as appropriate; and
5. Adult and dislocated worker eligibility determination under WIA prior to referral to intensive services (included as assisted core rather than unassisted in order to work within the existing MIS system).

WHAT SERVICES ARE AVAILABLE IN INTENSIVE SERVICES?

Adults and dislocated workers who are unemployed or under employed and who have not obtained employment through core services, may be referred to intensive services for additional placement services. When intensive services are received, a participant is considered registered in WIA and will be followed-up for performance measurement purposes. The participant receiving intensive and training services will figure into a RWDB's performance calculation. The following are intensive services (WIA section 134(d)(3)(C), and Consultation Paper on Performance Accountability Measurement for the WI System under Title I of the WIA, II, B, and Table 1.):

Comprehensive, specialized objective assessment of the skill levels and service needs of adults and dislocated workers which may include:

1. Diagnostic testing and use of other assessment tools; and
2. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
3. Development of an individual employment plan

4. Group counseling
5. Individual counseling and career planning
6. Case management;
7. Short-term prevocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct and
8. Stand-alone adult education and literacy training

WHAT SERVICES ARE AVAILABLE IN TRAINING?

Adult and dislocated workers who do not obtain employment following intensive services may be referred to training in order for these individuals to secure employment. The training must be directly linked to occupations in demand in the area or another area if the individual is willing to relocate. A WIA Status Change will be completed and key entered in the MIS to enroll these individuals into training.

The following are examples of allowable training:

1. Occupational skills training including training for nontraditional employment
2. On-the-job training
3. Programs that combine workplace training with related instruction, which may include cooperative education programs
4. Private sector training programs
5. Skill upgrading and retraining
6. Entrepreneurial training
7. Job readiness training
8. Adult education and literacy activities provided in combination with training
9. Customized training

(Reference: WIA section 134(d)(4)(D) and Consultation Paper on Performance Accountability Measurement for the WI System under Title I of the WIA, II, B and Table 1.) :

WHERE DO YOUTH PARTICIPANTS FIT IN?

Youth programs include an objective assessment of each youth's skill levels and service needs, a service strategy, preparation for postsecondary educational opportunities or unsubsidized employment (as appropriate). They also demonstrate strong linkages between academic and occupational learning and effective connections to intermediaries with strong links to the job market and employers.

The other required elements of youth programs include:

1. tutoring, study skills training and instruction leading to completion of secondary school, including dropout prevention;
2. alternative school services;
3. adult mentoring;
4. paid and unpaid work experiences, including internships and job shadowing;
5. occupational skills training;

6. leadership development opportunities;
7. supportive services;
8. follow-up services for not less than 12 months as appropriate; and
9. comprehensive guidance and counseling.

In addition, each program must provide summer employment opportunities that are directly linked to academic and occupational learning, but unlike JTPA law, no separate appropriation is authorized for the summer jobs program.

ELIGIBILITY CRITERIA

WHAT ARE THE CRITERIA FOR ADULT PROGRAMS?

To be eligible for Adult Programs under the Workforce Investment Act, an individual must be 18 years or older. In areas where funding is limited, priority of services for intensive services and training should be given to low income adults and public assistance recipients. The Regional Workforce Board will outline in its local plan if funding is limited and if priority of service will be given to those individuals. Core services are available to everyone regardless of funding limitations.

All participants must receive at least one core service and be unable to obtain employment before being referred on to intensive services. Furthermore, an individual must receive an intensive service and be unable to obtain employment before a referral to training. The WIA does not designate time periods that an individual must remain in core services or intensive services before moving on to the next available level of service.

Individuals between 18 years of age and 21 years may be served as an Adult or under Youth Programs or both.

WHAT ARE THE CRITERIA FOR DISLOCATED WORKERS PROGRAMS, INCLUDING DISPLACED HOMEMAKERS?

Dislocated workers are eligible for services through an one-stop center. To be eligible for service under the Dislocated Worker Program an individual is:

Terminated/laid off or notified of lay off;

Eligible for or has exhausted Unemployment Compensation Benefits or has worked long enough to establish an attachment to the Labor Market

AND

Unlikely to return to his previous occupation or job.

Also, individuals who are laid off due to:

1. Plant closures or substantial layoffs at a plant or facility
2. Being employed at a facility at which the employer has made a general announcement that that facility will close in 180 Days. In cases where there has been a general announcement of a plant closure, individuals may receive Core Services only.

Also included as Dislocated Workers are Self-Employed individuals, Farmers, Ranchers, and Fishermen who are unemployed due to economic conditions or a natural disaster.

Displaced Homemakers who have been dependent on the income of another family member and are no longer receiving that support and who are unemployed or under employed and having difficulty in obtaining work or upgrading employment will be eligible for services provided through the Dislocated Worker Program.

WHAT ARE THE CRITERIA FOR YOUTH?

Youth must be ages 14- 21, low income, and meet at least 1 of the 6 specified barriers to employment (see below). There is a 5 percent window for non-low-income youth if they experience one or more specified barriers to school completion or employment. In addition, at least 30% of funds must be expended on out-of-school youth.

Barriers for youth are:

1. Deficient in basic literacy skills
2. A school drop-out
3. Homeless, runaway or a foster child
4. Pregnant or parenting teen
5. An offender
6. An individual who requires additional assistance to complete an educational program, or secure and hold employment.
7. Regional Workforce Boards will define the last barrier in their plans.

Barriers for 5 percent who are not low-income are:

1. Individuals who are school dropouts.
2. Individuals who are basic skills deficient.
3. Individuals with educational attainment that is one or more grade levels below the grade level appropriate to the age of the individuals.
4. Individuals who are pregnant or parenting.
5. Individuals with disabilities, including learning disabilities.
6. Individuals who are homeless or runaway youth.
7. Individuals who are offenders.
8. Other eligible youth who face serious barriers to employment as identified by the local board.

REGISTRATION

WHAT PAPERWORK MUST BE COMPLETED?

The MIS 1 and 2 must be completed either by paper or electronically for State tracking purposes. The JT screens have been modified to capture assisted core services more accurately. Currently, a MIS Status Change is needed to enroll these individuals into intensive services.

WHAT TYPES OF DOCUMENTATION ARE NEEDED?

The types of documentation needed for the WIA programs are the same types that have been used in the past for the JTPA programs. Regional Workforce Boards will set their own guidelines for types of documentation necessary.

WHERE AND WHEN MUST AN INDIVIDUAL REGISTER?

Individuals will be able to register for services at one-stop centers, satellite offices or with service providers in the area where they live.

Each WIA sub-recipient is required to collect and maintain records on WIA eligible individuals. Under WIA, reporting requirements vary by intensity of service, funding source and funding availability. Registration is not required for individuals receiving only self-service/informational (core) services. According to the WIA; Interim Final Rule, Part 663:

"Individuals who are primarily seeking information and do not seek direct, one-on-one staff assistance, do not need to be registered. However when an individual seeks more than minimal assistance from staff in taking the next steps toward self-sufficient employment, then eligibility must be determined. Registration is the point at which information that is used in performance measurement begins to be collected."

It is recommended that the RWBs track unassisted core services for "head count" purposes via the existing ODDS information system. RWBs also have the option of using data tracking systems they have designed if preferred. Tracking of unassisted core services is optional at this time but RWBs should keep in mind that Federal-reporting requirements might remove this flexibility at some later date.

Data on individuals receiving assisted core services, intensive and training, individualized help that goes beyond general information or self-service, are to be entered into the Management Information System (MIS). This information will be tracked for the purposes of providing data for State and Federal reports.

INDIVIDUAL TRAINING ACCOUNTS

WHAT ARE INDIVIDUAL TRAINING ACCOUNTS?

The bill requires (with three exceptions) that training be provided through the use of Individual Training Accounts (ITAs), through which a participant chooses among eligible providers. Specifically, the one-stop system provides participants with the list of eligible providers and related performance information. The participant then chooses the program that best meets his/her needs, with payment arranged through the ITAs. Training may be provided through a contract for services in lieu of an ITA for: on-the-job training and customized training; where there are an insufficient number of providers to meet the competitive purposes of ITAs. Contracted training may also be provided for programs offered by community-based organizations or other private agencies that serve special participant populations that face multiple barriers to employment.

WHO MAY USE THEM?

Individual Training Accounts are for Adult and Dislocated Worker programs. Youth who are between 18 years and 21 years of age and are being provided services in an Adult Program may use ITAs

YOUR RIGHTS AS AN EMPLOYEE WITH A DISABILITY

A qualified individual with a disability has a right to work (and apply for work) in America free of discrimination by businesses with 15 or more employees. An individual who works for businesses with less than 15 employees may have employment rights under state or local laws. This section of the guide will assist in educating you about the rights you have.

THE AMERICANS WITH DISABILITIES ACT OF 1990

The Americans with Disabilities Act of 1990 (ADA) makes it unlawful to discriminate in employment situations against a qualified individual with a disability (IWD). The ADA also outlaws discrimination against individuals with disabilities in State and local government services, public accommodations, transportation and telecommunications. This part of the law is enforced by the U.S. Equal Employment Opportunity Commission (EEOC) and State and local civil rights enforcement agencies that work with the Commission.

Relevant portions of the ADA as they apply to individuals with disabilities (Titles I and V) can be found at www.eeoc.gov/laws/statutes/ada.cfm.

THE AMERICANS WITH DISABILITIES ACT: AMENDMENTS ACT OF 2008

On September 25, 2008, the President signed the ADA Amendments Act which emphasized that the definition of disability should be construed in favor of broad coverage to the maximum extent permitted by the terms of the ADA. This makes it easier for an individual seeking protection under the ADA to establish that he or she has a disability within the meaning of the ADA. Full text of the ADA Amendments Act can be found at www.eeoc.gov/laws/statutes/adaaa.cfm.

Definition of Disability as amended:

“(1) DISABILITY.—The term ‘disability’ means, with respect to an individual—

“(A) a physical or mental impairment that substantially limits one or more major life activities of such individual;

“(B) a record of such an impairment; or

“(C) being regarded as having such an impairment (as described in paragraph (3)).

“(2) MAJOR LIFE ACTIVITIES.—

“(A) IN GENERAL.—For purposes of paragraph (1), major life activities include, but are not limited to, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working.

“(B) MAJOR BODILY FUNCTIONS.—For purposes of paragraph (1), a major life activity also includes the operation of a major bodily function, including but not limited to, functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions.

“(3) REGARDED AS HAVING SUCH AN IMPAIRMENT.—For purposes of paragraph (1)(C):

“(A) An individual meets the requirement of 'being regarded as having such an impairment' if the individual establishes that he or she has been subjected to an action prohibited under this Act because of an actual or perceived physical or mental impairment whether or not the impairment limits or is perceived to limit a major life activity.

“(B) Paragraph (1)(C) shall not apply to impairments that are transitory and minor. A transitory impairment is an impairment with an actual or expected duration of 6 months or less.

For status updates on future amendments to the ADA, check periodically at www.eeoc.gov/laws/statutes/adaaa_notice.cfm. The Equal Employment Opportunity Commission website contains a wealth of information on this topic. Their booklet entitled “Your Employment Rights as an Individual with a Disability” is located at www.eeoc.gov/facts/ada18.html

For more specific information about ADA requirements affecting employment contact:

Equal Employment Opportunity Commission
P.O. Box 7033
Lawrence, Kansas 66044
(800) 669-4000 (Voice), (800) 669-6820 (TDD)

THE GENETIC INFORMATION NON-DISCRIMINATION ACT OF 2008

Title II of the Genetic Information Nondiscrimination Act (GINA) took effect on November 21, 2009, and prohibits genetic information discrimination in employment.

Definition of Genetic Information – “Genetic information includes information about an individual’s genetic tests and the genetic tests of an individual’s family members, as well as information about any disease, disorder, or condition of an individual’s family members (i.e. an individual’s family medical history). Family medical history is included in the definition of genetic information because it is often used to determine whether someone has an increased risk of getting a disease, disorder, or condition in the future.”

Under GINA, it is illegal to discriminate on the basis of genetic information for employment purposes, or to harass a person because of genetic information.

For more information, go to:

www.eeoc.gov/laws/types/genetic.cfm

THE REHABILITATION ACT OF 1973, SECTIONS 501 AND 505

Federal employees and applicants are covered by the Rehabilitation Act of 1973 instead of the Americans with Disabilities Act. The protections are mostly the same. For the complete text, go to www.eeoc.gov/laws/statutes/rehab.cfm

PROHIBITED EMPLOYMENT POLICIES/PRACTICES

Under the laws enforced by the EEOC, discrimination is forbidden in every aspect of employment, including job advertisements, recruitment, application and hiring, job referrals, job assignments and promotions, pay and benefits, employment references, reasonable accommodation and disability, reasonable accommodation and religion, training and apprenticeship programs, harassment, terms and conditions of employment, pre-employment inquiries, dress code, and constructive discharge/forced resignation. For further discussion about each of these specific issues, go to www.eeoc.gov/laws/practices/index.cfm

U.S. EQUAL EMPLOYMENT OPPORTUNITY COMMISSION ADA STATISTICS

Information on the number and handling of complaints (know as a “charge”) of employment discrimination by the EEOC under the Americans with Disabilities Act.

Filing a Charge of Discrimination: If you believe you have been discriminated against at work, you can file a Charge of Discrimination with the EEOC. This must be done before you can file a job discrimination lawsuit against the employer. In general, the Charge of Discrimination must be filed within 180 calendar days from the day the discrimination took place. The deadline can be extended to 300 calendar days if a state or local agency also enforces a law that prohibits employment discrimination on the same basis. For more information on filing a charge, go to www.eeoc.gov/employees/charge.cfm.

Federal employees and job applicants have similar protections, but a different complaint process and time limits. The first step is to contact an EEO counselor at the agency where you work, or where you applied for a job. Generally, you must contact the counselor within 45 days from the date of discrimination. In most cases, you will have a choice of participating either in counseling or in an alternative dispute resolution program, or mediation. For more information on how federal employees and job appliers should file a charge, go to www.eeoc.gov/federal/fed_employees/complaint_overview.cfm.

FILING A LAWSUIT

After you have filed the discrimination charge with the EEOC and it has been resolved, you will receive a “Notice-of-Right-to-Sue” at the time your charge is dismissed, usually after completion of an investigation. This notice gives you permission to file a lawsuit in a court of law. Once you receive the notice, you must file your lawsuit within 90 days.

For more information on this process, go to www.eeoc.gov/employees/lawsuit.cfm.

REQUESTING REASONABLE ACCOMMODATIONS IN THE WORKPLACE

The law requires an employer to provide reasonable accommodation to an employee or job applicant with a disability, unless doing so would cause significant difficulty or expense for the employer. A reasonable accommodation is any change in the work environment to help a person with a disability apply for a job, perform the duties of a job, or enjoy the benefits and privileges of employment.

The EEOC provides more information on reasonable accommodations, found at www.eeoc.gov/facts/accommodation.html.

FAMILY AND MEDICAL LEAVE ACT (FMLA)

The US Department of Labor enforces the FMLA. Call 1-866-487-9243 for more information.

www.dol.gov/whd/fmla/index.htm

WORKPLACE EMERGENCY EVACUATION PROCEDURES

Every workplace should have emergency evacuation procedures in place; a comprehensive plan should provide for prompt assistance to individuals with disabilities, or those whose medical conditions may necessitate it. Federal disability discrimination laws do not prevent employers from obtaining and using medical information in the event of an evacuation. For more information on these rights and responsibilities, go to www.eeoc.gov/facts/evacuation.html.

UNEMPLOYMENT COMPENSATION

Unemployment Compensation is a program in the Florida Agency for Workforce Innovation. Unemployment insurance provides temporary wage replacement benefits to qualified individuals who are out of work through no fault of their own. For more information, visit www.floridajobs.org/Unemployment/index.html or call 1-800-204-2418.

APPENDIX

FEDERAL EMPLOYMENT AND DISABILITY RESOURCE LIST

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ANSWERS TO ADA QUESTIONS

DBTAC: SOUTHEAST ADA CENTER

A project of Burton Blatt Institute at Syracuse University

1-800-949-4232 (voice/TTY)

Email: sedbtacproject@law.syr.edu

Website: www.sedbtac.org

The DBTAC: Southeast ADA Center—a project of the Burton Blatt Institute at Syracuse University—is one of ten regional resource centers funded by the National Institute on Disability and Rehabilitation Research (NIDRR) of the U.S. Department of Education. Our purpose is to provide accurate ADA information, informal technical assistance and training on the ADA to employers, business, government, and people with disabilities. All calls are confidential!

EQUAL EMPLOYMENT OPPORTUNITY COMMISSION (EEOC) COORDINATION OF FEDERAL GOVERNMENT EQUAL EMPLOYMENT OPPORTUNITY IN THE WORKPLACE

www.eeoc.gov/abouteeoc/coordination/index.html

Federal laws concerning workplace discrimination are enforced by different Federal agencies. The EEOC is responsible for coordinating the Federal government's employment non-discrimination effort. The EEOC is required to review regulations and other EEO policy-related documents before they are issued to ensure consistency in the Federal government's effort to combat workplace discrimination.

EXCEPTED SERVICE -- APPOINTMENT OF PERSONS WITH DISABILITIES AND CAREER AND CAREER-CONDITIONAL APPOINTMENT (SCHEDULE A HIRING AUTHORITY)

www.opm.gov/disability/hrpro_3-02.asp

Schedule A is an appointing authority, or hiring authority. It is an Excepted Service appointment for persons with disabilities. The regulations guiding the Excepted Service -- Appointment of Persons with Disabilities and Career and Career-Conditional Appointment are found in the [Code of Federal Regulations \(CFR\) at 5 CFR § 213.3102\(u\)](#). Using the Schedule A appointing authority, candidates who meet the Office of Personnel Management's (OPM) guidelines can be hired non-competitively without the typical recruitment headaches, without posting and publicizing the position; and v without going through the certificate process. The following documents provide guidance for Hiring Manager, HR Professional, and the Disability Program Manager.

Schedule A for the Hiring Manager

www.earnworks.com/docs/SchA_ABCs_HiringManager.pdf (PDF file)

www.earnworks.com/docs/SchA_ABCs_HiringManager.doc (Word file)

Schedule A for the Human Resources (HR) Professional

www.earnworks.com/docs/SchA_ABCs_HRProf.pdf (PDF file)

www.earnworks.com/docs/SchA_ABCs_HRProf.doc (Word file)

Schedule A for the Disability Program Manager

www.earnworks.com/docs/SchA_ABCs_SPC-DPM.pdf

www.earnworks.com/docs/SchA_ABCs_SPC-DPM.doc

EQUAL EMPLOYMENT OPPORTUNITY COMMISSION (EEOC) INFORMATION FOR FEDERAL AGENCIES

www.eeoc.gov/federal/agencies.html

Guidance for federal agencies with responsibilities under Federal Equal Employment Opportunity (EEO) Law. Includes legal resources and Federal Sector EEO data.

U.S. OFFICE OF PERSONNEL MANAGEMENT: HR PROFESSIONALS

www.opm.gov/disability/hrpro.asp

This website is designed to provide human resources professionals with information for recruiting and hiring employees with disabilities and providing reasonable accommodation in appropriate circumstances. Pertinent laws, executive orders, hiring authorities, a model employment plan, and technical information that human resources professionals need to recruit, hire, and retain employees with disabilities are included. It also contains suggestions for working with and integrating people with disabilities into the workforce.

U.S. OFFICE OF PERSONNEL MANAGEMENT: MANAGERS

www.opm.gov/disability/mngr.asp

This website is designed for Federal managers to help them understand the laws, hiring authorities, and technical aspects of recruiting, hiring, and retaining employees with disabilities. Certain hiring authorities can be utilized to bring highly qualified people with disabilities into Federal employment rather quickly and managers are encouraged to become familiar with them and utilize them to the greatest extent possible. Information about interviewing people with disabilities, the roles of selective placement coordinators, and the certification process are also included. The resources section includes a list of useful websites and organizations that address disability issues.

FEDERAL AGENCIES: RECRUITMENT OF EMPLOYEES WITH DISABILITIES

FEDERAL DISABILITY WORKFORCE CONSORTIUM (FDWC)

www.fdwc.info

The FDWC's mission is to improve the current landscape of employment for people with targeted disabilities within the Federal workforce. The Consortium seeks to expand the current pool of talent within the Federal workforce through improving recruiting, hiring, retention, and advancement of employees with disabilities, especially those with targeted or more severe disabilities.

Leadership for the Employment of Americans with Disabilities (LEAD)

www.eeoc.gov/initiatives/lead/index.html

LEAD is the EEOC's initiative to address the declining number of employees with targeted disabilities in the federal workforce. The goal for this initiative is to significantly increase the population of individuals with severe disabilities employed by the federal government. This national outreach and education campaign seeks to (1) reverse the trend of decreasing participation in federal employment; (2) increase the awareness of hiring officials about the declining numbers of people with disabilities in federal employment; (3) educate federal hiring officials about how to use special hiring authorities to bring people with disabilities on board, particularly those with severe disabilities; (4) educate applicants with severe disabilities about how to apply using the special hiring authorities available; and (5) supply information and resources on recruitment, hiring, and providing reasonable accommodations.

STRATEGIC CONNECTIONS: RECRUITING CANDIDATES WITH DISABILITIES

www.dol.gov/odep/pubs/fact/connect.htm

A U.S. Department of Labor Fact Sheet providing resources to help employers recruit individuals with disabilities.

ORGANIZATIONS AND PUBLICATIONS REGARDING FEDERAL EMPLOYMENT OF PEOPLE WITH DISABILITIES

www.opm.gov/disability/appempl_4-02.asp

This site includes a list of links to organizations and publications related to the employment of people with disabilities.

FEDERAL EMPLOYMENT OF STUDENTS WITH DISABILITIES

www.opm.gov/disability/hrpro_3-05.asp

Students can be an excellent source of qualified people with disabilities. Many colleges and universities have career centers and/or disability resource centers that work with students with disabilities to help them find employment, both short and long term. Federal agencies can work with these centers to find qualified students with disabilities who are interested in Federal employment and can contribute to the work of the agency.

EMPLOYEES AND APPLICANTS WITH DISABILITIES: FEDERAL EMPLOYMENT RESOURCES

QUESTIONS AND ANSWERS FOR APPLICANTS AND EMPLOYEES WITH DISABILITIES AND THEIR CO-WORKERS

www.opm.gov/disability/appempl_4-08.asp

This document addresses issues such as how to find out about Federal job openings, how to apply for a job, how to talk about a disability during an interview and how to request a reasonable accommodation if one is needed.

U.S. OFFICE OF PERSONNEL MANAGEMENT: INFORMATION FOR POTENTIAL APPLICANTS AND CURRENT FEDERAL EMPLOYEES

www.opm.gov/disability/appempl.asp

This website contains information for potential applicants and current Federal employees that describe how to get a Federal job, how positions are filled, how reasonable accommodations are made, and includes resources that can assist with a wide range of issues that pertain to the Federal employment of adults with disabilities.

EEOC INFORMATION FOR FEDERAL EMPLOYEES

www.eeoc.gov/federal/employees.html

Guidance for federal employees about Federal Sector EEO Process, Federal equal employment opportunity laws, discriminatory practices, and other legal resources.

FACTS ABOUT FEDERAL SECTOR EQUAL EMPLOYMENT OPPORTUNITY COMPLAINT PROCESSING REGULATIONS

www.eeoc.gov/facts/fs-fed.html

Information Sheet about the EEOC complaint process.

ACCOMMODATION RESOURCES

ADVANCING OPPORTUNITIES: ACCOMMODATIONS RESOURCES FOR FEDERAL MANAGERS AND EMPLOYEES

www.dol.gov/odep/pubs/misc/advance.htm

This site lists a variety of resources that are available to assist federal managers in making accommodations so they can hire, retain and advance qualified individuals with disabilities.

EQUAL EMPLOYMENT OPPORTUNITY COMMISSION (EEOC) INTERNAL ACCOMMODATION PROCEDURES

www.eeoc.gov/policy/docs/accommodation_procedures_eeoc.html

QUESTIONS AND ANSWERS: POLICY GUIDANCE ON EXECUTIVE ORDER 13164: ESTABLISHING PROCEDURES TO FACILITATE THE PROVISION OF REASONABLE ACCOMMODATION

www.eeoc.gov/policy/docs/qanda-accommodation_procedures.html

JOB ACCOMMODATION NETWORK

www.jan.wvu.edu

1-800-526-7234 (voice); 1-877-781-9403 (tty)

The Job Accommodation Network is a free consulting service designed to increase the employability of people with disabilities by: (1) providing individualized worksite accommodations solutions, (2) providing technical assistance regarding the ADA and other disability related legislation, and (3) educating callers about self-employment options.

COMPUTER/ELECTRONIC ACCOMMODATIONS PROGRAM

The U.S. Department of Defense sponsors this program to provide assistive technology and training to properly use the devices to people with disabilities.

www.tricare.mil/cap/

ACCOMMODATION TOOLBOX

www.jan.wvu.edu/links/#Tool

Includes JAN Publications, a Searchable Online Accommodation Resource (SOAR) database, specific disability resources, JAN Newsletters.

REPORTS ON THE FEDERAL WORK FORCE

IMPROVING THE PARTICIPATION RATE OF PEOPLE WITH TARGETED DISABILITIES IN THE FEDERAL WORK FORCE

www.eeoc.gov/federal/report/pwtd.html (HTML file)

www.eeoc.gov/federal/report/pwtd.pdf (PDF file)

The Equal Employment Opportunity Commission (EEOC) issued a comprehensive report addressing strategies to reverse the declining participation rate of federal employees with targeted disabilities. The report reiterates the call for the federal government to be the nation's model employer, providing equal opportunity to all Americans, including those with disabilities.

REFORMING FEDERAL HIRING -- BEYOND FASTER AND CHEAPER

www.mspb.gov/netsearch/viewdocs.aspx?docnumber=224102&version=224321&application=ACROBAT

The U.S. Merit Systems Protection Board (MSPB) has conducted numerous studies over the years that address various pieces of the Federal hiring system. This perspectives report brings together some of the key issues presented in these past reports. Specifically, the purpose of this report is to inform reform efforts by: (1) summarizing key findings of recent MSPB research on hiring issues,

(2) articulating the Board's perspective regarding the strengths and weaknesses of the Federal hiring system, and (3) identifying and promoting hiring practices that support merit-based selection.

PASS: A PLAN FOR ACHIEVING SELF SUPPORT

LIKELY CANDIDATES FOR A PASS

UNEARNED INCOME ONLY

If you have unearned income only (SSDI, SS Children's Benefits, Railroad Retirement or VA benefits, parental subsidies/gifts, etc.), you can write a PASS to exclude the income (use all or part of the income to pay for PASS expenses) and establish SSI/Medicaid eligibility.

RESOURCES IN EXCESS OF ALLOWABLE LIMITS

If you don't have earned or unearned income, and you haven't qualified for SSI in the past due to resources over the SSI resource limit, you can write a PASS to set aside some or all of your excess resources to achieve a vocational goal and, as a result, qualify for SSI. The SSI resource limit is \$2000 for an individual and \$3000 for a couple.

EARNED INCOME ONLY AND NOT CURRENTLY RECEIVING SSI

If you have earned income only, you can set aside your countable earnings in a PASS, and you may then qualify financially for SSI and Medicaid while you work to achieve your vocational goal.

BOTH EARNED AND UNEARNED INCOME AND NOT CURRENTLY RECEIVING SSI

If you have both earned income and unearned income, you can set aside just your countable wages or your Title II, etc., or both to establish eligibility for SSI/Medicaid benefits by using a PASS.

EARNED INCOME AND ALREADY RECEIVING SSI/MEDICAID

If you have earned income and you are receiving SSI checks, you can set aside your countable earnings in a PASS in order to achieve a work goal, and thus prevent/reduce deductions from your SSI checks when you work.

EARNED INCOME (IN THE FUTURE) AND ALREADY RECEIVING SSI/MEDICAID

If you have SSI only, but will begin working in the near future, you can establish a PASS to set aside the countable amount of your new wages, starting with the first month of employment. If all of your countable earnings are set aside in a PASS, there will be no deduction to the your SSI check each month.

IN SCHOOL OR TRAINING

If you are a student in school or in a training program, and you are currently receiving services from rehabilitation agencies, or you are interested in rehabilitation and becoming self-supporting, you may want to investigate using a PASS to help you achieve your vocational goal, if you also have or will have countable income and/or resources.

WHO MAY HELP SET UP A PLAN?

Anyone may help you write your PASS plan. Some examples might be vocational counselors, social workers, case managers, employment specialists, or employers. Vocational Rehabilitation/Tribal Vocational Rehabilitation (VR/TVR) Counselors are especially good candidates to help with a PASS since their involvement in the applicant's PASS indicates belief in the goal and blends public resources, which SSA encourages. When needed, VR and TVR counselors can pay a third person to write the PASS.

PASS APPROVAL REQUIREMENTS

1. Feasible Occupational Goal

Your occupational goal should be stated as either a specific job, a specific business, maintaining your supported employment job, or obtaining a vocational profile or similar information that will help you to get a job/start a business. Although SSA must assume that your occupational goal is "feasible" for you, and that it will generally help you to become more self-supporting, the PASS Cadre does need some information about your proposed vocational goal. That information includes the job title (or if self-employed, the type of business), your age, any prior work/volunteer history, your previous education and training, and the type of disability you have. Your PASS must also indicate any current earnings you may have, and your estimated earnings after your PASS is complete.

2. Interval Steps/Milestones

Your PASS should include specific steps/milestones that document your progress toward achieving your stated PASS goal. These should be written as statements (e.g., begins school/job coaching, hired for job, etc.) that clearly show the steps to achieving your goal.

3. Definable Timetable

You will need to establish specific time frames for meeting the milestones in your PASS, and for your PASS as a whole. Provide time frames for completing each step, indicating the month and year each step is expected to begin and end. Also provide an overall time frame (month and year) of when your PASS itself will begin and end.

4. Sources of funds to Be Set Aside

Your plan must state the sources and amount of income you will set aside (earnings, benefits, savings accounts, etc.). The sources and amounts must be enough to achieve your goal, but cannot be excessive. Any money you plan to save for later use in your PASS must be kept in a separately identifiable PASS account. If there is a cost for this separate account, you can include it as a PASS expense. SSA will also ask for the names of any other persons or organizations that support your vocational goal and that have contributed or will be contributing funds or equipment/supplies to help you reach their goal.

5. Expenditures

Your PASS must state how the money you are setting aside in your PASS will be spent to achieve your occupational goal. You will need to include a list of your planned expenditures, with an explanation of their connection to the occupational goal. Expenses must be reasonable to be approved. Cost estimates for goods and services should indicate how the cost was calculated.

6. Organization of your PASS

Your PASS must be in writing, but there is no mandatory format. Social Security PASS forms are available to assist you and are a good idea to use so you can be sure you cover all the areas that Social Security requires.

www.socialsecurity.gov/online/ssa-545.pdf

EXAMPLES OF POSSIBLE PASS EXPENDITURES

1. Equipment, supplies, operating capital, and inventory required to establish a business;
2. Any cost associated with an educational or occupational training facility, including tutoring, counseling, etc.;
3. Attendant care;
4. Child care;
5. Equipment or tools either specific to the individual's condition or designed for general use;
6. Uniforms, specialized clothing (including dress business clothing), safety equipment;
7. Least costly alternatives for transportation including:
 - a. Public Transportation,
 - b. Hire of private or commercial transportation,
 - c. Lease or purchase of a private vehicle;
8. Dues and publications for academic or professional purposes;
9. Modifications to buildings or vehicles to accommodate disability and make work possible;
10. Licenses, certifications, and permits necessary for employment/self-employment.

A PASS can fund any goods/services that will enable you to achieve your work goal and reduce your reliance on benefits. In some instances, the PASS Cadre may decide that paying for PASS items must be prioritized according to their relative importance in your plan. For example, a vehicle may be a high priority at the outset of planning, but due to the expenses of other items that are also needed for the success of the plan, a less expensive used model may be preferable to a new vehicle, in order to assure that your PASS can also pay for the other items you need.

FUNDING SUPPORTED EMPLOYMENT SERVICES THROUGH PASS PLANS

Supported Employment (SE) services may be funded using a PASS because SE increases the potential for self-support. "Increased self-support" in most PASS plans implies an increase in earnings and a decrease in SSI/SSDI benefits. In Supported Employment PASS plans, your vocational goal may be to maintain your supported employment position, including increasing the hours you work and reducing the hours of job coaching you reserve.

FLORIDA ONE-STOP CENTERS

Region	Counties	One-Stop Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
1	Escambia, Santa Rosa	Escarosa Career Center-Century 8120 North Century Boulevard Century, FL 32535	(850)256-6259 (TDD) 711	(850)607-8710 x110	(850)256-6259 (Fax) (850)256-6266	One Stop Center-Satellite	04/13/2010

Region	Counties	One-Stop Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
1	Escambia, Santa Rosa	Escarosa Career Center-Milton 5723 Highway 90 Milton, FL 32583	(850) 983-5325 (TDD) 711	(850)983-5325 x206	(850) 983-5325 (Fax) (850) 983-5330	One Stop Center-FullService	04/13/2010
1	Escambia, Santa Rosa	Escarosa Career Center-Pensacola 3670-A North L Street Pensacola, FL 32505-5217	(850)607-8700 (TDD) 711	(850)607-8748	(850)607-8700 (Fax) (850)607-8849	One Stop Center-FullService	04/13/2010
2	Okaloosa, Walton	JobsPlus One Stop Career Center 171 North 9th Street DeFuniak Springs, FL 32433	(850)892-8668 (TDD) 711	(850)833-7587 x211	(850)892-8668 (Fax) (850)951-9807	One Stop Center-FullService	04/13/2010
2	Okaloosa, Walton	JobsPlus One Stop Career Center 409 N.E. Racetrack Road Ft. Walton Beach, FL 32547-2503	(850) 833-7587 (TDD) 711	(850)833-7587 x211	(850) 833-7587 (Fax) (850) 833-3924	One Stop Center-FullService	04/13/2010
2	Okaloosa, Walton	JobsPlus One Stop Career Center 212 North Wilson Street Crestview, FL 32536	(850) 689-7823 (TDD) 711	(850)651-2315 x211	(850) 689-7823 (Fax) (850)689-7825	One Stop Center-FullService	04/13/2010
3	Calhoun, Holmes, Jackson, Liberty, Washington	(Blountstown) One Stop Career Center 16908 Northeast Pear Street, Suite 2 Blountstown,	(850) 674-5088 (TDD) 711	(850)674-5088	(850) 674-5088 (Fax) (850) 674-1267	One Stop Center-FullService	04/13/2010

Region	Counties	One-Stop Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
		FL 32424					
3	Calhoun, Holmes, Jackson, Liberty, Washington	(Chipley) One Stop Career Center 680 Second Street Room 7 Chipley, FL 32428	(850) 638-6089 (TDD) 711	(850)638-6089	(850) 638-6089 (Fax) (850) 638-6093	One Stop Center-FullService	04/13/2010
3	Calhoun, Holmes, Jackson, Liberty, Washington	(Marianna) One Stop Career Center 4636 Highway 90 East, Suite E Marianna, FL 32446	(850) 718-0326 (TDD) 711	(850)718-0326	(850) 718-0326 (Fax) (850) 718-0334	One Stop Center-FullService	04/13/2010
4	Bay, Franklin, Gulf	Workforce Center-Panama City 625 Highway 231 Mariner Plaza Panama City, FL 32405	(850) 872-4340 x100 (TDD) 1-800-955-8771	(850)872-4340 x140 (800)955-8771	(850) 872-4340 x100 (Fax) (850) 872-4346	One Stop Center-FullService	04/13/2010
5	Gadsden, Leon, Wakulla	Workforce Plus, Gadsden 1140 W. Clark Street Quincy, FL 32351	(850) 875-4040 (TDD) 711	(850)617-4533	(850) 875-4040 (Fax) (850) 875-3324	One Stop Center-FullService	04/13/2010
5	Gadsden, Leon, Wakulla	Workforce Plus, Leon 2525 South Monroe St., Ste. 3-A Town South Plaza, Tallahassee, FL 32301	(850)922-0023 (TDD) 711	(850)617-4533	(850) 922-0023 (Fax) (850)921-8295	One Stop Center-FullService	04/13/2010
5	Gadsden, Leon,	Workforce Plus, Wakulla	(850) 926-0980	(850)617-4581	(850) 926-0980	One Stop Center-	04/13/2010

Region	Counties	One-Stop Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
	Wakulla	3278 Crawfordville Highway, Unit G Crawfordville, FL 32327	(TDD) 711		(Fax) (850) 926-0984	FullService	
6	Hamilton, Jefferson, Lafayette, Madison, Suwannee, Taylor	Workforce-Live Oak 815 North Ohio Avenue Live Oak, FL 32064	(877)677-7573 (TDD) 711	(386)362-7000	(386)362-7000 (877)677-7573 (Fax) (386)364-1076	One Stop Center-Satellite	04/13/2010
6	Hamilton, Jefferson, Lafayette, Madison, Suwannee, Taylor	Workforce-Madison 705 East Base Street Madison, FL 32340	(850)973-9675 (866)367-4758 (TDD) 711	(850)973-1803 (866)367-4758	(850) 973-9675 (866)367-4758 (Fax) (850) 973-9757	One Stop Center-FullService	04/13/2010
7	Columbia, Dixie, Gilchrist, Union	Florida Crown Workforce Career Center 1389 U.S. Highway 90 West Suite 170 Lake City, FL 32055	(386)755-9026 x3101 (TDD) 711	(386)755-9026 x3205	(386) 755-9026 x3101 (Fax) (386)487-1218	One Stop Center-FullService	04/13/2010
7	Columbia, Dixie, Gilchrist, Union	Florida Crown Workforce Career Center 25815 Southeast Highway 19, Unit 1 Post Office Box 567 Old Town, FL 32680	(352)542-3373 (TDD) 711	(352)542-3373 x19	(352)542-3373 (Fax) (352)542-7559	One Stop Center-FullService	04/13/2010

Region	Counties	One-Stop Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
7	Columbia, Dixie, Gilchrist, Union	Florida Crown Workforce Career Center 30 South Lake Avenue Lake Butler, FL 32096	(386)496-1230 (TDD) 711	(386)496-1230 x103	(386)496-1230 (386)496-1230 (Fax) (386)496-1245	One Stop Center-FullService	04/13/2010
7	Columbia, Dixie, Gilchrist, Union	Florida Crown Workforce Career Center 211-B Southeast 11th Street Trenton, FL 32693	(352)463-3677 (TDD) 711	(352)463-3677 x103	(352)463-3677 (Fax) (352)463-3750	One Stop Center-FullService	04/13/2010
8	Baker, Clay, Duval, Nassau, Putnam, St. Johns	Gateway Jacksonville WorkSource Career Services 5000-2 Norwood Avenue Jacksonville, FL 32208	(888)702-4396 x2460 (TDD) 711	(904)798-9229 x2204	(904) 924-1710 x2460 (Fax) (904) 924-1725	One Stop Center-FullService	04/13/2010
8	Baker, Clay, Duval, Nassau, Putnam, St. Johns	Southside Jacksonville WorkSource Career Services 6800 Southpoint Parkway Suite 950 Jacksonville, FL 32216	(888)702-4396 x2360 (TDD) 711	(904)798-9229 x2217	(904)997-3100 x2360 (Fax) (904)425-6450	One Stop Center-FullService	04/13/2010
8	Baker, Clay, Duval, Nassau, Putnam, St. Johns	WorkSource Career Services 525 State Road 16 Suite 109 St. Augustine, FL 32084-3840	(888)702-4396 (TDD) 711	(904)819-0231 x2520	(904)819-0231 (Fax) (904)819-1993	One Stop Center-FullService	04/13/2010

Region	Counties	One-Stop Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
8	Baker, Clay, Duval, Nassau, Putnam, St. Johns	WorkSource Career Services 400 State Road 19 N. (Palatka Mall), Suite 33 Palatka, FL 32177	(888)702-4396 (TDD) 711	(904)798-9229 x2813	(386)329-3724 (Fax) (386)329-3709	One Stop Center-FullService	04/13/2010
8	Baker, Clay, Duval, Nassau, Putnam, St. Johns	WorkSource Career Services 1845 Town Center Boulevard Suite 150 Fleming Island, FL 32003	(888)702-4396 x2060 (TDD) 711	(904)798-9229 x2071	(904)213-3888 x2060 (Fax) (904)278-5696	One Stop Center-FullService	04/13/2010
8	Baker, Clay, Duval, Nassau, Putnam, St. Johns	WorkSource Career Services 1184 South 6th Street Macclenny, FL 32063	(888)702-4396 x2960 (TDD) 711	(904)798-9229 x2903	(904)259-9309 x2960 (Fax) (904) 259-7702	One Stop Center-Satellite	04/13/2010
8	Baker, Clay, Duval, Nassau, Putnam, St. Johns	WorkSource Career Services 96042 Lofton Square Court Yulee, FL 32097	(888)702-4396 x2660 (TDD) 711	(904)432-0009 x2605	(904)432-0009 x2660 (Fax) (904)277-7219	One Stop Center-FullService	04/13/2010
9	Alachua, Bradford	FloridaWorks Alachua County 4800 SW 13th Street Gainesville, FL 32608	(352)955-2245 (TDD) 711	(352)244-5112	(352) 955-2245 (Fax) (352) 955-2332	One Stop Center-FullService	04/13/2010
9	Alachua, Bradford	FloridaWorks Bradford 819 South Walnut Street Starke, FL 32091	(904)964-8092 x100 (TDD) 711	(904)964-5278	(904) 964-8092 x100 (Fax) (904) 964-3969	One Stop Center-FullService	04/13/2010

Region	Counties	One-Stop Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
10	Citrus, Levy, Marion	One Stop Workforce Connection 2703 NE 14th Street Ocala, FL 34470	(352)840-5700 (TDD) 711	(352)732-1700 x2204	(352)840-5700 (800)434-5627 (Fax) (352)840-5712	One Stop Center-FullService	04/13/2010
10	Citrus, Levy, Marion	One Stop Workforce Connection 9030 N.E. Highway 27 A Bronson, FL 32621	(352) 486-5580 (TDD) 711	(352)873-7950	(352) 486-5580 (800)434-5627 (Fax) (352) 486-5585	One Stop Center-FullService	04/13/2010
10	Citrus, Levy, Marion	One-Stop Workforce Connection 1103 East Inverness Boulevard Inverness, FL 34452	(352)637-2223 (TDD) 711	(800)434-5627	(352)637-2223 (800)434-5627 (Fax) (352)341-0033	One Stop Center-FullService Address has changed to 1103; 1107 is in the same building.	04/13/2010
10	Citrus, Levy, Marion	Paddock Park Workforce Connection 3300 South West 34th Avenue Suite 148 Ocala, FL 34474	(352)291-9555 (TDD) 711	(352)840-5700 x2204	(352)291-9555 (352)291-9555 (Fax) (352)840-5718	One Stop Center-FullService	04/13/2010
11	Flagler, Volusia	Daytona Beach One Stop Career Center 359 Bill France Boulevard Daytona Beach,	(386) 323-7001 (TDD) (386)323-7070	(386)323-7085	(386) 323-7001 (Fax) (386) 323-7055	One Stop Center-FullService	04/13/2010

Region	Counties	One-Stop Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
		FL 32114					
11	Flagler, Volusia	DeLand One-Stop Career Center 1382 South Woodland Blvd. DeLand, FL 32720	(386)740-3232 (TDD) (386)740-6960 (TDD2) (386)740-3260	(386)740-3260 (386)740-6960	(386)740-3232 (Fax) (386)740-3244	One Stop Center-FullService	04/13/2010
11	Flagler, Volusia	Flagler One Stop Career Center 20 Airport Road, Suite E Palm Coast, FL 32164	(386)586-5169 (TDD) 711	(386)323-7083	(386)586-5169 (Fax) (386)586-5178	One Stop Center-FullService	04/13/2010
12	Lake, Orange, Osceola, Seminole, Sumter	East Orange County WORKFORCE CENTRAL FLORIDA 5166 East Colonial Drive Orlando, FL 32803	(407)531-1227 x4400 (TDD) 711	(407)531-1200	(407)531-1227 x4400 (Fax) (407)893-3630	One Stop Center-FullService Open Mon-Thur 8-6 and Fri 8-5	04/13/2010
12	Lake, Orange, Osceola, Seminole, Sumter	Lake/Sumter WORKFORCE CENTRAL FLORIDA 1415 South 14th Street, Suite 100 Southside Shopping Center Leesburg, FL 34748	(352)360-6280 x6400 (TDD) 711	(407)531-1200 (800)757-4598	(352)360-6280 x6400 (Fax) (352)360-6529	One Stop Center-FullService	04/13/2010
12	Lake, Orange, Osceola, Seminole,	Osceola WORKFORCE CENTRAL FLORIDA 1392 East Vine	(407)705-1555 x5400 (TDD) 711	(407)531-1200	(407)705-1555 x5400 (Fax) (407)705-	One Stop Center-FullService Open Mon-	04/13/2010

Region	Counties	One-Stop Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
	Sumter	Street Kissimmee, FL 34744			5745	Thur 8-6 and Fri 8-5	
13	Brevard	Brevard Workforce- Titusville C/O Brevard Community College, 1311 North U.S. Highway 1 N. Earl Jones Building #1, Suite 141 Titusville, FL 32796	(321)394- 0703 x0703 (TDD) (321)385- 4317	(321)394- 0579 (321)394- 0703 x0579	(321)504- 7600 x0703 (Fax) (321)385- 4343	One Stop Center- FullService	04/13/2010
13	Brevard	Brevard Workforce-Cocoa 801 Dixon Boulevard Suite 1100, Byrd Plaza Cocoa, FL 32922	(321)394- 0702 x0702 (TDD) (321)634- 6242	(321)504- 7600 x0526 (321)504- 7600 x0545	(321)504- 7600 x0702 (321)394- 0702 (Fax) (321)690- 3218	One Stop Center- FullService	04/13/2010
13	Brevard	Brevard workforce-Palm Bay Country Club Plaza 5275 Babcock Street Northeast Suite 8B Palm Bay, FL 32905	(321)394- 0701 (TDD) (321)409- 6272	(321)394- 0649 (321)394- 0631	(321)394- 0701 (Fax) (321)984- 4994	One Stop Center- FullService	04/13/2010
14	Pinellas	Clearwater (Barry Street) 1510 Barry Street Clearwater,	(727)524- 4344 (TDD) 711	(727)524- 4344	(727)524- 4344 (Fax) (727)324-	One Stop Center- Satellite For	04/13/2010

Region	Counties	One-Stop Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
		FL 33756			2526	questions call (727)524-4344	
14	Pinellas	Gulf- to- Bay One-Stop Career Center 2312 Gulf-to-Bay Boulevard Clearwater, FL 33765	(727)524-4344 (TDD) 711	(727)524-4344	(727)524-4344 (Fax) (727)791-5891	One Stop Center-Satellite For questions call (727)524-4344	04/13/2010
14	Pinellas	South County 3420 8th Avenue South St. Petersburg,, FL 33711	(727)524-4344 (TDD) 711	(727)524-4344	(727)524-4344 (Fax) (727)328-3344 (Fax) (727)328-3394	One Stop Center-FullService For questions call (727)524-4344	04/13/2010
14	Pinellas	WorkNet One-Stop Center (St. Petersburg Business Services) 624 1st Avenue South St. Petersburg, FL 33701	(727)524-4344	(727)524-4344	(727)524-4344 (Fax) (727)329-1490	One Stop Center-Satellite For questions call (727)524-4344	04/13/2010
14	Pinellas	Worknet Pinellas Tarpon Springs One-Stop Career Center 38500 U.S. Highway 19 North Palm Harbor, FL 34684	(727)524-4344 (TDD) 711	(727)524-4344	(727)524-4344 (Fax) (727)324-2855	One Stop Center-Satellite For questions call (727)524-4344	04/13/2010

Region	Counties	One-Stop Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
15	Hillsborough	WorkForce Brandon Center, Brandon 9350 Bay Plaza Boulevard, Suite 121 Tampa, FL 33619	(813)930-7832 (TDD) 711	(813)930-7570	(813)930-7832 (Fax) (813)930-7575	One Stop Center-FullService	04/20/2010
15	Hillsborough	WorkForce Plant City Center , Plant City 2001 E. Cherry Street Plant City, FL 33563	(813)930-7880 (TDD) 711	(813)930-7570	(813)930-7880 (Fax) (813) 757-9012	One Stop Center-FullService	04/20/2010
15	Hillsborough	WorkForce Tampa Center , North Tampa 9215 North Florida Ave. Suite 101 Tampa, FL 33612	(813)930-7400 (TDD) 711	(813)930-7570	(813)930-7400 (Fax) (813)930-7486	One Stop Center-FullService	04/20/2010
16	Hernando, Pasco	Career Central 4440 Grand Boulevard Trouble Creek Square New Port Richey, FL 34652	(727)484-3400 (TDD) 711	(352)200-3020 x3050	(727)484-3400 (Fax) (727)484-3400	One Stop Center-FullService	04/13/2010
16	Hernando, Pasco	Career Central 6038 Gall Boulevard Zephyrhills, FL 33542	(813)377-1300 (TDD) 711	(813)377-1300 x3050	(813)377-1300 (Fax) (813)377-1300	One Stop Center-FullService	04/13/2010
16	Hernando, Pasco	Career Central Hernando	(352)200-3020	(352)200-3020 x3050	(352)200-3020	One Stop Center-	04/13/2010

Region	Counties	One-Stop Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
		7361 Forest Oaks Boulevard Spring Hill, FL 34606	(TDD) 711		(Fax) (352)200-3047	FullService	
17	Polk	Polk Works (Lakeland) One-Stop Center 309 North Ingraham Avenue Lakeland, FL 33801	(863)508-1100 (TDD) 711	(863)683-5627 x3168	(863)508-1100 (Fax) (863)603-7817	One Stop Center-FullService	04/13/2010
17	Polk	Polk Works (Winter Haven) One-Stop Center 500 E. Lake Howard Drive Winter Haven, FL 33881-3135	(863)508-1100 x3300 (TDD) 711	(863)508-1600 x3303	(863)508-1100 x3300 (Fax) (863)508-1110	One Stop Center-FullService	04/13/2010
18	Manatee, Sarasota	Jobs ETC 3526 9th Street West Bradenton, FL 34205	(941)714-7449 (TDD) 800-304-9219	(941)358-4200 x157	(941) 714-7449 (Fax) (941)714-7458	One Stop Center-FullService	04/13/2010
18	Manatee, Sarasota	Jobs ETC 897 East Venice Ave Venice, FL 34285	(941)486-2682 (TDD) 800-304-9219	(941)486-2682 x111	(941) 486-2682 (Fax) (941)480-3098	One Stop Center-FullService	04/13/2010
18	Manatee, Sarasota	Jobs ETC 3660 N. Washington Blvd. Sarasota, FL 34234	(941)358-4200 (TDD) 800-304-9219	(941)358-4200 x3157	(941) 358-4200 (Fax) (941)358-2944	One Stop Center-FullService	04/13/2010
18	Manatee,	Jobs ETC K-Centre, 862	(941)358-2850	(941)358-	(941)358-2850	One Stop Center-	04/13/2010

Region	Counties	One-Stop Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
	Sarasota	62nd Street Circle East, Circle East Suite 101 Bradenton, FL 34208	(TDD) 711	2850 x3123	(941)358-2850 (Fax) (941)714-7581	Satellite	
18	Manatee, Sarasota	Jobs, ETC City Hall, Second Floor, 4970 City Hall Boulevard North Port, FL 34286	(941)429-7263 (TDD) 711	(941)429-7264	(941)429-7263 (941)429-7263 (Fax) (941)429-7265	One Stop Center-FullService	04/13/2010
19	DeSoto, Hardee, Highlands	Heartland Workforce, DeSoto One-Stop Career Center 2160 Northeast Roan Avenue Arcadia, FL 34266	(863) 993-1008 x231 (TDD) 711	(863)773-3474	(863) 993-1008 x231 (Fax) (863) 993-1046 (Fax) (863) 993-4786	One Stop Center-Satellite	04/13/2010
19	DeSoto, Hardee, Highlands	Heartland Workforce, Hardee One-Stop Career Center 205 Carlton Street Wauchula, FL 33873	(863)773-3474 (TDD) 711	(863)773-3474	(863)773-3474 (Fax) (863) 773-3949	One Stop Center-FullService	04/13/2010
19	DeSoto, Hardee, Highlands	Heartland Workforce, Highlands One-Stop Career Center 2730 US 27 North Sebring, FL 33870	(863)385-3672 x0 (TDD) 711	(863)385-3672 x288	(863)385-3672 x0 (Fax) (863)382-4325 (Fax) (863)382-4237	One Stop Center-FullService	04/13/2010
20	Indian River,	Indian River	(866)482-	(866)482-	(866)482-	One Stop	04/13/2010

Region	Counties	One-Stop Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
	Martin, Okeechobee, St. Lucie	County (Mobile Unit) Corner of 26th Street and 18th Avenue Vero Beach, FL 32960	4473 (TDD) 711	4473	4473	Center-Satellite Call 866-482-4473 for the nearest One-Stop Center	
20	Indian River, Martin, Okeechobee, St. Lucie	Martin County (Mobile Unit) Morgade Library 5851 Southeast Community Drive Stuart, FL 34994	(866)482-4473 (TDD) 711	(866)482-4473 x102	(866)482-4473 (Fax) (772)932-6965	One Stop Center-Satellite Call 866-482-4473 for the nearest One-Stop Center	04/13/2010
20	Indian River, Martin, Okeechobee, St. Lucie	Martin County (Mobile Unit) Blake Library 2351 Southeast Monterey Road Stuart, FL 34994	(866)482-4473 (TDD) 711	(866)482-4473	(866)482-4473	One Stop Center-Satellite Call 866-482-4473 for the nearest One-Stop Center	04/13/2010
20	Indian River, Martin, Okeechobee, St. Lucie	Okeechobee County Center 209 SW Park Street Okeechobee, FL 34974	(863)462-5350 (TDD) 711	(866)482-4473	(863) 462-5350 (Fax) (863) 462-5355	One Stop Center-FullService Call 866-482-4473 for the nearest One-Stop Center	04/13/2010
20	Indian River,	Saint Lucie County	(866)482-	(866)482-	(866)482-	One Stop	04/13/2010

Region	Counties	One-Stop Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
	Martin, Okeechobee, St. Lucie	Center 584 Northwest University Boulevard, Suite 300 Port St. Lucie, FL 34986	4473 (866)482-4473 (TDD) 711	4473	4473 (Fax) (772)398-7625	Center-FullService Call 866-482-4473 for the nearest One-Stop Center	
21	Palm Beach	Central Career Center 1951 North Military Trail, Suite D West Palm Beach, FL 33409	(561)340-1060 x2300	(800)556-5627 x1	(561)340-1060 x2300 (Fax) (561)340-1057	One Stop Center-FullService	04/13/2010
21	Palm Beach	South Career Center 901 North Congress Avenue, Suite C-201 Boynton Beach, FL 33426	(561)853-0181 x2040	(800)556-5627 x1	(561)853-0181 x2040 (Fax) (561)853-0183	One Stop Center-FullService	04/13/2010
21	Palm Beach	West Career Center 1085 South Main Street Belle Glade, FL 33430-7106	(561)829-2040 x2200 (TDD) 711	(800)556-5627 x1	(561)829-2040 x2200 (Fax) (561)829-2041	One Stop Center-FullService	04/13/2010
22	Broward	Business Service HUB 6301 Northwest 5th Way Suite 3000 Lauderhill, FL 33309	(954)677-5627 (TDD) 711	(954)202-3830	(954)677-5627 (Fax) (954)202-3830	One Stop Center-Satellite Employer Services Only	04/13/2010

Region	Counties	One-Stop Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
22	Broward	WorkForce One 7550 Davie Road Extension Hollywood, FL 33024	(954)967- 1010 (TDD) 711	(954)967- 1010 x146	(954)967- 1010 (Fax) (954)893- 5030	One Stop Center- FullService	04/13/2010
22	Broward	WorkForce One Central 2610 West Oakland Park Boulevard Ft. Lauderdale, FL 33311-1347	(954)677- 5555 (TDD) 711	(954)677- 5555 x1516	(954)677- 5555 (Fax) (954)497- 3331	One Stop Center- FullService	04/13/2010
22	Broward	WorkForce One North 2301 W. Sample Road Building 4, Suite7A Pompano Beach, FL 33073	(954)969- 3541 (TDD) 711	(954)969- 3541 x120	(954)969- 3541 (Fax) (954) 969-3550 (Fax) (954)917- 1362	One Stop Center- FullService	04/13/2010
23	Miami-Dade, Monroe	Carol City One Stop Career Center 4690 NW 183rd Street Miami, FL 33055	(305)620- 8012 (TDD) (305)623- 3501	(305)620- 8012 x256	(305)620- 8012 (Fax) (305)620- 9813	One Stop Center- FullService	04/13/2010
23	Miami-Dade, Monroe	Hialeah Downtown One Stop Career Center 240 East 1st Avenue, Suite 208 Hialeah, FL 33010	(305)883- 6925 (TDD) (305)805- 5191	(305)883- 8070	(305)883- 6925 (Fax) (305) 883-6910	One Stop Center- FullService	04/13/2010
23	Miami-Dade, Monroe	Hialeah Gardens One-Stop Career Center	(305)826- 4011 (TDD)	(305)826- 4011 x224	(305)826- 4011 (Fax) (305)	One Stop Center- FullService	04/13/2010

Region	Counties	One-Stop Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
		2851 West 68th Street, Suite 14 Hialeah, FL 33016	(305)364-3182		826-8022		
23	Miami-Dade, Monroe	Homestead One-Stop Career Center 140 NE 8 Street Homestead, FL 33030	(305)242-5373 (TDD) (305)242-2548	(305)242-5373 x229	(305)242-5373 (Fax) (305)242-2438	One Stop Center-FullService	04/13/2010
23	Miami-Dade, Monroe	Key Largo One Stop Career Center 103400 Overseas Highway Suite 239 Key Largo, FL 33037	(305)853-3540 (TDD) (305)453-1259	(305)853-3540	(305) 853-3540 (Fax) (305) 853-3543	One Stop Center-FullService	04/13/2010
23	Miami-Dade, Monroe	Key West One Stop Career Center 1111 12th Street Suite 308 Key West, FL 33040	(305)292-6762 (TDD) (305)292-6899	(305)292-6762	(305) 292-6762 (Fax) (305) 292-6891	One Stop Center-FullService	05/05/2010
23	Miami-Dade, Monroe	Little Havana One-Stop Career Center 701 SW 27th Avenue Miami, FL 33135	(305)643-3300 (TDD) (305)643-7231	(305)643-3300 x332	(305)643-3300 (Fax) (305)643-7240	One Stop Center-FullService	04/13/2010
23	Miami-Dade, Monroe	Miami Beach One Stop Career Center 833 6th Street, 2nd Floor	(305)532-5350 (TDD) (305)535-5406	(305)532-5350	(305)532-5350 (Fax) (305)532-9307	One Stop Center-FullService	04/13/2010

Region	Counties	One-Stop Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
		Miami Beach, FL 33139					
23	Miami-Dade, Monroe	North Miami Beach One Stop Career Center 633 NE 167th Street, Suite 200 North Miami Beach, FL 33162	(305) 654-7175 (TDD) (305)650-2329	(305)654-7175 x225	(305) 654-7175 (Fax) (305)654-7188	One Stop Center-FullService	04/13/2010
23	Miami-Dade, Monroe	Northside One Stop Career Center 7900 NW 27th Ave, Suite 200 Miami, FL 33147	(305)693-2060 (TDD) (305)693-2079	(305)693-2060 x5476	(305)693-2060 (Fax) (305)693-2071	One Stop Center-FullService	05/05/2010
23	Miami-Dade, Monroe	Perrine One Stop Career Center 9555 SW 175 Terrace Miami, FL 33157	(305)252-4440 (TDD) (305)234-2232	(305)252-4440	(305) 252-4440 (Fax) (305)278-1066	One Stop Center-FullService	04/13/2010
23	Miami-Dade, Monroe	South Florida Workforce Access Points Trinity Church 17801 Northwest 2nd Avenue Miami, FL	(305)749-3190		(305)749-3190 (305)749-3190	One Stop Center-Satellite	04/13/2010
23	Miami-Dade, Monroe	West Dade One Stop Career Center 8485 Bird Road Miami, FL 33135	(305)228-2300 (TDD) (305)220-7505	(305)228-2300	(305) 228-2300 (Fax) (305)228-2321	One Stop Center-FullService	05/05/2010
24	Charlotte, Collier, Glades,	Career and Service Center of Southwest Florida,	(239)673-8591 (TDD) 711	(239)673-8591	(239)673-8591 (239)673-	One Stop Center-	05/05/2010

Region	Counties	One-Stop Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
	Hendry, Lee	Cape Coral Satellite Office 1020 Cultural Park Boulevard, Building # 2 Cape Coral, FL 33990			8591 (Fax) (239)673-8596	Satellite	
24	Charlotte, Collier, Glades, Hendry, Lee	Career and Service Centers of Southwest Florida 1032 Tamiami Trail, Unit 9 Port Charlotte, FL 33953	(941)235-5900 (800)557-3242 (TDD) 711	(941)235-5900 x13238 (866)762-2237 x13238	(941)235-5900 (800)557-3242 (Fax) (941)235-5912	One Stop Center-FullService	05/05/2010
24	Charlotte, Collier, Glades, Hendry, Lee	Career and Service Centers of Southwest Florida 215 Airport/Pulling Road North, Suite 1 Naples, FL 34104	(239)436-4301 (800)557-3242 (TDD) 711	(239)436-4301 x12116 (866)294-4473	(239)436-4301 (800)557-3242 (Fax) (239)436-4340	One Stop Center-FullService	05/05/2010
24	Charlotte, Collier, Glades, Hendry, Lee	Career and Service Centers of Southwest Florida 750 South 5th Street Immokalee, FL 34142	(239)658-3300 (800)557-3242 (TDD) 711	(239)658-3307 (866)294-4473	(239)658-3300 (800)557-3242 (Fax) (239)658-3349	One Stop Center-FullService	05/05/2010
24	Charlotte, Collier, Glades, Hendry, Lee	Career and Service Centers of Southwest Florida 215 South Francisco Street Clewiston, FL 33440	(863)983-6138 (800)557-3242 (TDD) 711	(239)658-3300 x3306 (866)294-4473	(863)983-6138 (800)557-3242 (Fax) (863) 983-7118	One Stop Center-FullService	05/05/2010

Region	Counties	One-Stop Locations	Jobseeker Services Information	Employer and Business Services Information	General Phone and Fax Numbers	Level of Services*	Last Update
24	Charlotte, Collier, Glades, Hendry, Lee	Career Service Center of South West Florida-Ft. Myers 4150 Ford Street Extension Ft. Myers, Fl 33916	(239)931-8200 (TDD) 711	(239)931-8200 x11170	(239)931-8200 (239)931-8200 (Fax) (239)931-8275	One Stop Center-FullService	05/05/2010

*Full Service - Access to all employment and training services.

*Satellite - Access to limited employment and training services.

VOCATIONAL REHABILITATION OFFICE DIRECTORY

DVR AREA 1

Counties Served: Escambia, Santa Rosa, Okaloosa, Walton, Holmes, Washington, Jackson, Bay, Calhoun, Gulf, Liberty, Franklin, Gadsden, Wakulla, Leon, Jefferson, Taylor, Madison, Hamilton, Suwannee, Lafayette

<p>Fort Walton Beach Unit 02A 105 B Lewis Street Fort Walton Beach, FL 32547-3142 Phone:(850) 833-9114 Fax: (850) 833-9278</p>	<p>Live Oak Unit 06A 1431 N. Ohio Ave. Live Oak, FL 32064-4817 Phone:(386) 362-5461 Fax: (386) 364-1342</p>
<p>Live Oak Unit 05CA 1431 N. Ohio Ave. Live Oak, FL 32064-4817 Phone:(386) 362-5461 Fax: (386) 364-1342</p>	<p>Marianna Unit 03A 2944 Pennsylvania Ave., Suite B Marianna, FL 32448-2741 Phone:(850) 482-9600 Fax: (850) 482-9412</p>
<p>Milton Unit 01DA c/o PJC, 5988 W Hwy. 90 Milton, FL 32583-1713 Phone:(850) 983-5340 Fax: (850) 484-4453</p>	<p>Milton Unit 01DB 5330 Berryhill Rd. Milton, FL 32570-8015 Phone:(850) 626-2124 Fax: (850) 983-5715</p>
<p>Panama City Unit 04A 621 W. Baldwin Rd., Ste. C (Baldwin Medplex) Panama City, FL 32405-3364 Phone:(850) 872-4380 Fax: (850) 872-7756</p>	<p>Pensacola Unit 01C 1419 N. Palafox Street, Suite B Pensacola, FL 32501-2642 Phone:(850) 595-8444 Fax: (850) 595-8882</p>
<p>Pensacola Unit 01D 1000 College Blvd., Bldg. 6, Rm. 659 Pensacola, FL 32504-8910 Phone:(850) 484-1660 Fax: (850) 484-5197</p>	<p>Pensacola Unit 01A 4700 Bayou Blvd Bldg 2C Pensacola, FL 32503-2670 Phone:(850) 494-7152 Fax: (850) 494-7158</p>
<p>Pensacola Unit 01B 4700 Bayou Blvd. Bldg. 1C Pensacola, FL 32503-2670 Phone:(850) 494-7200 Fax: (850) 494-7227</p>	<p>Quincy Unit 05BA 223 E. Washington St. Suite A Quincy, FL 32351-2472 Phone:(850) 875-2949 Fax: (850) 875-3053</p>

<p>VR Headquarters 2002 Old Saint Augustine Rd., Bldg. A Tallahassee, FL 32301-4862 Phone:(850) 245-3399 Fax: (850) 245-3316</p>	<p>Tallahassee Unit 05A 1320 Executive Center Dr. Atkins Bldg., Suite 200 Tallahassee, FL 32301-5011 Phone:(850) 245-3440 Fax: (850) 245-3436</p>
<p>Tallahassee Unit 05B 1320 Executive Center Dr. Atkins Bldg. Suite 200 Tallahassee, FL 32301-5011 Phone:(850) 245-3440 Fax: (850) 245-3465</p>	<p>Tallahassee Unit 05C 1320 Executive Center Dr. Atkins Bldg. Suite 200 Tallahassee, FL 32301-5011 Phone:(850) 245-3440 Fax: (850) 245-3465</p>
<p>Brenda Moorer, Area Director Vocational Rehabilitation Services 4700 Bayou Blvd., Bldg. 2C Pensacola, Florida 32503-2670 brenda.moorer@vr.fldoe.org Phone:(850) 494-7152 Fax: (850) 494-7158</p>	

DVR AREA 2

Counties Served: Dixie, Gilchrist, Columbia, Levy, Alachua, Union, Bradford Baker, Nassau, Duval, Clay, St. Johns, Putnam, Marion, Citrus, Volusia, Flagler

<p>Beverly Hills 10A 3635 North Lecanto Highway Beverly Hills, FL 34465-3503 Phone:(352) 746-7787 Fax: (352) 746-3324</p>	<p>Gainesville Unit 09A 2610 NW 43rd Stree, Suite 1-A Gainesville, FL 32606-6677 Phone:(352) 955-3200 Fax: (352) 955-3223</p>
<p>Gainesville Unit 09S 2610 NW 43rd Street, Suite 1A Gainesville, FL 32606-6677 Phone:(352) 955-3200 Fax: (352) 955-3223</p>	<p>Jacksonville Unit 08D 2050 Art Museum Dr., Suite 101 Jacksonville, FL 32207-2579 Phone:(904) 348-2770 Fax: (904) 348-2769</p>
<p>Jacksonville Unit 08F 2050 Art Museum Dr., Suite 101 Jacksonville, FL 32207-2579 Phone:(904) 348-2770</p>	<p>Jacksonville Unit 08B 7451 103rd St., Suite 11 Jacksonville, FL 32210-6788 Phone:(904) 573-3910</p>

Fax: (904) 348-2769	Fax: (904) 573-3931
Jacksonville Unit 08C 7451 103rd St., Suite 11 Jacksonville, FL 32210-6788 Phone:(904) 573-3910 Fax: (904) 573-3931	Lake City Unit 08A 1389 U.S. Hwy. 90 W, Suite 100 Lake City, FL 32055-6130 Phone:(386) 754-1675 Fax: (386) 754-1269
Lake City Unit 07S 1389 Hwy 90 West, Suite 100 Lake City, FL 32055-6130 Phone:(386) 754-1675 Fax: (386) 754-1269	Lake City Unit 07A 1389 Hwy 90 West , Suite 100 Lake City, FL 32055-6130 Phone:(386) 754-1675 Fax: (386) 754-1269
Ocala Unit 10B 1601 NE 25th Avenue, Suite 203 Ocala, FL 34470-4803 Phone:(352) 732-1290 Fax: (352) 732-1796	Old Town Unit 07AA FL Crown Workforce Ctr. 25815 SE Hwy 19, Unit 1 Old Town, FL 32680-3997 Phone:(386) 542-3373 Fax: (352) 542-7559
Orange City Unit 11B 775 Harley Strickland Blvd., Suite 102 Orange City, FL 32763-7963 Phone:(386) 456-5320 Fax: (386) 456-5325	Ormond Beach Unit 11A 780 West Granada Blvd., Suite 110 Ormond Beach, FL 32174-2300 Phone:(386) 615-6111 Fax: (386) 615-6112
Saint Augustine 08E 25 Deltona Blvd., Suite 3 Saint Augustine, FL 32086-4204 Phone:(904) 797-6250 Fax: (904) 797-7666	Lydia Bush, Area Director Vocational Rehabilitation 1389 Hwy 90 West , Suite 100 Lake City, Florida 32055-6130 lydia.bush@vr.fldoe.org Phone:(386) 754-1675 Fax: (386) 754-1269

DVR AREA 3

Counties Served: Sumter, Lake, Seminole, Orange, Brevard, Indian River, Polk, Hardee, DeSoto, Highlands, Osceola, Okeechobee, Hardee, St. Lucie, Martin

<p>Apopka Unit 12CA 2250 E. Semoran Blvd. Apopka, FL 32703-5724 Phone:(407) 884-2048 Fax: (407) 884-2052</p>	<p>Arcadia Unit 19AB Physical office is temporarily closed Arcadia, FL 34266-8902 Phone:(863) 993-4655 Fax: (863) 993-4738</p>
<p>Casselberry Unit 12B 917 Semoran Blvd. Casselberry, FL 32707-5632 Phone:(407) 262-7428 Fax: (407) 262-7432</p>	<p>Cocoa Unit 13A 1970 Michigan Ave., Building A-1 Cocoa, FL 32922-5723 Phone:(321) 690-3280 Fax: (321) 690-3279</p>
<p>Port St. Lucie Unit 20SB 1905 S. 25th St. Suite 202 Fort Pierce, FL 34947-4739 Phone:(772) 467-3133 Fax: (772) 467-3142</p>	<p>Ft. Pierce Unit 20A 1903 S. 25th St., Suite 103 Fort Pierce, FL 34947-4740 Phone:(772) 468-3948 Fax: (772) 467-3124</p>
<p>Ft. Pierce Unit 20S 1903 S 25th St., Suite 103 Fort Pierce, FL 34947-4740 Phone:(772) 468-3948 Fax: (772) 467-3124</p>	<p>Port St. Lucie Unit 20AB 1905 S. 25th Suite 202 Fort Pierce, FL 34947-4739 Phone:(772) 467-3133 Fax: (772) 467-3142</p>
<p>Kissimmee Unit 12F 102 Park Place Blvd., Bldg. B, Suite 3 Kissimmee, FL 34741-2358 Phone: (407) 846-5260 Fax: (407) 846-5371</p>	<p>Lakeland Unit 17A 200 N Kentucky Ave., Suite 310 Lakeland, FL 33801-4904 Phone:(863) 680-5534 Fax: (863) 499-2332</p>

<p>Melbourne Unit 13B 1049 Eber Boulevard, Suite 101 Melbourne, FL 32904-8767 Phone:(321) 984-4869 Fax: (321) 722-5360</p>	<p>Orlando Unit 12D 3191 Maguire Blvd., Suite 243 Orlando, FL 32803-3722 Phone:(407) 897-2740 Fax: (407) 893-3128</p>
<p>Orlando Unit 12E 3191 Maguire Blvd., Suite 250 Orlando, FL 32803-3722 Phone:(407) 897-2715 Fax: (407) 893-3129</p>	<p>Orlando Unit 12A 3555 Maguire Blvd., Suite 205 Orlando, FL 32803-3726 Phone:(407) 897-2725 Fax: (407) 897-2752</p>
<p>Orlando Unit 12C 3191 Maguire Blvd., Suite 244 Orlando, FL 32803-3722 Phone:(407) 897-2720 Fax: (407) 897-6487</p>	<p>Sanford Unit 12BA 312 West 1st Street, Suite 206 Sanford, FL 32771-1270 Phone:(407) 328-5777 Fax: (407) 328-5780</p>
<p>Sebring Unit 19A 3107 Medical Way Sebring, FL 33870-5548 Phone:(863) 386-6077 Fax: (863) 386-6079</p>	<p>Stuart Unit 20AC 2223 S Kanner Hwy. Stuart, FL 34994-4619 Phone:(772) 221-4095 Fax: (772) 221-4098</p>
<p>Stuart 20SC 2231 S. Kanner Hwy Stuart, FL 34994-4619 Phone:(772) 221-4095 Fax: (772) 221-4098</p>	<p>Tavares Unit 12G 1101 Lake Harris Drive Tavares, FL 32778-4102 Phone:(352) 742-6100 Fax: (352) 742-6365</p>
<p>Titusville Unit 13AA 815 S. Washington Ave, Suite 102 Titusville, FL 32780-4200 Phone:(321) 383-2775 Fax: (321) 383-5101</p>	<p>Vero Beach Unit 20AA 1450 Old Dixie Hwy. Vero Beach, FL 32960-3773 Phone:(772) 778-6348 Fax: (772) 778-7253</p>
<p>Wauchula Unit 19AA 105 S. 6th Ave., Unit 3 Wauchula, FL 33873-3365 Phone:(863) 773-2802 Fax: (863) 773-9202</p>	<p>Winter Haven Unit 17AA 500 E Lake Howard Dr. 3rd FL Winter Haven, FL 33881-3135 Phone:(863) 291-5280 Fax: (863) 291-5289</p>

Wayne Olson, Area Director Vocational Rehabilitation 3555 Maguire Blvd., Suite 205 Orlando, Florida 32803-3726 wayne.olson@vr.fldoe.org Phone:(407) 897-2725 Fax: (407) 897-2752	
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DVR AREA 4

Counties Served: Hernando, Pasco, Hillsborough, Manatee, Sarasota

Palmetto Unit 18A 600 8th Avenue West, Suite 201 Palmetto, FL 34221-5162 Phone:(941) 721-2860 Fax: (941) 721-2864	Spring Hill Unit 16A 7361 Forest Oaks Blvd. Spring Hill, FL 34606-2404 Phone:(352) 200-3020 Fax: (352) 666-5715
Largo Unit 14A 11351 Ulmerton Rd., Suite 123 Largo, FL 33778-1627 Phone:(727) 518-3456 Fax: (727) 518-3467	New Port Richey Unit 16B 4440 Grand Blvd. New Port Richey, FL 34652-5402 Phone:(727) 484-3400 Fax: (727) 484-3454
Saint Petersburg Unit 14B 701 94th Ave. N, Suite 107 Saint Petersburg, FL 33702-2448 Phone:(727) 217-7930 Fax: (727) 217-7956	Saint Petersburg Unit 14C 701 94th Ave N, Suite 107 Saint Petersburg, FL 33702-2448 Phone:(727) 217-7930 Fax: (727) 217-7956
Plant City Unit 15EA 1601 West Reynolds Street, Suite 202 Plant City, FL 33563-4747 Phone:(813) 707-7500 Fax: (813) 707-7506	Sarasota Unit 18B 3660 N Washington Blvd., Suite 216 Sarasota, FL 34234-6258 Phone:(941) 359-5670 Fax: (941) 359-5633

<p>Zephyrhills Unit 16AA 6038 Gall Blvd. Zephyrhills, FL 33542-2543 Phone:(813) 377-1300 Fax: (813) 780-0116</p>	<p>St. Petersburg Unit 14D 525 Mirror Lake Drive North, Suite 100 Saint Petersburg, FL 33701-3215 Phone:(727) 552-1589 Fax: (727) 552-1590</p>
<p>Tampa Unit 15A 1313 North Tampa Street, Suite 801 Tampa, FL 33602-3330 Phone:813-233-3600 Fax: 813-233-3646</p>	<p>Tampa Unit 15B 1313 North Tampa Street, Suite 801 Tampa, FL 33602-3330 Phone:(813) 233-3600 Fax: (813) 233-3646</p>
<p>Tampa Unit 15C 9215 N Florida Ave., Suite 106 Tampa, FL 33612-7916 Phone:(813) 930-7494 Fax: (813) 930-7854</p>	<p>Tampa Unit 15D 1313 North Tampa Street, Suite 801 Tampa, FL 33602-3330 Phone:(813) 233-3600 Fax: (813) 233-3646</p>
<p>Tampa Unit 15E 9250 Bay Plaza Blvd., Suite 315 Tampa, FL 33619-4445 Phone:(813) 740-4700 Fax: (813) 740-4712</p>	<p>Venice Unit 18BA 897 E Venice Ave. Venice, FL 34285-7038 Phone:(941) 486-2682 X 4125 Fax: (941) 480-3536</p>
<p>John Howell, Area Director Vocational Rehabilitation 1313 North Tampa Street, Suite 801 Tampa, Florida 33602-3330 John.Howell@vr.fldoe.org Phone:(813) 233-3600 Fax: (813) 233-3646</p>	

DVR AREA 5

Counties Served: Charlotte, Glades, Hendry, Lee, Collier, Palm Beach, Broward

<p>Belle Glade Unit 21AA 1079 South Main St. Belle Glade, FL 33430-4907 Phone:(561) 992-1316 Fax: (561) 992-1378</p>	<p>Ft. Lauderdale Unit 22B 1400 West Commercial Blvd., Suite 115 Fort Lauderdale, FL 33309-3782 Phone:(954) 202-3850 Fax: (954) 202-3891</p>
<p>Ft. Myers Unit 24A 5288 Summerlin Commons Way, Suite 903 Fort Myers, FL 33907-2161 Phone:(239) 278-7317 Fax: (239) 278-7255</p>	<p>Hollywood Unit 22D 7550 Davie Road Extension Hollywood, FL 33024-2622 Phone:(954) 893-5093 Fax: (954) 893-5097</p>
<p>Immokalee Unit 24CB 750 South 5th St. Immokalee, FL 34142-4301 Phone:(239) 658-3300 Fax: (239) 658-3356</p>	<p>Labelle Unit 24CA 485 Cowboy Way La Belle, FL 33935-4402 Phone:(863) 674-4695 Fax: (863) 674-4036</p>
<p>Boca Raton Unit 21B 902 Clint Moore Rd., Suite 118 Boca Raton, FL 33487-2846 Phone:(561) 544-4657 Fax: (561) 544-4663</p>	<p>Ft. Lauderdale Unit 22A 2550 W. Oakland Park Blvd. Fort Lauderdale, FL 33311-1426 Phone:(954) 677-5645 Fax: (954) 677-5669</p>
<p>Ft. Lauderdale Unit 22C 1400 West Commercial Blvd., Suite 115 Fort Lauderdale, FL 33309-3782 Phone:(954) 202-3870 Fax: (954) 202-3890</p>	<p>Ft. Myers Unit 24D 5264 Summerlin Commons Way, Ste. 404 Fort Myers, FL 33907-2154 Phone:(239) 278-7150 Fax: (239) 278-7110</p>
<p>Naples Unit 24C 10681 N. Airport Pulling Rd., Suite 19 Naples, FL 34109-7337 Phone:(239) 593-2543 Fax: (239) 593-2548</p>	<p>North Fort Myers 24BA 13971 N. Cleveland Ave., Suite 8 North Fort Myers, FL 33903-4392 Phone:(239) 656-7796 Fax: n/a</p>
<p>Palm Beach Gardens Unit 21A 4362 Northlake Blvd., Suite 117 Palm Beach Gardens, FL 33410-6270 Phone:(561) 624-6957</p>	<p>Port Charlotte Unit 24B 4161 Tamiami Trail, Suite 801 Port Charlotte, FL 33952-9299 Phone:(941) 613-0900</p>

Fax: (561) 624-6948	Fax: (941) 613-0905
West Palm Beach Unit 21C 3111 S. Dixie Hwy., Suite 100 West Palm Beach, FL 33405-1549 Phone:(561) 650-6804 Fax: (561) 650-6815	Mary Watford, Area Director Vocational Rehabilitation 5288 Summerlin Commons Way, Suite 903 Fort Myers, Florida 33907-2161 mary.watford@vr.fldoe.org Phone:(239) 278-7317 Fax: (239) 278-7255

DVR AREA 6

Counties Served: Monroe, Dade

Miami Unit 23C 3625 NW 82 Avenue, Suite 204 Miami, FL 33166-7600 Phone:(305) 513-7880 Fax: (305) 513-7897	Key Largo Unit 23LB 103400 Overseas Hwy., Rm. 251 Key Largo, FL 33037-2834 Phone:(305) 453-1271 Fax: (305) 453-1270
Key West Unit 23L 1111 12th Street, Suite 311 Key West, FL 33040-3001 Phone:(305) 289-6174 Fax: (305) 289-6181	Marathon Unit 23LA 5800 Overseas Highway, Suite 32 Marathon, FL 33050-2744 Phone:(305) 289-6174 Fax: (305) 289-6181
Miami Unit 23A 7975 N.W. 154th Street, Suite 450 Miami Lakes, FL 33016-5864 Phone:(305) 364-3000 Fax: (305) 364-3021	Miami Unit 23B 12000 Biscayne Blvd., Suite 204 Miami, FL 33181-2742 Phone:(305) 795-2285 Fax: (305) 795-3488
Miami Unit 23D 5959 Blue Lagoon Drive, Suite 300 Miami, FL 33126-2052 Phone:(305) 643-7600 Fax: (305) 643-7618	Miami Unit 23E 7984 SW 8th Street Miami, FL 33144-4268 Phone:(305) 442-6885 Fax: (305) 442-6909

<p>Miami Unit 23F 5835 Blue Lagoon Drive, Suite 101 Miami, FL 33126-2036 Phone:(305) 643-7650 Fax: (305) 643-7666</p>	<p>Miami Unit 23G 2828 SW 22nd St, Suite 480 Miami, FL 33145-3224 Phone:(305) 442-6970 Fax: (305) 442-6975</p>
<p>Miami Unit 23GA Jackson Memorial Hospital Institute Bldg. 1161 NW 12 Ave., Room 138B Miami, FL 33136-1005 Phone:(305) 325-3237 Fax: (305) 325-2680</p>	<p>Miami Unit 23H 8700 W. Flagler Street, Suite 403 Miami, FL 33174-2543 Phone:(305) 227-7580 Fax: (305) 227-7588</p>
<p>Miami Unit 23J 10700 Caribbean Blvd., Suite 204 Miami, FL 33189-1224 Phone:(305) 252-4453 Fax: (305) 252-4320</p>	<p>Miami Unit 23K 13335 SW 124th St., Suite 210 Miami, FL 33186-7515 Phone:(305) 378-5911 Fax: (305) 378-5914</p>
<p>Miami Unit 23M 1111 Park Center Blvd., Suite 100 Miami, FL 33169-5365 Phone:(305) 628-7244 Fax: (305) 628-7248</p>	<p>Miami Unit 23N 4770 Biscayne Blvd., Suite 450 Miami, FL 33137-3239 Phone:(305) 438-4400 Fax: (305) 438-4416</p>
<p>Cynthia Gaber, Area Director Vocational Rehabilitation 7975 NW 154th Street, Suite 450 Miami Lakes, Florida 33016-5864 cynthia.gaber@vr.fldoe.org Phone:(305) 364-3000 Fax: (305) 364-3021</p>	

SMALL BUSINESS DEVELOPMENT CENTER DIRECTORY

<p>SBDC at the University of West Florida - Pensacola 401 E Chase St, Ste 100 Pensacola, FL 32502-6160 850.595.0063 www.sbdcwuf.edu</p>	<p>SBDC at the University of South Florida - Tampa 1101 Channelside Dr, Ste 210 Tampa, FL 33602-3613 813.905.5800 www.SBDCtampabay.com</p>
<p>SBDC at UWF - Ft. Walton Beach 922 Mar Walt Dr, Ste 203 Fort Walton Beach, FL 32547-6703 850.833.9400 www.sbdcwuf.edu</p>	<p>*SBDC at USF - St. Petersburg College of Business 263 13th Ave S St. Petersburg, FL 33701-5511 727.873.4753 www.SBDCtampabay.com</p>
<p>SBDC at Gulf Coast Community College - Lynn Haven 2500 Minnesota Ave Lynn Haven, FL 32444-4815 850.271.1108 www.northfloridabiz.com</p>	<p>SBDC at USF - Temple Terrace 7402 N 56th St, Ste 425, Bldg 400 Temple Terrace, FL 33617-7743 813.914.4028 www.SBDCtampabay.com</p>
<p>SBDC at Florida A&M University - Tallahassee 2035 E Paul Dirac Dr, Ste 130 Morgan Bldg Tallahassee, FL 32310-3700 850.599.3407 www.sbdcfamu.org</p>	<p>SBDC at Central Florida Development Council of Polk County - Lakeland C/O-SBDC-USF Polytechnic 3433 Winter Lake Rd, Modular--LMC Lakeland, FL 33803-9807 863.667.7913 www.polksbdc.org</p>
<p>SBDC at Florida A&M University - Quincy Gadsden County Chamber of Commerce 208 N. Adams St (PO Box 389) Quincy, FL 32351-2417 850.627.9231 www.sbdcfamu.org</p>	<p>SBDC at USF - Avon Park South Florida Community College 600 W College Dr, Bldg L Avon Park, FL 33825 863.784.7378 or 7379 www.SBDCtampabay.com</p>

<p>*SBDC at North Florida Community College - Madison 325 NW Turner Davis Dr Business Education Bldg #7, Room 107 Madison, FL 32340-1602 850.973.9409 www.nfcc.edu/community-programs/sbdc</p>	<p>SBDC at the State College of Florida Manatee-Sarasota Lakewood Ranch 7131 Professional Pkwy E Sarasota, FL 34240-8453 941.363.7219 www.scf.edu/sbdc</p>
<p>*SBDC at FAMU - Perry Taylor County Chamber of Commerce 428 N Jefferson St Perry, FL 32347-2510 850.584.5366 www.taylorcountychamber.com</p>	<p>SBDC at the State College of Florida Manatee-Sarasota - Venice Business Resource Center 8000 Tamiami Trail S Venice, FL 34293-5113 941.408.1412 www.scf.edu/sbdc</p>
<p>SBDC at the University of North Florida - Jacksonville Coggin College of Business, University Ctr 12000 Alumni Dr Jacksonville, FL 32224-2677 904.620.2476 www.sbdc.unf.edu</p>	<p>SBDC at Florida Gulf Coast University - Ft. Myers Lutgert College of Business, Unit 2320 10501 FGCU Blvd South Fort Myers, FL 33965-6565 239.745.3700 cli.fgcu.edu/sbdc</p>
<p>SBDC at UNF - Gainesville 2153 SE Hawthorne Rd, Ste 126 Gainesville, FL 32641-7577 352.334.7230 www.sbdc.unf.edu</p>	<p>*SBDC at FGCU - Port Charlotte Charlotte County COC 2702 Tamiami Trail Port Charlotte, FL 33952-5129 941.627.2222 cli.fgcu.edu/sbdc</p>
<p>SBDC at UNF - Ocala 3405 SW College Rd, Ste 201 Ocala, FL 34474-8464 352.622.8763 www.sbdc.unf.edu</p>	<p>SBDC at FGCU - Cape Coral 1020 Cultural Park Blvd Cape Coral, FL 33990-1229 239.573.2737 cli.fgcu.edu/sbdc</p>

<p>SBDC at UNF - St. Augustine 4040 Lewis Speedway St. Augustine, Florida 32084-8637 904.620.2476 www.sbdc.unf.edu</p>	<p>*SBDC at FGCU - Immokalee Career Service Center of Collier County 750 S 5th St, Ste 710 Immokalee, FL 34142-4301 239.658.3327 cli.fgcu.edu/sbdc</p>
<p>SBDC at the University of Central Florida - Orlando Disney/SBA National Entrepreneur Ctr 315 E Robinson St, Ste 100 Orlando, FL 32801-1698 407.420.4850 www.sbdcorlando.com</p>	<p>SBDC at Indian River State College - Ft. Pierce 3209 Virginia Ave, Bldg E/Rm 123 Ft. Pierce, FL 34981-5596 772.462.7296 or 888.283.1177 www.sbdc-irsc.com</p>
<p>SBDC at Daytona State College - Daytona Beach 1200 W International Speedway Blvd Rm 223, Bldg 110 Daytona Beach, FL 32114-2817 386.506.4723 www.sbdcdaytona.com</p>	<p>*SBDC at IRSC - Stuart 924 SE Central Parkway Stuart, FL 34994-3997 772.419.5694 www.sbdc-irsc.com</p>
<p>SBDC at Seminole State College - Sanford 1445 Dolgner Place Sanford, FL 32771-9204 407.321.3495 www.seminoleSBDC.org</p>	<p>SBDC at Palm Beach State College - Boca Raton 3000 Saint Lucie Ave, Ste AD408 Boca Raton, FL 33431-6418 561.862.4726 www.palmbeachstate.edu/SBDC.xml</p>
<p>SBDC at UCF - Leesburg Leesburg Business & Technology Center 600 Market Street Leesburg, FL 34748-5143 352.315.1846 www.sbdcorlando.com</p>	<p>SBDC in Broward Reubin O'D. Askew Tower Room 530 111 E. Las Olas Blvd. Ft. Lauderdale, FL 33301-2206 954.762.5235 www.floridasbdc.org/broward</p>

<p>SBDC at UCF - Kissimmee Kissimmee/Osceola County COC 1425 E Vine St Kissimmee, FL 34744-3621 407.847.2452 www.sbdcorlando.com</p>	<p>SBDC Miami-Dade Festival Plaza 8500 SW 8th St, Ste 224 Miami, FL 33144-4002 305.261.1638 www.floridasbdc.org/miami-dade</p>
<p>*SBDC at UCF - Clermont 1250 N Hancock Rd Rm 106, Bldg 1 Clermont, FL 34711-5931 352.536.2224 www.sbdcorlando.com</p>	<p>SBDC at Florida Keys Community College - Key West Florida Keys Community College 5901 College Rd, Room 218 Key West, FL 33040-4315 305.809.3156 www.floridasbdc.org/miami-dade</p>
<p>SBDC at Brevard Community College - Melbourne 3865 N Wickham Rd Rm 122, Bldg 10 Melbourne, FL 32925-2310 321.433.5570 www.bcctraining.com</p>	<p>*-SBDC open less than 40 hours per week</p>

JAN

Job Accommodation Network

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Fact Sheet Series

Pre-Offer, Disability-Related Questions: Dos and Don'ts

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A service of the U.S. Department of Labor's Office of Disability Employment Policy

JAN'S ACCOMMODATION FACT SHEET SERIES

PRE-OFFER, DISABILITY-RELATED QUESTIONS: DOS AND DON'TS

Title I of the Americans with Disabilities Act (ADA) limits an employer's ability to ask disability-related questions or to require medical examinations at three stages of employment: pre-job offer, post-job offer, and during employment. This publication provides information regarding the limitations on disability-related questions at the pre-offer stage. This stage includes job applications and job interviews.

What is a disability-related question?

A disability-related question is a question that is likely to elicit information about a disability. On the other hand, if there are many possible answers to a question and only some of those answers would contain disability-related information, that question is not disability-related.

What questions can employers ask at the pre-offer stage?

In general, employers cannot ask disability-related questions at the pre-offer stage. This means that employers cannot directly ask whether an applicant has a particular disability. It also means that employers cannot ask questions that are closely related to disability.

Why does the ADA prohibit pre-offer disability-related questions?

In the past, some employment applications and interviewers requested information about an applicant's physical and/or mental condition. This information was often used to exclude applicants with disabilities before their ability to perform the job was even evaluated. As a result, Congress established a process within the ADA to isolate an employer's consideration of an applicant's non-medical qualifications from any consideration of the applicant's medical condition.

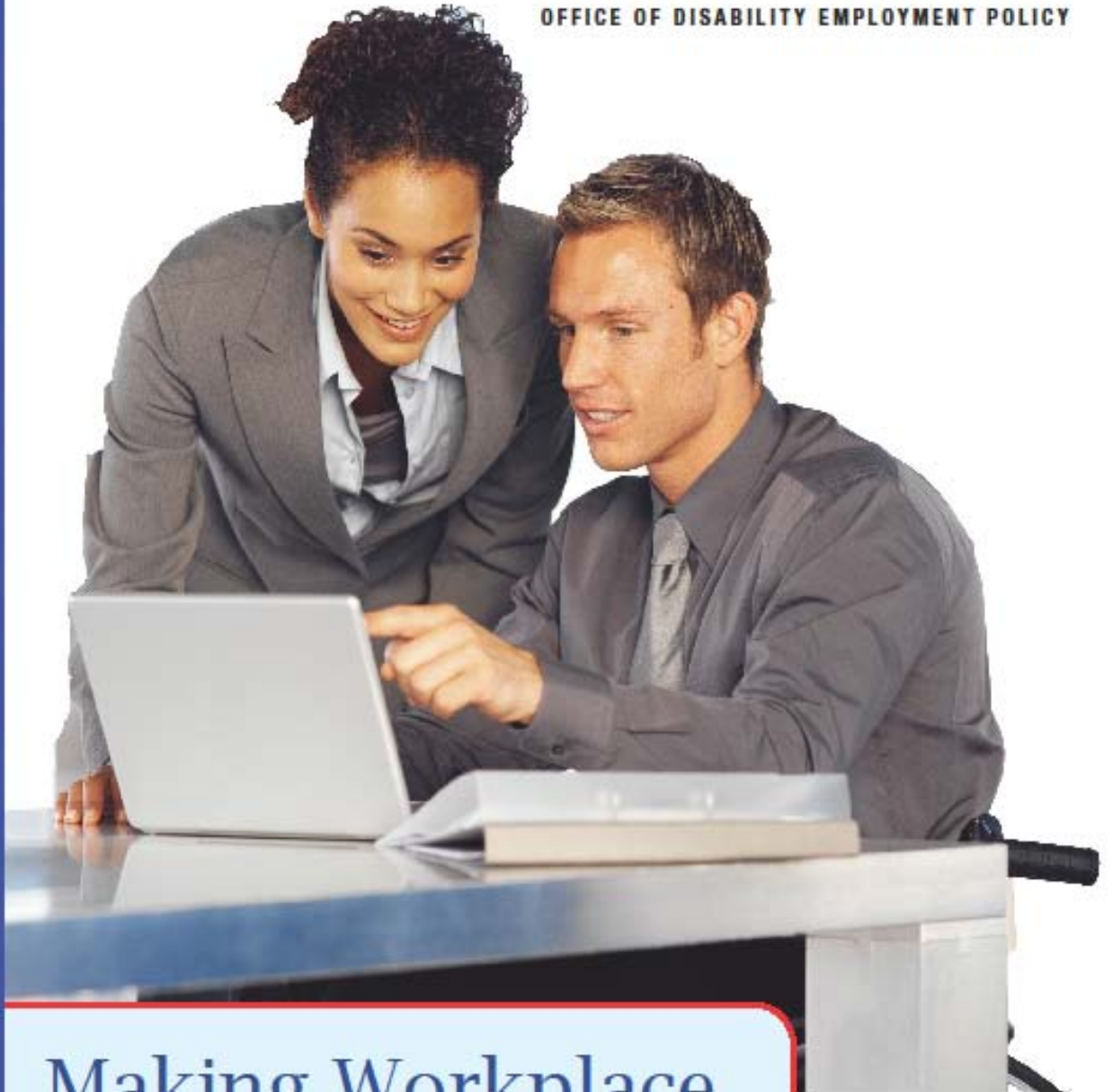
For additional information, visit Pre-employment Disability-Related Inquiries and Medical Exams (EEOC guidance) at www.eeoc.gov/policy/docs/preemp.html.

The following are some examples of permissible and impermissible pre-job offer questions under the ADA:

Job Performance	
DO	DON'T
-Are you able to perform the essential function of the job you are seeking, with or without accommodations?	-Do you have any physical or mental impairment that would keep you from performing the job you seek? -What physical or mental impairments do you have that would affect your job performance?
Attendance Requirements	
DO	DON'T
-Can you meet our attendance requirements? -How many days were you absent from your last job? -How many Mondays or Fridays were you absent last year on leave other than approved vacation leave?	-How many days were you sick during your last job?
History of Injury	
DO	DON'T
-How did you break your leg?	-Do you break bones easily? -Do you expect the leg to heal normally?
Drug Use	
DO	DON'T
-Are you currently using illegal drugs?	-What medications are you currently taking?
-Have you ever used illegal drugs?	-How often did you use illegal drugs in the past? -Have you ever been addicted to drugs? -Have you ever been treated for drug addiction?

	-Have you ever been treated for drug abuse?
Alcohol Use	
DO	DON'T
-Do you drink alcohol? -Have you ever been arrested for driving under the influence of alcohol?	-How much alcohol do you drink? -Have you ever participated in an alcohol rehabilitation program?

Updated 3/24/10. This document was developed by the Job Accommodation Network, funded by a contract agreement from the U.S. Department of Labor, Office of Disability Employment Policy (DOL079RP20426). The opinions expressed herein do not necessarily reflect the position or policy of the U.S. Department of Labor. Nor does mention of trade names, commercial products, or organizations imply endorsement by the U.S. Department of Labor.



Making Workplace Accommodations:

Reasonable Costs, Big Benefits

The Job Accommodation Network (JAN), a service of the U.S. Department of Labor's Office of Disability Employment Policy, facilitates the employment and retention of workers with disabilities by providing employers, people with disabilities, and other interested parties with information on job accommodations, self-employment, small business opportunities, and other related subjects. JAN represents the most comprehensive resource for job accommodations available.





As part of its recent customer service interviews, JAN conducted an examination of persons with disabilities—and the benefits that those accommodations offer employers. Based on its interviews with 1,182 employers from a range of industries, JAN reported some interesting results:

- **Accommodations as a retention tool.** Results indicated that employers want to provide accommodations so they can retain valued employees. Of the employers who called JAN for information about accommodations, 80% were doing so to retain or promote a current employee.
- **Low cost or no cost accommodations.** Nearly half of the employers interviewed (46%) reported that the accommodations they implemented cost absolutely nothing. Similarly, 45% experienced a one-time cost. The median one-time expenditure for employers was only \$500.
- **Accommodations are effective.** Employers who implemented accommodations were asked to indicate their effectiveness on a scale of one to five, with five indicating

“extremely effective.” Seventy-five percent of the respondents reported that the accommodations they implemented were either “very effective” or “extremely effective.”

- **Direct and indirect benefits.** During the interviews, the most frequently mentioned direct benefits of making accommodations were: •Retaining a valued employee (86%);
- Increasing the employee’s productivity (71%); and
- Eliminating the costs associated with training a new employee (56%).

The most widely reported indirect benefits were: •Improving colleague interaction (67%); •Increasing overall company morale (58%); and •Increasing overall company productivity (56%).

Clearly, employers find that the benefits of making accommodations in the workplace far outweigh the costs. For little or no cost, employers can meet the needs of people with disabilities while enjoying benefits that extend to coworkers and to the company as a whole.



Job Accommodation Network (JAN)

To answer your questions about accommodations, or the ADA:
call 800-526-7234 (Voice) / 877-781-9403 (TTY) or visit www.jan.wvu.edu

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200 Constitution Avenue, NW • Washington, DC 20210
Voice: 1-866-ODEP-DOL (633-7365) • TTY: 1-877-889-5627 www.dol.gov/odep