



American Job Center Access Resource Guide

★ Updated October 2014

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This guide was developed to provide American Job Centers and their partner agencies with relevant federal, state and local level information around their legal obligations and resources that can assist them in identifying and implementing effective accommodation strategies in serving and training job seekers who experience a disability.




Prepared for the Disability Employment Initiative by the NDI Technical Assistance Team / Employment and Training Administration, U.S. Department of Labor, updated October 2014.



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U.S. DEPARTMENT OF LABOR EMPLOYMENT AND TRAINING ADMINISTRATION		
<p><i>Workforce3 One Web Portal</i></p> <p>An e-learning and knowledge sharing platform for workforce professionals and business.</p> 	<p>You want to access self-paced training modules to gain an introduction to the workforce system offering the choice to learn as a new workforce system employee, a new Workforce Investment Board member, or a more experienced workforce system employee.</p> <p>You want to access and share innovative approaches, products and tools.</p> <p>You want to connect with your peers through Communities of Practice (CoP).</p>	<p><u>Information and resources available:</u></p> <p>ONLINE: Workforce3 One Web Portal</p> <p>Links to Communities of Practice:</p> <ul style="list-style-type: none"> • Disability and Employment – online learning for workforce and other professionals who provide services to people with disabilities. • Veterans Priority – source for Veterans information which primarily effect the Wagner-Peyser and WIA employment and training programs. • Career Pathways -- enhance knowledge, skills, and expertise in building career pathways systems. • Youth Connections – online learning for public workforce system staff and partners who serve youth.
<p><i>Employment and Training Administration Business, Industry and Key Sector Initiatives</i></p> <p>Whether you have one employee or 10,000, the publicly funded workforce investment system can be a valuable addition to your human resource capabilities and an invaluable tool to transform your workforce for the 21st-century economy.</p> 	<p>You want to learn how to increase your profitability through an analysis of available government incentives, tax credits, and assistance.</p> <p>You want to use real-time information about workforce and career information, such as local wages and economic trends, industry competencies, standardized training to inform your business decisions.</p> <p>You want to reduce recruitment costs and increase retention through workforce solutions, such as screening and referral of job-ready candidates.</p> <p>You want to develop a more competitive workforce by connecting to training and other “up-skilling” resources.</p>	<p><u>Solutions for business and other resources:</u></p> <p>ONLINE: DOLETA Business, Industry and Key Sector Initiatives</p> <p>Links to other resources includes:</p> <ol style="list-style-type: none"> 1. Workforce Professionals – resources and tools to assist serving the needs of workers and business. 2. Competency Models – provides the business community with a means to communicate its skill needs to educators and the workforce system in a common industry-driven framework. 3. On-the-Job Training Toolkit – workforce system training strategy for local business and job seekers.

Resource	Access this resource when...	Contact Information
<p>CareerOneStop Resource Library: Workers with Disabilities</p> <p>Find career resources and information specific to workers with disabilities.</p> 	<p>You want to find resources and information on:</p> <ul style="list-style-type: none"> • Career assessments, planning, management and research. • Job search strategies and employment options. • Training, education, financial aid and workforce professional training. <p>You want to learn more about workplace laws, human resources and business development and management.</p>	<p>Information and resources available:</p> <p>ONLINE: CareerOneStop Resource Library: Workers with Disabilities</p> <p>CareerOneStop Helpline: Email: info@careeronestop.org 1-877-348-0502 (Voice)/1-877-348-0501 (TTY)</p>
<p>CareerOneStop E-tools</p> <p>The CareerOneStop website includes various electronic tools (E-tools) supported by the Employment and Training Administration. These tools help provide online services to American Job Center customers.</p> 	<p>You want to use CareerOneStop E-tools including:</p> <ul style="list-style-type: none"> • America's Service Locator -- provides contact information for workforce services including American Job Centers, workforce investment boards, community colleges, and other community resources. • America's Career InfoNet -- features user-friendly occupation and industry information, salary data, career videos, education resources, self-assessment tools, career exploration assistance, and other resources. 	<p>CareerOneStop E-tools, cont.</p> <ul style="list-style-type: none"> • mySkills myFuture -- Users can identify occupations that require skills and knowledge similar to their current or previous job, locate local training programs, and/or apply for jobs. • Worker ReEmployment -- provides employment, training, and financial assistance for laid-off workers. • Veterans ReEmployment -- a website for employment, training, and financial help after military service.
<p>Occupational Information Network (O*NET)</p> <p>Provides comprehensive occupational descriptions and data for use by job seekers, workforce development offices, human resources professionals, and others.</p> 	<p>You want a guided tour of the features and capabilities of O*NET OnLine, demonstrating how to navigate using real world examples of occupational and skills searches or specific details of one or more occupations.</p> <p>You want to learn about O*NET OnLine's many resources on accommodations, disabilities, and workplace issues.</p> <p>You want to access basic information on how O*NET serves as a resource to assist businesses with everyday needs, complete with brief instruction on how to get started.</p>	<p>Information and resources available:</p> <p>ONLINE: O*NET Online Center</p> <p>The O*NET Resource Center provides links to:</p> <ol style="list-style-type: none"> 1. Career Exploration Tools -- assessment instruments to assist career exploration and decision making. 2. My Next Move -- A Web application for new job seekers and students to find career options matching their interests and experience. 3. My Next Move for Veterans -- A Web application for veterans transitioning into the civilian workforce. 4. OnLine Desk Aid -- Features of O*NET OnLine.


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<p><i>Work Opportunity Tax Credit (WOTC)</i></p> <p>A Federal tax credit available to business for hiring individuals from certain target groups who have consistently faced significant barriers to employment.</p> 	<p>You want to learn how your business can participate in WOTC and benefit from tax credits for different target groups, particularly eligible veterans.</p> <p>You want to learn more about the VOW to Hire Heroes Act of 2011, which amends and expands the definition of WOTC's Veteran target groups.</p> <p>You want to learn more about the WOTC benefit amounts that can be claimed by a business..</p> <p>You want to download WOTC application forms to submit for credit.</p>	<p><u>Information and resources available:</u></p> <p>ONLINE: DOLETA Work Opportunity Tax Credit</p> <p>WOTC Video Resources:</p> <ul style="list-style-type: none"> • Tutorial for Employers - provides an introduction and a step-by-step guide on how to apply for the tax credit. • Introduction to WOTC - provides basic information on the program. • WOTC for Veterans - provides information on how to increase employment opportunities for veterans.
<p><i>American Job Center Network</i></p> <p>The American Job Center represents a single streamlined website that consolidates information and services from across the government – access to job retraining and education opportunities, skills and career development and counseling -- into a single online resource for both job seekers and for businesses.</p> 	<p>You want to access information and resources on serving a diverse workforce.</p> <p>You want to locate resources for business including disability resources.</p>	<p><u>Information and resources available:</u></p> <p>ONLINE: American Job Center Network</p> <p>Resources for Veterans</p> <p>Resources for Youth</p> <p>Resources for Business / Employers</p>



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U.S. DEPARTMENT OF LABOR OFFICE OF DISABILITY EMPLOYMENT POLICY

<p><i>Office of Disability Employment Policy (ODEP) Resources for Diversity and Inclusion</i></p> <p>Provides national leadership by developing and influencing disability employment-related policies and practices affecting an increase in the employment of people with disabilities.</p> 	<p>You want to learn the business case for hiring individuals with disabilities.</p> <p>You want to learn how to create an inclusive culture in your place of business.</p> <p>You want to be proactive in recruiting, hiring, retaining and advancing people with disabilities.</p> <p>You are seeking technical assistance resources and support to diversify your workplace and want to know 'What can you do?'</p>	<p><u>Information and resources available:</u></p> <p>ONLINE: ODEP Resources on Diversity and Inclusion</p> <p>Online tool: Building an Inclusive Workforce - Four-Step Reference Guide to Recruiting, Hiring, and Retaining Employees with Disabilities</p> <p>Communicating with and About People with Disabilities</p>
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U.S. DEPARTMENT OF LABOR (OTHER)



<p><i>U.S. Department of Labor's elaws – Disability Nondiscrimination Law Advisor</i></p> <p>Designed to help employers determine which nondiscrimination laws apply to their business or organization. It also helps recipients of federal financial assistance understand their responsibilities under these laws.</p> 	<p>You want to better understand the federal nondiscrimination laws and how they apply to your business in various situations with employees.</p> <p>You need a customized list of federal disability nondiscrimination laws that may apply and links to detailed information that will help you understand your requirements under these laws.</p>	<p><u>Information and resources are available:</u></p> <p>ONLINE: DOL's Disability Nondiscrimination Law Advisor</p>
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Resource	Access this resource when...	Contact Information
<p>Office of Federal Contract Compliance Programs (OFCCP)</p> <p>Enforces, for the benefit of job seekers and wage earners, the contractual promise of affirmative action and equal employment opportunity required of those who do business with the Federal government.</p>  <p>OFFICE OF FEDERAL CONTRACT COMPLIANCE PROGRAMS OFCCP U.S. DEPARTMENT OF LABOR</p>	<p>You want more information about the following enforcement procedures with federal contractors and subcontractors:</p> <ul style="list-style-type: none"> • Regulatory requirements and review process. • Compliance evaluations and complaint investigations of personnel policies and procedures. • Conciliation Agreements who are in violation of regulatory requirements. • Progress in fulfilling the terms of agreements through periodic compliance reports. • Agreements with Labor Department job training programs and help to identify and recruit qualified workers. • Enforcement actions to the Solicitor of Labor. • The ultimate sanction for violations (debarment) - the loss of a company's federal contracts. 	<p>Information and resources available:</p> <p>ONLINE: DOL Office of Federal Contract Compliance Programs</p> <p>Section 503 Final Rule: Information and Resources</p> <p>Vietnam Era Veterans' Readjustment Assistance Act: Information and Resources</p> <p>CONTACT: 1-800-397-6251 / 1-877-889-5627 (TTY) Division of Policy, Regulations Line 202-693-0103 E-mail OFCCP-Public@dol.gov</p> <p>Nationwide Office Directory</p>
<p>Workforce Investment Act (WIA) Section 188 Disability Checklist</p> <p>The checklist was created to ensure nondiscrimination and equal opportunity to persons with disabilities participating in programs and activities operated by Local Workforce Investment Area grant recipients that are part of the American Job Center Network.</p> 	<p>You want to learn whether your Job Center is in compliance with the nondiscrimination and equal opportunity requirements of WIA and its implementing regulations.</p> <p>You want a tool to help you conduct your own monitoring regarding compliance with those aspects of Section 188 pertaining to persons with disabilities.</p> <p>You want to access examples of policies, procedures and other recommended steps that your local workforce area can take to ensure that people with disabilities have equal access to WIA Title I programs and activities.</p>	<p>Information and resources available:</p> <p>ONLINE: WIA Section 188 Disability Checklist</p> <p>WIA Section 188 Disability Checklist Appendix: Examples of Practices</p>

Resource	Access this resource when...	Contact Information
<p>Veterans Employment Toolkit – U.S. Department of Veterans Affairs</p> <p>Provides information to help business, managers and supervisors, human resource professionals, and employee assistance program providers relate to and support their employees who are Veterans and members of the Reserve and National Guard.</p> 	<p>You want to learn more about how veterans can benefit your company's goals and bottom line.</p> <p>You want to understand the military structure and culture.</p> <p>You want access to information and resources on supporting veteran employees.</p> <p>You want to provide guidance to Veterans who are searching for employment resources.</p>	<p><u>Information & resources available:</u></p> <p>ONLINE: http://www.va.gov/vetsinworkplace/</p> <p>Veterans Employment Toolkit: http://www.va.gov/vetsinworkplace/resources.asp</p>


NATIONAL TECHNICAL ASSISTANCE AND RESOURCE CENTERS



<p>Job Accommodation Network (JAN)</p> <p>JAN is the leading source of free, expert, and confidential guidance on workplace accommodations and disability employment issues, as well as a searchable database on workplace accommodations.</p> 	<p>You have questions related to accommodation, Americans with Disabilities Act (ADA), training and workplace issues for individuals who experience a disability.</p> <p>You need immediate information about the ADA and how it applies to your workplace for applicants/employees with disabilities.</p> <p>You need information on accommodation options/ideas for applicants/employees with disabilities.</p>	<p><u>Free consultation, information and resources:</u></p> <p>ONLINE: AskJAN</p> <p>BY PHONE: 1-800-526-7234 / 1-877-781-9403 (TTY)</p> <p>Online tools:</p> <ol style="list-style-type: none"> 1. SOAR - Searchable Online Accommodation Resource 2. JAN on Demand - Submit questions/concerns 3. Employers' Practical Guide to Reasonable Accommodation Under the ADA
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<p><i>Employer Assistance and Resource Network (EARN)</i></p> <p>Provides free technical assistance, consultation, and training for federal agencies, private business, and federal contractors on all aspects of the employment of persons with disabilities.</p> 	<p>Your business is seeking assistance to recruit, hire, and retain qualified employees with disabilities.</p> <p>You are seeking linkages to state and local community-based organizations serving job seekers with disabilities.</p> <p>Your business is seeking training related to disability etiquette and awareness, interviewing and accommodating candidates with disabilities (may include practice interviews and facilitated discussions with job seekers with disabilities) and best practices.</p>	<p><u>Information and resources are available:</u></p> <p>ONLINE: AskEARN BY PHONE: 1-855-275-3276 (AskEARN)</p> <p>Or submit a question (all calls/inquiries are confidential; no contact information is shared with any outside entity)</p> <p>To access the Business Case for Hiring People with Disabilities to hear what businesses have to say about the value of employees with disabilities.</p>
<p><i>ADA National Network</i></p> <p>Provides information, guidance and training on the Americans with Disabilities Act (ADA), tailored to meet the needs of business, government and individuals at local, regional and national levels.</p> 	<p>You want training on disability and employment related topics that affect your Job Center customers with disabilities. (For example, the WIA web course: Welcoming Customers with Disabilities).</p> <p>You need answers to frequently asked questions, practical tips for compliance, popular publications, and web-based resources.</p> <p>You need guidance on establishing a fully accessible and accommodating Job Center for your customers that can serve as a model for your partners, staff and vendors for meeting ADA guidelines.</p>	<p><u>Find your regional center by:</u></p> <p>Selecting a State or U.S. Territory from the map or drop-down menu available:</p> <p>ONLINE: ADA National Network Regional Centers</p> <p>BY PHONE: 1-800-949-4232 (V/TTY) You will automatically be connected to your region.</p>



Resource	Access this resource when...	Contact Information
<p><i>National Collaborative on Workforce and Disability for Youth (NCWD/Youth) Workforce Development</i></p> <p>Assists state and local workforce development systems to better serve all youth, including youth with disabilities and other disconnected youth. NCWD/Youth partners have expertise in education, youth development, disability, employment, workforce development and family issues.</p> 	<p>You want information for workforce professionals and service providers who interact with people with disabilities to help clarify what you can and cannot ask about someone's disability.</p> <p>You want to learn about critical elements of program design for all youth, including youth with disabilities.</p> <p>You want a framework that details what the workforce development system can do to address business' needs with regard to hiring any job applicant, as well as additional needs employers may have in hiring and retaining employees with disabilities.</p>	<p><u>Information and resources are available:</u></p> <p>ONLINE: NCWD Youth Information and Resources on Workforce Development</p> <p>BY PHONE: 877-871-0744 / TTY: 877-871-0665</p> <p>Disability Inquiries in the Workforce Development System Designed to help clarify what you can and cannot ask about someone's disability.</p> <p>411 on Disability Disclosure: A Workbook for Youth with Disabilities Designed for youth and adults working with them to learn about disability disclosure.</p> <p>Universal Design Ensures that environments, communications, programs, and services meet the needs of all workforce development customers.</p>


OTHER FEDERAL AND NATIONAL RESOURCES

<p><i>U.S. Equal Employment Opportunity Commission</i></p> <p>Enforces Federal laws prohibiting employment discrimination.</p> 	<p>You want to learn more about federal laws prohibiting employment discrimination related to:</p> <ul style="list-style-type: none"> • Unfair treatment because of race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information. • Denial of reasonable accommodations that employee needs because of religious beliefs or disability. • Retaliation because employee complained about job discrimination or assistance with job discrimination investigation or lawsuit. 	<p><u>Information and resources available:</u></p> <ul style="list-style-type: none"> • Employees and Job Applicants • Employers <p>Disability Discrimination information and resources</p> <p>To find your regional EEO office: Click on map, or scroll down to the bottom</p>
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<p><i>ADA Business Connection</i></p> <p>Includes ADA compliance resources for businesses including videos, online training courses, and business-specific publications.</p> 	<p>You want to learn about all aspects of access that businesses need to know in order to be in compliance as both employers and as providers of public goods/services.</p> <p>You want technical assistance around ADA regulations for businesses, including how to modify policies and practices that discriminate against people with disabilities and how to comply with accessible design standards when constructing or altering facilities.</p>	<p><u>Information and resources available:</u></p> <p>ONLINE: ADA Business Connection</p> <p>Toll-free Phone Line to talk to an ADA Specialist: 1-800-514-0301 Voice / OR 1-800-514-0383 TTY</p> <p>ADA Technical Assistance Materials</p>
<p><i>U.S. Business Leadership Network (USBLN)</i></p> <p>Serves as the collective voice of over 50 Business Leadership Network affiliates across the United States, representing over 5,000 businesses.</p> 	<p>You want to hear from other businesses about workplace accessibility and serving and accommodating both customers and employees who experience a disability.</p> <p>You want to engage in networking discussions to increase knowledge of community outreach, recruiting and interviewing, the accommodation process and barriers to employment.</p> <p>You want to learn how to expand your diversity recruiting efforts to include people with disabilities - as a business case to recruit talent and better serve customers.</p>	<p><u>Find your state's US BLN Affiliate information:</u></p> <p>ONLINE: USBLN Affiliate Information</p> <p>Leading Practices on Disability Inclusion</p>

Resource	Access this resource when...	Contact Information
<p><i>ADA and Architectural Barriers Act (ABA) Accessibility Guidelines</i></p> <p>The ADA applies to places of public accommodation, commercial facilities, and State and local government facilities. The ABA covers facilities designed, built, altered with Federal funds or leased by Federal agencies.</p> 	<p>In all areas of the building used by the public, Title II of the ADA requires an accessible interior path from point of entry to all public services.</p> <ul style="list-style-type: none"> You want to learn about what physical barriers people with disabilities might experience when accessing the American Job Center. You want to ensure that your buildings and facilities meet the ADA accessibility requirements. 	<p><u>Information and resources available:</u></p> <p>ONLINE: Access Board Guidelines and Standards</p> <p>Link to: ADA and ABA Accessibility Guidelines</p> <p>U.S. Access Board Technical Assistance</p> <ul style="list-style-type: none"> (800) 872-2253 TTY: (800) 993-2822 ta@access-board.gov
<p><i>Vocational Rehabilitation</i></p> <p>State-supported services that support a wide range of services designed to help individuals with disabilities prepare for and engage in gainful employment consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.</p> 	<p>You want to learn about “Work Try Outs” and “On the Job Training” and how mutual customers of Vocational Rehabilitation and the American Job Center’s employment services and programs can benefit from these programs that are available for qualified individuals and interested business.</p> <p>You want to learn about the availability of accommodations such as job-coaching, and how that impacts a job seeker with a disability’s effectiveness and capability as an employee.</p> <p>You want to coordinate employment plans and blend and braid services and leverage funding on behalf of job seekers with disabilities who are accessing both the American Job Center and Vocational Rehabilitation.</p>	<p><u>Information and resources available:</u></p> <p>Find your local Vocational Rehabilitation Office</p>

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<p><i>Ticket to Work Program</i></p> <p>A program of the Social Security Administration that enlists qualified Employment Networks in assisting Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) beneficiaries in the return to work, and employment.</p> 	<p>You are seeking a qualified candidate to fill a new or existing position within your organization.</p> <p>You want to become an Employment Network (EN), and reap the benefits of filling needed positions, while receiving a financial incentive for employing an individual with a disability.</p> <p>You want to access tax incentives for hiring an individual with a disability.</p>	<p><u>Information and Resources available:</u></p> <p>Ticket to Work Program</p> <p>To find an EN that is assisting qualified individuals with disabilities in your area in the return to work</p> <p>Or, to become an EN</p>
<p><i>Accessible Technology for All</i></p> <p>Promotes full and unrestricted participation in business and society by persons with disabilities through the use of electronic information technology (IT) that is universally accessible.</p> 	<p>You want to learn:</p> <ul style="list-style-type: none"> • What is accessible electronic and information technology? • What is assistive technology? • How can I increase the accessibility of technology in my business? • How does accessible web design benefit all web users? • Is it expensive to provide assistive technology on the job? • Why does accessible IT make good business sense? 	<p><u>Information and resources available:</u></p> <p>ONLINE: Accessible Technology for All</p> <p>HOTLINE: National Hotline: 1-800-949-4232</p> <p>Business and the ADA: Questions and Answers</p>

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<p><i>American Job Centers: Serving People with Disabilities</i></p> <p>This is an older publication from the National Center on Workforce and Disability/Adult. It provides American Job Centers an overview of issues regarding meeting the needs of people with disabilities, and specific strategies for service delivery.</p> 	<p>You want to learn ways of meeting the diverse job seeker needs that exist within your local service delivery area, which includes the needs of people with disabilities.</p> <p>You want to learn about real-life examples of how Job Centers can meet the needs of customers with disabilities.</p> <p>You want to learn how your Job Center can take a holistic approach and focus on access to programs and services as well as physical access.</p>	<p>Information and Resources available: One-Stop Career Centers: Serving People with Disabilities</p> <p>Universal Design for the Workforce Development System Toolkit A collection of tools designed to be customized to the needs of a state or local workforce development system, and to support professionals in making their own system more welcoming and effective for every business and career seeking customer.</p>

AMERICAN JOB CENTER ACCESS 30-SECOND TRAINING SERIES

<p><i>American Job Center Access 30-Second Training Series</i></p> <p>30-second trainings are short, simple multiple choice questions on varied topics designed to educate Job Center management, staff, and partners about Job Center Access. They include useful information and resources that can support Job Center staff and partners in serving job seekers with disabilities.</p> 	<p>You want to provide short and educational awareness training that provide information with a resource link for further research.</p> <p>You want to share valuable information and sources of support on serving a wide range of customers, including those with a disability, through the workforce development system.</p>	<p>American Job Center Access 30-Second Trainings ONLINE: American Job Center Access 30-Second Training Series</p> <p>Strategies for Utilizing the 30-Second Trainings</p> <ul style="list-style-type: none"> • To introduce topics and information for the first time. • To send targeted information relevant to specific staff, partners, business, etc...via e-mail/listserv. • As a stand-alone training. • To augment other more formal training. <ul style="list-style-type: none"> ○ Either interspersed throughout a formal training, or ○ As follow-up to reinforce information discussed in formal training • To lead the end-user to a reputable internet resource where they can access more comprehensive information on the 30-Second Training topic.
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