












# One-Stop Career Center Access Guide


This guide was developed to provide One-Stop Career 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.

Resource Description	Where to Get It	Target Audience	When to Access this Resource
<p><b>Job Accommodation Network (JAN)</b></p> <p>Your Resource for Workplace Productivity Enhancements and Reasonable Accommodation Solutions.</p> 	<p>Free consulting, information and resources, as well as a searchable database on workplace accommodations: <a href="http://askjan.org/">http://askjan.org/</a></p> <p>Or by phone at:</p> <ul style="list-style-type: none"> <li>• (800)526-7234 (V)</li> <li>• (800)ADA-WORK (800)232-9675] (V)</li> <li>• (877)781-9403 (TTY)</li> </ul>	<p>This free resource is for employers, service providers and individuals with disabilities.</p> <p>Services include one-on-one consultation about all aspects of job accommodations, including the accommodation process, accommodation ideas, product vendors, referral to other resources, and ADA compliance assistance.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Phone or e-mail JAN any questions you have related to accommodation, ADA, training and workplace issues for individuals who experience a disability.</li> <li><input type="checkbox"/> Check out the following online tools: <ul style="list-style-type: none"> <li>• <a href="#">SOAR (Searchable Online Accommodation Resource)</a> To explore various accommodation options for people with disabilities in work and educational settings.</li> <li>• <a href="#">JAN on Demand</a> For JAN questions that are related to accommodation, ADA, and workplace issues.</li> <li>• <a href="#">Employers' Practical Guide to Reasonable Accommodation Under the Americans with Disabilities Act (ADA)</a></li> </ul> </li> </ul>
<p><b>ADA National Network (aka DBTAC)</b></p> <p>Provides comprehensive information about the Americans with Disabilities Act (ADA) and reasonable accommodations as well as valuable resources in your area.</p> 	<p>You can find your regional center by selecting a State or U.S. Territory from the map or drop-down menu.</p> <p>Available online at <a href="http://www.adata.org/network/index.html">http://www.adata.org/network/index.html</a></p> <p>Or by phone at (800) 949-4232 (V/TTY) You will automatically be connected to your region.</p>	<p>The centers serve a variety of audiences, including employers, individuals with disabilities, government officials, business operators, architects, educators and disability service providers. All calls are strictly confidential.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Reach out to ADA Center representatives for training on disability and employment related topics that affect your One-Stop Career Center customers with disabilities.</li> <li><input type="checkbox"/> Phone or e-mail the ADA Center for information and guidance on establishing a fully accessible and accommodating One-Stop Career Center for your consumers that can serve as a model for your partners, staff and vendors for meeting ADA guidelines.</li> <li><input type="checkbox"/> To take the WIA web course: <a href="#">Welcoming Customers with Disabilities.</a></li> </ul>

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<p><b>U.S. Equal Employment Opportunity Commission (EEOC)</b></p> <p>Responsible for enforcing federal laws that make it illegal to discriminate against a job applicant or an employee.</p> 	<p>To find contact information for your regional EEOC office go to the following website and click on the map, or scroll down to the bottom:  <a href="http://www.eeoc.gov/field/index.cfm">http://www.eeoc.gov/field/index.cfm</a></p>	<p>Most employers with at least 15 employees are covered by EEOC laws (20 employees in age discrimination cases). Most labor unions and employment agencies are also covered.</p> <p>The laws apply to all types of work situations, including hiring, firing, promotions, harassment, training, wages, and benefits.</p>	<p><input type="checkbox"/> To learn about federal laws prohibiting employment discrimination related to:</p> <ul style="list-style-type: none"> <li>• Unfair treatment because of <b>race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information.</b></li> <li>• Harassment by managers, co-workers, or others in the workplace, because of race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information.</li> <li>• Denial of a reasonable workplace accommodation that the employee needs because of religious beliefs or disability.</li> <li>• Retaliation because the employee complained about job discrimination, or assisted with a job discrimination investigation or lawsuit.</li> </ul>
<p><b>Department of Labor's Office of Disability Employment Policy (ODEP)</b></p> <p>Provides resources for employers to increase the employment of people with disabilities in today's workforce.</p> 	<p>Available online at:  <a href="http://www.dol.gov/odep/">http://www.dol.gov/odep/</a></p> <p>Employment Supports:  <a href="http://www.dol.gov/odep/categories/employment_supports/">http://www.dol.gov/odep/categories/employment_supports/</a>  &amp; Opportunities:  <a href="http://www.dol.gov/odep/pubs/fact/laws.htm">http://www.dol.gov/odep/pubs/fact/laws.htm</a></p> <p>The new E-laws: Non-discrimination law advisor is available at  <a href="http://www.dol.gov/elaws/odep.htm">http://www.dol.gov/elaws/odep.htm</a></p>	<p>One-Stop Career Center Business Services staff, Vocational Rehabilitation Business Liaisons, One-Stop partners who interface with employers, all Employers, Human Resource Personnel, Hiring Managers, and Supervisors.</p>	<p><input type="checkbox"/> To access resources for increasing the employment of people with disabilities. Resources include:</p> <ul style="list-style-type: none"> <li>• Recruitment resources for identifying qualified job candidates with disabilities</li> <li>• "Business Sense" newsletter with the latest information related to disability employment</li> <li>• Profiles of successful employment situations</li> <li>• Extensive publication library</li> </ul> <p><input type="checkbox"/> Access the new E-laws: Non-discrimination law advisor, which will provide you with 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><input type="checkbox"/> Check out ODEP's <a href="#">People First Language Chart</a>.</p>
<p><b>One-Stop Career Center Business and Human Resources Services</b></p> <p>Resources to help start your business, make it grow, manage your resources, and maintain a safe environment for your employees.</p> 	<p>Information available at:  <a href="http://www.careeronestop.org/Audience/Businesses/Businesses.aspx">http://www.careeronestop.org/Audience/Businesses/Businesses.aspx</a></p> <p>To find your local One-Stop Career Center enter your state and zip code in the services locator available online here:  <a href="http://www.servicelocator.org/">http://www.servicelocator.org/</a></p>	<p>Vocational Rehabilitation Business Liaisons, other partners who interface with employers.</p>	<p><input type="checkbox"/> Use the One-Stop Career Center service locator to find your local Center to receive assistance in any of the following areas:</p> <ul style="list-style-type: none"> <li>• Finding qualified job-candidates</li> <li>• Providing access and funding towards skills development training for existing staff</li> <li>• Providing information on un-employment benefits and training and benefit resources in the event of a down-sizing.</li> <li>• Providing resources, strategies, and assistance around hiring and accommodating individuals with disabilities and other barriers to employment.</li> </ul>

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<p><b>Vocational Rehabilitation</b></p> <p>A state-supported division of services that assists individuals with disabilities who are pursuing meaningful careers to secure gainful employment commensurate with their abilities.</p> 	<p>To find your local Vocational Rehabilitation Office go online:  <a href="http://askjan.org/cgi-win/TypeQuery.exe?902">http://askjan.org/cgi-win/TypeQuery.exe?902</a></p>	<p>One-Stop Career Center staff and partners.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> To learn about “Work Try Outs” and “On the Job Training” and how mutual customers of Vocational Rehabilitation and the One-Stop Career Center’s employment services and programs can benefit from these programs that are available for qualified individuals and interested employers.</li> <li><input type="checkbox"/> 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.</li> <li><input type="checkbox"/> To coordinate employment plans and blend and braid services and leverage funding on behalf of job seekers with disabilities who are accessing both the One-Stop and Vocational Rehabilitation.</li> </ul>
<p><b>Social Security Administration’s Ticket to Work Program</b></p> <p>A program that enlists qualified Employment Networks in assisting SSDI and SSI beneficiaries in the return to work, and gainful employment.</p> 	<p>To become an EN:  <a href="http://www.cessi.net/ttw/index.htm">http://www.cessi.net/ttw/index.htm</a></p> <p>To find the nearest WIPA project go to:  <a href="https://secure.ssa.gov/apps10/oesp/providers.nsf/bystate">https://secure.ssa.gov/apps10/oesp/providers.nsf/bystate</a></p>	<p>Local Workforce Investment Board members, One-Stop Career Center management, staff, and partners.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> If your organization provides employment related services to individuals with disabilities and decides to become an Employment Network (EN), you can start earning EN payments as soon as the first month you place a Ticket Holder who has assigned his/her Ticket to you in employment.</li> <li><input type="checkbox"/> If you help the Ticket Holder maintain that employment and increase his/her earnings for a number of months after disability benefits cease, your organization can potentially earn more than \$20,000 for successfully serving that one person.</li> <li><input type="checkbox"/> To connect and coordinate services with WIPAs, who are authorized to serve all SSA beneficiaries with disabilities, including transition-to-work aged youth, providing benefits planning and assistance services on request and as resources permit.</li> </ul>
<p><b>National Center on Workforce and Disability (NCWD)</b></p> 	<p>Information is available online at:  <a href="http://www.onestops.info/">http://www.onestops.info/</a></p> <p>For an overview article on serving customers with disabilities:  <a href="http://www.onestops.info/article.php?article_id=69">http://www.onestops.info/article.php?article_id=69</a></p> <p>For a One-Stop Career Center Service Accessibility Checklist:  <a href="http://www.onestops.info/article.php?article_id=16">http://www.onestops.info/article.php?article_id=16</a></p>	<p>One-Stop Career Center management, staff, and partners.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> To find resources and articles describing promising practices around serving people with disabilities in the workforce investment system.</li> <li><input type="checkbox"/> One of the core principles of the One-Stop Career Center System is to provide universal access to all job seekers. The purpose of publications on this site and other resources available by accessing NCWD’s website is to provide One-Stop Career Centers an overview of issues regarding meeting the needs of people with disabilities, and specific strategies for service delivery.</li> <li><input type="checkbox"/> To find an accessibility checklist that ensure customers with disabilities are able to equally benefit from the services of the One-Stop system as all other customers:</li> </ul>

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<p><b>U.S. Department of Labor DOL Disability Resources</b></p> <p>The Department of Labor provides workforce professionals with links to disability resources that include topics such as the ADA, Employee Rights, Employers' Responsibilities, Hiring People with Disabilities, and Job Accommodations.</p> 	<p>Information is available online at: <a href="http://www.dol.gov/dol/topic/disability/index.htm">http://www.dol.gov/dol/topic/disability/index.htm</a></p> <p>The <b>WIA Section 188 Disability Checklist</b> is available online at: <a href="http://www.dol.gov/oasam/programs/crc/section188.htm">http://www.dol.gov/oasam/programs/crc/section188.htm</a></p> <p>The <b>Work Opportunity Tax Credit (WOTC)</b> information is available at: <a href="http://www.doleta.gov/business/Incentives/opptax/">http://www.doleta.gov/business/Incentives/opptax/</a></p>	<p>One-Stop Career Center management, staff, and partners.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> "WIA Section 188 Disability Checklist" to ensure nondiscrimination and equal opportunity to persons with disabilities participating in programs and activities operated by Local Workforce Investment Area (LWIA) grant recipients that are part of the One-Stop delivery system.</li> <li><input type="checkbox"/> The Appendix to the Section 188 Disability Checklist includes examples of policies, procedures and other recommended steps that LWIA grant recipients can take to ensure that people with disabilities have equal access to WIA Title I programs and activities.</li> <li><input type="checkbox"/> Check out the information on WOTC to learn more about how this program enables targeted employees to gradually move from economic dependency into self-sufficiency as they earn a steady income and become contributing taxpayers, while the participating employers are compensated by being able to reduce their federal income tax liability.</li> </ul>
<p><b>ADA Business Connection</b></p> <p>Includes ADA compliance resources for businesses including videos, online training courses, and business-specific publications.</p> 	<p>Information available online at : <a href="http://www.ada.gov/business.htm">http://www.ada.gov/business.htm</a></p> <p>Toll-free ADA Information Line (800- 514-0301 voice and 800-514-0383 TDD).</p>	<p>One-Stop Career Center Business Services Team staff, Vocational Rehabilitation Business Liaisons, and other partners who interface with employers.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> To learn about all aspects of access issues that businesses need to be in compliance with as both employers and as providers of public goods. Resources include: <ul style="list-style-type: none"> <li>• ADA Publications for business</li> <li>• Online ADA Course for businesses, "Reaching Out to Customers with Disabilities"</li> <li>• ADA Video Gallery</li> <li>• Links to other business resources including the Small Business Administration</li> </ul> </li> <li><input type="checkbox"/> <b>Bonus Resource:</b> Click here to check out the <a href="#">ADA &amp; ABA Guidelines</a> on architectural accessibility.</li> </ul>
<p><b>U.S. Business Leadership Network</b></p> <p>Serves as the collective voice of over 60 Business Leadership Network affiliates across North America, representing over 5,000 employers.</p> 	<p>Information available online at: <a href="http://www.usbln.org/">http://www.usbln.org/</a></p>	<p>One-Stop Career Center Business Services Team staff, Vocational Rehabilitation Business Liaisons, and other partners who interface with employers.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Check out the website, and/or sign up for their e-newsletter, to learn what employers are doing to make their place of business accessible and successful in serving and accommodating both customers and employees who experience a disability.</li> <li><input type="checkbox"/> Encourage employers with whom you are working to sign up for the e-newsletter (mentioned above) to learn about promising practices in hiring and accommodating qualified job seekers with disabilities.</li> </ul>

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<p><b><i>Employer Assistance &amp; Resource Network (EARN)</i></b></p> <p>EARN, part of the National Technical Assistance, Policy, and Research Center for Employers on the Employment of Persons with Disabilities, provides free assistance, consultation, and training for federal agencies, private employers, and federal contractor on all aspects of the employment of persons with disabilities.</p> 	<p>Information and resources are available at:  <a href="http://www.earnworks.com">http://www.earnworks.com</a></p> <p>or by phone at:            1-866-327-6669            (Voice/TTY)</p>	<p>One-Stop Career Center directors, managers, and staff and One-Stop partners.            All employers, regardless of size from the federal and private sectors.</p>	<p><input type="checkbox"/> Email, call or visit the website for information about any of the following:</p> <ul style="list-style-type: none"> <li>• Recruitment resources</li> <li>• Disability Etiquette and Awareness</li> <li>• Diversity and Inclusion</li> <li>• Employee Resource Groups</li> <li>• Tax Incentives</li> <li>• Website Accessibility</li> <li>• Retention and Advancement</li> <li>• Internships and Mentoring</li> <li>• Best Practices</li> <li>• Other ADA and Workplace related issues</li> </ul>