



ACCESS FOR ALL  
A RESOURCE  
MANUAL FOR  
MEETING THE  
NEEDS OF  
ONE-STOP  
CUSTOMERS WITH  
DISABILITIES

INSTITUTE FOR COMMUNITY INCLUSION  
CHILDREN'S HOSPITAL BOSTON AND THE UNIVERSITY OF MASSACHUSETTS BOSTON





# Access for All: A Resource Manual for Meeting the Needs of One-Stop Customers with Disabilities

Project Director: David Hoff

*Additional editorial contributions and assistance provided by:*

Danielle Dreilinger, Sheila Fesko, Kristin Fichera, Melanie Jordan,  
Joseph Marrone, Robert Silverstein, David Temelini, Cynthia Thomas,  
Amanda Sawires Yager, Karen Zimbrich

# Using This Manual

The intent of this manual to serve as a training and staff development tool for enhancing the ability of One-Stop Systems to meet the needs of customers with disabilities, and also as a reference work for ongoing use “as needed” in serving people with disabilities. We have made significant efforts to enhance the usability of this manual as a reference work, with a detailed table of contents, index, and dividers. We have also produced this manual in a three-ring binder, so that One-Stop systems can add additional materials concerning local resources and services, making this manual even more useful for your needs.

The following is an example of how this manual could be used for reference. A One-Stop Center is working with someone with a learning disability. The staff member uses various sections of this manual to:

- ▶ Learn more about learning disabilities.
- ▶ Contact resources on learning disabilities for additional information and to determine how services could most effectively be delivered, and also to find out what other types of resources might be available.
- ▶ Help the individual determine the impact that employment will have on his/her social security disability benefits.
- ▶ Use the accommodation and assistive technology resources to assist the individual in determining accommodations that will lead to success on the job.
- ▶ Help counsel the individual on their rights under the ADA, and determine an appropriate course of action concerning disclosure of disability.

While much of the material contained in this manual is original work of Institute for Inclusion staff, there are places where we have adapted materials from other sources. When we have used materials that are not original ICI work, we have clearly indicated so, and provided full acknowledgment and credit to other sources. If there have been any inadvertent oversights in this regard, please let us know, and we will make any necessary corrections and additions in future editions.

If you have questions or feedback concerning the material in this manual, please contact David Hoff at the Institute for Community Inclusion; (617) 355-7486 (voice); (617) 355-6956 (TTY); (617) 355-7940 (fax); david.hoff@tch.harvard.edu (e-mail)

# Contents

## Introduction

### Section 1: Meeting the Needs of People with Disabilities in the One-Stop System

A review of issues to be considered in providing services to people with disabilities within a One-Stop system, and how the information in this manual can be utilized in the delivery of those services

- A. One-Stop Systems - Serving People with Disabilities ..... 2
- B. Asking About Disability ..... 6
- C. One-Stop Systems - Connecting with Disability Resources ..... 11
- D. Tools for Inclusion: One-Stop Centers: A Guide for Job Seekers with Disabilities ..... 13
- E. The Role of Public Vocational Rehabilitation and One Stops ..... 21
- F. Summary of Regulations for Public VR Programs Pertaining to WIA & One-Stop Systems ..... 23
- G. Policy Brief: Provisions in the Final Regulations Describing the Interplay with WIA AND TWWIIA ..... 26
- H. Institute Brief: WIA & One-Stop Centers - Opportunities and Issues for the Disability Community ..... 35
- I. USDOL and RSA Contacts ..... 53

### Section 2: One-Stop Systems - Complying with the Legal Requirements

An outline of the ADA and non-discrimination requirements which impact One-Stop systems.

- A. One-Stop Systems: Legal Guidelines & Requirements for Serving People with Disabilities ..... 58
- B. Provisions in the Workforce Investment Act Relating to Nondiscrimination on the Basis Of Disability and the Development by the Governor of a Written Methods of Administration ..... 66

### Section 3: Ensuring Accessibility at a One-Stop System

Checklists and other information for ensuring that the facilities, programs, and services of One-Stop systems are fully accessible to people with disabilities.

- A. Accessibility Checklists:
  - One-Stop Centers: Service Accessibility Checklist ..... 74
  - USDOL Disability Initiative Facilities Checklist ..... 81
- B. Designing a Universally Accessible Electronic Work Station and Kiosk ..... 87
- C. Examples of Electronically Accessible Work Stations and Kiosks ..... 93
- D. Low-Cost and No-Cost Accessibility Ideas ..... 97
- E. Getting Help in Making One-Stops Accessible ..... 98

## Section 4: Disability Overview

Fact sheets which give a basic overview of disability, and provide specific guidelines concerning language and etiquette in working with people with disabilities.

A. What Do We Mean By The Term “Disability”?	102
B. Basic Etiquette: People with Disabilities	104
C. Watch Your Language!	105
D. Basic Facts: People with Disabilities	107
E. Myths and Facts About People with Disabilities	109

## Section 5: Disability Fact Sheets

Fact sheets on a wide variety of disabilities, to allow One-Stop systems to gain a basic understanding of the implications of various disabilities.

### Fact Sheets

A. Attention-Deficit/Hyperactivity Disorder	112
B. Autism & Pervasive Developmental Disorders	114
C. Cerebral Palsy	115
D. Developmental Disability	116
E. Down Syndrome	117
F. Epilepsy	119
G. People with Hearing Impairments	120
H. Learning Disabilities	122
I. Mental Illness	125
J. Basic Etiquette: Mental Illness	127
K. Mental Retardation	128
L. Basic Etiquette: People with Mental Retardation/Cognitive Disabilities	130
M. Basic Etiquette: People with Mobility Impairments	131
N. Basic Etiquette: People with Speech Impairments	132
O. Basic Etiquette: People with Visual Impairments	133

### Screening Tools

Three screening tools to assist One-Stop staff in identifying individuals with previously undiagnosed disabilities, in order to obtain the necessary supports and assistance so the individuals can fully benefit from the One-Stop system.

A. Simple Screening Tool for a Learning Disability	135
B. Simple Screening Tool for Possible Emotional Or Mental Health Issues	138
C. Simple Screening Tool for Possible Alcohol or Substance Abuse Problems	139

## Section 6: Job Accommodation Information

Fact sheets and resource information concerning job accommodations and assistive technology. This information is useful to assist people with disabilities to obtain the necessary accommodations for success on the job.

A. Job Accommodation: An Overview	142
B. Funding Assistive Technology and Accommodations	148
C. Job Accommodations - Where to Get Help	152
D. Job Accommodation Examples	155
E. JAN: Opening Doors to Job Accommodation	161

## Section 7: Job Placement for People with Disabilities

An overview of strategies for helping people with disabilities to find employment, along with fact sheets on issues related to job seeking for people with disabilities.

### Overview of Job Placement

A. Job Development for People with Disabilities: Overview .....	164
B. Why Employers Hire People with Disabilities .....	167
C. Employment Issues for People with Mental Illness .....	168

### Placement Planning

D. Person-Centered Placement Planning .....	172
E. Career Exploration .....	177
F. Dealing with Gaps in Work History .....	181

### Contacting Employers & Interviewing

G. Contacting Employers: Disclosure, Interviews, and Accommodations .....	183
H. Disclosure Of A Non-Apparent or Hidden Disability .....	188
I. Conducting a Job Interview: Accommodating Persons with Disabilities .....	189
J. Pre-Employment Inquiries and the ADA .....	190
K. Employer Tips on Interviewing Applicants with Disabilities .....	191
L. One-Stop Staff - Contacting Employers .....	193
M. Financial Incentives for Hiring People with Disabilities .....	194
N. Business Leadership Networks .....	195

### Job Placement Tools

O. Checklist: Finding Jobs for Customers with Disabilities .....	199
P. Job Development Planning Tool .....	202
Q. Finding the Right Job: Job Seeker Planning Tool .....	205

## Section 8: Americans with Disabilities Act & Employment

Information for both job seekers and employers concerning the employment aspects of the Americans with Disabilities Act (ADA).

A. Tool for Inclusion: ADA Overview .....	212
B. ADA - Focus on Employment .....	214
C. The ADA: Employment Rights of Individuals with Disabilities .....	216
D. The ADA: Employer Responsibilities .....	221
E. Discrimination in Employment - What to Do .....	228
F. Dispelling Myths About the ADA .....	230
G. What Does Business Really Think About the ADA? .....	232
H. Resources on the ADA .....	234

## Section 9: Social Security Disability Benefits: The Impact of Employment

Basic information on social security disability issues, and the impact that working has on social security disability benefits.

A. One-Stop Centers and Social Security Disability Benefits .....	238
B. TWWIIA - Questions and Answers - SSA Fact Sheet .....	249
C. Social Security Administration Fact Sheet .....	252
D. Social Security Resources .....	254

## Section 10: Transition and Youth Services

An overview of the process of people with disabilities as they transition from school to adult life and the potential role of One-Stop systems within this process.

A. One-Stop Systems and Transition From School to Adult Life .....	258
B. Transition Services - The Basics .....	260
C. Youth Services and Individuals with Disabilities .....	262
D. One-Stops: Getting Involved in Transition .....	263
E. Definition of Transition - Under IDEA (1997) .....	265
F. Resources on Transition & WIA Youth Services .....	266

## Section 11: Disability Services: Structure and Funding

Information on the various structures and funding sources for services for people with disabilities.

A. The Disability Service System - A Basic Overview .....	270
B. The Supported Employment Model .....	273
C. Funding Sources for Disability Services .....	276
D. The Ticket to Work Program and One-Stop Systems .....	279

## Section 12: Developing Transportation Options for People with Disabilities

Ideas for addressing the transportation needs of people with disabilities, which is often perceived as a significant barrier for people with disabilities in obtaining employment

A. Transportation for People with Disabilities .....	284
B. Finding Transportation Solutions - Questions to Consider .....	285
C. Using Social Security Work Incentives to Pay for Transportation .....	287

## Section 13: Disability Definitions and Acronyms

Various terms, jargon, and abbreviations used in discussions and materials related to services for people with disabilities ..... 289

## Section 14: Disability Related Resources

An extensive listing of resources on a wide variety of disability related issues ..... 297

# Introduction

**A** core concept of the Workforce Investment Act is universal access to the services of the One-Stop System, for all individuals looking for assistance to find employment and advance in their careers. The evolution of this system has led to a growing recognition of the broad range of needs that exist within our communities. One-Stop Systems must be designed and staff must be prepared to effectively respond to a diversity of customers, including individuals with disabilities. Approximately 1 in 7 people in the United States has some type of disability, representing a significant portion of potential One-Stop customers. Chronic unemployment of people with significant disabilities is an ongoing societal issue, and the Workforce Investment Act is clear, that people with disabilities are among the groups of individuals that One-Stop Systems are designed to serve. The purpose of this manual is to assist with this process.

In echoing the basic principles of the American's with Disabilities and Rehabilitation Acts, it is the premise of this manual that people with disabilities are best served by being fully included in the entire range of One-Stop services. The focus of One-Stop systems in serving people with disabilities should not be on "specialized services" to meet the needs of people with disabilities, but instead designing services and facilities in an anticipatory way so that they meet a broad range of needs. One-Stop staff who are not rehabilitation counselors or disability specialists, cannot be expected to be experts on every aspect of helping people with disabilities find employment. However, through a combination of good basic customer service practices, some core knowledge of disability issues, and information on where staff and customers can find additional assistance, One-Stop Systems can play a significant role in helping many people with disabilities meet their employment and career advancement goals, with disability experts and specialists utilized on an "as needed" basis, working in collaboration with other One-Stop staff.

The information in this manual ranges from how to design services and facilities in a way which proactively anticipates the needs of people with disabilities, to information on providing specific customer assistance. The contents of this manual are intended to complement the "Guide to Accessibility and Accommodations" from the United States Department of Labor, which is directed more broadly at the needs of Workforce Investment Boards, and state and local administrators, to assist in achieving compliance with relevant legislation.

We hope that you find this manual a useful resource, in meeting the needs of today's diverse workforce.

William Kiernan, Ph.D.  
Director