ACCESS FOR ALL
A RESOURCE MANUAL FOR MEETING THE NEEDS OF ONE-STOP CUSTOMERS WITH DISABILITIES
Access for All: A Resource Manual for Meeting the Needs of One-Stop Customers with Disabilities

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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)
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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.

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Director