



Helping You Today  
So You Succeed Tomorrow



# Reasonable Accommodations and the Employment Process

**Date:**  
Wednesday,  
July 26, 2023

**Time:**  
3 – 4:30 PM ET

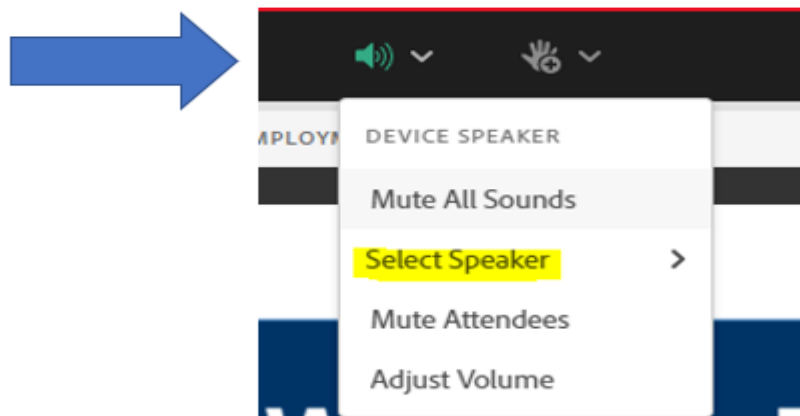
**ADA33**  1990 - 2023  
Americans with Disabilities Act

**TICKET** | **WISE**  
*to Work* | Work Incentive Seminar Event



# Accessing Today's Webinar (Slide 1 of 3)

You can manage your audio using the audio option at the top of your screen (it will look like a speaker). In the dropdown menu choose **Select Speaker** to select the applicable audio option.



# Accessing Today's Webinar (Slide 2 of 3)

All attendees will be muted.

- Select an option to **How do you want to join the meeting's audio?**
  - The **Device Speaker** will enable the sound to be broadcast through your computer. Make sure your **speakers are turned on or your headphones are plugged in.**



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Phone

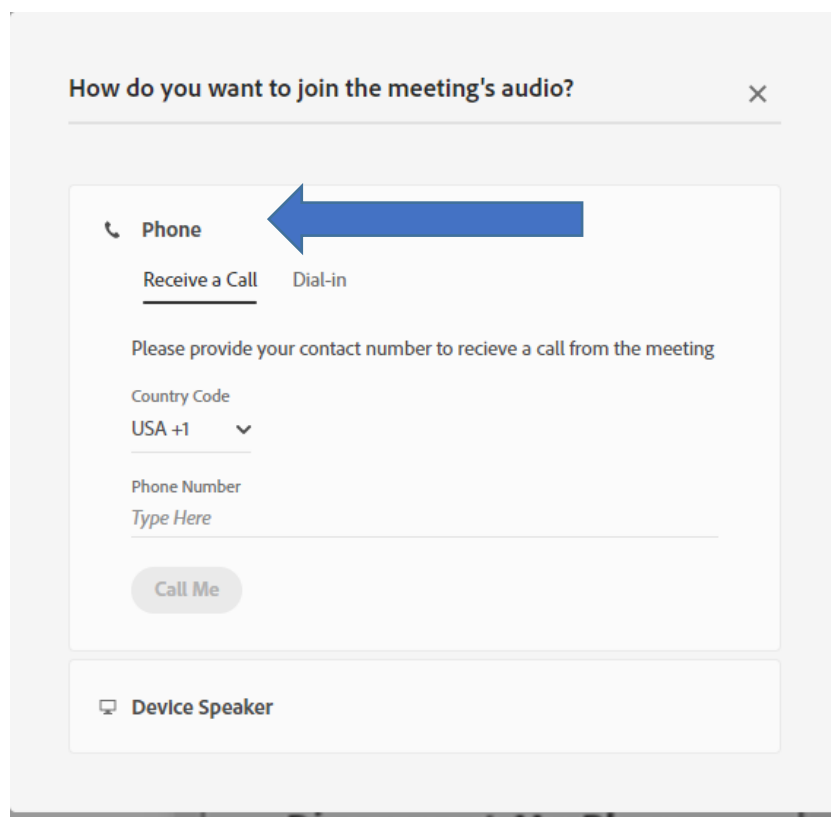
Device Speaker

# Accessing Today's Webinar (Slide 3 of 3)

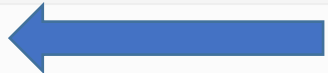
If you do not have sound capabilities on your computer or prefer to listen by phone, dial:

Toll-free number: **1-800-832-0736**

Access code: **4189148#**



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Please provide your contact number to receive a call from the meeting

Country Code  
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**Call Me**

**Device Speaker**

# Webinar Accessibility



# Adobe Connect Platform

The screenshot displays an Adobe Connect meeting interface. The main content area shows a presentation slide titled "Reasonable Accommodations and the Path to Employment". The slide features the "TICKET to Work" logo and the slogan "Helping You Today So You Succeed Tomorrow" alongside the U.S. Department of Labor logo. The slide content includes:

- Date:** Wednesday, July 28, 2021
- Time:** 3 – 4:30 PM ET
- Six icons representing different types of accommodations: vision (eye), wheelchair (person in wheelchair), hearing (hand over ear), hearing aid (ear with sound waves), touch (hand with dots), and calendar (calendar icon).
- Text at the bottom: "Produced at U.S. taxpayer expense."

The interface also includes a "Captioning Pod" at the bottom left with a text area and a "No Captions" button. On the right side, there are panels for "Q & A" and "Web Links". The "Web Links" panel lists several resources:

- Accessible PDF Presentation
- Accessible Text-Only Presentation
- ASL User Guide
- Adobe Accessibility User Guide
- Closed Captioning
- WISE Webinar Archives
- Section 1619(b)
- Partnership Plus Fact Sheet
- Timely Progress Review (TPR)
- Choose Work Website
- Social Security's Red Book

At the bottom right of the meeting window, it says "Waiting for Captions".

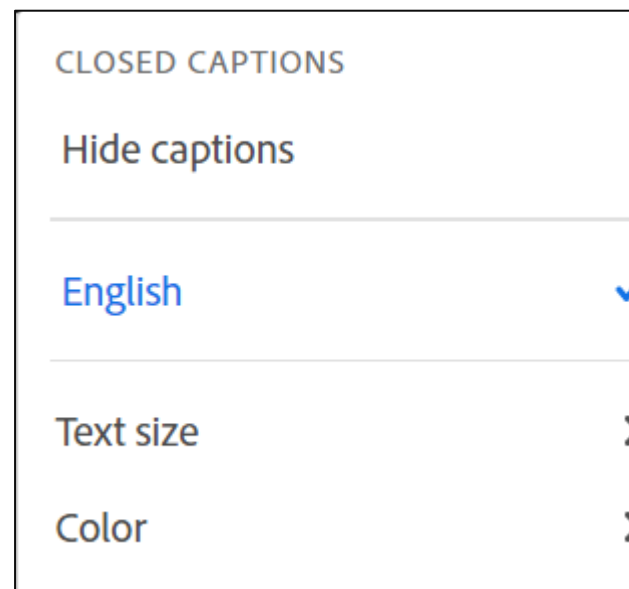
# Adobe Connect Accessibility User Guide

Should you need assistance navigating Adobe Connect, use the [Accessibility User Guide](#) complete with a list of controls.

| New Keyboard Shortcuts |                                                                                 |
|------------------------|---------------------------------------------------------------------------------|
| CTRL + M               | Toggle Microphone on (locked) or off.                                           |
| CTRL + UP ARROW        | Toggle Raise Hand Status.                                                       |
| CTRL + .               | Toggle Full Screen Mode. Applies to currently selected Share Pod.               |
| CTRL + '               | Promote to Host. Requires selected attendee(s) in the Attendee List.            |
| CTRL + ]               | Demote to Participant. Requires selected attendee(s) in the Attendee List.      |
| CTRL + /               | Promote to Preesenter. Requires selected attendee(s) in the Attendee List.      |
| CTRL + ,               | Start/Stop Recording (toggle). For Start, brings up the Start Recording Dialog. |
| CTRL + \               | End Meeting. Brings up the End Meeting Dialog.                                  |
| CTRL + [               | Start/Stop Desktop Sharing. Applies to currently selected Share Pod.            |
| CTRL + SPACE           | Opens up left most menu for keyboard navigation.                                |

# Captioning

- Real-time captioning is provided during this webinar
- The captions can be found in the **Captioning pod**, which appears below the slides
- As a participant, you can show or hide the caption display, and you can change the text size and choose the text color combinations to best meet your vision requirements.

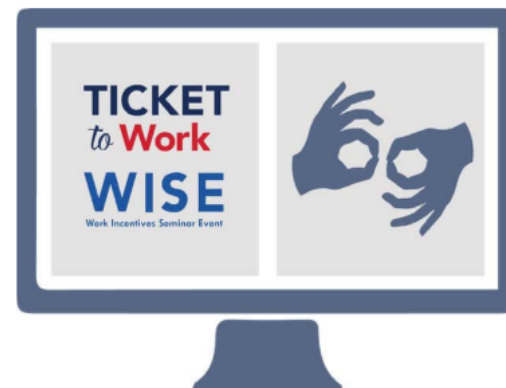


You can also access [captioning online](#).



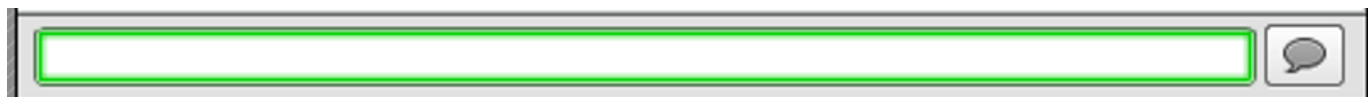
# American Sign Language (ASL)

- If you're fluent in **ASL** and would like support during today's webinar, use our [ASL User Guide](#) that provides instructions to connect with an interpreter through the Federal Communications Commission (FCC) Video Relay Service (VRS).



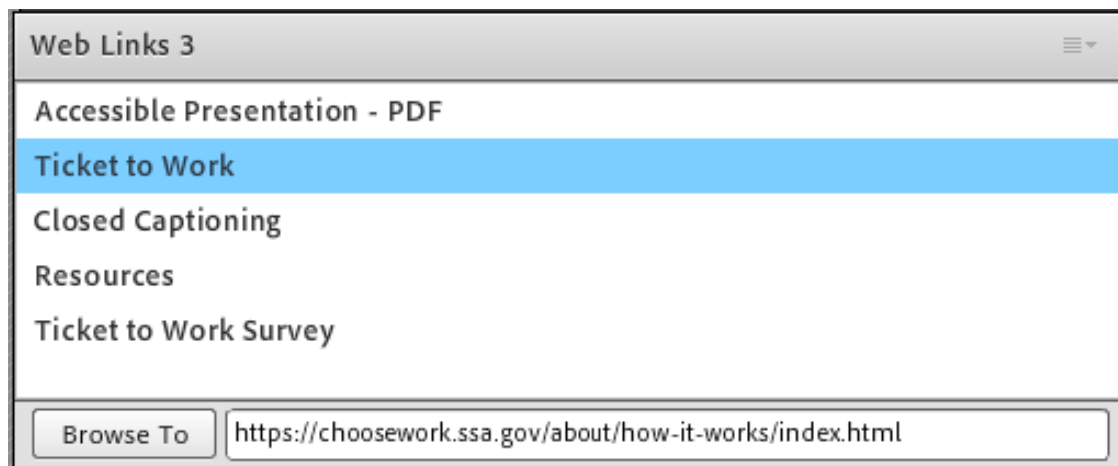
# Questions and Answers (Q&A)

- For Q&A: Please use the **Q&A pod** to submit any questions you have during the webinar, and we will direct the questions accordingly during the Q&A portion.
- If you are listening by phone and not logged in to the webinar, you may also ask questions by emailing them to [webinars@choosework.ssa.gov](mailto:webinars@choosework.ssa.gov)



# Webinar Online Resources

- Please use the **Web Links pod** to find the resources presented during today's webinar.
- If you are listening by phone and not logged in to the webinar, you may email [webinars@choosework.ssa.gov](mailto:webinars@choosework.ssa.gov) for a list of available resources.



# Archived Events

**Please note:** This webinar is being recorded, and the archive will be available within 2 weeks through **WISE on Demand**.

The screenshot shows the Ticket to Work website's "WISE On Demand" page. At the top, there is the Social Security Administration logo and the "TICKET to Work" logo with the tagline "Access to Employment Support Services for Social Security Disability Beneficiaries Who Want to Work". A search bar is located on the right. Below the header is a navigation menu with links for Home, About, Success Stories, Find Help, Find a Job, Webinar & Tutorials (which is highlighted), Library, Blog, and Contact. A breadcrumb trail reads "You are here: Home / Webinars & Tutorials / WISE On Demand". The main content area is titled "WISE On Demand" and includes a sub-header: "Our free, monthly WISE webinars provide information you can use on your path to financial independence through work. Discover programs, resources and information while learning about how Social Security's Ticket to Work Program can help. [Learn more and register](#) today for this month's webinar!". A list of 12 archived webinar topics is provided, ranging from January 2020 to December 2020. On the right side of the page, there is a large graphic for "TICKET to Work WISE ON DEMAND" with the tagline "Work Incentive Seminar Event".

# Technical Assistance

If you experience any technical difficulties during the webinar, please use the **Q&A pod** to send a message, or you may email [webinars@choosework.ssa.gov](mailto:webinars@choosework.ssa.gov).



# Presenters

## Welcome and Introductions

Moderator: Patricia Van Nelson, Ticket Program Team

Presenter: Derek Shields, Ticket Program Team

# Welcome!

Thank you for joining us! Today, we'll discuss how Social Security's Ticket to Work (Ticket) Program can help you and answer questions related to:

- Social Security's Ticket Program
- The Americans with Disabilities Act (ADA)
- Disability Disclosure
- Reasonable Accommodations
- Reasonable Accommodations Resources



# Meet Matt





# Meet Matt

Matt received SSDI because hearing loss and other medical issues interfered with consistent employment.

***"I always wanted and planned to work," he says, "...to be productive, build a career, and earn more money ..."***



[Matt's Success Story](#)

# A Ticket to Work with his State Vocational Rehabilitation Agency

In high school, Matt learned from his guidance counselor that State [Vocational Rehabilitation](#) (VR) agencies have programs that help people with disabilities go to work. He decided to contact his local VR agency for help.

His VR counselor explained that Social Security's [Ticket to Work](#) (Ticket) Program could provide the comprehensive employment services he needed.



[Matt's Success Story](#)

# What is Social Security's Ticket to Work Program



# What Is the Ticket to Work Program?

Matt learned that the Ticket Program

- Is a **free** and **voluntary** program
- Offers **career development** for people ages 18 through 64 who receive Social Security disability benefits and want to work
- Has service providers, known as **Employment Networks (EN)**, that provide services like career counseling and assistance with job placement, including helping people understand how benefits may be affected by work.



# Connecting to his Employment Network

Matt's VR counselor connected him with **Community Integrated Services** (CIS), a Pennsylvania-based EN

Matt worked with a job development team at CIS that included a career counselor, an American Sign Language (ASL) interpreter and a **Benefits Counselor**.



**[Matt's Success Story](#)**

# Ready to Work

After helping Matt develop his **resume**, **locate potential job leads** and **practice interview skills**, Matt's career counselor advised him about **reasonable accommodations** and his legal rights under the **Americans With Disabilities Act (ADA)**.



[Matt's Success Story](#)

# The ADA and Reasonable Accommodations



# Americans with Disabilities Act (ADA) of 1990

Matt's counselor told him that the ADA requires employers to provide **reasonable accommodations** to qualified employees and applicants with disabilities, unless such accommodations would pose an undue hardship (e.g., be too costly, too extensive, too substantial, or too disruptive).





# Americans with Disabilities Act (cont.)

His counselor also let him know that in general, the **job applicant** or **employee** with a disability is responsible for letting the employer know that they need an accommodation to:

- **participate in the application process**
- **to perform essential job functions**
- **or to receive equal benefits and privileges of employment.**



# Definition of Disability

## Who is a qualified individual with a disability?

- Under the ADA, an individual with a disability is a person who:
  - Has a **physical or mental impairment** that substantially limits one or more major life activities
  - **Has a record** of such an impairment
  - **Is regarded as having such an impairment**



Questions?

# What Is a Reasonable Accommodation?





## What is a Reasonable Accommodation?

Reasonable accommodations are changes to a **job, work environment, work schedule** or any other adjustment that makes it possible for an employee with a disability to **perform a job for which he or she is qualified.**

# Examples of Reasonable Accommodations

- Modified/flexible work schedule for appointments or breaks
- Working from home (if applicable to type of job)
- Equipment that may be needed to perform tasks for the job
  - Alternative keyboard or mouse
  - Headphones
  - Screen readers
  - Voice recognition
- Sign language interpreters and/or closed captioning
- Job coach, readers, or other assistants

# Accommodations for Matt

Matt did secure employment. On the job, Matt's primary means of communication is by **keyboard**. Using email is the best way for him to share thoughts and ideas with coworkers and he asks them to communicate with him primarily by email.

Because Matt can read lips, one-on-one meetings are more productive than meetings with larger groups. In large meetings, he needs an **interpreter** to help him participate fully.



[Matt's Success Story](#)



# **Disability Disclosure: Let's Talk About It**





# Choosing to Disclose

As a jobseeker who is deaf and needs accommodations, Matt wasn't sure how applying for a job would work. At first, he was reluctant to ask for anything from a prospective employer at the beginning of the process.

He wondered if employers knew he needed job accommodations, whether it would take him out of the running?



[Matt's Success Story](#)

# What is Disclosure?

In order to ask for accommodations, Matt knew he would need to **disclose** his disability.

He would need to share personal information about his disability, including:

- The **nature** of the disability
- The **limitations** involved
- How it affects his **ability to learn and/or perform** a job or task effectively.

# Do You Have to Disclose Your Disability?

**No. Disclosure is *your* choice.**

## 3 Reasons You Might Choose to Disclose

1. To ask for **job accommodations**.
2. To receive **benefits or privileges of employment**.
3. To explain an **unusual circumstance**.

# Making the Ask



# Asking for Accommodations during a Job Search

1. Consider your timing.
2. Ask questions about the hiring process.
3. Be specific about your needs.
4. Frame your request positively.
5. Know before the hiring process begins how much you are comfortable sharing.

# Tips for Requesting Accommodations

- **Keep it simple:** You can use “plain English” and are not required to mention the ADA or use the phrase “reasonable accommodation”
- **Put it in writing:** While not required under the ADA, it can help to document your request
- **Talk to the appropriate people:** This might be your supervisor, HR representative, or ADA coordinator

# What did Matt do?

Thanks to the ADA, Matt could consider and request adjustments to a job and/or the application process.

Together, Matt and his counselor identified those accommodations that were essential for him to perform office work and to demonstrate what he could offer an employer during an application process.

They agreed to an approach to disclose his disability and request accommodations that made him more comfortable.



# Matt Achieved Financial Independence!

Matt landed a **part-time job** as an administrative assistant but was soon ready to take on more responsibilities.

Matt discussed his desire for **full-time work** with his EN, and they decided to hire him as a Human Resources Assistant.

Matt's role at CIS has evolved and he has since taken on more responsibility managing employee benefits and unemployment claims.

Matt says, "I am in a supportive environment and position that work well for me," he says. "...It feels good to be productive and now I can afford things I could not have before."

## **Matt Thrives on the Job**

Matt's work gives him both the fulfillment and stability to continue building the future he envisions.

Having the accommodations he needs enables Matt to be productive at work. His workplace success eventually allowed Matt to achieve his goal of homeownership. Find out how the right job accommodations may help you!

**Ticket to Work made it possible.  
Matt made it happen.**





# Putting it Together: What's Your Next Step

# Why Choose Work?

Earning a living through employment is not something everyone can do, but it may be right for you. Once people understand the many **free services and supports** available to them, they often find that the rewards far outweigh any risks they fear.

Only you can decide if work is the **right choice for you.**



# Your Employment Team Can Help

By participating in the Ticket Program, you have access to service providers, **just like Matt did**, who can help you along the way.

Remember, this can include requesting accommodations, job coaching, resume guidance and so much more.



**TICKET**  
to **Work**

# Ticket to Work Help Line

The Ticket to Work Program provides a Help Line that can verify your eligibility, explain how the program works and answer your questions.

**Call the Ticket to Work Help Line:**

**Monday – Friday 8:00 am – 8:00 pm ET**

- 1-866-968-7842
- 1-866-833-2967 (TTY)





Questions?

# How to Get Started

Social Security's Ticket to Work Program has a variety of service providers and other resources ready to help you get started!

## Call the Ticket to Work Help Line:

- 1-866-968-7842
- 1-866-833-2967 (TTY)

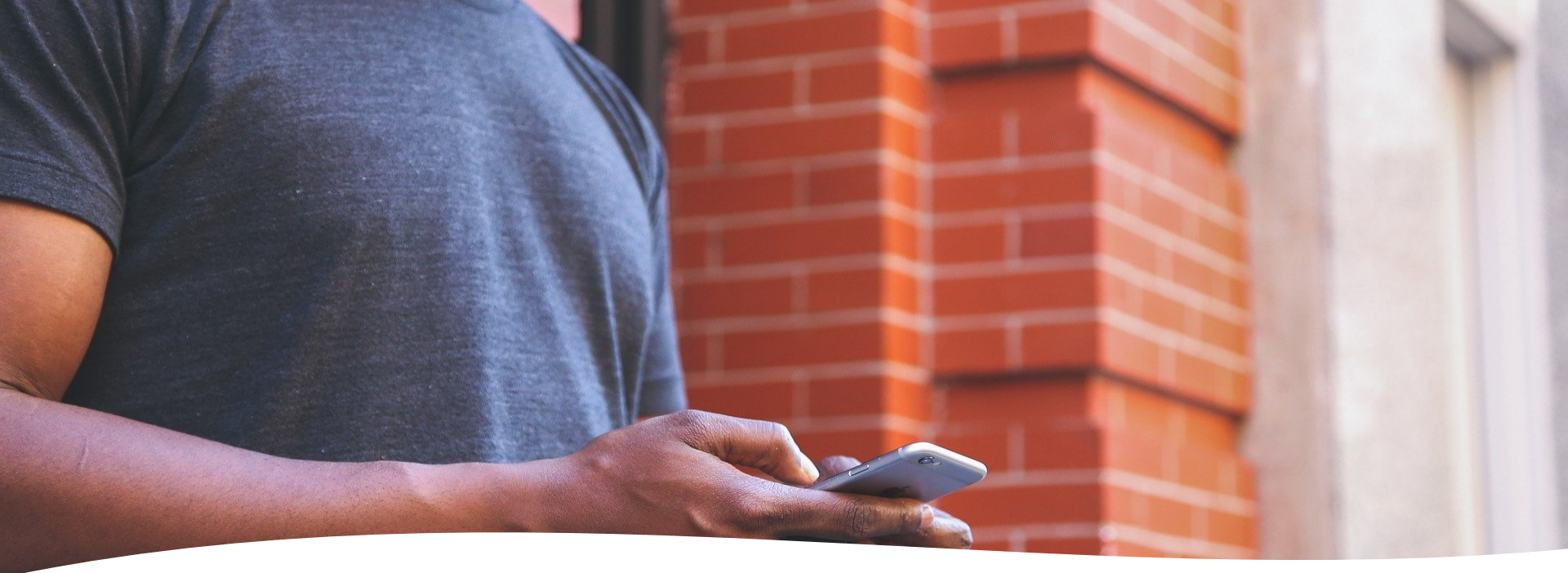
Visit: [choosework.ssa.gov](https://choosework.ssa.gov)

## Connect:

Visit the [Choose Work! Contact page](#) to find us on social media and subscribe to blog and email updates!







## Opt-In to Receive Text Messages

- Get advice, encouragement, and read stories about people who achieved financial independence with help from the Ticket to Work Program.
- If you're interested in receiving text messages from the Ticket Program, please text **TICKET** to **474747**. Standard messaging rates may apply.

# Ticket to Work Mail

- If you need to contact Social Security's Ticket to Work Program, managed by the Social Security Administration's Office of Employment Support, we ask that you do so **electronically** instead of by postal mail.
- Our email address is [support@choosework.ssa.gov](mailto:support@choosework.ssa.gov). Remember, **do not include personally identifiable information** in your email!
- You may also contact the Ticket to Work Help Line at **1-866-968-7842** or **1-866-833-2967 (TTY)** Monday through Friday, 8 a.m. to 8 p.m. ET.



**Join Us for Our Next WISE Webinar!**

**TICKET**  
*to* **Work**

**WISE**  
Work Incentive Seminar Event

**5 Frequently Asked Questions About Working While You  
Receive Disability Benefits**

**Date: Wednesday, August 23, 2023**

**Time: 3 – 4:30 p.m. ET**

**[Register online](#)**

**or call 1-866-968-7842 or 1-866-833-2967 (TTY)**



**Affordable Connectivity Program**  
*Helping Households Get  
Access to Broadband*

## Affordable Connectivity Program

- A Federal Communications Commission benefit program that helps ensure that households can afford the broadband they need for work, school, healthcare and more.
- Provides eligible households with a discount on broadband service and connected devices.
- Provides a discount of up to \$30 per month toward the internet for eligible households and up to \$75 per month for homes on qualifying Tribal lands.

**Find out if you're eligible and how to apply for the  
[Affordable Connectivity Program.](#)**

# Tell Us What You Think!

Please remember to take our webinar survey!

A link will pop up after the webinar, or visit:  
[WISE Webinar Survey.](#)

