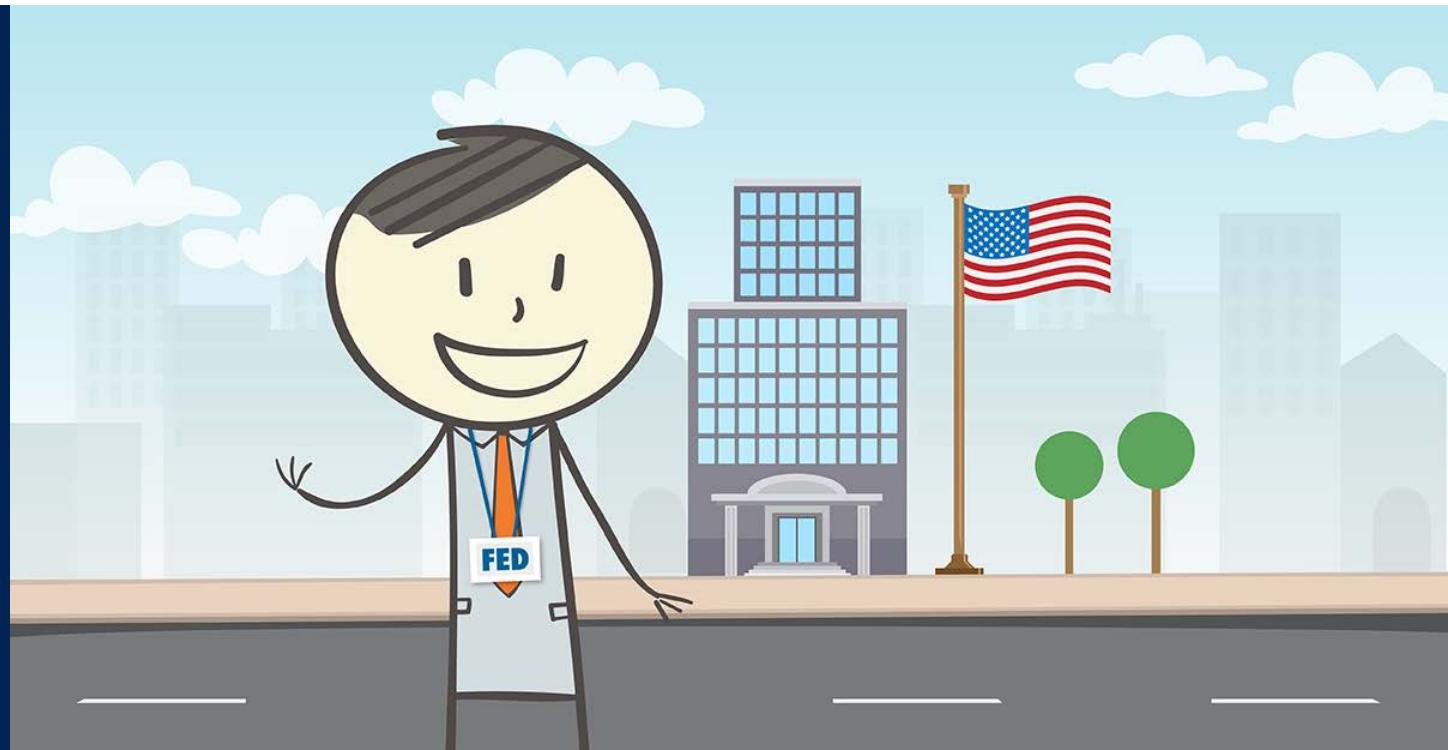


# Ticket to Work: Working for the Federal Government

**Date:**  
Wednesday,  
May 23, 2018

**Time:**  
3-4:30 PM ET



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

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

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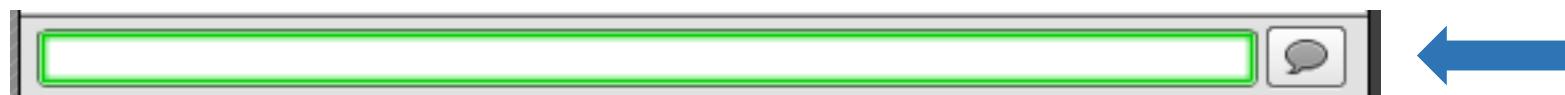
# Webinar Accessibility

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<http://www.captionedtext.com/client/event.aspx?CustomerID=1038&EventID=3610742>

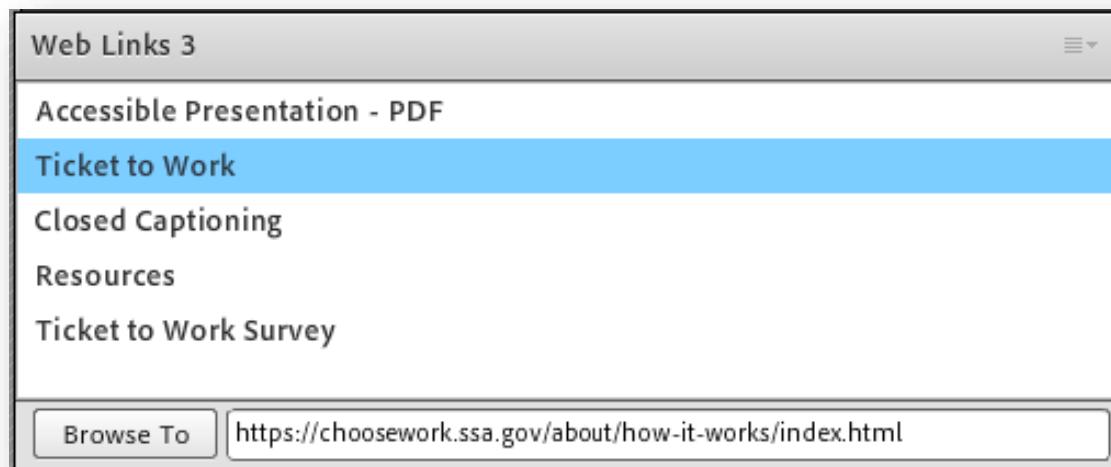
# Questions and Answers (Q&A)

- 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 questions to [webinars@choosework.ssa.gov](mailto:webinars@choosework.ssa.gov).



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- Please use the weblinks pod to direct you to the resources presented during today's webinar.
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# Archived Events

**Please note:** This webinar is being recorded and the archive will be available within two weeks on the Choose Work website at [http://bit.ly/WISEarchives.](http://bit.ly/WISEarchives)



The screenshot shows the homepage of the Ticket to Work website. At the top, there are logos for the Social Security Administration and Ticket to Work, along with a tagline: "Access to Employment Support Services for Social Security Disability Beneficiaries Who Want to Work". A search bar is on the right. Below the header, a navigation bar includes links for Home, About, Success Stories, Find Help, Find a Job, Webinars & Tutorials, Library, Blog, and Contact. A social media navigation bar with links for Facebook, Twitter, and LinkedIn is also present. The main content area displays a breadcrumb trail: "You are here: / Home / Ready to Work". A section titled "Recent Webinar Archives" is shown, with a sub-section for "TICKET TO WORK" and "WISE Work Incentives Seminar Event".

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# Agenda

## Welcome and Introductions

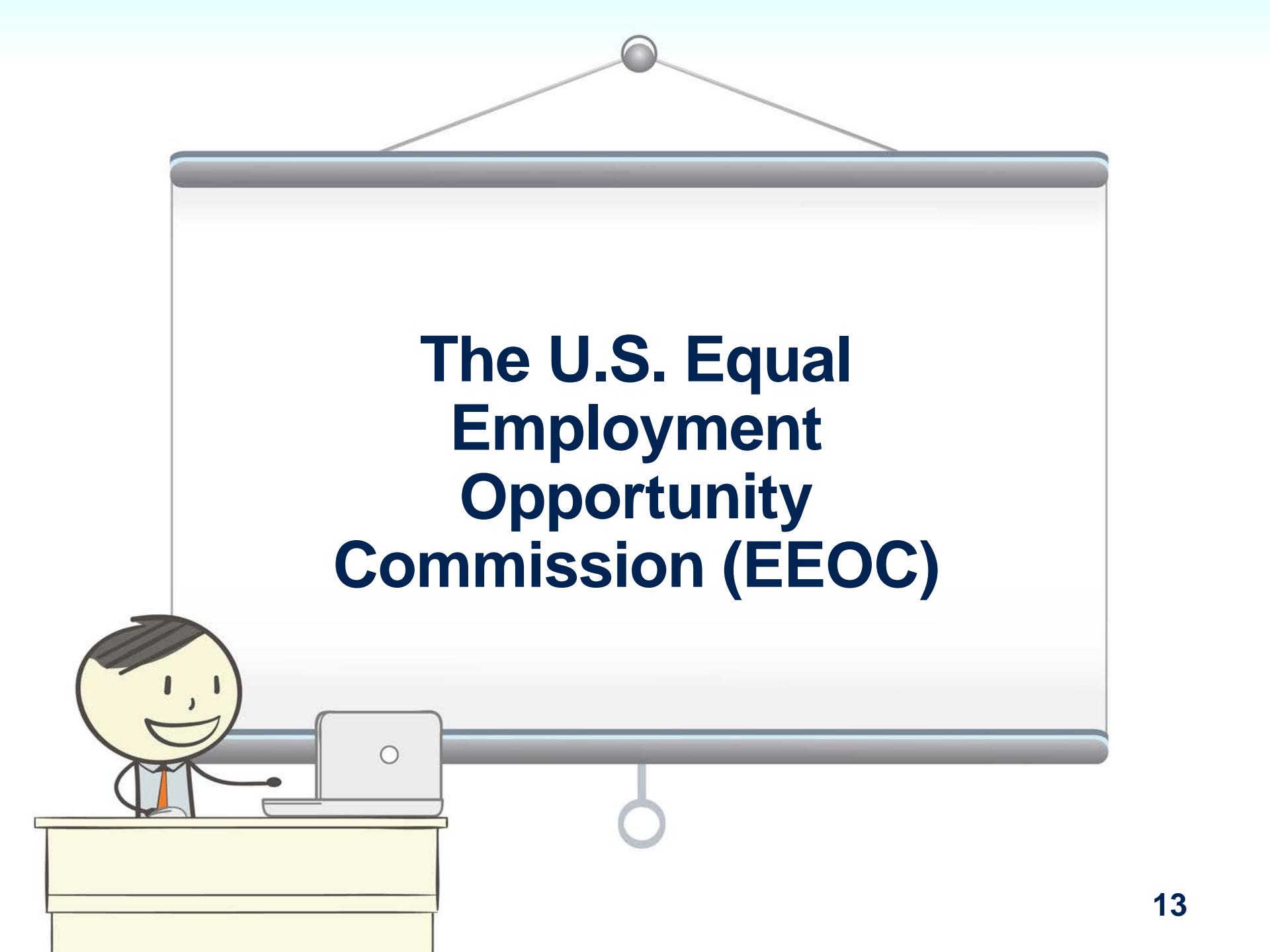
Moderator    Stacey Plizga, Ticket Program Manager

Presenters    Chai R. Feldblum, Commissioner of the Equal Employment Opportunity Commission

Pamela Walker, Alliance Professional Services

# Topics

- Introduction to the Equal Employment Opportunity Commission (EEOC)
- Federal Hiring for People with Disabilities
  - Sections 501 and 503 of the Rehabilitation Act
  - Schedule A
  - Federal Internship Programs
- What If You Experience Discrimination?
- Ticket to Work
- Next Steps
- Questions



The title of the slide is "The U.S. Equal Employment Opportunity Commission (EEOC)". The text is centered and written in a large, bold, dark blue font. The slide has a decorative header with a grey triangle and a circular hanging ornament. In the bottom left corner, there is a cartoon illustration of a smiling man with brown hair, wearing a white shirt and an orange tie, sitting at a desk and pointing towards the title. The desk is light blue and has a laptop on it. The background of the slide is white.

# The U.S. Equal Employment Opportunity Commission (EEOC)

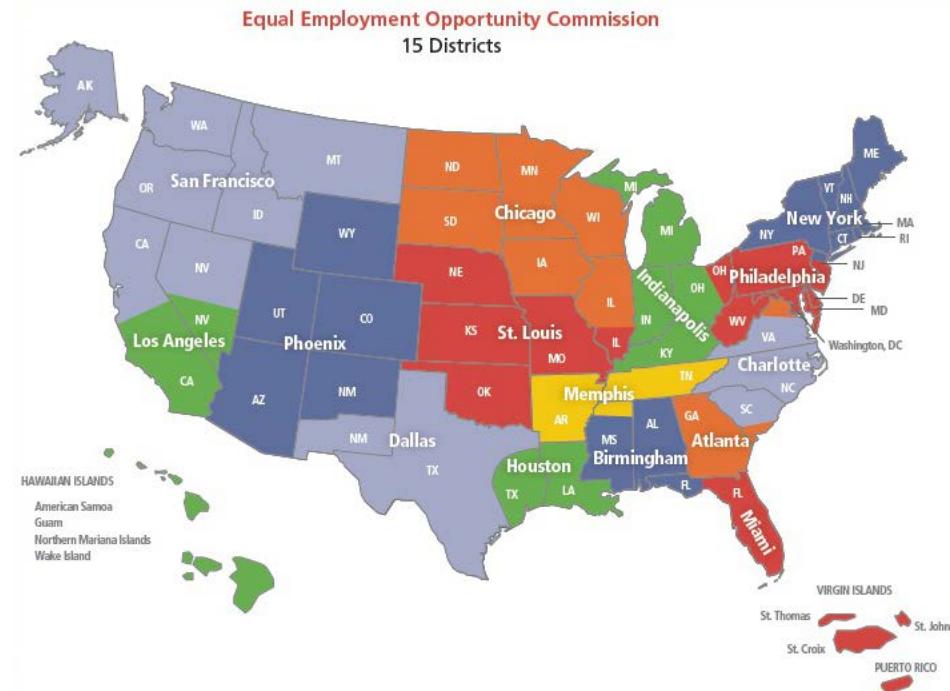
# What is the Equal Employment Opportunity Commission, or EEOC?

- A federal agency that enforces **employment civil rights laws**
- Investigates and helps settle **complaints of discrimination** in the workplace on the basis of:
  - Race
  - Sex
  - Age
  - National origin
  - Religion
  - Disability
  - Genetic information



# What is the Equal Employment Opportunity Commission, or EEOC? (Continued)

- Contact the EEOC if you think you have suffered some form of employment discrimination
- Find an EEOC office! Visit [www.eeoc.gov/field/index.cfm](http://www.eeoc.gov/field/index.cfm)
- Connect with EEOC through our Public Portal: <https://publicportal.eeoc.gov>





# **Federal Hiring for People with Disabilities**



# Section 501 of the Rehabilitation Act – Employment of Individuals with Disabilities



- Prohibits discrimination on the basis of disability in federal employment
- Requires federal agencies to establish affirmative action plans for the hiring, placement, and advancement of people with disabilities in federal employment

# Section 503 of the Rehabilitation Act – Employment of Individuals with Disabilities (Slide 1 of 2)



Requires that federal contractors and subcontractors (companies doing business with the federal government) take affirmative action to recruit, hire, employ, promote, and retain qualified individuals with disabilities

# What is Affirmative Action?

§501

§503

Affirmative action requires an employer to make **positive efforts** to find, recruit and employ people with disabilities.

# Section 501

- On Jan. 3, 2017, EEOC issued a Final Rule amending the regulations implementing **Section 501** of the Rehabilitation Act of 1973 (29 C.F.R. §§ 1614.203, 601(f))
- Section 501 does **2 things**:
  1. Prohibits discrimination (*adopts the ADA standard*)
  2. Requires affirmative action
- This is an **affirmative action** rule
- Applies only to **federal government**

# Affirmative Action Plan Requirements

- Hiring and Advancement Program
- Anti-Harassment Policy
- Reasonable Accommodation
- Accessibility of Facilities and Technology
- Personal Assistance Services 
- Utilization Analysis
- Goals 
- Recordkeeping

# Recruiting

*Requires agencies to take specific steps to recruit people with disabilities*

- Use programs to ID people eligible for hiring authorities that take disability into account, e.g.—
  - Training and internship programs
  - résumé databases of people eligible for appointment under Schedule A (external or created by the agency)
- Contacts with disability organizations
- Social Security's Ticket to Work Program:  
<https://choosework.ssa.gov>

# Reasonable Accommodation Procedures

- Explain relevant terms so that all employees can understand them
- Provide an easy process by which a request for accommodation can be made, and which identifies and provides relevant forms
- Explain how managers and supervisors can recognize requests for accommodation, no need for magic words
- Emphasizes early communication which explains:
  - the types of medical documentation that may be required
  - the requirements for reviewing that documentation
  - how confidentiality rules apply

# Reasonable Accommodation Procedures (Continued)

- Most Important: The Procedure should set deadlines and discuss how the requester will be informed about any delays in processing the request or providing the accommodation
- Provide for expedited processing where necessary, allow for interim accommodations and point out that reassignment is a form of reasonable accommodation under certain circumstances
- Explain why requests are denied and encourage voluntary dispute resolution for denials
- Point to Commission guidance

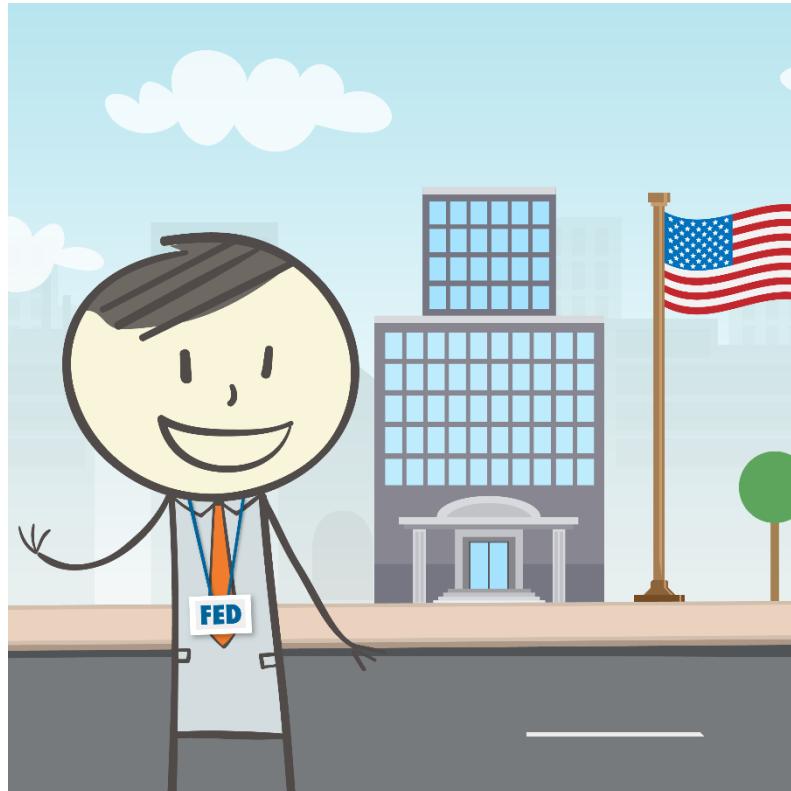
# Personal Assistance Services

- **Personal Assistant Services (PAS):** means assistance with performing activities of daily living that an individual would typically perform if he or she did not have a disability, *and* that is not otherwise required as a reasonable accommodation.
- Must provide during work and job related travel if —
  - Needed because of a targeted disability
  - Enables performance of essential job functions
  - Does not impose undue hardship

# Workforce Goals

- 12% people with **disabilities** at GS-11 and above including SES
- 12% people with **disabilities** at GS-10 and below
- 2% people with **targeted disabilities** at GS-11 and above including SES
- 2% people with **targeted disabilities** at GS-10 and below

# Schedule A Hiring Authority (Slide 1 of 3)



## What is Schedule A?

- Schedule A provides an expedited approach for hiring people with significant disabilities
- Qualified applicants aren't required to compete against applicants without disabilities
- Probationary basis for employment

# Schedule A Hiring Authority (Slide 2 of 3)

## To qualify, you must

- Be a person with an intellectual disability, a severe physical disability, or a psychiatric disability
- Document your disability
  - A letter from a doctor, licensed medical or rehabilitation professional that simply states you are eligible under Schedule A
  - The letter does not need to specify the particular disability you have
- Meet the qualifications for the job for which you are applying (with or without a reasonable accommodation)

# Schedule A Hiring Authority (Slide 3 of 3)



## How do I use Schedule A

- 1) Identify an open position, which typically can be found on USAJobs
- 2) Prepare your application
- 3) Obtain your Schedule A documentation
- 4) Apply for the job and contact the agency's Disability Program Manager to let him or her know you would like to be considered under Schedule A.

For more info, see EEOC's The ABCs of Schedule A:  
[www.eeoc.gov/eeoc/initiatives/lead/abcs\\_of\\_schedule\\_a.cfm](http://www.eeoc.gov/eeoc/initiatives/lead/abcs_of_schedule_a.cfm)

# Federal Internship Programs: Workforce Recruitment Program

- What is the Workforce Recruitment Program?
  - Developed to link recent college graduates with disabilities and federal agencies
- How can I participate?
  - Visit [wrp.gov/AboutPre.do#Students](http://wrp.gov/AboutPre.do#Students)



# Federal Internship Programs: Pathways

- What is Pathways?
  - Pathways provides 3 paths for students and graduates to get direct experience with federal employers
- Who can apply?
  - Current high school through post-graduate students
  - Recent graduates (associates degree through advanced degree or vocational certificate within 2 years)
- How do I apply?
  - Positions are posted on [www.usajobs.gov](http://www.usajobs.gov)





What If You Experience  
Discrimination?

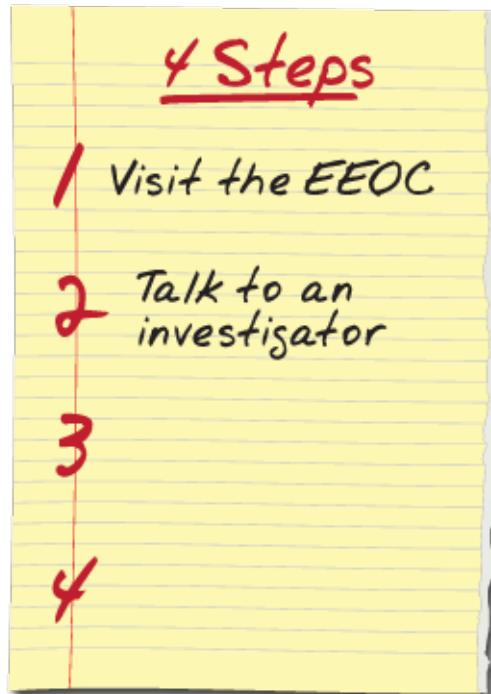


# 4 Steps if You Experience Discrimination (Slide 1 of 3)



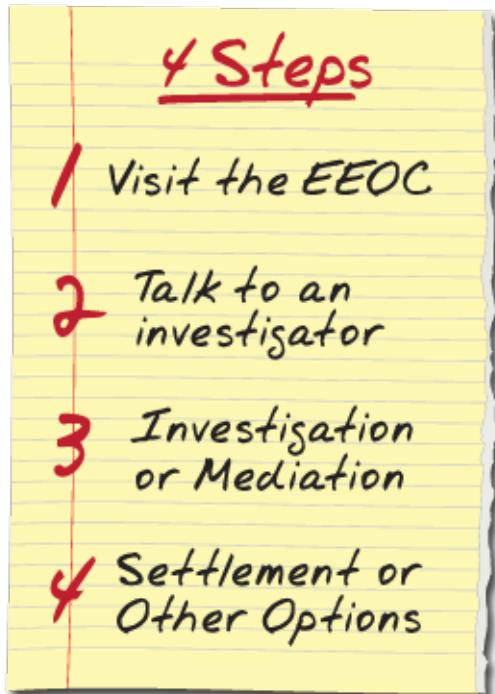
- Contact the EEOC
  - 15 district offices and 38 local offices
- Drop by in person or call over the phone
- Contact your state or local employment civil rights agency
- File a charge online using the EEOC's public portal at:  
<https://publicportal.eeoc.gov/portal/Login.aspx?ReturnUrl=%2fportal%2f>

# 4 Steps if You Experience Discrimination (Slide 2 of 3)



- An EEOC investigator will conduct an appropriate investigation into the allegations
- Next steps may include mediation
  - “Mediate” means that you and your employer would meet with a trained professional and work to resolve the problem
- In other instances, the EEOC will conduct an investigation and issue a finding as to whether there is “reasonable cause” to believe discrimination occurred

# 4 Steps if You Experience Discrimination (Slide 3 of 3)



- If the EEOC does not find cause, you are issued a letter that says you are free to pursue your claim in federal court
- If the EEOC does find cause, an attempt to negotiate a settlement with your employer will be made. If that settlement fails, you are free to pursue your claim in federal court.
- In rare cases, the EEOC will file a lawsuit on behalf of a party

# Other Help: Protection and Advocacy for Beneficiaries of Social Security (PABSS)

- The Protection and Advocacy for Beneficiaries of Social Security (PABSS) program helps people with disabilities who receive Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI) and have a disability-related employment issue
- PABSS advocates provide legal support, advocacy, and information to assist beneficiaries to resolve employment-related issues
- Where can I find more information?
  - [choosework.ssa.gov/about/meet-your-employment-team/index.html#PABSS](http://choosework.ssa.gov/about/meet-your-employment-team/index.html#PABSS)





# **Social Security's Ticket to Work Program**



# What Is the Ticket to Work Program?

## Ticket to Work

- Supports career development for people with disabilities who want to work
- Is for Social Security disability beneficiaries age 18 through 64
- Is free and voluntary



# Jesus's Success Story

- Jesus was born with spina bifida
- Determined to live independently
- Earned a Bachelor of Arts degree
- Volunteered with Telecare
  - Gained work experience
  - Strengthened his passion for helping others

## How Ticket to Work Helped

- EN offered Benefits Counseling and information about Work Incentives
- EN identified and helped Jesus apply for a Schedule A job opportunity with Social Security

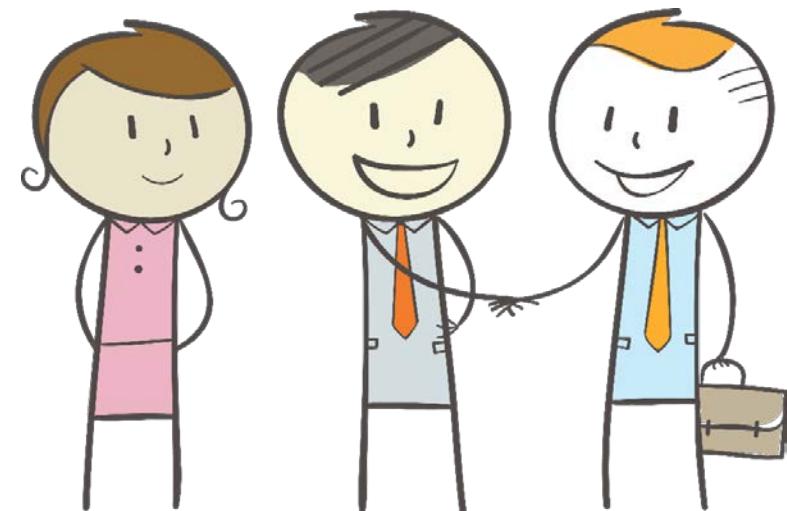


# Ticket to Work Success Stories

## Learn more about Jesus and others like him

- Learn about other jobseekers' experiences
- Discover Work Incentives that may help as you transition to the workplace
- Learn about the supports and services available to you

Visit [choosework.ssa.gov/success-stories](http://choosework.ssa.gov/success-stories)



# Taking the Next Step

- Gathering information and resources is key to planning your journey toward employment
- Ticket to Work and Work Incentives can help make your journey a smooth one



# For More Information

Call the Ticket to Work Help Line  
(8 a.m. – 8 p.m. ET):

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

Visit the Ticket to Work Site:

- [choosework.ssa.gov](http://choosework.ssa.gov)



# Get Started!

## Call the Ticket to Work Help Line:

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

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

## Connect:

 Like us on Facebook: [@choosework](https://www.facebook.com/choosework)

 Follow us on Twitter: [@chooseworkSSA](https://twitter.com/chooseworkSSA)

 Subscribe to our YouTube channel: [@choosework](https://www.youtube.com/choosework)

 Follow us on LinkedIn: [@ticket-to-work](https://www.linkedin.com/company/ticket-to-work)



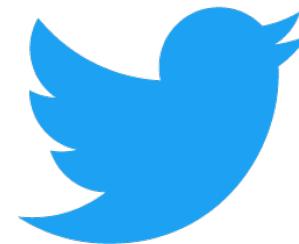
# Join us for a Twitter chat!

**Find answers and resources to help you decide about returning to work or staying at work after an injury or illness!**

**Who:** We will join the **Campaign for Disability Employment** and the **Job Accommodation Network**

**When:** Thursday, May 31, 1 p.m. ET

**How:** Follow **@chooseworkSSA** and tweet **#CDEChat** to join the conversation and ask your questions



# Join Us for Our Next WISE Webinar!



**Date: Wednesday, June 27, 2018**

**Time: 3 - 4:30 p.m. ET**

**Register online: [choosework.ssa.gov/wise](http://choosework.ssa.gov/wise)**  
**or call 1-866-968-7842 or 1-866-833-2967 (TTY)**

# Questions?



# Tell Us What You Think!

Please remember to take our webinar survey!

A link will pop up after the webinar, or visit:  
[choosework.ssa.gov/surveys/wise](http://choosework.ssa.gov/surveys/wise).

