



Helping You Today  
So You Succeed Tomorrow



# Ticket to Work and Reasonable Accommodations

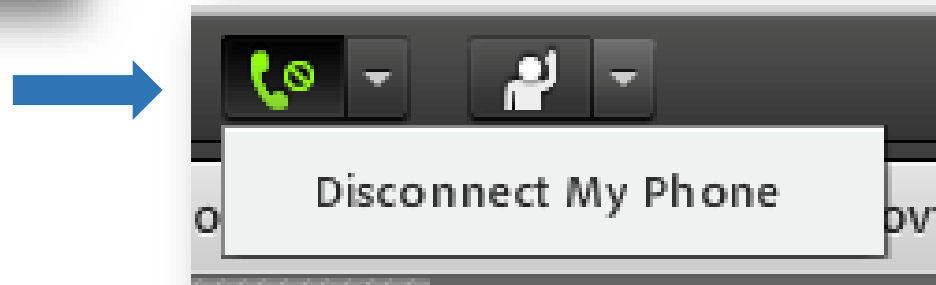
**Date:**  
Wednesday,  
July 25, 2018

**Time:**  
3 – 4:30 PM ET



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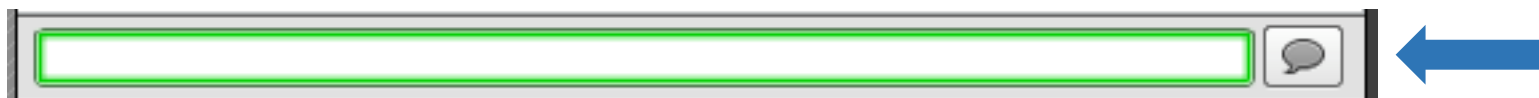
# Webinar Accessibility

# Captioning

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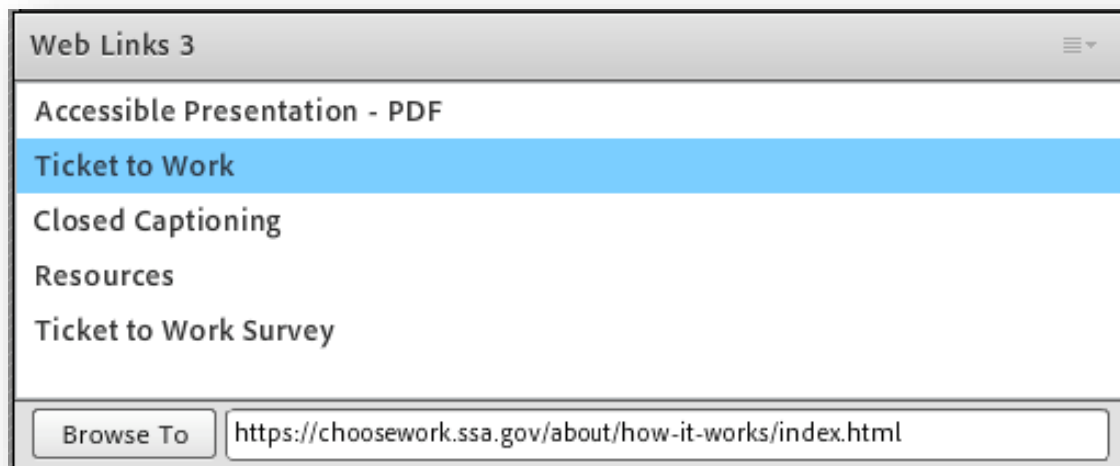
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- For Q&A: Please use the **Q&A pod** to submit any questions you have during the webinar, and we will direct the questions accordingly during the Q&A portion.
- If you are listening by phone and not logged in to the webinar, you may also ask questions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



# Webinar Online Resources

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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>.



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# Agenda

## Welcome and Introductions

Moderator Sarah Hyland, WISE Program Moderator

Presenters Sarah Small, Consultant – Cognitive/Neurological Team, Job Accommodation Network

Brittany Lambert, Consultant – Cognitive/Neurological Team, Job Accommodation Network

Tyler Venable – Community Work Incentives Coordinator, WIPA

# Topics

- The Americans with Disabilities Act
- The Job Accommodation Network
- Reasonable Accommodations
- Disclosure and Accommodations
- Interviews and Accommodations
- Social Security Disability Benefits
- Social Security's Ticket to Work Program
- Questions

# **The Americans with Disabilities Act (ADA)**



# Americans with Disabilities Act (ADA)

- July 26 marks the anniversary of the ADA.
- The ADA is a civil rights law that prohibits discrimination based on disability in all areas, including:
  - Employment
  - Public entities and public transportation
  - Public accommodations and commercial facilities
  - Telecommunications
  - And more



# The ADA and Employment

- Title I of the ADA helps people with disabilities access the same employment opportunities and benefits of employment as people without disabilities.
- Under Title I, employers must provide reasonable accommodations to qualified applicants and employees to help them perform essential job functions.

# The Job Accommodation Network





# Learn More with the Job Accommodation Network

- The Job Accommodation Network (JAN):
  - Is funded by a contract with the Office of Disability Employment Policy (ODEP), U.S. Department of Labor
  - Offers free, expert, and confidential guidance on workplace accommodations
  - Assists with the interactive process of disclosing disabilities and requesting accommodations
  - Gives targeted technical assistance



# Working with JAN

JAN has more than 25 years of experience providing job accommodation, ADA, and Rehabilitation Act assistance to:

- Employees and jobseekers with disabilities
- Employers
- Service providers
- Individuals pursuing self-employment

JAN has 4 consultant teams:

- Motor Team
- Cognitive/Neurological Team
- Sensory Team
- Entrepreneurship Team



# JAN and Self-Employment

Some of the services JAN's self-employment team can provide:

- Individualized consulting and resource materials
- JAN entrepreneurship site access
- Ongoing electronic and phone support
- Information on self-employment and small business programs for people with disabilities
- Low-cost marketing strategies
- Information on legal structure
- And a lot more!



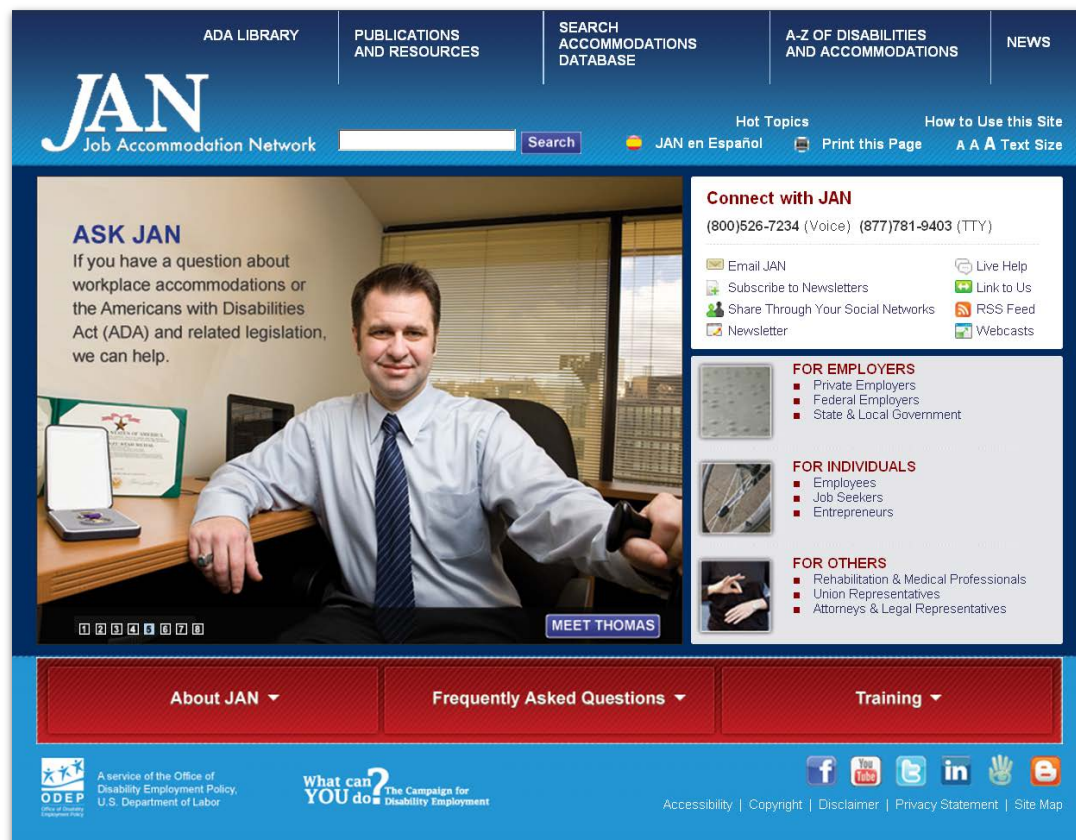
# Resources from JAN

- JAN provides comprehensive resources, including:
  - The Searchable Online Accommodation Resource (SOAR)
  - A to Z of Disabilities to search for employment and accommodation considerations by disability, topic, or limitation
  - An ADA Library of terms and laws
  - JAN News
  - And more!

Connect at [askjan.org](http://askjan.org)



# JAN Website



<https://askjan.org/index.html>

# Reasonable Accommodations



# What Is a Reasonable Accommodation?

- Under the ADA, reasonable accommodations are any changes to a job or workplace that enable:
  - An applicant to participate in the application process
  - An employee to perform essential job functions
- Onsite job accommodations are paid for by employers, but many are free and low-cost changes!

# Accommodation Examples (Slide 1 of 2)

- **Purchase of modified equipment**
- **Making the work site accessible**
- **Job restructuring**
- **Modified schedule**



# Accommodation Examples (Slide 2 of 2)

- **Modified policies**
- **Providing readers, interpreters, and coaches**
- **Reassignment**

# Disclosure and Accommodations



# Talking About Your Disability: Why Disclose?

You might need to disclose your disability to your employer to:

- **Ask for a job accommodation:** Under the ADA, employers have a right to know if a disability is involved when an employee requests an accommodation.
- **Receive benefits or privileges of employment:** This offers you access to employer-sponsored trainings, transportation, cafeterias, auditoriums, and social functions.
- **Explain an unusual circumstance:** If your behavior has been corrected in the workplace, disclosing your disability may create an open dialogue to find a solution.



# Talking About Your Disability: How to Disclose

(Slide 1 of 2)

- An individual must let their employer know if an adjustment or change at work is needed for a reason related to a medical condition.
- To request an accommodation, you may need to provide:
  - The nature of your disability
  - Limitations involved
  - How your disability affects your ability to learn or perform the job successfully



# Talking About Your Disability: How to Disclose

(Slide 2 of 2)

- **Keep it simple**
  - You can use plain English and don't need to mention the ADA or the phrase "reasonable accommodation"
- **Put it in writing**
  - This isn't necessary, but it's best to have documentation of the request
- **Talk to the appropriate people**
  - This may be your supervisor, manager, or HR representative



# Disclosure Example #1 – Scenario

Ronisha

- Has severe depression
- Has been written up after several verbal warnings for inappropriate conduct
- She is placed on a 30-day plan of improvement and warned that if the behavior doesn't stop within the stated time period, she will be let go.



# Disclosure Example #1 – Solution

Ronisha decides to disclose her disability and ask for accommodations to assist her in responding more appropriately to co-workers.



## Disclosure Example #2 – Scenario

Estelle

- Is having sleep difficulties
- Has been late to work 3 days in a row
- She is wary of disclosing her medical condition but doesn't want her employer to take disciplinary action.





## Disclosure Example #2 – Solution

Estelle needs to disclose her disability so she can ask for an accommodation of a flexible schedule while she adjusts to new medication.



# Interviews and Accommodations



# Interview Accommodations

Under the ADA, jobseekers are able to disclose their disability to a potential employer to request accommodations for the application process.

- **Some employers may ask if you need an accommodation** or you may need to make the request yourself.
- Employers may need time to make arrangements, so **make the request early**.
- Employers are not required to provide the exact accommodation that you request as long as they offer you a **suitable accommodation**.
- Employers are not allowed to ask you questions about your disability before you're employed for them, but they **may ask for more information** before setting up accommodations.

# Tips for Requesting Interview Accommodations

When applying for a job and considering accommodations:

- **Review the job posting** and make sure you have the qualifications for it
- **Think about accommodations** you may need for the interview for communication, paperwork, or access to the facility
- Ask about **tests that you may need to take** during the interview process, which may alert you to accommodations you'll need



# Disability-Related Questions

A disability-related question is one that is likely to provide information about your disability. In general, employers may not ask disability-related questions before making a job offer.

However, there are some questions that employers may ask:

- If you're applying for a job with the federal government or a federal contractor, they may ask if you'd like to self-identify as a person with a disability.
- An employer who hires you is allowed to ask medical questions about your ability to complete job duties if these questions are asked of all employees, regardless of disability.

# JAN: For Individuals

- Visit [askjan.org/indiv/index.htm](http://askjan.org/indiv/index.htm) for resources for employees and jobseekers including:
  - Finding a Job that is Right for You
  - Pre-employment Dos and Don'ts
  - Legal Resources



# **Social Security Disability Benefits**



# Social Security Disability Benefit Programs



**Social Security Disability Insurance (SSDI)**



**Supplemental Security Income (SSI)**



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



# Starting Your Journey

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



# Why Choose Work?

- Earn more income
- Gain financial independence
- Meet new people
- Learn new skills



# What Is the Ticket to Work Program?

## Ticket to Work:

- Is a **free** and **voluntary** Social Security program
- Helps people with disabilities move toward financial independence
- Supports career development
- Is for Social Security disability beneficiaries age 18 through 64



# What Services Does Ticket to Work Offer?

## Services offered may include:

- Job coaching
- Job counseling
- Training
- Benefits counseling
- Job placement



# Choose Work Website

Head to the website to find:

- Resources to help you choose a service provider that's right for you
- Job search tips
- FAQs about Social Security Work Incentives and programs that may help you on the path to financial independence
- And more!

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

The screenshot shows the Ticket to Work website homepage. At the top, there's a navigation bar with the Social Security Administration logo, the 'Ticket to Work' logo, and a search bar. Below the navigation bar, there's a section for 'Contact the Help Line' with phone numbers and a link to 'Send Us an Email Message'. The main content area features a 'SPOTLIGHT on EVENTS & FEATURES' section with three featured items: 'WISE Webinar' (Wednesday, July 25, 3 - 4:30 p.m. ET, with a 'Register Now' link), 'Meet James' (Ticket to Work helped him find a job that fit, with a 'Check it out' link), and 'Work from Home' (Learn how to make telework work for you and your goals, with a 'Learn more' link). Below this, there's a 'What is Ticket to Work?' section with a 'START' button and a 'Ready to Work?' section with a 'get started today!' link. To the right, there's a 'Find Help to Reach a Better Future' section with a map showing various service providers (EN, PABSS, WIPA, VR, WF) and a 'Latest Posts' section with links to 'Attend a Career Fair in July', 'Job Searching with a Mental Health Condition', 'From Mentor to Parent: A Father's Story', 'You Asked, We Answer! Working for the Federal Government', and 'Employee Wellbeing Month: 7 Tips for Managing Your Physical Wellbeing at Work'.

# Ticket to Work Success: James

- James experiences chronic pain from a gunshot wound and a later car crash. Due to pain, he stopped working and started receiving SSDI to focus on his health full time.
- When he was ready, James wanted to find a job where he could work with his hands while handling his symptoms of pain.
- His Ticket to Work Employment Network (EN) helped him find a job that fit his goals and his skills.
- Read his full story:  
[choosework.ssa.gov/library/james-success-story](https://choosework.ssa.gov/library/james-success-story)



# Get Started!

## Call the Ticket to Work Help Line:

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

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

## Connect:

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 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)





# Contact JAN

- By phone:
  - 800-526-7234
  - 877-781-9403 (TTY)
  - Monday – Friday, 9:00 a.m. – 6:00 p.m. ET
- Online: [AskJAN.org](http://AskJAN.org)
- By email: [jan@AskJAN.org](mailto:jan@AskJAN.org)
- By text: 304-526-8189
- By Skype: janconsultants



# Join Us for Our Next WISE Webinar!



**Ticket to Work for Human Service Organizations**

**Date: Wednesday, August 22, 2018**

**Time: 3 – 4:30 p.m. ET**

**Register online: [choosework.ssa.gov/wise](https://choosework.ssa.gov/wise)  
or call 866-968-7842 or 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.](https://choosework.ssa.gov/surveys/wise)

