



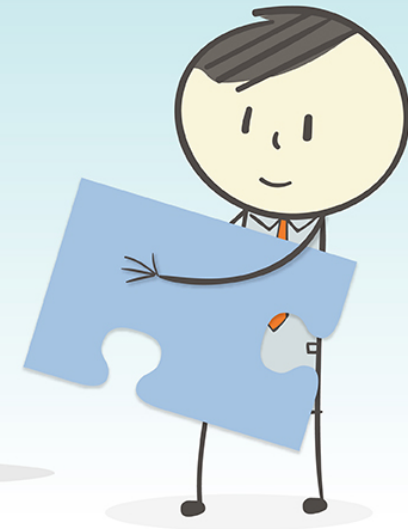
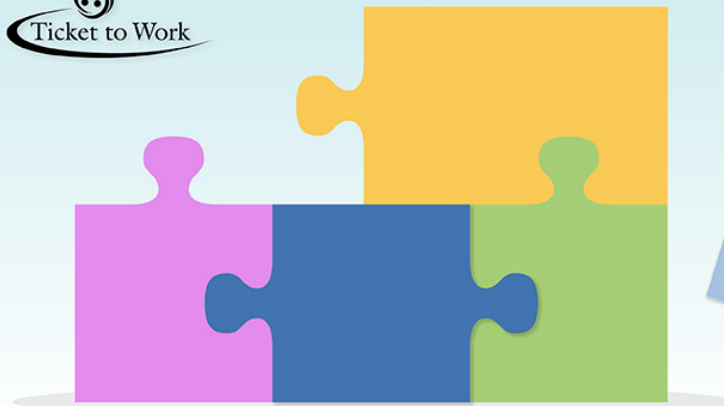
Helping You Today
So You Succeed Tomorrow



Putting it Together: Reasonable Accommodations and the Path to Employment

Date:
Wednesday,
July 24, 2019

Time:
3 – 4:30 PM ET



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 microphone or telephone icon).



Accessing Today's Webinar (Slide 2 of 3)

All attendees will be muted, and we encourage you to attend by choosing “**listen only**” from the audio menu. This will enable the sound to be broadcast through your computer, so please make sure your **speakers are turned on or your headphones are plugged in.**

A screenshot of a 'Join Audio Conference' dialog box. The title bar says 'Join Audio Conference'. The main text asks 'How would you like to join the meeting's audio conference?'. There are two radio button options: 'Dial-out [Receive a call from the meeting]' which is selected, and 'Dial-in to the Audio Conference via Phone'. Below the 'Dial-out' option is a dropdown menu showing '+1 (USA)' and an empty text input field. At the bottom right are two buttons: 'Join' and 'Listen Only'. A blue arrow points from the right towards the 'Listen Only' button.

Join Audio Conference

How would you like to join the meeting's audio conference?

☒ Dial-out [Receive a call from the meeting]

+1 (USA)

☐ Dial-in to the Audio Conference via Phone

Join Listen Only

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#**

Webinar Accessibility



Adobe Connect Platform

The screenshot displays the Adobe Connect Platform interface. The main window shows a presentation slide titled "Putting it Together: Reasonable Accommodations and the Path to Employment". The slide features the Ticket to Work logo, the text "Helping You Today So You Succeed Tomorrow", and a cartoon character holding a puzzle piece. The date and time of the event are listed as Wednesday, July 24, 2019, from 3 - 4:30 PM ET. The slide also mentions "Produced at U.S. taxpayer expense.".

Below the main window is a "Captioning Pod" with a "Caption Viewer" and a "Waiting for Captions" status. To the right of the main window is a "Q & A" section and a "Web Links" section. The "Web Links" section lists various resources:

- Accessible PDF Presentation
- Accessible Text-Only Presentation
- Adobe Accessibility User Guide
- Closed Captioning
- WISE Webinar Archives
- MentalHealth.gov Website
- Temple University Collaborative Guide
- Lori's Success Story
- Social Security Red Book
- Choose Work Library
- Choose Work Blog
- Choose Work Website

Adobe Connect Accessibility User Guide

Should you need assistance navigating Adobe Connect, the link below directs you to an 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.

<http://bit.ly/adobe-accessibility>

Captioning

- Real-time captioning is provided during this webinar
- The captions can be found in the **Captioning pod**, which appears below the slides
- You can also access captioning online:
<http://bit.ly/captions-jul19>

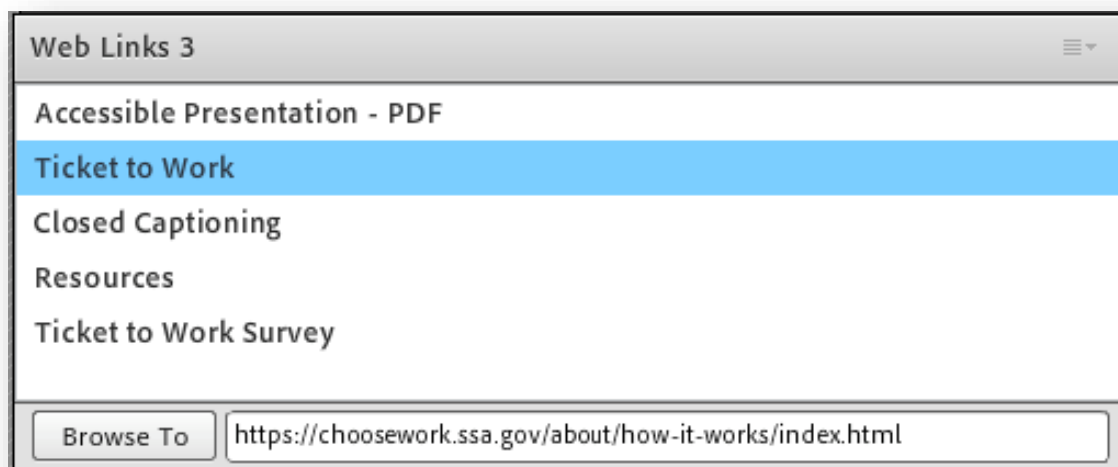
Questions and Answers (Q&A)

- 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



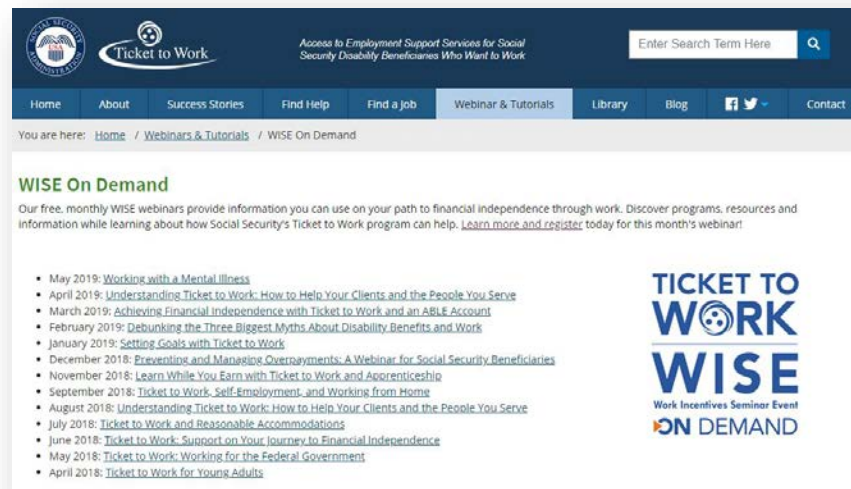
Webinar Online Resources

- Please use the **Web Links pod** to direct you to 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 for a list of available resources



Archived Events

Please note: This webinar is being recorded, and the archive will be available within 2 weeks on the Choose Work website at http://bit.ly/WISE_OnDemand.



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.



Presenters

Welcome and Introductions

Moderator: Stacey Plizga, Ticket Program Moderator

Presenters: Sarah Small and Brittany Lambert, Job
Accommodation Network

Jennifer Tenney, Center for Excellence in
Disabilities (CED) West Virginia University
(WIPA)

Welcome!

Today we'll discuss and answer questions related to:

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



Job Accommodation Network (JAN)



Job Accommodation Network (Slide 1 of 4)

The Job Accommodation Network (JAN)

- Established in 1983 as a free, national service
- Funded by a contract with the Office of Disability Employment Policy (ODEP), U.S. Department of Labor (DOL)
- Consultation on the employment provisions of the Americans with Disabilities Act (ADA) and workplace accommodations
- Easy to Use
- Confidential



Job Accommodation Network (Slide 2 of 4)

JAN can assist with the interactive process and provide comprehensive resources to:

- Job applicants
- Employees
- Employers
- Service providers
- Family members
- Individuals pursuing self-employment



Job Accommodation Network (Slide 3 of 4)

When contacting JAN, you will be connected to the appropriate team based on specialty area.

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



Job Accommodation Network (Slide 4 of 4)

Entrepreneurship/Self-Employment

- Individualized consulting and resource materials based on specific needs
- Information on self-employment and small business programs
- Ongoing electronic and phone support
- JAN self-employment website access
- Business plan development



The Americans with Disabilities Act (ADA)



ADA Overview

The Americans with Disabilities Act (ADA)

- The ADA is a civil rights law that prohibits discrimination based on disability in areas including
 - Employment (Title I)
 - Public entities and public transportation (Title II)
 - Public accommodations (Title III)
 - Telecommunications (Title IV)
 - Miscellaneous (Title V)



ADA and Employment

JAN specializes in Title I (employment)

- Title I of the ADA helps individuals with disabilities access the same employment opportunities and benefits of employment as individuals without disabilities
- Prohibits discrimination based on disability
- Entitles qualified applicants and employees with disabilities to seek reasonable accommodations when needed



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 major life activities;
 - A record of such an impairment; or
 - Is regarded as having such an impairment



Questions?



Reasonable Accommodations



Reasonable Accommodation

What is a Reasonable Accommodation?

- A reasonable accommodation is a modification or adjustment to a job, the work environment, or the way things are usually done that enables a qualified individual with a disability to enjoy an equal employment opportunity
- Accommodations can assist with:
 - The application process
 - Performing the essential functions of a job
 - Ensuring equal benefits of employment



Type of Accommodation #1

Accommodations for the pre-employment process

- Application
- Interview
- Pre-employment Testing

Accommodation Example

An applicant with vertigo is required to take a pre-employment screening test to be considered for the position. The test is normally performed on the computer, but the applicant states that prolonged computer use causes her vertigo to flare up. As an accommodation, the employer allowed this applicant to take a written version of the test.

Type of Accommodation #2

Accommodations for employees

- Purchasing or modifying equipment
- Making the work site accessible
- Job restructuring

Accommodation Example

A grocery store employee who worked at the check-out station had a standing restriction due to a back injury. He was accommodated with a sit/lean stool and anti-fatigue mats.

Type of Accommodation #3

Accommodations for employees

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

Accommodation Example (Slide 1 of 4)

An employee who has recently been diagnosed with hypersomnia and takes new medications continues to struggle with getting to work on time. Her employer agrees to a temporary flexible schedule while she adjusts to the medications that her doctor feels will be effective. A more long-term solution of a shift change was brought up by the employee as a possibility if the flex schedule proves unsuccessful. They also looked at accommodations to help her remain more alert throughout the day.



Accommodation Example (Slide 2 of 4)

A veteran with PTSD was working for state government on a team project. The employer decided to move the team's office to the basement of a building. Once the move occurred, the veteran realized that the noises in the basement were triggering flare ups of his PTSD. The employer did not want to move the entire team again but was able to find an office on the first floor of the same building for the employee. The rest of the team remained in the basement, but team meetings were held upstairs.



Accommodation Example (Slide 3 of 4)

A customer service representative for a financial institution lost his vision and could no longer read his computer screen. The employer provided screen reading software for his computer so that all information present on the screen and all information inputted into the system would be read back to him.



Accommodation Example (Slide 4 of 4)

An engineer with lupus was having difficulty completing all of his work in the office due to fatigue. He disclosed his disability and the problem it was causing to his employer. As a result, he was accommodated with frequent rest breaks, a flexible schedule, and work from home on a part-time basis.



Questions?



Disclosure



Disclosure (Slide 1 of 3)

Why disclose your disability at work?

- Ask for a reasonable accommodation
- Receive benefits or privileges of employment
 - Example: Access to employer-sponsored trainings
- Explain an unusual circumstance
 - Example: Work from home while the company air conditioner is being repaired



Disclosure (Slide 2 of 3)

How to Disclose

- Verbally or in writing, let the employer know:
 - An adjustment or change at work is needed for a reason related to a medical condition
- If the disability is not known, or obvious, you may need to provide limited medical documentation:
 - Nature of your disability
 - Limitations involved
 - How your disability is affecting your in the workplace



Disclosure (Slide 3 of 3)

When Disclosing

- **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



Disclosure Example (Slide 1 of 3)

Lexie is a nurse with PTSD. She has applied for a nursing position and has been called for an interview. In her last interview that didn't go very well, she was in a small room with four people: the nursing administrator, the personnel director, a nurse manager, and a physician.

Lexie feels that if there were no more than two people in the room, she would be able to better represent herself. In order to limit the interviewers, Lexie may have to disclose and ask for an accommodation.



Disclosure Example (Slide 2 of 3)

Phillipe travels in person to the HR department of a prospective employer in order to pick up an application for a job. He is told by HR that he must complete the application there as it cannot leave the building. Phillipe feels that his anxiety level will escalate and be disruptive to the process if he is required to complete the application in the office setting. He may need to disclose in order to explore if there are other application options such as an online application he can complete from home or if the policy can be modified as an accommodation.



Disclosure Example (Slide 3 of 3)

An applicant for an administrative position only had the use of one hand. The employer requires all employees to be able to type at a certain speed or higher. The applicant states that she is unable to meet this speed with a traditional keyboard, but can with a keyboard designed for one-hand use. The employer purchased a one-handed keyboard as an accommodation.

Interviewing Techniques

Deciding when to disclose can be a difficult choice for someone who is job hunting.

- Start with a good resume
- Write a cover letter
- Complete applications
- Interview

Disability Disclosure and Interviewing Techniques for Persons with Disabilities at: <https://askjan.org/publications/consultants-corner/vol01iss13.cfm>



JAN Resources



JAN Resources

JAN
Job Accommodation Network

Q | About JAN | JAN en Español | Contact

A to Z | ADA Library | Accommodation Search | Publications | Training | Resources

Have questions about workplace accommodations or the Americans with Disabilities Act (ADA)?
Ask us. We can help.

A to Z of Disabilities and Accommodations

- Select a Category -

- Select a ... -

Go

For Employers

For Individuals

For Others

Employees

Job Seekers

Entrepreneurship

Federal, State & Local
Resources

JAN provides free consulting services for all employees, regardless of the condition. Services include one-on-one consultation about all aspects of job accommodations, including the accommodation process, accommodation ideas, product vendors, referral to other resources, and ADA compliance assistance.

Employees can access JAN services in a variety of ways:

- Telephone
- E-Mail
- Online Tools
 - SOAR (Searchable Online Accommodation Resource)
 - JAN on Demand
- Publications and Resources
 - A to Z of Disabilities and Accommodations
 - ADA Library
 - How to Request an Accommodation: Accommodation Form Letter
 - Employee Accommodation Inquiry Letter
 - Employees' Practical Guide to Requesting and Negotiating Reasonable Accommodation Under the ADA
 - EEOC
 - Reasonable Accommodation and Undue Hardship Under the ADA
 - Disability-Related Inquiries and Medical Examinations of Employees Under the ADA
 - The ADA: Your Employment Rights as an Individual

JAN
Job Accommodation Network
Practical Solutions • Workplace Success

JAN Resources

- SOAR (Searchable Online Accommodation Resources): <http://bit.ly/jan-soar>
- JAN on Demand: <http://bit.ly/jan-demand>
- A to Z of Disabilities and Accommodations: <http://bit.ly/jan-az>
- ADA Library: <http://bit.ly/jan-library>
- How to Request an Accommodation: <http://bit.ly/jan-request>
- Employee Accommodation Inquiry Letter: <http://bit.ly/jan-inquiry>
- Employees' Practical Guide to Requesting and Negotiating Reasonable Accommodation Under the ADA: <http://bit.ly/jan-guide>



Connect with JAN

How to Contact JAN

- Telephone: 1-800-526-7234 (V) & 1-877-781-9403 (TTY)
- Online: AskJAN.org & jan@askjan.org
- Text message: 1-304-216-8189
- Skype: janconsultants



Questions?



Ticket to Work Program: Support on Your Journey to Work



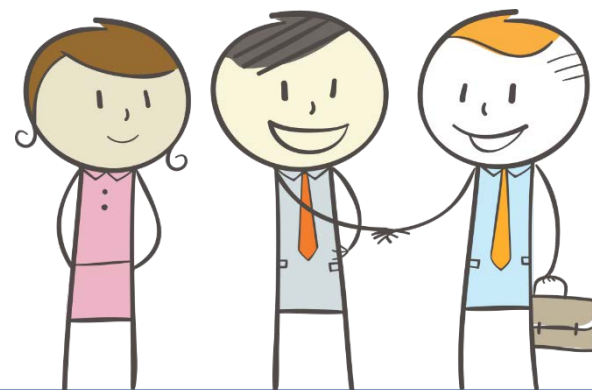
Social Security Disability Benefits Programs



Social Security Disability Insurance (SSDI)



Supplemental Security Income (SSI)



Starting the Journey

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



What Is the Ticket to Work Program?

Ticket to Work:

- Is a free and **voluntary** Social Security program
- Offers **career development** for people age 18 through 64 who receive Social Security disability benefits



What Is the Ticket to Work Program? (Continued)

Ticket to Work connects you with **free employment services** to help you:

- Decide if working is right for you
- Prepare for work
- Find a job
- Succeed at work



How It Works

If you choose to participate, you will receive services from authorized Ticket to Work service providers like **Employment Networks (ENs)** or your **State Vocational Rehabilitation (VR) agency**.

Services can include:

- **Career counseling**
- **Resume help**
- **Interview** advice
- Assistance **finding a job**



Why Ticket to Work?

- Earning a living through employment is not something everyone can do, but it may be right for you.
- Take the time to learn about the employment services and supports Social Security offers through the Ticket to Work program...you may be surprised! We're here to help you learn more and start on your journey to financial independence.



Meet Shirley

After experiencing several incidents of not being able to control sleepiness, Shirley sought help from a neurologist. She was diagnosed with narcolepsy, a sleep disorder that affects the brain's ability to control sleep-wake cycles.

She stopped working and started receiving SSDI to focus on her health, but she was later diagnosed with clinical depression.

Shirley learned to manage her health through holistic measures like regular exercise, changes to her diet and strict routines.

Meet Shirley (Continued)

Ready and motivated to work again, Shirley connected with a Ticket program EN who helped her:

- Develop an Individual Work Plan
- Learn about Work Incentives
- Find temporary and, later, full-time work
- Advocate for reasonable accommodations



choosework.ssa.gov/library/shirley-success-story

Ticket to Work and Reasonable Accommodations

Working with a Ticket to Work service provider can offer you access to guidance and support as you apply for jobs and transition to the workplace.

Resources on the Choose Work website:

- Talking about Disability Disclosure:
<http://bit.ly/talkingaboutdisabilitydisclosure>
- How to Request Accommodations:
<http://bit.ly/requestaccommodations>
- The (Low and No) Cost of Reasonable Accommodations:
<http://bit.ly/costofreasonableaccommodations>

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

Connect:

Visit choosework.ssa.gov/contact to find us on social media and subscribe to blog and email updates!



Join Us for Our Next WISE Webinar!



Putting it Together: Healthcare and the Path to Employment

Date: Wednesday, August 28, 2019

Time: 3 – 4:30 p.m. ET

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

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)

