






# EMPLOYER RESOURCE GUIDE

This guide was developed to provide both public and private employers, human resource personnel, hiring managers and supervisors with relevant federal, state and local level information around their legal obligations, along with resources that can assist in identifying, paying for, and implementing effective accommodation strategies, in hiring and/or retaining qualified employees who experience a disability.




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Updated September 2012



Resource	Access this resource when...	Contact Information
<p><b><i>Employment and Training Administration Business, Industry and Key Sector Initiatives</i></b></p> <p>Whether you have one employee or 10,000, the publicly funded workforce development system can be a valuable addition to your human resource capabilities and an invaluable tool to transform your workforce for the 21st-century economy.</p> 	<p>You want to learn how to increase your profitability through an analysis of available government incentives, tax credits, and assistance.</p> <p>You want to use real-time information about workforce and career information, such as local wages and economic trends, industry competencies, standardized training to inform your business decisions.</p> <p>You want to reduce recruitment costs and increase retention through workforce solutions, such as screening and referral of job-ready candidates.</p> <p>You want to develop a more competitive workforce by connecting to training and other “up-skilling” resources.</p>	<p><b><u>Solutions for business &amp; other resources:</u></b></p> <p><b>ONLINE:</b> <a href="http://www.doleta.gov/business/">http://www.doleta.gov/business/</a></p> <p><b>Links to other resources</b> includes:</p> <ol style="list-style-type: none"> <li>1. <a href="#">Workforce3One</a> – e-learning and knowledge sharing webspace for employers and workforce professionals.</li> <li>2. <a href="#">Competency Models</a> – provides the business community with a means to communicate its skill needs to educators and the workforce system in a common industry-driven framework.</li> <li>3. <a href="#">On-the-Job Training Toolkit</a> – workforce system training strategy for local employers and job seekers.</li> </ol>
<p><b><i>Office of Disability Employment Policy Resources for Employers</i></b></p> <p>Provides national leadership by developing and influencing disability employment-related policies and practices affecting an increase in the employment of people with disabilities.</p> 	<p>You want to learn the business case for hiring individuals with disabilities.</p> <p>You want to learn how to create an inclusive culture in your place of business.</p> <p>You want to be proactive in recruiting, hiring, retaining and advancing people with disabilities.</p> <p>You are seeking technical assistance resources and support to diversify your workplace and want to know ‘What can you do?’</p>	<p><b><u>Information &amp; resources available:</u></b></p> <p><b>ONLINE:</b> <a href="http://www.dol.gov/odep/topics/Employers.htm">http://www.dol.gov/odep/topics/Employers.htm</a></p> <p><b>Online tool:</b> Building an Inclusive Workforce - Four-Step Reference Guide to Recruiting, Hiring, and Retaining Employees with Disabilities  <a href="http://www.dol.gov/odep/pubs/20100727.pdf">http://www.dol.gov/odep/pubs/20100727.pdf</a></p>



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<p><b>CareerOneStop Businesses and Human Resources Services</b></p> <p>Business resources on hiring, training, retaining and workplace issues; starting and maintaining a business; and the labor market.</p> 	<p>Providing access and funding towards skills development training for existing staff.</p> <p>Providing information on unemployment benefits and training and benefit resources.</p> <p>Providing resources, strategies, and assistance around hiring and accommodating individuals with disabilities and other challenges to employment.</p>	<p><b>Information &amp; resources available:</b></p> <p><b>ONLINE:</b>  <a href="http://www.careeronestop.org/Audience/Businesses/Businesses.aspx">http://www.careeronestop.org/Audience/Businesses/Businesses.aspx</a></p> <p><b>CareerOne-Stop Helpline:</b>            Email: <a href="mailto:info@careeronestop.org">info@careeronestop.org</a>            1-877-348-0502 (Voice)/1-877-348-0501 (TTY)</p>
<p><b>CareerOneStop E-tools</b></p> <p>The CareerOneStop website includes various electronic tools (E-tools) supported by the Employment and Training Administration. These tools help provide online services to American Job Center customers.</p> 	<p>You want to use CareerOneStop E-tools including:</p> <ul style="list-style-type: none"> <li>• <a href="#">America's Service Locator</a> -- provides contact information for workforce services including American Job Centers, workforce investment boards, community colleges, and other community resources.</li> <li>• <a href="#">America's Career InfoNet</a> -- features user-friendly occupation and industry information, salary data, career videos, education resources, self-assessment tools, career exploration assistance, and other resources.</li> </ul>	<p>CareerOneStop E-tools, cont.</p> <ul style="list-style-type: none"> <li>• <a href="#">mySkills myFuture</a> -- Users can identify occupations that require skills and knowledge similar to their current or previous job, locate local training programs, and/or apply for jobs.</li> <li>• <a href="#">Worker ReEmployment</a> -- provides employment, training, and financial assistance for laid-off workers.</li> <li>• <a href="#">Veterans ReEmployment</a> -- a website for employment, training, and financial help after military service.</li> </ul>
<p><b>Occupational Information Network (O*NET) Toolkit for Business</b></p> <p>Provides a wealth information on the features of O*NET and details its many uses for human resource professionals and employers.</p> 	<p>You want to access basic information on how O*NET serves as a resource to assist businesses with everyday needs, complete with brief instruction on how to get started.</p> <p>You want a guided tour of the features and capabilities of O*NET OnLine, demonstrating how to navigate using real world examples of occupational and skills searches or specific details of one or more occupations.</p> <p>You want to learn about O*NET OnLine's many resources on accommodations, disabilities, and workplace issues.</p>	<p><b>Information &amp; resources available:</b></p> <p><b>ONLINE:</b> <a href="http://www.onetcenter.org/toolkit.html">http://www.onetcenter.org/toolkit.html</a></p> <p>The <a href="#">O*NET Resource Center</a> provides links to:</p> <ol style="list-style-type: none"> <li>1. <a href="#">Career Exploration Tools</a> -- assessment instruments to assist career exploration and decision making.</li> <li>2. <a href="#">My Next Move</a> -- A Web application for new job seekers and students to find career options matching their interests and experience.</li> <li>3. <a href="#">My Next Move for Veterans</a> -- A Web application for veterans transitioning into the civilian workforce.</li> </ol>

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<p><b><i>Employer Assistance &amp; Resource Network (EARN)</i></b></p> <p>Provides free technical assistance, consultation, and training for federal agencies, private employers, and federal contractor on all aspects of the employment of persons with disabilities.</p> 	<p>Your business is seeking assistance to recruit, hire, and retain qualified employees with disabilities.</p> <p>You are seeking linkages to state and local community-based organizations serving job seekers with disabilities.</p> <p>Your business is seeking training related to disability etiquette and awareness, interviewing and accommodating candidates with disabilities (may include practice interviews and facilitated discussions with job seekers with disabilities) and best practices.</p>	<p><b><u>Information and resources are available:</u></b></p> <p><b>ONLINE:</b> <a href="http://www.askearn.org/">http://www.askearn.org/</a>  <b>BY PHONE:</b> (855) 275-3276 (AskEARN)</p> <p>Or submit a question (all calls/inquiries are confidential; no contact information is shared with any outside entity)  <a href="http://www.askearn.org/form-requestTA.cfm">http://www.askearn.org/form-requestTA.cfm</a></p> <p>To access the <a href="#">Employer Reference Desk</a> to support in the hiring and employment of people with disabilities.</p>
<p><b><i>Job Accommodation Network (JAN)</i></b></p> <p>One-on-one consultation about all aspects of job accommodations, including process, ideas, product vendors, referral to other resources, and ADA compliance assistance.</p> 	<p>You have questions related to interviewing, hiring and/or accommodating applicants/employees with disabilities.</p> <p>You need immediate information about the Americans with Disabilities Act (ADA) and how it applies to your workplace for applicants/employees with disabilities.</p> <p>You need information on accommodation options/ideas for applicants/employees with disabilities.</p>	<p><b><u>Free consultation, information &amp; resources:</u></b></p> <p><b>ONLINE:</b> <a href="http://askjan.org/">http://askjan.org/</a>  <b>BY PHONE:</b> (800) 526-7234 Voice  (877) 781-9403 TTY</p> <p><b>Online tools:</b></p> <ol style="list-style-type: none"> <li>1. <a href="#">SOAR</a> - Searchable Online Accommodation Resource</li> <li>2. <a href="#">JAN on Demand</a> - Submit questions/concerns</li> <li>3. <a href="#">Employers' Practical Guide</a> to Reasonable Accommodation Under the ADA</li> </ol>
<p><b><i>ADA National Network</i></b></p> <p>Provides information, guidance and training on the Americans with Disabilities Act (ADA), tailored to meet the needs of business, government and individuals at local, regional and national levels. Serves as a helpful and supportive resource, not an enforcement agency.</p> 	<p>You want the latest news and resources for business owners to facilitate ADA compliance.</p> <p>You need answers to frequently asked questions, practical tips for compliance, popular publications, and web-based resources.</p> <p>You need guidance on establishing a fully accessible and accommodating place of business for customers and place of employment for your partners, staff and vendors that meets ADA guidelines.</p>	<p><b><u>Find your regional center by:</u></b></p> <p>Selecting a State or U.S. Territory from the map or drop-down menu available:</p> <p><b>ONLINE:</b> <a href="http://www.adata.org/">http://www.adata.org/</a></p> <p><b>BY PHONE:</b> (800) 949-4232 (V/TTY)</p>



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<p><b>ADA Business Connection</b></p> <p>Includes ADA compliance resources for businesses including videos, online training courses, and business-specific publications.</p> 	<p>You want to learn about all aspects of access that businesses need to know in order to be in compliance as both employers and as providers of public goods/services.</p> <p>You want technical assistance around ADA regulations for businesses, including how to modify policies and practices that discriminate against people with disabilities and how to comply with accessible design standards when constructing or altering facilities.</p>	<p><b>Information and resources available:</b></p> <p><b>ONLINE:</b> <a href="http://www.ada.gov/business.htm">http://www.ada.gov/business.htm</a></p> <p><b>Toll-free Phone Line to talk to an ADA Specialist:</b>  (800) 514-0301 Voice  OR (800) 514-0383 TDD</p>
<p><b>U.S. Equal Employment Opportunity Commission (EEOC)</b></p> <p>Responsible for enforcing federal laws that make it illegal to discriminate against a job applicant or an employee because race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information.</p> 	<p>You want to learn more about federal laws prohibiting employment discrimination related to:</p> <ul style="list-style-type: none"> <li>• Unfair treatment or harassment in the workplace because of race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information.</li> <li>• Denial of reasonable accommodations that employee needs because of religious beliefs or disability.</li> <li>• Retaliation because employee complained about job discrimination or assistance with job discrimination investigation or lawsuit.</li> </ul> <p>You need mediating and/or resolving a workplace discrimination complaint.</p>	<p><b>To find your regional EEO office:</b></p> <p>Click on map, or scroll down to the bottom:  <a href="http://www.eeoc.gov/field/index.cfm">http://www.eeoc.gov/field/index.cfm</a></p>
<p><b>US Department of Labor's elaws – Disability Nondiscrimination Law Advisor</b></p> <p>Designed to help employers determine which nondiscrimination laws apply to their business or organization. It also helps recipients of federal financial assistance understand their responsibilities under these laws.</p> 	<p>You want to better understand the federal nondiscrimination laws and how they apply to your business in various situations with employees.</p> <p>You need a customized list of federal disability nondiscrimination laws that may apply and links to detailed information that will help you understand your requirements under these laws.</p>	<p><b>Information and resources are available:</b></p> <p><b>ONLINE:</b> <a href="http://www.dol.gov/elaws/odep.htm">http://www.dol.gov/elaws/odep.htm</a></p>


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<p><b>Office of Federal Contract Compliance Programs (OFCCP)</b></p> <p>Enforces, for the benefit of job seekers and wage earners, the contractual promise of affirmative action and equal employment opportunity required of those who do business with the Federal government.</p> 	<p>You want more information about the following enforcement procedures with federal contractors and subcontractors:</p> <ul style="list-style-type: none"> <li>• Regulatory requirements and review process.</li> <li>• Compliance evaluations and complaint investigations of personnel policies and procedures.</li> <li>• Conciliation Agreements who are in violation of regulatory requirements.</li> <li>• Progress in fulfilling the terms of agreements through periodic compliance reports.</li> <li>• Agreements with Labor Department job training programs and help to identify and recruit qualified workers.</li> <li>• Enforcement actions to the Solicitor of Labor.</li> <li>• The ultimate sanction for violations (debarment) - the loss of a company's federal contracts.</li> </ul>	<p><b>Information &amp; resources available:</b></p> <p><b>ONLINE:</b> <a href="http://www.dol.gov/ofccp/">http://www.dol.gov/ofccp/</a></p> <p><b>CONTACT:</b>  1-800-397-6251 (TTY: 1-877-889-5627)  Division of Policy, Regulations Line 202-693-0103  E-mail <a href="mailto:OFCCP-Public@dol.gov">OFCCP-Public@dol.gov</a></p>
<p><b>Work Opportunity Tax Credit (WOTC)</b></p> <p>A federal tax credit incentive that Congress provides to private sector businesses for hiring individuals from defined targeted groups who have consistently faced significant barriers to employment.</p> 	<p>You want to learn how your business can participate in WOTC and benefit from tax credits for different target groups, particularly eligible veterans.</p> <p>You want to learn more about the VOW to Hire Heroes Act of 2011, which amends and expands the definition of WOTC's Veteran target groups.</p> <p>You want to learn more about the WOTC benefit amounts that can be claimed by an employer.</p> <p>You want to download WOTC application forms to submit for credit.</p>	<p><b>Information &amp; resources available:</b></p> <p><b>ONLINE:</b>  <a href="http://www.doleta.gov/business/Incentives/opptax/">http://www.doleta.gov/business/Incentives/opptax/</a></p> <p><b>WOTC's Outreach Toolkit</b> includes:</p> <ol style="list-style-type: none"> <li>1. WOTC Program Fact Sheet</li> <li>2. WOTC Veterans' Brochure for Employers</li> <li>3. WOTC Program Brochure for Employers</li> </ol> <ul style="list-style-type: none"> <li>• Directories of Regional and State WOTC Coordinators</li> </ul>

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<p><b><i>Social Security Administration's (SSA's) Ticket to Work Program</i></b></p> <p>A program that enlists qualified Employment Networks in assisting SSDI and SSI beneficiaries in the return to work, and gainful employment.</p> 	<p>You are seeking a qualified candidate to fill a new or existing position within your organization.</p> <p>You want to become an Employment Network (EN), and reap the benefits of filling needed positions, while receiving a financial incentive for employing an individual with a disability.</p> <p>You want to access tax incentives for hiring an individual with a disability.</p>	<p><b>Information &amp; Resources available:</b>  <a href="https://yourtickettowork.com/web/ttw/home">https://yourtickettowork.com/web/ttw/home</a></p> <p><b>To find an EN that is assisting qualified individuals with disabilities in your area in the return to work:</b>  <a href="http://www.chooseworkttw.net/resource/jsp/searchByState.jsp">http://www.chooseworkttw.net/resource/jsp/searchByState.jsp</a></p> <p><b>Or, to become an EN:</b>  <a href="https://yourtickettowork.com/web/ttw/pen-home">https://yourtickettowork.com/web/ttw/pen-home</a></p>
<p><b><i>U.S. Business Leadership Network (USBLN)</i></b></p> <p>Serves as the collective voice of over 60 Business Leadership Network affiliates across North America, representing over 5,000 employers.</p> 	<p>You want to hear from other businesses about what they are doing to make their workplace accessible and successful in serving and accommodating both customers and employees who experience a disability.</p> <p>You want to engage in networking discussions with other businesses to increase knowledge of community outreach, recruiting and interviewing, the accommodation process and barriers to employment.</p> <p>You want to learn how to expand your diversity recruiting efforts to include people with disabilities - not as a social model but as a business case to recruit talent and better serve customers.</p>	<p><b>Find your state's US BLN Affiliate information:</b></p> <p><b>ONLINE:</b>  <a href="http://www.usbln.org/affiliates.html">http://www.usbln.org/affiliates.html</a></p>

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<p><b><i>Accessible Technology for All</i></b></p> <p><b>Promotes full and unrestricted participation in business and society by persons with disabilities through the use of electronic information technology that is universally accessible.</b></p> 	<p>You want to learn:</p> <ul style="list-style-type: none"> <li>• What is accessible electronic and information technology?</li> <li>• What is assistive technology?</li> <li>• How can I Increase the accessibility of technology in my business?</li> <li>• How does accessible web design benefit all web users?</li> <li>• Is it expensive to provide assistive technology on the job?</li> <li>• Why does accessible IT Make Good Business Sense?</li> </ul>	<p><b><u>Information &amp; resources available:</u></b></p> <p><b>ONLINE:</b> <a href="http://www.accessibletech.org/">http://www.accessibletech.org/</a></p> <p><b>HOTLINE:</b> National Hotline: 1-800-949-4232</p>
<p><b><i>Veterans' Employment and Training Service (VETS)</i></b></p> <p><b>Provides resources and expertise to assist and prepare veterans to obtain meaningful careers, maximize their employment opportunities, and protect their employment rights.</b></p> 	<p>You want to learn more about:</p> <ul style="list-style-type: none"> <li>• How to find qualified veterans.</li> <li>• What Uniformed Services Employment and Reemployment Rights Act (USERRA) Information USERRA requires.</li> <li>• The VETS-100 and VETS-100A Rules and Regulations.</li> <li>• The Employer Toolkit for Hiring Veterans.</li> <li>• How to contribute towards strengthening military families.</li> </ul>	<p><b><u>Information &amp; resources available:</u></b></p> <p><b>ONLINE:</b> <a href="http://www.dol.gov/vets/">http://www.dol.gov/vets/</a></p> <p><b>CONTACT:</b> 1-866-4-USA-DOL (TTY: 1-877-889-5627) E-mail: <a href="mailto:VETS-Public@dol.gov">VETS-Public@dol.gov</a></p>



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<p><b><i>Council of State Administrators of Vocational Rehabilitation (CSAVR) – Business Relations</i></b></p> <p>A national network of public Vocational Rehabilitation (VR) programs supports a united approach to working with business.</p> 	<p>You want direct access to a pool of qualified applicants and a wide array of support services provided by the public VR system and their partners.</p> <p>You want to connect with a national system for sharing employment resources, best practices and business connections</p> <p>You want to access a business consultant that functions as a designated point of contact for the local VR agency; These business consultants form the National Employment Team or The NET.</p>	<p><b><u>Information &amp; resources available:</u></b></p> <p><b>ONLINE:</b> <a href="http://www.rehabnetwork.org/busrel/">http://www.rehabnetwork.org/busrel/</a></p> <p><b>State Directory:</b> <a href="http://www.rehabnetwork.org/directors_contact.htm">http://www.rehabnetwork.org/directors_contact.htm</a></p>
<p><b><i>Registered Apprenticeship</i></b></p> <p><b>Unique, flexible training system that combines job related technical instruction with structured on-the-job learning experiences. Leader in preparing American workers to compete in a global 21st Century economy because the system keeps pace with advancing technologies and innovations in training and human resource development.</b></p> 	<p>You want to learn more about the following benefits:</p> <ul style="list-style-type: none"> <li>• Customized training resulting in highly skilled employees to industry/employer specifications.</li> <li>• Increased productivity and knowledge transfer</li> <li>• Enhanced retention</li> <li>• Emphasis on safety that may reduce workers' compensation costs</li> <li>• Stable and predictable pipeline for development of qualified workers</li> <li>• Recognition of training program</li> <li>• Systematic approach that ensures employees produce at highest skill levels required for occupation</li> <li>• Ability to conduct a ready assessment of where employer and employee are in improvement process</li> <li>• Proven training model that allows employers to set benchmark and structure to determine Return on Investment in training dollars</li> </ul>	<p><b><u>Information &amp; resources available:</u></b></p> <p><b>ONLINE:</b> <a href="http://www.doleta.gov/OA/apprenticeship.cfm">http://www.doleta.gov/OA/apprenticeship.cfm</a></p> <p><b>Information for Employers:</b> <a href="http://www.doleta.gov/oa/employer.cfm#introduction">http://www.doleta.gov/oa/employer.cfm#introduction</a></p>

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<p><b><i>American Job Center Network</i></b></p> <p>The American Job Center represents a single streamlined website that consolidates information and services from across the government – access to job retraining and education opportunities, skills and career development and counseling -- into a single online resource for both job seekers and for businesses.</p> 	<p>You want to learn more about:</p> <ul style="list-style-type: none"> <li>• Assistance and services the workforce system provides to business and employers in the community.</li> <li>• How to locate and use American Job Centers.</li> </ul>	<p><b><u>Information &amp; resources available:</u></b></p> <p><b>ONLINE:</b> <a href="http://jobcenter.usa.gov/">http://jobcenter.usa.gov/</a></p> <p><b>CONTACT:</b> Toll free helpline, 1-877-US2-JOBS</p>