

Employer Resource Guide

Updated September 2013

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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Resource

Access this resource when…

Contact Information

U.S. DEPARTMENT OF LABOR EMPLOYMENT AND TRAINING ADMINISTRATION

Employment and Training

Administration Business,

Solutions for business & other resources:

You want to learn how to increase your profitability

Industry and Key Sector

through an analysis of available government incentives,

Initiatives

tax credits, and assistance.

ONLINE[: http://www.doleta.gov/business/](http://www.doleta.gov/business/)

You want to use real-time information about workforce and Links to other resources includes: Whether you have one employee or

career information, such as local wages and economic

10,000, the publicly funded workforce

trends, industry competencies, standardized training to

investment system can be a valuable

1. [Workforce Professionals](http://www.doleta.gov/usworkforce/) – resources and tools to inform your business decisions.

addition to your human resource

assist serving the needs of workers and business.

capabilities and an invaluable tool to

2. [Workforce3One](https://www.workforce3one.org/) – e-learning and knowledge sharing You want to reduce recruitment costs and increase

transform your workforce for the 21st-

webspace for employers and workforce professionals.

retention through workforce solutions, such as screening

century economy.

and referral of job-ready candidates.

3. [Competency Models](http://www.careeronestop.org/CompetencyModel/) – provides the business community with a means to communicate its skill

You want to develop a more competitive workforce by

needs to educators and the workforce system in a

connecting to training and other “up-skilling” resources.

common industry-driven framework.

4. [On-the-Job Training Toolkit](https://ojttoolkit.workforce3one.org/) – workforce system training strategy for local employers and job seekers.

CareerOneStop Business

Center

Information & resources available:

Providing tools and best practices for the hiring process

and including diversity in your workforce.

ONLINE:

Business resources on hiring,

[http://www.careeronestop.org/Audience/Businesses/Busin](http://www.careeronestop.org/Audience/Businesses/Businesses.aspx)

training, retaining a strong workforce.

Providing resources to plan your training strategies and

[esses.aspx](http://www.careeronestop.org/Audience/Businesses/Businesses.aspx)

prepare for future workforce needs.

Providing tools for customized solutions to your recruiting,

CareerOneStop Helpline:

hiring, and training needs.

Email: info@careeronestop.org

1-877-348-0502 (Voice)/1-877-348-0501 (TTY)

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Resource

Access this resource when…

Contact Information

CareerOneStop E-tools

You want to use CareerOneStop E-tools including:

CareerOneStop E-tools, cont.

• [America’s Service Locator](http://www.servicelocator.org/) -- provides contact

• [mySkills myFuture](http://www.myskillsmyfuture.org/) -- Users can identify occupations The CareerOneStop website includes

information for workforce services including American

that require skills and knowledge similar to their

various electronic tools (E-tools)

Job Centers, workforce investment boards,

current or previous job, locate local training programs,

supported by the Employment and

community colleges, and other community resources.

and/or apply for jobs.

Training Administration. These tools

•

•

help provide online services to

[America’s Career InfoNet](http://www.careerinfonet.org/) -- features user-friendly

[Worker ReEmployment](http://www.careeronestop.org/ReEmployment) -- provides employment, American Job Center customers.

occupation and industry information, salary data,

training, and financial assistance for laid-off workers.

career videos, education resources, self-assessment

• [Veterans ReEmployment](http://www.careeronestop.org/ReEmployment/Veterans) -- a website for employment, tools, career exploration assistance, and other

training, and financial help after military service.

resources.

Occupational Information

Information & resources available:

You want to access basic information on how O\*NET

Network (O\*NET) Toolkit for

serves as a resource to assist businesses with everyday

Business

ONLINE[: http://www.onetcenter.org/toolkit.html](http://www.onetcenter.org/toolkit.html)

needs, complete with brief instruction on how to get

started.

T[he O\*NET Resource Center](http://www.onetcenter.org/product.html) provides links to: Provides a wealth of information on

You want a guided tour of the features and capabilities of

1. [Career Exploration Tools](http://www.onetcenter.org/tools.html) -- assessment instruments the features of O\*NET and details its

O\*NET OnLine, demonstrating how to navigate using real

to assist career exploration and decision making.

many uses for human resource

world examples of occupational and skills searches or

professionals and employers.

2. [My Next Move](http://www.onetcenter.org/mynextmove.html) -- A Web application for new job specific details of one or more occupations.

seekers and students to find career options matching

their interests and experience.

You want to learn about O\*NET OnLine's many resources

3. [My Next Move for Veterans](http://www.onetcenter.org/veterans.html) -- A Web application for on accommodations, disabilities, and workplace issues.

veterans transitioning into the civilian workforce.

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Resource

Access this resource when…

Contact Information

Work Opportunity Tax Credit

You want to learn how your business can participate in

Information & resources available:

WOTC and benefit from tax credits for different target

(WOTC)

groups, particularly eligible veterans.

ONLINE[: http://www.doleta.gov/business/Incentives/opptax/](http://www.doleta.gov/business/Incentives/opptax/)

A Federal tax credit available to

You want to learn more about the VOW to Hire Heroes Act

employers for hiring individuals from

of 2011, which amends and expands the definition of

WOTC Video Resources:

certain target groups who have

WOTC’s Veteran target groups.

• [Tutorial for Employers](https://www.workforce3one.org/view/4201319248772636182/info) - provides an introduction and a consistently faced significant barriers

step-by-step guide on how to apply for the tax credit.

to employment.

You want to learn more about the WOTC benefit amounts

• [Introduction to WOTC](https://www.workforce3one.org/view/4201319248423103072/info) - provides basic information on that can be claimed by an employer.

the program.

• [WOTC for Veterans](https://www.workforce3one.org/view/4201319248636184961/info) - provides information on how to You want to download WOTC application forms to submit

increase employment opportunities for veterans.

for credit.

You want to learn more about the following benefits:

Registered Apprenticeship

Information & resources available:

• Customized training resulting in highly skilled

Unique, flexible training system that

employees to industry/employer specifications

combines job related technical

•

ONLINE:<http://www.doleta.gov/OA/>

Increased productivity and knowledge transfer

instruction with structured on-the-job

• Enhanced retention

learning experiences. Leader in

• Emphasis on safety that may reduce workers'

Information for Employers:

preparing American workers to

compensation costs

<http://www.doleta.gov/oa/employer.cfm>

compete in a global 21st Century

• Stable and predictable pipeline for development of

economy because the system keeps

qualified workers

pace with advancing technologies and • Recognition of training program innovations in training and human

• Systematic approach that ensures employees

resource development.

produce at highest skill levels required for occupation

• Ability to conduct a ready assessment of where

employer and employee are in improvement process

• Proven training model that allows employers to set

benchmark and structure to determine Return on

Investment in training dollars

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Resource

Access this resource when…

Contact Information

American Job Center Network

You want to learn more about:

Information & resources available:

The American Job Center represents a •

Assistance and services the workforce system

single streamlined website that

provides to business and employers in the community. ONLINE:<http://jobcenter.usa.gov/>

consolidates information and services

from across the government – access

• How to locate and use American Job Centers.

to job retraining and education

Resources for Business / Employers

opportunities, skills and career

<http://jobcenter.usa.gov/resources-for-business>

development and counseling -- into a

single online resource for both job

seekers and for businesses.

U.S. DEPARTMENT OF LABOR OFFICE OF DISABILITY EMPLOYMENT POLICY

Office of Disability Employment

Information & resources available:

You want to learn the business case for hiring individuals

Policy Resources for

with disabilities.

Employers

ONLINE[: http://www.dol.gov/odep/topics/Employers.htm](http://www.dol.gov/odep/topics/Employers.htm)

You want to learn how to create an inclusive culture in

your place of business.

Online tool: Building an Inclusive Workforce - Four-Step

Provides national leadership by

Reference Guide to Recruiting, Hiring, and Retaining

developing and influencing disability

You want to be proactive in recruiting, hiring, retaining and

Employees with Disabilities

employment-related policies and

advancing people with disabilities.

practices affecting an increase in the

<http://www.dol.gov/odep/pubs/20100727.pdf>

employment of people with

You are seeking technical assistance resources and

disabilities.

support to diversify your workplace and want to know

‘ What can you do?'

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Resource

Access this resource when…

Contact Information

U.S. DEPARTMENT OF LABOR (OTHER)

U.S. Department of Labor’s

Information and resources are available:

You want to better understand the federal

elaws – Disability

nondiscrimination laws and how they apply to your

Nondiscrimination Law Advisor

ONLINE[: http://www.dol.gov/elaws/odep.htm](http://www.dol.gov/elaws/odep.htm)

business in various situations with employees.

Designed to help employers

You need a customized list of federal disability

determine which nondiscrimination

nondiscrimination laws that may apply and links to

laws apply to their business or

detailed information that will help you understand your

organization. It also helps recipients

requirements under these laws.

of federal financial assistance

understand their responsibilities

under these laws.

Office of Federal Contract

Information & resources available:

You want more information about the following

Compliance Programs (OFCCP)

enforcement procedures with federal contractors and

ONLINE:<http://www.dol.gov/ofccp/>

subcontractors:

Enforces, for the benefit of job

Section 503 Final Rule: Information and Resources

seekers and wage earners, the

• Regulatory requirements and review process.

contractual promise of affirmative

• Compliance evaluations and complaint investigations

<http://www.dol.gov/ofccp/regs/compliance/section503.htm>

action and equal employment

of personnel policies and procedures.

opportunity required of those who do

• Conciliation Agreements who are in violation of

CONTACT:

business with the Federal

regulatory requirements.

1-800-397-6251 / 1-877-889-5627 (TTY)

government.

• Progress in fulfilling the terms of agreements through

Division of Policy, Regulations Line 202-693-0103

periodic compliance reports.

• Agreements with Labor Department job training

E-mail OFCCP-Public@dol.gov

programs and help to identify and recruit qualified

workers.

Nationwide Office Directory:

• Enforcement actions to the Solicitor of Labor.

[http://www.dol.gov/ofccp/contacts/ofnation2.htm#](http://www.dol.gov/ofccp/contacts/ofnation2.htm)

•

The ultimate sanction for violations (debarment) - the

loss of a company's federal contracts.

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Resource

Access this resource when…

Contact Information

Veterans' Employment and

You want to learn more about:

Training Service (VETS)

Information & resources available:

• How to find qualified veterans.

ONLINE:<http://www.dol.gov/vets/>

Provides resources and expertise to

• What Uniformed Services Employment and

assist and prepare veterans to obtain

Reemployment Rights Act (USERRA) Information

meaningful careers, maximize their

USERRA requires.

CONTACT:

employment opportunities, and

• The VETS-100 and VETS-100A Rules and

1-866-487-2365 / 1-877-889-5627 (TTY)

protect their employment rights.

Regulations.

E-mail: VETS-Public@dol.gov

• The Employer Toolkit for Hiring Veterans.

• How to contribute towards strengthening military

Hiring Veterans Toolkit for Employers

families.

[http://www.americasheroesatwork.gov/forEmployers/Hirin](http://www.americasheroesatwork.gov/forEmployers/HiringToolkit)

[gToolkit](http://www.americasheroesatwork.gov/forEmployers/HiringToolkit)

NATIONAL TECHNICAL ASSISTANCE AND RESOURCE CENTERS

Employer Assistance &

Your business is seeking assistance to recruit, hire, and

Information and resources are available:

Resource Network (EARN)

retain qualified employees with disabilities.

ONLINE[: http://www.askearn.org/](http://www.askearn.org/)

You are seeking linkages to state and local community-

BY PHONE: 1-855-275-3276 (AskEARN)

Provides free technical assistance,

based organizations serving job seekers with disabilities.

consultation, and training for federal

Or submit a question (all calls/inquiries are confidential; no

agencies, private employers, and

Your business is seeking training related to disability

contact information is shared with any outside entity)

federal contractor on all aspects of

etiquette and awareness, interviewing and

<http://www.askearn.org/form-requestTA.cfm>

the employment of persons with

accommodating candidates with disabilities (may include

disabilities.

practice interviews and facilitated discussions with job

To access t[he Business Case for Hiring People with](http://www.askearn.org/businessCase/index.asp)

seekers with disabilities) and best practices.

[Disabilities](http://www.askearn.org/businessCase/index.asp) to hear what businesses have to say about the value of employees with disabilities.

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Resource

Access this resource when…

Contact Information

Job Accommodation Network

You have questions related to interviewing, hiring and/or

Free consultation, information & resources:

(JAN)

accommodating applicants/employees with disabilities.

ONLINE[: http://askjan.org/](http://askjan.org/)

One-on-one consultation about all

You need immediate information about the Americans with

aspects of job accommodations,

Disabilities Act (ADA) and how it applies to your workplace BY PHONE: 1-800-526-7234 / 1-877-781-9403 (TTY) including process, ideas, product

for applicants/employees with disabilities.

vendors, referral to other resources,

Online tools:

and ADA compliance assistance.

You need information on accommodation options/ideas for 1. [SOAR](http://askjan.org/soar/index.htm) - Searchable Online Accommodation Resource

applicants/employees with disabilities.

2. [JAN on Demand](http://askjan.org/JANonDemand.htm) - Submit questions/concerns 3. [Employers' Practical Guide](https://askjan.org/Erguide/ErGuide.pdf) to Reasonable

Accommodation Under the ADA

ADA National Network

You want the latest news and resources for business

Find your regional center by:

owners to facilitate ADA compliance.

Provides information, guidance and

training on the Americans with

You need answers to frequently asked questions, practical Selecting a State or U.S. Territory from the map or drop-Disabilities Act (ADA), tailored to meet tips for compliance, popular publications, and web-based down menu available:

the needs of business, government

resources.

and individuals at local, regional and

ONLINE[: http://adata.org/contact-us](http://adata.org/contact-us)

national levels. Serves as a supportive You need guidance on establishing a fully accessible and

resource, not an enforcement agency.

accommodating place of business for customers and

BY PHONE: 1-800-949-4232 (V/TTY)

place of employment for your partners, staff and vendors

that meets ADA guidelines.

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Resource

Access this resource when…

Contact Information

OTHER FEDERAL RESOURCES

You want to learn more about federal laws prohibiting

U.S. Equal Employment

Information & resources available:

employment discrimination related to:

Opportunity Commission --

<http://www.eeoc.gov/employers/index.cfm>

• Unfair treatment because of race, color, religion, sex

Employers

(including pregnancy), national origin, age (40 or

Disability Discrimination information & resources:

older), disability or genetic information.

<http://www.eeoc.gov/laws/types/disability.cfm>

Enforces Federal laws prohibiting

• Denial of reasonable accommodations that employee

employment discrimination.

needs because of religious beliefs or disability.

• Retaliation because employee complained about job

To find your regional EEO office:

discrimination or assistance with job discrimination

Click on map, or scroll down to the bottom:

investigation or lawsuit.

<http://www.eeoc.gov/field/index.cfm>

ADA Business Connection

Information and resources available:

You want to learn about all aspects of access that

businesses need to know in order to be in compliance as

ONLINE[: http://www.ada.gov/business.htm](http://www.ada.gov/business.htm)

Includes ADA compliance resources

both employers and as providers of public goods/services.

for businesses including videos,

online training courses, and business-

You want technical assistance around ADA regulations for

Toll-free Phone Line to talk to an ADA Specialist:

specific publications.

businesses, including how to modify policies and practices 1-800-514-0301 Voice / OR 1-800-514-0383 TTY

that discriminate against people with disabilities and how

to comply with accessible design standards when

constructing or altering facilities.

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Resource

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Contact Information

U.S. Business Leadership

You want to hear from other businesses about workplace

Network (USBLN)

Find your state’s US BLN Affiliate information:

accessibility and serving and accommodating both

customers and employees who experience a disability.

ONLINE:

Serves as the collective voice of over

50 Business Leadership Network

You want to engage in networking discussions to increase

<http://www.usbln.org/affiliates.html>

affiliates across the United States,

knowledge of community outreach, recruiting and

representing over 5,000 businesses.

interviewing, the accommodation process and barriers to

Leading Practices on Disability Inclusion

employment.

[http://www.uschamber.com/sites/default/files/reports/0207](http://www.uschamber.com/sites/default/files/reports/020709_DisabilityInclusion_final.pdf)

[09\_DisabilityInclusion\_final.pdf](http://www.uschamber.com/sites/default/files/reports/020709_DisabilityInclusion_final.pdf)

You want to learn how to expand your diversity recruiting

efforts to include people with disabilities - as a business

case to recruit talent and better serve customers.

Veterans Employment Toolkit –

U.S. Department of Veterans

You want to learn more about how veterans can benefit

Information & resources available:

your company’s goals and bottom line.

Affairs

You want to understand the military structure and culture.

ONLINE:<http://www.va.gov/vetsinworkplace/>

Provides information to help

employers, managers and

You want access to information and resources on

Links related to Veteran employment and services:

supervisors, human resource

supporting veteran employees.

<http://www.va.gov/vetsinworkplace/resources.asp>

professionals, and employee

assistance program providers relate

You want to provide guidance to Veterans who are

to and support their employees who

searching for employment resources.

are Veterans and members of the

Reserve and National Guard.

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Resource

Access this resource when…

Contact Information

Council of State Administrators

Information & resources available:

You want direct access to a pool of qualified applicants

of Vocational Rehabilitation

and a wide array of support services provided by the

(CSAVR) – Business Relations

ONLINE:

public VR system and their partners.

<http://www.rehabnetwork.org/customers-2/business/>

You want to connect with a national system for sharing

A national network of public Vocational

employment resources, best practices and business

Rehabilitation (VR) programs supports a

connections

united approach to working with

NET Business brochure:

business.

[http://www.rehabnetwork.org/wp-content/uploads/NET-](http://www.rehabnetwork.org/wp-content/uploads/NET-Services-to-Business-2013.pdf)

You want to access a business consultant that functions

[Services-to-Business-2013.pdf](http://www.rehabnetwork.org/wp-content/uploads/NET-Services-to-Business-2013.pdf)

as a designated point of contact for the local VR agency;

These business consultants form the National

Employment Team or The NET.

Ticket to Work Program

Information & Resources available:

You are seeking a qualified candidate to fill a new or

<https://yourtickettowork.com/web/ttw/home>

existing position within your organization.

A program of the Social Security

Administration that enlists qualified

You want to become an Employment Network (EN), and

To find an EN that is assisting qualified individuals

Employment Networks in assisting

reap the benefits of filling needed positions, while

with disabilities in your area in the return to work:

SSDI and SSI beneficiaries in the

receiving a financial incentive for employing an individual

<http://www.chooseworkttw.net/resource/jsp/searchByState.jsp>

return to work, and employment.

with a disability.

Or, to become an EN:

You want to access tax incentives for hiring an individual

<https://yourtickettowork.com/web/ttw/pen-home>

with a disability.

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Resource

Access this resource when…

Contact Information

Accessible Technology for All

Information & resources available:

You want to learn:

• What is accessible electronic and information

ONLINE[: http://www.accessibletech.org/](http://www.accessibletech.org/)

Promotes full and unrestricted

technology?

participation in business and society

• What is assistive technology?

by persons with disabilities through

• How can I Increase the accessibility of technology HOTLINE: National Hotline: 1-800-949-4232

the use of electronic information

in my business?

technology that is universally

• How does accessible web design benefit all web

Business and the ADA: Questions & Answers

accessible.

users?

<http://www.accessibletech.org/faq/business.php>

• Is it expensive to provide assistive technology on

the job?

• Why does accessible IT Make Good Business

Sense?

EMPLOYER 30-SECOND TRAINING SERIES

Employer 30-Second Training

Employer 30-Second Trainings available:

You want to provide short and educational awareness

Series

training that provide information with a resource link for

ONLINE:

further research.

[https://disability.workforce3one.org/page/tag/1001325234](https://disability.workforce3one.org/page/tag/1001325234816231319)

innovative 30-Second Trainings are

[816231319](https://disability.workforce3one.org/page/tag/1001325234816231319)

short, simple multiple choice

You want to share valuable information and sources of

questions on varied topics designed

support to employers in hiring qualified employees who

to educate employers, hiring

experience a disability, including strategies and resources

Strategies for Utilizing the 30-Second Trainings

managers and supervisors about

that can assist in effectively accommodating all employees •

To introduce topics and information for the first time.

proven strategies and easy-to-use

in achieving their maximum potential and productivity

• To send targeted information relevant to specific staff,

resources that can assist in retaining

level.

partners, employers, etc…via e-mail/listserv.

and accommodating existing

• As a stand-alone training.

employees who experience the onset

You want to highlight the Section 503 Final Rule.

• To augment other more formal training.

of a disability.

o

Either interspersed throughout a formal

training, or

o

As follow-up to reinforce information

discussed in formal training

• To lead the end-user to a reputable internet resource

where they can access more comprehensive

information on the 30-Second Training topic.

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