Business Resource Guide

This guide was developed with a business focus and designed to provide both public and private businesses, human resource personnel, hiring managers and supervisors about proven strategies and easy-to-use resources that can assist in retaining and accommodating existing employees who experience onset of a disability. The guide also provides valuable information and sources of support to business in hiring qualified employees who experience a disability, including strategies and resources that can assist in effectively accommodating all employees in achieving their maximum potential and productivity level.

Business Resource Guide Table of Contents

Resource	Access this resource when…	Contact Information
U.S. DEPARTMENT OF LABOR EMPLOYMENT AND TRAINING ADMINISTRATION (ETA)		
WorkforceGPS An interactive online communication and learning platform designed to communicate with and build the capacity of the public workforce investment system to develop and implement innovative approaches 	You want to find: • Technical assistance resources and tools • Online learning opportunities • Communities of Practice to connect and collaborate with peers on topics that interest you including disability and employment practices.	**Information & resources available:** **ONLINE:** WorkforceGPS **Links to some Communities of Practice include:** • Innovation and Opportunity Network – support state and local workforce boards, system professionals, and employers with resources to implement the Workforce Innovation and Opportunity Act. • Disability and Employment -- online resource destination for the American Job Center network, people with disabilities, and employers. • Apprenticeship – online resource to share information and learn from peers regarding innovative strategies and partnerships including information on Expanding Apprenticeships for Individuals with Disabilities.
Business, Industry and Key Sector Initiatives Whether you have one employee or 10,000, the publicly funded workforce system can be a valuable addition to your human resource capabilities. 	You want to: • Learn how to increase profitability through an analysis of government incentives, tax credits, and assistance. • 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. • Reduce recruitment costs and increase retention through workforce solutions, such as screening and referral of job-ready candidates. • Develop a more competitive workforce by connecting to training and other "up-skilling" resources.	**Solutions for business & other resources:** **ONLINE:** Business, Industry, and Key Sector Initiatives **Links to other resources** include: • Workforce Resources for Employers – fact sheet that includes information and resource links for employers.

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CareerOneStop Business Center Business resources on hiring, training, and retaining a strong workforce.	You are looking for: • Tools and best practices for the hiring process and including diversity in your workforce. • Resources to plan your training strategies and prepare for future workforce needs. • Tools for customized solutions to your recruiting, hiring, and training needs.	**Information & resources available:** **ONLINE**: CareerOneStop Business Center **Links to other resources include:** • Find an American Job Center-- connect with a Business Services Representative for help recruiting job candidates, or training and retaining employees. • Find State Resources – provides a list of websites that businesses or employers may find useful for workforce issues.
Occupational Information Network (O*NET) Toolkit for Business Provides a wealth of information on the features of O*NET and details its many uses for human resource professionals and employers.	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. • 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. • To learn about O*NET OnLine's many resources on accommodations, disabilities, and workplace issues.	**Information & resources available:** **ONLINE**: O*NET Toolkit For Business The O*NET Resource Center provides links to: • Testing and Assessment Consumer Guides -- developed for employers, workforce development professionals, and job seekers regarding using and taking employment related tests.
Work Opportunity Tax Credit (WOTC) A Federal tax credit available to employers who hire and retain veterans and individuals from other target groups.	You want to: • Learn how your business can participate in WOTC and benefit from tax credits for different target groups. • To incentivize workplace diversity. • To learn more about the WOTC benefit amounts that can be claimed by an employer. • To download WOTC application forms.	**Information & resources available:** **ONLINE**: Work Opportunity Tax Credit **Links to other resources include:** • Fact Sheet on the Work Opportunity Tax Credit– offers an overview of key information about the tax credit.

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Apprenticeship Offers employers in every industry the tools to develop a highly skilled workforce to help grow their business.	You want to: • Learn about solutions for recruiting, training, and retaining world-class talent. • Develop a pipeline of talented, high-skilled workers to help your business grow. • Learn how you can integrate registered apprenticeship into your organization's current training and human resource development strategy.	**Information & resources available:** **ONLINE:** Apprenticeship **Links to other resources include:** • Employers – learn why apprenticeship is good for your business. • Quick Start Toolkit -- helpful steps and resources to start and register an apprenticeship program. • Find Federal Resources – using Federal funds and resources to support registered apprenticeship.
U.S. DEPARTMENT OF LABOR OFFICE OF DISABILITY EMPLOYMENT POLICY		
Resources for Employers Provides national leadership by developing and influencing disability employment-related policies and practices affecting an increase in the employment of people with disabilities.	You want: • To learn the business case for hiring individuals with disabilities. • To learn how to create an inclusive culture in your place of business. • To be proactive in recruiting, hiring, retaining and advancing people with disabilities. • Technical assistance resources and support to diversify your workplace and want to know '*What can you do*?'	**Information & resources available:** **ONLINE**: ODEP Resources for Employers **Links to other resources include:** • Building an Inclusive Workforce — steps for recruiting, hiring, & retaining employees with disabilities. • Business Strategies that Work: A Framework for Disability Inclusion -- promising employment policies and practices for recruiting, hiring, retaining and advancing qualified individuals with disabilities • Do Ask, Do Tell -- explores challenges and strategies for encouraging disability disclosure in the workplace. • Universal Design – helpful information related to universal design. • Workforce Recruitment Program – database of students and college graduates with disabilities who are available for permanent and temporary positions.

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U.S. DEPARTMENT OF LABOR (OTHER)		
elaws – Disability Nondiscrimination Law Advisor 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. ![elaws logo]	You want: • To better understand the federal nondiscrimination laws and how they apply to your business in various situations with employees. • 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.	**Information & resources available:** **ONLINE**: Disability Nondiscrimination Law Advisor
Office of Federal Contract Compliance Programs (OFCCP) 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. ![OFCCP logo]	You want more information about the following enforcement procedures with federal contractors and subcontractors: • Regulatory requirements and review process. • Compliance evaluations and complaint investigations of personnel policies and procedures. • Conciliation Agreements who are in violation of regulatory requirements. • Progress in fulfilling the terms of agreements through periodic compliance reports. • Agreements with Labor Department job training programs and help to identify and recruit qualified workers. • Enforcement actions to the Solicitor of Labor. • The ultimate sanction for violations (debarment) - the loss of a company's federal contracts.	**Information & resources available:** **ONLINE:** Office of Federal Contract Compliance Programs **Links to other resources include:** • Section 503 Final Rule – provides highlights of the regulations and links to information and resources. • Voluntary Self-Identification of Disability Form – available in English, Spanish and other languages. • Vietnam Era Veterans' Readjustment Assistance Act – provides highlights of the regulation and links to information and resources. • OFCCP Nationwide Office Directory

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Veterans' Employment and Training Service (VETS) --Employers Hiring Veterans Provides employment resources and expertise for both veterans and employers.	You want to learn more about: • How to find qualified transitioning service members and veterans. • A toolkit for employers designed to assist and educate on including veterans in recruitment and hiring initiatives. • How Registered Apprenticeship can support eligible veterans. • Policy and compliance regarding Veterans' preferences and employment rights and policies	**Information & resources available:** **ONLINE:** VETS Employers Hiring Veterans **Links to other resources include:** • Veterans Hiring Toolkit – step by step toolkit for employers. • Hire Vets Medallion Program – recognizes employers who recruit, retain, and employ veterans.

NATIONAL TECHNICAL ASSISTANCE AND RESOURCE CENTERS

Employer Assistance and Resource Network on Disability Inclusion (EARN) Free resource that educates employers on the value of hiring, retaining and advancing people with disabilities.	Your business wants: • Easy to understand information on recruiting, hiring, retaining and advancing employees with disabilities. • Employer focused tools and resources, including job boards to find candidates with disabilities. • Access to trainings, webinars and publications on a range of disability employment topics. • To discover tax benefits and incentives for employing people with disabilities. • To learn about effective management policies and practices.	**Free consultation, information and resources:** **ONLINE**: Employer Assistance and Resource Network **BY E-MAIL:** askearn@viscardicenter.org **Links to other resources include:** • Primer on Disability Inclusion – help your business be more disability diverse and inclusive. • Employer Success Stories – businesses incorporating disability diversity in the workplace. • State Government Initiatives – resources to increase the employment of people with disabilities. • Inclusion@Work -- core components of a disability-inclusive workplace and strategies for achieving them. • Frequently Asked Questions

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Job Accommodation Network (JAN) One-on-one free and confidential guidance on workplace accommodations and the Americans with Disabilities Act and related legislation for private employers of all sizes, government agencies, employee representatives, and service providers. JAN Job Accommodation Network	You need: • Answers related to interviewing, hiring and/or accommodating applicants/employees with disabilities. • Immediate information about the ADA and how it applies to your workplace for applicants/employees with disabilities. • Information on accommodation options/ideas for applicants/employees with disabilities.	**Free consultation, information and resources:** **ONLINE**: Job Accommodation Network **BY PHONE**: 1-800-526-7234 / 1-877-781-9403 (TTY) **Links to other resources include:** • JAN For Employers – information and resource links. • JAN on Demand - Submit questions/concerns. • Workplace Accommodations: Low Cost, High Impact – shows benefits employers receive from making workplace accommodations far outweigh the low cost. • Workplace Accommodation Toolkit - to help build an inclusive workplace. • Searchable Online Accommodation Resource - explore various accommodation options for people with disabilities in work and educational settings.
Partnership on Employment and Accessible Technology (PEAT) Helps employers, IT companies, and others to understand why it pays to build and buy accessible technology, and how to do so. PEAT PARTNERSHIP ON EMPLOYMENT & ACCESSIBLE TECHNOLOGY	You want: • A central hub of online resources and opportunities for collaboration to employers and IT companies interested in adopting accessible technology. • To join a network that exchanges information and success stories, and generates new ideas for technology leaders, employers, and policymakers. • Access to a simple tool to help assess your technology accessibility practices and find tools to help improve them.	**Information & resources available:** **ONLINE:** Partnership on Employment and Accessible Technology **Links to other resources include:** • TalentWorks – online resource that helps make eRecruiting technologies accessible to all job seekers—including those with disabilities. • Employer Guide – accessible technology action steps. • PEATTalks – find and share ideas and best practices for improving accessible technology in the workplace. • TechCheck -- help employers assess their technology accessibility practices.

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ADA National Network 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 supportive resource, not an enforcement agency. ADA National Network Information, Guidance, and Training on the Americans with Disabilities Act	You want: • The latest news and resources for business owners to facilitate ADA compliance. • Answers to frequently asked questions, practical tips for compliance, popular publications, and web-based resources. • 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.	<u>**Free consultation, information and resources:**</u> **ONLINE**: Regional ADA Centers **To contact an ADA Specialist by phone**: 1-800-949-4232 (V/TTY) or e-mail. **Links to other resources include:** • ADA Fact Sheets – available in English and Spanish on a range of topics. • Resources – targeted resources for employers. • Accessible Technology for All -- promote participation in business and society by persons with disabilities through the use of electronic information technology that is universally accessible.
OTHER FEDERAL RESOURCES		
U.S. Equal Employment Opportunity Commission (EEOC) -- Employers Enforces Federal laws prohibiting employment discrimination.	You want to learn more about federal laws prohibiting employment discrimination related to: • Unfair treatment because of race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age (40 or older), disability or genetic information. • Harassment in the workplace. • Denial of reasonable accommodations that employee needs because of religious beliefs or disability. • Retaliation because employee complained about job discrimination or assistance with job discrimination investigation or lawsuit.	<u>**Information & resources available:**</u> **ONLINE:** EEOC for Employers **Links to other resources include:** • Disability Discrimination – information and resources. • Reasonable Accommodation and Undue Hardship Under the ADA -- information on reasonable accommodation enforcement requirements. • Enforcement Guidance on Disability-Related Inquiries and Medical Examinations of Employees Under the ADA – responsibilities during the hiring process. • Applying Performance And Conduct Standards To Employees With Disabilities -- ADA requirements and practical guidance and examples. • The ADA: Your Responsibilities as an Employer -- the ADA and job discrimination. • EEOC Office List – locate regional EEOC field office.

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Office of Personnel Management (OPM) – Disability Employment Information on recruiting, hiring, and retaining individuals with disabilities and targeted disabilities.	You are a federal agency and you want: • Recruiting information and resources. • Information on Schedule A special authority to hire persons with disabilities. • Helpful practices for retaining people with disabilities. • Suggestions on reasonable accommodations.	**Information & resources available:** **ONLINE:** OPM Disability Employment **Links to other resources include:** • Schedule A Hiring Authority – information on the non-competitive hiring process. • Reference Materials – on disability employment for Federal agencies. • Frequently Asked Questions – regarding disability employment.
ADA Business Connection Includes Americans with Disabilities Act (ADA) compliance resources for businesses including videos, online training courses, and business-specific publications.	You want: • To learn about all aspects of access that businesses need to know in order to be in compliance as employers and providers of services. • Technical assistance around ADA regulations for businesses, including how to modify policies and practices and how to comply with accessible design standards.	**Information & resources available:** **ONLINE**: ADA Business Connection **ADA Specialist:** 1-800-514-0301 / 1-800-514-0383 (TTY) **Links to other resources include:** • ADA Home Page – technical assistance materials, enforcement information, and general information. • Reaching Out to Customers with Disabilities – ten lessons on how the ADA applies to businesses.

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Disability:IN Promotes disability inclusion by heightening awareness, advising corporations and sharing proven strategies for including people with disabilities in the workplace, supply chain, and marketplace.	You want to: • Hear from businesses about workplace accessibility and serving and accommodating both customers and employees who experience a disability. • Network to increase knowledge of community outreach, recruiting and interviewing, the accommodation process and employment barriers. • Learn how to expand your diversity recruiting efforts to include people with disabilities - as a business case to recruit talent and better serve customers.	**Information & resources available:** **ONLINE**: Affiliates Directory **Links to other resources include:** • Disability Equality Index – benchmarking tool on disability inclusion policies and practices. • Disability Supplier Diversity Program -- linking disability-owned businesses to information, resources and contract opportunities. • Leading Practices on Disability Inclusion – disability inclusion strategies shared by business leaders.
Council of State Administrators of Vocational Rehabilitation (CSAVR) – The NET Network of the 80 public Vocational Rehabilitation (VR) programs supports a united or "one company" approach to working with business customers.	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. • To connect with a national system for sharing employment resources, best practices and business connections.	**Information & resources available:** **ONLINE:** CSAVR The NET **Links to other resources include:** • Talent Acquisition Portal (TAP) -- online national talent pool of VR candidates and a job posting system for businesses looking to hire individuals with disabilities. • Engaging Employers: A Guide for Disability and Workforce Development Service Providers - understand how to build relationships with employers.
Veterans Employment Toolkit – U.S. Department of Veterans Affairs Support Veterans and members of the Reserve and National Guard.	You want to: • Learn more about how veterans can benefit your company's goals and bottom line. • Understand the military structure and culture. • Access resources to support veteran employees.	**Information & resources available:** **ONLINE:** Veterans Employment Toolkit

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Ticket to Work Program -- Social Security Administration Enlists qualified Employment Networks (EN) in assisting beneficiaries in the return to work, and employment.	You want: • A qualified candidate to fill a new or existing position. • To become an Employment Network and reap the benefits of filling positions, while receiving a financial incentive for employing an individual with a disability. • To access tax incentives for hiring an individual with a disability.	**Information & resources available:** **ONLINE:** Ticket to Work Program **Links to other resources include:** • Find an EN – in your area. • Become an EN – information and steps. • Resources for Veterans – information and resources. • Section 503 – and Ticket to Work participants.
BUSINESS 30-SECOND TRAINING SERIES		
Business 30-Second Training Series Questions designed to educate business about strategies to assist employees who experience disability. The series of 30-second trainings covers: Section 503 Final Rule, Compliance Benefits, Americans with Disabilities Act Basics, Recruitment and Hiring Strategies, and Employment Basics.	You want to: • Provide short and educational awareness training with a resource link for further research. • Share valuable information and sources of support in hiring qualified employees who experience a disability, including strategies and resources. • Highlight the Section 503 Final Rule.	**Information & resources available:** **ONLINE:** DEI Business 30-Second Trainings **Strategies for Utilizing the 30-Second Trainings:** • Introduce topics and information for the first time. • Send information to a specific audience…via e-mail. • To augment a formal training and/or as a follow-up to reinforce information.