

# JOB TRAINING & PLACEMENT REPORT

Volume 33, No. 10  
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33 years  
of service

for professionals who support employment for people with disabilities

## Focusing on Abilities, not Disabilities

*JTPR Celebrates Disability Employment Awareness Month*

### Edward B.



**A** proud grandfather and third-generation farmer, Edward developed a unique aptitude for agriculture and mechanics over the decades he spent working the land. But a knee injury, combined with severe arthritis would require 20 surgeries, including knee replacements. During a painful, 15-year struggle to regain his mobility, Ed went on Social Security Disability Insurance (SSDI). He never lost his interest in farming, his drive or his work ethic.

And yet, Ed couldn't afford to give up his Social Security benefits, especially Medicare. Also unsettling was whether employers would be willing to give him a chance.

Ed's "Ticket" to opportunity came from the Social Security Administration (SSA). The *Ticket to Work* program offers people with disabilities receiving Social Security benefits ("Ticket Holders") a variety of supported employment options. The program is voluntary, and the Ticket Holder may choose to assign his/her *Ticket* to any approved organiza-

tion that has agreed to provide return-to-work services. These organizations, known as "Employment Networks" (ENs), are increasing in number around the country. Together with employers and SSA, ENs offer a growing infrastructure of supports for Americans with disabilities who want to work.

When Ed found out that his medical reviews would be put on hold while using his *Ticket*, and that SSA's Trial Work Period (TWP) would allow him to return to work without putting his benefits at risk, it gave him the courage to assign his *Ticket* to Tulare County Office of Education (TCOE) in Visalia, CA (an EN).

TCOE worked with Ed to assess his skills and walk him through his options for a successful return to work. TWP — one of many work incentives offered by the SSA — allows people to test their ability to work while receiving full SSDI benefits. After a TWP is complete, an Extended Period of Eligibility (EPE) may allow workers to continue receiving benefits as they develop careers.

Ed was able to receive 12 months of SSDI checks along with his paycheck. His employer, N. Robert Nielsen Inc., was pleased with Ed's industry knowledge and

skills as a farm manager and gave him a promotion and raise.

Today, Ed is self-sufficient, working for another division (Ray Moles Farms). He is earning more money than he would have by relying solely on an SSDI check, and more than he imagined he'd be capable of earning. Ed will continue to receive Medicare up to 8-1/2 years after his SSDI check stops. This is a great relief to Ed.

"Returning to work has made me whole again," Ed states. "Especially being able to work in the area that I love. The *Ticket to Work* program and the ability to

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# Personality Types Tied to Best Jobs

When defining their dream jobs, many people base their selections on a similar set of criteria: earnings, fun, flexibility and even prestige. Yet many fail to take into account one of the most important factors of all — how their personality type corresponds to jobs.

A person's personality type plays one of the most indicative roles in how much he or she will enjoy their job and get along with colleagues, according to Laurence Shatkin, Ph.D., author of *50 Best Jobs for Your Personality, Second Edition*.

“People who have a certain personality feel more capable of doing certain things and dealing with certain problems; they also feel more accepted when they are among people with personalities similar to their own,” says Shatkin.

In his book, Shatkin connects occupational researcher John Holland's RIASEC personality types to rewarding careers that suit them best. The following list reflects the top three jobs for each RIASEC personality type, according to Shatkin's research and information from the U.S. Department of Labor.

## Realistic Personalities:

- Civil Engineers;
- Surveyors; and
- Computer Support Specialists.

## Investigative Personalities:

- Computer Software Engineers;
- Anesthesiologists; and
- Family and General Practitioners.

## Artistic Personalities:

- Multi-Media Artists and Animators;
- Art, Drama, and Music Teachers, Postsecondary; and

- Architects, Except Landscape and Naval.

## Social Personalities:

- Registered Nurses;
- Health Specialties Teachers, Postsecondary; and
- Physical Therapists.

## Enterprising Personalities:

- Securities, Commodities, and Financial Services Sales Agents;
- Financial Managers; and
- Computer and Information Systems Managers.

## Conventional Personalities:

- Accountants and Auditors;
- Financial Analysts; and
- Cost Estimators.

*50 Best Jobs for Your Personality, Second Edition*, is available at major bookstores and from the publisher ([www.jist.com](http://www.jist.com) or 1.800.648.JIST).

## Don't be Unhappy on the Job

Michael Farr, author of *Overnight Career Choice* (JIST Publishing), notes that half of all Americans are unhappy in their jobs.

“Some people move from job to job, searching for more fulfilling or better paying work,” Farr states. “Others say they fell into a career without asking if it suited them. Still others follow in the footsteps of a parent or pursue a hot field,” Farr adds.

Professional guidance from a job developer or other supported employment specialist, and a good planning tool can buck this trend and create a career that matches an individual's personality and abilities to the job.

## JOB TRAINING & PLACEMENT REPORT

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There are many ways to get a job seeker on a career path. The Myers-Briggs Type Indicator® (MBTI) personality inventory, and the Predictive Index® survey are among the leading personality tests. These are only a few ideas — regardless of the method chosen, the main idea is getting at what makes an individual “tick.”

Admittedly, this is a more time-consuming, soul-searching approach, but the payoff — success and happiness in the long haul rather than the short term — is worth the effort. ■

Source: *JIST Publishing*.

keep my Medicare was the reason I was able to return to work.”

Source: CESSI, a division Axiom Resource Management, Inc., the Program Manager for Recruitment and Outreach for SSA's Ticket to Work program. CESSI is not authorized to use or release the last names of story subjects. To learn more about work incentives and the "Ticket" program, visit [www.ssa.gov/work/receivingbenefits.html](http://www.ssa.gov/work/receivingbenefits.html) or register for a work incentive seminar at [www.cessi.net/WISE](http://www.cessi.net/WISE).



### James Bennett

James Bennett had one dream in life — to play basketball — and his natural talent attracted high school basketball scouts. This dream ended in January 2005 when he was mistaken for a gang member and shot in the head and spine, leaving him with partial paralysis.

His father was in prison, and his mother was already struggling to support James and his four siblings. The series of events sent him in a downward spiral that led to depression and drug use.

“What I was doing was a dead end,” he says. “I wanted a better life for me and my family.”

That’s when James decided to pursue a different dream and rewrite his future.

In July 2007, he sought help from Gulfstream Goodwill Industries of West Palm Beach, FL. He took part in the Goodwill’s traumatic brain injury program, which included job readiness classes, work skills training, and computer classes.

At the conclusion of the pro-



### Editor’s Notebook

I wish to thank Beth Grande, Jenny Levet, Arielle Dorros, and Charlene

Sarmiento for providing stories and photos about the successful job seekers profiled for this month’s coverage of Disability Employment Awareness Month.

It was particularly heartening to hear that changes made to the Ticket to Work (TTW) program in 2008 are paying off. We covered TTW in JTPR shortly after I started editing this newsletter in 2004. Frankly, the negative feedback from readers about the program over the years was discouraging.

Moreover, repeated attempts to contact TTW officials about any new information that we could

pass along to readers proved frustrating as well.

Fortunately, that all began changing last year. It’s possible the program might still need some “tweaking,” but how terrific that Ticket to Work is at last reaping dividends — both for the job seeker and the supported employment agency.

Finally, we have some important news for readers receiving the electronic version of JTPR. See the important note on page 8 in this month’s newsletter. Until next month. ■

*Mike Jacquart*

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gram, Goodwill hired James as a receptionist, a position in which he excels today. In addition to answering the phone and taking messages, he sorts mail, files documents, greets visitors, and makes company announcements.

With the help of the Goodwill’s residential program, James also has his own apartment. His ultimate hope is to support himself solely on his salary and to no longer rely on or need Social Security disability income.

“Goodwill helped put me on the right road,” James says. “I have a future and hope. It is the best gift I ever got.”

*Each year, Goodwill Industries International honors an outstanding person with a disability or disadvantage condition who has shown great progress and accomplishment in overcoming barriers to employment, and still benefits from the Goodwill® work environment or receives services to support employment at a community site. The winner of this year’s Achiever of the Year Award is James Bennett of West Palm Beach, FL. Editor’s note: This article is reprinted with permission from “Working!” a publication of Goodwill Industries International, Inc. ([www.goodwill.org](http://www.goodwill.org)).*



### Linda Hefferan

Since her first job in a neighbor’s machine shop at age 16, Linda Hefferan has enjoyed working with her hands on mechanical assembly projects.

Today, she works at Minco’s worldwide headquarters in Fridley (MN) in Sensors division hand assembling a variety of Minco products. It’s precision work that requires careful attention to detail. It’s a job with many different projects that Linda loves.

But it wasn’t always that way.

*continued on Page 6*

# What's New in AT?

**What is it?** Accessaphone IP-TTY™

**What does it do?** It is a computer-based text telephone (TT) designed for individuals who are deaf or hard of hearing or who have communication disabilities.

**How does it work?** This telecommunication device is engineered to enable TTY communications using existing technology and most modern real-time text solutions. It also enables users to set up an initial response macro for answering incoming calls and can save conversations in a text file.

**Who makes it?** Tenacity Operating, LLC, 2020 W. Pinhook Road, Suite 101, Lafayette, LA 70508, (866) 756-0321, [www.accessaphone.com](http://www.accessaphone.com).

**What is it?** AccRepair™

**What does it do?** AccRepair™ is website accessibility software designed for use by programmers to make websites accessible to individuals with disabilities.

**How does it work?** This desktop software uses a wizard format to guide the developer or content provider through various steps to achieve web content accessibility.

**Who makes it?** HiSoftware, Inc. 9 Trafalgar Square, Nashua, NH 03063, (888) 272-2484, [www.hisoftware.com](http://www.hisoftware.com).

**What is it?** Accu-Chek Advantage

**What does it do?** The Accu-Chek Advantage is a glucose analyzer designed for people with diabetes.

**How does it work?** This unit is about the size of a stopwatch and has rubber side grips. To minimize pain, it has a dial with 11 depth settings to match the user's skin type, and its lancing device is held firmly in place to avoid tearing the

skin by wiggling from side to side.

**Who makes it?** Roche Diagnostics Corp. (formerly Boehringer Mannheim Corp.), 9115 Hague Road, Indianapolis, IN 46256, (800) 858-8072, [www.accu-chek.com/us/](http://www.accu-chek.com/us/).

**What is it?** Adaptive Behavior Assessment System, Second Edition™

**What does it do?** The ABAS-II™, by Patti Harrison and Thomas Oakland, is a test to assess adaptive skills functioning of children or adults with cognitive disabilities.

**How does it work?** This instrument uses age-based norms and is linked to the Wechsler scales. Composite scores are drawn from multiple information sources (parent, teacher, caregiver, or adult client). It can be used to develop treatment and training goals; determine eligibility for services and Social Security benefits, and more.

**Who makes it?** Pearson Education, Inc., 19500 Bulverde Road, San Antonio, TX 78259, (800) 211-8378, <http://pearsonassess.com>.

**What is it?** Bluetooth™ Wireless Switch

**What does it do?** This is a wireless touch switch designed for individuals with fine motor, or neurological disabilities or cerebral palsy.

**How does it work?** This control switch allows wireless access to Prentke Romich communication devices with built-in Bluetooth™ capabilities, such as ECO-14, Vantage Lite, and SpringBoard Lite. An external switch jack allows dual switch input and LEDs indicate when pairing is complete and the switch is ready for wireless communication.

**Who makes it?** Prentke Romich Co., 1022 Heyl Road, Wooster, OH 44691, (800) 262-1984, [www.prentrom.com](http://www.prentrom.com). ■

*Source: ABLEDATA ([www.abledata.com](http://www.abledata.com)), which adds over 1,000 assistive technology products to its database each year. ABLEDATA records are provided for informational purposes only. Products contained in ABLEDATA have not been examined, reviewed, or tested.*

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# Staying Positive While Job Hunting

At best, looking for a job can feel like a roller coaster ride. For many people, the longer they look, the more they get discouraged. This is especially true in a flailing economy where there's more competition for fewer jobs.

So how *does* a job seeker remain positive throughout the job hunt? Sandra Naiman, author of *The High Achiever's Secret Codebook: The Unwritten Rules for Success at Work* points out that the key is to engage in activities that provide self-satisfaction and build self esteem. She offers the following suggestions:

☑ **Engage in activities that make you feel good about yourself.** Identify your skills and aptitudes, and also make a list of what you like about yourself, such as sense of humor or empathy. Then, find a way to demonstrate those

skills and characteristics. For example, if you pride yourself for your ability to put people at ease, volunteer to work in hospital waiting rooms.

☑ **Achieve tangible results.** Many job-search activities do not provide an immediate tangible outcome. To maintain a sense of control, do something every day that *does* afford concrete results. It can be something as simple as cleaning out a closet or organizing the garage. Make sure, that at the end of each day, you can point to something you accomplished.

☑ **Surround yourself with positive, supportive people.** Identify individuals who have confidence in you and build your own confidence in yourself. Avoid the people who always see the glass as half empty or those who drain your energy.

☑ **Keep promises to yourself.**

This is a good time to quit a bad habit, take a class you've wanted to pursue, or learn a new skill.

☑ **Reward yourself.** At the end of each day, chronicle the things you did well and reward yourself with a good book, a soak in the tub, or some other activity that says to you "*job well done.*" Pride yourself on the things you accomplished that day, rather than waiting for results, as this usually doesn't happen as quickly as you'd like.

☑ **Allow yourself some down time.** You can't be optimistic all the time, so give yourself permission to have a bad day. If you diligently follow these suggestions, you can count on tomorrow being better.

The *High Achiever's Secret Codebook* is available on Amazon, at major bookstores, and from the publisher ([www.jist.com](http://www.jist.com) or 1.800.648.JIST). ■

## Widen Your Online Footprint

By Joe Turner

Job search has evolved tremendously over the past two years with the explosion of an Internet phenomenon called social networking.

With the advent of social networking sites, anyone can upload and update their profile to the Internet. There are a number of these sites on the web today including LinkedIn, Facebook, MySpace and, of course, Twitter.

The two that job seekers absolutely MUST join first are LinkedIn and Facebook. These are great resources for building your online profile. You can also utilize their tools, like Facebook's Groups, to reach out and widen

your network with others.

If you haven't done so already, visit both LinkedIn and Facebook to establish a profile page that describes who you are to inform others about you. Keep it professional, but spin it your way. Whet the appetites of visitors to your page. Describe yourself with a brief sentence, a *Unique Selling Proposition*. Explain what distinguishes you from others in your field.

Include your previous employers as well as brief descriptions about you. Once this is done, you'll have an online presence.

### Summary

Having an online presence is important because almost all recruiters and most hiring managers

today regularly visit both LinkedIn and Facebook to recruit new candidates and investigate referrals. If your profile is found on these sites, you'll improve your chances of winning a job in today's job market.

(**Editor's note:** The U.S. Department of Labor's recently revamped website includes a Twitter feed, blog, social bookmarking, and other features. For more information, visit [www.disability.gov](http://www.disability.gov).) ■

*As a recruiter, Joe Turner spent 15 years finding and placing top candidates in some of the best jobs of their careers. The author of "Job Search Secrets Unlocked" and "Paycheck 911", you'll find free tips and advice on landing a job in this tough economy at Joe's website, [www.jobchangesecrets.com](http://www.jobchangesecrets.com).*

Several years ago, Linda was having difficulty finding and keeping suitable employment. Interspersed with mechanical assembly jobs, Linda worked a variety of short-term and temporary jobs, including warehouse, food processing, waitressing, bartending, landscaping, and construction clean-up.

Linda was receiving SSDI because of her mental health disabilities. Not able to find work, she wasn't able to keep her home and moved into adult foster care.

In 2004, Linda was referred to Rise, Inc.'s *Custom Futures* program for assistance with career planning and job training. An intensive job search was conducted, but nothing worked out. Then, in July 2006, Beth Grande, currently the employment coordinator for Rise's Supported Employment Services-Anoka County (SES-A) program, suggested that given Linda's interest and skill in mechanical assembly, that she work with Rise's SES-A team part time at Minco.

Linda excelled at Minco. Her Rise supervisors were impressed with how willing Linda was to learn new tasks, how well she worked with others, as well as her motivation and good work ethic. A Minco production supervisor was convinced that Linda would make a great full-time employee.

Yet, as much as Linda loved working at Minco, she was reluctant to work full time as she'd lose her federal SSDI benefits, which supplemented her income and provided health coverage. Grande contacted Minnesota Work Incentives Connections, which conducted a benefits analysis to determine if Linda could make it on her own and sustain her mental health.

During a three-month trial work period, Linda realized she could support herself and was ready to go off SSDI. In April 2007, she was hired as a full-time employee at Minco.

"People here are really good," said Linda. "They support me and are patient. Mark Gaslin is a great supervisor, and I've learned a lot of different jobs from him. I like the environment at Minco and am comfortable here."

Lori Clausen follows up with Linda every few weeks to make sure everything continues to go well. "She gives me a lot of support," Linda stated. "It's a comfort to know I can call her if I need her to help me with anything. I feel secure and balanced in my life now."

Linda lives on her own again in Anoka with her cat, Eck.

*Source: Rise, Inc.; reprinted with permission from "Rise Reporter."*



## Janie Marsh

Creating a sense of family is important to Janie Marsh, who just a few years lost almost everything important to her — including her children.

By the age of 24, Janie was a mother of five who was addicted to methamphetamines (meth). She used her food stamps and welfare checks, as well as her daughter's disability benefit checks, to support her drug and alcohol habit.

In April 2005, she was arrested for burglary and identity theft and sentenced to three years in prison. It was her 24th arrest, but it was the arrest that made her want to change her ways.

"My freedom began the last time the handcuffs came on," Janie says.

While in prison, she completed a three-week, job-seeking skills program offered by Goodwill Industries of the Columbia Willamette (Portland, OR).

After she was released for good behavior, Janie sought additional help from Goodwill because she needed to land a job immediately as a requirement of her probation. With Goodwill's help, and an updated résumé in hand, she eventually sat down with Joe Evers, owner of Oregon Green Landscape. He hired her on the spot.

Janie credits "Team Goodwill" for her success in the interview. "I wasn't there alone," she says. "I pictured Ina [Darnell] and everyone who helped me in the room. I didn't want to let them down."

Evers is grateful for his valuable employee. "I have had this business 11 years," he says. "Clients keep asking, 'Who is this girl? She is amazing!'"

In addition to holding down her full-time job, Janie goes to school at nights and on the weekends so she can become a landscape architect. ■

*Each year, Goodwill Industries International honors an outstanding person with a disability or disadvantage condition who has completed a Goodwill Industries® career services program and is now employed in the community. The winner of this year's Kenneth Shaw Graduate of the Year Award is Janie Marsh of Portland, OR. Editor's note: This article is reprinted with permission from "Working!" a publication of Goodwill Industries International, Inc. ([www.goodwill.org](http://www.goodwill.org)).*

## Funeral Chapel Sued for Disability Bias

The U.S. Equal Employment Opportunity Commission (EEOC) recently filed a discrimination lawsuit under the *Americans with Disabilities Act* (ADA) against the Newberg, OR-based funeral services company, S.C.C. Inc. for refusing to provide a reasonable accommodation to a secretary with a prosthetic leg, and instead firing her because she needed to use a wheelchair.

According to the EEOC's suit, Barbara Jackson successfully worked at Attrell's Newberg Funeral Chapel as a secretary for one year and nine months while using a prosthetic leg. However, when her pros-

thetic leg failed, Jackson was required to use a wheelchair. Her employer refused to allow Jackson to return to work and eventually terminated her, claiming that she wouldn't be able to carry out her duties in a wheelchair, and that having an employee in a wheelchair would upset customers attending funeral services.

The EEOC filed suit in U.S. District Court for the District of Oregon after first attempting to reach a voluntary agreement. The EEOC seeks monetary damages on behalf of Jackson, training on anti-discrimination laws, posting of

notices at the work site, and other injunctive relief.

"Firing a hard-working individual like Ms. Jackson simply because she required the use of a wheelchair to do her job is inexcusable, and a true loss for all involved," said EEOC regional attorney William Tamayo. "The stereotyping this company engaged in is exactly the type of behavior the ADA is meant to prevent."

The EEOC enforces federal laws prohibiting employment discrimination. Additional information about the EEOC is available on its website at [www.eeoc.gov](http://www.eeoc.gov). ■

## Racing Firm Settles in Discrimination Suit

Carlsbad, CA-based go-kart racing operation, KI Speed, Inc., will provide \$50,000 and other relief to settle a federal lawsuit charging that the company refused to accommodate an employee with cystic fibrosis and fired him from its facility in Redmond, WA, the U.S. Equal Employment Opportunity Commission (EEOC) recently announced.

According to the EEOC's suit, when KI Speed transferred Reuben Young as a supervisor track warden to its indoor go-kart racing facility in Redmond, he found that the high dust levels at his new work site posed a significant danger to his health.

The federal agency's investigation found that although Young attempted

several times to tell company officials about his condition and his need for an accommodation in order to do his job, the company representative brushed him off, stating he didn't care and didn't want to hear about his "lung thing." The company eventually fired him. (Two weeks later, KI Speed renovated the Redmond track, a change that would have allowed Young to work without an accommodation had he not been fired.)

Disability discrimination violates the *Americans with Disabilities Act* (ADA), which requires employers to make reasonable accommodations for employees' disabilities as long as it does not pose an undue hardship on the business. Under a consent decree

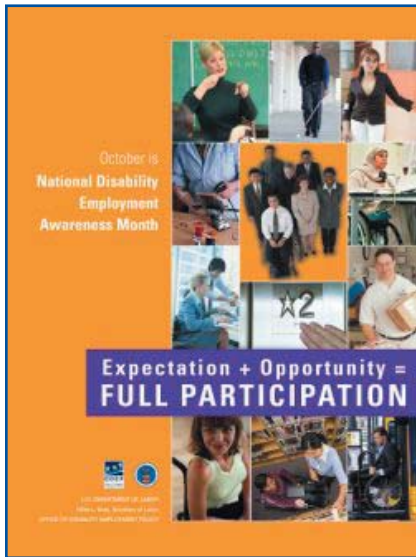
filed with the federal court, KI Speed agreed, among other stipulations, to pay Young \$50,000, and to provide training for all managers, supervisors, and employees on preventing disability discrimination and on handling accommodation requests.

"Mr. Young had proven his ability to do the job, and KI Speed could have found a simple and inexpensive solution by providing a temporary transfer to a desk job or use of a dust mask while working," said EEOC regional attorney William Tamayo. "The company's blatant violation of the law ended up costing them much more." ■

Source: EEOC ([www.eeoc.gov](http://www.eeoc.gov)).

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# Theme Selected for Disability Employment Awareness Month



**E**xpectation + Opportunity = Full Participation is the theme for National

Disability Employment Awareness Month (NDEAM), which is being observed in October nationwide.

Selection of an annual theme for NDEAM helps the private sector; federal, state and local governments; and advocacy organizations plan events and programs that showcase the abilities and skills of job seekers and working Americans with disabilities.

Free 20" x 15" posters, which are available in English and

Spanish, are another tool to promote this special occasion. Place online orders at [www.pueblo.gsa.gov/rc/odep.htm](http://www.pueblo.gsa.gov/rc/odep.htm). PDF versions of the poster may be downloaded at [www.dol.gov/odep/pubs/ndeam09.pdf](http://www.dol.gov/odep/pubs/ndeam09.pdf).

The responsibility for leading the nationwide recognition was transferred to the newly created Office of Disability Employment Policy (ODEP) in 2001. ■

Source: ODEP ([www.dol.gov/odep](http://www.dol.gov/odep)).

## Disability Mentoring Day Works

**D**isability Mentoring Day gave me the self-confidence I needed to get a job," said Justin Kuttler of Ohio.

Indeed — Disability Mentoring Day (DMD) gives people with disabilities greater direction and motivation, according to the American Association of People with Disabilities, one of the joint partners of DMD. Although implemented nationwide throughout the year, Disability Mentoring Day is officially commemorated on the third Wednesday of every October.

The core experience involves one-on-one job shadowing. However, event planners may choose to open with a meeting for a group of students and job seekers featuring several presentations

and/or close with a reception where students, job seekers, and mentors can share their experiences.

The specific mentoring experience will largely depend on the participants' interests, level of education, and work experience.

Students' and job seekers' participation can result in:

- ❖ An internship opportunity with an employer;
- ❖ A first interview on the way to part- or full-time employment; or
- ❖ An on-the-spot job offer.

For more information, visit [www.dol.gov/odep/programs/dmd.htm](http://www.dol.gov/odep/programs/dmd.htm). ■

Additional source: ODEP, the other co-partner in Disability Mentoring Day.



**New Email Address!**

In an effort to improve our services, we have changed our webhost! **Please whitelist the following email address** so that we can continue to send *JTPR* electronically without interruption!

[info@impacttrainingcenter.net](mailto:info@impacttrainingcenter.net)

**Call 715-258-2448 with questions or concerns!**