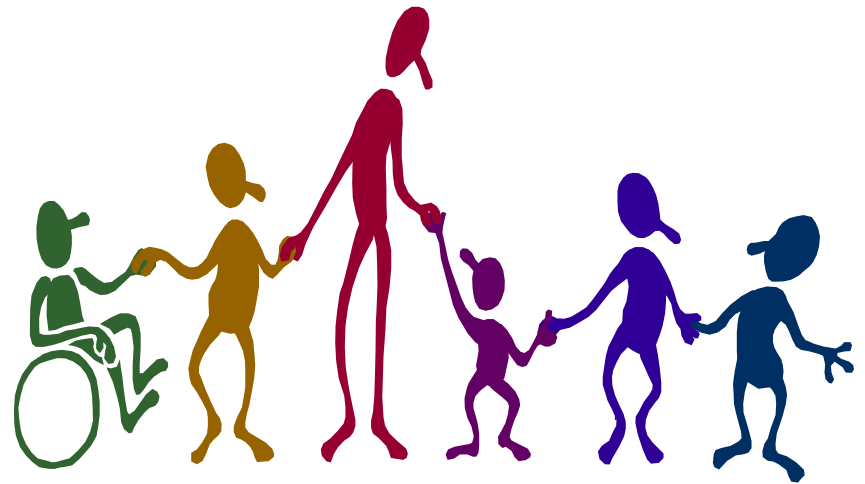


Career Center

(Resource Handbook)

NAVIGATOR



June 2005

North Central Counties Consortium
Sutter County Superintendent of Schools
Career Training & Education Center – CTEC
One Stop Career Centers
Disability Program Navigator
June 2005



Acknowledgments

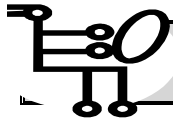
I would like to gratefully acknowledge and express deep appreciation to all of the wonderful websites and agencies that provided information for this resource handbook. You can be assured that there are and will continue to be agencies and Websites that arise and are unfortunately not listed in this book, only because of timing. However, an effort will be made to continue adding and improving the information in this handbook.

The disability community is growing and at some point you or someone you love may be affected. It is time for all to step up and do what we can to help even out the playing field.

I would like to again give credit and appreciation to websites such as **EmployAbility.com** and the **Job Accommodation Network** that provided a great deal of information to this handbook as well as to the disabled and non-disabled community.

To add additional resources not listed, change or make suggestions for improvement regarding this handbook, please contact your Disability Program Navigator:

Toni Costales-Servin
DPN
256 Wilbur Ave.
Yuba City CA. 95991
(530) 822-5120 x 3052



Transportation

ACE IT

670 Sierra Ave. #601
Yuba City, CA 95993
Phone: (530) 673-4585
Serves: Easter Seals Consumers

Colusa County Transit

1215 Market Street
Colusa, CA 95932
(530) 458-0287

Community Resource Service

909 Spiva Ave.
Yuba City, CA 95991
Phone: (530) 751-7140
Serves: Disabled Seniors 60+

Department of Rehabilitation

1237 B Live Oak Boulevard
Yuba City, CA 95991
Phone: (530) 822-4591
Phone: (530) 822-4571 fax
Serves: Department of Rehabilitation
Consumers

Diamond Cab Company

700 Plumas Street
Yuba City CA 95991
Phone: (530) 673-1300.
Serves: All Persons

Errands for you

Kathy Steel
Phone: (530) 933-7265
Serves: All Persons

Glenn County Transit

777 North Colusa St.
Willows, CA 95988
(530) 934-6700

Hill Top Gang

P.O. Box 101
Brownsville, CA 95919
Phone: (530) 675-0362 / (530) 675.0212
Serves: Disabled ages 50+ to Medical
and Dental appointments

Lake County Transit

9240 Highway 53
Lower Lake, CA 95457
(707) 994-3334

Mercy Out-Patient Rehab Center

2288 Auburn Boulevard, Suite 101
Sacramento, CA 95821
Contact Person: Cathlene Ernst
Phone: (916) 486-2145 - Reception
Phone: (916) 921-0966
Services Provided:
Specialized driving evaluations for
physically disabled. Assess adaptive
equipment needs, further driver training
needs and aid with process of going
through Driver Safety Office of DMV

Precious Cargo

3450 Industrial Dr. # 4
Yuba City CA 95993
Phone: (530) 673-0287
Serves: All Persons

Quest Medi-Car

909 Spiva Ave
Yuba City CA 95991
Phone: (530) 751-9478
Serves: Disabled Seniors 60+

Yellow Cab Company

5311 4th Street
Marysville CA 95901
Phone: (530) 743-4661.
Serves: All persons

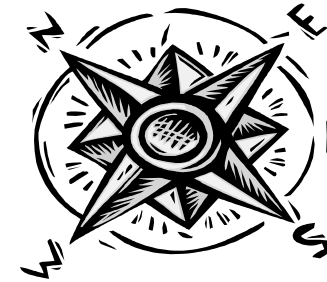
Yuba-Sutter

Non- Emergency Transportation
531 14th Street, Marysville, CA 95901
Phone: (530) 673-8228
Serves: Alta regional Consumer &
Wheel Chair user's

Yuba Sutter Transit/Dial a Ride

2100 B Street
Marysville, CA 95901
Phone: (530) 742-2877
TTY (530) 634-6889

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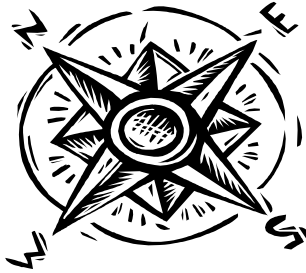


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Introduction



The purpose of the One Stop Navigator (resource handbook) is to support Staff in providing quality customer service by enhancing staff knowledge and the ability to navigate through such information in a timely manner. * “One Stop staff who are not rehabilitation counselors or disability specialists, cannot be expected to be experts on every aspect of helping people with disabilities find employment. However, through a combination of good customer service practices, some core knowledge of disability issues, and information on where staff and customers can find additional assistance, One Stop systems can play a significant role in helping many people with disabilities meet their goals.” This book will facilitate your navigation and knowledge of comprehensive services that support employment and self-sufficiency for potential clients with disabilities. This resource handbook has been arranged into four sections to further accelerate your ability to provide quality service to our consumers.

- Section I: Communication**
- Section II: Accommodations /Accessibility**
- Section III: Job Readiness Preparation**
- Section IV: Resources**

* William Kiernan PHD
A Resource Manual for meeting the needs of One Stop Customers with Disabilities pg. 7



The Sacramento Bee

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2100 Q Street
P.O. Box 15779 Sacramento, CA 95852
916-321-1679 916-321-1984 Fax



SureWest Communications

Staffing Supervisor
Scott Olsen
solsen@surewest.com
P.O. Box 969 Roseville, CA 95678
916-786-1931 916-786-1999 Fax



Turning Point Community Programs

Human Resources Manager
Sandra Paschal
sandrapaschal@tcp.org
3440 Viking Drive Suite 114, Sacramento, CA 95827
916-364-8395 916-364-8094 Fax



Wells Fargo Bank

Supervisor
Kalem D. Raguindin
raguindk@wellsfargo.com
PO Box 601328
Sacramento, CA 95860
(916) 480-3069

Consumer Friendly Employers

<http://www.cabln.org/members.htm>

CROSSROADS

Diversified Services, Inc.

Crossroads Diversified

HR Manager

Elisher M. Taylor

elishert@crossroadsdiversified.com

1767 Tribute Road Suite F, Sacramento, CA 95815

916-568-5230 916-568-5159 Fax



Hewlett Packard

Terry Deas

terry_deas@hp.com

(919) 677-3681 (Note: Terry is not located in Sacramento)



Kemtah

Danette Reader

danette@kemtah.com

775 Sunrise Avenue Ste 150, Roseville, CA

916-797-1253



★ PRIDE Industries

External Affairs Manager

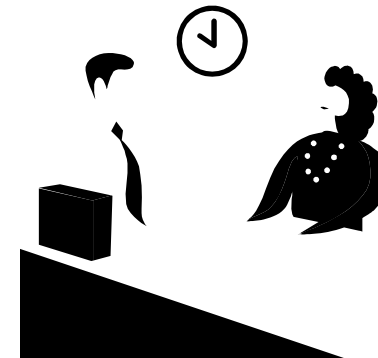
Rachele Burton

rburton@prideindustries.com

10030 Foothills Blvd, Roseville, CA 95747

916-788-2130 916-788-2560 Fax

Preparation for Job Readiness



For your consideration

A water bearer in China had two large pots, each hung on the ends of a pole which he carried across his neck. One of the pots had a crack in it, while the other pot was perfect and always delivered a full portion of water. At the end of the long walk from the stream to the house, the cracked pot arrived only half full. For a full two years this went on daily, with the bearer delivering only one and a half pots full of water to his house. Of course, the perfect pot was proud of its accomplishments, perfect for which it was made. But the poor cracked pot was ashamed of its own imperfection, and miserable that it was able to accomplish only half of what it had been made to do.

After 2 years of what it perceived to be a bitter failure, it spoke to the water bearer one day by the stream. "I am ashamed of myself, and

because this crack in my side causes water to leak out all the way back to your house." The bearer said to the pot, "Did you notice that there were flowers only on your side of the path, but not on the other pot's side? That's because I have always known about your flaw, and I planted flower seeds on your side of the path, and every day while we walk back, you've watered them. For two years I have been able to pick these beautiful flowers to decorate the table. Without you being just the way you are, there would not be this beauty to grace the house"

Moral:
Each of us has our own unique flaws. We're all cracked pots. But it's the cracks and flaws we each have that make our lives together so very interesting and rewarding. You've just got to take each person for what they are, and look for the good in them

Additionally, One-Stop system staff should abide by the following:

- Always get permission from the person before disclosing any information about a job seeker's disability to an employer
- Always abide by the customer's decision about disclosure
- Do not share personal information about the customer with supervisors and co-workers at the person's job site
- Within the One-Stop Center, do not discuss personal and sensitive customer information and issues in public areas or with people who do not "need to know"

Disclosure: Before or During the Interview?

In most cases, if an individual can complete the hiring process without having to disclose, it is probably best to wait until at least after the job offer has been made (if disclosure is going to occur at all). However, there are situations in which earlier disclosure may make sense.

Obvious disabilities - In cases where the disability is readily apparent, disclosure will occur the first time the potential employer meets the individual. There is always the issue of whether to disclose the disability at the time the interview is scheduled or wait until the interview takes place to let it occur naturally. If the job applicant would rather provide some information about his/her disability to the employer prior to the interview, one strategy is to provide basic information and request accommodations (if necessary) after the applicant has a confirmed appointment for a job interview.

Less obvious or apparent disabilities - An individual may display behavior or have physical characteristics that could be perceived as "unusual" and misinterpreted. In that case, the question is whether it is better to leave unanswered questions in the employer's mind, or to try and clear up the misconceptions and/or unfounded fears that the employer may have that relate to the disability. Again, there is no right or wrong answer; it depends on the individual situation.



Information supplied by the employability network
<http://www.employ-ability.org/>

Preparing for the Interview...



As with any other customer, staff would assist job seekers with disabilities to prepare for interviews. People with disabilities should use One-Stop resources for interview preparation (workshops, mock interviews, etc.) available to all customers as a starting point. In addition, there are disability-specific issues that should be addressed:

- ◆ **ADA rights** - The Americans with Disabilities Act prohibits an employer from asking about a disability prior to an offer of employment. One-Stop staff should make job seekers aware of their legal rights under the ADA concerning employer hiring practices.
- ◆ **Disclosure** - A key issue is determining whether or not to disclose any information about the job seeker's disability, and if so, how to go about it in a way that will positively impact the hiring process (further information on this issue is contained below).
- ◆ **Making a positive impression on employers** - Like any job seeker, people with disabilities should be prepared to "sell" themselves in a job interview and demonstrate that they are fully qualified for the position. In situations where disclosure will occur, the applicant must be even more prepared to explain how they will be able to perform the various tasks of a position, how the impact (if any) of the person's disability will be mitigated, and why they will be an asset to the organization.
- ◆ **Other scenarios** - One-Stop staff should review with the job seeker how to handle various scenarios, including inappropriate inquiries about the person's disability, in a way that has the least possible negative impact on the interview.
- ◆ **Disclosure** of a disability is very much a personal decision by the job seeker. However, two basic guidelines are extremely useful:
 - 1) Disclose disability-related information only as necessary.
 - 2) Disclose to as few people as necessary.

Benefits Planning, Assistance and Outreach Program (BPAO)

The BPAO project is assisting beneficiaries in understanding available work incentives which will make it easier for persons with disabilities make an informed decision regarding returning to work without fear of losing supports essential to their survival. When the Ticket to Work and Work Incentives Program began, the Social Security Administration (SSA) established a Benefits Planning Assistance and Outreach Program (BPAO) to help SSA beneficiaries with disabilities make use of the right services and programs and make better choices about the work options available to them. For people with disabilities who receive SSA benefits but would like to work, the road to employment and economic self-sufficiency can travel a variety of routes and lead to a number of destinations.

Many community-based agencies, such as independent living centers, advocacy groups, Vocational Rehabilitation offices, and rehabilitation centers, now have staff members trained in the BPAO program who can offer SSA beneficiaries with disabilities timely and accurate information about work incentives and other available programs. More than half of these BPAO specialists are themselves people with disabilities. They help draw a map through the landmass of confusing information that can keep people with disabilities from exploring and pursuing the career and work goals that interest them.

BPAO program specialists do not tell beneficiaries what to do. Instead, they help people with disabilities explore ways to take charge of their work lives and enhance their economic self-sufficiency, while still maintaining necessary supports and services.

For more information contact the BPAO in your area or use the below website <http://www.ssa.gov/work/ServiceProviders/bpaofactsheet.html>

Legal Services of Northern California

Address: 515 12th Street, Sacramento, CA 95814

Phone: (916) 930-4950

Serving: Amador, Butte, Calaveras, Colusa, Eldorado, Glenn, Lassen, Modoc, Nevada, Placer, Plumas, Sacramento, Shasta, Sierra, Siskiyou, Sutter, Tehama, Yolo, and Yuba Counties.

Community Resources for Independence, Inc.

Address: 1040 N. State Street Suite E, Ukiah, CA 95482

Phone: (707) 463-8875

Phone: 800-528-7704

Serving: Del Norte, Humboldt, Lake, Mendocino, Napa, Sonoma, and Trinity Counties



Job Developing: Where to begin?

Job Development

- Does the individual have experience in successfully finding employment without professional assistance?
- Does the individual want/need assistance in contacting employers?
- Does the individual want One-Stop staff to contact employers on his or her behalf? If so, has the information about the individual that will be provided to potential employers been reviewed with the job seeker, and approved by him or her?
- Are there significant gaps in the person's work history? How will he/she explain these to potential employers?
- Has the person completed the career planning process?
- What target career field has the person selected through this process?
- Has the person generated sufficient information concerning work environment preferences?
- Have specific types of businesses been identified that would be a good match for the person?
- Does the job seeker or One-Stop staff have contacts and relationships that could be utilized?

NETWORKING

It is an accepted fact among employment professionals that the majority of jobs are filled through **networking**. The best source of job leads is the network of contacts a person has developed. That doesn't mean that it's a case of someone the job seeker knows giving him a job. More likely, it's a situation where someone the job seeker knows hears about a job opening, and with their support and words of recommendation, the job seeker is given an opportunity to interview for the job. Once the person gets the interview, it's up to them to make a favorable impression and land the job. The reason networking is so effective is simple: people make hiring decisions based on a variety of factors related to the functions of the job, and how well each applicant's skills and experience qualify them to perform those functions. A less tangible, but equally important factor is how well the applicant will fit in with the work environment. In every case, there is usually some degree of risk or uncertainty involved in the hiring process, and given the high cost of hiring and training new employees, the safest and most reliable approach is to hire an applicant referred by a person the interviewer knows.

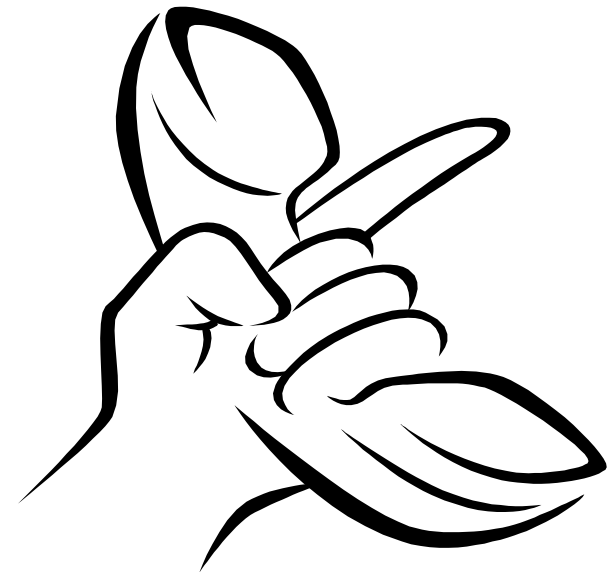
Cold Calling

Cold calling by phone is similar to approaching companies' cold via the Internet. The difference is the receptionist – the “gate keeper”. How you approach the receptionist will determine whether you get through the gate, to contact the right person. A few tips for getting past the receptionist:

- Always introduce yourself by name and explain what you do and why you're calling.
- Ask for the receptionist's name, and mention the name when you get connected to the right person – “Mary suggested I speak with you”.
- BE NICE! It should go without saying, but often the receptionist is treated as a nuisance rather than someone who can help.

Cold Calling by Job Developer

- Request an employer to interview your client even if there are no specific job openings. In that case, the stress will be lower on both the participant and interviewer.
- More focus on individual participant and not how he/she would fit into a job box
- If employer likes the person, they'll be first in line when a position opens up.



manager who himself is visually impaired, but not when sending a resume to the personnel department of a company that may or may not have visually impaired employees.

Finding a Company's Web Site:

Almost every company on the web also lists their jobs on the web. There are several simple ways to find a particular company or industry on the web:

1. Guess their web site address

Most companies use their name or abbreviation of their name in the address.

Examples:

- Boeing is at www.boeing.com
- UCLA is at www.ucla.edu
- Washington Mutual Bank is at www.wamu.com

Extensions are commonly (but not always) used as follows:

- .com = used for commercial businesses
- .org = used for non-profit organizations
- .edu = schools, colleges and universities
- .gov = government (this gets tricky, as there are additional extensions for state, county and city government)

Note: there are exceptions to the use of extensions, and there are also new extensions being added to accommodate the rapidly expanding World Wide Web. If one or two tries at an obvious name and extension don't find the site, then proceed to:

2. Find them through a search engine

There are many good search engines available, that all operate pretty much the same. You just type in the name of the company or industry, and the search engine provides a list of related web sites.

www.yahoo.com

www.altavista.com

www.google.com

www.excite.com



To find a search engine specific to an industry, go to: www.submitit.com, and click on Engine List.

All things being equal in terms of qualifications, edge goes to applicant who is referred by someone the interviewer knows.

Establishing a Network

The first challenge in establishing a network is to accept the fact that a person can't do it all alone -- networking is essential. Then the person should make a list of everyone they know, beginning with people with whom the job seeker has the closest relationships, and continuing to include people who are known only casually. The list may include:

Networking Candidates

Accountant	Guidance counselor	Police officer
Aunts/uncles	Hair Stylist	Postal worker
Barber	Lawyer	Priest/minister/rabbi
Co-workers	Librarian	Rehabilitation
Doctor	Neighbors	Counselor
Dry cleaner	Parents	Social worker
Electrician	Physical therapist	Teachers
Florist	Plumber	Veterinarian
		Waiters/waitresses

Contact Techniques

Once the list is made, contacts should begin with people with whom the job seeker has the closest relationships. When contacting each person, explain the job search goals and the persons' qualifications, and ask them to keep their eyes open for any job opportunities that seem to be a good match with the person's qualifications. It's a good idea to give each contact a resume, which they can forward to prospective employers.

Telephone Contacts – The telephone is perhaps the best means of contacting people on the networking list. Using the telephone is also one of the most difficult things for many people to do, but it's usually the most efficient means of generating job leads through networking.

Advantages of using the telephone versus face-to-face contacts:

- Saves time – you can make more phone calls in a day than personal visits.
- Saves money for travel – avoid cost of gas, parking, and meals away from home.
- Saves face – they'll help you when their schedule permits.
- Can use telephone calls to brush up on listening/communication skills.
- Get past the gatekeepers—call after hours and get voice mail or directory to obtain direct line/extension



FINDING A MENTOR

A very powerful tool in the job search arsenal is **mentoring**. A mentor who works in the job seeker's preferred career field can offer insights, career advice, access to an established network of contacts, and is an ideal role model for how to succeed in a target industry. One-Stop staff should therefore place a high priority on the recruitment of mentors for their clients who have disabilities.

A person with a Job Search Mentor is much more likely to find employment.

Steps to Finding a Mentor:

One-Stop staff or the job seeker should contact people who they feel would be a good mentor; by order of priority, they should try to identify people who fit the following profiles:

First Priority: People with Similar Disabilities in a Similar Field

A mentor who has dealt with the same disability issues in the same work environment can offer the most meaningful guidance to someone in the same situation. If questions arise about a person's ability to do a job, the mentor can be used as an example of how it can be done. The type of advice this mentor can offer will cover many aspects of career success: how the disability affected job performance, what accommodations worked, how to advance in the field, etc.

People With Similar Disabilities in a Different Field

Even if the mentor works in a different field, there will be many common challenges faced by a person with a similar disability. In many cases, the most important information needed is related to the disability, not to a specific field. There's also an added value in hearing from a person who has a perspective on how a person's disability may impact his or her work.

People Without Disabilities in a Similar Field

If a mentor cannot be found who has a similar disability, the next best thing is to find someone without a disability but who works in a similar field. That person can provide an inside at the day-to-day activities that occur in a particular field, and can also provide a valuable perspective of where opportunities may lie in the future.

- Every One-Stop center job developer should be very familiar with the employer benefits associated with hiring people with disabilities.

Informational Interviews

Informational interviews are not only a helpful method for gathering information about potential career paths; it can also be an effective way of introducing a job seeker to prospective employers. The benefits of informational interviewing are:

- Many times more likely to result in a job offer than competitive interviews
- Removes client from stress of competition, being compared to others
- Focus on benefit to employer



Advertised Job Listings

This is not one of the most productive avenues, but an advertised position still represents an opportunity. At the very least, calling an employer to discuss an open position or a posted job order provides an opportunity to get to know that company's hiring needs, and to introduce the One-Stop services to them. It also may be a good opportunity to gather information about comparable salaries and which businesses are growing/hiring.

The Internet

Many employers now list job openings on their web sites, and invite inquiries about the jobs or even accommodate on-line applications. There are some advantages to contacting employers via the Internet:

- People tend to respond quicker to e-mail than to phone calls or mail.
- It's easier to get past the receptionist with e-mail than with a phone call.
- It delays the necessity to discuss a person's disability until they meet the person and have an opportunity to get to know/like them.
- Some companies do initial interviews via the Internet or e-mail. This gives applicant the opportunity to impress the interviewer without worrying about how to deal with the disability.
- When the employer does learn about the disability, the applicant has already demonstrated important attributes, for example that they can use a computer and can communicate effectively. That opportunity may have been lost if the applicant showed up for a live interview in a wheelchair, with a guide dog, etc.

Resumes for the Internet

When applying via the Internet, there are some things to keep in mind:

- Make sure e-mail address is on resume.
- Use a professional screen name/e-mail address (not "PartyKing" or "BeachStud")
- Check e-mail often (at least once/day) for responses.
- Respond to e-mails ASAP!
- Do not list your web site address unless it has something to do with the work you do. (No one wants to read about your web site dedicated to Irish folk songs).
- Have two formats of your resume prepared: one in ASCII/DOS format and one in Word 6.0 or newer. It's a good idea to ask what version employer prefers.
- If you convert a Word document to DOS, make sure the formatting wasn't lost.
- Make sure the Word version is well formatted and check spelling and grammar!!!!
- Don't discuss disability issues on the resume or in e-mail unless it is being sent to someone who has firsthand knowledge of working with that disability in that particular industry. For example, it's OK to mention the applicant is visually impaired when sending an e-mail directly to a