



Finding a Job as a Person with a Disability in Los Angeles

*Getting the Opportunity That You Want
in the Time of COVID-19 and Beyond*

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List of Acronyms

Acronym	Definition
AAC	Augmentative and Alternative Communication
AAPD	American Association of People with Disabilities
ADA	Americans with Disabilities Act
AJCC	American Job Centers of California
ASAN	Autistic Self-Advocacy Network
CART	Center for Applied Rehabilitation Technology
CRS	California Relay Service
CSU	California State University
CTAP	California Telephone Access Program
DDTP	Deaf and Disabled Telecommunications Program
DFEH	Department of Fair Employment and Housing
DOR	California Department of Rehabilitation
DRC	Disability Rights California
DRLC	Disability Rights Legal Center
EADL	Electronic Aid to Daily Living
EEOC	U.S. Equal Employment Opportunity Commission
IEP	Individualized Education Program
ILCSC	Independent Living Centers of Southern California
JAN	Job Accommodation Network
LAYAW	L.A. Youth at Work
NOD	National Organization on Disability
NTI	National Telecommuting Institute
ODEP	Office of Disability Employment Policy
PEAT	Partnership on Employment & Accessible Technology
PTI	Parent Training and Information Center
PUA	Pandemic Unemployment Assistance
SBWIB	South Bay Workforce Investment Board
SDI	State Disability Insurance
SSDI	Social Security Disability Insurance
SSI	Supplemental Security Income
TASK	Team of Advocates for Special Kids
UI	Unemployment Insurance
VA	U.S. Department of Veterans Affairs
VR	Vocational Rehabilitation
VR&E	Vocational Rehabilitation and Employment
WRP	Workforce Recruitment Program

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We also want to thank RespectAbility's chair, Steve Bartlett, a co-author of the Americans with Disabilities Act (ADA), which was signed into law 30 years ago. This law gave people with disabilities civil rights and opened new pathways toward independence. This guide builds on that success as well as on the understanding of others that people with disabilities have a right to work – and have talents to contribute – just like anyone else.

Our deepest thanks also go to the staff and leadership at the Los Angeles City Department on Disability, including Stephen David Simon and Jaime H. Pacheco-Orozco, as well as UNITE-LA, including David Rattray, Amy Cortina and their team. These are true partners in creating skills and jobs for people with disabilities in Los Angeles.

We also want to express our deep gratitude to the organizations listed below, who are truly inspirational leaders in philanthropy and who provided support for our work. Their ideas and energy have moved the discussion forward significantly. Their inclusion below does not constitute nor does it represent an endorsement of our recommendations. We wish to thank those who financially supported our work including:

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Without their support, this document would not have been possible. We also want to thank these organizations for their commitment to a better future for people with disabilities.

For More Information:

Contact Matan Koch at MatanK@RespectAbility.org.
www.RespectAbility.org/LAJobs



July 26, 2020

Thirty years ago today, the Americans with Disabilities Act was signed into law — one of the most important pieces of civil rights legislation in our nation's history. Since then, we have made significant progress in breaking down the barriers that once prevented people with disabilities from accessing the services and other resources they deserve. Despite this progress, we know that more must be done to ensure that everyone has the opportunities and tools to succeed, especially as it relates to employment. Even prior to the challenging economic prospects brought about by the COVID-19 crisis, only 22.8% of the nearly 200,000 working-age Angelenos with disabilities were employed — an unacceptable fact that needs to be addressed holistically.

Although these are trying times, Los Angeles remains a city where dreams are found and won. I will continue to work with you to make yours real - by ensuring that every Los Angeles employment program allows people with disabilities to apply their talents and reach their full potential.

That is why I'm proud of the City's partnership with *RespectAbility*, *Unite-LA* and *Fiesta Educativa*, which produced this employment resource guide. I hope you will use it to grow and build upon your own professional strengths, and put them to work — so that we can create a better city of the future for all of us, together.

Sincerely,

Eric Garcetti
Mayor

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STEPHEN DAVID SIMON
EXECUTIVE DIRECTOR

Dear Friends:

The City of Los Angeles Department on Disability (DOD) has a broad mandate to serve people with disabilities and those living with HIV throughout LA by ensuring the accessibility of City government. We seek to exceed this target by:

1. Proposing, developing, and implementing policies, programs, services, and activities that will improve the quality of life for persons with disabilities;
2. Linking individuals, families, and community-based organizations to a wide range of public and private resources and services;
3. Providing ADA compliance training for City Departments and private entities; and
4. Leading the development and implementation of the City's federally mandated ADA Transition Plan, which is designed to guide the City into full ADA compliance.

More broadly, DOD works hard to help Angelenos with disabilities in all their goals – through a wide range of services and resources.

Meaningful employment is an increasingly important need for many Angelenos with disabilities. Our partnership with RespectAbility to produce this toolkit will become a cornerstone of regional efforts to help people with disabilities to gain, retain, and advance their employment opportunities.

Whether you are a disabled person, family member, City employee, or anyone else seeking information on supporting and advocating for people with disabilities, please never hesitate to reach out to us.

It is a privilege to be able to serve in this role, and to ensure that your needs are met to the best of our capacity. We hope that this toolkit is just one more step in that direction

Be well,

Stephen David Simon
Executive Director

Introduction



**Location: City of Los Angeles Commission on Disability Hearing.
Top (L-R): RespectAbility President Jennifer Laszlo Mizrahi, Department on Disability Executive Director Stephen David Simon, Deputy City Attorney Chris Lee, RespectAbility Program Associate Joshua Steinberg. Bottom (L-R): Commissioner David E. Wolf, and Director of RespectAbility California Matan Koch.**

Dear Job Seeker:

If you are reading this note, chances are you are a motivated and thoughtful person with a disability. I know that you are because you have taken an important first step to look for a job despite this world of new and unusual realities, with a pandemic, layoffs, new virtual workplaces and unprecedented uncertainty. You have joined the 70 percent of working-age people with disabilities who know they want to work and bring their strengths and skills to the right employers. Moreover, you have made the conscious decision to gather the right resources and do it. That takes incredible strength and planning, disability or not. You should feel good about that.

This guide is being published on the thirtieth anniversary of the Americans with Disabilities Act, a landmark civil rights legislation. Still, there are many gaps and hurdles that job seekers with disabilities must overcome. Thus, many of these pages will equip you with the practical tools for your search. Before we get to these tools though, there are a few steps that will prepare you for success in your journey.

First, look at your own self-care. It is important to make sure, to the extent possible, that you have a plan to eat and sleep well, and to arrange to have your physical and psychological health be as strong as possible in this time of adversity. You will want to follow [guidelines](#) from the Centers for Disease Control and Prevention to stay healthy during COVID-19.

You can think of a job search as selling your skills and talent to a potential employer. Taking good care of yourself is the most important way to protect and polish the merchandise.

If you do not have access to enough food to eat, you should know that this is fairly common and many Californians with disabilities are eligible for [CalFresh](#). This program will provide you a stipend every month to shop at the grocery store, or to order food online to be delivered to your home. In fact, you may be eligible even if you receive Supplemental Security Income (SSI). Also, if you receive SSI or Social Security Disability Insurance (SSDI), you may be eligible for [Medi-Cal](#), which is high-quality medical insurance available at no or low cost to Californians with disabilities earning below a certain amount. If you had a job and lost it, you are likely eligible for [unemployment payments](#).

Now, lest you think that applying for these benefits is somehow contrary to your job search, I offer you this: society benefits when you find a job. We get your talent and your contributions as another working member of society. These programs exist to make sure you have the support you need to get that in place, and I encourage you to think of them as no less a part of your job search than the vocational or educational programs listed in the rest of the guide.

Because the job market is challenging and it realistically could take some time to find a job, you may want to do what you can to cut your housing costs. This may mean moving in with a friend or family member or bringing in a roommate.

Next, I encourage you to do a little bit of an exploration of yourself. First, what do you want? What are you looking for out of this job search? A particular wage? A particular lifestyle? A particular set of accomplishments? Would success look or feel more like, for example, owning your own business; a high-paying job in the corporate sector; changing the world through nonprofit work; or the lifestyle of steady part-time work with ample time left over for family and social pursuits?

Come up with some goals, which may be as narrow as a specific job or as broad as a salary range for which you would be willing to accept any job for which you are qualified. There are resources in this guide, like internship and shadowing programs, that can help you answer some of these questions.

At the same time, I want to encourage you to think of yourself as a person of incalculable value, a great find that the right employer is just waiting to choose for the job. With that firmly in mind, think of your resume as your main self-advertisement. While the “Job Search Preparation Toolkit” section will give you some tips and tricks to make the document stronger, covering the right material is a million times more important than using the perfect word. Make sure the readers (your potential employers) sees you as their next great hire.

To ensure this, you absolutely must lay out your qualifications and showcase them in terms of what you have to offer their business or organization. Your resume also should be proofread by people who can provide feedback both in terms of your skills and experience and in terms of grammar, editing and formatting.

Depending on where you are in your life, you may not yet have a list of internships or jobs to include on your resume, but you have skills, energy, imagination and drive. Think of the things you have done in your life that illustrate these and let those be the basis of your resume. While there are services in this guide that will help with actual resume construction, keeping this perspective in mind will not only give you a stronger resume but also will help you to remember how valuable you are in the inevitable challenge of searching for work right now.

Next, gather your team. You are not in this alone. You have teachers, current and/or former coworkers, parents, family, friends and all their friends. You may have contacts through a faith-based or civic organization. While none of them can lead your personal job search, each can help. Some will provide encouragement, and others will provide ideas and job leads. Some will provide references. You should identify those upfront so they have time to think about what they want to say about you. All these contacts are potential ways to connect the employers or jobs you identify. The “Job Search Preparation Toolkit” includes practical tips on how to grow that team, but keep in mind that you have been growing it all your life.

[LinkedIn](#) is a great place to post your resume. The site provides free videos that will walk you through creating a good LinkedIn profile. But LinkedIn is also, even more importantly, a way to know who can help you connect. Right now, search out everyone you know, whether you met them once in a grocery store or you have known them all your life. Send a request reminding them where you met. Most will accept. Then, anytime there is a job or organization at which you want a connection, search for their staff on LinkedIn. It is possible someone you connected with will know someone there. Research shows that people are willing to make introductions in that way even if they barely know you. They feel good knowing that they have an opportunity to help. Give them an opportunity.

Then look at your network, human and digital. Who might be a good person with whom to practice interviewing? Who is great at reviewing a cover letter? Find those people now, not when you need them. Ask them if they would be willing to help. Then, when you get that wonderful opportunity, you already know whom to approach.

The rest of this guide will give you step-by-step pathways that you can take based on when you decide you want to take hold of your job-seeking process. A note: the pathways might make it look a little bit mechanical – just do these things and you will get a job. Sadly, while there might be exceptions, generally that is not how it works. This is a tough job market and a lot of people are looking for work. Thus, there will be setbacks, there will be challenges and, frankly, it would not be unusual for there to be a few tears. You should expect these because they are normal during what is an unprecedented moment in history.

At those down moments, make sure that you know who can provide your mental health support. Then, think about who on your team would be a good sounding board. Finally, reread this letter. Update and review that list of strengths, and spend a few minutes remembering that you are going to be an incredible employee. Then pick yourself up (metaphorically or physically), put yourself together, and go back to one of the pathways below.

As someone who uses a wheelchair, I know what you are going through. There will be challenging days, but you can do this!

Respectfully,

Matan A. Koch

Matan Koch
Director of RespectAbility California

www.RespectAbility.org

RespectAbility is a nonprofit organization that fights stigmas and advances opportunities so people with disabilities can fully participate in all aspects of community. For more information see www.RespectAbility.org.



Matan A. Koch is the Director of RespectAbility California and [Jewish Leadership](#) at RespectAbility, a nonprofit organization fighting stigmas and advancing opportunities for and with people with disabilities. A wheelchair user himself, Koch is a longtime leader in disability advocacy. A graduate of Yale College and the Harvard Law School, Koch began his career as in the private sector and was recognized as a “Rising Star” by New York SuperLawyers. He was a Senate-confirmed appointee to the National Council on Disability from 2011 to 2014. Based in Los Angeles, he is a full-time advocate for people with disabilities.

Job Search Preparation Toolkit

Whether you are a student looking for your first internship, a graduate entering the workforce, or looking for a new job, a strong resume, a sharp elevator pitch, and a broad network are critical building blocks to get you into that interview where you can shine. No matter which of the pathways in this manual you take, this toolkit will help prepare you for that path.

Crafting a Strong Resume and Cover Letter

Your Resume

As mentioned in the welcome letter, your resume is really the marketing document that tells prospective employers who you are and why they should hire you. Every resume is telling the story of your experience and why that experience makes you perfect for the job. View sample resumes on [Monster.com](https://www.monster.com), but let's start with key items.

1. **A Short and Strong Introductory Paragraph:** If one or two sentences were the only words that a prospective employer would see, these are the sentences with which you start your resume. Officially, they answer the question of who you are and what you are looking for. An example: "With a demonstrated history in business administration, I'm looking for a position that will benefit from my business experience while promoting my interest in education." In one sentence, the individual covered qualifications, knowledge base, and interest. Hint: Customize this paragraph for every job application so it matches your interests and the employer's needs.
2. **Short, Descriptive Entries:** Those later on their professional journey may have been at a job for a decade or more. A full description of the job could fill a book just as easily as a resume. Employers receive dozens, if not hundreds, of resumes for each position. There will be plenty of time, sitting in the break room once you have been hired, to tell your new colleagues about every exciting thing you have done in other jobs. Right now, however, you should:
 - a. Keep each job to three to four bulleted accomplishments, each one no more than three lines long.
 - b. Pick the three accomplishments that best fit the job description of the job you want.
 - c. Reformat your accomplishments section to use words from the qualification section of the job description that match your experience.
3. **Tell a Complete Story:** Sometimes there will be a gap in your resume, and sometimes the only thing you can do is explain it during an interview. Before you decide that, however, look at those gaps and ask a few questions:
 - a. What was the primary way that I was occupying my time?
 - b. If it is something I cannot put on a resume, like recovering from an illness, or searching for a permanent position, was there any volunteer or contract work that I was doing? Any skills building?

- c. If the answer to the previous question is yes, how can I put this on my resume in a way that makes it a part of the sales pitch for my employer?
4. **Do Not be Afraid to Add Some Color to Your Story:** Different resume templates have spots for awards, interests, and volunteer activities. Use your judgment as to what to share with a particular employer (a law firm may not want to know about your passion for live action role-playing games), but do not be afraid to find a way to share some of the best parts of yourself.
5. **Have Your Document Proofread by Multiple People:** Everybody makes the occasional typo or grammatical mistake. There is always the unfortunate word that spellcheck will not pick up, especially if you are a person with a disability using voice recognition software. Even with this reality, many employers will discount or discard a resume or cover letter with a typo. A great way to avoid this problem is to both use spell and grammar check and have someone else look it over in addition to yourself.

Your Cover Letter

Some people think of a cover letter as a thing of the past, something we do not need now that we no longer put our applications in the mail. Some jobs will not let you submit a cover letter, but if you can, you should. Your cover letter is written specifically for each job application. Do not summarize your resume, but use parts of your experience and your passion to communicate that you have thought carefully about what the job is, why you want it, and how you would be perfect for it. The cover letter is also the place where you can explain gaps in your resume in positive language. If you are returning to the workforce after a spinal cord injury, for example, you can say something like: “After building new skills and regaining my strength following an injury, this job represents the perfect opportunity to return to the workforce because...” It is also the place to set the employer’s mind at ease, for instance, if you are living in Idaho but applying for a job in Los Angeles. A sentence like, “Since I am moving to LA next month to be closer to my brother...” Let them know you already have a plan to get to Los Angeles if you are being offered the job. As with the resume, it is important that this letter not be lengthy and that it is carefully proofread. Use the letter as an opportunity to put your best self forward.

Spicing up Your Resume and Cover Letter with Action Words

We all have heard the expression that it is not only what you say, but how you say it. Varying your language and spicing up your resume and cover letter with strong action words can help make your resume stand out, even if it is the 50th one they read that day. Action verbs can catch the attention of a hiring manager or a recruiter in a way that just saying the same thing over and over again will not. You can learn more about this idea in in these two articles on the websites [indeed.com](https://www.indeed.com) and [monster.com](https://www.monster.com), both incidentally great places to search for jobs. For a list of such words, check out [Appendix H: Action Words for Cover Letters and Resumes](#).

Building Your Network

Building your network is a key step to professional success, but networking successfully takes different forms for different people. Some people, especially those whose disabilities required them to build support teams from early ages, may be unusually gregarious, taking to new people and new social environments. Others, especially job seekers with disabilities that include social challenges, may find happy hours and other traditional networking environments highly unpleasant, if not completely ineffective. The key is to find the networking environment that works for you.

The tips in this section will help you think about some key strategies and considerations to find your best networking opportunities. As you read it, recognize that today's COVID-19 climate, networking sometimes is best done via phone, the internet or other formats that are socially distanced.

The [UCLA Career Center](#), for example, suggests, “Get to know what your professional acquaintances like to do in their spare time. Do they have a special interest? Do they volunteer for a cause? Ask questions, listen carefully and become well versed in their areas of interest and expertise.” This not only shows personal interest in them outside of what they can do for you, but it should also help you feel more comfortable approaching them.

According to the UCLA Career Center: “Everyone you know and everyone you meet is a potential source of career advice and referrals to other individuals. Make a list of who you know. Include the names of roommates, friends, friends of friends, parents and relatives, classmates, TAs and professors. Add bosses and coworkers (past and present), and people you have met at the health club, while traveling or doing volunteer work. Expand your list with people from social, political or religious organizations. Include your physician and dentist. Suddenly, your list of connections has grown by leaps and bounds.”

Social networking sites like Facebook and LinkedIn can be helpful for keeping track of all of the people you know, but make sure to pay attention to how you present yourself on those platforms if you use them. It is a good idea to go through your profile and newsfeed and make sure that the “you” that comes through there is the “you” who you want a potential new boss to meet.

The UCLA Career Center also suggests: “Before you begin the networking process, be sure you are clear about the kind of job you want and are qualified for, whether you're willing to move and where, the salary you expect, your lifestyle requirements and so on. By clarifying this kind of knowledge for yourself, you'll have more confidence.”

Not only will it make you more confident, but it also will help your contacts have a better idea of how they can help you. Many times, people job hunting think it is more helpful to be general so you can investigate whatever comes your way, but really the opposite is the truth. If you are specific, then your contacts know what you want and can point you as close as they can get. Keep in mind that it may have most of what you want but not all of it. You should be flexible and look at opportunities that you do not expect. The more specifics you provide, the better a match you will receive.

The [USC Career Center](#) provides nine steps on how to network, which can be useful if you need help breaking it down into individual tasks:

1. Determine what information you want to learn.
2. Think about people you already know who might lead to someone with the information you are seeking. Start making a list of the people that come to mind, including family members, friends, neighbors, classmates, former employers, colleagues, former colleagues, former professors, and supervisors. Include contacts you might know through social, professional, and civic affiliations.
3. Update your LinkedIn profile with your current contact information, a professional picture, and relevant experience.
4. Google yourself and check your online presence. When possible, eliminate information that may seem unfavorable. If the site or post is outside of your control, think about how you would respond if asked about it.
5. Begin contacting people you know and share your career aspirations. Introduce yourself to new professionals and request a 30-minute informational interview to learn about their industry, organization, or profession.
6. Prepare for the informational interview by writing out your questions, preparing for questions they might ask you, and printing out fresh copies of your resume.
7. Dress in the attire appropriate to your desired industry for networking events, interviews, and informational interviews, even if the meeting is virtual!
8. Send a thank you note or email within 24 hours of your meeting.
9. Invite your new contacts to connect with you on LinkedIn and keep in touch. Remember: a strong network is critical to a successful lifelong career!

Even if you take all these steps and thrive on social interaction, this can be exhausting. You may get tired, overwhelmed, and frustrated at several times during your job search. When this happens, it is important to remember both that this is normal, and, that, once feeling that way, it is time to stop for a while. Do something that recharges you and be aware of your own mental health. It is better for you in the long run, but also leads to better networking. Good networking requires you to put your best self forward, and no one can do that when they are exhausted.

Elevator Speeches

One of the best tools for putting your best self forward is to use your “elevator speech.” What is an elevator speech? Based on the idea that you would have less than 30 seconds to actually talk to someone with whom you are riding an elevator, it is the 30-second, 8- to 10-sentence version of who you are and how they can help you.

This is critical when you are trying to bring someone onto your job searching team or into your networking process. Whether you meet someone at a networking party or work activity, you need to get them interested into enough that they will decide to help you. Be sure to cover what you can do for them, or for the people to whom they will introduce you.

What do you need to create a successful elevator speech? A website created by the [University of California at Davis](#) has a great overview of 10 topics you need to write a carefully planned and prepared presentation that grabs attention. We have modified these slightly to focus exclusively on a job search.

1. Smile to your counterpart, and open with a statement or question that grabs attention: a hook that prompts your listener to ask questions. (Note: Even under a mask or via phone, it is important to smile as that comes through in your voice.)
2. Tell who you are: describe yourself.
3. Tell what you do and show enthusiasm.
4. Tell what problems have solved or contributions you have made.
5. Offer a vivid example.
6. Tell why you are interested in your listener.
7. Tell what very special skills or talents you can offer him or her.
8. What are the advantages of working with you? In what do you differ from the average candidate?
9. Give a concrete example or tell a short story, show your uniqueness and provide illustrations on how you work.
10. What is the most wanted response after your elevator speech? Do you want a business card, a referral or are you looking for an invitation to submit a resume and/or cover letter?

The University of California at Davis further provides a checklist for fine tuning your elevator speech:

1. Write down all what comes up in your mind.
2. Cut the jargon and details. Make strong short and powerful sentences. Eliminate unnecessary words.
3. Connect the phrases to each other. Your elevator address must flow natural and smoothly. Do not rush.
4. Memorize key points and practice.
5. Have you really answered the key question of your listener: What's in it for me?
6. Create different versions for different contacts.

Preparing for the Interview

Answering Common Interview Questions

The interview can be stressful as it is one of the most important parts of the job-hunting process. This section is going to help you get through that initial anxiety by knowing what you want to bring to the table. First, take a deep breath. Think for a moment.

You have made it through the initial screening process. Out of the hundreds of resumes submitted for this job, something about you made this employer want to talk to you. They already have seen something of value in your application, and now you must build on it.

Now is a good time to focus on why you want the job, both because you will have to answer that question and because excitement about your potential future will tend to replace anxiety.

The other way to minimize your stress is to prepare answers to questions you might receive. The good news is that interviews tend to be predictable. Employers often will ask the same categories of questions during an interview whether you are applying to become a CEO or for an entry-level job. Knowing what these categories are and why they are being asked of you can give you the edge to ace the interview if you take the time to prepare. It also will reduce your anxiety, which will allow you to better connect to your interviewer. Keep in mind that everyone has a little anxiety going into an interview; if you are lucky, it will start to disappear as the connection is made.

Now, what exactly are those categories? Key categories of interview questions typically include:

1. Tell me about yourself?
2. What are your strengths and weaknesses?
3. How do you handle stress and pressure?
4. What is an example of a difficult situation you faced and solved?
5. Why should we hire *you*?

Let us talk about each of these categories.

- **Tell Me About Yourself?** This is a question some people hate to answer. Often an employer will begin an interview with a simple question such as, “Tell me about yourself?” or “Who are you?” or “What can you tell me about yourself?” Employers often ask these kinds of question for two reasons. First, they may want to help put you at ease by starting the interview with a simple subject that some people find easy to do: talking about yourself! Second, hiring somebody for a job is often about judging someone’s personality and figuring out if this fits with the employer’s team, culture, and work. They cannot do that unless they know their candidate a little. Use strong action words to describe yourself. Do not ramble on too long and avoid sharing too much personal information. Focus your conversation on the kinds of skills and qualities that would make you a great choice for this job. Give people a peek about the real you and move on to the next question. At the same time, if you have thought about why you might be a good fit for their team, emphasize those characteristics of yourself in your description. After all, that is what they are looking to learn.
- **What are your strengths and weaknesses?** This question will likely come quite regularly, so you can avoid anxiety by preparing for it in advance. It is a common question because employers need to know what you, as a prospective employee, are good at, what you are bad at, and what you might be doing to get better. This question measures a job seeker’s level of self-awareness and their commitment to becoming a better employee if somebody were to hire you. This is also a chance for you to be upfront, open, and honest with an employer, which can really distinguish you from other candidates for the job.

It is relatively easy to talk about strengths, what you are good at doing, and what you like doing. However, it is far more important in an interview to talk about your perceived weaknesses AND what you are doing to improve them. Any applicant can talk about what a hard worker they are or how often they are on time or what a great job they have done in the past. It is far more impressive in an interview if job seekers talk about a weakness in some aspect of their job in the past AND how they are actively working to get better at that part of their job. Employers will invest time and money in a worker if someone is consciously committed to getting better rather than just someone who will coast along and never improve. When answered clearly with honesty and sincerity, this question can be an opportunity to shine. Still, it is important to be brief in describing any weaknesses and move back to your strengths and how you can help the potential employer.

- **How do you handle stress and pressure?** Most interviewers will try and get a sense of how a job seeker does when things get rough, trouble happens on the job, or what happens when things get busy for the team. Being a good employee means figuring out what will happen with your team when challenging projects come your way and understanding how a team member will handle additional stress or pressure to perform. There is no need to panic if you get this question. Again, it is important to prepare for it in advance as this question is a great chance to talk about how you handle stress, pressure, and manage your work. It also is a great question to show your employer how you process new information, respond to new challenges, or show how you are willing to get the job done.

You are a successful person in the world, either on a job, in your family, or both. This is the time to share those real-world successes, not to bring up hypothetical situations. Consider sharing about how you handle school stress or family pressures. For example, if you have a disability due to an accident, you can talk about how you achieved success in rehab and learned new skills that make you ready for this job. Talk about times in previous jobs where you have had to work through big workloads. Keep it positive and make sure you reemphasize your strengths.

- **What is an example of a difficult situation you faced and solved?** Employers often like asking for anecdotes or stories from your previous jobs or work you have done. Employers ask these types of questions because it is a great way of identifying potential problems or strengths. It also is a great question for getting into specifics and a chance for a job seeker to showcase their knowledge, skills and abilities in action! As such, when you go into an interview, you should be prepared to bring up an example of a time at a previous job or at school where you faced a discreet problem. Define the problem, talk about how you figured out a solution, and outline steps you took to solve the problem.

So much of professional life depends on new problems emerging and responding to them in real time. Employers want to know they can count on you to be a problem solver. Unlike the last question, this is not the time to bring up personal situations, as people want to know that you know to keep your personal challenges separate. If you do not have a work situation to share, share one from a volunteer or other public-facing position. Like all other questions, it is important to get to the point quickly and show how it is relevant to you being the right person for this job.

- **Why should we hire *you*?** This is usually the last and most important question an employer is going to ask. The hiring manager will typically look at hundreds of applications and go through dozens of interviews to find and hire the right person. As such, when they ask you this question, it is your last chance to leave a good impression and really distinguish yourself from every other person applying for the job. Having a good answer to this question really depends on you doing your homework and thinking about what you bring to the table for this specific job and organization.

To succeed in this and other questions, before your interview, spend a lot of time on the company's/organization's website. Read their mission statement. Go onto LinkedIn and see if you can find other people who have held the job title for this position. What qualifications did they have? What accomplishments do they list? Go onto Google and look for past news stories about the company and their work. It will give you relevant information that can help you prepare for your interview.

This question can be fantastic for a prepared interviewee because it will show preparation and interest. When you deeply research the organization and really think about what you can do for it, this is your opportunity to shine!

Would you like to know more? This series of articles covers some of the most asked interview questions. You do not necessarily have to have answers to each question but give some serious thought to how you might answer them.

- “Top 10 Job Interviews Questions With Examples of the Best Answer,” thebalancecareers.com/top-interview-questions-and-best-answers-2061225
- “27 Most Common Job Interview Questions and Answers,” inc.com/jeff-haden/27-most-common-job-interview-questions-and-answers.html
- “50 Most Common Interview Questions,” glassdoor.com/blog/common-interview-questions
- “125 Common Interview Questions and Answers (With Tips),” indeed.com/career-advice/interviewing/top-interview-questions-and-answers
- “How to Ace the 50 Most Common Interview Questions,” forbes.com/sites/jacquelynsmith/2013/01/11/how-to-ace-the-50-most-common-interview-questions

Asking the Right Questions

Ask lots of questions. Toward the end of an interview, the hiring manager often will ask interviewees if they have any questions. This is a critical question in the life of an interview, and *you need to have a good series of questions ready to be asked*. Do not let the interview end right then and there. Here are some questions you can ask:

- What would success in this job look like?
- What qualities are most important for success in this job and organization?
- What do you most like about your job?

- What is a big project you are proud to have worked on or what is problem that you solved at work?
- What are some things that previous people in this job category has been able to accomplish?

Questions such as these show whether you are engaged with the interview and whether you really, really want the job.

Do I Disclose My Disability?

One of the most common questions for a person with a disability facing a job interview is whether to disclose a disability and/or the need for disability accommodations on the job. The answer is, sometimes.

It is possible you have a disability that is visible to the person interviewing you. However, that is usually not the case as most disabilities are not visible. According to AskJan.org, deciding when to disclose can be a difficult choice for a person with a disability. If you have a nonvisible disability such as brain injury or post-traumatic stress disorder, knowing when to disclose your condition can be a real dilemma. This is because employers can have stigmas around disability or can be afraid the costs of accommodations for someone with a disability will be high. However, most accommodations are extremely inexpensive or even free. At the same time, some employers specifically want to hire people with disabilities for a variety of reasons, including that they are federal contractors or have seen studies or have personal experience with the success of employees with disabilities

Under the Americans with Disabilities Act (ADA), you can request an accommodation at any time during the application process or while you are employed. For example, if you are deaf, you may want to request to use video relay or an ASL interpreter for your job interview. There also may be something in your resume that you want to disclose by sharing your disability. This is a tactical decision, which must be made in the moment, with pros and cons, but:

You do not need to disclose your disability too soon.

According to AskJan.org, many people with nonvisible disabilities may feel they are not being completely honest with an employer if they do not tell everything about their disability up front at the time of their interview. Just remember that you are not obligated to do so. When you disclose, which usually will be after you accept a job, just provide basic information about your condition, your limitations, and what accommodations you may need.

A Reminder on Usage

Each pointer in this kit is designed to help you better prepare to use the pathways in the rest of this guide. They are not designed to create hard and fast rules that you must follow. If a tool or tip seems like it is not relevant for you or your experience, do not use it. Do not, for instance, become so determined to use power words that you lose your own voice, or get so caught up in your perfect elevator pitch that you interrupt a strong natural conversation to deliver it. No matter how mechanical the steps in this guide might seem, there is no magical single path to success. When you feel ready to start on your path, find the pathway that is right for you. Good luck!

Pathway 1: Students in High School

If you are in high school and want to take control of your future, you have come to the right section. This pathway will help you to consider the resources available to you to jump-start your way to the job that you want. Look alone or with partners, but make sure to loop in the adults in your life who care that you succeed. The ideas here assume that you already have taken the steps outlined in the opening letter. If not, go back and take a quick read. You will not regret it!

Vocational Considerations

Your IEP and Transition Plan

By high school, you have reached the moment when you can begin to look at goals that you have for your career and figure out how to make them happen. One of the first steps to ensuring success is to make sure your Individualized Education Program (IEP) and transition plan reflect your goals, and that your education team is working together in support of your goals.

If you do not have an IEP or transition plan, you must first request evaluation or provide proof of your disability, and then request an IEP from your school system. If you encounter resistance with this, you might be able to seek help from any of the following organizations:

- [California Council of the Blind](#): The council exists to advance the interests and protect the independence of blind and low-vision Californians. This membership-based organization has local branches in Glendale/Burbank, Greater Lakewood, Greater Long Beach, Greater Los Angeles, Orange County, San Bernardino, and San Gabriel Valley. [Appendix C includes contact information for each of these chapters.](#)
- [Disability Rights Legal Center \(DRLC\)](#): Since the 1970s, DRLC has been an advocacy nonprofit focused on advancing the civil rights of people with disabilities and addressing other legal barriers impacting the disability community. By working on both individual and class action court cases, DRLC challenges discrimination and advances change.
- [Learning Rights Law Center](#): With a special focus on protecting equal access to education, Learning Rights Law Center supports students with disabilities, their families and their communities. They also provide free or low-cost legal representation when needed to ensure educational equity and help underserved families in Los Angeles.
- [Public Counsel](#): Part of the nation's largest pro bono law firm, Public Counsel's Children's Rights Project supports and protects low-income children, older youth and their families across a wide range of legal matters. Practice Areas include specialized training for attorneys, supporting foster care youth, defending education rights, managing guardianship clinics, and advocacy for children with developmental disabilities.
- [Team of Advocates for Special Kids \(TASK\)](#): TASK is a nonprofit organization that supports children with disabilities up to age 21 and their families. TASK supports include special education support, assistive technology services and direct support for parents of students with disabilities. TASK operates a Parent Training and Information Center (PTI) that directly supports families in Imperial, Los Angeles, Orange, Riverside, San Diego and Ventura counties. TASK provides support and advocacy for parents in English, Spanish and Vietnamese.

The first step in making sure your IEP and transition plan reflect your goals is that you can attend your own IEP meeting. Becoming part of the conversation and advocating for yourself is a skill you will need for the rest of your life. As much as the IEP meeting is a place to plan your education, attending the meeting is part of your education. Once you are there, make sure your goals are introduced in the conversation. Your parent or guardian, who also should be at the meeting, should be able to help you with this, but if you feel you may not be receiving the support you need and deserve, you could consult one of the organizations above. The goal of an IEP is to make sure you have the education you need to prepare for life. Your transition plan is there to help create a pathway to the success you want in work and life. Taking your vocational goals into account is a big part of both your IEP and transition plan and can be a major contributor to your success.

Assistive Technology

Be sure to ask about services provided by your high school. This could include strategies in your classes and introducing new assistive technology to help you succeed. However, do not always assume that the school knows every possible solution. Here are some organizations that might be able to help you explore technology, such as voice recognition, which could help you to more easily complete your work in school and in the job you want. [Appendix I includes additional resources, including captioning services and ASL interpreters.](#)

- [Bookshare](#): A special project supported with federal funding the Office of Special Education Programs at the U.S. Department of Education, Bookshare® is an eBook library with more than 898,000 accessible titles to choose from in more than 34 different languages.
- [Braille Institute of America](#): A nonprofit organization dedicated to meeting the unique needs of people with vision loss, the Braille Institute provides a range of free programs, services and learning experiences to thousands of students. The Institute has served more than 37,000 people and has locations throughout Southern California. Because of the COVID-19 pandemic, the Braille Institute has switched to an all online service model. More information is available on their website: www.brailleinstitute.org/coronavirus.
- [California Council of the Blind](#): The council exists to advance the interests and protect the independence of blind and low-vision Californians. This membership-based organization has local branches in Glendale/Burbank, Greater Lakewood, Greater Long Beach, Greater Los Angeles, Orange County, San Bernardino, and San Gabriel Valley. [Please see Appendix C for contact information for each of these chapters.](#)
- [Center for Applied Rehabilitation Technology \(CART\) Rancho Los Amigos National Rehabilitation Center](#): CART advances independent living for youth and adults with physical disabilities by connecting them with assistive technology, which can be a game changer to help people with disabilities better integrated into their communities and enter the workforce. Priority areas for CART include seating and mobility devices, Augmentative and Alternative Communication (AAC) systems, software or hardware adaptations, Electronic Aids to Daily Living (EADLs), worksite evaluations as well as model homes that integrate assistive technology solutions. Services are eligible for individuals with physical disabilities as well as for people with multiple disabilities.

- [Deaf and Disabled Telecommunications Program \(DDTP\)](#): DDTP, operated by the California Public Utilities Commission, ensures that Californians who are deaf or hard of hearing can have access to telecommunications technologies. DDTP is composed of the California Relay Service (CRS), which provides telephone relay support, and the California Telephone Access Program (CTAP), which provides accessories for qualified individuals. Relay services are available in both English and Spanish. You can learn more about CRS on their website: <https://ddtp.cpuc.ca.gov/default1.aspx?id=1482>. To learn more about CTAP or apply for services, please visit: <https://californiaphones.org/apply-now>.
- [EmpowerTech](#): EmpowerTech is a Los Angeles-based nonprofit organization that helps people with physical and developmental disabilities use assistive technology to live their lives, integrate into their communities and succeed at their jobs. EmpowerTech matches individual needs to state-of-the-art software and the latest hardware solutions.

California Department of Rehabilitation

This is also the time when you want to connect to the California Department of Rehabilitation (DOR). DOR will ask you to set a job goal and provide services to help you get there. This could include help with accommodations, paying for a college education, creating a career development plan, job exploration, skills and self-advocacy training, and opportunities for job experience. To be eligible for these services as a student, you must be enrolled in a school, between the ages of 16–21 and:

1. Have a 504 plan or an IEP or be eligible for one.
2. Have a disability.
3. Be regarded by others as having a disability.

If you think this fits for you, you and your family need to start by filling out a Student Service Plan Request (dor.ca.gov/Content/DorIncludes/documents/Forms/DR203-DOR-Student-Services-Request.pdf) and forward it to your local DOR Office. You can locate that office at www.dor.ca.gov/Home/FindAnOffice by inputting your ZIP Code or referring to our [list of DOR offices in Los Angeles County in Appendix A](#). Per COVID-19 guidance, the first step is to contact your local office by phone.

Mentorship

At all points in your life, you will gain tremendous value from mentors, people who have done what you are trying to do and can help you learn from their experience. A mentor can help you navigate life with your disability and build the confidence that comes from someone who has succeeded at what you are trying to accomplish.

There are many programs that provide mentorship opportunities for young people with disabilities. You should start by looking at the [National Disability Mentoring Coalition](#), which aims to increase the awareness, quality and impact of mentoring for individuals with disabilities nationwide.

Skills Training

It is never too early to learn some of the skills that will help you in the jobs you want to do. There are many job counseling and skills training services available for teenagers and young adults. Below are some of the organizations providing them:

- [Bridge-to-Work Foster](#): Bridge-to-Work Foster is a Workforce Innovation and Opportunity Act-funded program that directly supports foster care youth, former foster youth and probation youth eligible for the Independent Living Program through the Los Angeles County Department of Children and Family Services. This program directly works with youth to assess their skills, identify career interests and connect with work opportunities.
- [Braille Institute of America](#): A nonprofit organization dedicated to meeting the unique needs of people with vision loss, the Braille Institute provides a range of free programs, services and learning experiences to thousands of students. The Institute has served more than 37,000 people and has locations throughout Southern California. Because of the COVID-19 pandemic, the Braille Institute has switched to an all online service model. More information is available on their website: www.brailleinstitute.org/coronavirus.
- [Bridges from School to Work – Los Angeles](#): Bridges from School to Work, established in 1989 by the Marriott Foundation for People with Disabilities, provides critical workforce services to in-school and out-of-school youth with disabilities. Bridges staff work directly with youth to improve their soft skills, increase their knowledge, navigate the job-hunting process and become job ready.
- [California Council of the Blind](#): The council exists to advance the interests and protect the independence of blind and low-vision Californians. This membership-based organization has local branches in Glendale/Burbank, Greater Lakewood, Greater Long Beach, Greater Los Angeles, Orange County, San Bernardino, and San Gabriel Valley. [Please see Appendix C for contact information for each of these chapters](#).
- [JVS SoCal](#): JVS SoCal is an eight-decade old workforce services provider that has long been an innovator in terms of workforce development solutions and services provided to Angelenos with a range of barriers to work. JVS provides a range of specialized services in different categories such as tuition career training, specialized services for veterans, and support for immigrant/refugee job seekers. For job seekers with disabilities, JVS operates an internationally accredited skills assessment center.
- [L.A. Youth at Work \(LAYAW\)](#): L.A. Youth at Work (LAYAW) is UNITE-LA's signature initiative to ensure that young Angelenos receive job training and work-based learning opportunities. LAYAW acts as a connector between the local business community and job ready applicants.
- [Project SEARCH](#): Project SEARCH is a proven business-led program where students with intellectual and developmental disabilities get hands on real-world job skills in their final year of high school. Businesses that participate are un-subsidized and incorporate the talents of the students with disabilities fully into their office. In the greater Los Angeles metropolitan area, the Kaiser Permanente West Los Angeles Medical Center, Ronald Reagan UCLA Medical Center, and Children's Hospital Los Angeles all currently

host Project SEARCH interns. For more information about Project SEARCH, learn more here: www.projectsearch.us/find-a-program.

Some American Job Centers of California (AJCC) locations also provide job search and mentoring programs for youths. These are often called [YouthSource Centers](#). You can find their contact information in [Appendix B](#).

Post-secondary training (training after high school) also may be a path to get to where you want to go. There are programs to help you find such training and education, including:

- [California Council of the Blind](#): The council exists to advance the interests and protect the independence of blind and low vision Californians. This membership-based organization has local branches in Glendale/Burbank, Greater Lakewood, Greater Long Beach, Greater Los Angeles, Orange County, San Bernardino, and San Gabriel Valley. [Please see Appendix C for contact information for each of these chapters.](#)
- [Learn How to Become](#): LearnHowToBecome.org is an online resource page that outlines career pathways for a wide range of college degrees, provides details on potential earnings in different categories, and identifies financial aid for current students.
- [JVS SoCal](#): JVS SoCal is an eight-decade-old workforce services provider that has long been an innovator in terms of workforce development solutions and services provided to Angelenos with a range of barriers to work. JVS provides a range of specialized services in different categories such as tuition career training, specialized services for veterans, and support for immigrant/refugee job seekers. For job seekers with disabilities, JVS operates an internationally accredited skills assessment center.
- [NBCUniversal Tony Coelho Media Scholarship](#): A signature program of the American Association of People with Disabilities (AAPD), the NBCUniversal Tony Coelho Media Scholarship directly supports students with disabilities who want to pursue their dream jobs in the world of communications, in the media, or in the entertainment industry.
- [South Bay Promise](#): South Bay Promise is a college affordability pathway offered by El Camino College for qualified high school graduates which focuses on promoting college readiness and removing key financial barriers to higher education.
- [South Bay Workforce Investment Board \(SBWIB\) Teen Centers](#): Operated by SBWIB, the Hawthorne and Inglewood Teen Centers provide critical post-secondary workforce services to young Angelenos. Services include paid work experiences, career mentoring, soft-skill development and guidance on pursuing higher education programs.

Learning More About Navigating Your Own Disability

You also may find as you go through this process that it is helpful to meet people with similar disabilities to your own for mentorship, strategies, resources, and friendship. [Appendix D provides a great list to get started](#). For additional resources that may be relevant, please check [211](#) for government resources provided in Los Angeles County. This service can be a massive help on many fronts.

Pathway 2: Postsecondary Students and Young Adults

Congratulations, you started college. If you have not previously, now is the time to get serious about picking your goals and planning to get there. Your education and the expansion of your network will be two of the strongest tools that you ever have to support your dream.

Disability Support Services

Even if you did not receive support for your disability in high school, you may end up seeking support in college because your needs have changed or because of the new environment and new reality.

While you are in school, doing well in your classes is pretty much your job. Unless you set up special situations and do a lot of paperwork, your parents or guardians will not have access to your grades, assignments, health or other information. You will want to share what will help you to move forward but need to understand that you are much more independent now. Thus, to ensure you succeed and earn your degree or your certificate, you personally need to make sure you are receiving the support you need to thrive in and out of the classroom.

Most universities have a disability support office whose purpose is to help with a student's academic success. Some of them also may offer help with employment searches targeted specifically for students with disabilities. They will be able to help you get what you need, but as a university student, you need to start your support process yourself.

Whether in person or taking an online course, reach out to the university's disability support office. Professors are not required to provide accommodations to students with disabilities unless they receive an accommodation request letter. If you are having trouble finding information about your university's disability support office, contact the school's student services office. Many universities have integrated some of their disability support services into their academic support offices, particularly for students with learning disabilities. As such, it is often a good idea to reach out to these offices. If you are attending a school in the California State University (CSU) system, this website can connect you directly to your school's disability services office: www2.calstate.edu/attend/student-services/Pages/service-for-students-with-disabilities.aspx.

Once you have the accommodations needed for classes, reach out to your university's career center. Career centers can provide help with resume writing, career counseling, mock interviews, and job search resources, such as job fairs and networking events. The CSU system maintains a comprehensive website that will connect you directly with your school's career counseling services office: www2.calstate.edu/attend/student-services/career-services.

Hopefully, your accommodation process with your university will be collaborative, with everyone coming together for your success. If, however, you find you need help advocating for your needs at your university, you might consider contacting:

- [California Council of the Blind](#): The council exists to advance the interests and protect the independence of blind and low-vision Californians. This membership-based organization has local branches in Glendale/Burbank, Greater Lakewood, Greater Long Beach, Greater Los Angeles, Orange County, San Bernardino, and San Gabriel Valley. [Please see Appendix C for contact information for each of these chapters.](#)
- [Disability Rights Legal Center \(DRLC\)](#): Since the 1970s, DRLC has been an advocacy nonprofit focused on advancing the civil rights of people with disabilities and addressing other legal barriers impacting the disability community. By working on both individual and class action court cases, DRLC challenges discrimination and advances change.
- [Learning Rights Law Center](#): With a special focus on protecting equal access to education, Learning Rights Law Center supports students with disabilities, their families and their communities. They also provide free or low-cost legal representation when needed to ensure educational equity and help underserved families in Los Angeles.
- [National Center for College Students with Disabilities](#): Started with federal funds from the U.S. Department of Education, this national center provides key technical assistance on higher education and disability issues as well as maintaining a resource clearinghouse.
- [Public Counsel](#): Part of the nation's largest pro bono law firm, Public Counsel's Children's Rights Project supports and protects low-income children, older youth and their families across a wide range of legal matters. Practice Areas include specialized training for attorneys, supporting foster care youth, defending education rights, managing guardianship clinics, and advocacy for children with developmental disabilities.
- [Team of Advocates for Special Kids \(TASK\)](#): TASK is a nonprofit organization that supports children with disabilities up to age 21 and their families. TASK supports include special education support, assistive technology services and direct support for parents of students with disabilities. TASK operates a PTI that directly supports families in Imperial, Los Angeles, Orange, Riverside, San Diego and Ventura counties. TASK provides support and advocacy for parents in English, Spanish and Vietnamese.

California Department of Rehabilitation

If you did not connect with DOR in high school, now is the time to do so. DOR will ask you to set a job goal and provide services to help you get there. This could include help with accommodations, paying for a college education, creating a career development plan, job exploration, skills and self-advocacy training, and opportunities for job experience.

To be eligible for these services as a student, you must be enrolled in a school, between the ages of 16–21 and:

1. Have a 504 plan or an IEP or be eligible for one.
2. Have a disability.
3. Be regarded by others as having a disability.

If you think this fits for you, complete a Student Service Plan Request (dor.ca.gov/Content/DorIncludes/documents/Forms/DR203-DOR-Student-Services-Request.pdf) and forward it to your local DOR Office. You can locate that office at www.dor.ca.gov/Home/FindAnOffice by inputting your ZIP Code or looking at [our list of DOR offices in Appendix A](#). Per COVID-19 guidance, the first step is to contact your local office by phone.

Assistive Technology

DOR is a good place to begin if you need assistive technology accommodations for a class or job. There are other organizations that can help you obtain accommodations as well. Below is a list of some of them. Additional resources are available in [Appendix I, including captioning services and ASL interpreters](#).

- [Braille Institute of America](#): A nonprofit organization dedicated to meeting the unique needs of people with vision loss, the Braille Institute provides a range of free programs, services and learning experiences to thousands of students. The Institute has served more than 37,000 people and has locations throughout Southern California. Because of the COVID-19 pandemic, the Braille Institute has switched to an all online service model. More information is available on their website: www.brailleinstitute.org/coronavirus.
- [California Council of the Blind](#): The council exists to advance the interests and protect the independence of blind and low-vision Californians. This membership-based organization has local branches in Glendale/Burbank, Greater Lakewood, Greater Long Beach, Greater Los Angeles, Orange County, San Bernardino, and San Gabriel Valley. [Please see Appendix C for contact information for each of these chapters](#).
- [Center for Applied Rehabilitation Technology \(CART\) Rancho Los Amigos National Rehabilitation Center](#): CART advances independent living for youth and adults with physical disabilities by connecting them with assistive technology, which can be a game changer to help people with disabilities better integrated into their communities and enter the workforce. Priority areas for CART include seating and mobility devices, AAC systems, software or hardware adaptations, EADLs, worksite evaluations as well as model homes that integrate assistive technology solutions. Services are eligible for individuals with physical disabilities as well as for people with multiple disabilities.
- [Deaf and Disabled Telecommunications Program \(DDTP\)](#): DDTP, operated by the California Public Utilities Commission, ensures that Californians who are deaf or hard of hearing can have access to telecommunications technologies. DDTP is composed of CRS, which provides telephone relay support, and CTAP, which provides accessories for qualified individuals. Relay services are available in both English and Spanish. You can learn more about CRS on their website: <https://ddtp.cpuc.ca.gov/default1.aspx?id=1482>. To learn more about CTAP or apply for services, please visit: <https://californiaphones.org/apply-now>.
- [The DO-IT \(Disabilities, Opportunities, Internetworking, and Technology\) Center](#): Based out of the University of Washington-Seattle, DO-IT is a global program looking at the intersection of education, technology and disability. The Center works to increase the success of college students with disabilities, advance universal design principles, distribute information virtually and distribute a wide range of K-12 educational resources.

- [EmpowerTech](#): EmpowerTech is a Los Angeles-based nonprofit organization that helps people with physical and developmental disabilities use assistive technology to live their lives, integrate into their communities and succeed at their jobs. EmpowerTech matches individual needs to state-of-the-art software and the latest hardware solutions.
- [Partnership on Employment & Accessible Technology \(PEAT\)](#): Funded by the Office of Disability Employment Policy (ODEP), PEAT builds collaboration and cooperation around ensuring the full accessibility of emerging technologies. These technologies help employers fully embrace and capitalize on the knowledge, skills and insights of employees with disabilities. PEAT offers employer tools, resources on apprenticeship and working on key issues around the future of work.
- [Team of Advocates for Special Kids \(TASK\)](#): TASK is a nonprofit organization that supports children with disabilities up to age 21 and their families. TASK supports include special education support, assistive technology services and direct support for parents of students with disabilities. TASK operates a PTI that directly supports families in Imperial, Los Angeles, Orange, Riverside, San Diego and Ventura counties. TASK provides support and advocacy for parents in English, Spanish and Vietnamese.

American Job Centers of California

AJCC can provide services in support of your goal, including skills assessments, job placement assistance, workshops on resume development, interview skills, and networking, job fairs, and recruitment events. It is important to create a good first impression with potential employers.

Thus, if you do not have a circle of help already, it is very important to start working with DOR and AJCC to make sure your resume and cover letters, as well as your LinkedIn profile and other job applications, are as good as possible before you start sending around your materials. Find your local AJCC by inputting your ZIP Code at www.careeronestop.org/LocalHelp/AmericanJobCenters/find-american-job-centers.aspx. There are a fair number of documents required to successfully access an AJCC, and we have gathered them together in [Appendix E](#).

Note: AJCCs are subject to [Section 188](#) of the Workforce Investment Act of 1998, which outlines the nondiscrimination requirements of AJCCs. If you need additional resources or your question cannot be answered locally, please seek further information from the [Civil Rights Center at the U.S. Department of Labor](#) (CivilRightsCenter@dol.gov) / (202) 693-6500).

Additional Resources for Veterans

If you are entering college as a veteran who has acquired a disability over the course of service, a grateful nation offers you our thanks. Additional resources are available through the U.S. Department of Veterans Affairs (VA), nonprofit groups, and others.

The VA runs the Vocational Rehabilitation and Employment (VR&E) system, which helps veterans with service-connected disabilities find employment. There are five different tracks offered by the VA, depending upon the outcome that you are looking for:

1. **The Re-Employment Track** helps you to regain a job you had before you enlisted in the military.

2. **The Rapid Access to Employment Track** provides job search support and counseling to veterans.
3. **The Self-Employment Track** helps you to establish your own business.
4. **The Employment Through Long-Term Services Track** provides skills retraining for a new career.
5. **The Independent Living Track** helps you to obtain services that you need for daily living assistance.

To learn more about each of these tracks, please visit the VA website: www.va.gov/careers-employment/vocational-rehabilitation/programs.

In addition, certain campuses also have VetSuccess on Campus offices, where counselors help to connect you to veteran's benefits, including VR&E. Below are the VetSuccess on Campus offices in Los Angeles County:

- [VetSuccess on Campus at California State University Long Beach](#)
- [VetSuccess on Campus at Citrus College](#)
- [VetSuccess on Campus at Mt. San Antonio College](#)
- [VetSuccess on Campus at Saddleback Community College](#)

Certain nonprofits also provide services that cater specifically to the needs of veterans, including:

- [disABLEDperson](#)
- [JVS SoCal](#)

Please remember that while these resources specifically target veterans, almost every disability service organization is happy to assist those who served our country.

Internship and Mentorship Programs

Local businesses and nonprofits sometimes offer internship and mentorship programs targeted at college-aged people with disabilities. These are invaluable ways to gain experience, skills, and mentors who will guide you. Below is a list of local and national organizations offering those programs:

- [American Association of People with Disabilities \(AAPD\)](#)
- [American Association for the Advancement of the Sciences](#)
- [Bridges from School to Work – Los Angeles](#)
- [disABLEDperson](#)
- [South Bay Workforce Investment Board \(SBWIB\) Teen Centers](#)
- [L.A.: RISE \(special focus on returning citizens/formerly incarcerated persons\)](#)
- [L.A. Youth at Work \(LAYAW\)](#)
- [Project SEARCH](#)
- [RespectAbility National Leadership Program](#)
- [Workforce Recruitment Program \(WRP\)](#)

You may find additional advice on career development as a college student with a disability at [Learn How to Become](#) and postings from other organizations on [Idealist](#) and [LinkedIn](#).

Independent Living Centers

If you have access to the services of an independent living center, they also can provide help for you in terms of direct job-hunting services or advocacy for your needs. Reach out to the Independent Living Centers of Southern California ([ILCSC](#)) to learn what assistance you might be able to receive.

Learning More About Navigating Your Own Disability

You also may find as you go through this process that you want to meet folks with similar disabilities to your own, for mentorship, strategies, resources, and friendship. [Appendix D](#) provides a great list of disability-specific organizations.

For additional resources that may be relevant, check [211](#) for government resources provided in Los Angeles County.

Pathway 3: Acquiring a Disability Mid-Career

It is a challenging moment. You have been working, perhaps for years, and you are successful in your career. Then, a moment of illness, accident, or bad luck, or sometimes the inevitable process of aging, finds you with a disability you never had before. First, take heart, from world leaders such as President Franklin Roosevelt to great scientists such as Stephen Hawking and many others who had amazing careers after acquiring their disability. Unlike Roosevelt, who acquired his disability in the early 20th century, or Hawking, who acquired his in the mid-20th century, you have acquired your disability in the 21st century, when services, supports, and a general understanding of the ability of people with disabilities exceeds anything previously available. It may be a challenge, but there are resources to help.

Keeping Your Job After Acquiring Your Disability

Just because you acquire a disability does not mean that you will lose your job. In fact, the law protects you from being fired simply because you acquired a disability. As such, even though part of this section is about helping you find a new job, if your disability makes it difficult to do the old one, we want to focus first on how you keep your job.

Temporary Disability Benefits

If you acquire a disability, one of the first steps is to figure out how you will continue to pay your bills while you adjust to your new normal.

Workers' Compensation Insurance: If your disability resulted from an accident in your workplace, you may be entitled to workers' compensation. California's workers' compensation program can help you cover medical care and compensate for lost wages due to injury. You will need to report the injury to your employer and fill out the DWC 1 form that your employer provides you if they are covered by workers' compensation. The California Employment Development Department's Division of Workers' Compensation has information and assistance officers who can help you navigate the workers' compensation system, and there is also a guide for filling out the DWC 1 form at www.dir.ca.gov/dwc/iwguides/IWGuide01.pdf.

State Short-Term Disability: If your disability did not result from an injury at work or your employer is not covered by workers' compensation, California has a separate State Disability Insurance (SDI) program that provides short-term disability benefits to eligible workers. To be eligible for SDI, [you need to](#):

- Be unable to do your regular or customary work for at least eight days.
- Be employed or actively looking for work at the time your disability begins.
- Have lost wages because of your disability.
- Have earned at least \$300 from which SDI deductions were withheld during your base period.

- Be under the care and treatment of a licensed physician/practitioner or accredited religious practitioner within the first eight days of your disability. The date your claim begins can be adjusted if it does not meet this requirement. You must remain under care and treatment to continue receiving benefits.

If you meet these requirements, you should:

1. Complete and submit your claim form (DE 2501) no earlier than nine days after your first day of disability begins but no later than 49 days after your disability begins or you may lose benefits.
2. Have your physician/practitioner complete the medical certification portion of your disability claim.

Accommodations

A workplace accommodation is a practical solution to a disability issue that will help both the employer and employee. It can be as simple as flextime, an adjusted workstation, assistive technology or a wide range of solutions. It is important to speak with your employer about any accommodations you may need to return to work. It is illegal for your employer to fire you or otherwise penalize you for making a request for reasonable accommodations. There are organizations such as the [Job Accommodation Network \(JAN\)](#) that are free and can help you learn about the sorts of accommodations that may be available to help get you back to work or that can provide assistive technology for that purpose. The following organizations can speak with you and/or your employer to plan out accommodations that will help you get back to work:

- [Braille Institute of America](#): A nonprofit organization dedicated to meeting the unique needs of people with vision loss, the Braille Institute provides a range of free programs, services and learning experiences to thousands of students. The Institute has served more than 37,000 people and has locations throughout Southern California. Because of the COVID-19 pandemic, the Braille Institute has switched to an all online service model. More information is available on their website: www.brailleinstitute.org/coronavirus.
- [California Council of the Blind](#): The council exists to advance the interests and protect the independence of blind and low-vision Californians. This membership-based organization has local branches in Glendale/Burbank, Greater Lakewood, Greater Long Beach, Greater Los Angeles, Orange County, San Bernardino, and San Gabriel Valley. [Please see Appendix C for contact information for each of these chapters.](#)
- [Center for Applied Rehabilitation Technology \(CART\) Rancho Los Amigos National Rehabilitation Center](#): CART advances independent living for youth and adults with physical disabilities by connecting them with assistive technology, which can be a game changer to help people with disabilities better integrated into their communities and enter the workforce. Priority areas for CART include seating and mobility devices, AAC systems, software or hardware adaptations, EADLs, worksite evaluations as well as model homes that integrate assistive technology solutions. Services are eligible for individuals with physical disabilities as well as for people with multiple disabilities.

The following organizations can provide you with assistive technology that can be part of your workplace accommodations. Additional resources are available in [Appendix D](#).

- [Braille Institute of America](#): A nonprofit organization dedicated to meeting the unique needs of people with vision loss, the Braille Institute provides a range of free programs, services and learning experiences to thousands of students. The Institute has served more than 37,000 people and has locations throughout Southern California. Because of the COVID-19 pandemic, the Braille Institute has switched to an all online service model. More information is available on their website: www.brailleinstitute.org/coronavirus.
- [California Council of the Blind](#): The council exists to advance the interests and protect the independence of blind and visually impaired Californians. This membership-based organization has local branches in Glendale/Burbank, Greater Lakewood, Greater Long Beach, Greater Los Angeles, Orange County, San Bernardino, and San Gabriel Valley. [Please see Appendix C for contact information for each of these chapters](#).
- [Center for Applied Rehabilitation Technology \(CART\) Rancho Los Amigos National Rehabilitation Center](#): CART advances independent living for youth and adults with physical disabilities by connecting them with assistive technology, which can be a game changer to help people with disabilities better integrated into their communities and enter the workforce. Priority areas for CART include seating and mobility devices, AAC systems, software or hardware adaptations, EADLs, worksite evaluations as well as model homes that integrate assistive technology solutions. Services are eligible for individuals with physical disabilities as well as for people with multiple disabilities.
- [Deaf and Disabled Telecommunications Program \(DDTP\)](#): DDTP, operated by the California Public Utilities Commission, ensures that Californians who are deaf or who are hard of hearing can have access to telecommunications technologies. DDTP is composed of CRS, which provides telephone relay support, and CTAP, which provides accessories for qualified individuals. Relay services are available in both English and Spanish. You can learn more about CRS on their website: <https://ddtp.cpuc.ca.gov/default1.aspx?id=1482>. To learn more about CTAP or apply for services, please visit <https://californiaphones.org/apply-now>.
- [EmpowerTech](#): EmpowerTech is a Los Angeles-based nonprofit organization that helps people with physical and developmental disabilities use assistive technology to live their lives, integrate into their communities and succeed at their jobs. EmpowerTech matches individual needs to state-of-the-art software and the latest hardware solutions.

There are also associations that focus on helping businesses learn to accommodate the needs of people with disabilities in the workforce. If your employer is not already a member of one or more of these organizations, bring them to your employer's attention:

- [Disability:IN Southern California](#)
- [Greater Los Angeles ILG](#)
- [National Business & Disability Council](#)
- [National Organization on Disability \(NOD\)](#)

Other organizations that may be of help in learning more about employing people with disabilities include the following:

- [AbilityLinks](#)
- [Bender Consulting Services](#)
- [Employer Assistance and Resource Network for Disability Inclusion](#)
- [Hire Disability Solutions](#)
- [HirePotential](#)
- [Job Accommodation Network \(JAN\)](#)
- [Office of Disability Employment Policy \(ODEP\)](#)
- [Partnership on Employment and Accessible Technology \(PEAT\)](#)
- [Return on Disability](#)

Searching for a New Job

Sometimes after you acquire a disability, it is not practical for you to continue the job that you had before. Sometimes even with reasonable accommodation, some part of your new normal does not fit with the job you used to do. If that is the case, there are resources available for you.

American Job Centers of California

AJCC provides employment services to all residents of California. You can find the steps to take to receive assistance in [Appendix E](#).

Vocational Rehabilitation (VR) System

The VR system provides specialized employment services for people with disabilities. In California, these services are provided by DOR, which will ask you to set a job goal and provide services to help you get there. This could include helping with accommodations, paying for additional education, creating a career development plan, job exploration, skills and self-advocacy training, and opportunities for job experience.

[According to DOR](#), to be eligible for their services, you must meet these conditions:

1. You must have a disability.
2. You must want to work.
3. Your disability must be impeding your ability to find or keep a job.
4. You must think that VR services (like job training and placement) will help you to find or keep a job.

[In order to apply for DOR services](#), you first need to fill out an [application](#) and bring it to your local DOR office. Contact information for all DOR offices can be found in [Appendix A](#), or find the nearest one to you: www.dor.ca.gov/Home/FindAnOffice. DOR will contact you to schedule an intake appointment. Additional information you will want to bring to your appointment include:

1. Any documents you have regarding your disability.
2. Recent records from offices that may have referred you (such as the Social Security Administration or the Ticket to Work program).
3. A list of names, addresses, and telephone numbers of doctors, professionals and organizations that you have consulted about your disability.

After this initial meeting, DOR will determine your eligibility for VR services within 60 days of receiving the information provided. If DOR considers you eligible for DOR services, it will give you a Significance of Disability Score that it will use to determine how soon you receive services. There is a significant likelihood that you will be placed on a wait list, so start applying as soon as possible so you can access services.

DOR, as well as [AskJan.org](https://askjan.org), is often a good place to learn about reasonable accommodations to use in the workplace. The following organizations also can help you learn about various types of accommodations and how to build a plan for your work environment:

- [Braille Institute of America](https://www.brailleinstitute.org): A nonprofit organization dedicated to meeting the unique needs of people with vision loss, the Braille Institute provides a range of free programs, services and learning experiences to thousands of students. The Institute has served more than 37,000 people and has locations throughout Southern California. Because of the COVID-19 pandemic, the Braille Institute has switched to an all online service model. More information is available on their website: www.brailleinstitute.org/coronavirus.
- [California Council of the Blind](https://www.californiacounciloftheblind.org): The council exists to advance the interests and protect the independence of blind and low-vision Californians. This membership-based organization has local branches in Glendale/Burbank, Greater Lakewood, Greater Long Beach, Greater Los Angeles, Orange County, San Bernardino, and San Gabriel Valley. [Please see Appendix C for contact information for each of these chapters.](#)
- [Center for Applied Rehabilitation Technology \(CART\) Rancho Los Amigos National Rehabilitation Center](https://www.cartrehab.org): CART advances independent living for youth and adults with physical disabilities by connecting them with assistive technology, which can be a game changer to help people with disabilities better integrated into their communities and enter the workforce. Priority areas for CART include seating and mobility devices, AAC systems, software or hardware adaptations, EADLs, worksite evaluations as well as model homes that integrate assistive technology solutions. Services are eligible for individuals with physical disabilities as well as for people with multiple disabilities.

The following organizations can provide you with assistive technology, which includes everything from braille printers and screen readers to voice recognition technology and control mice and the myriad of other tools that allow you to remain fully productive even with your newly acquired disability. Additional resources are available in [Appendix I, including captioning services and ASL interpreters.](#)

- [Braille Institute of America](https://www.brailleinstitute.org): A nonprofit organization dedicated to meeting the unique needs of people with vision loss, the Braille Institute provides a range of free programs, services and learning experiences to thousands of students. The Institute has served more than 37,000 people and has locations throughout Southern California. Because of the COVID-19 pandemic, the Braille Institute has switched to an all online service model. More information is available on their website: www.brailleinstitute.org/coronavirus.

- [California Council of the Blind](#): The council exists to advance the interests and protect the independence of blind and low-vision Californians. This membership-based organization has local branches in Glendale/Burbank, Greater Lakewood, Greater Long Beach, Greater Los Angeles, Orange County, San Bernardino, and San Gabriel Valley. [Please see Appendix C for contact information for each of these chapters.](#)
- [Center for Applied Rehabilitation Technology \(CART\) Rancho Los Amigos National Rehabilitation Center](#): CART advances independent living for youth and adults with physical disabilities by connecting them with assistive technology, which can be a game changer to help people with disabilities better integrated into their communities and enter the workforce. Priority areas for CART include seating and mobility devices, AAC systems, software or hardware adaptations, EADLs, worksite evaluations as well as model homes that integrate assistive technology solutions. Services are eligible for individuals with physical disabilities as well as for people with multiple disabilities.
- [Deaf and Disabled Telecommunications Program \(DDTP\)](#): DDTP, operated by the California Public Utilities Commission, ensures that Californians who are deaf or who are hard of hearing can have access to telecommunications technologies. DDTP is composed of CRS, which provides telephone relay support, and CTAP, which provides accessories for qualified individuals. Relay services are available in both English and Spanish. You can learn more about CRS on their website: <https://ddtp.cpuc.ca.gov/default1.aspx?id=1482>. To learn more about CTAP or apply for services, please visit <https://californiaphones.org/apply-now>.
- [EmpowerTech](#): EmpowerTech is a Los Angeles-based nonprofit organization that helps people with physical and developmental disabilities use assistive technology to live their lives, integrate into their communities and succeed at their jobs. EmpowerTech matches individual needs to state-of-the-art software and the latest hardware solutions.

Skill Development Organizations

Other organizations can help you learn new job-related skills and develop your resume and career plans:

- [abilityJOBS](#)
- [Braille Institute of America](#)
- [JVS SoCal](#)
- [L.A.: RISE](#)

Internship and Mentorship Programs

Local businesses and nonprofits sometimes offer internship and job opportunities for people with disabilities, including these programs:

- [abilityJOBS](#)
- [AbilityLinks](#)
- [ABILITY Magazine](#)
- [Association of University Centers on Disabilities](#)
- [Dan's List](#)
- [disABLEDperson](#)
- [Getting Hired](#)

- [Hire Disability Solutions](#)
- [Hospital Association of Southern California](#)
- [Idealist](#)
- [JVS SoCal](#)
- [LA Jobs Portal](#)
- [L.A.: RISE](#)
- [LinkedIn](#)
- [Manpower](#)
- [OnwardCA](#)
- [USAJOBS](#)
- [Work for Good](#)

Protecting Your Legal Rights

The primary focus of adapting to your mid-career disability should be a focus on your talents and the employer that wants to use them. That said, our society is sadly not free from discrimination. Should you experience disability discrimination while seeking or maintaining a job, there are organizations that can provide you with legal representation or advocate for you, including (in alphabetical order):

- [Bet Tzedek Legal Services](#): Bet Tzedek Legal Services has long provided free legal support, advice and expertise to low-income Angelenos. Key areas of their legal practice include Justice for Seniors, Justice for Workers, and Rapid Response programs to meet community crisis needs. In response to the COVID-19 pandemic, they have developed a range of guidance on emergency protections related to eviction, employment, elder abuse, and conservatorship issues. Documentation is available in English, Spanish and range of other languages.
- [California Council of the Blind](#): The council exists to advance the interests and protect the independence of blind and low-vision Californians. This membership-based organization has local branches in Glendale/Burbank, Greater Lakewood, Greater Long Beach, Greater Los Angeles, Orange County, San Bernardino, and San Gabriel Valley. [Please see Appendix C for contact information for each of these chapters.](#)
- [Department of Fair Employment and Housing \(DFEH\) – Los Angeles Office](#): DFEH is the nation's largest state agency dedicated to protecting civil rights and fighting against discrimination in the employment arena, in the housing market and in the business community. Located in Downtown Los Angeles, DFEH's L.A. office handles discrimination complaints, requests for public records, and offers mediation services.
- [Disability Rights California \(DRC\)](#): DRC is the California branch of a federally funded, nation-wide network of protection and advocacy services for people with disabilities. DRC protects the rights of Californians with disabilities through litigation, policy advocacy, community trainings and dedicated self-advocacy resources.
- [Disability Rights Legal Center \(DRLC\)](#): Since the 1970s, DRLC has been an advocacy nonprofit focused on advancing the civil rights of people with disabilities and addressing other legal barriers impacting the disability community. By working on both individual and class action court cases, DRLC challenges discrimination and advances change.

- [U.S. Equal Employment Opportunity Commission \(EEOC\) – Los Angeles District Office](#): EEOC is the federal agency responsible for the enforcement of laws that protect people from discriminated against on the basis of their “race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age (40 or older), disability or genetic information.” Like most of their physical offices, the Los Angeles office of the EEOC is temporarily closed and people who want to schedule an appointment with the EEOC can do so online at: <https://publicportal.eeoc.gov/Portal/Login.aspx>. The EEOC can also be reached via videophone at 1-844-234-5122.

Disability-Specific Organizations

Part of learning to live with a newly acquired disability is learning more about people who have succeeded with your disability. Many times, people with acquired disabilities have come together to share experience, support and learning. This is especially the case in the world of people with spinal cord injuries. Please see [Appendix D for a list of organizations for people with a variety of specific disabilities](#).

For additional resources that may be relevant, check [211](#) for government resources provided in Los Angeles County and [OnwardCA](#) for government and nonprofit resources available for your individual needs.

The most important thing to remember is that there is hope and there is opportunity.

Pathway 4: People With Disabilities Who Lost Their Job Due to COVID-19

Immediate Steps to Take

The COVID-19 pandemic can be scary. We all are working hard to keep ourselves and loved ones healthy and safe and some semblance of our mental health in order. For many of us, the organization for which we have been working has had to downsize. It is terrible that this is happening; yet, the good news is that it is not happening to you alone. It is happening to everybody, and so people are coming together to support each other.

With that in mind, your first step is to secure the economic resources that are available to help you look for a job. A guide to economic resources for people in Los Angeles who have lost jobs during the crisis can be found at ewddlacity.com/index.php/jobloss-covid19.

There are important steps to take to make sure that you, and anyone who may depend on you, are still taken care of.

1. Register for [unemployment insurance \(UI\)](#) if you were laid off, furloughed, or had your hours cut due to the COVID-19 crisis and qualify.
 - a. Even if you think it is too late or you are not certain if you qualify, apply as soon as crisis-related job cuts hit you, since unemployment benefits have been extended and are retroactive to March or even February.
 - b. If you are a “gig worker,” freelancer, or part-time worker who has lost your job or had your hours reduced, apply to the newly created [Pandemic Unemployment Assistance](#) (PUA) program.
 - c. Sign up for a virtual orientation to familiarize yourself with the UI and PUA systems and the changes that have occurred recently: ewddlacity.com/index.php/jobloss-covid19.
 - d. To better understand unemployment benefits, please view this [useful infographic](#).
 - e. If you are an immigrant worker who has lost his or her job, please see this page about COVID-19 Disaster Relief Assistance for Immigrants: cdss.ca.gov/inforesources/immigration/covid-19-drai.
 - f. View this website for information on how to apply: unemployment.edd.ca.gov/guide/benefits.
2. If you own your home with a mortgage, speak with your bank, and if you rent your home, speak to your landlord.
 - a. For people who have mortgages, many banks have made efforts to provide mortgage relief to homeowners. Contact your bank to see if you are eligible.

- b. There are renter protections in place so no renter will face eviction procedures if he or she fails to pay rent due to income losses from the COVID-19 crisis. Renters are not required to provide notice to their landlords that the cause of the failure to pay is the COVID-19 crisis; however, you should keep documentation available. Talking to your landlord about your situation may help you arrange an agreement for how the rent will be paid once the crisis is over.
3. If your health insurance was provided by your employer, you can apply for health insurance using [Covered California](#) or [Medi-Cal](#), depending on your income level. Covered California has special subsidies that have reduced premium costs by 70 percent, so the average monthly premium for a family is now \$272 on average. A special enrollment period for Covered California has been [extended through to the end of July](#) for anyone who qualifies for health insurance but is not enrolled.
4. Depending on your income post layoff, you also may qualify for food benefits that will allow you to purchase food online or in the store using the CalFresh program. Find information about eligibility for CalFresh here: www.benefits.gov/benefit/1228, and the application portal here: www.yourbenefits.laclrs.org/ybn/Index.html/langCode/en.

Next Steps to Take for Employment

Once you have provided for your basic safety, think about how you are going to find your next job. A good place to start is the [LA Jobs Portal](#), which is designed to connect with resources to help all who have lost their jobs improve their economic situation and find a new job in the wake of the pandemic. There are two additional touchpoints for adults with disabilities seeking employment services.

American Job Centers of California

AJCCs provides employment services to all residents of California. AJCCs provide many services to job seekers, including but not limited to the following:

- Job boards that provide current listings from local employers.
- Free internet access, computers and other communications options.
- Workshops on job hunting and resume building.
- One-on-one mock interviews.
- Job fairs and recruitment sessions.
- Free job training.
- Employment referrals.
- Assessments to help match you with a career path.
- Career coaching.

Find steps to take to receive assistance in [Appendix E](#).

Vocational Rehabilitation System

The VR system provides specialized employment services for people with disabilities. In California, these services are provided by DOR, which will ask you to set a job goal and provide services to help you get there. This could include helping with accommodations, paying for additional education, creating a career development plan, job exploration, skills and self-advocacy training, and opportunities for job experience. See Page 19 for details on how to apply for DOR services. [Appendix A provides a list of all DOR offices in Los Angeles County.](#)

DOR is often a good place to learn about reasonable accommodations to use in the workplace. The following organizations also can help you learn about various types of accommodations and how to build a plan for your work environment:

- [Braille Institute of America:](#) A nonprofit organization dedicated to meeting the unique needs of people with vision loss, the Braille Institute provides a range of free programs, services and learning experiences to thousands of students. The Institute has served more than 37,000 people and has locations throughout Southern California. Because of the COVID-19 pandemic, the Braille Institute has switched to an all online service model. More information is available on their website: www.brailleinstitute.org/coronavirus.
- [California Council of the Blind:](#) The council exists to advance the interests and protect the independence of blind and low-vision Californians. This membership-based organization has local branches in Glendale/Burbank, Greater Lakewood, Greater Long Beach, Greater Los Angeles, Orange County, San Bernardino, and San Gabriel Valley. [Please see Appendix C for contact information for each of these chapters.](#)
- [Center for Applied Rehabilitation Technology \(CART\) Rancho Los Amigos National Rehabilitation Center:](#) CART advances independent living for youth and adults with physical disabilities by connecting them with assistive technology, which can be a game changer to help people with disabilities better integrated into their communities and enter the workforce. Priority areas for CART include seating and mobility devices, AAC systems, software or hardware adaptations, EADLs, worksite evaluations as well as model homes that integrate assistive technology solutions. Services are eligible for individuals with physical disabilities as well as for people with multiple disabilities.
- [Partnership on Employment & Accessible Technology \(PEAT\):](#) Funded by ODEP, PEAT builds collaboration and cooperation around ensuring the full accessibility of emerging technologies. These technologies help employers fully embrace and capitalize on the knowledge, skills and insights of employees with disabilities. PEAT offers employer tools, resources on apprenticeship and working on key issues around the future of work.

The following organizations can provide you with assistive technology, which includes everything from braille printers and screen readers to voice recognition technology and control mice and the myriad of other tools that allow you to remain fully productive even with your newly acquired disability. Additional resources are available in [Appendix I, including captioning services and ASL interpreters.](#)

- [Braille Institute of America](#): A nonprofit organization dedicated to meeting the unique needs of people with vision loss, the Braille Institute provides a range of free programs, services and learning experiences to thousands of students. The Institute has served over 37,000 people and has locations throughout Southern California. Because of the COVID-19 pandemic, the Braille Institute has switched to an all online service model. More information is available on their website: www.brailleinstitute.org/coronavirus.
- [California Council of the Blind](#): The council exists to advance the interests and protect the independence of blind and low-vision Californians. This membership-based organization has local branches in Glendale/Burbank, Greater Lakewood, Greater Long Beach, Greater Los Angeles, Orange County, San Bernardino, and San Gabriel Valley. [Please see Appendix C for contact information](#).
- [Center for Applied Rehabilitation Technology \(CART\) Rancho Los Amigos National Rehabilitation Center](#): CART advances independent living for youth and adults with physical disabilities by connecting them with assistive technology, which can be a game changer to help people with disabilities better integrated into their communities and enter the workforce. Priority areas for CART include seating and mobility devices, AAC systems, software or hardware adaptations, EADLs, worksite evaluations as well as model homes that integrate assistive technology solutions. Services are eligible for individuals with physical disabilities as well as for people with multiple disabilities.
- [Deaf and Disabled Telecommunications Program \(DDTP\)](#): DDTP, operated by the California Public Utilities Commission, ensures that Californians who are deaf or who are hard of hearing can have access to telecommunications technologies. DDTP is composed of CRS, which provides telephone relay support, and CTAP, which provides accessories for qualified individuals. Relay services are available in both English and Spanish. You can learn more about CRS on their website: <https://ddtp.cpuc.ca.gov/default1.aspx?id=1482>. To learn more about CTAP or apply for services, please visit <https://californiaphones.org/apply-now>.
- [EmpowerTech](#): EmpowerTech is a Los Angeles-based nonprofit organization that helps people with physical and developmental disabilities use assistive technology to live their lives, integrate into their communities and succeed at their jobs. EmpowerTech matches individual needs to state-of-the-art software and the latest hardware solutions.

Other organizations also can help you learn new job-related skills and develop your resume and career plans:

- [abilityJOBS](#)
- [JVS SoCal](#)
- [L.A.: RISE](#)
- [U.S. Department of Veterans Affairs](#)

Check [211](#) for government resources provided in Los Angeles County and [OnwardCA](#) for government and nonprofit resources available for your individual needs.

Pathway 5: Reintegrating After Time in the Correctional System

There are few greater challenges than finding an employment path forward as a person with a disability who has completed his or her sentence in the correctional system. While nothing we can provide in this guide is going to make the process easy, there are some programs that can give you a greater chance of success in your life post-incarceration.

Reentry Programs

There are multiple reentry programs provided to people who are reentering society after serving a sentence in the correctional system, including:

- Four live-in programs:
 - o [Alternative Custody Program](#)
 - o [Community Prisoner Mother Program](#)
 - o [Custody to Community Transitional Reentry Program](#)
 - o [Male Community Reentry Program](#)
- Three residential programs:
 - o [Female Offender Treatment and Employment Program](#)
 - o [Specialized Treatment for Optimized Programming](#)
 - o [Transitional Housing Program](#)
- Two outpatient and drop-in programs:
 - o [Caltrans Parolee Work Crew Program](#)
 - o [Day Reporting Centers/Community-Based Coalition](#)

Next Steps to Take for Employment

There are two additional touchpoints for adults with disabilities seeking employment services.

American Job Centers of California

AJCC provide employment services to all residents of California. AJCCs provide many services to job seekers, including but not limited to the following:

- Job boards that provide current listings from local employers.
- Free internet access, computers and other communications options.
- Workshops on job hunting and resume building.
- One-on-one mock interviews and free job training.
- Job fairs and recruitment sessions.
- Employment referrals
- Assessments to help match you with a career path and career coaching.

Find the steps to take to receive assistance in [Appendix E](#).

Vocational Rehabilitation System

The VR system provides specialized employment services for people with disabilities. In California, these services are provided by DOR, which will ask you to set a job goal and provide services to help you get there. This could include helping with accommodations, paying for additional education, creating a career development plan, job exploration, skills and self-advocacy training, and for job experience. See page 19 for details on how to apply for DOR services and refer to [Appendix A](#) for a list of all DOR offices in Los Angeles County. Per COVID-19 guidance, the first step is to contact your local office by phone.

DOR is often a good place to learn about reasonable accommodations to use in the workplace. The following organizations also can help you learn about the different types of accommodations and how to build a plan for your work environment:

- [Braille Institute of America](#): A nonprofit organization dedicated to meeting the unique needs of people with vision loss, the Braille Institute provides a range of free programs, services and learning experiences to thousands of students. The Institute has served more than 37,000 people and has locations throughout Southern California. Because of the COVID-19 pandemic, the Braille Institute has switched to an all online service model. More information is available on their website: www.brailleinstitute.org/coronavirus.
- [California Council of the Blind](#): The council exists to advance the interests and protect the independence of blind and low-vision Californians. This membership-based organization has local branches in Glendale/Burbank, Greater Lakewood, Greater Long Beach, Greater Los Angeles, Orange County, San Bernardino, and San Gabriel Valley. [Please see Appendix C for contact information for each of these chapters.](#)
- [Center for Applied Rehabilitation Technology \(CART\) Rancho Los Amigos National Rehabilitation Center](#): CART advances independent living for youth and adults with physical disabilities by connecting them with assistive technology, which can be a game changer to help people with disabilities better integrated into their communities and enter the workforce. Priority areas for CART include seating and mobility devices, AAC systems, software or hardware adaptations, EADLs, worksite evaluations as well as model homes that integrate assistive technology solutions. Services are eligible for individuals with physical disabilities as well as for people with multiple disabilities.
- [Partnership on Employment & Accessible Technology \(PEAT\)](#): Funded by ODEP, PEAT builds collaboration and cooperation around ensuring the full accessibility of emerging technologies. These technologies help employers full embrace and capitalize on the knowledge, skills and insights of employees with disabilities. PEAT offers employer tools, resources on apprenticeship and working on key issues around the future of work.

The following organizations can provide you with assistive technology, which includes everything from braille printers and screen readers to voice recognition technology and control mice and the myriad of other tools that allow you to remain fully productive even with your newly acquired disability. Additional resources are available in [Appendix I](#), including captioning services and ASL interpreters.

- [Braille Institute of America](#): A nonprofit organization dedicated to meeting the unique needs of people with vision loss, the Braille Institute provides a range of free programs,

services and learning experiences to thousands of students. The Institute has served over 37,000 people and has locations throughout Southern California. Because of the COVID-19 pandemic, the Braille Institute has switched to an all online service model. More information is available on their website: www.brailleinstitute.org/coronavirus.

- [California Council of the Blind](#): The council exists to advance the interests and protect the independence of blind and low-vision Californians. This membership-based organization has local branches in Glendale/Burbank, Greater Lakewood, Greater Long Beach, Greater Los Angeles, Orange County, San Bernardino, and San Gabriel Valley. [Please see Appendix C for contact information for each of these chapters.](#)
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- [Deaf and Disabled Telecommunications Program \(DDTP\)](#): DDTP, operated by the California Public Utilities Commission, ensures that Californians who are deaf or who are hard of hearing can have access to telecommunications technologies. DDTP is composed of CRS, which provides telephone relay support, and CTAP, which provides accessories for qualified individuals. Relay services are available in both English and Spanish. You can learn more about CRS on their website: <https://ddtp.cpuc.ca.gov/default1.aspx?id=1482>. To learn more about CTAP or apply for services, please visit <https://californiaphones.org/apply-now>.
- [EmpowerTech](#): EmpowerTech is a Los Angeles-based nonprofit organization that helps people with physical and developmental disabilities use assistive technology to live their lives, integrate into their communities and succeed at their jobs. EmpowerTech matches individual needs to state-of-the-art software and the latest hardware solutions.

Other organizations also can help you learn new job-related skills and develop your resume and career plans. Here are just a few of them:

- [abilityJOBS](#)
- [JVS SoCal](#)
- [L.A.: RISE](#)
- [U.S. Department of Veterans Affairs](#)

Check [211](#) for government resources provided in Los Angeles County and [OnwardCA](#) for government and nonprofit resources available for your individual needs.

Learning More About Your Disability

With the deficit of disability testing, you may have first learned about your disability later in life. As you plan your life, you may wish to know more about your particular disability. [Appendix D provides some organizations targeted at particular disabilities.](#)

A Great Resource for Finding Jobs: Federal Contractors

At a time when the job market seems so incredibly challenging, it would be natural to think there are no opportunities for job seekers with disabilities. However, several large companies are making strong efforts to hire people with disabilities, including Bank of America, Coca-Cola, JP Morgan Chase, and [others](#). Consider taking a look at companies involved with either [Disability:IN](#) or the [National Organization on Disability \(NOD\)](#).

Given that these are not the largest employers in Los Angeles, it is even more exciting that under Section 503 of the Rehabilitation Act, the federal government requires all of its contractors to have plans in place with the goal of getting to seven percent of people with disabilities. This means that any federal contractor, which includes huge percentage of employers (anyone who sells goods or services to the federal government), is probably working hard to recruit and integrate employees with disabilities in all parts of their workforce.

Would you like to know more? If so, please visit this frequently asked questions page on the U.S. Department of Labor's website: dol.gov/agencies/ofccp/faqs/section-503.

If you are a job seeker with a disability living in Los Angeles County, look at the career pages at some of the biggest federal contractors in Los Angeles. These are big companies with a wide range of vacancies to fill and might just have a job perfectly suited for you! What companies should you target? Table 1 provides a list of the top 10 largest federal contractors operating in the greater Los Angeles metropolitan area. However, there are dozens more companies, corporations and other employers doing business with the federal government in the county. For more information about federal contractors in your area, please visit usaspending.gov.

Table 1. Top 10 Federal Contractors in Los Angeles County

Company	Address	Congressional District	Website
The Boeing Company	2401 E. Wardlow Rd., Long Beach, CA 90807	CA-47	https://jobs.boeing.com
Northrop Grumman Corporation	1 Space Park Blvd., Redondo Beach, CA 90278	CA-33	https://www.northropgrumman.com/careers
The Aerospace Corporation	2310 E. El Segundo Blvd. El Segundo, CA 90245	CA-33	https://aerospace.org/careers
Aerojet Rocketdyne	8900 De Soto Ave., Canoga Park, CA 91306	CA-30	https://www.rocket.com/careers
California Institute of Technology	4800 Oak Grove Dr., Pasadena, CA 91011	CA-27	https://hr.caltech.edu/careers
Raytheon Technologies	2000 E. El Segundo Blvd., El Segundo, CA 90245	CA-33	https://jobs.rtx.com
Boeing Satellite Systems	900 N. Sepulveda Blvd., El Segundo, CA 90266	CA-33	https://jobs.boeing.com
Chevron U.S.A.	6001 Bollinger Canyon Rd., D1248, San Ramon, CA 94583	CA-15	https://careers.chevron.com
AeroVironment, Inc.	900 Innovators Way, Simi Valley, CA 93065	CA-25	https://www.avinc.com/careers
Lockheed Martin Corp.	1011 Lockheed Way, Palmdale, CA 93599	CA-25	https://www.lockheedmartinjobs.com

Appendix A: Contact Information for DOR Offices

Table 2 provides a list of all the California Department of Rehabilitation (DOR) offices in Los Angeles County by the communities they serve. DOR will ask you to set a job goal and provide services to help you get there. This could include helping with accommodations, paying for additional education, creating a career development plan, job exploration, skills and self-advocacy training, and opportunities for job experience.

DOR is still operating and now is providing remote services to eligible jobseekers with disabilities. Per DOR's COVID-19 guidance, the first step is to contact your local office by phone. After that, you can set up a virtual meeting and start exploring what DOR services, program or supports would be right for you.

Table 2. DOR Offices in Los Angeles County

Office	Address	Phone Number
Bay Cities Branch Office	15901 Hawthorne Blvd., Ste. 110, Lawndale, CA 90260	(310) 793-1157
Bell Branch Office	5140 Florence Ave., Unit D, Bell, CA 90201	(323) 771-0866
City of Commerce Branch Office	5400 E. Olympic Blvd., Ste. 200, City of Commerce, CA 90022	(323) 720-4073
Compton Branch Office	1929 W. Artesia Blvd., Ste. C, Compton, CA 90220	(310) 637-1151
Culver City Branch Office	6125 Washington Blvd., Ste. 200, Culver City, CA 90232	(310) 559-6140
East Los Angeles Branch Office	1902 Marengo St., Ste. 210, Los Angeles, CA 90033	(323) 224-0899
El Monte Branch Office	9350 Flair Dr., #105, El Monte, CA 91731	(626) 572-2336
Glendale Branch Office	425 W. Broadway, Ste. 200, Glendale, CA 91204	(818) 551-2141
Greater Los Angeles District Office	888 South Figueroa, Ste. 900, Los Angeles, CA 90017	(213) 736-3904
Inland Empire District Office	2010 Iowa Ave., Ste. 100, Riverside, CA 92507	(951) 782-6650
Laguna Hills Branch Office	24012 Calle De La Plata, Ste. 220, Laguna Hills, CA 92653	(949) 598-7942
Los Angeles South Bay District Office	4300 Long Beach Blvd., Ste. 200, Long Beach, CA 90807	(562) 422-8325
Mid-Cities Branch Office	2323 W. Manchester Blvd., Ste. C, Inglewood, CA 90305	(323) 565-1860
Mobility Evaluation Program	5140 Florence Ave., #C, Bell, CA 90201	(323) 562-1308
Norwalk Branch Office	12501 East Imperial Hwy., Ste. 140, Norwalk, CA 90650	(562) 864-8521

Finding a Job as a Person with a Disability in Los Angeles

Office	Address	Phone Number
Orange/San Gabriel District Office	222 S Harbor Blvd., Ste 300, Anaheim, CA 92805	(714) 991-0800
Pasadena Branch Office	150 S. Los Robles Ave., Ste. 300, Pasadena, CA 91101	(626) 304-8300
Santa Ana Branch Office	790 The City Dr. S., Ste. 110, Orange, CA 92868	(714) 662-6030
Santa Clarita Branch Office	23838 Valencia Blvd., Ste. 303, Santa Clarita, CA 91355	(661) 799-1020
Torrance Branch Office	21250 Hawthorne Blvd., Ste. 220, Torrance, CA 90503	(424) 488-6570
Van Nuys/Foothill District Office	15400 Sherman Way, Ste. 480, Van Nuys, CA 91406	(818) 901-5024
West Covina Branch Office	1501 W. Cameron Ave., West Covina, CA 91790	(626) 813-7662
West Valley Branch Office	6800 Owensmouth Ave., Ste. 100, Canoga Park, CA 91303	(818) 596-4302
Westchester Branch Office	5120 Goldleaf Circle, Ste. 360, Los Angeles, CA 90056	(323) 298-2500

Appendix B: Contact Information for AJCCs and YouthSource Centers

The American Job Centers of California (AJCCs) provides employment services to all residents of California. You can find the steps to take to receive assistance in Appendix E. Tables 3 and 4 provide lists of AJCCs and YouthSource Centers serving people in Los Angeles County. YouthSource Centers provide work readiness and career planning help to people ages 16 to 24, as well as tutoring, college prep assistance, and mentoring programs.

Table 3. American Job Centers of California Locations

Office	Address	Phone Number	Website
Alhambra AJCC	2550 West Main St., #103, Alhambra, CA 91801	(626) 677-2600	mcscalifornia.com
Anaheim Workforce Connection	201 S. Anaheim Blvd, Suite 202, Anaheim, CA 92805	(714) 765-4350	anaheim.net/4865/Anaheim-Workforce-Connection
Baldwin Park AJCC	4640 Maine Ave., Baldwin Park Adult School, ACT Center, Baldwin Park, CA 91706	(626) 856-4125	wdacs.lacounty.gov/programs/workforce-development
Boyle Heights American Job Center	1505 E. 1st St., Los Angeles, CA 90033	(323) 454-6103	mcscalifornia.com/locations
Build West Valley WorkSource Center	9207 Eton Ave., Chatsworth, CA 91311	(818) 701-9800	buildworksource.com
Burbank Workforce Connection	301 E. Olive Ave., Administrative Services Building, Ste. 101, Burbank, CA 91502	(818) 238-5627	burbankca.gov/departments/management-services/workforce-connection
Canoga Park – South Valley WorkSource Center	21010 Vanowen St., Canoga Park, CA 91303	(818) 596-4448	---
City of Compton CareerLink Center	700 N. Bullis Rd., Compton, CA 90221	(310) 605-3050	http://comptoncity.org/depts/careerlink
Downtown/Pico-Union WorkSource Center	1055 Wilshire Blvd., Ste. 900, Los Angeles, CA 90017	(213) 353-1677	pacela.org/our-work/employment
East LA/West San Gabriel Valley AJCC	5301 Whittier Blvd., 2nd Fl., Chase Bank, Los Angeles, CA 90022	(323) 271-3249	---
East San Gabriel Valley AJCC	14101 E. Nelson Ave., La Puente, CA 91746	(626) 934-5700	hlpae-hlpusd-ca.schoolloop.com/services
El Proyecto Del Barrio WorkSource Center – Sun Valley	9024 Laurel Canyon Blvd., Sun Valley, CA 91352	(818) 504-0334	jvs-socal.org/for-job-seekers

Office	Address	Phone Number	Website
ELAC South Gate Specialized AJCC	2340 Firestone Blvd., ELAC South Gate Educational Center, South Gate, CA 90280	(323) 568-5820	elac.edu/Student-Services/Career-and-Job-Services
ELAC Specialized AJCC	1301 Avenida Cesar Chavez, Monterey Park, CA 91754	(323) 780-6700	elac.edu/Student-Services/Career-and-Job-Services
Foothill Employment & Training Connection	1207 E. Green St., Pasadena, CA 91106	(626) 796-5627	fwdworks.org/job-seeker-services.php
Harbor WorkSource Center	222 W. 6th St., Ste. 410, San Pedro, CA 90731	(310) 732-5700	pacific-gateway.org
Long Beach / Signal Hill WorkPlace	4811 Airport Plaza Dr., Ste. 120, Long Beach, CA 90815	(562) 570-3700	pacific-gateway.org
Monrovia Adult School One Stop Career Center	920 S. Mountain Ave., Monrovia, CA 91016	(626) 471-3052	https://monroviaadultschool.com/programs/job-development
Northeast Los Angeles WorkSource Center	342 N. San Fernando Rd., Goodwill Southern California – LA Campus, Los Angeles, CA 90031	(323) 539-2000	ewddlacity.com/index.php/employment-services/adults-age-24-and-older/worksource-centers
Northeast San Fernando Valley AJCC	12502 Van Nuys Blvd., Ste. 221, Pacoima, CA 91331	(818) 482-1754	---
Orange County One-Stop Center – Buena Park	6281 Beach Blvd., Ste. 333, Buena Park, CA 90621	(714) 562-9200	oconestop.com/job-seekers
Orange County One-Stop Center – Garden Grove	7077 Orangewood Ave., Ste. 200, Garden Grove, CA 92841	(714) 241-4900	oconestop.com/job-seekers
Orange County One-Stop Center – Veteran	11206 Lexington Drive, Ste. 244, Los Alamitos, CA 90720	(562) 296-5722	oconestop.com/veterans-services
Rancho Dominguez – AJCC of California	2909 E. Pacific, Commerce Dr., Compton, CA 90221	(310) 762-1101	---
Verdugo Jobs Center	1255 S. Central Ave., Glendale, CA 91204	(818) 409-0441	glendaleca.gov/government/departments/community-services-parks/verdugo-jobs-center
Vernon-Central LATTC WorkSource Center & Financial Opportunity Center – Main Site	LA Trade Technical College, 400 W. Washington Blvd., Redwood Hall, Los Angeles, CA 90015	(213) 763-5951	coalitionrcd.org/what-we-offer/for-job-seekers
Vernon-Central LATTC WorkSource Center & Financial Opportunity Center – Satellite Site	All Peoples Community Center, 822 E. 20 th St., Los Angeles, CA 90011	(213) 763-5951	coalitionrcd.org/what-we-offer/for-job-seekers

Table 4. YouthSource Center Locations

Office	Address	Phone Number	Website
Boyle Heights Technology Youth Center	1600 East 4th Street, Los Angeles, CA 90033	(323) 526-5800	bhtechyouthcenter.wixsite.com/bhtyc
Central Los Angeles, Downtown	501 S. Bixel St., Los Angeles, CA 90017	(213) 482-8618	ayela.org/youth-services
Central Los Angeles, Westlake	234 S. Loma Dr., Los Angeles, CA 90026	(213) 413-1466	paralosninos.org/what-we-do/youth-workforce-services
Crenshaw	4401 S. Crenshaw Blvd., Los Angeles, CA 90043	(323) 903-6926	---
Northeast Los Angeles	3845 Selig Pl. #150, Los Angeles, CA 90031	(323) 275-9309	paralosninos.org/what-we-do/youth-workforce-services
Panorama City, South Valley	14565 Lanark St., Panorama City, CA 91402	(818) 782-2520	goodwillsocal.org/career-services/youth-centers
San Fernando, North Valley	11844 Glenoaks Blvd., San Fernando, CA 91340	(213) 264-1812	---
San Pedro, Harbor Area	222 W. 6th St., #410, San Pedro, CA 90731	(310) 732-5700	---
Southeast Los Angeles, Watts	1773 E. Century Blvd., Los Angeles, CA 90002	(323) 971-7640	---
South Los Angeles	1006 E. 28th St., Los Angeles, CA 90011	(213) 743-6193	---
South Los Angeles, LA Southwest College	1600 W. Imperial Hwy., Career and Technical Education, Rm. #115, Los Angeles, CA 90047	(323) 241-5016	ayela.org/youth-services
Sun Valley, North Valley	9030 Laurel Canyon Blvd., Sun Valley, CA 91352	(818) 771-0184	elproyecto.us/youthsource-program
Watts	958 E. 108th St., Los Angeles, CA 90059	(323) 923-1434	wlcac.org/employment
West Los Angeles	3415 S. Sepulveda Blvd., #130, Los Angeles, CA 90034	(310) 572-7680	teaching.ucla.edu/cbl
Youth Opportunity Center - City of Long Beach	4811 Airport Plaza Dr., Suite 120, Long Beach, CA 90815	(562) 570-4700	ewddlacity.com/index.php/employment-services/youth-age-16-24/youthsource-centers

Appendix C: Referenced Organizations

Table 5. Referenced Organizations

Organization	Address	Phone Number	Website	Referenced on Pages
211LA	P.O. Box 726, San Gabriel, CA 91778	(626) 350-1841	211la.org	21, 27, 35, 39, 42
American Association for the Advancement of the Sciences	1200 New York Ave., NW, Washington, DC 20005	---	aaas.org/programs/entry-point	26
American Association of People with Disabilities (AAPD)	2013 H St., NW, 5th Fl., Washington, DC 20006	(202) 521-4316	aapd.com	21, 26
abilityJOBS	PO Box 10878, Costa Mesa, CA 92627	---	abilityjobs.com	33, 39, 42
AbilityLinks	535 Pennsylvania Ave., Ste. 100, Glen Ellyn, IL 60137	(630) 733-8822	abilitylinks.org	31, 33
ABILITY Magazine	PO Box 10878, Costa Mesa, CA 92627	---	abilitymagazine.com	33
The Arc of Los Angeles and Orange Counties	12049 Woodruff Ave., Downey, CA 90241	(562) 803-4606	thearcaoc.org	58
Association of University Centers on Disabilities	1100 Wayne Ave., Ste. 1000, Silver Spring, MD 20910	(301) 588-8252	aucd.org	33
Autistic Self-Advocacy Network (ASAN)	PO Box 66122, Washington, DC 20035	---	autisticadvocacy.org	58, 66
Bet Tzedek Legal Services	3250 Wilshire Blvd., #1300, Los Angeles, CA 90010	(323) 939-0506	bettzedek.org	34
Bookshare	---	---	bookshare.org	18
Braille Institute of America	741 N. Vermont Ave., Los Angeles, CA 90029	(323) 663-1111	brailleinstitute.org	18, 20, 24, 29, 30, 32, 33, 38, 39, 41, 42, 58

Finding a Job as a Person with a Disability in Los Angeles

Organization	Address	Phone Number	Website	Referenced on Pages
Bridges from School to Work – Los Angeles	WeWork Fine Arts Building, 811 W. 7th St., 12th Fl., Los Angeles, CA 90017	(213) 347-0042	bridgestowork.org/los-angeles	20, 26
California Council of the Blind – Glendale/Burbank Area Chapter	3301 N. Glenoaks Blvd., Burbank, CA 91504	(818) 982-3411	http://ccbnet.org/drupal7/node/26	17, 18, 20, 21, 23, 24, 29, 30, 32, 33, 34, 38, 39, 41, 42, 58
California Council of the Blind - Greater Lakewood Chapter	5220 Oliva Ave., Lakewood, CA 90712	(562) 682-7330	http://ccbnet.org/drupal7/node/26	17, 18, 20, 21, 23, 24, 29, 30, 32, 33, 34, 38, 39, 41, 42, 58
California Council of the Blind - Greater Long Beach Chapter	1999 E. Willow St., Signal Hill, CA 90755	(562) 985-4643	http://ccbnet.org/drupal7/node/26	17, 18, 20, 21, 23, 24, 29, 30, 32, 33, 34, 38, 39, 41, 42, 58
California Council of the Blind - Greater Los Angeles Chapter	2925 Los Feliz Blvd., Los Angeles, CA 90039	(310) 558-4500	http://ccbnet.org/drupal7/node/26	17, 18, 20, 21, 23, 24, 29, 30, 32, 33, 34, 38, 39, 41, 42, 58
California Council of the Blind - Orange County Chapter	530 N. Dale Ave., Anaheim, CA 92801	(714) 921-0289	http://ccbnet.org/drupal7/node/26	17, 18, 20, 21, 23, 24, 29, 30, 32, 33, 34, 38, 39, 41, 42, 58
California Council of the Blind - San Bernardino Chapter	359 E. Park Center Circle South, San Bernardino, CA, 92408	(909) 428-8246	http://ccbnet.org/drupal7/node/26	17, 18, 20, 21, 23, 24, 29, 30, 32, 33, 34, 38, 39, 41, 42, 58
California Council of the Blind - San Gabriel Valley Chapter	214 S. Lake Ave., Pasadena, CA 91101	(626) 445-7297	http://ccbnet.org/drupal7/node/26	17, 18, 20, 21, 23, 24, 29, 30, 32, 33, 34, 38, 39, 41, 42, 58
Center for Applied Rehabilitation Technology (CART) Rancho Los Amigos National Rehabilitation Center	7601 E. Imperial Hwy., Downey, CA 90242	(562) 401-6800	http://dhs.lacounty.gov/wps/portal/dhs/lut/p/b0/04_Sj9CPykssy0xPLMnMz0vMAfGjzOLdDAwM3P2dgo38Tc0sDBYNXF2Ng9xdDINNTPULsh0VAQqFaTQ!	18, 24, 29, 30, 32, 33, 38, 39, 41, 42
Christopher and Dana Reeve Foundation	636 Morris Tpke., Ste. 3A, Short Hills, NJ 07078	(800) 539-7309	www.christopherreeve.org	58

Finding a Job as a Person with a Disability in Los Angeles

Organization	Address	Phone Number	Website	Referenced on Pages
Dan's List	---	---	http://dans-list.org	33
Deaf and Disabled Telecommunications Program (DDTP)	505 Van Ness Avenue, San Francisco, CA 94102 Attn: DDTP	English: (800) 806-1191 Spanish: (800) 949-5650	ddtp.cpuc.ca.gov/contactus.aspx	19, 24, 30, 33, 39, 42
Department of Fair Employment and Housing (DFEH) – Los Angeles Office	1055 W. 7th St., Los Angeles, CA 90017	(213) 439-6799	dfeh.ca.gov	34
disABLEDperson, Inc.	PO Box 230636, Encinitas, CA 92023	(760) 420-1269	https://www.disabledperson.com/	26, 33, 66
Disability:IN Southern California	18 Technology Dr., Ste. #170, Irvine, CA 92618	(949) 825-5777	disabilityinsocal.org	30, 43, 63, 66
Disability Rights California (DRC) – Los Angeles Office	350 S. Bixel St., Ste. 290, Los Angeles, CA 90017	(213) 213-8000	disabilityrightsca.org	34
Disability Rights Legal Center	350 S. Grand Ave., #2010, Los Angeles, CA, 90071	(213) 736-1031	thedrlc.org/contact	17, 23, 35
DO-IT Center	University of Washington, Box 354842, Seattle, WA 98195-4842	(206) 685-3648	washington.edu/doit/about/contact-us	24
Employer Assistance and Resource Network for Disability Inclusion	---	---	askearn.org	31, 64
U.S. Equal Employment Opportunity Commission (EEOC) – Los Angeles Field Office	Roybal Federal Building, 255 E. Temple St., 4th Fl., Los Angeles, CA 90012	(800) 669-4000	eeoc.gov/field-office/losangeles/location	35
EmpowerTech	9100 S. Sepulveda, Ste. 204, Los Angeles, CA 90045	(310) 338-1597	empowertech.org	19, 25, 30, 33, 39, 42
Glassdoor	---	---	glassdoor.com	15

Finding a Job as a Person with a Disability in Los Angeles

Organization	Address	Phone Number	Website	Referenced on Pages
Going to College with Asperger's and Autism	---	---	affordablecollegesonline.org/college-resource-center/students-with-autism/	58
Greater Los Angeles Agency on Deafness	2222 Laverna Ave., Los Angeles, CA 90041	---	gladinc.org	58
Getting Hired	7312 Parkway Dr., Hanover, MD 21076	---	gettinghired.com	33
Greater Los Angeles ILG	---	(213) 217.5805	nationalilg.org/regional-ilgs	30
Hire Disability Solutions	4 Pipers Glen, West Nyack, NY 10994	(800) 238-5373	hireds.com	31, 34
HirePotential	1221 S. Clarkson St., Ste. 217, Denver, CO 80210	(888) 590-8808	http://hirepotential.com	31
Idealist	389 5th Ave., 9th Fl., New York, NY 10016	N/A	idealist.org/en	27, 34
Indeed			indeed.com	9, 15
Independent Living Center of Southern California (ILCSC) - Administration Office	14407 Gilmore St., Van Nuys, CA 91401	(818) 785-6934	ilcsc.org/contact-us	27
Independent Living Center of Southern California (ILCSC) - Darrell McDaniel Service Office	14354 Haynes St., Van Nuys, CA 91401	(818) 988-9525	ilcsc.org/contact-us	27
Independent Living Center of Southern California (ILCSC) - Lancaster Service Office	606 East Avenue, Lancaster, CA 93535	(661) 942-9726	ilcsc.org/contact-us	27
Independent Living Center of Southern California (ILCSC) - Training House Job Placement	14151 Haynes St., Van Nuys, CA 91401	(818) 908-1199	ilcsc.org/contact-us	27

Finding a Job as a Person with a Disability in Los Angeles

Organization	Address	Phone Number	Website	Referenced on Pages
Job Accommodation Network (JAN)	N/A	N/A	askjan.org	29, 31, 67
JVS SoCal	6505 Wilshire Blvd., Ste. 200, Los Angeles, CA 90048	(323) 761-8888	jvs-socal.org	20, 21, 26, 33, 34, 39, 42
LA Jobs Portal	N/A	N/A	lajobsportal.org	34, 37
L.A. Youth at Work (LAYAW)	350 S. Bixel St., Ste 200, Los Angeles, CA 90017	(213) 580-7505	layouthatwork.org	20, 26
L.A.: RISE	801 S. Grand Ave., Ste. #725, Los Angeles, CA 90017	(213) 623-2112	ewddlacity.com/index.php/employment-services/la-rise	26, 33, 34, 39, 42
Learn How to Become	N/A	N/A	learnhowtobecome.org	21, 27
Learning Rights Law Center	1625 W. Olympic Blvd., Suite #500, Los Angeles, CA 90015	(213) 489-4030	learningrights.org/contact	17, 23
LifeSigns Inc.	2222 Laverna Ave., Los Angeles, CA 90041	(888) 930-7776	lifesignsinc.org/contact	74
LinkedIn	N/A	N/A	linkedin.com	6, 10, 11, 15, 25, 27, 34
Manpower – Los Angeles Metro Office	15821 Ventura Blvd, Suite 148, Encino, CA 91436	(818) 784-8276	manpower.com/ManpowerUSA/about	34
Monster	---	---	monster.com	8
National Business & Disability Council	The Viscardi Center, 201 I.U. Willets Rd., Albertson, NY 11507	(516) 465-1400	viscardicenter.org/services/natl-business-disability-council	30
NBCUniversal Tony Coelho Media Scholarship	---	---	aapd.com/nbcuniversal-tony-coelho-media-scholarship-program	21
National Center for College Students with Disabilities	8015 W. Kenton Circle Ste. 230, Huntersville, NC 28078	(844) 730-8048	nccsdonline.org	23

Finding a Job as a Person with a Disability in Los Angeles

Organization	Address	Phone Number	Website	Referenced on Pages
National Disability Mentoring Coalition	---	---	ndmc.pyd.org	19
National Federation of the Blind	200 E. Wells St. at Jernigan Pl., Baltimore, MD 21230	(410) 659-9314	nfb.org	58, 66
National Organization on Disability (NOD)	77 Water St., Ste. 204, New York, NY 10005	(646) 505-1191	nod.org	30, 43, 63, 66
National Telecommuting Institute (NTI)	225 Friend St., Ste. #401, Boston, MA 02114	(866) 571-8517	nticentral.org/nti-main-homepage	66
Office of Disability Employment Policy (ODEP)	U.S. Department of Labor, 200 Constitution Ave., NW, Washington, DC 20210	(866) 633-7365	dol.gov/odep	25, 31, 38, 41, 64, 67
OnwardCA	N/A	N/A	onwardca.org	34, 35, 39, 42
Partnership on Employment & Accessible Technology (PEAT)	N/A	N/A	peatworks.org	25, 31, 38, 41
Project SEARCH	N/A	N/A	projectsearch.us/who-we-are	20, 26
Public Counsel - Main Office	610 S. Ardmore Ave., Los Angeles, CA 90005	(213) 385-2977	publiccounsel.org/contact_us	17, 23
RespectAbility	11333 Woodglen Drive, Rockville, MD 20854	(202) 517-6272	respectability.org	1, 4, 7, 26
Return on Disability	First Canadian Pl., 100 King St. W., 56th Fl., Toronto, ON M5X1C9	(416) 479-5456	rod-group.com	31
South Bay Promise	110 S. La Brea Ave., Inglewood, CA 90501	(310) 680-3700	elcamino.edu/student/studentservices/southbaypromise	21
South Bay Workforce Investment Board Teen Centers (SBWIB)	11539 Hawthorne Blvd., 5th Floor Hawthorne, CA 90250	(310) 970-7700	southbay1stop.org/hawthorne-teen-center	21, 26

Finding a Job as a Person with a Disability in Los Angeles

Organization	Address	Phone Number	Website	Referenced on Pages
Study Tips for College Students with Dyslexia and Dysgraphia	---	---	affordablecollegesonline.org/college-resource-center/dyslexia-dysgraphia	58
Team of Advocates for Special Kids (TASK) – Brea Headquarters	3040 Saturn St., #103, Brea, CA 92821	(714) 533-8275	taskca.org	17, 23, 25
Team of Advocates for Special Kids (TASK) – Alhambra Office	1000 S. Fremont Ave., Bldg. A-1, Ste. 1110, Unit 54, Alhambra, CA 91803	(626) 300-1043	taskca.org	17, 23, 25
Think College	Institute for Community Inclusion, UMass Boston, Boston, MA 02125	(617) 287-4300	thinkcollege.net	58
Triumph Foundation	17186 Hickory Ridge Ct., Santa Clarita, CA 91387	(661) 803-3700	triumph-foundation.org	58
USAJOBS	N/A	N/A	usajobs.gov	34
U.S. Department of Veterans Affairs (VA)	11000 Wilshire Blvd., Federal Building, Los Angeles, CA 90024	(800) 827-1000	va.gov/careers-employment	25, 39, 42
VetSuccess on Campus at California State University Long Beach	California State University Long Beach, 1250 Bellflower Blvd., BH-270, Long Beach, CA 90840	(562) 985-5115	http://web.csulb.edu/divisions/students/veterans_university	26
VetSuccess on Campus at Citrus College	1000 West Foothill Blvd, Veteran Resource Center, Glendora, CA 91741	(626) 852-6457	citruscollege.edu/stdntsr/veterans	26
VetSuccess on Campus at Mt. San Antonio College	1100 North Grand Avenue, Veteran Resource Center, Walnut, CA 91789	(909) 274-4417	mtsac.edu/veterans/vsoc.html	26

Organization	Address	Phone Number	Website	Referenced on Pages
VetSuccess on Campus at Saddleback Community College	28000 Marguerite Parkway, Veteran Resource Center, Mission Viejo, CA 92692	(949) 582-6457	saddleback.edu/vets	26
Work for Good	100 Peachtree St. NW, Ste. 1500, Atlanta, GA 30303	(888) 656-6257	workforgood.org	34
Workforce Recruitment Program (WRP)	N/A	N/A	dol.gov/odep/wrp	26, 65

Appendix D: Disability-Specific Organizations and Resources

- [The Arc of Los Angeles and Orange Counties](#)
- [Autism Society of Los Angeles](#)
- [Autistic Self-Advocacy Network \(ASAN\)](#)
- [Braille Institute of America](#)
- [California Council of the Blind](#): Full contact information for all branches can be found in Appendix C. Local offices include: Glendale/Burbank; Greater Lakewood; Greater Long Beach; Greater Los Angeles; Orange County; San Bernardino; and San Gabriel Valley.
- [Christopher & Dana Reeve Foundation](#)
- [Going to College with Asperger's and Autism](#)
- [Greater Los Angeles Agency on Deafness](#)
- [Helen Keller Center for Deaf-Blind Youth and Adults – Region 9 Office](#)
- [National Federation of the Blind](#)
- [Study Tips for College Students with Dyslexia and Dysgraphia](#)
- [Think College](#)
- [Triumph Foundation](#)

Appendix E: How to Access an AJCC

The process to apply to an American Job Centers of California (AJCC) may seem daunting, but you will succeed if you follow the [steps](#) the AJCCs have laid out. Keep this list handy and follow it carefully:

1. Register at [CALJOBS](#) and print a CALJOBS resume.
2. Complete an AJCC Membership Application Form.
3. Attend an orientation/introduction to services at your local AJCC (your nearest AJCC by putting your ZIP Code in on their website:
www.careeronestop.org/LocalHelp/AmericanJobCenters/find-american-job-centers.aspx).
4. Schedule an intake appointment at your local AJCC. Bring the following documents to your appointment:
 - a. Right to work documentation (at least one of the following):
 - i. Valid state or federal ID.
 - ii. Birth certificate.
 - iii. Passport.
 - iv. DD214 (only if your place of birth is listed).
 - v. Alien Registration Card.
 - vi. Immigration/Naturalization Paper.
 - vii. I-9 Documentation.
 - b. Selective Service documentation for men born after December 31, 1959 (at least one of the following):
 - i. Selective Service acknowledgement letter.
 - ii. DD214 "Report of Separation."
 - c. Income eligibility documentation:
 - i. Public assistance/social services records.
 - ii. Check stubs from the last six months.
 - iii. Proof of family size, such as:
 - 1) Birth certificate.
 - 2) Social Security card.
 - 3) Lease.
 - 4) Tax returns.
 - 5) Medical cards.
 - 6) Decree of court.

- iv. Current income for all family members living in place of residence, such as:
 - 1) 6 months of paystubs for all family members.
 - 2) Bank statements for all family members.
- d. Layoff or termination (only if applicable):
 - i. Unemployment insurance history, such as:
 - 1) UI claim letter.
 - 2) UI award letter.
 - 3) RESA, PJSA, or IAW appointment letter.
 - ii. Layoff or closure letter from employer.

Appendix F: Los Angeles Area Federal Contractor Information

Table 6. Top 10 Federal Contractors in the Los Angeles Area

Award ID	Company and Congressional District	Address	Job Boards and Example Jobs
FA861404C2004	The Boeing Company CA-47	2401 E. Wardlow Rd., Long Beach, CA 90807	<ul style="list-style-type: none"> https://jobs.boeing.com/search-jobs/Long%20Beach%2C%20CA https://www.ziprecruiter.com/c/Boeing/Jobs/-in-Long-Beach,CA https://jobs.vetjobs.org/long-beach-ca/procurement-agent-entry-level-long-beach-ca/A826B651BA0F4CFE9E14CD18ACA58B34/job/?vs=28 https://www.glassdoor.com/Jobs/Boeing-the-boeing-company-Long-Beach-Jobs-EI IE102.0,6 KO7,25 IL.26,36 IC1146819.htm https://www.linkedin.com/jobs/boeing-jobs
F0470102C0502	Northrup Grumman CA-33	1 Space Park Blvd., Redondo Beach, CA 90278	<ul style="list-style-type: none"> https://northropgrumman.jobs/redondo-beach/california/usa/jobs/ https://www.indeed.com/cmp/Northrop-Grumman/reviews?fcountry=US&floc=Redondo+Beach%2C+CA https://www.glassdoor.com/Jobs/Northrop-Grumman-systems-engineer-Redondo-Beach-Jobs-EI IE488.0,16 KO17,33 IL.34,47 IC1146859.htm
FA880214C0001	The Aerospace Corporation CA-33	2310 E. El Segundo Blvd., El Segundo, CA 90245	<ul style="list-style-type: none"> https://careers.aerospace.org/search/?createNewAlert=false&q=California+&optionsFacetsDD_location=&optionsFacetsDD_department=&optionsFacets%20DD_customfield5= https://www.glassdoor.com/Jobs/The-Aerospace-Corporation-El-Segundo-Jobs-EI IE5634.0,25 IL.26,36 IC1146779.htm https://www.simplyhired.com/search?q=aerospace+company&l=el+segundo%2C+ca&job=uPqCSMaLchbehm7ZHmdiqHcFsEIlkfxWNkctLCA_9pNfxxV3c4sGeg https://www.simplyhired.com/search?q=aerospace+company&l=el+segundo%2C+ca&mi=5&job=uPqCSMaLchbehm7ZHmdiqHcFsEIlkfxWNkctLCA_9pNfxxV3c4sGeg
MSFC0200205DNAS801140	Aerojet Rocketdyne CA-30	8900 De Soto Ave., Canoga Park, CA 91306	<ul style="list-style-type: none"> https://jobs-aerojet-rocketdyne.icims.com/jobs/search?ss=1&searchLocation=-11309-Canoga+Park&mobile=false&width=1140&height=500&bga=true&needsRedirect=false&jan1offset=-300&jun1offset=-240 https://www.indeed.com/q-Aerojet-Rocketdyne-l-Canoga-Park,-CA-jobs.html

Award ID	Company and Congressional District	Address	Job Boards and Example Jobs
NMO710846	California Institute of Technology CA-27	4800 Oak Grove Dr., Pasadena, CA 91011	<ul style="list-style-type: none"> https://chm.tbe.taleo.net/chm03/ats/careers/v2/searchResults?org=CALTECH&cws=37 https://www.indeed.com/q-Caltech-l-Pasadena,-CA-jobs.html
N0001916C0002	Raytheon Technologies CA-33	2000 E. El Segundo Blvd., El Segundo, CA 90245	<ul style="list-style-type: none"> https://jobs.rtx.com/search-jobs https://www.glassdoor.com/Location/Raytheon-Technologies-El-Segundo-Location-El-IE561.0,21_IL.22,32_IC1146779.htm
FA880804C0022	Boeing Satellite Systems CA-33	900 N. Sepulveda Blvd., El Segundo, CA 90266	<ul style="list-style-type: none"> https://www.ziprecruiter.com/Jobs/Boeing-Satellite-Systems https://www.glassdoor.com/Jobs/Boeing-satellite-systems-engineer-Jobs-El-IE102.0,6_KO7,33.htm
B001	Chevron U.S.A. CA-15	6001 Bollinger Canyon Rd., San Ramon, CA 94583	<ul style="list-style-type: none"> https://chevron.wd5.myworkdayjobs.com/jobs/1/refreshFacet/318c8bb6f553100021d223d9780d30be https://www.glassdoor.com/Jobs/Chevron-San-Ramon-Jobs-El-IE13524.0,7_IL.8,17_IC1147410.htm https://www.indeed.com/q-Chevron-l-San-Ramon,-CA-jobs.html
W58RGZ05C0338	AeroVironment CA-25	900 Innovators Way, Simi Valley, CA 93065	<ul style="list-style-type: none"> https://chu.tbe.taleo.net/chu03/ats/careers/v2/searchResults?org=AEROVIRONMENT&cws=37 https://www.glassdoor.com/Jobs/AeroVironment-Simi-Valley-Jobs-El-IE42344.0,13_IL.14,25_IC1146986.htm https://www.indeed.com/viewjob?jk=4382b52d897ffa14&from=tp-serp&tk=1ed2g86ba34lk000
HR001109C0036	Lockheed Martin CA-25	1011 Lockheed Way, Palmdale, CA 93599	<ul style="list-style-type: none"> https://www.lockheedmartinjobs.com/search-jobs https://www.glassdoor.com/Jobs/Lockheed-Martin-Palmdale-Jobs-El-IE404.0,15_IL.16,24_IC1146846.htm https://www.simplyhired.com/search?q=lockheed+martin&l=Palmdale%2C+CA&job=bgLxMS3z2Hp5Z5_Q3W_rOjnruQhefOYmjGPHwojKTbS_WsruEtHfCg

Table 7. Other Companies With Strong Records on Disability Employment

Company	Address	Jobs Boards
Bank of America	333 S Hope St STE 100, Los Angeles, CA 90071	<ul style="list-style-type: none"> • https://careers.bankofamerica.com/en-us • https://careers.bankofamerica.com/en-us/job-search/united-states/c-los-angeles-s-california
BlackRock	2951 28th St., Santa Monica, CA 90405	<ul style="list-style-type: none"> • https://careers.blackrock.com • https://www.linkedin.com/jobs/blackrock-jobs-los-angeles-ca
Coca-Cola	1414 S Central Ave, Los Angeles, CA 90021	<ul style="list-style-type: none"> • https://www.coca-colacompany.com/careers • https://www.indeed.com/viewjob?jk=cd62a8c3a4b5c8e5&from=tp-serp&tk=1ed2h2b5l0gfl001
JP Morgan Chase	300 S Grand Ave., Los Angeles, CA, 90071	<ul style="list-style-type: none"> • https://careers.jpmorgan.com/us/en/home • https://jpmc.fa.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_1001/requisitions?location=Los%20Angeles,%20CA,%20United%20States&locationId=300000020696987&locationLevel=city&radius=0&radiusUnit=MI

For more disability inclusive employers, look at companies that participate in either the [Disability Employment Tracker](#) from NOD or the [Disability Equality Index](#) from Disability:IN.

Appendix G: Job Hunting Websites From ODEP

The U.S. Department of Labor's (DOL) Office of Disability Employment Policy (ODEP) maintains a comprehensive website with details and links to external job-hunting resources for job seekers with disabilities. The following tables break down these resources.

Table 8. Public Sources

Organization	Description	Website
American Job Center	The American Job Center connects businesses to individuals seeking employment through local American Job Centers.	https://www.careeronestop.org/BusinessCenter/Toolkit/find-american-job-centers.aspx
Centers for Independent Living	Centers for Independent Living are consumer-controlled, community-based, cross-disability, nonresidential private nonprofit agencies designed and operated within a local community by individuals with disabilities and provide an array of independent living services.	https://www.ilru.org/projects/cil-net/cil-center-and-association-directory
Vocational Rehabilitation and Employment Service	This service from the U.S. Department of Veterans Affairs helps employers across the country fill workforce needs with trained, educated and experienced disabled veterans.	https://www.benefits.va.gov/vocrehab
Employer Assistance and Resource Network	Employer Assistance and Resource Network provides free technical assistance to employers seeking to recruit, hire and retain employees with disabilities.	https://www.askearn.org
The National Employment Team	The National Employment Team is a national collaboration among 80 vocational rehabilitation agencies operating in all 50 states and U.S. territories.	https://www.csavr.org/the-net
State Vocational Rehabilitation Agencies	Vocational rehabilitation agencies exist in every state and coordinate and provide counseling, evaluation, training, and job placement services for people with disabilities.	https://nrs.ed.gov ; https://www.dor.ca.gov

Organization	Description	Website
Ticket to Work Employment Networks	The Social Security Administration's Ticket to Work program supports career development for people with disabilities who want to work.	https://choosework.ssa.gov/findhelp
Workforce Recruitment Program (WRP)	WRP for College Students with Disabilities is a free resource cosponsored by the DOL's Office of Disability Employment Policy and the U.S. Department of Defense, through which private businesses and federal agencies nationwide can find qualified candidates from a variety of professional fields who are looking for internships and permanent positions.	https://www.dol.gov/odep/wrp

Source: Recruitment and Hiring of Qualified Individuals with Disabilities: <https://www.dol.gov/agencies/ofccp/compliance-assistance/outreach/resources/disability-recruitment>.

Table 9. Educational Institutions

Organization	Description	Website
Cornell University's Employment and Disability Institute	Cornell University's Employment and Disability Institute is a site that offers articles, checklists, a glossary and links to useful disability resources to help employers in recruiting and hiring persons with disabilities.	http://www.edi.cornell.edu
Diversity Partners Toolboxes	Diversity Partners offers a series of online training modules for frontline staff. This "toolbox" of information and resources prepares frontline staff to successfully engage with businesses, and support people with disabilities who want to work in their communities (registration required).	https://www.buildingdiversitypartners.org/dashboard

Source: Recruitment and Hiring of Qualified Individuals with Disabilities: <https://www.dol.gov/agencies/ofccp/compliance-assistance/outreach/resources/disability-recruitment>.

Table 10. Associations and Community Organizations

Organization	Description	Website
Autistic Self Advocacy Network (ASAN)	ASAN provides consulting services to assist companies and agencies with including autistic individuals in diversity employment programs and providing workplace accommodations.	http://autisticadvocacy.org/projects
Disability:IN	Disability:IN is a national nonprofit that helps business drive performance by leveraging disability inclusion in the workplace, supply chain and marketplace.	https://disabilityin.org
DisABLEDperson	DisABLEDperson is a nonprofit public foundation that provides an online employment recruitment service for individuals and veterans with disabilities.	https://www.disabledperson.com
National Federation of the Blind (NFB)	The mission of the NFB is the complete integration of the blind into society including the workforce.	https://nfb.org
National Organization on Disability (NOD)	NOD provides technical assistance and can help federal contractors with setting utilization goals, collecting data and reaching out to sourcing agencies and disability service providers.	https://www.nod.org
National Telecommuting Institute (NTI)	NTI has a technology-assisted method of finding job applicants with disabilities for federal contractors and other companies seeking qualified workers.	https://www.nticentral.org

Source: Recruitment and Hiring of Qualified Individuals with Disabilities: <https://www.dol.gov/agencies/ofccp/compliance-assistance/outreach/resources/disability-recruitment>.

Table 11. General Resources

Organization	Description	Website
Disability Employment 101	Disability Employment 101 is a publication that addresses how to find qualified workers with disabilities and highlights what various businesses have done to successfully integrate individuals with disabilities into the workforce.	http://www2.ed.gov/about/offices/list/osers/products/employmentguide/index.html
Employment First Program	The WRP for College Students with Disabilities is a recruitment and referral program that connects federal and private sector employers nationwide with highly motivated college students and recent graduates with disabilities who are eager to prove their abilities in the workplace through summer or permanent jobs.	https://www.dol.gov/odep/topics/EmploymentFirst.htm
Job Accommodation Network (JAN)	Funded by DOL's Office of Disability Employment Policy, JAN is the leading source of free, expert and confidential guidance on workplace accommodations and disability employment issues.	https://askjan.org
Office of Disability Employment Policy (ODEP)	ODEP's mission is to develop and influence policies and practices to increase the number and quality of employment opportunities for people with disabilities.	https://www.dol.gov/odep
Think Beyond the Label	Think Beyond the Label is a public-private partnership that seeks to better inform and connect businesses and job seekers with disabilities.	http://thinkbeyondthelabel.com

Source: Recruitment and Hiring of Qualified Individuals with Disabilities: <https://www.dol.gov/agencies/ofccp/compliance-assistance/outreach/resources/disability-recruitment>.

Appendix H: Action Words for Cover Letters and Resumes

Administration:

- Administered
- Approved
- Arranged
- Assembled
- Assisted
- Categorized
- Collected
- Compiled
- Coordinated
- Documented
- Filed
- Generated
- Grouped
- Indexed
- Integrated
- Listed
- Maintained
- Monitored
- Operated
- Organized
- Outlined
- Planned
- Purchased
- Recorded
- Reported
- Retrieved
- Scanned
- Scheduled
- Systematized
- Updated Validated

Communications:

- Advised
- Advocated
- Authored
- Briefed
- Campaigned

- Conveyed
- Composed
- Communicated
- Contacted
- Corresponded
- Critiqued
- Defined
- Documented
- Drafted
- Edited
- Educated
- Informed
- Interacted
- Lobbied
- Proofread
- Proposed
- Publicized
- Published
- Resolved
- Responded
- Specified
- Transcribed
- Transmitted
- Wrote

Research and Analysis:

- Analyzed
- Assembled
- Analyzed
- Annotated
- Assessed
- Audited
- Calculated
- Critiqued
- Deduced
- Determined
- Diagnosed
- Discovered
- Established
- Evaluated
- Examined
- Experimented
- Formulated
- Forecasted

- Interpreted
- Investigated
- Measured
- Pinpointed
- Predicted
- Quantified
- Researched
- Reviewed
- Scrutinized
- Summarized
- Tracked

Business:

- Acquired
- Adapted
- Allocated
- Arranged
- Balanced
- Budgeted
- Contributed
- Collaborated
- Conceptualized
- Diversified
- Explored
- Forged
- Partnered
- Mediated
- Marketed
- Measured
- Merged
- Modeled
- Navigated
- Negotiated
- Projected
- Promoted
- Reconciled
- Regulated
- Restructured
- Revamped
- Spearheaded
- Strategized
- Streamlined
- Troubleshooted
- Yielded

Create/Design:

- Altered
- Built
- Conceptualized
- Constructed
- Crafted
- Created
- Customized
- Designed
- Developed
- Directed
- Engineered
- Exercised
- Explored
- Fashioned
- Formulated
- Founded
- Graphed
- Illustrated
- Orchestrated
- Oversaw
- Presided over
- Recruited
- Shaped
- Sponsored
- Supervised
- Trained
- Unified
- United
- Verified
- Installed
- Manufactured
- Overhauled
- Performed
- Programmed
- Remodeled
- Repaired
- Restored
- Solved
- Tested
- Upgraded
- Guided
- Headed

- Initiated
- Led
- Managed
- Mapped
- Mentored
- Mobilized
- Monitored
- Motivated
- Navigated
- Educated
- Enforced
- Empowered
- Encouraged
- Engaged
- Enforced
- Ensured
- Facilitated
- Fostered
- Assembled
- Automated
- Calibrated
- Coded
- Computed
- Constructed
- Debugged
- Deployed
- Imported
- Implemented
- Initiated
- Instituted
- Introduced
- Invented
- Launched
- Redesigned
- Revitalized
- Sketched
- Transformed
- Visualized

Process Improvement:

- Accelerated
- Amplified
- Assisted
- Attained
- Boosted
- Consolidated
- Decreased
- Eliminated
- Enhanced
- Enriched
- Expanded
- Gained
- Generated
- Ideated
- Improved
- Increased
- Integrated
- Lessened
- Maximized
- Minimized
- Overhauled
- Pioneered
- Produced
- Realigned
- Revamped
- Strengthened
- Transformed

Appendix I: Live Captioning and ASL Resources

Live Captioning Resource List

The gold standard of captioning is Communication Access Realtime Translation or CART, where a live transcriber types what is spoken in real time. This can be helpful for people with a wide variety of disabilities, including those who are Deaf/Hard of Hearing (who do not know ASL), people who have learning disabilities who have an easier time comprehending the written word, and people whose first language is not English. CART greatly eases the cognitive load of a video meeting or event.

- **1CapApp:** www.1capapp.com, (866) 945-0250
- **Carolinas Captioning Services:** www.abccaption.com, (704) 552-6753
- **On Point Captions:** <https://onpointcaptions.com>, (818) 279-8136
- **StreamText:** <http://StreamText.net>, (608) 234-4759
- **Transcription Star:** www.transcriptionstar.com, (877) 323-4707
- **20/20:** www.2020captioning.com, (800) 870-1795 ext. 1
- **Alternative Communication Services:** www.ascaptions.com, (800) 335-0911 ext. 705
- **A La CARTe Connection:** <https://alacarteconnection.com>, (888) 900-3239
- **CART Agency:** <http://cartagency.com>, (877) 871-2654
- **Captions Unlimited:** <https://captionsunlimited.com>, (775) 746-3534

ASL Interpreters

Live captioning may work well for forward-facing events, where participants are mainly watching, but it must be noted that if the Deaf/Hard of Hearing individual does not use voice chat, they will be limited to using the platform's text chat function which, depending on the organization's customary videoconferencing practices, may not be tracked as closely as voice chat. For meetings and events where participants are actively engaged in interactive discussions, some Deaf/Hard of Hearing individuals would prefer having an ASL interpreter over live captioning to ensure their active participation. In addition, for events that involve complex subject matter, technical terms, or industry-specific terminology, viewers will find that automatic captioning, and in some cases, even live-captioning solutions, struggle to maintain a reasonable minimum level of quality and legibility for the user.

- **InterpretThat:** interpretthatinc.com, (562) 400-5452
- **LifeSigns:** <https://lifesignsinc.org>, (888) 930-7776
- **The Sign Language Company:** <https://signlanguageco.com>, (818) 728-4241