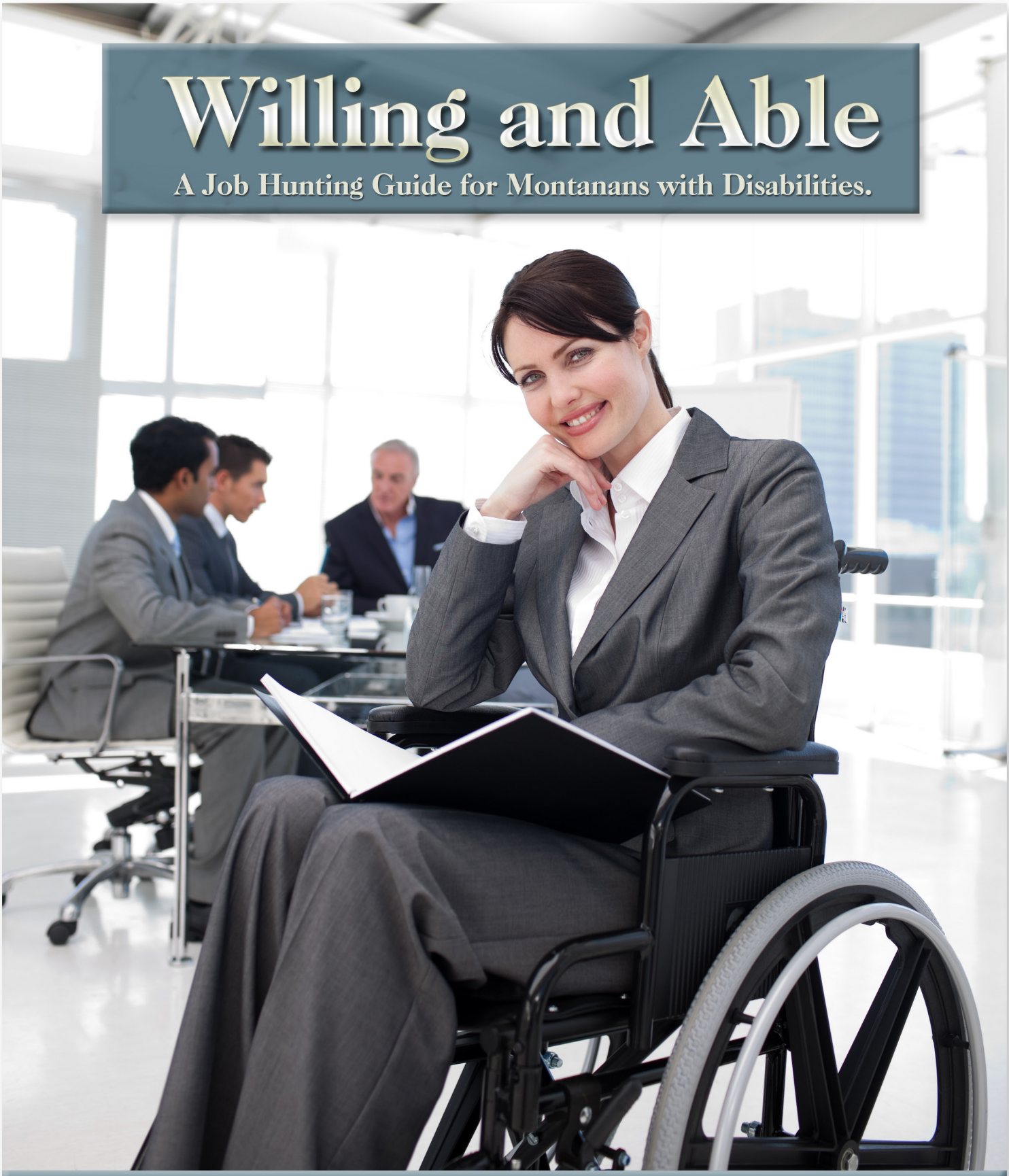
Willing and Able

A Job Hunting Guide for Montanans with Disabilities.



Montana Department of
LABOR & INDUSTRY
Career Resources

WILLING and ABLE:

A Job Hunting Guide for Montanans with Disabilities

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Adapted from:
U.S. Equal Employment Opportunity Commission
U.S. Department of Justice Civil Rights Division
Americans with Disabilities Act: Questions and Answers

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Hard copies of this publication are available by request.

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Section 1:
The Job Search Process

This booklet has been created to help people with disabilities in the State of Montana look for and find employment.

According to the National Organization on Disability, there are 60 million Americans with disabilities. However, only 32% of disabled persons of working age are working, compared to 81% of the nondisabled population (2002 N.O.D. Harris Survey).

This booklet is intended to be a guide but does not address every issue regarding disability and work. The information in this booklet is not legal advice about the Americans with Disabilities Act (ADA), or state laws about work. It is information intended to be helpful to you in getting started and in understanding how to deal with your disability in the workplace. There is no guarantee that knowing about the information in this book will remove all barriers to finding work.

This book can help Montanans with disabilities:

- Understand their strengths and knowledge concerning work.
- Organize their job search.
- Identify potential work areas.
- Prepare for job interview questions.
- Understand their rights and protection under ADA.
- Locate agencies and governmental programs to assist them.

This book can help Montana employers:

- Ensure equality of opportunity for individuals with disabilities.
- Understand the rights and protections granted to individuals with disabilities under ADA.
- Understand and be reassured that individuals with disabilities are capable workers.

Myths and Realities Concerning Disabilities and Employment

Some individuals are born with a disability. Some people become disabled due to injury or due to medical problems. In all of these cases, a change in work may be necessary.

Realities about employment for individuals with disabilities.

Individuals with disabilities are:

- Attending high schools, colleges, and trade schools.
- Working in the majority of existing work fields.
- Taking part in the community and economy, and raising families in most communities in the country.

Realities about employers and employment.

Some employers:

- Go out of their way to hire disabled individuals.
- Do not want to hire individuals with disabilities.
- Are not in compliance with the ADA.
- Ask illegal questions during an interview.

Myths and misperceptions about individuals with disabilities.

Individuals with disabilities are:

- Not a whole person.
- Unable to do quality work.
- Unable to perform their job without assistance.
- High risk (accident prone).
- Unreliable.

Realities about individuals with disabilities seeking employment.

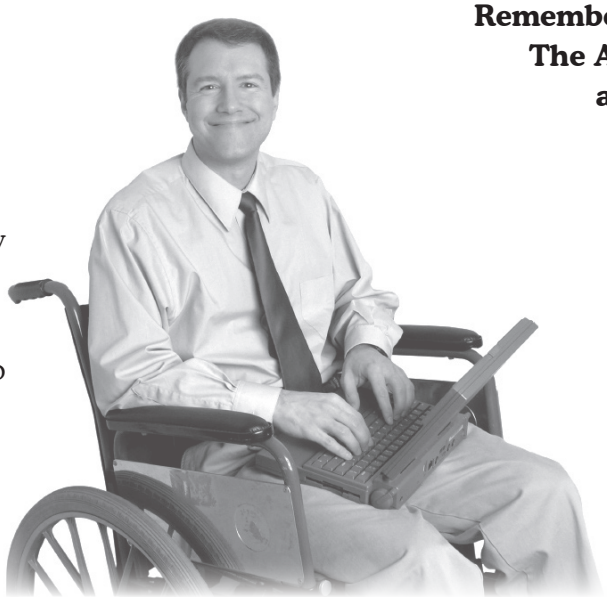
- Individuals with disabilities can perform their work tasks as well or better than nondisabled persons.
- There continues to be “hidden” prejudice with certain employers about hiring an individual with a disability.
- An individual with a disability needs to know and be able to tell an employer how they can perform the essential functions of a job, and what reasonable accommodations could be provided to help them.

Attitude is Everything!

Q: What attitudes does it take for an individual with a disability to be able to move forward towards employment?

A willingness to:

- Accept the disability and move forward.
- Identify and use your vocational strengths and abilities in relation to new types of work.
- "Start over" in a new work area, if necessary, to return to work.
- Learn new skills, be retrained or attend school.
- Work with reasonable accommodations in the workplace.
- Succeed in a new vocation.



Remember, attitude is everything. The ADA requires "reasonable accommodation" to assist individuals to access the workplace and assistive devices to help with specific job tasks.

Therefore, most careers are possible!

The search for employment is a full-time job and should be treated as such.

A successful job hunter is the person who is persistent!

Transferable Skills

Q: What is a transferable skill?

These are skills that have been learned and used in the past in one or more jobs and which can be substituted or interchanged into another job. A transferable skill is one that has been learned by doing.

A transferable skills analysis is one of the first things that should be done when looking for work in a new field following an injury or medical condition that results in a disability. A vocational rehabilitation counselor can help you in determining transferable skills.

Remember, different types of work use similar job skills.

Getting Started: Agencies That Can Help

The key to finding a job is getting started. Looking for work is not an easy task, but there are a lot of people who can help you become successful.

One of the goals of the Montana Department of Labor and Industry and the Vocational Rehabilitation Division of the Department of Public Health and Human Services is to help you find a job. Your first step will be to contact one of these agencies for assistance.

There is no wrong door or wrong place to start as you seek to prepare for and gain employment. For the most part, individuals with disabilities use the same resources as other job seekers. If you have a disability but have transferable work skills and believe you are ready to apply for and enter employment, then the Job Service Workforce Center may be the place to start. If you require services to prepare for or get a job, then a Vocational Rehabilitation Office may be a good starting point. Both agencies can help you understand community or other programs which may be able to help you. A listing of Job Service Workforce Centers is available on page 37.

Upon your arrival at the Job Service Workforce Center, check in at the information desk. You may be scheduled to see an employment specialist. This person will explain the services offered, assess how they may be able to help you with your career search, and coordinate assistance for your needs. These services could include job placement, testing to determine your skills and aptitudes, counseling, and job training to name a few. You can find listings for jobs with private or government employers at the Job Service Workforce Center, as well as additional information about how to apply.

Remember the employment specialists are there to help you, but you have to help them by providing information about yourself and your employment history. The consultants will interview you to determine what types of jobs you qualify for. Based upon your interview and qualifications, the employment specialist may determine whether or not the employer will see you or consider your application or resume. Depending on the availability of positions, you may be sent on a job interview directly from the Job Service Workforce Center. Dress appropriately for the jobs you are seeking. If you're applying for an office job, dress for office work. If you are applying for a fast-food restaurant job, casual attire is fine.

The mission of Montana Vocational Rehabilitation (MVR) is "to promote work and independence for Montanans with disabilities". Employment contributes to a person's ability to live independently, and MVR believes that every person has the right to work.

To apply for MVR services, you can contact the office nearest you to schedule an appointment. Listings of the local MVR offices are available on page 36 of this document.

What are the eligibility requirements for Vocational Rehabilitation (VR) Services?

- You have a physical or mental disability, and
- Your disability prevents you from getting or keeping a job, and
- You want to work and you need vocational rehabilitation services to help you get or keep a job.

In order to determine whether you are eligible for MVR services, your counselor will ask you to provide information from a qualified professional (for example: a licensed doctor, a certified psychologist) that shows you have a disability.

If you have been determined eligible for Social Security because of a disability (SSI, SSDI) and have proof of that, and you intend to go to work, you are presumed to be eligible for MVR services.

If you don't have the required information that shows you have a disability, you will need to tell your counselor how to get such information and be willing to sign a release(s) of information to authorize the counselor to do so. MVR can also purchase the evaluations necessary to determine your eligibility.

What happens after I am determined eligible for MVR services?

Once you are determined eligible for MVR services, you will be asked to meet with a rehabilitation counselor to:

- Talk about your plans for work.
- Talk in detail about your education, training, and experience that you can still use to get or keep a job (including past jobs if you have previously worked).
- Discuss those things that you feel may get in the way of work and what is needed to get around them.
- Set specific goals and decide what actions will be necessary to reach those goals.
- Make a commitment to a plan of action for going to work.

The following services may be provided to assist you in getting or keeping a job:

- Guidance and counseling in the selection of a vocational goal
- Assessment of needs to overcome disability impediments in achieving work and independence
- Physical and mental restoration services
- Adaptive equipment (adapted computer, hand driving controls, etc.)
- Training and training materials (university, vo-tech, adult education, on-the-job training)
- Transportation related to other VR services
- Interpreter services for persons who are deaf
- Reader services for persons who are blind
- Orientation and mobility instruction (visually impaired)
- Services to assist students with disabilities transition from school to work
- Job placement services
- Any service necessary to get someone to work
- Technical assistance for employers

For additional information, visit the Montana Vocational Rehabilitation website at:
http://www.dphhs.mt.gov/vocrehab/mvr.shtml.

Resume Writing

Q: What is the purpose of a resume?

A resume is designed to do one thing, GET YOU AN INTERVIEW!

A resume allows you to tell potential employers what they want to know about you. In the past, resumes provided only a chronological history of your work and stated the duties performed. In today's challenging labor market you will have to sell yourself to a company by the way you present information in your resume.

It is recommended that you custom design your resume so that your past employers, skills, abilities, and accomplishments are listed on the resume in relation to job duties stated in the job announcement. You will probably want to send a different resume for each job and employer you are applying to.

There are many different styles of resumes to choose from. However, the styles mentioned below are the most useful for individuals with a disability.

Chronological

This most common type of resume highlights your work experience beginning with the most recent position. It includes a listing of jobs, duties, employers, and dates of employment. This resume is useful for people who are changing jobs and do not have major employment gaps or numerous job changes.

Functional

This resume highlights skills and potential, rather than work experience and education. It is particularly useful when you are changing careers, have good skills but limited work experience, or there are gaps in your work history.

Accomplishment

This resume emphasizes outstanding achievements and capabilities with less emphasis on experience. It presents items such as sales made, contracts written, money saved, improvements to the organization, and awards.

Combination

This resume emphasizes the best parts of the three resumes listed above. It is the preferred type of resume for an individual with a disability making a career change.

Resume writing assistance and instruction can be found in the resume program in the portfolio function of the Montana Career Information System (MCIS) available at all Job Service Workforce Centers and State Vocational Rehabilitation Offices. An employment services specialist or vocational rehabilitation counselor can help you with writing a good resume that will get attention.

Preparation For Your Job Search

Q. How should you prepare for your job search?

Look at your past jobs, experiences, training, and hobbies. Work with a vocational rehabilitation counselor to assess your transferable skills. This assessment will help you learn who you are, what your interests are, what you are good at, and what you enjoy. MicroSKILLS (found in the MCIS software mentioned on the previous page) can be used to match transferable skills to occupations.

Research the specific and essential functions of positions you are thinking about and determine how the essential functions can be handled with reasonable accommodation. This assessment will help you look at essential job functions and then research what accommodations are possible with the assistance of a vocational rehabilitation counselor. Employers will appreciate that you can tell them the method of reasonable accommodation needed for you to perform the essential functions of the job.

Utilize the Montana Career Information System to explore occupations that you would like to learn more about. The software can be found at Montana Job ServiceWorkforce Centers.

Research potential employers who have employees in the field you are interested in. This exploration will help you discover which employers and/or industries can use your skills. The more you can learn about an employer, the better you can match your skills and abilities to their needs.

Additionally, friends and families can give you good information about potential employers. Often, good jobs remain in the "hidden" job market and are not advertised in public. Networking may reveal opportunities for you that are not readily available or known in the labor market. It is possible to be hired without having to compete for jobs. Employers generally hire people they know, like, and who have the matching skills and abilities for the job.

Q. Where do I search for job openings?

There are many sources of information to search for employment.

The following list includes not only Montana Job Service Workforce Center sites (page 37) but also print media and national databases. The more thorough your research the more job opportunities you can expect to find. Use several sources of information to search for work. Many jobs are only listed in one advertisement and if you only search a single source you may miss other opportunities available.

Montana Job Service Workforce Centers list current job openings on printed lists and information sheets, and also provide access to Internet based employment programs. Employment specialists can assist you with job search planning and job opening searches.

Check out the help-wanted ads in the newspaper. From time to time, you can find good jobs advertised in the newspapers. Sunday and Wednesday papers usually have the most listings.

Internet sites:

There are hundreds of Internet employment/ recruitment sites such as:

- Montana Job Service: http://jobs.mt.gov
- Monster.com: www.monster.com
- US Government Jobs: http://jobsearch.usajobs.opm.gov
- Yahoo Hot Jobs: www.yahoo.com
- Montana Career Information System (MCIS) allows you to choose occupations and then search for current job openings in Montana: http://mtcis.intocareers.org

Montana Career Information System (MCIS) which is available at all Job Service Workforce Centers and Vocational Rehabilitation offices can be used in many ways:

- Take one of the assessments regarding your skills and interests and the results will give you a list of occupations to explore suited specifically for you.
- Find a list of the schools and training providers in your state offering particular training.
- Use the School Sort to develop a list of two- and four-year colleges that offer training in the program of study you want.
- Use the Financial Aid Sort to find out about financial aid sources.
- Use the Occupation Sort to find a list of occupations that match your preferred work setting and needs.

Use MCIS software to develop a job search plan, collect information, write resumes and cover letters, practice for interviews, and keep records concerning your employment search.

The U.S. Department of Labor produces an excellent resource page for disabled job seekers. It includes sections such as "Writing and Formatting a Scannable Resume," "Essential Elements of an Effective Job Search," and "Career Development for Persons with Disabilities." You can access this page at: www.dol.gov/dol/audience/aud-unemployed.htm.

Montana Department of Labor and Industry's **Montana Career Guide** is also available at no cost from www.careers.mt.gov or your local Job Service Workforce Center. The Montana Career Guide provides occupational information such as occupational outlook, wages, and employment.

Use every option you have. Only apply for jobs that you are qualified for. The more positions you apply for the quicker you will find employment. Be aggressive. The most effective method for finding a job is to apply directly to the employer you wish to work for. Try to arrange an interview with the decision maker who could hire you. Plan your presentation carefully. Thank you letters are an important follow-up for each interview.

Using Labor Market Information

Useful information is available at no cost from the Montana Department of Labor and Industry. Write to the address listed on the bottom of this page and the department will send you the information.

County Labor Market Information

These fliers are available for selected counties and provide information on employment by industry, employment and unemployment statistics, largest private employers, and other subjects.

Job Projections

Information on where jobs are and where they will likely be in the future. This is based partly on past employment trends and the likelihood those trends will continue.

Montana Career Information System

Available at all Job Service Workforce Centers. Explore more than 500 occupations, 3,000 scholarship sources, and 3,500 postsecondary schools. Contains extensive job search information to create a resume online.

More information is available on the Internet at www.ourfactsyourfuture.org or contact:

Research & Analysis BUREAU
Montana Department of Labor and Industry

Department of Labor and Industry
Research & Analysis Bureau
P.O. Box 1728
Helena, Montana 59624-1728
800-541-3904

Job Application Forms

Most employers will ask you to complete an application form. These forms are a critical part of the job search process because employers use them to choose people for interviews. Employers often complain that applicants do not properly complete application forms. If you bring a resume, you will still need to fill out an application form completely. Don't say, "see resume" on any part of the application.

Fill out the sample application on the following pages (or the one found in the MCIS program) and take it with you when you go to fill out an employer's application form. Keep this information with you, and keep it up to date during your career search. It will save you time and show excellent organizational skills.

Bring the following information with you:

- Address and phone number where you can be contacted:

  Message number is important if you do not have your own phone.
- Names, addresses and telephone numbers of:

  Previous employer information, salary and dates of employment.
- At least three references. Ask each person for permission to use them as a reference.
- List of school subjects which may help you qualify for the position.
- Driver's license number, social security card, union cards, copies of transcripts, military discharge papers and other relevant information.

Tips For Completing Application Forms:

- Read the whole form carefully before starting and follow all directions.
- Ask questions if you are not sure about anything on the form.
- Neatly print the information requested in black or blue ink, or if given the opportunity to return the form, have the information typed.
- Check spelling and grammar.
- Do not leave any blank spaces. If an item does not apply to you indicate "none," "not applicable," or "N/A."
- Be honest, don't stretch your qualifications.

Most applications require your signature declaring that the information you have provided is accurate. Applications are frequently verified and **lying on a job application form is usually grounds for dismissal**.

Sample Job Application

PERSONAL INFORMATION

Your name, address, and telephone number. If you do not have a telephone, you will need to give a number where you can receive messages.

Name:	
Home Address:	
City, State, Zip:	
Home Phone:	
Message Phone:	
Social Security Number:	
Employment Objective:	
Emergency Contact name and phone:	

WORK HISTORY

List work experiences. You will need names, addresses, and telephone numbers of any previous significant employers, the dates you worked for them, your supervisors' names, your job titles, starting and ending salaries, and brief descriptions of your duties and accomplishments. Begin with your most recent employer. You may want to include summer, temporary, part-time, and volunteer work that show you have skills or interests that relate to the job you are seeking. You will need the same information for previous employers.

1. Employer		Phone
Address	Start date through end date	Title
	Start pay/End pay	Supervisor

Duties and responsibilities (Emphasize duties and responsibilities that apply to jobs for which you are applying.)

Highlights (Include recognition you have received, projects completed, and results of your work.)	
	Reason for Leaving

Sample Job Application *(page 2)*

2. Employer		Phone
Address	Start date through end date	Title
	Start pay/End pay	Supervisor

Duties and responsibilities (Emphasize duties and responsibilities that apply to jobs for which you are applying.)
Highlights (Include recognition you have received, projects completed, and results of your work.)

	Reason for Leaving

3. Employer		Phone
Address	Start date through end date	Title
	Start pay/End pay	Supervisor

Duties and responsibilities (Emphasize duties and responsibilities that apply to jobs for which you are applying.)
Highlights (Include recognition you have received, projects completed, and results of your work.)

	Reason for Leaving

Sample Job Application *(page 3)*

EDUCATION AND TRAINING

List the schools, colleges, trade schools, business schools, and adult education programs you have attended. You may want to list diplomas you have earned at each school, as well as the relevant course work, activities, and awards. Begin with your most recent education.

1. School Name and address	Start date through end date
	Major
	Degree
Activities, athletics, accomplishments, awards, honors, and memberships	
Courses	

2. School Name and address	Start date through end date
	Major
	Degree
Activities, athletics, accomplishments, awards, honors, and memberships	
Courses	

3. School Name and address	Start date through end date
	Major
	Degree
Activities, athletics, accomplishments, awards, honors, and memberships	
Courses	

Sample Job Application *(page 4)*

MILITARY SERVICE

If you have had military service experience, include the branch of service, highest rank achieved, and type of discharge. Be sure to list all other duties or training that relate to the work you are seeking. Make copies of your DD-214 and give it to employers who request it. It is very important to have a list of your transferable skills from military work into the civilian work force.

Branch	Highest Rank
Job Titles	Start Date
	Discharge Date and Status
Training	

SKILLS & ACCOMPLISHMENTS

List special skills such as typing or computer and software knowledge; foreign languages you speak or write; equipment or machines you can operate; transferable skills, such as directing the activities of others, selling or writing technical manuals; special certificates you have to operate machines, equipment, or vehicles; and current health and safety cards.

Office Equipment	
Other Equipment	
Special Skills	
Licenses	
Interests or hobbies	
Languages	
Memberships	

TRAINING & WORKSHOPS

List training, seminars, and workshops you have attended. This may include former employers' training programs and workshops.

Title	Sponsor	Date
Training		
Certificates		

Sample Job Application *(page 5)*

Title	Sponsor	Date
Training		
Certificates		
Title	Sponsor	Date
Training		
Certificates		

REFERENCES

List the names, titles, and telephone numbers of three people (who are not your relatives) who have known you for at least one year, preferably people who know your skills and abilities as they relate to work. Be sure to get permission before releasing their names and telephone numbers. Talk to them about your job search and get a feel for the recommendations they will gvie you.

1. Name	
Title	
Employer	
Address	
Phone	
2. Name	
Title	
Employer	
Address	
Phone	
3. Name	
Title	
Employer	
Address	
Phone	

The Interview

Q. What is the interview process designed to do?

- Give you an opportunity to sell yourself.
- Give the employer an opportunity to talk to you about your qualifications and skills. It also helps the employer understand how you think about things and where you might fit in with the company.

The interview is your opportunity to personally convince the employer that "you are the best person for the job."

Q. How should I prepare for the interview?

- Research the company and find out everything you can about the business. There are many sources available to find company information such as the Internet, library publications, and personal contact with employees.
- When setting the appointment, obtain the date and time, the names of the interviewers, the type of interview, and the amount of time it will take.
- Know how to get to the interview site, and how long it will take. Travel there a few days early if necessary.
- Anticipate possible questions and practice your responses. If applying for a position that requires samples of your work, gather portfolio items ahead of time. Make sure you know what is in the portfolio and how you want to present it.
- Bring extra copies of your resume and cover letter with you.
- Take documents that establish your identity and employment eligibility. A list is located on the U.S. Department of Justice, Bureau of Citizenship and Immigration Services website at: www.uscis.gov/portal/site/uscis.

Ask for the job! Be polite. Let the interviewer know that you want the job! Send the interviewer a short thank you note immediately after the interview.

After each interview, analyze what you did right and wrong so you can improve in the future. The more you interview, the more comfortable you will be with each successive interview. Be prepared to be turned down many times before receiving an offer. Even when you are not chosen, remain polite and ask that they keep you in mind for any future openings. It's possible the person they chose will turn the position down, or after a short time just won't work out.

Remember that persistence pays. If you would really like to work for an employer, check back with them occasionally.

Keep trying! If you thought your interview went really well and you did not get the job, consider contacting the interviewer and asking what areas you could improve.

Interview Questions

Try to anticipate the types of questions the interviewer might ask you and think about your answers. Be prepared for the interview and practice answers to questions before the interview.

Sample Interview Questions Include:

Tell me about yourself. (This is an opportunity to let the interview team know more about you, your work style and other interests like hobbies, volunteer work and involvement in civic and community organizations. Make sure your answers relate to the position you're applying for. For example, your hobbies may have creative or research aspects which will aid you in the new job.)

Why did you leave your previous job? (Were you looking for more challenges, a pay increase, a chance to learn new skills? Let the interviewers know.)

What do you consider your most significant strengths/weaknesses? (Play up your strengths, but don't say you don't have any weaknesses. Turn any weakness into a positive. Let them know you're working on any weakness or how you turned a weakness into a strength.)

What do you know about our company? (Go to the company's website and read up before the interview. Or, if you know someone who currently works there, get some information.)

What kind of work are you looking for? (Be specific so you'll know if the job is right for you and if you're a good fit for the company.)

Why should I hire you instead of someone else with equal qualifications? (This is your opportunity to reinforce to the interviewers your desire to work for this company and reiterate why you'd be their best choice for the position.)

What did your last supervisor think of you? (Keep your comments positive, even if your experience wasn't. There's always something positive to focus on from every work experience you'll have with a supervisor.)

Additional sample interview questions and answers can be found in the MCIS program at your local Job Service Workforce Center. See Job Service Workforce Center listings on page 37 of this publication

Failing to Prepare is Preparing for Failure!

- Preparation is the key! If you are prepared, you'll be relaxed.
- Don't be afraid to laugh and be yourself during the interview.
- Employers hire people they like, not only those whom they think can do a good job for them. Let your personality and positive attitude show.

Disclosing Disability Information

Q. How should I prepare to disclose information about my disability?

- Script your disclosure – know what you are going to say ahead of time.
- Rehearse your disclosure script – practice makes PERFECT!

When you prepare your script, minimize using medical terms and words like unpredictable, chronic condition, or permanently debilitated. Briefly describe the disability. Do not give a history of your surgeries and hospitalizations.

Prepare to talk about how you can do the job with or without an accommodation or demonstrate how you can do the job. Be sure to stress your strengths and willingness to improve weaknesses. END YOUR INTERVIEW ON A POSITIVE NOTE!

Your goal is to help the employer feel comfortable with your disability. If they are uncomfortable with your disability, it is probably not a good place for you to work.

Some examples of scripts to use include:

If using a wheelchair:

"I had an accident 3 years ago resulting in the loss of use of my legs. I've become an expert at getting around and have no other problems. Actually, since this happened I have gone back to school and developed an expertise in the work area I am applying for. My resume shows my successes, skills, and abilities for the job I'm applying for. Regarding accommodation, the only thing I need is a 30-inch aisle to get to my desk and it looks like the aisles are nice and wide here."

If having limited use of arms or hands:

"I have limited use of my right arm and hand but it doesn't slow me down. I've learned to use several assistive devices and can do most things myself without any help. In fact with my voice recognition computer program I can produce letters and input information onto speadsheets faster than most people. Please give me an opportunity to show you my skills and you'll agree that I can do the job."

If having an invisible disability:

"Thanks for offering me the job, I do need to tell you that I have had some injuries and am limited as to the amount of lifting I can do. I know the essential job requirements don't require me to lift over 20 pounds. If a situation arises where something heavier has to be moved, I'll ask for help or talk to you. I know my limits and will make sure that I do things safely and will look out for others also."

REMEMBER your script and be very positive about your skills and abilities. Try not to open doors to doubts. You are telling the interviewer who you are. The more you discuss your disability the more important it will become in the interviewer's mind, and the more you will begin to raise questions.

Q. How should I approach the issue of disclosure about my disability for the interview?

If you know that your disability will require a reasonable accommodation for the interview, you should tell the interview scheduler when setting the appointment. Inform the scheduler you will be arriving in a wheelchair or will need an accommodation to attend the interview. If you raise the accommodation issue up front, the employer can make sure the necessary arrangements are made ahead of time and both of you avoid unpleasant surprises. The interviewer/employer will feel more comfortable knowing they could accommodate you. Also, if you have a visible disability, this will allow the interviewer to understand your disability and reduce the awkwardness of the first few seconds meeting you.

But it may be to your advantage to schedule the interview before you disclose.

Dealing with the visible disability

If you have a visible disability, you will have no option but to disclose. Deal with it quickly, openly, and honestly. In this situation, it is best to talk about it immediately and to anticipate the employer's concerns. Be prepared to alleviate any concerns the employer has. Preparation is the key!

The interviewer doesn't care if you spent a year learning to adjust to your handicap or all of the steps it took. Instead you might say, "I spent a month at the Rehabilitation Center. I was given all the tools I need for independent living. Now I'm prepared to earn my living again and look forward to it."

Dealing with an invisible or hidden disability

Generally, honesty is the best policy. Sometimes you are able to pass as nondisabled because your disability is not readily noticeable. Then you must weigh the pros and cons of disclosure. If you are certain that your disability will not affect your work performance now or in the future, and you will not have to ask for an accommodation, then disclosure is probably not an issue.

This is a very personal decision, and one that is ultimately yours. However, disclosing your disability will enable you to request an accommodation now or at a later date. If you need to request an accommodation, be sure to do this in a positive manner. If your disability is noticeable to a potential employer, then it will probably be a factor in your hiring. Talk about it in relationship to your work performance potential, to put the employer at ease.

Q. How much detail should I give the interviewer about my disability?

Remember the tips on how to disclose your disability and how much to tell. Make your explanation short and concise and turn your mastery of it into a positive one. Emphasize your strengths, not your weaknesses. Be positive about the fact that you drive your own car, are on time, and do not miss work.

The interviewer really wants to know only three things!

1. Will you be there?

2. Can you do the job as well or better than anyone else?

3. Will you be of value to the company?

Q. When do I disclose?

If you have an invisible disability, disclose AFTER you have sold yourself. This will give you the opportunity to compete for the job based on your skills and abilities. Market your experience, your education, your enthusiasm, and your ability to learn quickly. You should disclose your disability only when you know you are being considered for the job.

In many job interview situations, some applicants are asked to return for a second interview. If this is the case, wait until you have the second interview. Many people feel you should wait to disclose information until an offer of employment has been made, thus opening the door for negotiations.

You may believe this is avoiding the issue. In reality, you do not share other personal details about yourself, so why should you share this personal detail? Of course, there are exceptions. If you have been referred by another source or agency who has already disclosed you have a disability, the only questions you will have to answer are:

- Can you do the job?
- Can I depend on you?
- What accommodations do you need?

Q. Who else do you need to tell?

You may decide to tell your supervisor, but telling coworkers of your disability is your personal decision. Taking a new job and learning to interact with a group of strangers can be stressful. This is something you may elect to withhold for a year, or you may feel it is necessary in the beginning.

Q. Should I disclose my disability on my resume or in my cover letter?

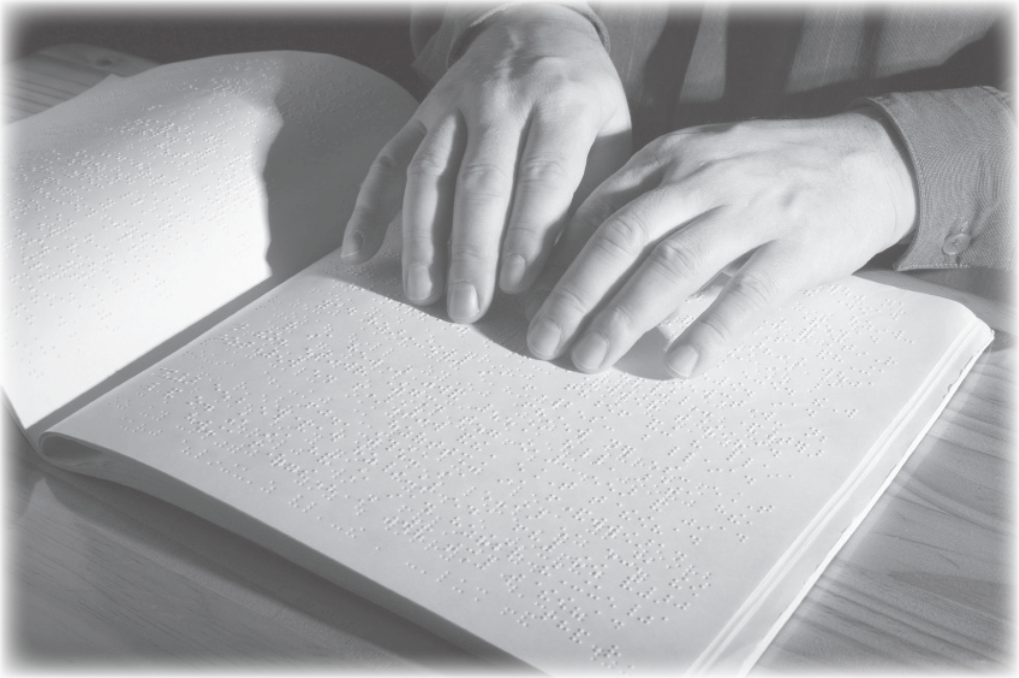
The fact that you have a disability should not appear on your resume or in your cover letter.

SOME FINAL WORDS TO REMEMBER!

• BE YOURSELF

Your own attitude will have a great deal to do with the interviewer's attitude. A smile and a pleasantly composed face will go a long way toward relaxing the interviewer/employer. If you have problems with your hands and cannot carry out a handshake, explain this. If you have scripted and rehearsed the situation you can avoid potential embarrassment. Be open, honest, and reassuring.

Section 2:
The Americans With Disabilities Act



- The following information is presented to you as a guide to the American's with Disabilities Act (ADA).
- This information is not complete and does not cover all aspects of the ADA nor is it intended to offer legal advice about ADA related employment issues.
- If you have questions regarding ADA issues or any ADA related information contained in this booklet, you can call the ADA directly at the following telephone numbers:

  ADA Information Line:

  1-800-514-0301 (voice)

  1-800-514-0383 (TTY)
- Internet access to ADA Questions and Answers can be found at: www.ada.gov

Additional ADA resources are listed in the Resources section.

Definitions

The following definitions are required learning for you to understand the basics of the ADA. These terms are standard definitions used to discuss ADA information.

Disability

A disability is a physical or mental impairment that substantially limits one or more of the major life activities of an individual.

Essential functions

A function that is essential to the performance of the job.

Nonessential function

A function that may be marginal, modified, eliminated, transferred or reassigned.

Qualified individual with a disability

A qualified individual with a disability is a person who meets legitimate skill, experience, education, or other requirements of an employment position that she/he seeks or holds, and who can perform the essential functions of the position with or without reasonable accommodation. If the individual is qualified to perform the essential job functions, except for limitations caused by a disability, the employer must consider whether the individual could perform these functions with a reasonable accommodation.

Reasonable accommodation

Reasonable accommodation is any modification or adjustment to the work environment or job that will enable a qualified job seeking applicant or employee with a disability to participate in the application process or to perform essential job functions. Reasonable accommodation also includes adjustments to assure that a qualified individual with a disability has rights and privileges in employment equal to those of employees without disabilities.

Examples of reasonable accommodation include:

- Making existing facilities accessible and usable by employees with disabilities.
- Restructuring a job or modifying work schedules.
- Acquiring or modifying equipment.

The Americans with Disabilities Act (ADA)

This section will help you understand the basics of the Americans with Disabilities Act, commonly referred to as **ADA**.

Q. What is the ADA?

A law which prohibits discrimination against people with disabilities in employment practices, including job application procedures, hiring, firing, and other employment issues. It also guarantees equal opportunity in transportation, public accommodations, telecommunications, and activities of state and local government.

Q. What employers are covered by the ADA?

The following types of employers with 15 or more employees are required to follow the ADA:

- Private employers
- State and local governments
- Employment agencies
- Labor organizations
- Labor-management committees

Q. Are you protected by the ADA?

If you have a disability and are qualified to do a job, the ADA can protect you from job discrimination based on your disability. An applicant for employment or an employee is considered disabled under the ADA if he or she:

- Has a physical or mental impairment that substantially limits a major life activity.
- Has a record of impairment. (Those who have had a past recognized disability.)
- Is regarded as having an impairment. (People perceived as having a disability.)

Q. What is a major life activity?

Major life activities are viewed as things that an average person can do with little or no problems. Here are some examples:

Walking	***Standing***	***Working***	***Speaking***	***Breathing***
Hearing	***Seeing***	***Sitting***	***Lifting***	***Learning***
Reading	***Caring for oneself***		***Performing manual tasks***	

A person must be unable to do, or be significantly limited in the ability to do a activity compared to an average person. The ADA provides three factors to consider in deciding whether a person's impairment (disability) substantially limits a major life activity.

Q. What are three things to consider when deciding if a person's disability limits a major life activity? These factors are considered on a case-by-case basis.

- The nature and severity of the disability. (What the disability is and how severe it is.)
- How long the disability will last or is expected to last. (Is improvement expected or is the disability permanent.)
- What lasting or long-term impact or expected impact will the disability have. (What effect will the disability have over a long time period.)

Q. What employment practices are covered?

Recruitment (advertising)	***Job Layoffs***	***Hiring***	***Pay***
Firing	***Training***	***Promotions***	***Benefits***
Leave	***And all other employment related activities***		

Specific Exclusions: Things to think about!

Q. Can the employer not hire me because I have a disability?

To be covered by the ADA, a person must not only be a person with a disability, but must be qualified to do the job. An employer is not required to hire or keep a person who is not qualified to do a job.

Q. Does an employer have to give preference to a qualified applicant with a disability over other applicants?

An employer can select the best person available and an employer does not have to give a preference based on disability.

Q. Can an employer be required to reallocate an essential function of a job to another employee as a reasonable accommodation?

No. An employer is not required to reallocate essential functions of a job as a reasonable accommodation.

Q. Can an employer maintain existing production/performance standards for an employee with a disability?

An employer can hold employees with disabilities to the same standards of production/performance as other similarly situated employees without disabilities for performing essential job functions, with or without reasonable accommodation.

Q. Does the ADA override Federal and State health and safety laws?

The ADA does not override health and safety requirements established under other Federal laws even if a standard adversely affects the employment of an individual with a disability.

Q. What financial assistance is available to employers to help them make reasonable accommodations?

A special tax credit is available to help smaller employers make accommodations required by the ADA. A tax deduction, up to $15,000 per year, is available to any business for expenses of removing qualified architectural or transportation barriers (contact 1-800-514-0301 for information).

Essential Job Functions

Essential functions are the primary duties of a job that a person must be able to do with or without a reasonable accommodation.

Marginal functions are those that can be changed, reassigned or omitted.

An employer must identify what functions of a job are essential as opposed to marginal. The individual's ability to perform these functions must be decided at the time of hiring or employment decision. Employers should identify all essential functions in an accurate job description of the position.

Q. What are reasons a job function may considered essential?

- The job exists to perform that specific function.
- There are a limited number of workers who can perform that function.
- The function is very specialized and the person has been hired to perform the specialized function. (An example would be an aircraft pilot who must be able to control an airplane by using arms, hands, feet and legs. Also, the pilot must have the appropriate education, training, and license to do the job.)

Q. How will I know if I am qualified to do the job?

There are two steps in deciding whether a person is "qualified" under the ADA:

(1) Determine if the person meets the requirements for the job such as:

- Education
- Work experience
- Training
- Skills
- Licenses
- Certificates
- Other job-related requirements, such as good judgment or the ability to work with other people.

(2) Determine if the person can do the essential functions of the job, with or without a reasonable accommodation.

Reasonable Accommodation

Q. What is a reasonable accommodation?

Reasonable accommodation is a change or adjustment to a job. Changes or adjustments may be needed in the work setting, in the manner in which the job is usually done, or in company policies. This allows a qualified person with a disability to enjoy the same employment as someone without a disability. The employer could make adjustments in the work setting or change a work schedule. It is really anything that makes it possible for a person with a disability to enjoy an equal employment opportunity. An employee must be given reasonable accommodation to do the essential functions of a job if he or she is otherwise qualified.

The ADA also requires reasonable accommodation:

(1) In the application process.

(2) In allowing a qualified person with a disability to do the essential functions of the job.

(3) In allowing an employee with a disability to enjoy equal benefits and privileges of employment.

An employer must offer a reasonable accommodation for the known physical or mental limitations of a qualified person with a disability, unless the employer can show that the accommodation would put an undue hardship on the business.

Q. What are examples of reasonable accommodations?

- Providing physical access during the application process.
- Providing or modifying equipment or devices.
- Restructuring a job.
- Changing in a work schedule or changing a job (reassignment).
- Adjusting or modifying training materials or company policies.
- Providing a reader or interpreter.
- Making the workplace readily accessible to people with disabilities.

Important points to remember about reasonable accommodation:

- The requirement to make a reasonable accommodation applies to all aspects of employment. This responsibility is ongoing and may come up any time a person's disability or job changes.
- An employer does not have to make an accommodation for a person who is not qualified for the job.
- Generally, it is the responsibility of a person with a disability to ask for a reasonable accommodation.
- A qualified person with a disability has the right to say no to an accommodation. However, if the person cannot do the essential functions of the job without the accommodation, he or she may not be qualified for the job.
- If the cost of an accommodation will cause hardship on the employer, the employee must be given the choice of paying for the portion that causes the undue hardship.

Undue hardship

Undue hardship refers to an accommodation that the employer makes that would be:

- Unduly expensive.
- Extensive or substantial.
- Disruptive.
- Or that would substantially alter the operation of the business.

Q. What are factors to consider in determining if an accommodation would cause undue hardship.

- The cost and nature of the accommodation.
- The employer's overall financial resources.
- The type of operation of the employer.
- The impact the accommodation would have on the operation of the business.

Employment Process

Recruitment process

The ADA is a nondiscrimination law. What does that mean? The ADA does not allow employers to establish job qualifications that "screen out" disabled applicants or workers unless the standards are consistent with business necessity and are job related.

It does not require employers to make special efforts to hire people with disabilities. It does encourage employers to reach out and consider hiring individuals with disabilities who are qualified.

Job Advertisements and Vacancy Announcements

It is in the best interest of the employer to outline the essential functions in the job advertisement. This helps the employer attract qualified people with the right skills and education. It is common to see statements such as, *"We are an Equal Opportunity Employer."*

Application Process

Reasonable accommodations must be provided in the job application process to allow a qualified applicant to have an equal opportunity to be considered for a job.

Equal Benefits

Reasonable accommodations must be provided to allow an employee with a disability to enjoy benefits and rights of employment equal to those enjoyed by similarly placed nondisabled employees.

Direct Threat

An employer does not need to accommodate an individual who poses a direct threat to the health and safety of themselves or others.

Pre-Employment Testing

The application process may require that the applicant complete a test or a series of tests. Testing will often provide the employer with information about your aptitudes, interests, and personality.

Some companies may test for general technical knowledge or proficiency in a particular area such as typing or math. Test results are usually one of the numerous qualifying factors in the evaluation of your job application.

An employer must provide an equal opportunity for a person with a disability to participate in the job application process and to be considered for a job.

Q. What should you do if an employer requires that you complete a test and you need assistance to do so:

- Inform the employer about your disability.
- Request a reasonable accommodation that you know will help you to be able to take the test and do the best that you can.
- If the accommodation is not possible at that time, request that the employer reschedule your testing to a later date when a reasonable accommodation can be available for you.

Some examples of reasonable accommodations for testing include:

- alternative keyboards.
- voice recognition software.
- mobility and ergonomic assistive devices, etc.

Pre-employment Questions (Illegal and Legal)

The ADA **does not** allow any pre-employment inquiries about a disability. This is necessary to ensure that qualified people are not screened out because of their disability before their ability is looked at. This is really important for people with invisible or hidden disabilities. These people are often excluded because of information in an application form, job interview, or pre-employment medical exam. The employer can get information about your qualifications and medical information if it is necessary for safety and health on the job.

Q. What types of questions cannot be asked during the interview process?

Have you ever had a work related injury?

Have you ever received workers' compensation or disability benefits?

How many days did you miss from work last year due to sickness?

Do you currently have any health problems?

How much exercise do you do on a daily basis?

Are you currently taking drugs or are you on medication?

Have you ever been hospitalized or had a surgery?

Have you ever seen a psychiatrist?

Have you been treated for any mental condition?

How much alcohol do you drink on a daily basis?

Will you require time off from work for medical appointments?

Q. What questions are permissible to ask obviously disabled job applicants?

The ADA allows employers to ask questions about specific job functions.

- Can you operate a computer?
- Can you drive a company truck?
- Can you arrive at and begin work at 6 a.m.?
- Can you work a typical 40-hour work week?

Q. What type of questions cannot be asked by an employer when checking job references?

- Did the applicant file any workers' compensation claims?
- Did the applicant miss time from work due to illness?

Pre-employment Medical Examinations

Q. When can an employer request a pre-employment medical examination?

After a conditional job offer has been made to the applicant.

Q. What are conditions concerning a pre-employment medical examination?

- All employees must be subjected to the same examination regardless of disability.
- The basic exam given will be the same but may vary somewhat depending on the results of specific tests.
- Information concerning the applicant's medical history and condition is kept on separate forms and in separate medical files.
- This information must be treated as being confidential. A manager or supervisor may not be told about actual tests results or conditions. They may be informed about accommodations and necessary restrictions.
- If an individual is not hired because of a post-offer medical examination or inquiry reveals a disability, the reasons for not hiring the individual must be job related and business necessary. The employer must also show that no reasonable accommodation was available that would enable the individual to perform the essential functions of the job.

Alcohol and Drugs

Q. Are alcoholics covered by the ADA?

Yes, an alcoholic is a person with a disability and is protected by the ADA if she/he is qualified to perform the essential functions of the job. An employer may be required to provide an accommodation to an alcoholic. However, an employer can discipline, discharge, or deny employment to an alcoholic whose use of alcohol adversely affects job performance or conduct.

Q. What can an employer prohibit regarding alcohol use in the workplace?

The employer can prohibit the use of alcohol in the workplace. The employer can require that employees not be under the influence of alcohol at the workplace.

Q. Is a person using illegal drugs protected by the ADA?

A person currently using illegal drugs is NOT protected by the ADA.

However, the ADA indicates that the exclusion of illegal drug use from ADA protection does not apply to an individual:

- Who has successfully completed or who is participating in a supervised drug program and is no longer using illegal drugs.
- Who is mistakenly regarded as engaging in illegal drug use.

Q. Is testing for the illegal use of drugs permissible under the ADA?

Yes, employers can maintain drug testing programs to test for the illegal use of drugs without violating the ADA act. Testing for illegal drug use is not considered a medical examination under the ADA. Many employers are concerned about the effects of illicit drug use on safety, productivity, and related issues. As a matter of policy, some companies test job applicants and current employees for drug use. Some application forms will include statements, information, or questions about alcohol and drug use. Applicants are often advised during the interview process that drug screening is required but some employers offer no information about drug testing in advance. Refusal to submit to a drug test may be used by the employer as grounds to reject your application. You may be asked to pay for your drug testing.

Issues Concerning Workers' Compensation

Q. How does the ADA affect workers' compensation programs?

Only injured workers who meet the ADA's definition of an "individual with a disability" will be considered disabled under the ADA, regardless of whether they satisfy criteria for receiving benefits under workers' compensation or other disability laws. Important points to remember include:

- A worker also must be "qualified" (with or without reasonable accommodation) to be protected by the ADA.
- Work-related injuries do not always cause physical or mental impairments severe enough to "substantially limit" a major life activity.
- Many on-the-job injuries cause temporary impairments, which heal within a short period of time with little or no long-term or permanent impact. Therefore, many injured workers who qualify for benefits under workers' compensation or other disability benefits laws may not be protected by the ADA.
- An employer must consider work-related injuries on a case-by-case basis to know if a worker is protected by the ADA.
- An employer may not inquire into an applicant's workers' compensation history before making a conditional offer of employment.
- After making a conditional job offer, an employer may inquire about a person's workers' compensation history in a medical inquiry or examination that is required of all applicants in the same job category. However, even after a conditional offer has been made, an employer cannot require a potential employee to have a medical examination because a response to a medical inquiry shows a previous on-the-job injury unless all applicants in the same job category are required to have an examination.

- Also, an employer may not base an employment decision on the speculation that an applicant may cause increased workers' compensation costs in the future.
- However, an employer may refuse to hire, or may discharge an individual who is not currently able to perform a job without posing a significant risk of substantial harm to the health or safety of the individual or others, if the risk cannot be eliminated or reduced by reasonable accommodation.
- An employer may refuse to hire or may fire a person who knowingly provides a false answer to a lawful post-offer inquiry about his/her condition or workers' compensation history.

Q. What actions can you take if you believe you are being discriminated against in employment?

A person who believes that he or she is being discriminated against should:

- First try to educate the hiring manager about what the ADA requires.
- Suggest reasonable accommodations that will allow you to perform the essential functions of the job or provide equal access.
- File a complaint with the Montana Human Rights Bureau (if the situation is not resolved satisfactorily) which investigates complaints concerning employment discrimination. Complaints must be filed within 180 days of the employment discrimination incident. Complaints of discrimination in Montana must be filed with the Human Rights Bureau before you can bring a suit in state court. The Human Rights Bureau will investigate on behalf of the State of Montana and under certain circumstances, the Equal Employment Opportunity Commission (EEOC).

  Human Rights Bureau
  1625 11th Ave.
  P.O.Box 1728
  Helena, MT 59624-1728

  Phone: (800) 542-0807 or (406) 444-2884
  Voice/TDD: (406) 444-9696
  Fax: (406) 444-2798

- Contact the Client Assistance Program (CAP) of the Montana Advocacy Program (MAP) if you feel you need advocacy support concerning vocational rehabilitation services and benefits.

  Montana Advocacy Program
  1022 Chestnut St.
  Helena, MT 59601

  Phone: (800) 245-4743
  Voice/TDD: (406) 449-2344
  Fax: (406) 449-2418
  advocate@mtav.org

Section 3: Resources

The following section provides the telephone numbers of federal agencies providing information on the ADA, as well as the telephone numbers of other federal agencies providing information.

Department of Justice offers technical assistance on the ADA Standards for Accessible Design and other ADA provisions applying to businesses, nonprofit service agencies, and state and local government programs. It also provides information on how to file ADA complaints.

ADA Information Line:

800-514-0301 (Voice)
800-514-0383 (TTY)
Website: www.ada.gov
Dept. of Justice Home Page: www.usdoj.gov

Equal Employment Opportunity Commission (EEOC) offers technical assistance on the ADA provisions applying to employment. It also provides information on how to file ADA complaints.

Employment questions:

800-669-4000 (Voice)
800-669-6820 (TTY)

Employment documents:

800-669-3362 (Voice)
800-800-3302 (TDD)
www.eeoc.gov/eeoc/publications/index.cfm

President's Committee on Employment of People with Disabilities funds the Job Accommodation Network (JAN), which provides advice on accommodating employees with disabilities.

Job Accommodation Network:

800-526-7234 (voice/ TDD)
877-781-9403 (TTY)

Employment Pamphlets

Cornell University publishes a series of employment pamphlets related to working with people with disabilities. Copies of these pamphlets and other employment related information are available by contacting:

Montana Independent Living Project

1820 11th Avenue
Helena, MT 59601
Phone: (800) 735-6457
Voice/TTY: (406) 442-5755
Fax: (406) 442-1612

Titles in the **Implementing the ADA Series** are:

Air Quality: Causes of Poor Indoor Air Quality and What You Can Do About It

Alcohol and Drug Abuse: Employing and Accommodating Individuals with Histories of Alcohol and Drug Abuse

Allergic Employees: Accommodating the Allergic Employee in the Workplace

Blind or Visually Impaired: Working Effectively with People Who are Blind or Visually Impaired

Brain Injury: Working Effectively with Employees Who Have Sustained a Brain Injury

Cognitive Disabilities: Working Effectively with Persons Who Have Cognitive Disabilities

Collective Bargaining: The ADA and Collective Bargaining Issues

Cultural Diversity: Cultural Diversity and the ADA

Deaf or Hard of Hearing: Working Effectively with People Who Are Deaf or Hard of Hearing

Diabetes: Employment Considerations for People Who Have Diabetes

Employment: Pre-Employment Screening Considerations and the ADA

Employment: Pre-Employment Testing and the ADA

Health Benefit Plans: Health Benefit Plans and the ADA

HIV: Working Effectively with Individuals Who Are HIV-Positive

Human Resources: A Human Resource Perspective on Implementing the ADA

Injured Workers: The ADA and Injured Workers

Learning Disabilities and ADHD: Working Effectively with People with Learning Disabilities and ADHD

Musculoskeletal Disorders: Workplace Accommodations for Persons with Musculoskeletal Disorders

Psychiatric Disabilities: Employing and Accommodating Workers with Psychiatric Disabilities

Reasonable Accommodation: Reasonable Accommodation Under the ADA

Total Quality Management: Quality Through Equality: Total Quality Management Applies to the Implementation of Title I of the Americans with Disabilities Act of 1990

Training: The ADA and Personnel Training

Unionized Environments: The Reasonable Accommodation Process in Unionized Environments

Workers' Compensation: The Americans with Disabilities Act and Workers' Compensation: Critical Issues and Effects

ADA Videos

The Montana Independent Living Project also has a large videotape library available for your review. Please contact their office to check out policies and procedures. Listed below are some that may be of interest to you.

The ADA Hiring Process

The Basics of the Americans with Disabilities Act:

- **Vital information for business people on the move**
- **In business, knowledge is the power to succeed or fail**

Discrimination on the Job

Explaining the ADA: Employment

Improving your Rural Business with the ADA

Look Who's Laughing

No Barriers for Business: Implementing the Americans with Disabilities Act

Reasonable Accommodations

Survivors

Ten Commandments of Communicating with People with Disabilities

They Don't Come with Manuals

Us & Them

Understanding the Americans with Disabilities Act – A four part training course

Recommended Reading

How to Get a Good Job and Keep It
by Deborah Perlmutter Block, Ph.D.

Joyce Lain Kennedy's Career Book
by Joyce Lain Kennedy and Dr. Darryl Laramore

Job Savvy: How to Be a Success at Work
by La Verne Ludden, Ed.D.

First-Job Survival Guide
by Andrea J. Sutcliffe

The Complete Idiot's Guide to Getting the Job You Want
by Marc Dorio

The PIE Method for Career Success
by Daniel Porot

The 1997 What Color Is Your Parachute?
by Richard Nelson Bolles

New Quick Job-Hunting Map
by Richard Nelson Bolles

Where Do I Go From Here With My Life?
by John C. Crystal and Richard Nelson Bolles

Time for a Change
by Kent Banning and Ardelle Friday

Career Change Everything You Need to Know to Meet New Challenges and Take Control of Your Career
by David Helfand

Interview for Success
by Caryl Raie Krannich and Ronald L. Krannich, Ph.D.s

Assistive Technology

MonTECH – Montana's Technology Related Program for People with Disabilities. This organization helps people find the necessary assistive devices for reasonable accommodation to help them obtain employment.

MonTECH services include:

- Information about assistive technology devices and services.
- An equipment loan/lease program.
- Information about funding sources for assistive technology.
- An advocate program that can provide one-on-one assistance in applying for funding.
- An equipment demonstration and evaluation center.

MonTECH contact information:

MonTECH
700 S.W. Higgins Ave., Suite 250
Missoula, MT 59803
Telephone: 1-406-243-5751
Toll-free *(Montana only):* 1-877-243-5511
E-mail: montech@ruralinstitute.umt.edu
http://.montech.ruralinstitute.umt.edu/

Additional assistive technology sites:

- State of Montana Blind and Low Vision Services program: www.dphhs.mt.gov/vocrehab/blvs/
- Parents Lets Unite For Kids (PLUK): www.pluk.org
- Montana Telecommunications Access Program (MTAP): www.montanarelay.org

Montana Vocational Rehabilitation Offices

Rehabilitation Services & Blind and Low Vision Services
Disability Services Division/Department of Public Health and Human Services
111 N. Last Chance Gulch, Suite 4C, P.O Box 4210, Helena, Montana 59604
Phone: (406) 444-2590 Toll-free: (877) 296-1197 Fax: (406) 444-3632

Regional Offices

BILLINGS
2121 Rosebud Dr., Suite C
Billings, MT 59102
406-248-4801 (Voice)
406-652-6046 (TTY)
888-279-7532 (toll free)
406-652-1781 (fax)
hhsvrbillings@mt.gov

BOZEMAN
220 W. Lamme, Suite 1E
Bozeman, MT 59715
406-587-0601
877-296-1759 (toll free)
406-587-7863 (fax)

BUTTE
700 Casey Street, Suite B
Butte, MT 59701
406-496-4925 (Voice/TDD)
888-279-7531 (toll free)
406-782-8728 (fax)

GREAT FALLS
201 1st St. South, Suite 2
Great Falls, MT 59405-1884
406-454-6060 (Voice)
406-454-6080 (TDD)
888-279-7527 (toll free)
406-454-6084 (fax)

HAVRE
48 2nd Avenue, Suite 213
Havre, MT 59501-3555
406-265-6933 (voice/TTY)
877-296-1294 (toll free)
406-265-9271 (fax)

HAMILTON VOCATIONAL REHABILITATION OFFICE
316 N. 3rd, Suites 109 & 110
Hamilton, MT 59840
406-375-0203 (V)
406-363-7530 (fax)

HELENA
3075 N. Montana Avenue,
Suite 106
PO Box 202957
Helena, MT 59620-2957
406-444-1710 (Voice/TDD)
877-296-1757 (toll free)
406-444-9659 (fax)

KALISPELL
121 Financial Drive, Suite B
Kalispell, MT 59901-1616
406-751-5940 (Voice/TDD)
877-296-1760 (toll free)
406-751-5944 (fax)

MILES CITY
114 North 7th
Miles City, MT 59301-3112
406-232-0583 (Voice/TTY)
877-296-1198 (toll free)
406-232-0885 (fax)
hhsvrmilescity@state.mt.us

MISSOULA
2675 Palmer, Suite A
Missoula, MT 59801
406-329-5400 (V/TDD)
888-279-7528 (toll free)
406-329-5420 (fax)

Location of Job Service Workforce Centers

Most major towns in Montana have state Department of Labor and Industry Job Service Workforce Centers. These service centers provide information on employment opportunities and offer a myriad of services to the public. To contact any center via the Internet, use the following website, http://wsd.dli.mt.gov/service/officelist.asp and select the city or town name.

Each Job Service Workforce Center has a staff person who is designated to assist individuals with disabilities find employment. They are well versed in local agencies that assist individuals with disabilities. Montana Department of Labor and Industry Job Service Workforce Centers are listed below.

Anaconda
307 East Park
Anaconda, MT 59711-2393
Phone: (406) 563-3444
Fax: (406) 563-7827
Job Hot-Line: (406) 563-7826
E-mail: AnacondaJS@mt.gov
www.jsd.dli.mt.gov/local/anaconda

Billings
2121 Rosebud Drive, Stop B
Billings, MT 59102-6295
Phone: (406) 652-3080
Fax: (406) 652-0444
E-mail: BillingsJSC@mt.gov
www.jsd.dli.mt.gov/local/billings

Bozeman
121 North Willson
Bozeman, MT 59715-3533
Phone: (406) 582-9200
Fax: (406) 582-9210
E-mail: BozemanJSC@mt.gov
www.jsd.dli.mt.gov/local/bozeman

Butte
2201 White Boulevard
Butte, MT 59701-3829
Phone: (406) 494-0300
Fax: (406) 494-5481
Job Hot-line: (406) 494-0338
E-mail: ButteJSC@mt.gov
www.jsd.dli.mt.gov/local/butte

Cut Bank
501 East Main
Cut Bank, MT 59427-3015
Phone: (406) 873-2191
Fax: (406) 873-5393
Job Hot-Line: (406) 873-4407
E-mail: CutBankJSC@mt.gov
www.jsd.dli.mt.gov/local/cutbank

Dillon
730 North Montana CL#4
Dillon, MT 59725-8497
Phone: (406) 683-4259
Fax: (406) 683-2903
Job Hot-Line: (406) 683-4737
E-mail: DillonJSC@mt.gov
www.jsd.dli.mt.gov/local/dillon

Glasgow
74 Fourth Street North
Glasgow, MT 59230-1857
Phone: (406) 228-9369
Fax: (406) 228-8793
Job Hot-Line: (406) 228-9523
E-mail: GlasgowJSC@mt.gov
www.jsd.dli.mt.gov/local/glasgow

Glendive
211 South Kendrick
Glendive, MT 59330
Phone: (406) 377-3314
Fax: (406) 377-5831
Job Hot-Line: (406) 377-5823
E-mail: GlendiveJSC@mt.gov
www.jsd.dli.mt.gov/local/glendive

Great Falls
1018 7th Street South
Great Falls, MT 59405-4307
Phone: (406) 791-5800
Fax: (406) 791-5889
Job Hot-Line: (406) 453-5556
TDD: (406) 791-5882
E-mail: GreatFallsJSC@mt.gov
www.jsd.dli.mt.gov/local/greatfalls

Hamilton
Bitterroot Job Service
274 Old Corvallis Rd., Suite D
Hamilton, MT 59840
Phone: (406) 363-1822
Fax: (406) 363-1823
Job Hot-Line: (406) 363-2726
E-mail: HamiltonJSC@mt.gov
www.jsd.dli.mt.gov/local/hamilton

Havre
160 First Avenue
Havre, MT 59501-3542
Phone: (406) 265-5847
Fax: (406) 265-1386
Job Hot-Line: (406) 265-1587
E-mail: HavreJSC@mt.gov
www.jsd.dli.mt.gov/local/havre

Helena
715 Front Street, P.O. Box 201505
Helena, MT 59620-1505
Phone: (406) 447-3200
Fax: (406) 447-3224
Job Hot-Line: (406) 447-3222
E-mail: HelenaJSC@mt.gov
www.jsd.dli.mt.gov/local/helena

Kalispell
Flathead Onestop Workforce Center
427 First Avenue E., P.O. Box 1879
Kalispell, MT 59903-1879
Phone: (406) 758-6200
Fax: (406) 758-6290
Job Hot-Line: (406) 758-6297
TDD: (406) 758-6224
E-mail: KalispellJSC@mt.gov
www.jsd.dli.mt.gov/local/kalispell

Lewistown
300 First Avenue North
Lewistown, MT 59457-1799
Phone: (406) 538-8701
Fax: (406) 538-7249
Job Hot-Line: (406) 538-5263
E-mail: LewistownJSC@mt.gov
www.jsd.dli.mt.gov/local/Lewistown

Libby
Kootenai Job Service
417 Mineral Avenue, Suite 4
Libby, MT 59923-1900
Phone: (406) 293-6282
Fax: (406) 293-5134
Job Hot-Line: (406) 293-6282
E-mail: LibbyJSC@mt.gov
www.jsd.dli.mt.gov/local/libby

Livingston
220 East Park St., P.O. Box 1199
Livingston, MT 59047-2713
Phone: (406) 222-0520
Fax: (406) 222-1593
Job Hot-Line: (406) 222-0533
E-mail: LivingstonJSC@mt.gov
www.jsd.dli.mt.gov/local/livingston

Miles City
12 North 10th St., P.O. Box 1786
Miles City, MT 59301-1786
Phone: (406) 232-8340
Fax: (406) 232-6270
Job Hot-Line: (406) 232-6350
E-mail: MilesCityJSC@mt.gov
www.jsd.dli.mt.gov/local/milescity

Missoula
539 South Third St. W., P.O. Box 5027
Missoula, MT 59806
Phone: (406) 728-7060, Fax: (406) 721-7094
E-mail: MissoulaJSC@mt.gov
www.jsd.dli.mt.gov/local/missoula

Missoula WoRC Satellite Office
2677 Palmer Street, Suite 222
Missoula, MT 59808
Phone: (406) 329-1275
Fax: (406) 329-1295

Polson
417-B Main St., P.O. Box 970
Polson, MT 59860
Phone: (406) 883-7880
Fax: (406) 883-4564
Job Hot-Line: (406) 883-3311
E-mail: polsonjsc@mt.gov
www.jsd.dli.mt.gov/local/polson

Shelby
202 Main Street
Shelby, MT 59474-1698
Phone: (406) 434-5161
Fax: (406) 434-2351
Job Hot-Line: (406) 434-5045
E-mail: ShelbyJSC@mt.gov
www.jsd.dli.mt.gov/local/shelby

Sidney
211 North Central
Sidney, MT 59270
Phone: (406) 433-1204
Fax: (406) 433-7453
Job Hot-Line: (406) 433-6665
E-mail: SidneyJSC@mt.gov
www.jsd.dli.mt.gov/local/sidney

Thompson Falls
Sanders County Workforce Center
2504 Tradewinds Way, P.O. Box 669
Thompson Falls, MT 59873-9701
Phone: (406) 827-3472
Fax: (406) 827-3327
Job Hot-Line: (406) 827-4562
E-mail: ThompsonFallsJSC@mt.gov
www.jsd.dli.mt.gov/local/thompsonfalls

Wolf Point
Northeast Montana Job Service
201 Main Street
Wolf Point, MT 59201-1537
Phone: (406) 653-1720
Fax: (406) 653-1196
Job Hot-Line: (406) 653-1194
E-mail: WolfPointJSC@mt.gov
www.jsd.dli.mt.gov/local/wolfpoint

Montana Department of
LABOR & INDUSTRY
Career Resources

Research and Analysis Bureau
P. O. Box 1728
Helena, MT 59624-1728
Phone: (406) 444-2430
Toll-free: (800) 541-3904
www.careers.mt.gov

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