WILLING AND ABLE

A Job Hunting Guide for Idaho Veterans with Disabilities

IDAHO
DEPARTMENT OF LABOR
C.L. "Butch" Otter, Governor
Roger B. Madsen, Director

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Section 1 | *The Job Search Process*

This booklet will help veterans and others with disabilities look for and find employment in Idaho

The U.S. Census Bureau estimates there are 19.5 million working age Americans with disabilities. But only 34.7 percent of them are working compared to 71.9 percent of the nondisabled population. *Source: 2009 American Community Survey.*

This booklet is a guide and 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 the Uniformed Services Employment and Reemployment Rights Act — USERRA — or state laws about work. It is information intended to help you get started and understand how to deal with your disability in the workplace. There is no guarantee that knowing the information in this book will remove all barriers to finding work.

This book can help Idaho veterans 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 the Americans with Disabilities Act and the Uniformed Services Employment and Reemployment Rights Act.
- Locate agencies and governmental programs to assist them.

This book can help Idaho employers:

- Ensure equality of opportunity for individuals with disabilities.
- Understand the rights and protections granted to individuals with disabilities under the Americans with Disabilities Act and the Uniformed Services Employment and Reemployment Rights Act.
- 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 acquire a disability through injury or medical problems. In any 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.

MYTHS and misperceptions about individuals with disabilities

Individuals with disabilities are:

- Not whole people.
- Unable to do quality work.
- Unable to perform jobs without assistance.
- High risk or accident prone.
- Unreliable.

REALITIES about working and Social Security

If you are receiving benefits:

- You CAN work and still maintain your financial and/or medical insurance.
- There are excellent resources available and experts who can work one-on-one to assist you in understanding work incentives.
- It is extremely important to know about all of your available work incentives so that you can make informed decisions about work.
- See more information on page 57

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 interviews.

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 among certain employers about hiring an individual with a disability.
- Individuals with disabilities need 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.

Dispelling the Myths About Post Traumatic Stress Disorder — PTSD — and Other Psychological Health Issues

Post-Traumatic Stress Disorder is an anxiety disorder that can develop in response to a traumatic event. About 8 percent of the U.S. population will develop PTSD at some point in their lives, but among military veterans it is more common, and approximately 30 percent of Vietnam War veterans experience it sometime in their lives. Recent data compiled by the Rand Corporation suggest that approximately one in five service members who return from deployment operations in Afghanistan and Iraq have symptoms of PTSD or depression.

Myth: PTSD is brought on by a weakness of character.

FACT: PTSD, like other mental disorders, is a product of the complex interaction of biological, psychological, historical and social factors. It is not the result of moral failing or weakness in character. Mental health conditions are common and studies suggest that about half of all Americans will meet the criteria for a diagnosable psychological condition sometime during their lives. Experiencing psychological symptoms or conditions should not be viewed any differently than experiencing physical symptoms or conditions.

Myth: People with PTSD are violent and unpredictable.

FACT: Beliefs that violence and unpredictability are associated with serious mental problems are common, but untrue. This misguided fear is one of the most prominent barriers to acceptance and social inclusion. In reality, the presence of PTSD or a psychological condition does not make someone prone to violence. Therefore, someone with PTSD or some other psychological condition should not be viewed as a threat in the workplace.

Myth: People with PTSD cannot tolerate the stress of holding down a job.

FACT: All jobs are stressful to some extent. Anyone is more productive when there's a good match between the employee's needs and the working conditions, regardless of whether the worker has a mental health problem. Work performance for any individual is determined by the balance of internal or external stressors and that individual's tolerance for stress. With many psychological conditions, including PTSD, the severity level and the course of recovery may vary widely. Taking this into consideration will help any employer improve their gauge of workload and performance.

Myth: People with PTSD, even those who have recovered, tend to be second-rate workers.

FACT: Employers who have hired people with mental illnesses report good attendance and punctuality as well as motivation, good work and job tenure on par with or greater than other employees. Studies by the National Institute of Mental Health and the National Alliance on Mental Illness show that there are no differences in productivity when people with mental illnesses are compared to other employees. *Source: Mental Health: A Report of the Surgeon General, 1999.*

Myth: Once people develop PTSD, they will never recover.

FACT: Studies show that most people with PTSD and other mental illnesses get better, and many recover completely. Recovery refers to the process in which people are able to live, work, learn and participate fully in their communities. For some individuals, recovery is the ability to live a fulfilling and productive life. For others, recovery implies the reduction or complete remission of symptoms. Science has shown that hope plays an integral role in an individual's recovery.

Myth: Therapy and self-help are a waste of time. Why bother when you can just take a pill?

FACT: Treatment and supports vary depending on the individual. A lot of people work with therapists, counselors, friends, psychologists, psychiatrists, nurses and social workers during the recovery process. They also use self-help strategies and community supports. Some choose medications in combination with other supports. The best approach is tailored to meet the specific needs and choices of the individual.

Myth: I can't do anything for a person with PTSD.

FACT: You can do a great deal, starting with how you act and speak. You can create an environment that builds on people's strengths and promotes understanding. For example:

- Don't label people with words like "crazy," "wacko" or "loony" or define them by their diagnosis. It's important to make a distinction between the person and the illness. Instead of saying someone is "mentally ill," say he or she "has PTSD." Say "a person with PTSD" rather than "a mentally ill person." This is called "people-first" language.
- Learn the facts about mental health and PTSD and share them with others, especially if you hear something that isn't true. If you employ people with PTSD in your workplace, consider hosting workshops to educate supervisors and co-workers on the facts.
- Treat people with PTSD and other mental illnesses with respect and dignity, just as you would anybody else.
- Respect the rights of people with PTSD and other mental illnesses and don't discriminate against them — especially when it comes to employment. Like other people with disabilities, people with mental health problems are protected under federal and state laws.

Additional information about PTSD and employment can be found on the America's Heroes at Work website: www.AmericasHeroesAtWork.gov. For personal assistance related to job accommodations for veterans with disabilities call the Job Accommodation Network at 800-526-7234 (voice) or 877-781-9403 (TTY).

Stereotypes About Veterans

Some employers have false impressions of the military. Being aware of the stereotypes up front will help you break them down when you encounter them. Some include:

- Military personnel do not know how to dress or socialize in the civilian community.
- All military personnel are rigid and lack creativity.
- You only get things done because of your rank.
- The military is not bottom-line oriented and does not think with a profit mentality.
- Military life is easier than civilian life.

10 Reasons to Hire Vets

Accelerated Learning Curve

Veterans have the proven ability to learn new skills and concepts. In addition, they can enter your workforce with identifiable and transferable skills, proven in real-world situations. This background can enhance your organization's productivity.

Leadership

The military trains people to lead by example as well as through direction, delegation, motivation, and inspiration. Veterans understand the practical ways to manage behaviors for results, even in the most trying circumstances. They also know the dynamics of leadership as part of both hierarchical and peer structures.

Teamwork

Veterans understand how genuine teamwork grows out of a responsibility to one's colleagues. Military duties involve a blend of individual and group productivity. They also necessitate a perception of how groups of all sizes relate to each other and an overarching objective.

Diversity and Inclusion in Action

Veterans have learned to work side by side with individuals regardless of diverse race, gender, geographic origin, ethnic background, religion, and economic status as well as mental, physical and attitudinal capabilities. They have the sensitivity to cooperate with many different types of individuals.

Efficient Performance Under Pressure

Veterans understand the rigors of tight schedules and limited resources. They have developed the capacity to know how to accomplish priorities on time, in spite of tremendous stress. They know the critical importance of staying with a task until it is done right.

Respect for Procedures

Veterans have gained a unique perspective on the value of accountability. They can grasp their place within an organizational framework, becoming responsible for subordinates' actions to higher supervisory levels. They know how policies and procedures enable an organization to exist.

Technology and Globalization

Because of their experiences in the service, veterans are usually aware of international and technical trends pertinent to business and industry. They can bring the kind of global outlook and technological savvy that all enterprises of any size need to succeed.

Integrity

Veterans know what it means to do "an honest day's work." Prospective employers can take advantage of a track record of integrity, often including security clearances. This integrity translates into qualities of sincerity and trustworthiness.

Conscious of Health and Safety Standards

Thanks to extensive training, veterans are aware of health and safety protocols both for themselves and the welfare of others. Individually, they represent a drug-free workforce that is cognizant of maintaining personal health and fitness. On a company level, their awareness and conscientiousness translate into protection of employees, property, and materials.

Triumph over Adversity

In addition to dealing positively with the typical issues of personal maturity, veterans have frequently triumphed over great adversity. They likely have proven their mettle in mission critical situations demanding endurance, stamina, and flexibility. They may have overcome personal disabilities through strength and determination.

Source: Veterans Today Military and Foreign Affairs Journal, http://www.veteranstoday.com/.

Attitude is Everything!

Q: What attitude does an individual with a disability need to have in order to move forward toward 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 and if necessary, 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 help individuals access the workplace and assistive devices to help with specific job tasks, making most careers possible.

The search for employment is a full-time job and should be treated as such. A successful job hunter is someone who is persistent!

Career Change Can Mean Life Change

Changing careers is stressful, perhaps even more so for those leaving military service. Even for veterans who have had long and successful military careers, a discharge or disability often forces a career change, which usually involves a life change. Some tips to help cope during this transition are listed below.

- Get going. It is your career change and no one can do it for you. Do not procrastinate. Work through the situation step by step. Set goals and celebrate their completion.
- Work at it. Plan your career change. Look at it as a job and devote time to the process.
- Watch your terminology. Translate military lingo to something a civilian employer can understand. Be careful to avoid acronyms and coarse language. Use the terms "sir" and "ma'am" sparingly. While these terms portray respect, repeated usage can make civilian employers uncomfortable.
- Lighten up. This is one of the most important parts of change. Do not lose your sense of humor. An upbeat disposition will see you through. Attitude is 80 percent of what employers look for when making hiring decisions.

- Sell yourself. If you don't tell an employer what your accomplishments have been and why they should hire you, no one will. When you are looking for a new job is not the time to be modest. Turn the spotlight on your skills, abilities and good personal attributes.
- Keep your family involved. Your family has a stake in your transition decisions. They are going through many of the same emotions from worry and uncertainty that you are. Let them know your plans and ask for their input. They can also be a valuable part of job search networking.
- Volunteer. Consider doing volunteer work until you find employment. It will give you a sense of accomplishing something, even if it is unpaid. Volunteering looks good to employers because you have been doing something valuable while unemployed. It may also bring additional networking connections.

If the stress of transition and career change becomes overwhelming, get assistance. Stress can have negative impact physically and emotionally. For information and referral you can contact your Idaho Department of Labor Veterans Representative or:

- Idaho State Veterans Services - Main Office (208) 429-2145
- Boise Vet Center (208) 342-3612
- Pocatello Vet Center (208) 232-0316
- The U.S. Department of Veterans Affairs (800) 827-1000
- National VA Call Center (800) WAR-VETS
- Local resources listed in Appendix F on page 73

Transferable Skills

Q: What is a transferable skill?

These are skills that you have learned and used in activities in your jobs, life, classes, projects, hobbies, parenting and more and can be substituted or interchanged into another job. A transferable skill 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 that results in a disability. A Department of Labor workforce consultant or a vocational rehabilitation counselor can help you determine your transferable skills.

Aviation Maintenance Administrationmen in the U.S. Navy make sure aircraft are inspected and accurate records are kept to ensure the planes are safe and ready when needed. *Photo: http://wwww.usmilitary.com*

Getting Started: Agencies and Programs 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 Idaho Department of Labor, the Department of Veterans Affairs, the Idaho Division of Vocational Rehabilitation and the Idaho Commission for the Blind and Visually Impaired 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 prepare for and get into 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 an Idaho Department of Labor office may be the place to start. If you require rehabilitative services to prepare for or get a job, then the Department of Veterans Affairs, an Idaho Division of Vocational Rehabilitation office, or the Idaho Commission for the Blind and Visually Impaired may be a good starting point. Any of these agencies can help you understand community or other programs which may be able to help you.

Vocational Rehabilitation Services

There are three vocational rehabilitation programs in the State of Idaho — one through the Department of Veterans Affairs called Chapter 31, one through the Idaho Division of Vocational Rehabilitation and one through the Idaho Commission for the Blind and Visually Impaired.

Chapter 31 Vocational Rehabilitation and Employment Program

The following information is provided courtesy of the Department of Veterans Affairs—Vocational Rehabilitation and Employment Program Quick Series (updated October 2005).

The purpose of the Chapter 31 Vocational Rehabilitation and Employment Program is to "help veterans who have service-connected disabilities become suitably employed, maintain employment or achieve independence in daily living."

The VR&E program can provide a wide range of vocational and educational counseling services to service members still on active duty and veterans and dependents who are eligible for one of Veteran Administration's educational benefit programs. These services are designed to help an individual choose a vocational direction and determine the course needed to achieve his or her chosen goal.

Two ways to qualify for Vocational Rehabilitation and Employment services:

1. A service member must:
   - Be within six months of separation from active duty;
   - Have a memorandum rating of 20 percent or greater; and
   - Apply for vocational rehabilitation services.
2. A veteran must:
   - Have received, or eventually receive, an honorable or other than dishonorable discharge;
   - Have a Veterans Administration service-connected disability rating of 10 percent or more; and
   - Apply for vocational rehabilitation services.

The law provides for a 12-year basic period of eligibility in which services may be used. The 12-year period begins on the later of these:

- Date of separation from active military duty; or
- Date the veteran was first notified of a service-connected disability rating.

Once eligibility for services has been established, entitlement is determined. A VA counselor determines if a veteran has an employment handicap based on the results of the comprehensive evaluation. After the entitlement decision is made, the veteran and the counselor will work together to develop a rehabilitation plan.

An "employment handicap" is defined as "an impairment of the individual veteran's ability to prepare for, obtain or retain employment consistent with his or her abilities, aptitudes and interests. The impairment results in substantial part from a service-connected disability. For veterans rated at 20 percent or more, a finding of employment handicap results in a finding of 'entitled.'"

"Serious Employment Handicap is defined as a significant impairment of a veteran's ability to prepare for, obtain or retain employment consistent with his or her abilities, aptitudes and interests. For veterans rated at 10 percent and for veterans whose 12-year period of basic eligibility has passed, the finding of a Serious Employment Handicap is necessary to establish 'entitlement.'"

How to Apply?

You can apply through the internet for VR&E benefits by going to the Veterans Online Application website, or VONAPP, at http://vabenefits.vba.va.gov/vonapp/main.asp or print an official blank VA form 28-1900 from the Veterans Benefits website at http://www4.va.gov/vaforms/form_detail.asp?FormNo=28-1900. To find your nearest VA Regional Office, go to http://www.veterans.idaho.gov/. You can also call the VA at 800-827-1000 and request a VA Form 28-1900 be mailed to you.

VR&E partners provide a variety of important services in combination with the Veterans Affairs Vocational Rehabilitation program that can help with adjustment to disability in the workplace, enhance self-awareness and connect people to employers.

The major national partners of VR&E include the Veterans Health Administration — hospitals, clinics, vet centers, veterans industries — the Department of Labor's Veterans' Employment and Training Service, the Department of Defense Transition Assistance and Disabled Transition Assistance Programs. These major partners have staff who are accessible to veterans and VR&E locally. VR&E staff may also enlist the help of additional state or community partners that are unique to a particular community or area.

Idaho Division of Vocational Rehabilitation

"Preparing individuals with disabilities for employment and community enrichment" is the division's mission. Employment contributes to a person's ability to live independently, and the division believes that every person has the right to work.

What are the eligibility requirements for vocational rehabilitation services through the Division of Vocational Rehabilitation?

Individuals with disabilities that prevent them from working may apply. A vocational rehabilitation counselor will assess your situation and determine if you are eligible for services. You may be eligible if you:

- Have a physical or mental impairment or disability, which results in a substantial barrier to employment; AND
- Require vocational rehabilitation services to prepare for, secure, retain or regain employment; AND
- Can benefit in terms of an employment outcome; OR
- Are a Supplemental Security Income or Social Security Disability Insurance recipient who intends to achieve an employment outcome.

The Idaho Division of Vocational Rehabilitation program is personalized in its approach – counselors provide individualized services required for each person to gain employment.

To determine whether you are eligible for services, your counselor will ask you to provide information from a qualified professional such as a licensed doctor or a certified psychologist that shows you have a disability.

If you have been determined eligible for Social Security because of a disability and have proof, and you intend to find work, you are presumed to be eligible for 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 to authorize the counselor to obtain the information. The Division of Vocational Rehabilitation can also pay for the evaluations necessary to determine your eligibility.

If I am eligible, then what?

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

- Discuss your abilities, limitations, interests, needs, transferable and other special work skills and employment alternatives.
- Secure any aptitude or other tests, if necessary.
- Choose an employment goal and develop an individualized plan for employment to meet your goal.
- Make a commitment to a plan of action for going to work.
- Complete the plan and **go to work.**

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

The Division of Vocational Rehabilitation's goal is to place Idahoans with disabilities in the workforce by securing and maintaining productive employment. The division can provide the services required to assist you to go to work and can assist you in locating suitable employment. Only services that you need to reach employment will be provided. Services may include:

- **Vocational guidance and counseling** for adjustment to disability, vocational exploration and planning for entry or re-entry into the world of work.
- **Assessment** to determine vocational strengths and weaknesses to plan for services required to reach the employment outcome.
- **Training** for those who need a career change because of disability. This can involve higher education, on-the-job training and vocational-technical training.
- **Tools and licenses,** if needed, to enter a specific trade or profession.

- **Medical assistance** if needed to secure or maintain employment, and if it is part of a comprehensive rehabilitation plan.
- **Job development and placement** involving you and your counselor working together to secure employment.
- **Rehabilitation technology** to assist you in preparing for or placement on the job site.
- **Follow-along** to ensure that your job is successful. This follow-along can assist in resolving any job problems that occur.

To apply for vocational rehabilitation services or for additional information, you can visit http://www.vr.idaho.gov or contact the office nearest you to schedule an appointment. The local vocational rehabilitation offices are listed on page 71, or call (208) 327-7411.

Idaho Commission for the Blind and Visually Impaired

The organization's mission is to promote choices and empowerment for people who are legally blind, functionally blind or in danger of legal blindness and to help them achieve gainful employment, independence, personal growth and integration into the community.

Several organizations offer programs to service people who are blind as a result of their service to their country. Pictured is Michael Navajo, a sculptor living in Santa Fe who is blind from wounds he received in the Vietnam War. *Photo: On Patrol, the online magazine of the USO.*

Vocational Rehabilitation

The primary goal of the commission's vocational rehabilitation services is to help people with visual impairments prepare for, secure, retain or regain employment. Services are individualized. The program is designed to assist you in making informed career choices so that you can become successfully employed.

Am I eligible for vocational rehabilitation services through the commission?

To be eligible, you must:

- Have a visual impairment involving both eyes, which causes you to have a problem with employment.
- Require commission services to prepare for, secure, retain or regain employment.
- Want to be employed.

How do I apply?

Call the commission office nearest you. A counselor will explain the program in further detail and assist you in completing an application.

What is the planning process?

Most individuals who are experiencing visual impairments are uncertain of their vocational future. Once you are found eligible, the first step in the process is to meet with the counselor. At this point you and the counselor together will identify the steps needed to achieve or maintain employment.

What services are included in a vocational rehabilitation plan?

No two individuals who are visually impaired face the same challenges. Each plan is designed to meet your unique needs and to provide essential tools for you to be successful. Examples of services are:

- Vocational counseling and guidance
- Low vision assessment
- Tools and licenses
- Adaptive technology, training and equipment
- Ongoing support after employment
- Other training, such as higher education, on-the-job training or vocational-technical training
- Vocational skills assessment
- Training in blindness skills
- Medical assistance
- Job search assistance

For more information about Idaho Commission for the Blind and Visually Impaired services, visit http://www.icbvi.state.id.us online or call (800) 542-8688.

Idaho Department of Labor

Upon your arrival at the Idaho Department of Labor office, check in at the information desk. If needed, you may be scheduled to see a workforce consultant who will explain the services, assess how Idaho Labor can help and coordinate assistance for your career search. These services could include job search assistance, testing to determine your skills and aptitudes, counseling referrals and job training. You can find listings for jobs with private or government employers at the Idaho Department of Labor as well as additional information about how to apply. Idaho Labor is committed to providing priority of service for veterans who are eligible.

Remember the workforce consultants 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 on your interview and qualifications, the workforce consultant may determine whether the employer will see you or consider your application or résumé.

Depending on the availability of positions, you may be sent on a job interview directly from the Idaho Department of Labor office. 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. All Idaho Department of Labor offices are listed on pages 73-74.

Visit your local Idaho Department of Labor Office for Assistance

We help people with disabilities navigate the complex programs that affect their ability to obtain or retain employment.

We serve as a resource for Social Security work incentive programs and employment
support programs, providing referrals and information about services available.

We connect job seekers with services that support them in meeting their employment goals.

We ensure access to the full range of services through the Idaho Department of Labor local offices that serve as one-stop centers coordinating an array of employment and training programs.

We Can Help You

- Register for work
- Search for a job
- Access job listings
- Access the Internet
- Create an employment plan
- Find community resources
- Get information about training and education in Idaho
- Fill out applications, write résumés and prepare for interviews
- With workshops and interest testing
- Access phones, faxes and copiers
- Find labor market information
- Apply for unemployment insurance benefits. Under certain circumstances, you may qualify for a total temporary disability claim for unemployment insurance.

Workforce Investment Act

Overview

The Workforce Investment Act is a federally funded program that establishes the Workforce Development System and provides funding to support training and employment services for adults, dislocated workers and low-income, at-risk youth.

The Workforce Development System is comprised of a statewide Governor's Workforce Development Council, a single state planning region and numerous state and local employment and training organizations that work in partnership to bring services to Idaho students, job seekers and business customers. Customers can access the full range of WIA services through one of the 25 local Idaho Department of Labor offices.

Veteran Priority

A veteran or the qualifying spouse of a veteran is entitled to and given priority over a non-veteran when the veteran/qualifying spouse meets eligibility requirements. Priority extends from selection for enrollment to funding decisions after enrollment.

Veteran eligibility specific to the Dislocated Worker Program is:

- Department of Defense Acknowledgement letter:
- Military Form DD-214; and
- Veteran Affairs letter.

A veteran is defined as a person who:

- Served on active duty for more than 180 days and was discharged with other than a dishonorable discharge; or
- Was discharged from active duty because of a service connected disability; or
- As a reservist, was called to active duty and served during a period of war or qualifying campaign and was discharged with other than a dishonorable discharge.

A qualifying spouse is the spouse of any of the following:

- Any veteran who died of a service connected disability; or
- Any member of the Armed Forces who is listed in one of the following categories for at least 90 days: missing in action; captured in the line of duty; forcibly detained by a foreign government; or
- Any veteran who has a total disability resulting from a service connected disability.

Excluded Veterans Income

Any amount of money received as pay or allowances while serving on active duty is not included in WIA income calculations for eligibility as well as the following veterans benefits — service connected disability payments, Montgomery GI Bill, training/ rehabilitation benefits for service-connected disabilities, apprenticeship/on-the-Job training payments and correspondence course benefits, dependent compensation for service-connected death payments, Veterans Administration survivor's and dependent's educational benefits, educational assistance for enlisted members of the Selected Reserve or the Ready Reserve.

Program Services

Standard resources such as job referrals and labor market information are available along with specialized employment services such as GED preparation or out-of-area job search assistance. Job training opportunities are also available.

The program provides three levels of service. Depending on need, a customer may qualify for one or all of them – core, intensive and training services.

Program services include but are not limited to:

Core Services

- Orientation to available information and services available
- Initial assessment of an individual's needs and abilities
- Job search and placement assistance
- Labor market information and statistics
- Assistance in establishing eligibility for other federal, state or local programs
- Follow-up services to help individuals obtain or maintain employment

Intensive Services

- Diagnostic testing and evaluation
- Career counseling
- Out-of-area job search assistance
- Basic skills training such as GED, language, math or computer skills
- Relocation assistance
- Work experience
- Internship assignments

Training Services

- Occupational skills training such as vocational training through a community college
- On-the-job training
- Customized training
- Entrepreneurial training
- Skill upgrading and retraining

Adult Eligibility

To be eligible for services, an individual must:

- Be 18 years of age or older.
- Be a U.S. citizen or eligible to work in the United States .
- Comply with Selective Service registration requirements when appropriate.
- Comply with local or state residency requirements when imposed.

Note: Priority for adult intensive and training services will be given to applicants from low income households.

Dislocated workers must meet the requirements cited above and must be one of the following:

- Unemployed due to a plant closure within the last 2 years (includes pending closures); or
- Unemployed due to a lay off within the past two years or received a notice of layoff, and is unlikely to return to his/her previous occupation; or
- Self employed but business has failed, or
- Displaced homemaker.

Note: Documents that confirm an individual's eligibility for WIA services will be required during the application process. Examples include but are not limited to birth certificate, social security card, layoff notice.

Work Opportunity Tax Credit

The Work Opportunity Tax Credit is an incentive for private businesses to hire individuals from 12 specific groups who have consistently faced significant barriers to employment, including veterans.

Depending on the employment scenario, private sector businesses may be eligible to reduce their federal income tax liability by as much as:

All Adult Groups/Vets	25% — must work at least 120 hours	$1,500
All Adult Groups/Vets	40% — if work 400 hours or more	$2,400
Disabled Vets[2]	25% — if work at least 120 hours	$3,000
Disabled Vets	40% — if work 400 hours or more	$4,800
Long-Term TANF[3] Rec.	Two-year combined period	$9,000

[1] Qualified first-year wages are capped at $6,000 for all adult target groups including veterans.

[2] The cap on qualified first-year wages for disabled veterans was increased from $6,000 to $12,000, resulting in a bigger tax credit.

[3] Employers hiring from this group receive a two-year credit for each new hire. It has different wages and credit percentages.

Hire From Among These Groups

The WOTC applies only to new employees who begin to work after Dec. 31, 2006, but before Sept. 1, 2012, except for the Recovery Act Unemployed Veteran category as detailed below. The new employee must belong to one of the targeted groups, which include, but are not limited to:

- Disabled veterans entitled to compensation for a service-connected disability and hired within one year of discharge or release from active duty or unemployed for at least six months of the year ending on the hiring date.
- Veterans who are members of a family that received Supplemental Nutrition Assistance program benefits - food stamps - for at least a three-month period during the 15-month period ending on the date of hire.
- Unemployed Veterans that were hired in 2009 or 2010 and discharged or released from active duty at any time during the five-year period ending on the hiring date and who are unemployed and receiving unemployment compensation for a period or periods totaling at least four weeks during the year ending on the hiring date.
- Vocational Rehabilitation Referrals - people with disabilities who completed or are completing rehabilitative services approved by a state-certified agency, the Ticket-to-Work program or the U.S. Department of Veterans Affairs.
- Long-Term Temporary Assistance for Needy Families Recipients – any veteran who is a member of a family that received or is receiving TANF benefits may also be eligible under this target group.

Three Simple Steps to Apply

Employers must apply for and receive certification that the new hire is a member of a target group before they can claim the Work Opportunity Tax Credit. To apply:

1. Complete page one of IRS Form 8850, Pre-Screening Notice and Certification Request for the Work Opportunity Credit, by the date of the job offer.
2. Complete one of the following one-page U.S. Department of Labor forms:

- ETA Form 9061, Individual Characteristics Form, if the new hire has not been given an ETA Form 9062; or
- ETA Form 9062, Conditional Certification Form, if provided to the job seeker by a Vocational Rehabilitation or Participating Agency.

3. Mail the original, signed IRS and ETA forms no later than 28 calendar days after the new hire begins work to:
   Idaho Department Labor
   WOTC Unit
   317 W. Main St.
   Boise, ID 83735-0790

Federal Bonding Program

This program provides fidelity bonds to anyone who is not eligible for commercial bonding. Bonding for six months – at no cost to the employee – may be obtained through the Idaho Department of Labor.

Fidelity Bonding

- Protects employers against employee dishonesty – stealing, theft, forgery, larceny and embezzlement – effectively guaranteeing job honesty and providing an incentive to hire at-risk applicants.
- Does not cover liability due to poor workmanship, job injuries or work accidents and is not a bail bond or court bond needed in adjudication.
- Offsets employer concerns that ex-offenders, welfare recipients and other at-risk job applicants are potentially untrustworthy workers.
- Counters insurance company refusals to cover risky job applicants or those who have committed fraud or other dishonest acts under commercial fidelity bonds protecting employers against employee dishonesty.
- Permits employers to obtain worker skills without taking risk and enables workers not initially eligible for commercial bonds to ultimately qualify by demonstrating their job honesty.

Fidelity Bonding Covers:

- Any at-risk job applicant including ex-offenders AND ex-addicts, welfare recipients and others with poor credit, poor youth who lack a work history, individuals dishonorably discharged from the military as long as they meet the legal working age
- An already employed worker who needs bonding to prevent being laid off or to be promoted

With Fidelity Bonding there is:

- NO bond approval process. Bonds are issued by the Idaho Department of Labor through phone applications.
- NO deductible bond insurance amount if employee dishonesty occurs.
- NO age requirements for employee other than legal working age.

The Fidelity Bonds issued instantly to employers covering at-risk applicants are insurance policies of the TRAVELERS Insurance Co., offered exclusively through the Federal Bonding Program without requiring employers to sign any papers to initiate or terminate the free bond.

The $5,000-$10,000 coverage runs for six months with no deductible. It can be continued by the employer under a bond purchased directly from TRAVELERS by the employer if the worker demonstrated job honesty during the Federal Bonding Program coverage period.

FOR MORE INFORMATION: www.bonds4jobs.com or call Kelly Curry, State Bonding Coordinator at (208) 332-3570 ext. 3324.

Résumé Writing

A résumé is designed to do one thing: GET YOU AN INTERVIEW!

A résumé tells potential employers about you. In the past, résumés provided only a chronological history of 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 person and on your résumé.

A custom-designed résumé that includes past employers, skills, abilities and accomplishments in relation to job duties stated in the job announcement is recommended. You might even send a different résumé for each job and employer you are applying to.

There are many different styles of résumés, however, the styles mentioned below are the most useful.

Chronological

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

Functional

This résumé 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.

Targeted

This résumé combines all your professional accomplishments and skills into a one-page document with your work history listed at the bottom of the document. This type of résumé eliminates duplication of job duties for each prior employer. This résumé is best for someone with extensive background in the field they are applying in.

Combination

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

Résumé writing assistance and instruction can be found in the résumé program in the portfolio function of IdahoWorks available at all Idaho Department of Labor offices and on the website http://labor.idaho.gov or on the Idaho Career Information System website at http://idcis.intocareers.org/

A workforce consultant, veterans employment representative or vocational rehabilitation counselor can help you write an effective résumé that will get attention.

Translate Your Military Experience into Civilian Terms

As you create your résumé, avoid military jargon and terms. Most civilian employers will not understand military jargon, abbreviations and acronyms. Use the following guidelines to prevent this problem.

- Write out terms and explain what they mean when necessary.
- For specialized military training, list the names and number of hours of professional and technical training you have taken. Only include training if it relates to the job.
- Briefly explain any course that may be pertinent to the job. For example write, "Management and Supervision" as a course title. Then add the course content: equal opportunity law; giving and receiving positive and negative feedback; and giving directions.
- Use civilian equivalent phrases and titles. Civilian recruiters will not take the time to translate your résumé into civilian terms and may not see you as qualified for the position. Below are some military terms with recommended civilian equivalents.

The website http://www.onetonline.org/provides job titles, descriptions and other data on military occupations. From the home page click on "Crosswalks" on the top menu bar and select "Military Crosswalk" from the drop down menu. Key in job specialty name or code. This is a tremendous resource and is constantly updated.

MILITARY TERM	CIVILIAN EQUIVALENT
NCOlC	Supervisor, Manager, Coordinator
TDY/TAD	Business Related Travel
PCS	Relocation
NCO Academy	Leadership or Management Training
War College	Executive Military Leadership School
Command and Staff College	Senior Military Leadership School
Basic Officers Course	Entry Level Officer Leadership Course
Basic Training	Introductory Military Training
O7 and above	President, Senior Director, Chairman of the Board, Managing Director
O5 and O6	Chief Executive Officer, Chief Operating Officer, Program Director
O4	Senior Administrator, Department Head, Program Manager
O1 to O3	Executive, Administrator, Manager, Project Officer
WO1 to WO5	Director, Specialist, Facilitator, Technical Manager, Technical Specialist E7 to E9
	Director, Supervisor, Department Manager, Operations Manager, Senior Advisor
E4 to E6	Assistant Manager, Line Supervisor, Section Leader, Task Leader, Supervisor, Foreman
EI to E3	Production Worker, Assembler, Technician, Assistant, Apprentice, Team Member

Cover Letter

A cover letter is where you "sell" yourself to the potential employer who learns how you represent yourself and provides a sample of your writing skills. It is included with your résumé.

Your cover letter must be unique and specific to you–not one that any applicant could have written. A successful cover letter is written in an interesting and dynamic style. Use action verbs.

Sample cover letters and books on writing cover letters are available at your local Idaho Department of Labor office or make an appointment with a workforce consultant for assistance in writing your cover letter. A listing of Idaho Department of Labor offices is available on pages 73-74.

The following is a formula that can be followed to create your cover letter.

Date:

Person's Name or HR Director
Street Address
City, State Zip

Dear (Person's Name):

Introduction Paragraph: Tell the employer your reason for writing and the name of the position you are applying for. Capture the employer's attention. Mention how you heard about the company or the job opening. Name someone you and the employer know in common or someone in the company who knows you, if applicable. Show you have done some research on the company by mentioning projects they are involved with, their management philosophy or something that you have read about them.

Body: In this section you want to build a connection between your background and the company's needs. If you have any directly-related experience or education, summarize it here so the reader can look for it in your résumé. Tell the employer what you can do for them, not what they can do for you. If you have skills or accomplishments that relate to the job, mention them here. Be sure to write this in a confident manner.

Concluding Information: Indicate your interest in working for the company and hearing from the reader. You can also write that you will make follow-up contact within a specific period of time, such as a week, 10 days or two weeks. Then make sure to follow up! Thank the employer for his/her time and consideration.

Sincerely,

Your Name
Your Street Address
Your City, State Zip
Your Phone Number

Preparing for Your Job Search

Review your past jobs, experiences, training and hobbies. An Idaho Labor workforce consultant can help you assess your transferable skills and identify your interests, what you are good at and what you enjoy. As you ask yourself, "What are my talents and experiences? Why would someone want to hire me?" your Verification of Military Experience and Training, DD2586, should be helpful. Your VMET outlines the training and experience you received during your military career. You can access your VMET online at https://www.gibill2.va.gov/cgi-bin/vba.cfg/php/enduser/std_adp.php?p_faqid=1011&p_created=1256727624&p_topview=1. You can also use the Idaho Career Information System's online skills assessment tool to match transferable skills to occupations and discover civilian career counterparts. You can research those types of jobs online at http://idcis.intocareers.org/.

Determine the essential functions of the positions you are considering and determine how you can handle them with reasonable accommodation and work with your workforce consultant to find out what type of accommodation is possible. Most employers will appreciate that you can provide a reasonable accommodation solution for you to perform essential functions of the job.

Study 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.

Friends and families can give you valuable information about potential employers. Often, good jobs remain in the hidden job market and are not advertised. 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.

As you work through this process, you can use the Transition Assistance Program manual, an in-depth resource from the U.S. Department of Labor, that leads you through personal appraisal, career exploration, strategies for an effective job search, interviews, reviewing job offers and support and assistance. The manual is online at http://www.dol.gov/vets/programs/tap/.

Where do I search for job openings?

There are many sources of information you can use to search for employment.

The information following includes not only Idaho Department of Labor offices – see page 73 – but also print media and national databases. The more thorough your research, the more job opportunities you can expect to find. Many jobs are only listed in one advertisement and if you only search a single source you may miss other opportunities.

Idaho Department of Labor local offices list current job openings on their website at http://labor.idaho.gov under Job Seekers, and each office offers computers with Internet access for you in their lobbies. Workforce consultants can assist you with job search planning and job opening searches.

Check out the help wanted ads in the newspaper. Sunday and Wednesday papers usually have the most listings.

Internet sites

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

- Idaho Department of Labor: http://labor.idaho.gov
- Career One Stop: http://www.careeronestop.org
- Monster.com: http://www.monster.com
- US Government Jobs: http://www.usajobs.gov/
- Department of Defense Civilian Employment: http://www.godefense.com
- Military Veteran Career Center: http://www.military.com/veteran-jobs
- Vet Central: http://www.jobcentral.com/vetcentral
- Idaho State Job Openings: http://dhr.idaho.gov
- Idaho Career Information System allows you to choose occupations and then search for current job openings in Idaho: http://www.idahocis.org

Idaho Career Information System — eCIS

The Idaho Career Information System is available at all Idaho Department of Labor offices and a link is included on the IdahoWorks registration page or go to idahocis.org. The system 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 schools and training providers in your state offering particular training.
- Use the school sort function 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 eCIS software to develop a job search plan, collect information, write résumés and cover letters, practice for interviews and keep records about your employment search.

The veterans section of the eCIS website, found on the lower right-hand side of the home page, provides several links to organizations and information sources in the areas of:

Education and Career Information Programs

Health and Disability Programs

Other Organizations and Programs

More specific information and tools are listed on the main veterans page. Look under the heading "In eCIS" for the following:

Aid for Those in the Military or Reserves

- A list of eCIS scholarships whose primary purpose is to assist people who have military affiliation.

Financial Aid Sort

- To see an alternative list of scholarships with military affiliation, select the Financial Aid Sort item “Organizational Affiliation,” check “Affiliation with the Military,” then click on “Get My Results.” Selection of scholarship recipients may or may not be based primarily on military affiliation.

Links for People with Disabilities and Vocational Rehabilitation Workers

Military Aid Benefits

- This section of the Paying for School information describes military education aid opportunities before, during and after military service.

Military Employment

- This information lists military occupations and links each one to eCIS occupation descriptions. Click on the FAQs tab to learn more about military life, what to know before considering enlisting and benefits.

Publications on Military Transitions

- The “Publications” file under "Resources” in the eCIS “Keeping Your Job” component lists suggested reading for individuals transferring from a military to civilian career.

The U.S. Department of Labor produces an excellent resource page for job seekers with disabilities. It includes sections such as “Writing and Formatting a Scannable Résumé,” “Essential Elements of an Effective Job Search” and “Career Development for Persons with Disabilities.” Access this page at: http://dol.gov/odep/pubs/publicat.htm.

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 labor market information is available at no cost from the Idaho Department of Labor via the Web site, http://lmi.idaho.gov. Get wage, employment, occupational projections and much more. Six regional economists are stationed throughout the state who specialize in regional data. Contact information is available on the website under "Regional Labor Markets."

County Labor Market Information

Labor force trend flyers are available for all 44 counties and provide information on population, employment and wages by industry, employment and unemployment statistics, largest private employers and other subjects.

Job Projections

Projections provide information on where jobs are and where they will likely be in the future, both short-term and long-term. This is based partly on past employment trends and the likelihood those trends will continue.

Job Application Forms

Most employers want you to complete an application form, which may be used to choose people for interviews. Employers often complain that applicants do not properly complete application forms. If you bring a résumé, you will still need to fill out an application form completely. Don't write "see résumé" on any part of the application.

Fill out the sample application and/or job data sheet on the following pages and refer to them when you 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 good organizational skills.

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

Bring the following information with you:

- Address and phone number where you can be contacted or a message can be left for you.
- Names, addresses and telephone numbers for previous employers.
- At least three references. Ask each person for permission to use them as a reference.
- List of school subjects that 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 you start and follow all directions.
- Ask questions if you don't understand something on the form.
- Neatly print the information requested in black or blue ink.
- Check your 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.

Sample Personal Data Form

SKILLS _____

_____

_____

WORK HISTORY

Employer _____

Address _____

City/State/ZIP _____

Phone _____

Position _____

Pay Rate _____

Start Date _____

End Date _____

Duties _____

_____

Reason for Leaving _____

_____

Employer _____

Address _____

City/State/ZIP _____

Phone _____

Position _____

Pay Rate _____

Start Date _____

End Date _____

Duties _____

_____

Reason for Leaving _____

_____

Employer _____

Address _____

City/State/ZIP _____

Phone _____

Position _____

Pay Rate _____

Start Date _____

End Date _____

Duties _____

_____

Reason for Leaving _____

_____

Sample Job Application

This sample application will help you keep track of key information requested on most applications. Take it with you when you are looking for work.

PERSONAL INFORMATION

Address _____

City/State/ZIP _____

Phone _____

Alternate Phone _____

Email _____

Memorize or bring your Social Security number and driver's license number.

EDUCATION

School _____

City/State _____

Dates _____

Highest Grade Completed _____

Date Graduated _____

School _____

City/State _____

Dates _____

Highest Grade Completed _____

Date Graduated _____

REFERENCES

Name _____

Address _____

City/State/ZIP _____

Phone _____

Name _____

Address _____

City/State/ZIP _____

Phone _____

Name _____

Address _____

City/State/ZIP _____

Phone _____

The Interview

The interview process is designed to:

- 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.

How should I prepare for the interview?

- Research the company and find out everything you can about the business. Use the Internet, library publications, local chamber of commerce offices and personal contacts.
- When setting the appointment get the date and time, the names of the interviewers, the type of interview and how long the interview will last.
- Make sure you know where the interview is taking place and how much time you need to get there. Travel 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.
- Practice talking about your military service in civilian terms. Find someone to practice with who is not familiar with your military service and experiences. Make sure it is easy for them to see the correlation between your military skills and this civilian job opportunity.

- Bring extra copies of your résumé and cover letter with you.
- Take documents to the interview that establish your identity and employment eligibility. A list is located on the U.S. Department of Homeland Security, Bureau of Citizenship and Immigration Services Web site at: http://www.uscis.gov/files/form/i-9.pdf in English (i.e. drivers license, social security card, alien authorization card) and http://www.uscis.gov/files/form/i-9_spanish.pdf in Spanish.

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 following 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 a particular 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 to ask about areas where you could improve.

Interview Questions

Try to anticipate 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

- **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. Don't ramble on about things that are not relevant to the job.
- **Why did you leave the military?** This can be a difficult question. "I achieved my goals in the military and I'm now looking for a new challenge." You could then explain what your goals were, how you met them and where you see yourself going now.
- **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. If you know someone who currently works there, get some information from them.
- **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 eCIS program at your local Idaho Department of Labor office or at http://idahocis.org. See Idaho Department of Labor office locations on page 73 of this publication.

Failing to Prepare is Preparing to Fail!

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

Should I disclose my disability to potential employers?

It is always a personal decision, but it is recommended you disclose when:

- Applying with a state or federal agency with affirmative action responsibilities.
- The job relates to your experiences as a person with a disability.
- Having a disability is a requirement.
- Job-related limitations require you to request a reasonable accommodation. See the section on ADA on page 41 for that definition.

How should I prepare to disclose information about my disability?

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

From the "Job Accommodation Network Consultant's Corner," Volume 01, Issue 13

When you write your script, minimize 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.

The best way to handle difficult questions during the interview is to be prepared for them. Make a list of the questions you know you are going to have trouble with and formulate answers. Practice your delivery of these answers so you will be ready. For example, "I see that there is a two-year gap in your work history. What have you been doing during this time?"

This is an opportunity to talk about what you have been doing, not what you have not been doing. Think about valuable life experiences that you have gained during this time. Have you been taking care of children or a parent, going to school, taking art classes or volunteering? This question may prompt you to disclose your disability if you have not already done so. Be sure to do it in a way that shows how you have dealt with a difficult situation in a positive manner. Remember to keep the past in the past, stating that you are ready to move forward and are qualified and able to do the job you want.

REMEMBER your script. Talk about your abilities, not your disabilities. Employers need qualified, capable individuals to fill positions. Find a way to show that you are that person. Sell them on what you can do, not on what you cannot do and the interview will go better than you expect. Be positive about yourself and be honest. Avoid opening doors to doubts. The more you discuss your disability the more it may occupy an interviewer's mind, and the more you will begin to raise questions.

How should I approach disclosure about my disability?

If you know that your disability will require a reasonable accommodation when you go into the interview, consider this — for most job seekers, the interview is the "make it or break it" point. Remember that you have about a minute to make a good first impression, and first impressions mean everything during this stage of the employment process. Disclosure of your disability is critical at this point if accommodations, such as access to the building, are necessary to do the job. Do your homework! If you know the location for the interview is not accessible to you, contact the person who will be interviewing you and request an alternative location. It is a good idea to have a location in mind, just in case the interviewer needs some suggestions.

Find out if the location is accessible. Call and ask whether there are accessible parking spaces available and does the building have an elevator. It is better to deal with these issues ahead of time than 15 minutes before your interview. This also shows your prospective employer that you are able to deal with these situations effectively. ***However, it may be to your advantage to schedule the interview before you disclose.***

Dealing with the visible disability

If you have a visible disability, realize that even if you do not require an accommodation, you may want to disclose. If the average employer would have doubts or concerns about how you will perform your major job duties, you should bring up the subject and explain how you are able to perform them with or without accommodation. This can be accomplished by explaining how you have performed the duties at past jobs or during education for the job.

Focus on presenting the information in a glass half full versus a glass half empty approach. Which do you think an employer would rather hear, "I can stand for one hour" or "I cannot stand for more than an hour." Focus on what you can do versus what you can't do. Positive presentation is the key.

Dealing with an invisible or hidden disability

This may be a difficult decision because your disability is not readily noticeable. You must weigh the pros and cons of disclosure. If you are not certain if your disability will affect your work performance now or in the future, you may want to wait and see if you will need to ask for an accommodation until you begin working there.

This is a very personal decision and one that is ultimately yours. However, if you decide not to disclose your disability during the hiring process, you still have the option to disclose and request an accommodation 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.

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?***

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. Emphasize relevant facts such as you drive your own car, are on time and do not miss work.

When do I disclose?

Disclosure is a strategic decision similar to discussing pay with an employer. The best time to disclose in an interview depends on each individual situation. It may be:

- During the interview.
- After the job offer.
- After having started a job and then seeing what type of accommodation is needed or if any is needed at all.

You may believe that if you do not disclose you are only temporarily avoiding the issue. In general, it is not recommended that you share other non-job related details about yourself, so do not feel compelled to share this personal detail. Of course, exceptions exist, as noted in the beginning of this section, when disclosure is in your best interest.

Who else do I need to tell?

You may decide to tell your supervisor for the same reasons as you told the person who decided to hire you. Telling co-workers of your disability is your personal decision and should not be required for you to take advantage of accommodations. Starting a new job and learning to interact with a group of strangers can be stressful in itself. Information about your disability is something you may choose to withhold for a long time or you may feel it is necessary to be up front with your co-workers.

Should I disclose my disability on my résumé, application or cover letter?

No. If an application includes a question about disabilities, leave that section blank. You are not required to disclose your disability on an application, and it is normally illegal for an employer to ask you to do so. Remember, the exception to this is if you are applying with a state or federal agency with affirmative action responsibilities or if having a disability is a job requirement.

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 pleasant demeanor will go a long way toward relaxing the interviewer. Be prepared to explain if you have physical problems that make common interview etiquette difficult such as shaking hands, maintaining eye contact or good posture. If you have scripted and rehearsed the situation, you can avoid potential embarrassment. Be open, honest and reassuring. Focus on your abilities and skills, not the disability. Ultimately, disclosure is your prerogative.

SECTION 2 *EMPLOYMENT RIGHTS*

Americans with Disabilities Act – ADA

What is it?

The American with Disabilities Act — ADA — is 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.

The information in this section is a guide to the ADA. It 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 Idaho Human Rights Commission directly at the following telephone numbers:

Idaho Commission on Human Rights
(888) 249-7025 toll free
(208) 334-2873 TDD/Voice
(208) 334-4751 TTY
http://humanrights.idaho.gov

Which employers are covered by the ADA?

The following types of employers with 15 or more employees are required to follow ADA rules.

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

In Idaho, employers with five or more employees are required to follow state antidiscrimination laws.

ADA 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 physical or mental impairment that substantially limits one or more of the major life activities of an individual.

Essential functions — Fundamental job duties of the employment position.

Nonessential functions — Job process that may be marginal, modified, eliminated, transferred or reassigned.

Qualified individual — A person who satisfies the experience, education and other job-related requirements of the employment position and can perform the essential functions of the position with or without reasonable accommodation.

Reasonable accommodation — Any modification or adjustment to a job, an employment practice or the work environment that makes it possible for an individual with a disability to have an equal employment opportunity.

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.

Are you protected by the ADA?

If you have a disability and are qualified to do a job, the ADA can protect you from employment discrimination based on your disability. A person is considered as having a disability under the ADA if he or she:

- Has a physical or mental impairment that substantially limits a major life activity;
- Has a record of such a physical or mental impairment; OR
- Is regarded as having such impairment.

What is a major life activity?

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

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

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

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
- How long the disability will last or is expected to last
- What permanent or long-term impact or expected impact the disability will have

What employment practices are covered?

Recruitment (advertising)	***Job layoffs***	***Hiring***
Pay	***Firing***	***Training***
Promotions	***Benefits***	***Leave***
All other employment related activities		

ADA Amendments Act of 2008

The Americans with Disabilities Act of 1990 was amended primarily to clarify whether an individual's impairment constituted a disability. In many cases, courts focused on whether or not the person had a covered disability and never reached the question of whether discrimination had occurred. The main intent of the ADA Amendments Act was to return the focus of ADA enforcement to the issue of discrimination. For more details, see http://www.eeoc.gov/laws/statutes/adaaa_info.cfm.

Specific Exclusions: Things to think about!

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.

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.

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

No. See the following section for the information on essential job functions.

Can an employer demand the existing production/performance standards for an employee with a disability?

Yes. 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.

Does the ADA override federal and state health and safety laws?

No. 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.

Is there financial assistance 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. The credit, up to $15,000 per year, is available to eligible small businesses for costs related to complying with applicable requirements of the ADA. For additional information on the Disabled Access Credit, contact a local Internal Revenue Service office: http://www.irs.gov/businesses or call (800) 829-4933—voice, or (800) 829-4059—TTY.

Additional ADA resources are listed in the Resources section starting on page 68.

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 when the hiring decision is being made. Employers should identify all essential functions in an accurate job description of the position. Focus should be on the purpose of the function and what is to be accomplished by it instead of how the function is currently performed.

What are reasons a job function may be considered essential?

- The job exists to perform that specific function.
- If the function is removed, it fundamentally changes the job.
- 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. For example, an aircraft pilot 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.

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 based on criteria 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

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 way the job is usually done or in company policies. This allows a qualified person with a disability to experience the same employment as someone without a disability. The employer could make adjustments in the work setting or change a work schedule — really anything that makes it possible for a person with a disability to have an equal employment opportunity. Reasonable accommodations are required to assist those with disabilities who are otherwise qualified to perform the essential functions of the job.

The ADA requires reasonable accommodation:

- In the application process
- In allowing a qualified person with a disability to do the essential functions of the job
- In allowing an employee with a disability to have 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. In the case of a hidden disability, this means that a person would be required to disclose the disability when requesting an accommodation.

What are examples of reasonable accommodations and common barriers?

Fundamental Barriers

- Physical access
- Providing or modifying equipment or devices
- Restructuring a job
- Changing a work schedule or altering the functions of a job
- Adjusting or modifying training materials or company policies
- Providing a reader or interpreter
- Making the workplace readily accessible to people with disabilities

The following are examples of reasonable accommodations barriers with a list of solutions for each.

Experiencing difficulty with concentration and time management

- Schedule-reminder devices such as telephone reminders, electronic calendars, alarm clocks.
- Work task checklists and clipboards.
- Memory aids such as tape recorders, note pads.
- White noise or environmental sound machines to help eliminate distractions.

Stimulus overload and fatigue

- Scheduled rest breaks.
- Schedule more difficult/challenging tasks at the beginning of work shift.

Visual problems

- Replace fluorescent lights with high intensity white lights or natural light.
- Make job-site changes including adaptive technology.
- Provide scribe or reader.

Difficulty with productivity

- Job coaches, job sharing or mentoring.
- Limit multi-tasking.
- Weekly meetings with supervisor or mentor to determine if goals are being met.

Difficulty dealing with emotions

- Provide support for pursing treatment even during work hours.
- Provide sensitivity training to co-workers.
- Allow the employee to take a break as part of a stress management plan.
- Encourage employee to walk away from frustrating situations and confrontations
- Use a support animal.

Hearing problems

- Provide a qualified sign language interpreter.
- Hold meetings in small groups and sit at a round table to facilitate lip-reading.
- Use written communication in addition to or instead of oral communication.
- Provide a quiet or private work environment.
- Use light or vibration alert indicators.

Absenteeism

- Allow flexible start time or end time or working from home.
- Provide straight shift or permanent schedule.
- Modify attendance policy such as counting one occurrence for all post traumatic stress disorder-related absences or allow the employee to make up the time missed.

Panic Attacks

- Allow the employee to take a break and go to a "safe" place to use relaxation techniques or contact a support person.
- Identify and remove environmental triggers such as particular smells or noises.
- Allow the presence of a support animal.

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.
- An employer may not have to make an accommodation if they can show an undue hardship.

Undue Hardship

Undue hardship means an accommodation that the employer makes that would be:

- Significantly difficult or expensive
- Extensive
- Substantially disruptive
- Would fundamentally alter the nature of employment

What factors are considered in determining undue hardship?

- Cost and nature of the accommodation
- Employer's overall financial resources
- Employer's type of operation
- Impact the accommodation would have on the operation of the business

Employment Process Under Americans with Disabilities Act

Recruitment

The ADA is a nondiscrimination law, meaning the law 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.

The law does not require employers to make special efforts to hire people with disabilities, but encourages 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 to attract qualified people with the right skills and education. A common statement to see is "We are an Equal Opportunity Employer."

Application

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

Equal Benefits

Reasonable accommodations must be provided so an employee with a disability has access to the same benefits and rights of employment equal to those of similarly placed nondisabled employees.

Direct Threat

An employer is not required 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 tests to provide the employer with information about aptitudes, interests and personality or 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.

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 need for an accommodation. In order to receive the accommodation, you may be required to disclose your disability and provide proof of a hidden disability.
- 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

Pre-employment Questions – Legal and Not Legal

The ADA **does not** allow any pre-employment inquiries about a disability to ensure that qualified people are not screened out because of their disability before their ability is considered, which is especially 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.

What types of questions cannot be asked during the interview process whether you have a disability or not?

- 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?
- If you have been in the military, were you honorably discharged?

What questions are permissible to ask a job applicant who has an obvious disability?

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?

What types of questions cannot be asked by an employer when checking job references whether you have a disability or not?

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

Pre-employment Medical Examinations

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

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

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 kept confidential. A manager or supervisor may not be given actual tests results or conditions. They may be informed about accommodations and necessary restrictions because of those results or conditions.
- If an individual is not hired because 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

Are alcoholics covered by the ADA?

Yes, alcoholism is considered a disability and is protected by the ADA if the person 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.

What can an employer prohibit about alcohol use in the workplace?

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

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.
- An individual who is mistakenly regarded as engaging in illegal drug use.

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

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 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 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.
- An employer may not base an employment decision on the speculation that an applicant may cause increased workers' compensation costs in the future.
- An employer can refuse to hire or 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 can refuse to hire or can fire a person who knowingly provides a false answer to a lawful post-offer inquiry about his/her condition or workers' compensation history.

Actions to Take if You Experience Discrimination at Your Job

- Suggest reasonable accommodations that will allow you to perform the essential functions of the job or provide equal access.
- If the situation is not resolved satisfactorily, you can file a discrimination complaint against the employer, but it must be filed within 300 days of the incident. You can file a complaint against the employer at a local Idaho Department of Labor office near you. See pages **73-74 for a list**. The department will immediately forward the complaint to the Idaho Commission on Human Rights, which investigates complaints concerning employment discrimination. Discrimination complaints must be filed with the Idaho Commission on Human Rights before you can bring a suit in state court. The Human Rights Commission will investigate on behalf of the State of Idaho and under certain circumstances, the Equal Employment Opportunity Commission.

Idaho Commission on Human Rights

317 W. Main St.
Boise, ID 83735-0660

(888) 249-7025 toll free
(208) 334-2873 local

- Contact the Client Assistance Program of Disability Rights Idaho, which is designated as the Protection and Advocacy System for Idaho, if you feel you need advocacy support.

Disability Rights Idaho

1-866-262-3462 (TDD/Voice)

Web site: http://disabilityrightsidaho.org

Boise Office
4477 Emerald St., Ste. B-100
Boise, ID 83706-2066
(208) 336-5353 (TDD/Voice)

Pocatello Office
845 W. Center St., C-107
Pocatello, ID 83204-4237
(208) 232-0922 (TDD/Voice)

Moscow Office
428 W. 3rd St., Ste. 2
Moscow, ID 83843-2284
(208) 882-0962 (TDD/Voice)

Veterans Preference

What is Veterans Preference?

Congress enacted laws to prevent veterans seeking federal employment from being penalized because of time spent in military service. By law, veterans who are disabled or who served on active duty or in military campaigns in the Armed Forces during specified periods are generally entitled to preference over non-veterans in federal hiring practices and in retention during reductions in force.

Veterans preference is also the law in Idaho for all public employment – federal, state, county, city, other local governments and political subdivisions – excluding key employee positions.

The preference program provides a uniform method by which special consideration is given to qualified veterans. Veterans' preference laws do not guarantee veterans a job, nor do they give veterans preference in internal agency actions such as promotion, transfer, reassignment and reinstatement.

The law also requires all governments to provide notice of that preference in all announcements, advertisements or other solicitations for applicants.

More than 122,000 Idahoans are veterans of the U.S. Armed Forces, 10.9 percent of the adult population and 22nd highest in the country, according to 2009 data from the U.S. Census Bureau, American Community Survey.

For additional information on the Veterans Preference Program and how it can impact your job search please contact your Idaho Department of Labor local office. See pages 73-74 for a complete list of offices. Information on Idaho Code can be found at http://adm.idaho.gov/adminrules/rules/idapa21/0106.pdf. Information on the federal law can be accessed at the U.S. Department of Labor's website under elaws Advisors at http://www.dol.gov/elaws/vets/vetpref/choice.htm.

If you feel that veterans preference was not given, contact:

For federal employment
Veterans Employment and Training
(208) 332-8947
http://www.dol.gov/vets

All other government employment in Idaho
Division of Veterans Services
(208) 577-2310
info@veterans.idaho.gov
http://www.veterans.idaho.gov

Uniformed Services Employment and Reemployment Rights Act – USERRA

The Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA, 38 U.S.C. § 4301 – 4335) is a federal law intended to ensure that persons who serve or have served in the Armed Forces, Reserves, National Guard or other "uniformed services:"

1. Are not disadvantaged in their civilian careers because of their service;
2. Are promptly reemployed in their civilian jobs upon their return from duty; and
3. Are not discriminated against in employment based on past, present or future military service. The federal government is to be a "model employer" under USERRA (38 U.S.C. § 4301).

Under the law, employers are required to post USERRA rights visible to employees. The free, official poster can be downloaded from the U.S. Department of Labor website at http://www.dol.gov/vets/programs/userra/.

Employer Support of the Guard and Reserve Ombudsman Services Program

The ESGR Ombudsman Services Program was established to provide information, counseling and mediation on issues related to the Uniformed Services Employment and Reemployment Rights Act - USERRA. ESGR ombudsman services consist of a customer service center to answer phone calls and emails involving USERRA questions. Specially trained ombudsmen assist members of the Guard and the Reserve in resolving disputes with their civilian employers related to military service in the uniformed services through mediation. ESGR ombudsmen are volunteers located throughout the United States and U.S. Territories.

When an employer and service member have a conflict related to uniformed service, the service member can request a local ESGR ombudsman be assigned to help resolve the dispute through mediation. The ombudsman remains neutral, listens to each party's explanation and provides information from USERRA and/or the U.S. Code of Federal Regulations to help guide them in resolving the issue. If an agreement cannot be reached, the ombudsman will let both parties know that the service member can file a case with the U.S. Department of Labor Veterans' Employment and Training Service or hire a private attorney.

Contact the ESGR customer service center at (800) 336-4590 option 1, by email USERRA@osd.mil or by mail at ATTN: Ombudsman Services, 1555 Wilson Blvd., Arlington, VA 22209 or by an online support request on the USERRA website, http://www.dol.gov/compliance/laws/comp-userra.htm.

The center operates Monday through Friday 8 a.m. to 6 p.m. EST and is closed weekends and federal holidays.

SECTION 3 APPENDICES

Appendix A: Working While on Social Security Benefits

The Social Security Administration can expedite processing military service disability claims. Social Security benefits are different than the benefits offered through the Department of Veterans' Affairs and require a separate application. The expedited process is used for military service members who become disabled while on active military service on or after Oct. 1, 2001, regardless of where the disability occurs. For more information go to the Social Security Administration website at http://www.ssa.gov.

The Social Security Administration (SSA) encourages individuals with disabilities to begin or return to work through work incentives, which allow people to keep cash resources and medical benefits as they work to become self supporting. See http://socialsecurity.gov. The SSA has two major programs that provide support to people with disabilities:

- **Social Security Disability Insurance — SSDI** with Medicare coverage; and
- **Supplemental Security Income — SSI** with Medicaid coverage.

The Work Incentives Planning and Assistance — WIPA — program is a no cost service to help beneficiaries of SSI and SSDI make informed choices about going back to work or entering the workforce for the first time. There are also ways to fund vocational training, education or starting a business. If you are an SSI and/or SSDI beneficiary, there are ways to test your ability to work without losing your benefits such as Medicaid and Medicare. The WIPA program links you with an individual who will:

- Provide accurate, up-to-date information about federal work incentive programs.
- Provide work incentives planning and assistance to help reach your employment goals.
- Provide benefits analysis and planning to help you keep your cash resources and medical benefits as you work to become self supporting.
- Assist in writing a Plan for Achieving Self Support free of charge.
- Give information about the protection and advocacy system for people with disabilities. The WIPA project in Idaho is administered by Disability Rights Idaho. You can contact them at (866) 262-3462 or at http://disabilityrightsidaho.org.

Each SSA program has its own work incentives and each work incentive helps people become self supporting. Brief explanations of common work incentives and how they work are listed below.

Common Incentives if You Receive SSDI or SSI

Social Security Disability Insurance

- **Trial Work Period** – This is a time period when, while still receiving SSDI, you can test your ability to work without losing SSDI cash payments and Medicare coverage. During this time you can earn any amount of money as long as you report the work activity while you continue to have a disabling impairment. The trial work period continues until you accumulate nine months, not necessarily consecutive, in which you perform what the SSA calls "services" within a rolling 60-month period. The SSA considers your work to be services if you earn more than a certain amount in a month. For example, after **nine service months** the trial work period is complete, and SSA will evaluate you to determine if you continue to have a disability and are eligible for SSDI benefits. If SSA determines you are no longer eligible, you will receive an additional three-month grace period of SSDI payments before benefits stop.
- **Extended Period of Eligibility** – For 36 consecutive months, after the trial work period is completed and you continue to be medically disabled, you can receive an SSDI check for each month you earn below a certain amount. This automatic reintroduction of SSDI benefits does not require a new application.
- **Medicare Continuation** – Medicare can continue for seven years and nine months – sometimes longer – after a successful trial work period if you continue to be medically disabled.
- **Impairment-Related Work Expense** – This is a documented disability-related expense that is absolutely necessary for you to perform a job. SSA deducts the cost of these expenses from gross earnings before determining if you are SSDI eligible. Examples of these types of expenses may include wheelchairs, assistive technology or other specialized work-related equipment and certain special transportation costs.
- **Medical Recovery During Vocational Rehabilitation** – Your SSDI eligibility may continue if you have medically recovered from your impairment but are actively participating in a vocational rehabilitation program that will likely lead to self support.
- **Ticket to Work** – While you are actively participating in the Ticket to Work program, you can get the help you need to find the job that is right for you and you can safely explore your work options without losing your SSDI benefits.
  - You can easily return to benefits if you have to stop working, known as "expedited reinstatement of benefits."
  - You can continue to receive health care benefits.
  - You will not receive a continuing disability review while using your Ticket.
  - In addition, you will still be able to use other SSA programs and work incentives to help you transition into work.

Supplemental Security Insurance – SSI

- **Ticket to Work** – Similar to the SSDI work incentive. See the description on page 58.
- **1619A and 1619B** – Two different programs to help you keep Medicaid benefits while you try to become self supporting.
- **Student Earned Income Exclusion** – If you are a student up to 22 years of age who is disabled or blind and regularly enrolled in school, this allows you to earn income that is not counted for SSI income purposes.
- **Plan for Achieving Self Support** – This is a document that you write to set aside income or resources to reach a work goal. For example, you could set aside money to go to school, start a business or pay for work expenses such as transportation to and from work or attendant care. SSA does not count money set aside under this plan to determine your SSI payment amount.
- **Impairment Related Work Expense** – This is a documented disability-related expense that is absolutely necessary for you to perform a job. Examples may include wheelchairs, assistive technology or other specialized work-related equipment and certain special transportation costs. As an SSI beneficiary, the cost of these expenses can be recovered through higher SSI payments. Additionally, this work incentive can also be used to establish eligibility for initial SSDI disability status.
- **Blind Work Expense** – If you have blindness, this is a documented expense you incur because of your disability and is absolutely necessary to perform a job. Examples may include adaptive devices or guide dogs. Like an impairment related work expense, you may be able to recover 100 percent of those expenses through increased SSI cash payments.

Appendix B: Working While on Medicaid

Legislation took effect in 2007 creating a Medicaid for Workers with Disabilities program — sometimes known as Medicaid Buy-In — for Idahoans with disabilities. Medicaid for Workers with Disabilities helps transition people to work by permitting them to receive Medicaid while working.

Many people on Medicaid want to work and recognize that employment is the way to end dependence. The Medicaid for Workers with Disabilities program helps them gradually leave or lessen their reliance on Medicaid while increasing their work hours and income. When the eligible person goes to work, they pay a premium based on a sliding scale which enables them to retain their coverage.

Who is Eligible

In order to be eligible, individuals must meet the following criteria:

- Be at least 16 years of age, but under 65 years of age;
- Have a disability as defined by Social Security;
- Be employed, including self-employment, and have provided the Idaho Department of Health and Welfare with satisfactory written proof of employment;
- Have countable resources of $10,000 or less. Your home, two vehicles, life insurance and retirement plan do not count toward the resource limit; and
- Have countable income that does not exceed defined limits. Based on your income level, you may have to pay premiums.

How to Apply

- Fill out a general Health and Welfare application, marking only the section for medical assistance. The application is on the Internet at http://healthandwelfare.idaho.gov.
- Obtain copies of any recent bank statements, recent pay stubs, your IRA or 401(k) statement, proof of other income such as SSDI payments and a completed rental verification form, which is available in the lobby of state Health and Welfare offices.
- Keep a copy of all these documents for your records.
- Take the above information to your local Health and Welfare office to a self-reliance specialist.

Appendix C: Homeless Veterans Program

Does the Veterans Administration have Programs to Assist Homeless Veterans?

Yes, the VA has many benefits and services to assist homeless veterans like disability benefits, education, health care, rehabilitation services, residential care and compensated work therapy for eligible veterans. Services Include:

- **Health Care for Homeless Veterans Program -** operates at 135 sites, where extensive outreach, physical and psychiatric health exams, supported housing programs, drop-in-centers, compensated work therapy, treatment, referrals and ongoing case management are provided to homeless veterans with mental health problems, including substance abuse.
- **Domiciliary Care for Homeless Veterans Program -** provides medical care and rehabilitation in a residential setting on VA medical center grounds to eligible ambulatory veterans disabled by medical or psychiatric disorders, injury or age and who do not need hospitalization or nursing home care.
- **Inpatient and Outpatient Health Care** - VA medical centers provide inpatient treatment to thousands of homeless veterans each year. Hospitals and outpatient clinics provide eligible veterans with comprehensive physical and mental health care, alcohol and substance abuse treatment, rehabilitation treatment and other specialized services.
- **Readjustment Counseling Centers** - also called Vet Centers, help veterans through community outreach. They offer specialized services such as group, individual and family counseling to help eligible veterans overcome psychological difficulties or to resolve conflicts that may be contributing to their homelessness. Vet Center staffs also provide referral services, connecting veterans to VA programs and community services.

- **Outreach** - The staff from VA regional offices, medical centers, vet centers and special homeless programs regularly visit community shelters, agencies and the streets to help thousands of homeless veterans each year.
- **Benefits and Entitlements** - The VA annually awards more than $29 billion in disability benefits to millions of veterans. In many instances, these payments are the major source of income to veterans and serve to prevent homelessness. VA's Fiduciary Program provides specialized case management to over 100,000 veterans, many of whom might be homeless without the services it provides.
- **Acquired Property Sales for Homeless Providers Program** - makes available properties VA obtains through foreclosures on VA-insured mortgages for sale to homeless provider organizations at a discount of 20 to 50 percent. Some of these properties are available for lease.

Need More Information?

Contact any VA medical center or regional office, and a VA representative can provide information about VA benefits and services available to assist homeless veterans and the address and phone number of the VA homeless program coordinator nearest you. You can also call toll free (800) 827-1000 or go online at http://www.va.gov/homeless.

Appendix D: Self-Employment for Veterans

Small Business Administration - Office of Veterans Business Development

Through its Office of Veterans Business Development, the U.S. Small Business Administration and its resource partners can assist transitioning service members nationwide with loan guarantees, business counseling and training and access to federal contracts.

The SBA has a Veterans Business Development Officer at each of its 70 district offices who are experts in the full range of SBA programs. The Office of Business Development funds Veterans Business Outreach Centers to provide hands-on assistance, e-counseling and referrals to the nearest SBA office.

Two SBA websites specifically for veterans include http://www.sba.gov/VETS, which is primarily focused on veterans and service-disabled veterans, and http://www.sba.gov/veterans-and-military-families, which emphasizes services for self-employed Reserve and National Guard members who have been, or may be called to federalized active duty through Title 10.

The SBA's services and programs for veterans include:

- SBA Loan Guarantees: 7(a) loans, LowDoc loans, CAPLines, 504 loans, Microloans, Military Reservist Economic Injury Disaster loans
- Venture Capital: small business investment companies
  - Licensed and regulated by the SBA, these privately owned and managed companies invest venture capital and start-up financing for small business.
- Surety Bond Guarantee Program
  - Under this program, the SBA can guarantee bid, performance and payment bonds on contracts up to $2 million for eligible small businesses that cannot obtain bonds through regular commercial channels.
- Growing Your Business
  - SCORE, Counselors to America's Small Business, has nearly 400 offices around the nation to assist entrepreneurs and small business owners prepare business plans, complete loan applications and manage a business. The SCORE website, http://www.score.org, has an entire section of help for veterans.
  - Online Training: The Small Business Training Network is a virtual campus of free training courses, workshops and knowledge resources designed to assist entrepreneurs and other students of enterprise. The training network makes SBA's business management resources available any time and any where to help small businesses compete in a constantly changing, global environment at http://www.sba.gov/training.

- Federal Contracting Assistance
  - Office of Federal Contract Assistance: http://www.sba.gov/GC/.
  - 8(a) Business Development Program: Small companies owned and operated by socially and economically disadvantaged individuals may be eligible for this program. Certified 8(a) businesses receive training and business development support along with federal contracting opportunities.
  - Small Disadvantaged Business Certification: The Small Business Administration offers this certification that ensures small businesses owned and controlled by socially and economically disadvantaged individuals meet eligibility criteria. Certification may qualify these businesses for price evaluation credit on federal contracts.
  - HUBZone Empowerment Contracting Program: This program encourages economic development in historically underutilized business zones through the use of federal contract preferences for eligible firms. HUBZones are distressed communities with low income and high unemployment. For more information, go to https://eweb1.sba.gov/hubzone/internet/.
  - Federal Procurement Assistance: A procurement center representative helps small businesses obtain federal contracts through the Prime Contracts and Subcontracts programs. The Certificate of Competency program helps small businesses in the appeal process to low-bidding firms that have been denied contracts for a perceived inability to perform satisfactorily. Find more information at http://www.sba.gov/content/federal-procurement-database-systems-next-generation.
- Advocacy
  - The SBA's Office of Advocacy is an independent voice for small business within the federal government. The office advances the views, concerns and interests of small business before Congress, the White House, federal agencies, federal courts and state policy makers. Economic research, policy analyses and small business outreach help identify issues of concern. More information is available at http://www.sba.gov/advo/.
- SBA Online Resources
  - SBA Web page: http://www.sba.gov
  - Online Women's Business Center: http://www.sba.gov/content/womens-business-centers

The Idaho Procurement Technical Assistance Center - PTAC

Government agencies spend billions of dollars on goods and services every year. Any company, regardless of size, is eligible to compete for these contracts. The majority of federal purchases under $100,000 are set aside for small businesses, which opens new opportunities for many Idaho firms. The Idaho Department of Commerce helps companies access this immense market through the Idaho PTAC. Since 1985, this service has helped Idaho small businesses secure over $500,000,000 in awards and sales.

Working with the procurement center is efficient and productive. Using specially designed bid tracking software to access a variety of procurement systems, the Idaho PTAC alerts businesses to potential new customers and provides information on new opportunities that match a company's product and service profile. The Idaho PTAC is a service available to all Idaho businesses and is a great tool to expand sales and marketing reach. Best of all, membership is free.

For questions about the Idaho PTAC, call (208) 334-2470 or email sundi.smith@commerce.idaho.gov

Idaho's Workforce Development Training Program

Businesses who are eligible can receive Idaho Workforce Development Training funds to provide new full-time employees with needed skills or upgrade the skills of current full-time workers at risk of permanent lay off.

Up to $2,000 is available for each new job created or up to $3,000 can be authorized per new job created in rural counties.

For more information, contact one of the following:

- Rogelio Valdez, Idaho Department of Labor at (208) 332-3570, ext. 3163
- Business Development Specialists at Idaho Department of Commerce, P.O. Box 83720, Boise, Idaho 83720-0093, (208) 334-2650

Idaho Small Business Solutions

This web resource provides information on registering a business in Idaho and a checklist of local, state and federal taxes and regulations that affect small businesses. It includes information on licenses and permits some businesses require and other funding and development resources to help businesses grow. Find out more at http://www.idahobizhelp.org.

Idaho Small Business Development Center

The Idaho Small Business Development Center is a university-based organization offering confidential no-cost business consulting and low-cost training to help small businesses and entrepreneurs start and grow. Idaho SBDC clients consistently outperform their peers. More information is available on their website at http://www.idahosbdc.org.

Idaho Department of Labor

The Idaho Department of Labor helps businesses recruit employees, strengthen employee skills, manage employment transitions, access labor market information, understand Idaho labor laws, play an active role in controlling unemployment insurance costs, obtain required posters and other helpful publications. Idaho Labor sponsors free seminars tailored to help companies address business, workforce and personnel challenges. These seminars are listed on the agency calendar of events and provide an opportunity to:

- Network with other Idaho employers.
- Keep informed about state and federal legislation impacting the business community.
- Discuss workforce needs and concerns.

Each local office has consultants who are business specialists.

Idaho Department of Commerce - Economic Development Division

The economic development division helps create sustainable economic growth by working to retain and expand existing Idaho businesses, increase entrepreneurial activity and attract new businesses from industries that fit well in Idaho.

Business development provides counseling, networking and revenue generating opportunities for local entrepreneurs. Business development also provides support to help businesses apply for competitive government contracts, receive federal grants and obtain support to retain and develop their work force. Visit http://commerce.idaho.gov/about-us/contact/business/contacts for a list of local economic development specialists.

Entrepreneurship Bootcamp for Veterans with Disabilities

This program offers cutting edge, experiential training in entrepreneurship and small business management to post-9/11 veterans with disabilities resulting from their service to the country. The bootcamp is designed to open the door to business ownership for veterans by 1) developing skills in the many steps and activities associated with launching and growing a small business, and by 2) helping leverage programs and services for veterans and people with disabilities in a way that furthers their entrepreneurial dreams. The EBV program is free to qualified veterans accepted into the program. See http://whitman.syr.edu/ebv for more information.

The Structure of the Entrepreneurship Bootcamp for Veterans

The EBV is designed around two central elements: a) focused, practical training in the tools and skills of new venture creation and growth, reflecting issues unique to disability and public benefits programs and b) the establishment of a support structure for graduates of the program. The practical elements of the program will involve three phases.

Phase I: Delegates participate in a self-study curriculum facilitated by an online discussion and assessment module, which will be moderated by entrepreneurship faculty and graduate students from one of the partner EBV universities. During this phase delegates will work on the development of their own business concepts.

Phase II: During the nine-day residency at one of the six EBV universities, delegates are exposed to the "nuts and bolts" of business ownership through experiential workshops and lessons from world-class entrepreneurship faculty representing nationally ranked programs around the country.

Phase III: Delegates are provided with 12 months of ongoing support and mentorship from faculty experts at the EBV universities.

Topics addressed include:

- What's a good business concept and how can I determine if my idea is a good one?
- Do I really need a business plan and, if so, how can I write a great one?
- What do I need to know about my customer and market and how can I get answers?
- How much money do I need and how do I get it?
- How do I make sense of the numbers and which numbers really matter?
- What's a business model and does mine make sense?
- What is guerrilla marketing? Are there ways to do more with marketing while spending much less?
- Which activities should I outsource and what do I need to know about hiring employees?
- Where do I go to get the information I need to organize my new venture?

Questions about the application process, dates, deadlines can be directed to:

EBV Coordinator
Falcone Center for Entrepreneurship
Whitman School of Management
721 University Ave, Suite 116
Syracuse, NY 13244
315-443-6007/6899
ebvinfo@syr.edu

Appendix E: Resources

This section lists contact information for agencies providing resources on employment for individuals with disabilities.

ADA Resources

Idaho ADA Task Force

The Idaho ADA Task Force 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. The U.S. Department of Justice provides similar assistance through their ADA Information Line.

Idaho ADA Task Force
816 W. Bannock St.
Boise, ID 83702
info@adataskforce.org
(208) 344-5590 V/TTY

U.S. Department of Justice ADA Information Line
(800) 514-0301 Voice
(800) 514-0383 TTY
Web site: http://ada.gov
Dept. of Justice Home Page: http://justice.gov

U.S. Equal Employment Opportunity Commission — EEOC

The 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
info@eeoc.gov

Employment documents
(800) 669-3362 Voice
(800) 800-3302 TTY
http://eeoc.gov/eeoc/publications

Job Accommodation Network (JAN)

JAN is a free consulting service designed to increase the employability of people with disabilities by:

- Providing individualized worksite accommodations solutions.
- Providing technical assistance regarding the ADA and other disability related legislation.
- Educating callers about self-employment options.

JAN's Searchable Online Accommodation Resource system is designed to let Internet users explore various accommodation options for people with disabilities in work and educational settings.

JAN is a service of the Office of Disability Employment Policy (ODEP) of the U.S. Department of Labor.

Job Accommodation Network
(800) 526-7234 Voice/TDD
(877) 781-9403 TTY
Web site: http://askjan.org
SOAR: http://askjan.org/soar

Disability and Business Technical Assistance Center Northwest

The center was established by Congress to serve business, state and local government, and people with disabilities as they work together to meet the challenges of disability and its impact on society.
(800) 949-4232 Voice
(800) 949-4232 TTY/TDD/TT
http://www.dbtacnorthwest.org

Additional Resources

Idaho Assistive Technology Project

This is a federally funded program designed to increase the availability of assistive technology devices and services for older persons and Idahoans with disabilities.
It offers

- Training and technical assistance
- Assistive Technology Resource Centers
- Used equipment exchange program
- Low interest loan program

Idaho Assistive Technology Project
Center on Disabilities and Human Development
121 W. Sweet Ave.
Moscow, ID 83843
(800) 432-8324 Toll free
(208) 885-6097 Phone
(208) 885-6145 Fax
http://idahoat.org

Assistive Technology for All — AT4ALL

This is a used equipment service for people with disabilities that includes wheelchairs, scooters, walkers, personal care items, aids for vision and hearing impairments, hospital beds, computers, adapted vehicles and more. Using Idaho AT4ALL is free! http://idaho.at4all.com

Idaho Council for the Deaf and Hard of Hearing

The Idaho Council for the Deaf and Hard of Hearing website is a valuable resource for issues pertaining to deafness, hearing loss, advocacy, accessibility, education and technology. The council's goal is to provide timely information that empowers the deaf and hard-of-hearing community to make informed decisions regarding their quality of life.

Idaho Council for the Deaf and Hard of Hearing
1720 Westgate Drive, Suite B
Boise, ID 83704
(208) 334-0879 VP/V
(208) 334-0803 TTY
(208) 334-0952 Fax
http://cdhh.idaho.gov

Idaho Council on Developmental Disabilities

The mission of the council is to promote the capacity of people with developmental disabilities and their families to determine, access and direct the services and/or support they need to live the lives they choose, and to build the community's ability to support their choices.

Idaho Council on Developmental Disabilities
802 W. Bannock St., Suite 308
Boise, ID 83702
(208) 334-2178 or (800) 544-2433
http://icdd.idaho.gov/

Idaho Department of Health and Welfare

The department offers programs that deal with complex social, economic and individual issues. Many are designed to help families in crisis situations. The programs are integrated to provide the basics of food, health care, job training and other assistance. Services can be found at http://healthandwelfare.idaho.gov.

Bureau of Developmental Disabilities
450 W. State St.
Boise, ID 83720-0036
(208) 334-5512

Bureau of Mental Health
450 W. State St.
Boise, ID 83720-0036
(208) 334-5528

Division of Family and Community Services
450 W. State St.
Boise, ID 83720-0036
(208) 334-5700

State Independent Living Council

The independent living movement stems from a philosophy that states people with all types of disabilities should have the same civil rights and control over choices in their own lives as people without disabilities. The council works to change societal attitudes about people with disabilities away from a patronizing, pitying medical model towards empowerment, independence, home- and community-based services and integration as fully contributing, valued members of society.

State Independent Living Council
816 W. Bannock St., Suite 202
P.O. Box 83720
Boise ID, 83720-9601
(208) 334-3800 V/TDD
(208) 334-3803 Fax
(800) 487-4866 — Toll free in Idaho

The local address of centers for independent living can be found at http://www.silc.idaho.gov/ including:

- **Disability Action Center Northwest**
  Moscow, Coeur d'Alene, Lewiston
- **Living Independence Network Corporation**
  Boise, Caldwell, Twin Falls
- **Living Independently for Everyone**
  Pocatello, Blackfoot, Burley, Idaho Falls

Idaho School for the Deaf and the Blind

1450 Main St.
Gooding, ID 83330
(208) 934-4457
http://www.isdb.idaho.gov/

Idaho Industrial Commission

700 Clearwater Lane, P.O. Box 83720
Boise, ID 83712
(208) 334-6000
(800) 950-2110
(208) 334-2321 Fax
http://iic.idaho.gov/

Association of University Centers on Disabilities

1010 Wayne Ave., Suite 920
Silver Spring, MD 20910
(301) 588-8252
http://aucd.org

Brain Injury Association of Idaho

1055 N Curtis Road
Boise, ID 83706
(208) 367-2747
(800) 444-6443 — Toll free in Idaho
http://biaid.org

Consortium for Idahoans with Disabilities

http://cid.idahocdhd.org

Disability Determination Service

(208) 327-7333
(800) 626-2681
(208) 327-7331 Fax
(800) 377-3529 TDD
http://labor.idaho.gov/DDS

Disability Resource Center

Helps students with disabilities achieve their higher education goals. Offers recommended links and profiles of support services.
http://sas.calpoly.edu/drc/

Other resource materials and brochures

Videos and other materials are available through the Idaho Americans with Disabilities Act Task Force

Idaho ADA Task Force

816 W. Bannock St.
Boise ID 83702
(208) 344-5590
info@adataskforce.org

Appendix F: Regional Veterans Resources

Idaho Division of Vocational Rehabilitation Offices

Northern Idaho

Coeur d'Alene Regional Office
2025 W. Park Place, #101
Coeur d'Alene, ID 83814-2699
Telephone Voice/TDD: (208) 769-1441
Fax: (208) 769-1440

Lewiston Regional Office
1118 F St.
P.O. Box 1164
Lewiston, ID 83501-1986
Telephone: (208) 799-5070
TDD: (208) 799-5072
Fax: (208) 799-5073

Moscow
609 S. Washington, Suite 201
Moscow, ID 83843-3064
Telephone/TDD: (208) 882-8550
Fax: (208) 882-9514

Orofino
410 Johnson Ave.
Orofino, ID 83544-1178
Telephone/TDD (208) 476-5574
Fax (208) 476-3471

Sandpoint
2101 W. Pine St.
Sandpoint, ID 83864-1794
Telephone Voice/TDD: (208) 263-2911
Fax: (208) 263-8423

Southwestern Idaho

Boise Regional Office
10200 W. Emerald St., Suite 101
Boise, ID 83704-8780
Telephone: (208) 327-7411
TDD: (208) 327-7040
Fax: (208) 327-7417

Caldwell Regional Office
3110 E. Cleveland Boulevard, #A7
Caldwell, ID 83605-4158
Telephone Voice/TDD: (208) 454-7606
Fax: (208) 454-7630

Meridian
1090 E. Watertower St., Suite 100
Meridian, ID 83642
Telephone: (208) 888-0648
Fax: (208) 888-1257

Nampa
136 McClure
Nampa, ID 83651
Telephone/TDD: (208) 465-8414
Fax: (208) 465-8416

Payette
29 N. Main
Payette, ID 83661
Telephone Voice/TDD: (208) 642-4762
Fax: (208) 642-9040

Treasure Valley Corrections Regional Office
3350 Americana Terrace, Suite 210
Boise, ID 83706-2502
Telephone: (208) 334-3650
Fax: (208) 334-3661

Treasure Valley Special Programs Regional Office
3350 Americana Terrace, Suite 210
Boise, ID 83706-2502
Telephone: (208) 334-3650
Fax: (208) 334-3661

Central and Eastern Idaho

Blackfoot
490 N. Maple, Suite B
Blackfoot, ID 83221
Telephone Voice/TDD: (208) 785-6649
Fax: (208) 785-7158

Burley
1600 Parke Ave., Suite B-3
Burley, ID 83318-2412
Telephone Voice/TDD: (208) 678-3838
Fax: (208) 678-4124

Idaho Falls Regional Office
1825 Hoopes Ave.
Idaho Falls, ID 83404-8018
Telephone Voice/TDD: (208) 525-7149
Fax: (208) 525-7104

Pocatello Regional Office
1070 Hiline, Ste. 200
Pocatello, ID 83201-2947
Telephone Voice/TDD: (208) 236-6333
Fax: (208) 236-6304

Idaho Division of Vocational Rehabilitation Offices *(continued from previous page)*

Rexburg
155 W. Main St. #3
Rexburg, ID 83440-1859
Telephone/TDD: (208) 356-4190
Fax: (208) 356-4207

Salmon
1301 Main St., Suite 3A
Salmon, ID 83467-4511
Telephone Voice/TDD: (208) 756-2114
Fax: (208) 756-2369

Twin Falls Regional Office
1445 Fillmore, Ste. 1102
Twin Falls, ID 83301
Telephone Voice/TDD: (208) 736-2156
Fax: (208) 736-2168

Idaho Commission for the Blind and Visually Impaired Offices

Northern Idaho

Coeur d'Alene
2005 Ironwood Parkway, Ste. 222
Coeur d'Alene, ID 83814-2647
Phone: (208) 769-1411
Fax: (208) 666-6737

Lewiston
1118 F St.
Lewiston, ID 83501-1986
Phone: (208) 799-5009
Fax: (208) 799-5125

Southwestern Idaho

Boise
341 W. Washington St.
P.O. Box 83720
Boise, ID 83720-0012
Phone: (208) 334-3220
Fax: (208) 334-2963

Central and Eastern Idaho

Idaho Falls
550 2nd St., Ste. 293
Idaho Falls, ID 83405-2326
Phone: (208) 525-7028
Fax:(208) 525-7012

Pocatello
427 N. Main St., Ste. K
Pocatello, ID 83204-3016
Phone: (208) 236-6392
Fax: (208) 236-6409

Twin Falls
1201 Falls Ave. E., Ste. 21
Twin Falls, ID 83301-3465
Phone: (208) 736-2140
Fax: (208) 736-2142

Idaho Department of Labor Offices

Twenty-five cities in Idaho have a state Department of Labor office. These service centers provide information on employment opportunities and offer a myriad of services to the public both online -- labor.idaho.gov -- or in person. Each Idaho Department of Labor office is staffed with trained professionals to assist individuals with disabilities find employment. They are well versed in local agencies that assist individuals with disabilities. The Idaho Department of Labor offices are listed below:

Northern Idaho

Bonners Ferry
6541 Main St.
Bonners Ferry, ID 83805-8521
Phone: (208) 267-5581
Fax: (208) 267-3797
Email: bonnersferrymail@labor.idaho.gov

Grangeville
305 N. State St.
P.O. Box 550
Grangeville, ID 83530-0550
Phone: (208) 983-0440
Fax: (208) 983-0302
Email: grangevillemail@labor.idaho.gov

Kootenai County
600 N. Thornton St.
Post Falls, ID 83854
Phone: (208) 457-8789
Fax: (208) 773-5773
Email: kcamail@labor.idaho.gov

Lewiston
1158 Idaho St.
Lewiston, ID 83501-1960
Phone: (208) 799-5000
Fax: (208) 799-5007
Email: lewistonmail@labor.idaho.gov

Moscow
1350 Troy Road, Suite 1
Moscow, ID 83843-3995
Phone: (208) 882-7571
Fax: (208) 882-8324
Email: moscowmail@labor.idaho.gov

Orofino
410 Johnson Ave.
P.O. Box 391
Orofino, ID 83544-0391
Phone: (208) 476-5506
Fax: (208) 476-3471
Email: orofinomail@labor.idaho.gov

Sandpoint
2101 W. Pine St.
Sandpoint, ID 83864-9327
Phone: (208) 263-7544
Fax: (208) 265-0193
Email: sandpointmail@labor.idaho.gov

St. Maries
105 N. Eighth St.
St. Maries, ID 83861-1845
Phone: (208) 245-2518
Fax: (208) 245-2012
Email: stmariesmail@labor.idaho.gov

Silver Valley
35 Wildcat Way, Suite A
Kellogg, ID 83837-2253
Phone: (208) 783-1202
Fax: (208) 783-5561
Email: silvervalleymail@labor.idaho.gov

Southwestern Idaho

Boise
219 W. Main St.
Boise, ID 83735-0030
Phone: (208) 332-3575
Fax: (208) 334-6222
Email: boisemail@labor.idaho.gov

Canyon County
4514 Thomas Jefferson Street
Caldwell, ID 83605
Phone: (208) 364-7781
Fax: (208) 454-7720
Email: canyoncountymail@labor.idaho.gov

Emmett
2030 S. Washington St.
Emmett, ID 83617-9450
Phone: (208) 364-7780
Fax: (208) 365-6599
Email: emmettmail@labor.idaho.gov

Idaho Department of Labor Offices *(continued from previous page)*

McCall
299 S. 3rd St.
P.O. Box 966
McCall, ID 83638-0966
Phone: (208) 634-7102
Fax: (208) 634-2965
E-mail: mccallmail@labor.idaho.gov
Jim Thackeray, Manager

Meridian
1090 E. Watertower Lane, Suite 100
Meridian, ID 83642
Phone: (208) 364-7785
Fax: (208) 895-8441
E-mail: meridianmail@labor.idaho.gov
John Russ, Manager

Mountain Home
1150 American Legion Blvd.
Mountain Home, ID 83647
Phone: (208) 364-7788
Fax: (208) 587-2964
E-mail: mountainhomemail@labor.idaho.gov
Derek Harris, Manager

Payette
501 N. 16th St., Suite 107
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Susane.Miller@labor.idaho.gov
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Idaho's Veteran Service Office

Idaho Division of Veteran Services
Office of Veterans Advocacy
444 Fort Street
Boise, Idaho, 83702
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Regional Veterans Service Officers

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(208) 827-1000

DISABLED AMERICAN VETERANS IDAHO CHAPTER
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Meridian, ID 83646
Boise, ID 83702
(208) 887-7732

VETERANS AFFAIRS MEDICAL CENTERS
BOISE
500 W. Fort St.
Boise, ID 83702
(208) 422-1000

SALT LAKE CITY
500 Foothill Boulevard
Salt Lake City, Utah 84148
(801) 582-1565

SPOKANE
North 4815 Assembly St.
Spokane, WA 99208
(800) 325-7940

WALLA WALLA
77 Wainwright Dr.
Walla Walla, WA 99362
Toll-free (888) 687-8863

VETERANS AFFAIRS COMMUNITY BASED OUTPATIENT CLINICS

CALDWELL
120 E. Pine St.
Caldwell, ID 83605
(208) 454-4820

COEUR D'ALENE
2177 Ironwood
Center Boulevard Building
Coeur d'Alene, ID 83814
(208) 665-1700

LEWISTON
1630 23rd Ave.
Building 2, Suites 301 & 401
Lewiston, ID 83501
(208) 746-7784

POCATELLO
444 Hospital Way
Pocatello, ID 83201
(208) 232-6214

SALMON
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TWIN FALLS
260 2nd Ave. E.
Twin Falls, ID 83303
(208) 732-0959

VA HOME LOAN GUARANTY SERVICES
Obtain a Certificate of Eligibility from:
Winston-Salem VA Eligibility Center,
P.O. Box 20729,
Winston-Salem, NC 27120
(888) 244-6711

TO CHANGE DIRECT DEPOSIT OF VA BENEFITS
(877) 838-2778

VIETNAM VETERANS OUTREACH CENTERS

BOISE
2424 Bank Dr.
Boise, ID 83705
(208) 342-3612

POCATELLO
800 Garrett Way
Pocatello, ID 83201
(208) 232-0316

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IDAHO STATE VETERANS HOMES

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OFFICE OF VETERANS ADVOCACY REPRESENTING
American Legion, American Ex-Prisoners of War, American G. I. Forum, AMVETS, Blinded Veterans of America, Catholic War Veterans of the United States, Idaho Division of Veterans Services, Fleet Reserve Association, Marine Corps League, Military Order of the Purple Heart, Non Commissioned Officers Association, The Retired Enlisted Association, Veterans of Foreign Wars, Vietnam Veterans of America, Veterans of World War I

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Fax (208) 334-3549

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Lewiston, ID 83501
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Fax (208) 799-3419

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AMERICAN LEGION STATE COMMANDER
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BLINDED VETERANS ASSOCIATION
1130 Allumbaugh, #158
Boise, ID 83704
(208) 327-1158

BLUE STAR MOTHERS OF AMERICA INC.
1911 N. 13th St.
Boise, ID 83702
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COMMANDER, POST 1950
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IDAHO WOMEN VETERANS ORGANIZATION
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ADJUTANT
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LEGISLATIVE CHAIRMAN
112 Joshua Court
Caldwell, ID 83605
(208) 402-1659

MILITARY OFFICERS ASSOCIATION OF AMERICA
BOISE VALLEY CHAPTER
P.O. Box 191064
Boise, ID 83719-1064
(208) 939-9491

MILITARY ORDER OF THE PURPLE HEART
STATE COMMANDER
8573 Donnybrook Drive
Boise, ID 83709-0607
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ADJUTANT
2851 N. Christine St.
Boise, ID 83704-5614
(208) 322-8307

NATIONAL ASSOCIATION OF ATOMIC VETERANS
1230 Naylor Court
Salt Lake City, UT 84105
(801) 484-0937

RETIREE ACTIVITIES OFFICE
366 Gunfighter Ave, Suite 111
Mountain Home AFB, ID 83647
(208) 828-4878

U.S. SUBMARINE VETERANS OF WORLD WAR II
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Lewiston, ID 83501
(208) 743-1496

VETERANS OF FOREIGN WARS
STATE COMMANDER
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Rexburg, ID 83440
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SR. VICE COMMANDER
1030 Alsterlund Lane
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ADJUTANT - Bob Amos
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Other Veterans Resources *(cont.)*

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THE HONORABLE MIKE CRAPO
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Washington, D.C. 20510
(202) 224-614
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http://crapo.senate.gov/

THE HONORABLE JAMES E. RISCH
U.S. SENATE
483 Russell Senate Office Building
Washington, D.C. 20510
(202) 224-2752
Fax: (202) 224-2573
http://www.risch.senate.gov

THE HONORABLE MIKE SIMPSON
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FREQUENTLY CALLED TELEPHONE NUMBERS

VETERAN SPECIAL ISSUE HELPLINE
..... (800)-749-8387

AMERICAN LEGION INSURANCE
..... (800) 235-6943

MILITARY BENEFITS INFORMATION
Army..... (866) 281-3254
Navy & Marine Corps ..... (877) 366-2772
Air Force ..... (800) 525-0102
Coast Guard ..... (800) 772-8724

IDAHO CARE LINE .....(208) 926-2588 or dial 211

MILITARY FUNERALS
Army ..... (253) 966-5890
Navy ..... (800) 368-3202
Air Force ..... (208) 828-2874
Marine Corps ..... (800) 847-1597
Coast Guard ..... (206) 217-6513

NATIONAL PERSONNEL RECORDS CENTER
(314) 801-0800

PERSIAN GULF INFO CENTER ..... (800) 749-8387
U.S. GOVERNMENT, Federal Information Center
..... (800) 688-9889
VA APPEALS MANAGEMENT CENTER
.....(866) 258-0341 or amc.query@vba.va.gov

VA DIRECT DEPOSIT CHANGES..... (877) 838-2778

VA HEALTH ADMINISTRATION CENTER
..... (800) 733-8387

VA INSURANCE..... (800) 669-8477

V**A PENSION MAINTENANCE CENTER**
..... (877) 294-6380

VA SUICIDE HOTLINE..... (800) 273-TALK (8255)

VA TOLL FREE LINE ..... (800) 827-1000

VA VOCATIONAL REHABILITATION (Boise)
..... (208) 334-1063

VAMC ELIGIBILITY (Boise) ..... (208) 422-1224

VFW INSURANCE ..... (800) 821-2606

GI MONTGOMERY BILL..... (888) 442-4551

TO OBTAIN A DD214, GO TO: http://www.archives.gov/veterans/evetrecs

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labor.idaho.gov

Choose “Publications” and then “Job Seeker Services.”

For more information or to download a copy of this manual, go to

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IDAHO
DEPARTMENT OF LABOR