

Business Strategies that Work: A Framework for Disability Inclusion

ACCOMPANYING RESEARCH COMPENDIUM

A Selective List of Federal and State Agency Regulatory and Policy Materials, Research Studies, and Other Policy Reports/Guidance Identifying Best, Promising, and Emerging Practices Regarding the Recruitment, Hiring, Retention, and Advancement of People with Disabilities



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FEDERAL AGENCY REGULATORY AND POLICY MATERIALS

Examples of business practices can be found in the various federal agency regulations, guidelines, technical assistance manuals, and letters of interpretation associated with disability employment-related statutes, including the Rehabilitation Act (Section 503 and Section 501), the Vietnam Era Veterans' Readjustment Assistance Act (VEVRAA), the Americans with Disabilities Act (ADA), and the Workforce Investment Act (WIA).

Section 503 and VEVRAA

Statutory, regulatory, and program directives applicable to Section 503 of the Rehabilitation Act of 1973, as amended, and the Vietnam Era Veterans' Readjustment Assistance Act (VEVRAA) relating to affirmative action obligations of federal contractors and subcontractors, which are administered and enforced by the US Department of Labor's Office of Federal Contract Compliance Programs (OFCCP):

- Section 503 regulations are codified in [Part 60-741 of Title 41 of the Code of Federal Regulations](#)
- VEVRAA regulations are codified in [Part 60-300](#) and [Part 60-250](#) of Title 41 of the Code of Federal Regulations [Part 60-300 applies only to government contracts entered into or modified on or after December 1, 2003. The existing VEVRAA regulations found in Part 60-250 will continue to apply to government contracts entered into before December 1, 2003]
- Preamble and section-by-section analysis accompanying the Section 503 regulation appear in the [Federal Register at 61 FR 19337-19366](#) (May 1, 1996)
- Preamble and section-by-section analysis accompanying the VEVRAA regulations appears in the [Federal Register at 72 FR 44393-44416](#) (August 8, 2007)
- US Department of Labor, Office of Federal Contract Compliance Programs: [Section 503 and VEVRAA SAMPLE AFFIRMATIVE ACTION PROGRAM](#) (2004)
- US Department of Labor, Office of Federal Contract Compliance Programs: [Federal Contract Compliance Manual](#) (FCCM)
- US Department of Labor, Office of Federal Contract Compliance Programs: [Federal Contractor's Online Application Selection System](#) (Transmittal Number 281, July 10, 2008)
- US Department of Labor, Office of Federal Contract Compliance Programs: [Federal Contractor Compliance Advisor](#)

ADA

Statutory, regulatory, and program directives applicable to the **Americans with Disabilities Act (ADA), and as amended (ADAAA)**, which are administered and enforced by the Equal Employment Opportunity Commission (EEOC) and the Department of Justice (DOJ):

- Equal Employment Opportunity Commission, [A Technical Assistance Guide on the Employment Provisions \(Title I\) of the Americans with Disabilities Act](#) – Explanation of key legal requirements (January 28, 1992)
- Equal Employment Opportunity Commission, [Information about the Americans with Disabilities Act Amendments Act of 2008](#) – Text of ADAAA, final regulations, and frequently asked questions
- Equal Employment Opportunity Commission, [Questions and Answers About Persons with Intellectual Disabilities in the Workplace and the Americans with Disabilities Act](#) (October 2004)
- [US Department of Justice Accessibility of State and Local Government Websites to People with Disabilities](#) (June 2003)
- Equal Employment Opportunity Commission, [Enforcement Guidance: Reasonable Accommodation and Undue Hardship Under the Americans with Disabilities Act](#)
- Equal Employment Opportunity Commission, [ADA: Disability-Related Inquiries and Medical Examinations](#)
- Equal Employment Opportunity Commission, [Enforcement Guidance: Disability-Related Inquiries and Medical Examinations of Employees Under the Americans with Disabilities Act \(ADA\)](#)

Section 501

Statutory, regulatory, and program directives applicable to Section 501 of the Rehabilitation Act, as amended (relating to affirmative action obligations of federal agencies), which is administered and enforced by the Equal Employment Opportunity Commission:

- [Part 1614 of Title 29 of the Code of Federal Regulations](#)
- [EEOC Management Directive 715](#) (October 1, 2003)
- Equal Employment Opportunity Commission, [Frequently Asked Questions about Management Directive 715](#)
- Equal Employment Opportunity Commission, [Questions and Answers: Promoting Employment of Individuals with Disabilities in the Federal Workforce](#)

Section 188 of WIA

Statutory, regulatory, and guidelines applicable to other civil rights provisions of the Workforce Investment Act (Section 188), which is administered and enforced by the Civil Rights Center in the US Department of Labor:

- Regulations implementing Section 188 of the Workforce Investment Act are codified in [Part 37 of Title 29 of the Code of Federal Regulations](#)
- [WIA Section 188 Disability Checklist](#) (July 25, 2003)

- [State Guidance for Developing Methods of Administration Required by Regulations Implementing Section 188 of the Workforce Investment Act of 1998](#) [65 FR 51984-51985] (August 25, 2000)

STATE AGENCY REGULATORY AND POLICY MATERIALS

- [Affirmative Action for People with Disabilities in New York State: Analysis and Recommendations](#) (December 2010)
- [Final Report on Best Practices for the Employment of People with Disabilities in State Government](#) (2006)
- [Strategic Plan to Make Massachusetts a Model Employer for People with Disabilities, First Year Report](#) (July 2010)
- [Washington State Department of Transportation Equal Employment Opportunity and Affirmative Action Program](#) (2007–2011 Fiscal Years)
- [California Annual Census of Employees in the State Civil Service](#) (2010-2011 Fiscal Year) (Discusses requirements applicable to state agencies for conducting quantitative analysis and establishing goals for people with disabilities)

POLICY PAPERS AND TECHNICAL ASSISTANCE

- [Job Accommodation Network \(JAN\)](#), 1-800-526-7234 (voice); 1-877-781-9403 (TTY). Source of expert guidance on workplace accommodations, the ADA and related legislation, and disability employment issues
- [Employer Assistance and Resource Network \(EARN\)](#), 1-855-275-3276 (Voice/TTY). Provides expert advice on hiring and retaining skilled, qualified workers with disabilities
- [Roadmaps for Enhancing Employment of Persons with Disabilities Through Accessible Technology \(Business Dialogue on Accessible Technology and Disability Employment, Assistive Technology Industry Association and US Business Leadership Network\)](#) (2007)
- [Survey of Employer Perspectives on the Employment of Persons with Disabilities: Technical Report](#) (C. Domzal, A. Houtenville, and R. Sharma, 2008)
- [Description and Analysis of Policies and Practices Related to Section 503 of the Rehabilitation Act of 1973 and the Vietnam Era Veterans' Readjustment Assistance Act of 1974](#) (Economic Systems Research Team, 2009)
- [Examples of Practices: Federal Affirmative Action Programs for Qualified Individuals with Disabilities and Qualified Disabled Veterans](#) (Economic Systems Research Team, 2009)
- [Effective Workplace Practices: Accessible Technology and Employment](#) (Economic Systems Research Team, 2009)
- [A Technical Assistance Guide for Implementing Online Application Systems that Meet the Needs of Qualified Individuals with Disabilities and Qualified Disabled Veterans](#) (Economic Systems Research Team, 2009)

- [Changing Demographic Trends that Affect the Workplace and Implications for People with Disabilities](#) (Economic Systems Research Team, 2009)
- [Access for All Customers: Universal Strategies for One-Stop Career Centers](#) (Institute for Community Inclusion, January 2009)
- [Re-charting the Course—First Report of the Presidential Task Force on Employment of Adults with Disabilities](#) (November 1998)
- [Re-Charting the Course: If Not Now, When—The Second Report of the Presidential Task Force on Employment of Adults with Disabilities](#) (November 1999)
- [Re-Charting the Course: Turning Points—The Third Report of the Presidential Task Force on Employment of Adults with Disabilities](#) (December 2000)
- [Empowerment for Americans with Disabilities: Breaking Barriers to Careers and Full Employment](#) (National Council on Disability, 2007)
- [Improving the Participation Rate of People with Targeted Disabilities in the Federal Work Force](#) (EEOC, 2008)
- [Annual Report on the Federal Work Force: Fiscal Year 2008](#) (EEOC, 2009)
- [Federal Employment of People with Disabilities](#) (National Council on Disability, 2009)
- [Best Practices for the Employment of People with Disabilities in State Government](#) (EEOC, 2005)
- [Barrier-free E-Recruitment: Recruiting Disabled People Online](#), An interactive demonstration of what a company needs to do to achieve barrier-free e-recruitment for everyone, including individuals with disabilities, produced by the Employers' Forum on Disability and with the support of the London Development Agency. The website reflects the common features of career pages used by both public and private sector employers in the United Kingdom
- [Framework for Designing and Implementing Accessible Information and Communication Technology \(ICT\) Strategic Plans](#), Concepts, Inc. and Robert Silverstein (July 20, 2011) and [Online Application Systems - Technical Assistance Guide](#), Economic Systems, Inc. (November 2009) (PDF, Word, and Word RTF)
- [Making the Online Application Process Accessible Under the Americans with Disabilities Act](#), Beth Loy, Job Accommodation Network
- [HR Process and IT Accessibility for Persons with Disabilities: Improving Employer Practices Under Title I of the Americans with Disabilities Act](#), Susanne Bruyère, William Erickson, and Sara VanLooy, Cornell University, School of Industrial and Labor Relations Extension Division, Program on Employment and Disability, 2003
- [Disability Among the Working Age Population: 2008 and 2009](#) (Census, 2010)

RECRUITMENT RESOURCES

- [Building an Inclusive Workforce: A Four-Step Reference Guide to Recruiting, Hiring, and Retaining Employees with Disabilities](#)
- [On-line job posting boards](#)

- Internship and employment programs designed exclusively for students with disabilities: the [Workforce Recruitment Program for College Students with Disabilities \(WRP\)](#), Career Opportunities for Students with Disabilities (COSD) Career Pathways, Emerging Leaders, and Project SEARCH.

Public Recruitment Resources:

- [One-Stop Career Centers](#) established under the Workforce Investment Act
- [State vocational rehabilitation agencies](#) and community rehabilitation programs, State employment agencies, Employment Networks established under the Ticket to Work program
- [Independent living centers](#) established under Title VII of the Rehabilitation Act
- The [Department of Veterans Affairs Regional Offices](#) and [Employer Resources section](#) of the National Resource Directory

OTHER

- [US Business Leadership Network](#), national organization that represents employers using a “business-to-business” strategy to promote the business imperative of including people with disabilities in the workforce