



## **A Disability Navigator IS ...**

- **A Systems Change Agent.** Examples include, but are not limited to:
    - Improved access to One-Stop services through readily available assistive technology.
    - Development and implementation of a reasonable accommodation policy and procedure.
    - Change in relationship with a specific collaborator, including negotiation of co-location and/or MOU.
    - Increased access and use of Individual Training Accounts (ITAs) by job seekers with disabilities.
    - Training on serving customers with disabilities as part of One-Stop new-hire orientation.
  
  - **A Problem Solver.** Examples include, but are not limited to:
    - Identifying appropriate community resources for job seekers with disabilities to remove barriers to employment (i.e., training, transportation, housing, assistive technology needs, etc.).
    - Working together with the Community Work Incentive Specialist to show customers how to use work incentives to reach employment goals.
    - Finding answers to questions that One-Stop staff have regarding the ADA or other disability-related topics.
    - Providing consultation to employers on providing reasonable accommodations to employees with disabilities.
  
  - **A Relationship Builder.** Examples include, but are not limited to:
    - Coordinating One-Stop orientations, tours, and Open Houses targeting the disability community.
    - Regularly participating in community events, resource fairs and business roundtables as a One-Stop representative.
    - Consulting with mandated and non-mandated partners regularly about accessibility, accommodations and other disability-related topics.
    - Organizing or joining an interagency collaboration which focuses on accessibility, sharing of resources and/or improving employment outcomes for persons with disabilities.
  
  - **A Resource.** Examples include, but are not limited to:
    - Being available to answer questions staff have on serving job seekers with disabilities.
    - Offering guidelines to One-Stop staff on interacting with people with a wide range of disabilities.
    - Presenting orientations on WIA and One-Stop services to a wide variety of community service providers.
    - Coordinating workshops in One-Stops on disclosure, reasonable accommodations, work incentives **and job seekers' rights and responsibilities under the ADA.**
    - Offering information to the business community on hiring and retaining individuals with disabilities.
  
  - **A Facilitator.** Examples include, but are not limited to:
    - Bringing together multiple partners who are working with one individual to foster a collaborative effort.
    - Coordinating staff training on a variety of disability-related topics.
    - Improving communication between the One-Stop and partners by educating both about their systems.
    - Bridging the gaps between the business and human service communities by organizing forums for discussion.
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***A Disability Navigator is not a case manager, front-Line staff person in a One-Stop Center, a vocational rehabilitation counselor/specialist, community work incentive coordinator or Social Security benefits planner, or an equal employment officer.***