

Accommodations	To figure out an accommodation, ask the customer what he or she needs or call your Disability Navigator.	www.askjan.org Accommodation Information
Auxiliary Aids and Services	Become familiar with the resources provided on our website	Auxiliary Aids and Services
Resources	Become familiar with the resources provided on our website. Visit the –14 resource pages under the Disability Navigator Tab.	Workforce Solutions of the Coastal Bend: Disability Navigator Tab
Accessibility	Questions about the ADA or other disability rights —————>	ADA Hotline or call 1-800-949-4232
Employment Discrimination	Questions about employment discrimination and/or how to file a complaint —————>	TWC Civil Rights or call 1-512-463-2642 or 1-888-452-4778
Community Referrals and Resources	Questions about community referrals and resources —————>	Visit our webpage: Disability Resources or use the Find feature in the 2010 Aging and Disability Resource Guide
Benefits Planning and Going to Work	When they ask, “How will going to work impact my Social Security (SSI and/or SSDI) benefits?”	Let them know that they can speak with: Disability Rights Texas (Robin Martin) on the first Wednesday of every month, Staples Career Center, from 10:00 a.m. to 3:00 p.m.—first come, first served or call 361-462-4250. Free of cost.

<p>Customer is Looking for Work</p>	<p>If they receive SSI/SSDI, talk to them about participating in the Ticket To Work Program.</p> <p>Get them started in WorkInTexas.</p>	<p>www.WorkInTexas.com</p>
<p>Dual Customer Focus</p>	<p>Communicate and collaborate with community partners and agencies.</p> <p>Track customer progress.</p>	<p>Use the Electronic Interagency Referral Form & Tracking Procedure</p>
<p>Educate Yourself</p>	<p>Continue to educate yourself on disability and employment issues.</p> <p>Attend webinars offered by the Disability Navigator.</p> <p>Explore the resources provided within Disability Navigator E-Learning Training emails.</p>	<p>Job Accommodation Network</p> <p>Southwest ADA Center</p> <p>Workforce3one.org:Disabilityand Employment</p> <p>Workforce Solutions of the Coastal Bend: Disability Navigator Tab</p>