

To Do

# 1999 Recommendations to the President from the Presidential Task Force on Employment of Adults with Disabilities

**T**he Task Force wishes to recognize the outstanding work by the Clinton-Gore Administration in acting on the recommendations made to the President in last year's report — *Re-charting the Course: First Report of the Presidential Task Force on Employment of Adults with Disabilities*. Prompt action and strong support by the Administration on these recommendations has resulted in significant achievements that are leading to increased employment opportunities for people with disabilities. See Chapter Two for a complete review of the status of last years' recommendations.

The Task Force also wishes to acknowledge the efforts of Task Force Committee members, particularly those who chaired the various committees established in the spring of 1999 to guide and focus the work of the Task Force. The Task Force has received a report from each committee on their activities in 1999, which largely have focused on putting in place plans for more specific activity in 2000 and beyond. The Task Force will be reviewing and using these reports as the basis for future activities as appropriate. Highlights of these reports are included in Chapter Four.

The Task Force respectfully submits the following recommendations to the President of the United States of America for immediate consideration:

*The Task Force recommends that:*

✓ *The President direct the Department of Labor to develop a proposal for consideration in the FY 2001 budget process for an Office of Disability Policy, Evaluation and Technical Assistance (ODPET) to be headed by an Assistant Secretary of Labor. ODPET functions could include:*

- *Ensuring ongoing efforts to integrate people with disabilities into the Department of Labor's mainstream employment and training programs.*
- *Establishing the National Disability Business Development Board to be comprised of the membership of the President's Committee on Employment of People with Disabilities and to serve as the advisory body to ODPET.*
- *Maintaining the principle functions of the President's Committee on Employment of People with Disabilities.*
- *Assisting the Presidential Task Force on Employment of Adults with Disabilities in implementing a coordinated and aggressive national employment strategy for people with disabilities.*

Draft reasonable accommodation EO (management directive struck @ EEOC)

15

Eddie has spoken to Cash and two other chms n/s  
→ should proceed on EO on fed govt reasonable accommodation

Eddie  
send email  
reminding  
people to look  
at it

2 mty to be scheduled

The Office of Disability Policy, Evaluation and Technical Assistance could provide a long-term, permanent force to continue the work needed to ensure that persons with disabilities are integrated into mainstream employment and training programs within the Labor Department. The Presidential Task Force would continue to be responsible in the short-term for developing, refining and monitoring the implementation of an aggressive, national employment strategy for persons with disabilities.

methods to strengthen their investigation processes. For example, the Department of Labor, through the Office of Federal Contract Compliance Programs, should utilize compliance evaluation procedures that allow the agency to focus on systemic barriers to the employment of individuals with disabilities. The Equal Employment Opportunity Commission, in coordination with the Departments of Justice and Labor, should explore enhancing data collection efforts with respect to the employment and the availability of persons with disabilities in the workforce, possibly through new regulations. Consistent with their complementary responsibilities for enforcement, Equal Employment Opportunity Commission and the Office of Federal Contract Compliance Program should explore joint enforcement strategies.

The Task Force recommends that:  
DPC will schedule mty w/ DOJ, EEOC, OFCCP, DOL-SG, BMB, WHI counsel,

Tom Perez, OCR, HHS

2

**The President direct the Departments of Justice and Labor, and the Equal Employment Opportunity Commission to collaborate in exploring methods for strengthening enforcement of employment-related nondiscrimination provisions of the Americans with Disabilities Act and the Rehabilitation Act. All efforts shall provide a clear and unequivocal message that expanded employment opportunities for individuals with disabilities are a high priority of the Administration. The efforts of the Department of Labor and the Equal Employment Opportunity Commission should include providing increased technical assistance to employers, strengthening compliance evaluations, and enhancing data collection as appropriate.**

3

The Task Force recommends that:  
Curtis Richards - chair of Task Force subcommittee  
**The President direct the Departments of Labor, Education, and Health and Human Services, the Social Security Administration, the Office of Personnel Management, and other appropriate Federal agencies to construct and coordinate, under the leadership of the Presidential Task Force on Employment of Adults with Disabilities, a Youth-to-Work Initiative.** (1) Research (2) Summit on Transition from Adolescence (3) Post-secondary education - incr participation among youth w/ disabilities (4) Internship opp  
Barriers to employment for youth with disabilities include: low educational attainment; low educational and employment expectations; and confusing governmental programs with conflicting eligibility criteria and goals. As a result, many youth with disabilities transition from youth welfare to adult welfare without access to the education and training opportunities needed to make a transition to work and achieve independence. This Youth-to-Work Initiative would test alternative approaches to helping youth with disabilities gain access needed to education and training opportunities and overcome barriers to employment.

Each year, about 40,000 eighteen-year-olds are subject to a continuing disability review for Supplemental Security Income (SSI) benefits, but only 25,000 are determined eligible for such assistance. On average, the young adults deter-

in fed govt

5) competitive grants (may or may not be new) to create work opportunities for young people

6) possible youth summit mid-to-late summer

→ take care w/ conf of disability

mid-summer

Effective enforcement of employment-related nondiscrimination requirements is crucial to increasing employment opportunities for individuals with disabilities. The agencies responsible for enforcement must continue to explore new and more effective approaches for increasing compliance with laws requiring equal opportunities for job applicants and employees with disabilities. The enforcement agencies should develop and disseminate technical assistance guides to assist employers in understanding and implementing nondiscrimination requirements. These agencies should also develop educational tools to inform individuals with disabilities of the full range of protections under the ADA and the Rehabilitation Act. The enforcement agencies also should explore

7) strategy on data

Eddie - new data collection not feasible now  
Berley - strategy to get there eventually

Also examining long-term legislative solutions

(16) Task Force - Summit April 11th to have dialogue on minimum wage in sheltered work shops - wide ranging - to try to come up w/ rec - Expect heavy on Hill (Blind)

mined to still be eligible will remain on SSI for 27 years, while those found ineligible are likely to live in poverty. Many youth with disabilities spend a significant portion of their lives living in poverty, dependent upon public assistance programs, and relegated to the margins of society. In addition, compared to students without disabilities, students with disabilities drop out of school much more frequently and enroll in post-secondary education less frequently.

in public housing to go to work, or work additional hours. Current rules, however, do not provide sufficient incentives for employment of people with disabilities who are assisted by the Department of Housing and Urban Development subsidies, but do not live in Public Housing Authority housing. The Department should explore ways to extend similar incentives to all HUD-subsidized tenants with disabilities.  
→ DPC call of Jackie L, or change mfg

The Task Force recommends that:

*The Task Force recommends that:*  
Mortie ~~become~~ MC Pherson, @ MCH ready to proceed  
4 The President direct the Department of Health and Human Services to develop a proposal to allow the Maternal and Child Health Programs for Children with Special Needs to provide Healthy and Ready to Work services to youth with disabilities who are under the age of 16.

6 The President continue to work with Congress to secure adequate funding, proposed in the Administration's FY 2000 budget, for their program to accelerate the development and adoption of information and communication technologies that can be used by the 54 million Americans with disabilities.

The Maternal and Child Health Programs for Children with Special Needs (Title V of the Social Security Act) provides Healthy and Ready to Work services to youth with disabilities that are essential to preparing them for continued education and training, but are restricted to serving only youth 16 years and older. As a result, many youth with disabilities are ready to drop out of the education stream just at a time when they become eligible to receive services that would enable them to benefit from continued education. There is a clear need to provide these services to youth with disabilities at an earlier age.

The President should continue to push for this initiative that would: (1) help make the Federal Government a "model user" of accessible electronic and information technology through the implementation of Section 508 of the Rehabilitation Act; (2) support new and expanded State loan programs making assistive technology more affordable for adults with disabilities; and (3) invest in research, development, and technology transfer in areas such as "text to speech," speech recognition, and eye-tracking for people who cannot use a keyboard.

\* regulatory change? DPC call MCH  
The Task Force recommends that:

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5 The President direct the Department of Housing and Urban Development to explore steps needed to establish an earned income disregard for tenants with disabilities living in other-than-Public Housing Authority housing who return to work, and to exempt any disability-related expenses incurred when a tenant goes to work from the "countable" income used to determine rents.

7 The President continue to work with Congress to pass the tax credit proposed in the Administration's FY 2000 budget, in order to assist adults with disabilities with expenses related to work.

The Department of Housing and Urban Development has promulgated rules under recently enacted legislation aimed at providing additional incentives for low-income individuals

Working-age adults with disabilities are often discouraged from working because of the high cost of personal attendant services and other services or technologies required for employment. Similarly, the cost to employers of hiring an individual requiring personal attendant services can sometimes be prohibitive. Tax credits provide a flexible way to assist people with disabilities in defraying these expenses.

Bob: HUD can do more through part 800 to make clear that accessibility is important. Should also want to explore joint HUD-HHS Fannie Mae demo focus on Olmsted implementation + WIAA.  
Second Report

The Task Force recommends that:

**8 The President continue to work with Congress to pass a strong, enforceable Patients' Bill of Rights.**

It is critically important to people with disabilities that we enact a strong, enforceable Patients' Bill of Rights. This legislation must include the following: guaranteed access to needed health care specialists; access to emergency room services when and where the need arises; continuity of care protections so that patients will not have an abrupt transition in care if their providers are dropped; access to a fair, unbiased, and timely internal and independent external appeals process to address health plan grievances and to help govern decisions about medically necessary treatments; an enforcement mechanism that ensures recourse for patients who have been harmed as a result of a health plan's actions.

The Task Force recommends that:

**9 The President convene a White House Conference on Employment of Adults with Disabilities that will include representatives from the Administration, Congress, elected officials from State and local governments, small and large businesses, the disability community and other stakeholders.**

A White House Conference would provide heightened visibility to the issue of employing persons with disabilities and help build partnerships between public and private sectors. It would also provide the opportunity to showcase "best practices" and innovative strategies for employment of people with disabilities, and highlight actions taken by Task Force member agencies, departments, and other Federal agencies. Finally, it could commemorate the 10th anniversary of the Americans with Disabilities Act, the 25th anniversary of the Individuals with Disabilities Education Act, and the 35th anniversary of the Equal Employment Opportunity Commission.

VP - July / early Aug 1

Need small working group

→ first mtg w/ other people who've done conference

→ Lisa Brown will organize

Can FCC do anything?  
DPC - to consult w/ others writing on BSA campaigns

The Task Force recommends that:

**10 The President direct the Task Force members' departments and agencies to collaborate on the development and implementation of a multimedia, interagency public awareness campaign to eliminate the negative and erroneous stereotypes about employment of people with disabilities. This campaign would focus on the benefits of employing people with disabilities.**

There is an immediate need for leadership to address negative attitudes and prejudices against people with disabilities. An aggressive public awareness campaign, conducted in partnership with the disability community, businesses, and other influential entities would help to eliminate erroneous and prejudicial thinking about disability that results in limiting employment opportunities.

Task Force has dev't BSA (w/ Nat'l org on Disability) → final by April 1

The Task Force recommends that:

Microsoft BSA

**11 The President direct the Social Security Administration and the Department of Labor to create an "Access America for People with Disabilities" Web site that targets individuals with disabilities.**

In February, Vice President Gore announced "Access America for Seniors," a Web site providing a wide range of services to older Americans — an example of his vision of "one-stop" Web access to government services. A new Web site, "Access America for People with Disabilities," would likewise provide information and services offered by virtually every major Federal Government agency by linking to an abundance of helpful Federal agency sites, information, programs, and services.

Barney to work w/ SSA on this

[Also Access America for Students]

~~Eric~~ Lisa to call  
Nancy McFarland Gen Counsel

The Task Force recommends that: DOT

**12** *The President direct the Department of Transportation to work with the Departments of Labor, Education, and Health and Human Services, the Social Security Administration, and other relevant Task Force members to develop a comprehensive plan of action to address the lack of transportation services and systems for persons with disabilities.*

The lack of available public transportation is a major employment barrier for persons with disabilities. This fact is cited by many individuals with disabilities at recent Town Hall meetings held by the Task Force and at other events as the major impediment to finding and keeping jobs. The Department of Transportation has been vigorous in addressing public and private accessibility issues for people with disabilities. This directive would be to concentrate Federal efforts on developing an interagency action plan that addresses the lack of available transportation.

The Task Force recommends that: ~~Can~~

**13** *The President direct all Federal agencies with customer service call centers and other appropriate services to explore ways to encourage hiring people with disabilities.*

Cutting-edge telecommunications technology has recently made it possible for customer service centers to send voice and data to home-based customer service representatives who work just as if they were in a call center. Many agencies in the Federal Government operate significant customer service call center activities. This cutting-edge technology needs to be widely available in the Federal Government, and used to increase the employment rate of individuals with disabilities as much as possible.

Research has shown that the percentage of individuals with significant disabilities who are employed is the lowest of disadvantaged groups in the nation. It is critical that we seek out as many strategies as possible to change this picture.

Demo IRS + Post office

National Telecommunity Institute  
working on

The Task Force recommends that:

**14** *The President direct the Social Security Administration to explore options for raising the Earned Income Exclusion in the Supplemental Security Income program, for both adults and students, in order to encourage work efforts.*

Supplemental Security Income (SSI) is a means-tested program, but beneficiaries are able to have limited earnings without impact on their benefit amounts. Allowing such earnings not only increases overall income security, but also provides an incentive to work. The earned income exclusions for both adults and students, however, have not been raised since the early 1970's, even though the SSI Federal Benefit Rate is indexed annually for inflation. The Earned Income Exclusion remains at \$65 per month for adults and up to \$400 per month for students for a limited time period. As a result, SSI beneficiaries with non-SSI income do not receive full indexing of their benefits, and work effort is less rewarded than it was previously.

OMB - Jasmine Ciara  
→ to SSA working on this?  
? reay

Perhaps we could simply inform agencies of their options?  
which agencies already use call centers?  
→ Task Force will get lot to Eric  
→ then ask OPM to get more info  
→ maybe OPM can send memo to agencies?

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*The Task Force recommends that:*

**2** *The President direct the Departments of Justice and Labor, and the Equal Employment Opportunity Commission to collaborate in exploring methods for strengthening enforcement of employment-related nondiscrimination provisions of the Americans with Disabilities Act and the Rehabilitation Act. All efforts shall provide a clear and unequivocal message that expanded employment opportunities for individuals with disabilities are a high priority of the Administration. The efforts of the Department of Labor and the Equal Employment Opportunity Commission should include providing increased technical assistance to employers, strengthening compliance evaluations, and enhancing data collection as appropriate.*

Effective enforcement of employment-related nondiscrimination requirements is crucial to increasing employment opportunities for individuals with disabilities. The agencies responsible for enforcement must continue to explore new and more effective approaches for increasing compliance with laws requiring equal opportunities for job applicants and employees with disabilities. The enforcement agencies should develop and disseminate technical assistance guides to assist employers in understanding and implementing nondiscrimination requirements. These agencies should also develop educational tools to inform individuals with disabilities of the full range of protections under the ADA and the Rehabilitation Act. The enforcement agencies also should explore

methods to strengthen their investigation processes. For example, the Department of Labor, through the Office of Federal Contract Compliance Programs, should utilize compliance evaluation procedures that allow the agency to focus on systemic barriers to the employment of individuals with disabilities. The Equal Employment Opportunity Commission, in coordination with the Departments of Justice and Labor, should explore enhancing data collection efforts with respect to the employment and the availability of persons with disabilities in the workforce, possibly through new regulations. Consistent with their complementary responsibilities for enforcement, Equal Employment Opportunity Commission and the Office of Federal Contract Compliance Program should explore joint enforcement strategies.

*The Task Force recommends that:*

**3** *The President direct the Departments of Labor, Education, and Health and Human Services, the Social Security Administration, the Office of Personnel Management, and other appropriate Federal agencies to construct and coordinate, under the leadership of the Presidential Task Force on Employment of Adults with Disabilities, a Youth-to-Work Initiative.*

Barriers to employment for youth with disabilities include: low educational attainment; low educational and employment expectations; and confusing governmental programs with conflicting eligibility criteria and goals. As a result, many youth with disabilities transition from youth welfare to adult welfare without access to the education and training opportunities needed to make a transition to work and achieve independence. This Youth-to-Work Initiative would test alternative approaches to helping youth with disabilities gain access needed to education and training opportunities and overcome barriers to employment.

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2/28/00

Implementation of Task Force Dr. #2

DOJ

① Technical assistance

Take OPM Model plan  
revise for private sector

caught  
w/ers

Send to federal contractors

? other private employers

(EEOC has sent detailed guidance to  
all private employers -  
reasonable accommodation only)



EEOC

① On-going = investigating state laws that  
require practices which are against  
ADA or Rehab Act (e.g. people/certain  
conditions can get certain jobs)

② Improve better working relationship ~~with~~  
bet EEOC + OFCCP

What EEOC has already done:

- ADA reg + interpretive guide
- Technical assistance manual on ADA
- Booklets - Q&As on ADA
- Policy Journals - a series:
  - on just al.
  - employment inquiries + exams + applicants
  - reasonable accommodation

③ To come

- inquest exams of employees - ADA
- ADA + contingent workers
- ADA + qualification standards
- 

→ Peggy will send list

In coming year  
→ Commission needs to approve

→ TAPs programs

Technical Assistance Programs  
on ADA - 36 lodges  
for business community

Also offered tailored training for other ~~state~~  
companies

OFCCP (see attached list)

## INITIATIVES TO IMPLEMENT THE RECOMMENDATIONS OF THE PRESIDENT'S TASK FORCE ON ADULTS WITH DISABILITIES

1. The OFCCP will develop a publication setting forth a list of best practices for the recruitment and retention of persons with disabilities. The document will address many ways outstanding federal contractors comply with the spirit and the letter of the nondiscrimination and affirmative action requirements of Section 503 of the Rehabilitation Act of 1973. *what companies have done*
2. Conduct seminars with regional/local industry liaison groups to share information concerning best practices and to develop better linkages with organizations (e.g. rehabilitation services programs, association for the blind, Thresholds, disabled veterans organizations) that train and/or refer persons with disabilities who are qualified to work at federal contractor facilities.
3. Develop additional methods of selecting contractors for compliance evaluations where disability rights issues are involved. For example, OFCCP and EEOC could share information regarding multiple Americans with Disabilities Act (ADA) complaints filed against a single facility or contractor. With that and other evidence of noncompliance, OFCCP could institute a compliance evaluation or include that information for investigation during the course of regularly scheduled compliance reviews. Currently OFCCP selection procedures allow priority scheduling of contractor establishments for compliance evaluations. Specifically, the current selection guidelines provide that contractor establishments are to be given the highest priority in scheduling where: (1) a class action discrimination complaint filed with OFCCP against an establishment is pending resolution or other closure and (2) three or more individual discrimination complaints filed with OFCCP against an establishment are pending resolution or other closure. This provides an avenue for scheduling contractor establishments when disability issues are reported. Given the current regulatory provisions that allow "focused" reviews, OFCCP is able to determine compliance with Section 503 of the Rehabilitation Act of 1973 using this procedure. In addition, OFCCP routinely contacts the EEOC and State and local fair employment practice agencies for information concerning complaints filed against contractor establishments when it evaluates compliance with all three programs as a normal operating procedure. With this information, OFCCP will be able to do more compliance evaluations specifically targeted to issues related to disability.
4. Sign memoranda of understanding (MOUs) with state rehabilitation services agencies and ~~assisted~~ <sup>independent</sup> living organizations to promote more and better exchanges of information and to promote greater linkages between the federal contractors and the service providers.

*already  
contractors  
out  
draft by May*

Who to target

- ① will amend regulations to do focused reviews for disabilities
  - ② may want a lot of complaints use existing compliance review
  - ③ also - while in leaving region review pursue info re: disclosure
- What review subsists 16  
→ will think about it

*One stops / SSA*

*Series of regional conferences?*

5. Host a national conference on equal employment opportunity for persons with disabilities. Using the resources of local and national disability services and advocacy organizations, OFCCP may convene a conference to promote best practices and provide compliance assistance for contractors needing guidance. This conference could be co-sponsored with EEOC, the President's Task Force and/or the Department of Justice. Contractor organizations, including the National Industry Liaison Group, could also be asked to participate as organizers.
6. Provide more emphasis on disability related issues in press announcements of OFCCP settlements with federal contractors. *work @ ODS model*
7. Develop more fully the OFCCP interactive website (E-laws) to answer questions regarding the laws protecting persons with disabilities.
8. In FY 2000, consider Exemplary Voluntary Efforts Awards (EVE) for contractors with outstanding results in the employment of persons with disabilities. *nominate goal contracts*
9. Conduct informational visits to local disability agencies on the role of OFCCP. The OFCCP Ombudsperson will work with the regional offices to plan and implement these visits.

2/28/00



Cynthia A. Rice

02/10/2000 10:19:36 AM

Record Type: Record

To: Lisa M. Brown/OVP@OVP  
cc: j. eric gould/opd/eop@eop  
bcc: Records Management@EOP  
Subject: Re: brainstorming

I just checked around a bit and here's what I found:

Hispanic Convening (Ruby Shamir DPC/FLOTUS - 65696)  
Philanthropy (Shirley Sagawa FLOTUS and Ellen McGuire, FLOTUS, Eric Gould DPC)  
Child Care -- (Nicole Rabner DPC/FLOTUS - 67263: note Nicole is in a few days next week (mid-week I hear -- she's on vacation this week so I can't ask her) and is then leaving the White House)  
Early Childhood Development ("Zero to Three") Nicole Rabner DPC/FLOTUS - 67263: note Nicole is in a few days next week (mid-week I hear -- she's on vacation this week so I can't ask her) and is then leaving the White House)

Obviously a number of people from the Social Office, OPL, etc were involved too but you might want to start with a smaller meeting.

Lisa M. Brown@OVP

Lisa M. Brown@OVP



02/09/2000 09:20:29 AM

Record Type: Record

To: Cynthia A. Rice/OPD/EOP@EOP, J. Eric Gould/OPD/EOP@EOP  
cc:  
Subject: brainstorming

I know who was involved in the Mental Health Conference, but that is the extent of my knowledge.

- 1) What other WH conferences have there been in the last couple of years?
- 2) Who at the Wh planned them?

Thanks -- I will pull together a meeting of the group once I have names.



Joanne Cianci

02/08/2000 02:58:50 PM

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Record Type: Record

To: Alison Perkins-Cohen/OMB/EOP@EOP  
cc: See the distribution list at the bottom of this message  
bcc:  
Subject: Re: Disability Task Force Directive # 14 

I just double checked the proposal SSA forwarded to me. Changes to the SSI earned income exclusion amount require a legislative fix (income disregards can be changed through regulation). FYI changing the SSI earned income exclusion is on SSA's list of "priority" proposals.

Alison Perkins-Cohen



Alison Perkins-Cohen  
02/08/2000 02:38:07 PM

Record Type: Record

To: See the distribution list at the bottom of this message  
cc: Joanne Cianci/OMB/EOP@EOP  
Subject: Disability Task Force Directive # 14

I spoke with Joanne about Directive 14 (directing SSA to explore options for raising the earned income exclusion in the Supplemental Security Income program). This is a change that will be achieved through regulation. Joanne is planning to meet with SSA in the next couple of weeks to discuss all of SSA's 2001 legislative and regulatory proposals and next steps. Because of the Task Force's directive, the regulatory change related to raising the earned income exclusion in SSI was already high on her list of issues to discuss at that meeting. She will keep us updated as to progress on this issue.

Message Sent To:

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Cynthia A. Rice/OPD/EOP@EOP  
J. Eric Gould/OPD/EOP@EOP  
Eugenia Chough/OPD/EOP@EOP  
Ogle Becky <ogle-becky@dol.gov> @ inet  
Lisa M. Brown/OVP@OVP  
Edward W. Correia/WHO/EOP@EOP

One-Stop system recently expanded in the WIA, is \$856 million.

- *One-Stop Career Centers:* The budget includes \$174 million—an increase of \$54 million—for new methods of providing employment and related information through America's Labor Market Information System, including America's Job Bank, America's Talent Bank, and America's Learning Exchange under the One-Stop system. Efforts to improve access to One-Stop information and services include mobile service centers for rural areas, a toll-free number for easier access to information on services and locations, and enhanced technology for serving individuals with disabilities. Included in the proposal is \$10 million for the new America's Agricultural Labor Network, an information system that connects growers seeking workers with workers seeking employment. Also included is \$20 million to help individuals with disabilities return to work (discussed later in this chapter).

*Incumbent Workers:* To boost the skills and wages of the U.S. workforce, the budget includes \$30 million for competitive grants to States to train and upgrade the skills of incumbent workers. Applicants would be required to provide non-Federal matching resources, and employers that received grant assistance would be expected to demonstrate that training increased participants' earnings.

*Trade Adjustment Assistance (TAA):* The budget proposes to consolidate, reform, and extend the TAA and NAFTA-Transitional Adjustment Assistance (NAFTA-TAA) programs for workers who lose their jobs due to trade. The proposal would expand eligibility for TAA benefits to cover workers who lose jobs when plants or production shifts abroad; raise the statutory cap on training expenses; and add a contingency provision to ensure that the Federal Government has sufficient funds to finance any unexpected increase in benefit costs for eligible workers. The budget proposes to increase funding for the TAA programs by \$31 million in 2001, for a total of \$459 million over five years.

*Unemployment Insurance:* These programs are the major source of temporary income support for laid-off workers. An estimated

7.8 million people will draw benefits in 2001. The Administration is working with the States, employers, and workers' representatives to reform these programs to ensure that they continue to meet the needs of a dynamic American economy. The Administration is committed to working with stakeholders and the Congress to develop a comprehensive legislative proposal of system reforms, developed with the overarching goal of budget neutrality and based on the following principles: expanding coverage and eligibility for benefits, streamlining filing and reducing tax burden where possible, emphasizing reemployment, combating fraud and abuse, and improving administration.

*Removal of Barriers to Employment:* To advance the ability of all people to reap the benefits of a growing economy, the budget builds on recent successes in providing enhanced work incentives, while proposing innovative ways to tap our Nation's human resources.

*Assistance For Individuals to Move From Welfare to Work:* To help reach the Temporary Assistance for Needy Families program's employment goal for severely disadvantaged welfare recipients, the Administration sought, and Congress provided to DOL, a total of \$3 billion in 1998 and 1999 for the Welfare-to-Work program (WTW). The budget provides for a two-year extension of the time period WTW grantees have to spend their funds to continue their efforts and provide long-term recipients and non-custodial parents of children on welfare the work and employment services they need to help support their children. (For further discussion of the Administration's efforts to help low-income families, including the new Fathers Work/Families Win initiative, see Chapter 2, "Supporting Working Families.")

*Employment of Individuals with Disabilities:* Although unemployment is at a 29-year low, the unemployment rate among working-age adults with disabilities remains unacceptably high. The budget builds on the Administration's commitment to ensuring that individuals with disabilities have full opportunity to participate in, contribute to, and reap the benefits of a growing economy. The budget accomplishes this by establishing a new office

for disability policy within the Department of Labor; improving individuals with disabilities' access to employment and training programs; and, enhancing current programs for individuals with disabilities.

*Ticket to Work and Work Incentives Improvement Act:* In 1999, the President signed the Ticket to Work and Work Incentives Improvement Act, landmark legislation that begins reducing the institutional barriers that have limited the employment opportunities of individuals with disabilities.

- *Health insurance protections for working people with disabilities:* People with disabilities who want to return to work may face the loss of Medicaid or Medicare coverage or incur prohibitive work-related costs, such as personal assistance and assistive technology. The Act seeks to remove these barriers by creating new options and incentives for States to offer a Medicaid buy-in for disabled workers and extending Medicare coverage for Disability Insurance beneficiaries who return to work.
- *Ticket to Work and Self-Sufficiency:* The Act establishes a new program to enhance employment-related services to help Disability Insurance and Supplemental Security Income disabled beneficiaries re-enter the workforce, giving individuals more choice in their selection of vocational rehabilitation service providers.

*Office on Disability Policy, Evaluation, and Technical Assistance:* The budget reconstitutes the President's Committee on Employment of People with Disabilities as the Office on Disability Policy, Evaluation, and Technical Assistance (ODPET). Headed by an Assistant Secretary, this new office will bring a permanent focus to the significant employment obstacles faced by individuals with disabilities and provide a forum for addressing those obstacles. The Presidential Task Force on Employment of Adults with Disabilities will work with the ODPET to ensure interagency policy coordination.

*Assistive Technology:* To help individuals with disabilities overcome obstacles to employment, the budget also provides \$41 million for the Department of Education's Assistive

Technology program to help make assistive technology devices and services available. Within this total is \$15 million to help States establish low-interest loan programs to help individuals with disabilities purchase assistive technology. In addition, the budget includes \$18 million in the National Institute of Disability and Rehabilitation Research and the National Science Foundation for research, demonstrations, and technical assistance on how to make technology more accessible. Lastly, to increase employment of people with disabilities in the Federal Government, the budget also includes \$3.5 million for the General Services Administration to make assistive technology available to Federal employees.

*Work Incentive Grants:* The budget continues competitive grants enacted in 2000 (totaling \$20 million a year) to be awarded by DOL to partnerships of organizations in every State, including organizations of people with disabilities, to help One-Stop Career Centers and Workforce Investment Boards provide a range of high-quality services to people with disabilities working or returning to work.

*Limit on Medicare Coverage in the Ticket to Work and Work Incentives Improvement Act:* In the compromise on the Act, its Medicare benefit was limited to an additional four and a half years. Because of this limit, the provision postpones rather than eliminates the disincentive to work since Medicare provides the necessary coverage that is often unavailable or unaffordable on the job. The budget proposes to remove this limit and extend Medicare coverage indefinitely.

*Tax Credit for Workers with Disabilities:* The budget proposes a \$1,000 tax credit for workers with disabilities or their spouses to defray additional work-related costs such as personal assistance services.

In addition, the budget continues to invest in other programs which help disabled individuals prepare for the workforce, including \$6.4 billion for Special Education programs, described earlier in this chapter, which serve individuals with disabilities up to age 21; and \$2.8 billion for Vocational Rehabilitation. The budget also supports other important disability programs, including the Committee for Purchase From People Who are Blind

or Severely Disabled, the National Technical Institute for the Deaf, Gallaudet University, and programs to encourage the development of technology that is accessible to people with disabilities.

**Improving Labor Standards for All Workers:** In addition to expanding employment opportunities, the budget affirms the Administration's commitment to improving labor standards for all workers. Here at home, the Administration's commitment has helped to produce the lowest occupational fatality and injury and illness levels in the United States on record. Abroad, the Administration's commitment has made the United States a world leader in efforts to ensure that globalization helps to raise up labor conditions around the world.

**International Child Labor:** In his 1999 Budget, the President proposed to increase the U.S.'s annual support for the International Labor Organization's International Program for the Elimination of Child Labor (IPEC) tenfold, resulting in a five-year investment of \$150 million dollars. However, in order to respond to the need for IPEC's comprehensive strategies to eliminate abusive and exploitative child labor, this budget increases the U.S. annual contribution another 50 percent to \$45 million per year, enabling IPEC to expand its work to more countries and industries. In addition, the budget includes a new initiative designed to help eliminate child labor by expanding access to basic education. Evidence suggests that poor access to affordable, effective, basic education is a major contributor to child labor and that effective strategies to combat child labor include increasing access, lower costs, and improving the quality of basic education. The President's budget includes \$55 million a year to help developing countries with high levels of abusive child labor to enroll and retain these children in basic education as part of a comprehensive strategy to eliminate child labor. The President also seeks to double, from \$5 million to \$10 million, U.S. Customs resources to enforce the ban on the importation of goods made with forced or indentured child labor.

**Domestic Child Labor Activities:** The budget continues \$13 million for DOL, including \$8 million to help eliminate violations of domestic child labor laws, particularly in the agriculture sector, and \$5 million for demonstration programs to provide alternatives to field work for migrant youth. In addition, the budget includes \$5 million for a new program in the Department of Agriculture to teach farm safety to children who work on farms, including migrant youth. The budget also proposes \$2 million for DOL to implement targeted enforcement tools, including "strike teams," in the agriculture and garment industries to increase compliance with labor standards, including child labor.

**International Labor Standards:** The budget sustains \$20 million for the International Labor Organization's (ILO's) multilateral technical assistance program to help developing countries implement ILO core labor standards and \$20 million, an increase of \$10 million, for DOL to help countries with which the U.S. has important bilateral relationships develop and administer labor standards and strengthen social safety net programs. The budget includes \$10 million for a joint State Department, DOL, and Environmental Protection Agency initiative to improve our ability to assess the institutional capacity of developing countries to administer labor and environmental laws as part of an effort to improve the mobilization and targeting of U.S. and international technical assistance. In addition, the budget provides \$10 million for a new Global HIV/AIDS Workplace Initiative targeted at providing multilateral assistance through the ILO to support health education and HIV prevention in the workplace. The budget also provides \$7 million for State Department support of innovative partnerships aimed at eliminating sweatshops around the world. The budget also includes \$1 million for an independent evaluation unit to ensure that the array of DOL programs aimed at promoting core labor standards, increasing global AIDS awareness, and eliminating the worst forms of child labor achieve their intended results.



Cynthia A. Rice

12/16/99 08:42:27 PM

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Record Type: Record

To: Barbara Chow/OMB/EOP

cc:

Subject: DOL funds for Access to One Stops

I believe I had mentioned to you that your staff, Eric Gould, and ETA were working to see if funds could be usefully be employed to improve the programmatic and physical accessibility of One Stops for people with disabilities. This is what they came up with. Can this still fit in? Maybe it will help some of the other decisions go down smoother.

1) Add \$ 7 million additional to the \$3 million already in the technology refreshment program for One-Stops and specifying their use for technology purchases to assist individuals with disabilities; and

2) Add \$1 million to ETA's Technical Assistance program so that DOL can partner with NCSL and NGA to provide TA to individual state and local government, and state and local workforce investment boards. The TA will focus on both programmatic and physical accessibility. The TA will also allow ETA to hold regional conferences and assist one-stop administrators in staff development activities and provide an opportunity for employer participation. It will also allow ETA to hold a national conference for the workforce investment boards, and One-Stop administrators that will provide additional TA on accessibility.

## Enhancing and Assuring One-Stop Accessibility

December 13, 1999

In order to have the greatest impact system wide, while maintaining respect for the authority of state and local governments, we propose a multi pronged effort intended to engage local and state authorities, grassroots advocates, and organizational representatives in assuring access to One Stop programs, facilities and services.

**Current activities:** The Department of Labor is currently working on several activities that will provide technical assistance on accessibility to local one-stops and include the following:

- **Work Incentive Grants:** The FY 2000 budget proposal out of conference approves \$20 million for Work Incentive Grants to enhance One-Stop services for people with disabilities.
- **One-Stop Center Access Guide:** ETA is developing an in-depth Guide on the ADA and physical and programmatic access which will be completed by January, 2000.
- **Technical Assistance on ADA and Serving People with Disabilities:** ETA is in the process of implementing an Interagency Agreement with the DOEd's Office of Special Education and Rehabilitative Services (OSERS) to develop and provide training to the One-Stop Center system on the ADA, physical and programmatic access, and other services for people with disabilities.

**Proposed activities:**

### 1) Innovative Technologies

**Accessible infrastructure development-** Provide funding for the development of an accessible infrastructure including the purchase of and training on accessible technology for the workforce development system. This would include accessible hardware, software, and other innovative approaches such as remote interpreting for the deaf or hard of hearing.

**Access through technology-** Provide funding to the workforce development system that will support the purchase of technologies designed to enhance remote access to one-stop programs and services. This would include kiosks and Internet based remote access.

**Increasing access to local resources-** Provide funding to support additional development and implementation of a searchable database of local providers of disability related services.

### 2) Capacity Building-

**Work related counseling-** Provide funding to the workforce development system in order to build capacity in one-stops to enhance their ability to serve individuals with disabilities through the provision of work related, resource and service counseling.

**Network linkage development-** Provide funding to support local efforts to link with other disability related programs and organizations such as the DD network and state mental health agencies.

*some of it could put into one-stop money.*

### **3) Technical Assistance**

**State and local government involvement-** Partner with the National Conference of State Legislators (NCSL) and the National Governors Association (NGA) to provide technical assistance to individual state and local governments, State Workforce Investment Boards (SWIBS), and the Local Workforce Investment Boards (LWIBS). The TA provided will focus on both programmatic and physical accessibility and will be based on requirements found in current law such as 504, the ADA and in particular the Workforce Investment Act, both its regulations and statutory requirements. Target audiences will be the SWIBS, LWIBS, state and local government officials, One Stop personnel, and WIA partner agency representatives.

**Consumer participation-** Provide funding to the independent living network that will enable them to work actively with their state and local WIBs and their local One Stops. On a state level, provide an opportunity for the State Independent Living Council to work with the state WIB

**National one-stop accessibility conference-** Hold a national conference for the state WIBS, LWIBS, and one-stop administrators that will provide additional technical assistance on accessibility. Regional conferences will be held to assist one-stop administrators in staff development activities as well as to provide an opportunity for employer participation.

ETA  
plan 12/99

## **Disability Employment and Initiatives Unit**

### **TECHNICAL ASSISTANCE INITIATIVES:**

**Technical Assistance on ADA and Serving People with Disabilities:** ETA is in the process of implementing an Interagency Agreement with the DOEd's Office of Special Education and Rehabilitative Services (OSERS) to develop and provide training to the One-Stop Center system on the ADA, physical and programmatic access, and other services for people with disabilities. Their Regional Disability Business and Technical Assistance Centers (DBTACs) and Regional Continuing Education Programs (RCEPs) will be providing the training to Regions, States and local areas. DBTACs will be available to provide basic 101 TA on disability at conferences and on-site at local One-Stop Centers. RCEPs will be developing and conducting more in-depth TA on when individuals might be referred to Vocational Rehabilitation (VR) agencies and other policies related issues.

**One-Stop Center Access Guide:** ETA is developing an in-depth Guide on the ADA and physical and programmatic access which will be completed by January, 2000. The Guide provides information on the ADA and responsibilities of public entities to ensure physical and programmatic access. It also contains a self-assessment checklist which One-Stop Centers can use to review their own facilities. The Guide will be an integral component of the TA program identified above. It will also augment WIA, Section 188 Interim Final Regulations on non-discrimination in the One-Stop Center system

*Training + Employment Information Notice*  
**TEIN to the Workforce Development System:** Preliminary to the issuance of the Access Guide, ONP is working to issue a TEIN to the States that includes self-assessment checklists on physical access to existing facilities, on customer service for people with disabilities, and on technology to be used by One-Stop Centers and Workforce Investment Boards. The TEIN will also contain copies of Section 188 Interim Final Regulations which provides requirements on serving people with disabilities in the new workforce system.

**ETA and RSA Regional Coordinators:** ETA has designated disability Regional Coordinators and RSA has designated One-Stop Regional Coordinators to facilitate implementation of the WIA. Regions II, III and IV have sponsored a joint conference to their States and local on disability which was held in August, 1999. Other Regions are doing similar activities to address TA to One-Stop staff and address other policy partnership concerns. There is a need to resume this collaborative process from the National level and utilize the potential to address and facilitate TA and policy related concerns.

### **GRANT RELATED ACTIVITIES:**

**Work Incentive Grants:** Work Incentive Grants have been funded in the FY/PY 2000 budget to support seamless service delivery for people with disabilities and to enhance One-Stop services for people with disabilities. This grant program has gone forward via the PTFEAD but currently under ETA authority. Grants of about \$500,000 would be competitively awarded to States,

locals and non-profits to both improve service delivery and linkage of diverse disability programs such as State mental health and developmental disability with the One-Stop system.

**ETA disAbility Employment Grants:** ETA has 15 multi-site grants totaling \$6.8 million to organizations serving people with disabilities. This grant program is focused on partnerships with the One-Stop Center system, interagency coordination and innovative practices. Grantees involved with One-Stops are frequently co-located in a One-Stop and/or providing TA to them. Additional information can be found on ETA's disAbility Online website: [www.wdsc.org/disability/](http://www.wdsc.org/disability/)

**Systems Change and Partnership Grants:** The Social Security Administration (SSA) and DOEd's RSA have funded 18 systems change and partnership grants to States. ETA has provided over \$1 million to these grants which include a number of One-Stop related projects. The States include:

Alaska (RSA)	Arkansas (RSA)	California (SSA)	Colorado (RSA)
Illinois (SSA)	Iowa (RSA/SSA)	Minnesota (SSA)	New York (SSA)
N. Carolina (SSA)	New Mexico (SSA)	New Hampshire (SSA)	Ohio ((SSA)
Oklahoma ((SSA)	Oregon (RSA)	Utah (RSA)	Vermont (SSA)
Wisconsin (SSA)			

**Proposed Epilepsy Grant:** The proposed Epilepsy Grant called *PeopleTech* is being reviewed by the PRB. This grant project will involve collaboration with the One-Stop Center system and additional plans for interagency collaboration involving DOT, SSA and other agencies.

### **DATA BASE PROJECTS:**

**O\*NET Project:** Staff have been working on an on-going basis with O\*NET staff to address issues of accommodations and screening out of customers with disabilities who are eligible for training and employment services. These efforts include staff from the President's Committee, RSA, and ESA to incorporate appropriate language, as well as ensure compliance with technology accessibility guidelines as they move into an Internet based system.

More importantly, issues regarding the use of O\*NET in determinations for eligibility to SSDI and SSI, as well as for Workman's Comp, have been raised. These are difficult and contentious issues which require highlevel involvement, including the Task Force, SSA, ESA and ETA to resolve. O\*NET has now been used twice as the basis for ADA claims - one with a positive result and the other negative. The O\*NET project will continue to require time and attention.

**DisAbility Online Homepage:** ONP has developed an enhanced disAbility Online website with numerous linkages to disability and employment related resources. This tool provides extensive technical assistance materials to individuals and agencies seeking to obtain information on laws, regulations, accommodations, etc., as well as linkages to the workforce system infrastructure such as access to all State workforce development homepages, America's Career Kit, etc.

**Directory of Service Providers for People with Disabilities:** We have provided seed monies to DTI to develop a searchable database of service providers in state and local communities related to rehabilitation, counseling, employment, and training. DTI have a basic structure in place and have purchased listings of about 300,000 providers but it is not as the stage of usability. They cannot move forward without additional funding. It is not clear whether our technology area has funds to support this kind of project.

**Regional Disability Coordinators:** ETA Regional Disability Coordinators were designated last February in conjunction with the identification of Regional RSA One-Stop Coordinators to facilitate implementation of the WIA, program delivery to people with disabilities, and coordination with VR. The list of ETA coordinators is attached.

Regional Adult Offices should confirm whether this list is still accurate under the Reorganization, and be aware of the on-going NO communications with these Coordinators.

### **OTHER INTERAGENCY INITIATIVES ON DISABILITY:**

1. **Work Incentive Improvement Act (WIIA):** The Work Incentive Improvement Act (WIIA) has been enacted which implements a "ticket" or voucher program for SSI and SSDI beneficiaries with One-Stop Centers being one of the provider "networks" available for training and employment purposes. VR is also a provider, and, as such, eligible for reimbursement for costs associated with services. The implications for One-Stops associated with this bill are not fully known. However, ETA is very interested in playing a role in this new system.
2. **President's Task Force on Employment of Adults with Disabilities:** The PTFEAD was established under Executive Order 13078 on March 13, 1978. This multiagency TF is chaired by the Secretary of Labor and is a high priority of the Department's. ETA issues and programs, in particular WIA implementation, are a major focus of interest to the TF. Ray Uhalde is the co-chair, with Judy Heumann of DOEd's OSERS, on the Access to Employment and Lifelong Learning Committee and ONP is working closely with PTFEAD. There is concern amongst a number of TF participants that people with disabilities will not have equal access to the Title I programs and services and will be sent as a matter of course to VR.
3. **DOEd's National Institute on Disability Rehabilitation Research:** NIDRR has two major Research Center five year grants which are looking at State and local implementation of the WIA and policy implications of workforce development changes.

**DOL REQUEST (dollars in thousands)**

	DOL	OMB	Description of Request and/or OMB decision
	Request	Passback	
<b>Employment and Training Administration</b>	1,000	0	To support disability policy and technical assistance efforts for services to people with disabilities in the new workforce development system and implementation of the WOWork Incentive Grant Program
<b>Office of Assistant Secretary for Policy</b>	345	0	analyzing current policy issues, policy coordination and research support to develop policy options and directions with ODPET.
<b>Office of Small Business Programs</b>	300	0	conduct outreach and promote procurement opportunities for small businesses owned by persons with disabilities.
<b>Women's Bureau</b>	1,000	0	partner with ODPET to ensure that the special concerns of women with disabilities are understood and addressed in order to increase their employment opportunities and support their transition from benefits to work.
<b>Office of Federal Contractor Compliance Programs</b>	2,000	0	create special emphasis on enforcement, litigation and technical assistance directed at employment discrimination of adults with disabilities.
<b>Civil Rights Center</b>	600	320	enhance enforcement of applicable laws related to DOL programs receiving Federal financial assistance
<b>Office of the Solicitor</b>	300	0	for the civil rights division to support enforcement litigation and provide other legal support to the crosscutting theme proposal.
<b>Veterans Employment and Training</b>	900	0	promote and coordinate the employment of disabled veterans by Federal agencies through expanding the role of Disabled Veterans' Federal Employment Coordinators.
<b>Working Capital Fund</b>	750	400	assistive devices and support services for DOL employees with disabilities.
<b>Civil Rights Center</b>	425	216	assist Job Corps in ensuring that its programs and facilities are in compliance with the ADA and Sec. 504
<b>ODPET</b>	130,300	decision pending	establish an Office of Disability Policy, Evaluation and Technical Assistance

<b>Disability Task Force</b>	0	2,485	OMB passback reflects a flatline for the Task Force - - this funding level and the funding for the President's Committee is a place holder until a decision is made on DOL's request for an office of disability policy (ODPET)			
<b>Work Incentive Grants</b>	50,000	20,000	competitive grants to provide outreach to individuals with disabilities and foster systems change through service integration at State and local levels within the One-Stop employment and training system.			
<b>President's Cmte on Emp of People with Dis</b>	9,995	7,250	consolidation of the President's committee into ODPET			
<b>TOTAL</b>	<b>197,915</b>	<b>30,671</b>				

## **FULFILLING THE PROMISE OF THE AMERICANS WITH DISABILITIES ACT** (\$4.56 million)

July 2000 marks the tenth anniversary of the enactment of the Americans with Disabilities Act, the landmark civil rights law that provides comprehensive civil rights protections for this nation's 54 million persons with disabilities. The Civil Rights Division has primary responsibility for ADA enforcement, and during the first 10 years has focused its efforts on this nation's largest entities: franchisers and chains in the private sector and large government agencies in the public arena. Agreements with hotel chains, restaurants, entertainment venues, police departments, and local governments have removed architectural barriers for people with mobility impairments and provided services in an accessible format to people who have hearing or vision impairments. Everyday aspects of American daily life -- things many Americans take for granted -- are opening to people with disabilities.

Despite these efforts, too many barriers continue to exist. People with disabilities have become increasingly frustrated that, after 10 years of ADA outreach and enforcement, that they continue to be denied ready access to community programs and public accommodations. To effect the fundamental change that the ADA's enactment promised, the Civil Rights Division seeks to expand its implementation efforts under the ADA by proposing four new initiatives to fulfill the promise of the new millennium for people with disabilities:

**Project Community Access:** Most Americans take for granted the ability to use basic government services -- to call 911, to hop on a public bus or subway car, to pay a late utility bill in person, to vote, to apply for a driver's license, to land a government job if qualified, to adopt a stray dog at the local shelter, to fight a traffic ticket in court, and to live and participate in integrated communities. Yet millions of people with disabilities are not able to successfully accomplish one or more of these basic acts of community life because building architecture, communication systems, public mass transit systems, and discriminatory attitudes, policies, and practices continue to exclude them, even though it is illegal. Project Community Access will focus on brining down these barriers and make these basic services accessible to all Americans.

**Training law enforcement officers on mental disabilities:** On too many occasions, we have witnessed tragic situations involving law enforcement officers and a person with a mental disability. Officers may misinterpret the threat posed by mentally disabled persons, with tragic, and often lethal, results. Providing training on how to identify and deal with persons who have a mental disability will help to reduce situations involving excessive and unnecessary force by law enforcement officers.

**Opening America's History:** People with disabilities are still denied access to many American destinations, such as historic landmarks and tourist attractions. These destinations themselves may have barriers to access. Private transportation, such as tour buses or shuttles to and through these sites, is not accessible. Hotels, motels, restaurants, service stations, rest stops, and a myriad of other accommodations remain inaccessible to persons with disabilities. Millions of American families are being denied the opportunity

to share in and benefit from the rich and living history available at these sites. Additional personnel is critical to the Section's ability to significantly impact access in this important area, to make sure America's historic landmarks and tourist attractions are available to persons with disabilities.

**Meeting Unmet Needs for ADA Information:** Over the last 10 years, the Division has reached out to America's businesses, to State and local governments, and to persons with disabilities to inform them of their rights and obligations under the ADA. This knowledge is essential to ADA compliance because if people understand the ADA and know how to comply, they will comply with the law. But many in the business world and people with disabilities remain uninformed about the ADA. Small towns and businesses in rural areas, non-English speakers, and minority populations in urban centers have been difficult to reach. The Division proposes to take additional steps to reach these under served rural and urban populations. We can also use new technology and a multi-media approach to serve a diverse, information-hungry audience.

## **PROVIDING ASSISTANCE AND INFORMATION TO COMPLY WITH THE LAW** (\$1.76 million)

A valuable lesson learned from enforcing the ADA was that many persons want to know what their rights and obligations are under the civil rights laws. By providing a pro-active program of technical assistance, using a combination of training, reference materials, toll free hotlines, and other methods, the ADA experience has demonstrated that if persons are given a clear explanation of what is required under the laws, compliance will be enhanced.

The Division plans a comprehensive outreach program to provide assistance both to persons protected by the laws to inform them of their rights and to those with obligations under the law.

- to jurisdictions covered by Section 5 of the Voting Rights Act to ensure that they know what the law requires when they submit new redistricting plans for review after the 2000 Census;
- to law enforcement officials to educate them on the legal standards related to excessive use of force;
- to school districts covered by desegregation decrees to help them understand what would be required to bring longstanding cases to an end, and what their obligations are under the law;
- to parents of school children to ensure that their children have an equal educational opportunity;

- to federal agencies to make sure that programs and activities both within the agency and funded by the agency are free from discrimination; and
- to persons who speak languages other than English who need to learn about their right and/or obligations under the various civil rights statutes.



William G. Dauster

12/03/99 03:17:17 PM



Record Type: Record

To: Cynthia A. Rice/OPD/EOP@EOP, Barbara Chow/OMB/EOP@EOP

cc:

Subject: Memo for Gene on Disability

F.Y.I.:

----- Forwarded by William G. Dauster/OPD/EOP on 12/03/99 03:17 PM -----



William G. Dauster

12/03/99 03:16:49 PM



Record Type: Record

To: Melissa G. Green/OPD/EOP@EOP, Juliana C. Chen/OPD/EOP@EOP

cc: Jeanne Lambrew/OPD/EOP@EOP

Subject: Memo for Gene on Disability



1203 disability ideas.d

December 3, 1999

**MEMORANDUM FOR GENE SPERLING**

**FROM** BILL DAUSTER  
JEANNE LAMBREW

**RE** DISABILITY PROPOSALS

This memorandum responds to your note asking for more detailed ideas on disability policy, responding to this paragraph in the earlier draft of the new ideas memo:

**Keeping Out of Institutions and Getting to Work:** Millions of people with disabilities would prefer to live at home rather than in an institution. Millions of people with disabilities would like to contribute to the workforce, if they just had a little help. These two groups share the need for support staff to help them. By facilitating the providing of support staff for the disabled, not only would we help people with disabilities stay out of institutions and help people with disabilities live more productive lives, but we would also free up millions of middle-aged mothers and daughters, fathers and sons of people with disabilities, who are now taking time out from their jobs to help out their disabled relatives. We can build on the bipartisan success of the Work Incentives Act.

Specific ideas in furtherance of this objective include:

**Promoting Work:**

**Tax Credit for Workers with Disabilities:** The President's FY2000 budget proposed a \$1,000 tax credit for people with disabilities who work of \$1,000. It would phase out for higher income tax payers (taxpayer with modified adjusted gross income exceeding \$110,000 for couples, \$75,000 for unmarried taxpayers, and \$55,000 if the taxpayer is married but filing a separate return; same phase-out as the child tax credit). This credit may be refundable for taxpayers with 3 or more dependents. A taxpayer (or the taxpayer's spouse) would qualify for the proposed tax credit if he or she had earnings and was disabled. "Disabled" for this credit would be defined as being certified within the previous 12 months as being unable, for at least 12 months, to perform at least one activity of daily living without personal assistance from another individual, due to loss of functional capacity.

**Addressing Arbitrary Limit on Medicare Coverage for People with Disabilities:** In the compromise on the Work Incentives Improvement Act, its Medicare benefit was limited to an additional 4 and a half years. This policy postpones rather than eliminates the disincentive to work since Medicare provides the necessary coverage that is often unavailable or unaffordable on the job. (Cost: \$0 for 2001-2005, about \$200 million for 2006-2010)

## DISABILITY PROPOSALS

Page 2

**Improving Access to Assistive Technology:** The President's FY2000 budget proposed doubling Federal funding for assistive technology (\$35 million), but Congress acted on only two small portions of the President's assistive technology initiative. Technology is often not adapted for people with disabilities and even when it exists, people with disabilities may not know about it or may not be able to afford it. This new initiative would accelerate the development and adoption of information and communications technologies, which can improve the quality of life for people with disabilities and enhance their ability to participate in the workplace. This initiative: (1) makes the Federal government a "model user" of assistive technology and services; (2) supports new and expanded state loan programs to make assistive technology more affordable for Americans with disabilities; and (3) invests in research and development and technology transfer in areas such as "text to speech" for people who are blind, automatic captioning for people who are deaf, or speech recognition and eye tracking for people who can't use a keyboard. [check with Tom on whether there was any increase in funding]

**Part C of IDEA:** Every year, we have a debate over IDEA funding for children already in school. We should redirect the focus to early childhood development and fund increases in the early-intervention component of IDEA - Part C.

### Promoting Home and Community-Based Options

**"Real Choice Systems Change Initiatives":** The Medicaid Community Attendant Services and Support Act ("MiCASSA"), supported by Senators Harkin and Specter, and others, would mandate states to provide home and community-based services of the same value as nursing home care. Although the costs (and the mandate) make this policy out of our reach, it also includes a more modest, practical step to facilitate community attendant services and supports: grants to develop what the bill calls "Real Choice Systems Change Initiatives." These grants would provide financial assistance to states to support initiatives to develop a comprehensive consumer-responsive statewide system of long-term services and supports that provides real consumer choice for beneficiaries.

**Extending Medicaid Home and Community-Based Care Options:** This proposal, included in the FY 2000 budget, would remove the institutional bias in Medicaid by allowing states to cover people with income up to 300 percent of the SSI limit both within and outside of nursing homes. This proposal was in the President's FY 2000 budget. (Cost: \$110 million over 5 years)

**Promoting Assisted Living for People on Medicaid:** This proposal, included in the FY 2000 budget, would provide HUD grants to convert elderly housing to assisted living facilities if those facilities worked with Medicaid to ensure that Medicaid beneficiaries can live there. This proposal was in the President's FY 2000 budget. (Cost: \$100 million over 5 years)

12/9 ENC

## Disability Proposals

By increasing the ability of disabled individuals to work and keep their health care, the Ticket to Work and Work Incentives Improvement Act of 1999 will give individuals with disabilities a greater opportunity to participate in our Nation's workforce. This Administration has been committed to taking the lead in charting a public policy and engaging in affirmative action for employing people with disabilities that has provided clear direction to both the public and private sectors. To build on this progress, the FY 2001 budget would contain proposals to assist the Federal government in continuing to be model employers of people with disabilities and, at the same time, assist individuals with disabilities in transitioning into the workplace. A seven-point plan could address this issue by: 1) increasing the funding for the Presidential Task Force on Employment of Persons with Disabilities; 2) establishing within the Department of Labor a new Office of Disability Policy which would serve as a bridge between business and government in assisting individuals with disabilities; providing technical assistance to other Department of Labor employment programs, and managing a multi-media campaign to eliminate negative stereotypes about employment of individuals with disabilities; 3) providing grants to enable Department of Labor programs to be more effective for people with disabilities; 4) providing \$50 million in competitive grants for outreach to enhance greater accessibility to individuals with disabilities through the One-Stop employment and training system; 5) providing tax credits for workers with disabilities; 6) improving access to assistive technology; and 7) having the Department of Justice provide outreach and technical assistance on the Americans with Disabilities Act.

### □ **The Presidential Task Force on Employment of Adults with Disabilities**

The Task Force will continue to engage in the important work of evaluating existing Federal programs to determine what changes and innovations may be necessary to remove barriers to employment opportunities faced by adults with disabilities. The Task Force will continue implementing an aggressive national public policy review and provide the President with recommendations on actions that can be taken to advance the employment of adults with disabilities.

[ \$? Depends on the level of funding for ODPET] *in FY 2001*

### □ **Establishing the Office of Disability Policy, Evaluation, and Technical Assistance (ODPET)**

This new office within the Department of Labor would serve to assist the Department of Labor and the Presidential Task Force on Employment of Adults with Disabilities in implementing a coordinated strategy in promoting employment of individuals with disabilities. ODPET functions would include:

- Ensuring ongoing efforts to integrate people with disabilities into the Department of Labor's employment and training programs;
- Establishing a business development board to take over the functions of the President's Committee on Employment of People with Disabilities by providing

information and technical assistance to business leaders and organizations to enhance employment of individuals with disabilities.

- Initiate an aggressive multi-media public awareness campaign in partnership with the disability and business communities aimed at eliminating erroneous and prejudicial thinking about disabilities.

*\$10 million for FY 2001*

#### □ **Work Incentive Assistance Grants**

Competitive grants totaling \$20 million a year would be awarded to partnerships of organizations in every State to help One-Stop Career Centers provide a range of high-quality services to people with disabilities working or returning to work. Such services include outreach, benefits planning and assistance, and providing information on services and work incentives. Also, Welfare-to-Work grants totaling \$200 million per year, which would be awarded directly to One-Stop-Centers could provide post-employment training and retention services to low-income individuals who were entering the workplace or returning to work, this could include certain individuals with disabilities.

*\$20 million in FY 2001*

#### □ **Assisting People with Disabilities Within DOL Programs**

With an additional \$10 million in FY 2001, the Department of Labor would increase assistance, accessibility, civil rights enforcement, outreach and employment opportunities within specific programs in the Department. For example, the Employment and Training Administration would address physical and programmatic access to One-Stop Centers through demonstration programs, regional consultations and guidance to states and employers on how these centers must be accessible in order to maximize the benefit individuals with disabilities achieve from these services.

*\$ 10 million for FY 2001*

#### □ **Tax Credit for Workers with Disabilities**

The President's FY2000 budget proposed a \$1,000 tax credit for people with disabilities who work. It would phase out for higher income tax payers (taxpayer with modified adjusted gross income exceeding \$110,000 for couples, \$75,000 for unmarried taxpayers, and \$55,000 if the taxpayer is married but filing a separate return; same phase-out as the child tax credit). This credit may be refundable for taxpayers with 3 or more dependents. A taxpayer (or the taxpayer's spouse) would qualify for the proposed tax credit if he or she had earnings and was disabled. "Disabled" for this credit would be defined as being certified within the previous 12 months as being unable, for at least 12 months, to perform at least one activity of daily living without personal assistance from another individual, due to loss of functional capacity.

*\$300 million over five years*

#### □ **Improving Access to Assistive Technology**

The President's FY2000 budget proposed doubling Federal funding for assistive technology

(\$35 million), but Congress acted on only two small portions of the President's assistive technology initiative. Technology is often not adapted for people with disabilities and even when it exists, people with disabilities may not know about it or may not be able to afford it. This new initiative would accelerate the development and adoption of information and communications technologies, which can improve the quality of life for people with disabilities and enhance their ability to participate in the workplace. This initiative: (1) makes the Federal government a "model user" of assistive technology and services; (2) supports new and expanded state loan programs to make assistive technology more affordable for Americans with disabilities; and (3) invests in research and development and technology transfer in areas such as "text to speech" for people who are blind, automatic captioning for people who are deaf, or speech recognition and eye tracking for people who can't use a keyboard.

*\$35 in FY 2001*

□ **Fulfilling the Promises of the Americans with Disabilities Act (ADA)**

To effect the fundamental change that the ADA's enactment promised, the Civil Rights Division of the Department of Justice will undertake specific efforts to expand its implementation efforts of the ADA by focusing on tearing down barriers to make basic services in communities available to individuals with disabilities, training law enforcement to deal with individuals with mental disabilities, and reaching out to underserved rural and urban populations to inform them of their rights under the ADA. The Department will also be undertaking an effort to inform people of their rights and obligations under the ADA by providing a pro-active program of technical assistance to clearly explain what is required by the law, which should result in enhanced compliance.

*FY 2001 for \$6.3 million*

From: Melinda D. Haskins on 12/08/99 01:52:35 PM

Record Type: Record

To: See the distribution list at the bottom of this message

cc: Marshall J. Rodgers/OMB/EOP@EOP, Robert J. Pellicci/OMB/EOP@EOP

Subject: REVISED Signing Statement on HR1180 (Ticket to Work) -- Comments Due 4 p.m. Today (12/8)

Attached below for your review is the proposed "final" signing statement for the H.R. 1180, the Ticket to Work and Work Incentives Improvement Act. **Please provide me with comments no later than 4 p.m. today.**

EXOP: You will not receive a faxed copy of this LRM.

----- Forwarded by Melinda D. Haskins/OMB/EOP on 12/08/99 01:43 PM -----

LRM ID: MDH134

**ATTACHMENT (4 Pages) IN MICROSOFT WORD:**



hr1180ss#2.do

**EXECUTIVE OFFICE OF THE PRESIDENT  
OFFICE OF MANAGEMENT AND BUDGET  
Washington, D.C. 20503-0001**

**Wednesday, December 8, 1999**

**LEGISLATIVE REFERRAL MEMORANDUM**

**TO:** Legislative Liaison Officer - See Distribution below

**FROM:** Janet R. Forsgren (for) Assistant Director for Legislative Reference

**OMB CONTACT:** Melinda D. Haskins  
PHONE: (202)395-3923 FAX: (202)395-6148

**SUBJECT:** **REVISED Signing Statement on HR1180 Ticket to Work and Work Incentives Improvement Act of 1999**

**DEADLINE:** **4 P.M. Wednesday, December 8, 1999**

In accordance with OMB Circular A-19, OMB requests the views of your agency on the above subject before advising on its relationship to the program of the President. **Please advise us if this item will affect direct spending or receipts for purposes of the "Pay-As-You-Go" provisions of Title XIII of the Omnibus Budget Reconciliation Act of 1990.**

**COMMENTS: THIS DEADLINE IS FIRM. IF WE DO NOT HEAR FROM YOU, WE WILL ASSUME THAT YOU HAVE NO OBJECTION.**

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## STATEMENT BY THE PRESIDENT

Today, I am pleased to be signing into law H.R. 1180, the "Ticket to Work and Work Incentives Improvement Act of 1999." This landmark legislation will remove barriers that have placed individuals with disabilities in the untenable position of choosing between health care coverage and work. It also improves and expands vocational rehabilitation choices for this talented and as yet untapped work force.

This new law represents one of the most important legislative advances for people with disabilities since the enactment of the Americans with Disabilities Act. I have urged its passage for two years and was proud to include full funding for it in my FY 2000 budget. The enactment of this law well illustrates what we can accomplish when we work together on a bipartisan basis to expand employment opportunities and affordable health care options.

H.R. 1180 will ensure that individuals with disabilities have a greater opportunity to participate in the workforce and in the American Dream. It offers new ways for the Federal Government to partner with the States and private sector to increase the ability of people with disabilities to work and keep their health care coverage. Most significantly, the bill:

- Expands States' ability to provide a Medicaid "buy-in" to individuals with disabilities who return to work.

- Creates a new Medicaid-equivalent "buy-in" demonstration to assess the effectiveness of providing Medicaid coverage to people whose condition has not yet deteriorated enough to prevent work, but who need health care to

prevent that level of deterioration. This provision will allow States to help those individuals with diseases such as muscular dystrophy, Parkinson's Disease, and diabetes.

Lengthens from 4 years to 8 ½ years the period during which Social Security disability beneficiaries who return to work can continue to receive premium-free Medicare coverage.

Establishes programs to provide grants to States to design and administer State infrastructures that provide services that support working individuals with disabilities.

Provides Social Security disability beneficiaries a choice of public or private employment service providers.

Authorizes the Social Security Administration (SSA) to test new and innovative ways to enable individuals with disabilities to return to work and make the concept of economic independence a reality.

Permits disabled individuals to reestablish eligibility for Social Security disability benefits on an expedited basis if their attempt to return to work proves to be unsuccessful. These individuals will be able to request reinstatement of benefits without having to file a new disability benefits application -- thereby eliminating another disincentive to return to work.

These provisions give people who want to work a chance to do so by ensuring access to health care insurance and modernizing the employment services system for people with disabilities. Together, these provisions affirm the basic principle manifested

in the Americans with Disabilities Act: that all Americans should have the same opportunity to be productive citizens.

H.R. 1180 also contains several provisions to extend expiring tax laws. These provisions continue incentives for the advancement of several national priorities and reaffirm our commitment to tax initiatives to help American families and businesses. Most importantly, the bill extends the research and experimentation tax credit for five years, encouraging companies to undertake new multi-year research activities. This crucial tax credit will help innovative American companies build on this Administration's impressive economic achievements and will lead to new products and technologies to improve people's lives. In addition, H.R. 1180 extends for three years the provision that allows America's middle-income taxpayers full use of important personal tax credits -- such as the child credit, the Hope Scholarship and Lifetime Learning credits, and the child and dependent care credits -- without limitation by the alternative minimum tax. This will also save tens of millions more taxpayers from performing complex calculations.

H.R. 1180 includes extension of a provision that will help improve school facilities in low-income communities by providing no-interest loans to school districts in needy areas to fund expenditures on rehabilitation and repairs, educational equipment, curriculum development, and teacher training.

The bill will provide more economic opportunity to Puerto Rico by extending application of the research and experimentation tax credit to such activity undertaken in Puerto Rico. The bill also will provide a greater rebate of rum excise taxes

to Puerto Rico and the Virgin Islands, thus providing critical funding for disaster relief and rebuilding and other core governmental activities.

Furthermore, the bill extends through 2001 critical tax provisions to:

- Encourage employers to pay for their workers' continuing education.
- Help disadvantaged people, including welfare recipients, find jobs.
- Encourage businesses to clean up polluted "brownfields".
- Stimulate low- and no-emission production of power.
- Assist first-time home buyers purchase a home in the District of Columbia.

It is unfortunate, however that the revenue losses resulting from these provisions were not fully offset.

I am pleased that H.R. 1180 will do much to improve the lives of people with disabilities and will extend important tax provisions. I am deeply disappointed, however, the bill includes a provision for a special allowance adjustment for student loans. This provision will expose the Federal Government, rather than lenders, to substantial financial risk due to the difference between Treasury and commercial paper borrowing rates and will provide unnecessary and costly new benefits to the student loan industry without any benefit to students whatsoever.

This Administration has a deep and long-standing commitment to promote and increase the independence of individuals with disabilities. I would like to thank each individual who has been involved in the challenging work of developing this landmark

legislation. Special thanks should be given to the congressional leaders who have contributed so much to the passage of H.R. 1180, particularly Senators Jeffords, Kennedy, Roth, and Moynihan, as well as Representatives Lazio, Waxman, Bliley, Dingell, Bilirakis, Sherrod Brown, Archer, Rangel, Thomas, Stark, Nancy Johnson, Cardin, Shaw, and Matsui. I also want to acknowledge the efforts of Kenneth S. Apfel, Commissioner of Social Security and Donna Shalala, Secretary of Health and Human Services, as well as Alexis Herman, Secretary of Labor, Tony Coehlo and other members of my Task Force on Employment of Adults with Disabilities. These individuals, as well as many others throughout the Administration worked tirelessly to bring this legislation forward.

Many individuals with disabilities want to work and become independent, and many can work if they receive the critical supports that they need. For too long, the fear of losing health and cash benefits and the inability to obtain rehabilitation and employment services has prevented such individuals' work efforts. As a Nation, we are best served when all our citizens have the opportunity to contribute their talents, energy, and ideas to the workforce. I am pleased to sign into law today this important step to empower more Americans with disabilities to take their rightful place in our Nation's workforce.

12/7

Eric Johnson / DOL

One Stops are required to be accessible

ADA + 504 Rehab require it  
in One Stop reqs + broader DOL  
non discrimination

programs + physical  
facilities must  
be accessible

No monitoring system in place

W/ certification system in place  
→ no provided by ADA / doesn't protect from lawsuit

MOU w/ State...

① MOU w/ Council of State Voc Rehab Paul Bermucci

- broader than this issue
- they will assist DOL in working  
in local areas in ensuring  
One Stops are accessible
- t.a + information sharing

② ~~Handbook~~ / Guide for State + Local Orgs to use to  
go through their facility to see  
where they may have problems  
physical + program accessibility

- iOut now (earlier versions distributed)  
for comments
- Formal printing + distribution  
in early Jan
- Looks nice

\*\* will send  
copy

Video on accessible equipment  
→ went out this summer

ETA / off of Adult Services

(2)

→ has unit

→ 219-5500

Anna Goddard → will send guide

Coordinating services  
across

} people w/ disabilities

w/in ETA

(3) / Rehabilitative Services Admin / Dept of Educ  
(under Judy Heumann)

Working with them

RSA providing advice + expertise re  
services to people w/ disabilities  
ongoing guidance + support

How RSA can help DOC become  
accessible

→ regional services

---

Funding

No special funding

Fund w/ basic grants

Recipients of those funds must use those funds  
DOC provides some t.a. on equipment choices

If get complaints

(3)

Get referred to <sup>Center for</sup> Civil Rights  
① DOL ~~Dept of~~ Annabelle Lodgehart

② ETA Program office  
at same time review situation  
to try to fix system

Action available to Senators include withholding funds

Boston Children's Hospital - had report in 1995  
ICI

→ Has worked w/ DOL on remedies  
(Annabelle Lodgehart)

Buildings

May be state / local / rental buildings

Use federal funds - one step is coalition of  
federally funded programs

60% public | 40% local



Currently only a few states are included  
→ rest July 1200

Support by the Assistant Secretary for Policy: \$1.2 million and 2 FTE for ASP to provide policy support for Lifelong Learning and to help develop agency training that uses high tech object oriented programming standards emerging from the DOD Educause effort.

**Disability Services**

The Department proposes increases of \$147.9 million and 106 FTE for Disability Services. This includes \$136.7 million and 53 FTE proposed exclusively for the theme, and \$11.2 million and 53 FTE in agency budget increases supporting the theme.

- Establishing the Office of Disability Policy, Evaluation, and Technical Assistance

Office of Disability Policy, Evaluation, and Technical Assistance (ODPET): \$130.3 million and 33 FTE to establish the Office of Disability Policy, Evaluation, and Technical Assistance within the Department of Labor (DOL), to subsume the mission, goals and responsibilities espoused in Executive Order 13078 that created the Task Force. ODPET will provide coordination and leadership at the federal level, and act as a catalyst for leveraging resources at the state and local level and with the private sector, that will result in (1) employment of people with disabilities at a rate comparable to that of the non-disabled working population; (2) a significant savings to the federal budget through a reduction in dependency expenditures and consolidation of programs and services; and (3) a quantifiable, substantial benefit to the national economy gained through the utilization and productivity of important human resources. This is a critical next step following on bold initiatives begun by the Task Force.

- Assisting People with Disabilities in Specific DOI Programs

\*

\$17.6 million and 53 FTE for DOL agencies to increase assistance to people with disabilities in the programs of those agencies. Organizations involved include ETA, ASP, OSBP, Women's Bureau, OFCCP, CRC, Solicitor, PCEPD, the Disability Task Force, and OASAM.

**Protecting Vulnerable Workers**

The Department proposes increases of \$21.4 million and 23 FTE for Protecting Vulnerable Workers. This includes \$18.4 million and 23 FTE proposed exclusively for the theme, and \$3 million in agency budget increases supporting the theme.

- Temporary Workers

Temporary Workers, ESA: \$1.5 million and 10 FTE for a special emphasis FLSA enforcement program targeting temporary employment agencies. Some contingent and temporary workers are vulnerable to illegal employment practices such as substandard working conditions and abusive pay practices. This initiative will address these concerns focusing on temporary employment agencies.



Cynthia A. Rice

12/07/99 03:54:21 PM

Record Type: Record

To: J. Eric Gould/OPD/EOP  
cc:  
bcc:  
Subject: Re: Ticket to Work

sounds taken care of  
J. Eric Gould 12/07/99 03:42:37 PM



J. Eric Gould

12/07/99 03:42:37 PM

Record Type: Record

To: Cynthia A. Rice/OPD/EOP@EOP  
cc:  
Subject: Re: Ticket to Work

----- Forwarded by J. Eric Gould/OPD/EOP on 12/07/99 03:42 PM -----



Joanne Cianci

12/06/99 01:27:52 PM

Record Type: Record

To: J. Eric Gould/OPD/EOP@EOP  
cc:  
Subject: Re: Ticket to Work 

Are you interested in mandatory or discretionary (administrative) spending?

On the mandatory side, the bill is paid for in FY 2000.

On the discretionary side, the affected agencies are required to fund activities related to this act in their FY2000 budget. In the case of SSA, there is not a "line" in the budget that explicitly states funding for implementing the bill. However, we did factor these activities into the FY2000 request, as well as our FY2001 passback.

The situation for HHS should be fairly similar, though you would have to talk to Jeff Farkas or Anne Tumlinson about specifics.

## Qs for DOL

### Accessibility

- ① How do One Stops fund facility and equipment improvements now?
- ② Do we know what proportion of One Stops are in compliance w/ ADA?
- ③ Are One Stops federally-owned buildings? State-owned buildings? Non-profit owned buildings?
- ④ Is there a mechanism within DOL to enforce compliance w/ ADA, investigate complaints, etc?  
→ whether program penalties
- ⑤ Would coming into compliance entail mostly one-time costs?

### Employment

- ④ Secretary asked for \$18 million for DOL agencies, including ETA, to increase assistance to people with disabilities. What would DOL use this \$ for to help the One Stops? What more do the One Stops need to do?

## Chapter One

### Recommendations to the President from the Presidential Task Force on Employment of Adults with Disabilities

The Task Force wishes to recognize the outstanding work by the Clinton Administration in acting on the recommendations made to the President in last years' report – *Re-charting the Course: First Report of the Presidential Task Force on Employment of Adults with Disabilities*. Prompt action and strong support by the Administration on these recommendations has resulted in significant achievements that will lead to increased employment for persons with disabilities. (See Chapter Two for a complete review of the status of last years' recommendations)

The Task Force also wishes to acknowledge the efforts of Task Force members, particularly those who chaired the various committees established this past spring to guide and focus the work of the Task Force. The Task Force has received a report from each Committee on their activities in 1999, which largely have focused on putting in place plans for more specific activity in 2000 and beyond. The Task Force will be reviewing and using these reports as the basis for future activities as appropriate. We have included a syntheses of these reports in Chapter Four.

The Task Force respectfully submits the following recommendations to the President of the United States of America for immediate consideration:

*The Task Force recommends that:*

***The President direct the Department of Labor to develop a proposal for consideration in the FY 2001 budget process for an Office of Disability Policy, Evaluation and Technical Assistance (ODPET) to be headed by an Assistant Secretary of Labor. ODPET functions could include:***

***Ensuring ongoing efforts to integrate people with disabilities into the Department of Labor's mainstream employment and training programs;***

***Establishing the National Disability Business Development Board to be comprised of the membership of the President's Committee on Employment of People with Disabilities (PCEPD) and to serve as the Advisory body to ODPET;***

***Maintaining the principle functions of the President's Committee on Employment of People with Disabilities;***

***Assisting the Presidential Task Force on Employment of Adults with Disabilities in implementing a coordinated and aggressive national employment strategy for persons with disabilities.***

The Office of Disability Policy could provide a long-term, permanent force to continue the work needed to ensure that persons with disabilities are integrated into mainstream employment and training programs within the Labor Department.

The Presidential Task Force would continue to be responsible in the short-term for developing, refining, and monitoring the implementation of an aggressive, national employment strategy for persons with disabilities.

*The Task Force recommends that:*

***The President direct the Departments of Justice and Labor and the Equal Employment Opportunity Commission to collaborate in exploring methods for strengthening enforcement of employment-related nondiscrimination provisions of the Americans with Disabilities Act and the Rehabilitation Act. All efforts shall provide a clear and unequivocal message that expanded employment opportunities for individuals with disabilities are a high priority of the Administration. The efforts of the Department of Labor and the Equal Employment Opportunity Commission should include providing increased technical assistance to employers, strengthening compliance evaluations, and enhancing data collection as appropriate.***

Effective enforcement of employment-related nondiscrimination requirements is crucial to increasing employment opportunities for individuals with disabilities. The enforcement agencies must continue to explore new and more effective approaches for increasing compliance with laws requiring equal opportunity for job applicants and employees with disabilities. The enforcement agencies should develop and disseminate technical assistance guides to assist employers in understanding and implementing nondiscrimination requirements. These agencies should also develop educational tools with which to inform individuals with disabilities of the full range of protections under the ADA and the Rehabilitation Act. The enforcement agencies also should explore methods to strengthen their investigation processes. For example, the Department of Labor, through Office of Federal Contract Compliance Programs (OFCCP), should utilize compliance evaluation procedures that allow the agency to focus on systemic barriers to the employment of individuals with disabilities. The Equal Employment Opportunity Commission (EEOC), in coordination with the Departments of Justice and Labor, should explore enhancing data collection efforts with respect to the employment and the availability of persons with disabilities in the workforce, possibly through new regulations. Consistent with their complementary responsibilities for enforcement, the EEOC and OFCCP should explore joint enforcement strategies.

*The Task Force recommends that:*

***The President direct the Departments of Labor, Education, Health and Human Services, the Social Security Administration, the Office of Personnel Management, and other appropriate Federal agencies to construct and coordinate, under the leadership of the Presidential Task Force on Employment of Adults with Disabilities, a Youth-to-Work Initiative.***

Each year, about 40,000 eighteen-year-olds are subject to an eligibility review for SSI cash assistance, but only 25,000 are determined eligible for such assistance. On average, the young adults determined eligible will remain on SSI for 27 years, while those not determined eligible are likely to live in poverty. Many youth with disabilities spend a significant portion of their time in poverty, dependent upon public assistance programs and relegated to the margins of society. Compared to students without disabilities, students with disabilities drop out of school much more frequently and enroll in post-secondary education less frequently.

Barriers to employment for youth with disabilities include the following: low educational attainment, low educational and employment expectations, and confusing governmental programs with conflicting eligibility criteria and goals. As a result, many youth with disabilities transition from youth welfare to adult welfare without access to the education and training opportunities needed to make a transition to work and achieve independence. This Youth-to-Work Initiative would test alternative approaches to helping youth with disabilities gain access needed to education and training opportunities and overcome barriers to employment.

*The Task Force recommends that:*

***The President direct the Department of Health and Human Services to develop a proposal to allow the Maternal and Child Health Programs for Children with Special Needs to provide services to youth with disabilities who are under the age of 16.***

The Maternal and Child Health Programs for Children with Special Needs (Title V of the Social Security Act) provides services to youth with disabilities that are essential to preparing them for continued education and training, but are restricted to serving only youth 16 years and older. As a result, many youth with disabilities are ready to drop out of the education stream just at a time when they become eligible to receive services that would enable them to benefit from continued education. There is a clear need to provide these services to youth with disabilities at an earlier age.

*The Task Force recommends that:*

***The President direct the Department of Housing and Urban Development to explore steps needed to: (1) establish an earned income disregard for tenants with disabilities living in other-than-PHA housing who return to work; and (2) exempt any disability related expenses incurred when a tenant goes to work from the "countable" income used to determine rents.***

HUD has promulgated rules under recently enacted legislation aimed at providing additional incentives for low-income individuals in public housing to work, or work more. Current rules however, do not provide sufficient incentives for employment of people with disabilities who are assisted by HUD subsidies, but do not live in PHA housing. HUD should explore ways to extend similar incentives to all HUD-subsidized tenants with disabilities.

*The Task Force recommends that:*

***The President continue to work with Congress to secure adequate funding for his program to accelerate the development and adoption of information and communication technologies that can be used by the 54 million Americans with disabilities.***

The President should continue to push for this initiative that would: (1) help make the Federal Government a "model user" of accessible electronic and information technology through the implementation of Section 508 of the Rehabilitation Act of 1973; (2) support new and expanded state loan programs to make assistive technology more affordable for Americans with disabilities; and (3) invest in research, development and technology transfer in areas such as "text to speech" for people who are deaf, speech recognition, and eye-tracking for people who cannot use a keyboard.

*The Task Force recommends that:*

***The President continue to work with Congress to pass the tax credit proposed in the Administration's FY 1999 budget, in order to assist adults with disabilities pay for expenses related to work.***

Working-age adults with disabilities often have a disincentive to work because of the high cost of personal attendant services and other services or technologies required for employment. Similarly, the cost to employers of hiring an individual requiring personal attendant services can be prohibitive. Tax credits provide a flexible way to assist people with disabilities in defraying these expenses.

*The Task Force recommends that:*

***The President continue to work with Congress to pass a strong, enforceable Patients' Bill of Rights.***

It is critically important to people with disabilities that we enact a strong, enforceable Patients' Bill of Rights. This must include: guaranteed access to needed health care specialists; access to emergency room services when and where the need arises; continuity of care protections so that patients will not have an abrupt transition in care if their providers are dropped; access to a fair, unbiased and timely internal and independent external appeals process, to address health plan grievances and to help govern decisions about medically necessary treatments; an enforcement mechanism that ensures recourse for patients who have been harmed as a result of a health plan's actions; and protections for all Americans in all health plans.

*The Task Force recommends that:*

***The President convene a White House Conference on Employment of Adults with Disabilities that will include representatives from the Administration, Congress, elected officials from state and local governments, small and large businesses, the disability community and other relevant entities regarding employment of people with disabilities.***

This Conference would provide visibility to the issue of employing persons with disabilities and help build partnerships between public and private sectors. It could also provide the opportunity to showcase best practices and innovative strategies for employment of people with disabilities, as well as highlight actions taken by Task Force member agencies, departments and other federal agencies. Finally, it could commemorate the 10<sup>th</sup> anniversary of the ADA, the 25<sup>th</sup> anniversary of IDEA, and the 35<sup>th</sup> anniversary of the Equal Employment Opportunity Commission.

*The Task Force recommends that:*

***The President direct the Task Force members' departments and agencies to collaborate on the development and implementation of multimedia, inter-agency Public Awareness Campaign to eliminate the negative and erroneous stereotypes about employment of people with disabilities. This campaign shall focus on the benefits of employing people with disabilities.***

There is an immediate need for leadership to address negative attitudes and prejudices against people with disabilities. An aggressive public awareness campaign, conducted in partnership with the disability community, businesses, and other influential entities would help to eliminate erroneous and prejudicial thinking about disability that limits opportunities.

*The Task Force recommends that:*

***The President direct the Social Security Administration and the Department of Labor to create an "Access America for People with Disabilities" website that targets individuals with disabilities.***

In February, Vice President Gore announced "Access America for Seniors," an Internet site providing a wide range of services to older Americans -- an example of his vision of one-stop Internet access to government services. A new web site, "Access America for People with Disabilities," would likewise provide information and services offered by virtually every major Federal Government agency, civilian and the military, by linking to an abundance of helpful federal agency sites, information, programs and services.

*The Task Force recommends that:*

***The President direct the Department of Transportation to work with the Departments of Labor, Education, Health and Human Services, the Social Security Administration, and other relevant Task Force members to develop a comprehensive plan of action to address the lack of transportation services and systems for persons with disabilities.***

The lack of available public transportation is a major employment barrier for persons with disabilities. This factor is cited by many individuals with disabilities, at recent town hall meetings held by the Task Force and at other events, as being the major impediment to finding and keeping a job. The Department of Transportation has been vigorous in addressing public and private accessibility issues for people with disabilities. This directive would be to concentrate federal efforts to develop an action plan that addresses the lack of available transportation.

*The Task Force recommends that:*

***The President direct all federal agencies with customer service call centers and other appropriate services to explore ways to encourage hiring of people with disabilities.***

Research has shown that the percentage of individuals with significant disabilities who are employed is the lowest of disadvantaged groups in the nation. It is critical that we seek out as many strategies as possible to change this picture.

Cutting-edge telecommunications technology has recently made it possible for Customer Service Centers to send voice and data to home-based customer service representatives who work just as if they were in a call center. Many agencies in the Federal Government operate significant Customer Service Call Center activities. The purpose of this recommendation is to make this cutting-edge

technology widely available in the Federal Government, and to use this new technology to increase the employment rate of individuals with disabilities as much as possible.

*The Task Force recommends that:*

***The President direct the Social Security Administration to explore options for raising the Earned Income Exclusion in the Supplemental Security Income program, for both adults and students, in order to increase work incentives and encourage work effort.***

SSI is a means tested program, but beneficiaries are able to have limited earnings without impact on their benefit amounts. Allowing such earnings not only increases overall income security, but also provides an incentive to work, in addition to other work incentive programs under Title XVI of the Social Security Act. The earned income exclusions for both adults and students, however, have not been raised since the early 1970's, even though the SSI Federal benefit rate is indexed annually for inflation. The Earned Income Exclusion remains at \$65 per month for adults set in 1972 and up to \$400 per month for students set in 1974. As a result, SSI beneficiaries with non-SSI income do not receive full indexing of their benefits, and work effort is less rewarded than it was previously.

● Eugenia Chough

12/06/99 05:55:38 PM

Record Type: Record

To: Cynthia A. Rice/OPD/EOP@EOP

cc: J. Eric Gould/OPD/EOP@EOP

Subject: Media campaign estimate

Todd Summers referred me to CDC communications person Melissa Shepherd. She had the following points:

- With 1 target audience (employers) and 1 message concept, the cost will be minimized.
- Public service (donated radio and TV air time and services) are cheaper, but you can get stuck with bad time slots. For HIV campaign, the TV time slot was past midnight, which was OK for this audience. HIV campaign cost **\$1.5 million**, which included development, production and marketing for a solid campaign.
- Purchasing time is significantly more costly -- from **\$75 million to \$200 million** for a bare bones campaign. As you pointed out, our drug campaign spent about \$200 million, and she thought they could have easily spent more.
- She also recommended airport campaigns -- flight mags, airport dioramas (those lit bulletin boards), and airport radio channels -- were excellent for targeting employers. It's a good captive medium. If you get an airline to sponsor, it can cost as little as **\$200,000**. If you're willing to pay, it can cost **\$700,000**.

I have calls into Trooper, Leanne and Tiffany Westover.

11/30 Mtg w/ OMB on DOL budget

(1) WtW/post-employment transit supports/One Stops  
[missed most]

Planned for = \$500 mi for One Stops }  
(\$750) \$250 mi for WtW comp }

One Stops \$149 request FY '00

got \$120

also \$950 mi shut out

\$1 bi youth out

\$1.6 bi disability workers

\$20 mi disability

(out of \$50 or \$27)

(2) Disability

(a) Accessibility - could be one-time

(b) Services + TA

v) DOL proposed (i) case management/post employment

\$18 mi for the  
DOL agencies

(ii) add to \$20 mi

(iii) \$9 mi adults/youth out

(iv) Ticket to work

(c) Some \$4 for ODPET - special projects

PAS

not  
assist

{ 3 Women's Bureau model  
- Wage + Hour

Recommendations to Director

Disability grants \$20 mi

1.4 Task Force 2000 level

7.2 PCmtc 2000 level

Call Eric Johnson, DOL

(3) Ex-offenders

Rec \$30 mi → sawe 7,500

(request was \$200 mi)

Would have liked to fund more

(4) Non-traditional employment

Maureen - this should be done in base programs

a) HIB \$50 mi → many, triple

b) apprenticeship 115-216 mi

Housing

11/17

24 months

→ public housing authorities have flex disregard income 1/3

→ This Section 8 - tenant + ~~PHA~~ <sup>project</sup> based  
admin by PHA by owner

202 → managed by non-profits

2/3

Do not have authority now  
Both would require legislation

Project based is most akin to PHA  
→ role models + income mixing important

All HUD → tax credits don't count as  
prog income income

## I. PROPOSAL

The Presidential Task Force on Employment of Adults with Disabilities (Task Force) proposes a cross-cutting initiative to increase the employment of people with disabilities in the competitive labor market:

- A new Office of Disability Policy, Evaluation and Technical Assistance (ODPET) within the Department of Labor (DOL);

- Increased resources within eight existing DOL agencies to facilitate activities that increase the participation of, and benefit to, individuals with disabilities in DOL programs; and

- Over a five-year period, an investment to re-engineer the government's role in, and increase outcomes of, employment services to people with disabilities and employers, and to consolidate programs across the federal government, as appropriate.

The new Office will subsume the mission, goals and responsibilities embraced in Executive Order 13078 that created the Task Force. The focus of ODPET will be to stimulate change in policies and practices throughout the federal Government that will result in significantly higher numbers of individuals with disabilities employed in the federal government and competitive labor market. An Assistant Secretary for Disability Policy, Evaluation and Technical Assistance will provide direction and leadership in policy development and systems coordination, as well as overall leadership for the Office, coordinating the activities of the National Disability Business Development Board and overseeing three operational units: (1) Policy Development for Systems Change; (2) Evaluation for Continuous Improvement; and (3) Management Support. The Assistant Secretary will be appointed by the President and confirmed by the United States Senate.

Within DOL, ODPET will work to facilitate activities that increase the participation of and benefit for individuals with disabilities into existing DOL programs. ODPET will also continue the mandated work of the Task Force to implement an "aggressive and *coordinated* national strategy to increase the employment rate of individuals with disabilities." The Office will provide leadership at the federal level, and act as a catalyst for coordination and systems integration at the state and local level and with the private sector.

ODPET will also evaluate existing federal programs related to employment and disability with the goal of thoughtfully consolidating those programs. In Year One, the President's Committee on Employment of People with Disabilities (PCEPD) will become part of ODPET. In Years Two through Five, and through the out years, ODPET will recommend consolidation of additional programs across the federal government as appropriate, based on the continuous examination of these programs.

Creation of ODPET is a logical, critical next step to the bold initiatives begun by the Task Force. The proposal corresponds with the shared interest of persons with disabilities, the Administration, Congress and state legislatures to address long-term dependency at a time of unprecedented national prosperity. It also addresses the urgent demands from businesses for exemplary workers at a time of near-full employment and the changing, increasingly global nature of both the workplace and the U.S. economy -- both of which are being transformed dramatically by technology. This initiative represents a re-engineering of government at its most thoughtful and comprehensive.

*will come w/ labor budget  
Secretary's top priority*

## II. RATIONALE

There are approximately 54 million Americans with disabilities.<sup>1</sup> Numerous studies document the extremely low number of people with disabilities who are employed in full-time, competitive employment. Recent Census Bureau data indicated that in the mid-1990s only about 26% of adults with significant disabilities were employed, compared to an 82% employment rate for people without disabilities.<sup>2</sup> In human terms, these statistics mean that people with disabilities are employed at a rate not even close to that of the general population. Such a low employment rate has both individual and societal consequences: people with disabilities are much more likely to be living in poverty, communities are missing out on the full range of skills and talents individuals with disabilities can offer, and the economy is losing out on a potential workforce.

Historically, approaches to removing the barriers to employment of people with disabilities have been fragmented and uncoordinated. In addition, many government programs, services and income supports -- although well-intentioned -- have perpetuated dependency instead of facilitating moving people with disabilities to competitive employment and economic self-sufficiency. Persons with disabilities want their rightful place at the table, in the workplace and in their communities. Politicians and other public officials -- concerned also with dependency outlays, taxes and the public purse -- are beginning to agree that this makes good fiscal and philosophical sense: the best form of economic security for people with disabilities, and the pathway to full participation in American society, is through employment.

The number and complexity of barriers -- physical, programmatic, and attitudinal -- that exist to prevent millions of people with disabilities from working are significant. This cross-cutting initiative proposes to address these multiple barriers to employment with a coordinated and multifaceted approach, taking advantage of the unique opportunity afforded by the nexus of economic, political and technological factors:

- The shared interest of persons with disabilities, Congress and state legislatures in addressing long-term dependency;
- Unprecedented national prosperity;
- Urgent demands from businesses for exemplary workers at a time of near-full employment;
- The increasingly global nature of the economy; and
- Transformation of both the economy and the workplace by technology, which levels the workplace environment by removing physical and communication barriers that previously resulting in isolation or exclusion of people with disabilities from competitive employment.

Investment in this initiative not only helps persons with disabilities to become active members of society but also, in the final analysis, leads to savings to the national economy through decreased dependency expenditures and increased utilization of important human resources.

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<sup>1</sup> McNeil, 1997, citing Census Bureau data from the 1994-95 Survey of Income and Program Participation (SIPP).  
<sup>2</sup> *Ibid.*



**PRESIDENTIAL  
TASK FORCE ON  
EMPLOYMENT  
OF ADULTS  
WITH  
DISABILITIES**

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**FACSIMILE TRANSMITTAL FORM**

Date: July 20, 1999  
To: Lisa Brown  
Fax#: 456 6429  
Org/Ofc: \_\_\_\_\_

Total Pages: \_\_\_\_\_  
From: Becky Ogle  
Tel#: \_\_\_\_\_  
Subj: \_\_\_\_\_

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*Grtia - ]  
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answer many of  
your questions about  
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announcement, lets  
talk after you read  
it. ]*

Comments:

***Put Ability to Work!***

456 6429

**Need for the Project**

There are 30 million Americans with disabilities of working age and 75% of them are unemployed. Survey results indicate that approximately 12% of unemployed individuals with disabilities who request help from their state vocational rehabilitation agencies require homebased work. Full-time homebased jobs, however, particularly for those without advanced degrees or specialized work experience, are almost impossible to find.

This situation should improve within the next few years, partially as a result of the telecommuting revolution just beginning to sweep the inbound call center industry. Approximately 3.2 million Americans work as inbound customer service representatives performing such tasks as accepting catalog orders, hotel, airplane, or car reservations, providing insurance, or banking service, or software support. Roughly 10% of large call centers are already using telecommunications technology to bounce voice and data to subgroups of homebased employees. According to the Gartner Group, within five years, 25-40% of customer service representatives will work from their homes.

This proposal is to develop and assess an anytime anyplace model of 1) Basic call center training (generic customer service and computer skills) and 2) Applied call center training (procedures and information specific to each company). Once developed, these training models will be the means by which individuals with severe disabilities connect to homebased customer service work opportunities.

The Willow CyberCenter Network (the Network) is one of four partners collaborating in this effort. The Network itself is organized as a consortium of public and private sector organizations and includes Bell South, MCI/Worldcom, Nortel Network, and Willow CSN,

which collectively provide the technical infrastructure and management systems that enable large call centers located anywhere in the country to connect to a pool of homebased independent contractors called CyberAgents. Each CyberAgent learns to handle three to five different types of calls and is electronically switched between companies as call patterns dictate. For an industry confronted with the impossibility of staffing appropriately to meet the peaks and valleys of call volume that change hourly, the flexibility inherent in a virtual workforce of professional call takers which can grow or shrink within minutes to meet their call center demands results in spectacular productivity gains. For CyberAgents who are paid based on the number and complexity of the calls they answer, it is an opportunity to operate their own flexible homebased business and make 25-100% more than they would earn in a conventional call center.

First launched in the summer of 1997 with 20 CyberAgents in Miami, the Network currently enables over 2,000 independently contracting CyberAgents to connect to call center employers Home Shopping Network, Signature Group, and Lens Express. Exponential growth is expected to continue and consortium members are building a Network with a capacity to handle 800,000 CyberAgents nationwide.

Almost all Basic and Applied CyberAgent training to date has been delivered in computer equipped classrooms by the Miami Dade Public Schools. Economic development groups intent on supporting the creation of these microenterprises in Phoenix, Los Angeles, and Hamilton Roods, Virginia are in the process of establishing similar arrangements. Conventional public school adult education programs restricted to selected cities will not enable the vast majority of individuals with disabilities across the country to access the training they need to become CyberAgents, however. Nor will classroom training address the needs of able-bodied

CyberAgents once they are up and working from their homes with their first corporate client.

Those seeking the flexible homebased work afforded to CyberAgents tend to be those with major family responsibilities and/or travel difficulties. Early participants already report it very difficult to juggle family and work and still return to the public schools for classes that enable them to complete training for the two to four additional clients required by their new occupations.

The development of effective anytime anyplace models of Basic and Applied training will address the needs of both populations.

### Significance

**DEMONSTRATION OF PROMISING NEW STRATEGIES:** Typical call center applications require from two to eight weeks of full-time training and involve extensive roleplaying of company "scripts" while students simultaneously practice using the call center's operating software. Apart from our own pilot program efforts, this partnership will launch the first ever attempt to capture this intensely hands on, highly interactive type of call center training in an anytime, anyplace format.

**MAGNITUDE OF OUTCOME:** It is difficult to estimate how many CyberAgent trainees will benefit from the development of anytime, anyplace models of Basic and Applied training because of the speed at which the Network is growing. Within the past two months, Sprint, Cox Communications, 800 Flowers, Ticketmaster and AAA have announced their intention of joining the Network. The Federal Government as Model Employer Committee is expected to recommend that federal agencies which employ large numbers of call takers such as the IRS, Social Security Administration, and Post Office, use the Network as a means of increasing the number of individuals with severe disabilities on their payroll. The U.S. Census Bureau has

already volunteered to go first.

Within the next three years alone, the number of severely disabled participants taking the anytime anyplace version of Basic are expected to be over 500, possibly several thousand. Able and disabled CyberAgents taking Applied trainings via distance education are expected to number in the tens of thousands.

**POTENTIAL REPLICABILITY:** Once an effective anytime, anyplace model has been demonstrated, all call centers wishing to join the Network will be required to participate in the development of an anytime, anyplace model of their Applied training as a condition of membership. Call centers outside the Network may also choose to replicate parts of this anytime, anyplace model as the entire call center industry is struggling with issues associated with "going virtual."

**Project Design** - Objectives to be achieved include:

1. Develop and assess an anytime anywhere model of Basic call center training to be used primarily by individuals with disabilities who are unable to attend classroom training.
2. Develop and assess an anytime anywhere model of Applied call center training which can be used by able and disabled CyberAgents alike to access the ongoing training required by their jobs.

Four parties have already invested in the goals described above and are committed to seeing this project through to completion. National Telecommuting Institute (NTI), which will serve as the lead partner, is a nonprofit organization whose staff have nine years experience in developing distance training programs for companies who have agreed to hire homebased individuals with disabilities. In 1997, NTI became the first virtual school accepted for candidacy accreditation by the New England Association of Colleges and Schools.

In cooperation with the Network, NTI staff have already piloted a Basic distance training program involving 12 individuals with disabilities as well as Applied courses with Lens Express and General Electric's Signature Group. NTI staff will be responsible for traveling to the corporate headquarters of participating companies, filming their trainers giving a series of lectures on key topics and editing and arranging the resulting video and audio clips, training manuals, company role rehearsal scripts, quizzes and exercises in a software shell developed by MIT to facilitate web-based training. In conjunction with corporate trainers, NTI staff will provide support to students during the delivery of training via features in MIT's software such as course e-mail, electronic bulletin board and chatrooms.

MIT's Center for Advanced Educational Services (CAES) is the division within MIT responsible for all distance education within the university. MIT will house and maintain NTI-developed anytime anywhere courses on MIT servers and provide assistance with their Hypermedia Instruction and Teaching Environment (HITE) software. MIT's CAES staff will also provide course review and technical problem solving assistance as needed.

Network consortium members, Bell South, MCI/Worldcom, Nortel Networks, and Willow CSN, provide the technical infrastructure which allows voice and data to be routed to homebased CyberAgents. This same infrastructure will also allow homebased trainees to log into participating companies' dummy training areas enabling them to view screens and practice filling orders or other procedures. Trainees can access the company's operating system while simultaneously listening to the recorded voice of an instructor who is giving a step-by-step description of the order taking process. The digitized audio clips can be paused or backed up at any time to allow the recorded instructions to keep pace with the trainee's order entry efforts.

The Network infrastructure also allows trainees to listen to modeled calls and then to practice using the company's order entry software while simultaneously being connected to a fellow student who can roleplay company scripts with them. The result is a simulated call center environment which is as close or closer to reality as that which can be provided in a conventional call center training facility.

New York's Vocational and Educational Services for Individuals with Disabilities (VESID) has agreed to cover the costs of new computers, software, special telephone line installations, and tuition for 200 individuals with disabilities who cannot attend CyberAgent training offered by public schools and who will be trained entirely from their homes during the first 12 months of this project. Other state vocational rehabilitation agencies across the country are expected to follow suit once viability has been established. All state vocational rehabilitation agencies are searching for employment and training solutions for individuals with severe disabilities who have difficulty traveling to conventional jobs.

### Evaluation

BASIC: Individuals with disabilities taking the anytime anyplace version of Basic will be required to demonstrate the same competencies as students taking the 80-hour classroom version. Formative feedback from participants and staff will be sought to shape the design of the anytime anyplace model such that course objectives are achieved within the context of an interesting, user friendly and cost effective learning experience.

Special support services such as counseling on the impact of earned income on disability benefits and the formation of disabled CyberAgent support groups by geographical area will be assessed by gathering qualitative and quantitative feedback from participants.

Summative evaluation data will include the number and percentage of individuals with disabilities who enroll in Basic and complete the distance education course as well as the percentage of completers who then go on to work as CyberAgents for a minimum of 20 hours per week. Students with disabilities will serve as their own controls and pre- and post enrollment data will be collected that measure economic and psychosocial well being. We anticipate life altering changes as a result of this training and we want to capture the nature and magnitude of these changes over a two-year follow-up period.

APPLIED: For call centers to accept anytime anyplace versions of their Applied training, average scores on performance measures of speed, accuracy and courtesy of those graduating from the distance education courses must match or exceed those of students completing in-house training. Performance data is routinely collected by call center staff who listen in on calls handled by novices. An independent evaluator will be responsible for collecting the information from call centers and analyzing results.

As with Basic, feedback from students in Applied courses will be used to shape the design of those courses to optimize student satisfaction and efficient achievement of performance objectives within a cost effective learning environment.

One rehabilitation research center and a consultant have agreed to work with us in designing and implementing a comprehensive independent evaluation. The Rehabilitation Research and Training Center at the University of Wisconsin specializes in evaluating job training programs for individuals with disabilities. Dr. Margaret Driscoll with University of Massachusetts Boston is author of Web Based Training: Using Technology to Design Adult Learning Experiences and has extensive experience in evaluating web based courses.