[Please stand by for real time captions]

Welcome, everyone. Welcome to today's www.adata.org webinar. The reasonable accommodation process for vacation or rehabilitation Part 2. This is the last part of the webinar which we started on Tuesday for Reasonable Accommodation. If you did not see the webinar on Tuesday, you can find that archived on www.explorevr.org. My name is Katie Ashwill. On which it logistics before begin today. We ask listen to the webinar through computer speakers or headphones. If you called into webinar, but phones to avoid background noise in your environment. If you cannot find the phone mute button, star six will mute most bones. If you experience technical difficulties during today's webinar, please [Indiscernible] ICI construction technology Specialist at Rothwell rainouts UMD .edu.

That the health e-mail address will remain on the webinar screen throughout duration of presentation. If you experience connection issues during this webinar, try closing all other Internet applications, log in and log back into webinar. At the end of the presentation you have questions and comment box appearing in upper-right corner of the screen. We encourage you to type all questions and comments related to the webinar in this box. We deserved time at the end of presentation too to answer and address your comments and questions. Fourth, there will be willing to evaluation that will appear on screen at two webinar. Please follow the link to complete webinar evaluation. If you are a certified rehabilitation Counselor requesting credit for the webinar, complete the evaluation to receive credit. This webinar is worth o ne to credit. This webinar is being recorded and will be archived on www.explorevr.org after the webcast. Part I can also found on the www.explorevr.org webinar as well as other archived webinars.

Eva Larrauri will introduce presenters.

Thank you, Katie. Can you build this site.

Welcome, everybody. It's a pleasure to be back with you. And I would have repeats them of our group on Tuesday. Perhaps a few new people have joined us as well. My pleasure to be here with you on the West Coast with my colleagues Eva Larrauri and Andrea Olson from Northwest center. I will give you background before jumping into the material. A lot of good things to talk about. This session is being sponsored by job driven Vocational Rehabilitation technical assistance Center at Institute for Community Inclusion at University of Massachusetts Boston. We kind of the job driven technical assistance Center. This address four girls, to topic areas and one goal to improve the skills of state VR Agency staff, other professionals and providers of VR Services to provide job given services to people with disabilities, employers and customized training providers. Focus of center is helping PR agencies to look at business community and employers is a very important customer base, along with individuals with disabilities. We are collecting resources and providing information in four topic areas. Business Engagement is first. Employer support which is secondary. Arbitrarily differentiated between Business Engagement is what happens before some of those to work in employer support is what happens after some of those to work. Third area, Labor Market Information and forth area customized training providers. This is a national project in scope. University of Massachusetts has many partners. Jobs for the Future in Boston. University of Arkansas, University of Washington which is where we are from. Cancel state Administrator Vocational Rehabilitation. United States Business Leadership Network, USBLN, Association of University Centers on Disabilities Association of University Centers on Disabilities and National Council of State Agencies for the Blind. It's a big group. A lot of different activities and a lot of resources available. The objectives for the second part in the webinar serious is to review needs and wants of all people involved in the accommodation process. Employers, customers with disabilities and vocational rehab counselors. To look at strategies and best practices for VR Counselor's and answer questions and look at specifics -- specific scenarios and resources for accommodations. Katie is reminding us to mention slide numbers. I was on slide number four. I know that Eva Larrauri and Andrea Olson will explain that to you as we go along. Andrea Olson, you are up today, is that right makes.

I think Eva Larrauri will take the next couple of slides and I will jump in on slide number seven. That introduce my quality, Eva Larrauri. I know if you will enjoy and appreciate information sheet and Andrea have to share.

We are part of the University of Washington. We are now on slide number five Northwest ADA center is part of the national network. Primarily our purpose is to provide technical assistance, training, material dissemination, research and public awareness. Warehoused under the Center for continuing education under the Department of rehabilitation medicine. Slide number six, again, a couple of disclaimers. As we move over, information materials and technical assistance provided by Northwest 80 center. Intended as general and do their determination of your legal rights or responsibilities under the ADA or any other law nor [Indiscernible] Agency enforcement responsibilities under ADA. Also Northwest ADA Center is funded under the grant from the Administration for Community Living for ACL. And NIDILRR grant also does not represent policy of Agency and should not assume endorsement from Federal Government.

: L handed to Andrea Olson.

Today we're going to get into more of the practical application of the Reasonable Accommodation process. Yesterday, we talked about an applicant or employee can ask for help at any time during importer process. I wanted to make a another point of mentioning this again. We are on slide number seven. It's important that an employee or applicant ask for help when they need help. At state technical assistance call from VR Counselor who told me her client was being disciplined for something medically related. She did not realize that her client had not asked for help at that point. It's important to encourage your customer to ask for help when they need it. If they do not ask, they had the chance of getting any help. Slide number eight. I titled this slide imagine. Hold onto the picture that an employee wants to take a job. An applicant wants to get a job. And employer such as supervisor, Manager with our HR person, reasonable accommodation coordinator, anybody that works at and employer will want the best and most trouble-free employee. They, you, counselor, you want closure. Keep that in your mind as we proceed in the next few slides. Also on this slide, I wrote you can't always get what you want. The more you know, the better the odds. Living on to slide number nine. I would like to do a poll and find out from the audience, think about you're well as state VR Counselor around July of 1991 ADA was passed, January 2009 when amendment act was passed and even in March 2014 when the news Section 503 regulations went into effect. Based on your experience, overall, if the employment rate -- rate for people with disabilities in your opinion worse, about the same, or better?

We will take a moment for people to respond. I would like to take a moment or so for people to change they're mind or -- let's go ahead and close the poll. It looks like the majority of you feel things are about the same. Here we got three major events that have taken place. We got the ADA, the amendments act. The amendments act, what they did this they took away the burden of the finding if a person was disabled or not. Then in March 2014, the new Section 503 regulations went into a fact which told federal -- which told federal contractors to affirmative action. The same encouragement for hiring people with disabilities. It looks like, overall, the majority of you feel things are about the same. Some of you -- nice to know some of you believe the environment is better. That way. We can still improve and I hope to show you some ways to help you improve those odds. Moving on to slide number 10, I would like to do another Paul. This one is yes or no.

Do all people with disabilities need accommodations?

I am not going to take to much time because we have a lot of material to go through. Let's go ahead and close the poll. Over 98% of you, the majority, believe all people with disabilities do not necessarily need accommodation. That is true. Just because a person has a disability does not mean they need help on the job. Moving on to slide number 11. I will now painted picture of what the climate is like. I'm basing this on my expertise and experience being in the field for several years. I have advice on what is happening out there. I am referencing an article in the New York Times published on November 2, 2015. It was article about fake letters exposing discrimination against the disabled. I have a quote on the slide that says, employers appear to discriminate against well-qualified job candidates who have a disability. Researchers at Rutgers and Syracuse universities have concluded. Basically, I am not going go into the issues with the study and and that kind of thing, but I am pointing out that out there in the real-world, discrimination still exists. As you are aware, this is true for the environment, you can strategize the way you work with your clients so that they can be empowered to advocate for themselves, and you can be empowered to advocate for yourself as you work with clients that need help. The next slide, side number 12. I have now painted a picture that there are employers out there that do discriminate against people with disabilities. That is a fact. We are all here wanting to change that over time. This slide is about a common denominator and it's impact. If you think about what you have heard in the news and what you have heard about service animals and acceptable parking placards, even Reasonable Accommodation, common denominator in these three things is that people abuse these privileges that people with disabilities have. The impact of that is it makes it more difficult for people with disabilities to assert their rights to their privileges to these things such as service animals, parking placards and Reasonable Accommodation. For some of you I may not be explaining myself very well. Service animals have been in the news and I hope it has hit mainstream as well. For I while their people were bringing all kinds of creatures on airplanes, hotels such as service pigs, roosters. There is a woman who writes for the New York Times that wrote a great article on service animals. Her name is Patricia Marx, if you want to look that up. Knowing people abuse and Reasonable Accommodation that might not meet the definition of a disabled person and may not be impacted at work that they might have a medical condition. The impact of people who abuse reasonable accommodation this it makes people who need help President to ask for help and also the players get frustrated by the amount of work it takes to go through an accommodation process with people. It translates your well. Itself .-period-full stop be aware of the different variables that impact Reasonable Accommodation process. Moving on to the next screen. This is a cartoon image of a person with a trophy. There is three circles around it. The title of the slide says, the free feast, getting what you want, the VR Counselor. I am proposing you use [Indiscernible] too coordinate, collaborate -- coordinate, collaborate and communicate. They 3's help you get what you want. I have also drawn three circles. One of the circles represent you, the VR Counselor. The other one represent the employer. The third one represent the client, or your customer. I show the client is affecting both you and the employer. You are not necessarily touching the employer or communicating match with the employer. For some of you will work with clients who do need assistance, such as supportive employment and that kind of situation, you will likely be communicating with the employer and you will be intersecting. The reason for this picture is that I want to point out employers do want the most trouble-free worker. It does not matter if they have a disability or not. They just want workers to show up when they are supposed to do their job. As long as you are aware of that and also aware of this, this is important. You and your client are in the sales business marketing human capital. The clients are marketing themselves while on a job search. You are also marketing your client. Will be gone to the slide. How do you foster positive relationships with employers, even when we all know the employer's legal obligation to provide Reasonable Accommodation. Federal law requires that employers with 15 or more employees provide accommodation. In the State of Oregon it is only six. It is interesting that employers are obligated to provide Reasonable Accommodation. The reality is many employers do not know how to do it and they are scared of it. You, being VR Counselor's are probably aware even in general public, many people are uncomfortable around disability. What is cruel in you're will is that you can gain strength from being aware that this is scary for an employee and being aware it's scary for your clients as well. The more you know, the better you will be at getting what you want by working with the employer, the employee and your client. I'm going to get into some examples in a moment. We saw in the first part that Eva Larrauri mentioned, the EEOC tends to -- I don't mean to say go after small employers that it does seem to be that the smaller employer is scrutinized more frequently than some larger employers. What would be the benefit of providing assistive technology or equipment for applicants and/or employees? Small employers? What I am trying too get at here is, let's say you have someone who just got a job with an employer, and you know the person needs an accommodation. What you can do is work with your client and/or the employer, depending on the situation and negotiate just like a sales person what. Even though you know in the back of your head that, legally, they are -- it's their obligation. What you want, this you want a successful outcome. You can leverage your position and you can help your client leverage their position in making the employment process as positive as possible and as pain-free as possible for everyone. I'm going to give you some examples. The first example on slide number 15 is -- and these are from my own experience. I had an advantage when I was representing an employer in that I have a VR Counselor by training. I knew my environment I was working in. I used that to my advantage. I think that you can as well in you're well use it to your advantage as well. I had a situation wants where an employee was really scared to go to the Reasonable Accommodation process with me, and also was nervous about engaging with me in private information. The employee did talk to be at length about what had been going on. What I did is I connected that employee with VR Counselor in the area that the employee worked in. Actually, the of poorly worked several hundred miles away from where located. It was a partnership. -- actually, the employee worked several hundred miles away from where was located. Spent [Indiscernible] money and the three of us worked together. The employee gave me permission to talk to Rehabilitation Counselor. We got ID and from Rehabilitation Counselor to work with. The employee and I did not necessarily implement all of the ideas recommended by VR Counselor. It was a collaborative and a coordinated effort to help the worker. It was a successful outcome. Another example is when there was a new higher and the VA VR Counselor and of the employee made a request for a very, very, expensive office Chair. I worked with the new employee and the VR Counselor, but mostly with the employee on considering a trial of alternative equipment. There was this collaboration that went on. In my situation, the employer divided the accommodation. A third example was and we were working with an individual who had inadvertently been sort of left behind in terms of technology, skills and training. The Manager was very supportive and wanting to help the employee get up to speed. I ended up working with the VR Counselor. I was representing the employee or. Then I also worked with a third-party training vendor. The third-party training vendor had any obligation as a title III entity for providing accommodation. What we ended up doing is I asked the third-party training vendor to get acceptable material to meet the needs of the person attending the class. The VR Counselor provided the readers to the individual. The employer paid for the class and also ensured that everything was going to be in place. There was a lot of coordinate shouldn't be communication in that -- coordination in the communication with that example. We will move to slide 16 and turn it back to Eva Larrauri. Thank you.

Thank you, Andrea Olson. Can everybody hear me? Might coming through okay?

How about now? Is it still quite? Better, perfect.

Moving on to slide 15, Andrea Olson mentioned EEOC. I wanted to provide the acronym which is equal employment opportunity commission. They are the -- equal employment operation -- Equal Employment Opportunity Commission. Moving on to slide 15, we are going to die into best practices. Here we are talking about employee business resources needs. As we know employer HR often have limited awareness and [Indiscernible] external report. We are talking external. One thing you can do is you know you can provide some of the resources in terms of external support. Information about available accommodation support, as well as they often lack information about how to accommodate disability related requests. That is when you can capitalize on that and provide concrete information to employers and that when working with your customer in terms of preparing them with Reasonable Accommodation requests. Let's move on to the next slide, slide number 17. What are some strategies for working with your be our customer? Evaluate work skills, strengths, functional limitation related too their work performance. Here ADA center, Northwest ADA Center -- Northwest ADA center we have a fact sheet online we provided. That is one way that you can use in terms of working with your customer when you are starting to work with them, writing them in terms of initiating a request. The guide would be useful during the interactive process for considering Reasonable Accommodation requests. That is one example you could use. There is also another reasonable practice guide that can help as you walk your customer through the process. I think we also provided you reasonable interview guide. That is another tool you can use as you work to the customer. Slide number 18. Another strategy for working with the customer is per pair your customer how to make a reasonable request for work accommodation. What does that mean?

An example is, provide them information about the ADA. What are their rights? What could they expect in the process? What have you learned here you could share with them? What are range of accommodation options? Prepare them about exposing disabilities. That is one of the biggest issues is that people have apprehension about exposing their disability. The more you prepare them, the better they will be able to have an effective or appropriate accommodation and the process will be successful.

This is Andrea Olson. I wanted to mention you do not have to hurry to write all of this down. There will be a fact sheet link at the end of the webinar. It is also available to download in the box of files.

Slide number 19. Another strategy, this is critical. Develop an accommodation plan. What does that mean? An example is, you do this already as you begin your work with your customer by conducting a comprehensive adaptive skill. Maybe you can do assistive technology assessment, along with job readiness assessment. Another thing you can do if you have apprehension is conduct CVES, comprehensive educational evaluation system. That is much more extensive process and may require consultation with your neuropsychologist. Another example is, monitor effectiveness of the accommodations. How do you do that? Involved, if you can weekly or monthly with your customer or supervisor so that you can have an idea if there is an issue that arises during the process, the interactive process, or when they have identified an accommodation. You can be there to support them and provide that technical assistance and really advocate to your customer. Another element of support for the customer in terms of assistance is involvement of employment Specialist, if there is one involved only to be part of the employed and planning. Especially when you are trying to develop an accommodation plan. They need to be part of the accommodation preparation. Approach to disclosing disability, and also providing them information about the customer's rights and responsibilities so that everybody is on the same page. Think of it as a team approach and everyone needs to be on top of the process, fully engaged. And also agreeable to the plan, not only between the VRC and the employment Specialist but, more importantly, the customer. They need to agree to this process and plan in place and that you guys are all agreeable to it.

Next is work with your customer on how to involve their supervisor as part of the support team in the accommodation process. Studies have shown that supervisors and coworkers often need information about disability and ADA. This is not there expertise. This is when you can really provide that support. Supportive, according to the study, supportive supervisor and coworkers improve likelihood of employees, will ask for and receive effective accommodation. It also addresses the attitudes of employers and coworkers about disabilities. They are engaged if they know that you are there to supervise and it would likely be more agreeable and open to consideration. This is crucial and imperative that exploring with your customer the past negative experiences of also about disclosing, it's really an important thing to address. That a B experienced in the past? What are those negative things? Preparing them ahead of time.

What have been there experience in the past? What are those negative things? What are they willing to disclose? What other apprehensions? Work with the customer to weigh the cost and benefits of disclosing. Sometimes you do not need to disclose. However, discussing them, talking with them early on in the process and having and employment Specialist be part of these -- the discussion, important decision to process what the customer how they identify themselves. Do they identify themselves as a person with a disability or not? Those are some considerations you would want to have in the discussion with your customer as you plan for Reasonable Accommodation requests.

This is Andrea Olson quickly. I wanted to point out something. You are talking about disability exposure. It is a challenging topic and sometimes things don't go the way we want them to go. It's really important to remain flexible and to use problem-solving skills on how to move a difficult situation into a positive direction. That way you come in with your marketing skills. Back to you, Eva Larrauri. Thanks.

Thank you, Andrea Olson.

Let's summarize what is your strategy here. As you are well you are in advocate and change agent for your customer. You focus on the benefits. Example would be focusing on your customers talent. What can be skills and abilities can benefit the business? Participate in employer outreach. One strategy I have done in the past is I have met with Chamber of Commerce. I participated in Business Leadership Network. Those are some examples you can do to be part of being engaged in the business where you can meet employers, talk to them, and share the resources that you have that they can benefit from. We are on slide number 21. I want to be sure to mention the slide number. Also, cultivate is key to having repented of our having more closure. It's to cultivate employer relationship and maintain previous successful employers connections because they will come back to you. If they know that they can trust you, that you are there to provide them technical assistance and information if they have issues related to either former or current worker or employee, and for a new employee with a disability, that's when you can use your ability to provide them that information and support.

This is Andrea Olson again. I wanted to talk about the importance of cultivating the relationship with employers. Keep in mind that employers want the most trouble-free worker whether they have disability or not. Keep that in mind when proactively going into the community to network. You want to, over time, develop those relationships. It isn't it's going to take a lot of the investment to know employees. You never know when someone will have ended does a disability related question and they will remember meeting you at a Chamber of Commerce event or something like that. They were then called you and ask questions. Over time, that may open the door for employer to try hiring one of your clients. Back to you, Andrea Olson.

-- back to you, Eva Larrauri.

We have been talking about employer support. Let's define what it is. It's consultation and services provided by VR, you, as VRC, in response to business needs to recruit, hire, train, advance or retrain employees -- retain employees with disabilities. We have responsibility to facilitate reasonable accommodation process for benefit of your customers. Thing ever to facilitate communication early on and provide intervention or solutions to where the accommodation is really key. It's important to sustain employer relationship and be able too communicate in a nonthreatening way. You are not there to [Indiscernible]. You are there to be an advocate, a support, to create a bridge between the customer and the employer and him ploy E. These -- employer and employee. The success will happen and you are there as a support. The changing workplace culture attitude is most challenging of all. Traditional job placement, practice does not meat current demand side and customize employment -- employment current labor market. This is important to think about and address. You can become a resource to employers. In the changing attitudes and culture in the workplace, think about that. Here is an example that I have done in the past which is providing training on site on disability language and etiquette. How you work with someone who may not be aware someone has a disability or not an apparent disability -- people are getting the information and be knowledgeable about how to respond to any issues at work.

Let's move on to slide number 23.

Real quick I want to mention if you are not comfortable doing that kind of thing, you can tap into local ADA network center. They might be able to do a training for you, if you work together with your local center and look into partnering and collaborating.

Back to you, Eva Larrauri.

I wanted to mention, you can create your own network of support. Maximize what you have is a resource. Identify those entities are those networks that you can use and contact in order to provide with training or technical assistance that you might not have the full information. Capitalizing on those would be what you can do. It's a win-win situation when you become that bridge for the employer and employee. Let's summarize some of the employer support strategies. These are highlights as examples. Pay attention to the culture and values of the employer and business. Find out what matters to them. Find out what their mission is and what you can do to support the business. Facilitate communication and offer support to the employer. An example, we talked about the training or being available. If they meet quarterly you can present to them your resources, what available resources are in your Agency that can be provided to employers with disabilities -- employers and employees with disabilities. Focus on the talent skills of the employee and the need for accommodations. Text is, introduce employer to other external resources that would mitigate concerns and offsetting any cost. This is another strategy you can use. Getting people together and be part of the business leadership is one way to get to know other external -- other employers in the community.

 Slide number 24.

Functions.

What are some functions you can do?

Some examples of employer support that VR might address include but not limited to, sourcing qualified candidates with disabilities; assisting with questions related to the U.S. Department of Labor, Office of Federal Contract Compliance plan Section 503 regulations; providing disability etiquette and ADA training for hiring managers and supervisors; solving issues related to accessibility of technology; touring a business to gain an understanding of culture, perform job analysis, etc. Where examples, offering assistance and resources and obtaining ASL interpreter for job interview. Delivering on-the-job assistance with a Manager that has concerns about socially awkward behavior that an employee is exhibiting. Providing assistance to human resources when a long-term employee's job performance begins to deteriorate. Assist hiring Manager with providing accommodations to help with short-term memory loss with a new employee with a Traumatic Brain Injury. And assisting a new employee who's concerned about disclosure of her disability at her new job.

We have mentioned all of those examples. There could be more. Again, early intervention and really prepare both employee and employer for any additional changes or modifications, which may be required over time. We can now open the chat so everyone can participate on the case study. Let's have our questions here.

Here is a case study. This is a real case study. A counselor contacted as and said, I have a deaf customer that was denied and ASL interpreter during the second round of her job interview. The employer provided her with an interpreter at the first interview but employer wanted to determine if she would be able too communicate using other methods such as an iPad with coworkers. So, when we showed up at the interview, an interpreter was not provided but the interview/testing went on.

Is this a legitimate action from the employer?

What should of happen?

I wanted to get feedback from folks about this. You, as a counselor, a provider, what should you have done here in this situation?

We have a lot of people saying, no, in the chat box work they should have provided an interpreter.

No, I would have had the interpreter and also tried iPad.

It depends on it discussed beforehand and explained.

Asked her if she needed accommodations for the second interview.

I'm reading the different comments as they pop up.

Provided interpreter and then try iPad during the interview.

Know that terrible not appropriate accommodation, in all fairness should of been provided but while it's funny the process.

Though, should have had [Indiscernible] iPad provided.

Employer should a provided.

General consensus is that was not appropriate from the employer. And the person should have had an interpreter, at least to start with.

Yes. Really, the testing should not have happened. The counselor should have prepared the customer, even bringing their own interpreter if they wanted to for this interview. As a counselor, I would have stopped the interview. I would not have continued on with it. I am agreeing with everyone about this. The person is not provided effective communication, even if you use an iPad. The language or the use of whatever indication device is not going to be effective for the person who requires and ASL interpreter during that interview anyway. This is not an appropriate choice and VR should have advocated more on the customer's behalf in this case.

It was a minority opinion. Yes, use of iPad may be requirement of the job duties.

What do you think about that?

 So, the iPad?

It's not -- they are trying to see at that can be used as one tool to communicate.

This is Andrea Olson. I think what is interesting is, we do have diverse opinions about whether or not that was reasonable to do. The whole thing with Reasonable Accommodation is it really is a big filled of grey. There is not a clear right and a clear wrong in many situations. I saw one of the comments that said it would be helpful to explain. I think it was Andrew said, it would be helpful to explain to the employer and point out it would be better to have the interpreter walk through the process, discussing the iPad as being the tool used on-the-job. That way the communication can go smoother in testing out a potential applicant. That is just another perspective. Thank you.

There is a follow-up question and a couple of questions.

Who pays for the interpreter for the employment itself, the on the interview?

The employer are required to provide Reasonable Accommodation. If the individual requested and ASL interpreter, that the employer should pay for the accommodation.

Our their situations where it may unreasonable Lex it may be an undue hardship or employer to pay for an interpreter to be with the new employee all the time? That is a pretty expensive accommodation.

That is the clinical this of the interactive process. The employee is going to know what it is that he or she needs on-the-job. That is something that would be really cool to get into with the employee on what it is you can do and what the employer can do too make it so that the employee can comfortably work. Make them be able to perform the offense -- the essential function of the job.

Great. Great discussion on the case study. We will open to other questions. If people have questions other than on the case study, we can pick those up.

And be wanted to know, how do I fund a local ADA training Center? Who can do sensitivity training for employers and coworkers?

We have a number, 1(800) 929-4232. That is a national hotline. Wherever you are located from well direct you to your nearest local ADA center.

On the front about sensitivity training, this is a great opportunity to really understand what your customer would like to have happen in the workplace. Because it can be uncomfortable to be a person who is different in the workplace. Pay attention to the needs of your customers and respect for their privacy and sensitivity too their disability, whatever it is. Your customer will likely know what they would like in terms of support from the environment.

I think that's a good point, Andrea. Particularly for people whose disabilities and need for accommodation may not be as obvious. If you are deaf and need interpreter, that's an obvious disability. If you have learning disabilities, mental health disabilities or something else not as obvious yet you need accommodation of some kind, it's harder for those folks sometimes to ask for that.

Other questions?

The phone number I wanted to pretty -- reiterate, it's 1(800) 949-4232.

There it is on the side.

Great.

Lara put it in wrong.

We have a lot of people typing. We have more questions coming in.

While we're waiting for a question to come through, I want to point out that Reasonable Accommodation doesn't flow smoothly for many employees -- employers. You serve important role in coaching your customers to have more confidence when they are [Indiscernible] and also to help employers get more comfortable around the whole process.

It's part of your whole mantra of making things go smoother for your clients, yourself and the employer. You can kind of see how that all comes together when you make things easier for people.

It still says multiple attendees are typing. Hopefully, we will get some questions popping up here.

Again, we are available after this presentation. If you want to e-mail us for any questions, we can provide technical assistance afterwords.

Here is another question from the case study.

Might the employer have been testing the candidate to see how readily she could adjust to an unexpected situation?

There will be varied opinions on that. It would be my opinion that that is questionable. I can see the purpose for it but it would be more appropriate if the employer did that with every applicant.

Rather than just this particular person.

We don't know much about the job so we don't know if that would be a reasonable test or not, right?

Right.

Both Eva Larrauri and Andrea Olson, what are some unusual accommodations in your experience you have seen employers agree too?

I had one where an employee wanted to record everything. They wanted to record everything in meetings, one-on-one meetings with a supervisor, basically, record everything throughout the day. It can be uncomfortable when people are aware that they might be recorded. We ended up encouraging note taking. And then having a peer also take notes during meetings. It took change notes, actually, but for specific accommodation it was for the worker to take their notes into meetings -- in meetings and not necessarily record them all.

Thank you.

A couple of questions.

Do you have thoughts or examples of accommodations for people with psychiatric disabilities? These are often more challenging to address. What do you think?

Yes, very challenging. I had one example. It's [Indiscernible] like you all do. I had an employee that was on the way to being fired. I ended up having a Frank conversation. I said, I need you to help me help you. Your Manager is in the process of letting you go and I cannot help you if you do not help the to help you.

It wasn't anything I did in particular. The employee ended up getting a different medical provider. I did not say anything about it. The person ended up doing it on her own. It was such an amazing turnaround. The employee kept her job. Then her boss was a static that Reasonable Accommodation's work. She ended up getting a promotion, I think, six months to one-year later. That was a happy ending. It can be very, very, difficult when people are actively depressed, and to try to help them keep their job. It's a very challenging issue.

I know you mentioned job accommodation network a couple of times but, they have missed on their website of suggested accommodations for different kind of work barriers and different kind of challenges. They got some really, really, good resources on accommodating people with psychiatric disabilities. That's a good resource for everybody to check into. We are just about out of time. Thank you, so much, Eva Larrauri and Andrea Olson. Thank you for letting me twist your arms and repeating the webinars we had done in our region and making them available nationally. Wonderful to have so many people on the line with us. Hopefully, the information you have gotten will be very helpful to you and your practice. You have our contact information there. Andrea Olson and Eva Larrauri are happy to help you if something pops up after the webinar. Katie come back to you.

Thank you, Lori, thank you Eva Larrauri and Andrea Olson for your presentation. This will be archived shortly on www.explorevr.org. Also on Explore VR you can find out about our next one on labor market information. [Indiscernible]. Check that out and register on Explore VR. I will go to the next screen so that you can see the evaluation come up on the screen. Please, take the evaluation if you are a Rehabilitation Counselor seeking [Indiscernible] credit. We have links to the fact sheet as well as job accommodation network. Files available that even was mentioned during the presentation. If you have any questions, you can contact me at knowledge translation -- knowledge translation that you one. Thank you.

-- Knowledge Translation at UMB. Thank you.

[Event Concluded]