The catalog describes jobs performed in business and industry by persons with disabilities. Each job described is performed by a specific disabled individual. Job descriptions are indexed by disability and job title. Each job description specifies the type of job, the disability of the person performing the job, company information (e.g. company name and description, number of employees, and a contact person), job requirements, job information (e.g. wages, benefits, work schedule, work setting, probationary period, employment history, physical demands, environmental conditions, training period, and amount of supervision); significant duties (e.g. leadership/managerial, problem solving or writing tasks, manual/perceptual tasks); and special considerations (e.g. limitations, special training, job accommodations, personal strengths). After the job descriptions, a section provides marketing strategies for job seekers. Discussed are a personal marketing plan, recording expenses, self-appraisal, job sources, recruitment, the resume, letters, interviewing, discussing salary, disability self-identification, employment incentives, follow-up, surviving the job search, accepting employment, orientation, training, keeping and improving employment, and changes in employment. A section on resources for job replication lists organizations and publications. Appended are a job replication form and a list of related publications. (DB)
Replicating Jobs In Business and Industry for Persons with Disabilities

Lloyd W. Tindall
John J. Gugerty
Thomas J. Heffron
Patrick G. Godar

The Vocational Studies Center
School of Education
University of Wisconsin-Madison

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Acknowledgments

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Roxanne Benson  
Owner/Manager  
At Your Service  
P.O. Box 23115  
Milwaukee, WI  53223

Charles Compton  
Retired Corporate Executive  
SCOR-Madison  
210 N. Bassett  
Madison, WI  53703

Frank Graeber  
Personnel Manager  
Ray-O-Vac  
2851 Portage Rd.  
Portage, WI  53901

Joe Mielczarek  
Coordinator - Program for the  
Visually Impaired  
North Central Tech. Inst.  
1000 Campus Dr.  
Wausau, WI  54401

John Petterle  
Administrator  
Stafford, Rosenbaum, Rieser, and Hansen  
131 W. Wilson St., Suite 1200  
P.O. Box 1784  
Madison, WI  53701

Sue Rood  
Dept. Chairperson, Special Education and Designated Vocational Instruction Coord.  
LaFollette High School  
700 Pflaum Rd.  
Madison, WI  53716

Wayne Sherry  
Chief of JTPA/Special Needs Program Section  
Bureau for Vocational Education  
WI Dept. of Public Instruction  
125 S. Webster St.  
Madison, WI  53707

Jim Stratton  
Director, Classified Personnel  
UW-Madison  
A.W. Peterson Bldg., Rm. 230  
Madison, WI  53706

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Section I

Catalog Purpose and How to Use
PURPOSE

This publication provides information about jobs performed in business and industry by persons with disabilities. It is important for people with disabilities to have role models that will help raise their vocational aspirations and expectations. Exemplary employment models are also needed by teachers, counselors, job placement personnel and employers who work with people who are disabled. Each job described in this catalog is performed by a specific person who is disabled. Readers should not conclude that such jobs are the only ones which persons with similar disabilities could perform, although these jobs might be replicated for persons with similar disabilities. Each description can be used to stimulate thinking about additional jobs which persons with disabilities could perform. Keep in mind that that key factors in matching jobs to persons with disabilities are a person's interests, abilities and aspirations.

The job descriptions in this publication are cross referenced by disability and job title. These jobs show that persons with disabilities are performing at levels above many people's expectations. These jobs are performed by persons with many different types of disabling conditions and levels of severity. Some jobs included in this publication show that persons with severe disabilities can work full time, receive employment benefits and achieve vocational independence.

The information on each job description in this catalog was provided by employers, employees who are disabled, job placement specialists and other interested persons. The Jobs Replication Form which was used to obtain information on job descriptions in this catalog can be found in Appendix A page 231. Please see Appendix B on page 237 for information on how you can help us obtain additional job description on jobs which persons with disabilities are performing in business and industry.

HOW TO USE THIS VOLUME

Potential users of this catalog include persons with disabilities, special educators, vocational instructors, rehabilitation counselors, job placement and job development counselors, employers and others. Each job description specifies the type of job, disability of the person performing the job and five areas of job information.

1. Company Information
   - company name and description, number of employees, and the name of a person to contact for more information

2. Job Requirements
   - academic credentials, work experience, examinations and other job requirements

3. Job Information
   - wages, benefits, work schedule, work setting, probationary period, employment history, narrative description, physical demands, physical activities performed, environmental conditions, special conditions, work group, standard training period and standard amount of supervision
4. Significant Duties

Leadership/administrative/managerial, tasks in the areas of problem solving/reasoning, computers, mathematics, writing, reading, communication, manual/perceptual tasks and other significant duties or job features.

5. Special Considerations

Limitations, special training, job accommodations, personal strengths and financial incentives for hiring.

This catalog presents a cross section of jobs which persons with disabilities perform. Many other persons with disabilities may achieve on a level equal to those whose jobs are described, or learn to perform jobs of greater difficulty and reach higher plateaus. Teamwork, coordination and cooperation among all involved in the education, placement and employment of persons with disabilities are needed if persons with disabilities are to achieve their full potential. Listed below are some ideas of how specific groups and individuals might use this catalog of jobs.

Persons with Disabilities

- provide direction about specific job areas
- help secondary and postsecondary students be aware of specific job requirements, duties and conditions
- use when planning a course of study at the secondary or postsecondary level
- help identify skills and interests
- use as an incentive for training, promotion or to expand knowledge about successful employees
- expand thinking about what jobs successful people with disabilities are doing in business and industry
- use as a reference during the job search process
- use to inform prospective employers about needed accommodations
- use to identify agencies which might supply support services or assist in obtaining a job
- stimulate thinking about career changes and job advancement

Special and Vocational Educators

- use as examples in a career development curriculum
- use as a tool to develop on the job training sites
use with students in individual counseling sessions to help them become aware of their potential

use to show students the diversity of jobs which people with disabilities perform

supplement career information systems

use in the preservice and inservice training of regular teachers in order to expand their thinking about the range of jobs that students with disabilities might perform

use with employers in discussing the capabilities of students with disabilities

use as a base for replicating specific jobs in local businesses

use to compare similar job titles but different duties

use with parents to stimulate realistic vocational goals for their son or daughter

**Job Placement and Job Development Counselors**

use to stimulate and expand thinking about job possibilities for persons with disabilities

use to replicate a specific job for an interested person who is disabled

use with employers to establish credibility that the specific job is being performed by a person who is disabled in a similar place of business

use as a guide to match skills with possible jobs

use in staff development training

use to supplement and reinforce a job matching program

use to find or develop similar jobs in the local community

use the contact persons as additional resources

use as a guide on job accommodations to maintain an employee on the job

use as a model for developing additional job descriptions
Employers

- review for ideas on job accommodations that other employers have made for persons with disabilities
- review to stimulate thinking about jobs that persons with disabilities might perform in employer's company
- use in company training programs and internal publications to relieve employee anxieties about the performance capabilities of persons with disabilities
- use to replicate a job which exists in a similar work situation in another company or another location of the same company

Guidance Counselors

- use as examples during individual and group counseling to encourage students with disabilities to develop and use their educational and employment potential and to expand their career interests
- use as role models to show what others are doing
- use to help students with disabilities set goals for education and employment
- distribute to other staff members in order to increase their awareness of the employment possibilities for students with disabilities
- use in conjunction with computer assisted counseling programs

Teacher Educators

- provide examples to prospective teachers in order to expand their thinking about jobs that their students are capable of performing
- use as an inservice tool to stimulate and expand the thinking of teachers and administrators as to the jobs that students with disabilities can and are performing
- use as a guide to learn about accommodations that employer have made for persons with disabilities
- review the jobs being performed by persons with disabilities to gain insight into possible revisions needed in the teacher education program
Parents

- study the contents in order to stimulate thinking about possible jobs for which their disabled son or daughter may prepare
- use in the development and implementation of the IEP and as an aid in the school to work transition
- use as a discussion tool to help their son or daughter in selecting courses needed to achieve education and career goals
- stimulate job leads and opportunities for the teacher or job developer
- use as a source of information on jobs and duties performed by persons with disabilities
- use as a reference on how job accommodations are used to maintain an employee on the job

Listed below are some ideas on how this Jobs Catalog can be used to increase the vocational and career aspirations and expectations of persons with disabilities.

1. Special and vocational educators can use the listed jobs as a resource to raise their expectations and the expectations of their students. Students can see what other persons with similar disabilities are accomplishing. If a student is not interested in the specific job or jobs listed, he or she should be made aware that perhaps similar accommodations could be made in a job in which they are interested.

2. Parents of handicapped individuals can use these jobs to stimulate their own thinking about the jobs which their sons or daughters might perform.

3. Handicapped youth can use the job descriptions to stimulate their thinking as to the type of jobs they would like to do. Handicapped youth might be encouraged to explore jobs in which they had an interest but no incentive to pursue. The awareness levels of job possibilities and career options will be improved.

4. Use as resource in the training of job development and job placement counselors.

5. The special considerations section can be used as a resource to explore appropriate accommodations for handicapped persons.

6. Use in teacher education preservice and inservice classes to show the diversity of job opportunities for students with handicaps.
7. Use with employers to provide stimulation as to the possibilities of how they might employ handicapped persons. An employer would not need to have the exact job indicated. An employer's ingenuity and imagination might be triggered by reviewing actual jobs. The examples may help employers overcome their anxiety in hiring handicapped persons. Job listings may stimulate employers to consider hiring handicapped individuals in a position in which they previously thought impossible.

8. Used in counseling handicapped youth. Teachers and counselors may need to read and interpret the information for the handicapped student.

DICTIONARY OF OCCUPATIONAL TITLES

The DOT numbers assigned to Volume IV job descriptions are from the Dictionary of Occupational Titles, Fourth Edition, 1977. This edition contains approximately 20,000 jobs based on more than 75,000 onsite analyses conducted from 1965 to mid-1970s and on extensive contacts with professional and trade associations.

Background Information on the DOT

The Dictionary of occupational Titles is an outgrowth of the needs of the public employment service system for a comprehensive body of standardized occupational information for purposes of job placement, employment counseling and occupational and career guidance, and for labor market information services. In order to implement effectively its primary assignment—matching jobs and workers, the public employment service system requires a uniform occupational language for use in all of its offices. This is needed to compare and match the specifications of employer job openings and the qualifications of applicants who are seeking jobs through its facilities.

The Occupational Code Number

The first item in the DOT occupational definition is the 9-digit occupational code. In the DOT occupational classification system, each set of three digits in the 9-digit code number has a specific purpose or meaning. Together, they provide a unique identification code for a particular occupation which differentiates it from all others.

The first three digits identify a particular occupational group. All occupations are clustered into one of nine broad "categories". The nine primary occupational categories are listed below:

0/1 Professional, Technical, and Managerial Occupations
2 Clerical and Sales Occupations
3 Service Occupations
4 Agricultural, Fishery, Forestry, and Related Occupations
5 Processing Occupations
6 Machine Trades Occupations
7 Bench Work Occupations
8 Structural Work Occupations
9 Miscellaneous Occupations

The second digit refers to a division within the category. The third digit defines the occupational group within the division.

The middle three digits of the DOT occupational code are the worker functions ratings of the tasks performed in the occupation. Every job requires a worker to function to some degree in relation to data, people, and things. A separate digit expresses the worker's relationship to each of these three groups. Worker functions involving more complex responsibility and judgment are assigned lower numbers in these three groups while functions which are less complicated have higher numbers.

The last three digits of the occupational code number indicate the alphabetical order of titles within 6-digit code groups. They serve to differentiate a particular occupation from all others. A number of occupations may have the same first six digits, but no two can have the same nine digits.

The full nine digits thus provide each occupation with a unique code suitable for computerized operations.
Section II

Job Descriptions

*job* Indicates a new job description.
Company Information

Company Name
General Dynamics - Space System
P.O. Box 35990
San Diego, CA 92138

Description of Company
Manufactures space flight systems and services.

Number of Employees
2,915 total company
2,464 this site

For more information, contact
Frank Maxfield
Manager - Information Resource Management
(619) 547-7355

Wages
$2,500 per month

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Medical insurance
Dental insurance
Life insurance

Requirements of This Job

Academic Credentials Required
Bachelor's degree

Work Experience Required
Technical writing skills preferred.

Examinations Required
Physical

Other Job Requirements
None

Narrative Description
Assists with compiling and generating division standard practice documents; and controls company policy system through various management levels.

Physical Demands
100% sedentary

Physical Activities Performed
Reach, sit, see, hear, sense of touch, finger dexterity

Environmental Conditions
None

Special Conditions
None

Work Group
One-to-one and in small group

Standard Training Period
None

Standard Amount of Direct Supervision
Moderate

Job Information

Work Schedule
Permanent status
5 days a week, 8 hours a day
7:30 a.m. to 4:15 p.m.

Work Setting
Office

Probationary Period
None

Employment History
4 years with company
20 months in this position
Significant Duties

Leadership/Administrative/Managerial
Develop company policies

Problem Solving/Reasoning Tasks
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Collect and organize information
Evaluate for accuracy and completeness

Writing Tasks
Copy accurately
Write legibly
Write sentences in standard English
Organize, select, and relate ideas in writing
Produce intelligible written documents

Reading Tasks
Read simple directions

Communication Tasks
Listen
Talk
Use appropriate vocabulary and grammar

Manual Perceptual Tasks
None

Writing Tasks
Copy accurately
Write legibly
Write sentences in standard English
Organize, select, and relate ideas in writing
Produce intelligible written documents

Mathematical Tasks
None

Communication Tasks
Listen
Talk
Use appropriate vocabulary and grammar

Manual Perceptual Tasks
None

Special Considerations for This Worker

Limitations
Lifting, carrying, standing, walking, kneeling, squatting, uses wheelchair, remembering, following spoken directions, following written directions

Personal Strengths
Attention to detail
Keeps informed

Financial Incentives for Hiring
None

Special Training
None

Job Accommodations
Work station located by employer to allow employee easier access (no cost).
Animal Feeder/Cage Cleaner

D.O.T. #410.674-010

Company Information

Company Name
Pet Parad.se
LaGrange Square Shopping Center
LaGrange, KY 40031

Description of Company
Pet shop - retail animals/supplies

Number of Employees
5 total company
5 this site

For more information, contact
Nancy Toole
Community Employment Job Placement Coordinator
(502) 241-6250

Requirements of This Job

Academic Credentials Required
None

Work Experience Required
Animal care preferred

Examinations Required
None

Other Job Requirements
None

Job Information

Wages
$3.35 per hour

Benefits
FICA
Worker's compensation

Work Schedule
Permanent
6 days a week, 2 hours a day
10:00 a.m. to 12:00 p.m.

Work Setting
Retail - pet shop

Probationary Period
Same as individual training period.

Employment History
22 months with company
22 months in this position

Narrative Description
Feeds and waters small animals daily including: birds, guinea pigs, hamsters, rats, rabbits, cats, dogs, ferrets; cleans cages as needed; cleans shelves and windows in animal area daily; and sweeps, mops, takes out garbage, and cleans out sink daily.

Physical Demands
100% light work

Physical Activities Performed
Reach, balance, stoop, kneel, crouch, turn, see, color vision, finger dexterity

Environmental Conditions
None

Special Conditions
None

Work Group
Works alone

Standard Training Period
2-5 days

Standard Amount of Direct Supervision
Minimal
Animal Feeder/Cage Cleaner

Mental Retardation

**Significant Duties**

**Leadership/Administrative/Managerial**
None

**Problem Solving/Reasoning Tasks**
- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies

**Computer Tasks**
None

**Mathematical Tasks**
- Understand order (e.g., first, second, last)

**Writing Tasks**
None

**Reading Tasks**
- Identify work-related symbols/signs

**Communication Tasks**
- Listen
- Follow intent of oral directions

**Manual Perceptual Tasks**
- Eye-hand coordination
- Hand work
- Construct, fabricate or assemble materials

**Personal Strengths**
- Highly motivated to work
- Likes animals
- Follows directions well

**Financial Incentives for Hiring**
None

**Limitations**
- Reading, writing, spelling, mathematics

**Special Considerations for This Worker**

**Special Training**
Initial special on-site training provided by Community Employment Inc. on a daily basis. A color coding system/chart for nondaily cleaning tasks was used during the special training for animal and food tasks.

**Job Accommodations**
Job placement and employee/employer support services provided by Community Employment Inc. to accommodate need for support (15 minutes weekly).
Additional on-site training provided by Community Employment Inc. due to limited time available by the employer (3-4 months).
Employee's work checked by coworker prior to leaving due to the importance of care of the animals.
Company Information

Company Name
University of Northern Iowa
Department of Special Education
Cedar Falls, IA 50614

Description of Company
A state university

Number of Employees
500 total company
500 this site

For more information, contact
Ronald J. Anderson
Associate Professor
(319) 273-3291

Requirements of This Job

Academic Credentials Required
Doctorate

Work Experience Required
Teaching experience required

Examinations Required
None

Other Job Requirements
Dress code

Job Information

Wages
$2,500 per month

Benefits
Paid sick days
Pension
FICA
Worker's compensation
Medical insurance
Dental insurance
Life insurance

Work Schedule
Permanent status
5 days a week, 10+ hours a day
8:00 a.m. to 9:00 p.m., depending on day

Work Setting
Office, classroom

Probationary Period
6 years

Narrative Description
Teaches university students how to educate exceptional children; conducts research; publishes articles in professional journals; and provides community service and consulting.

Physical Demands
50% sedentary, 50% light work

Physical Activities Performed
Push, pull, reach, stoop, sit, turn, see, hear, sense of touch, finger dexterity

Environmental Conditions
Dr

Special Conditions
High level of stress

Work Group
Works alone, one-to-one, and in small and large groups

Standard Training Period
Information not provided

Standard Amount of Direct Supervision
None
Significant Duties

Leadership/Administrative/Managerial
Provide leadership
Specify goals and work tasks of others
Supervise personnel
Represent the company at internal functions
Represent the company at external functions

Problem Solving/Reasoning Tasks
Determine own work activities
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Collect and organize information
Analyze and synthesize information
Identify alternative approaches or solutions
Review progress periodically
Evaluate for accuracy and completeness
Correct deficiencies
Summarize and draw conclusions
Devise new ideas and better work methods

Computer Tasks
Enter data into computers
Access data from computers
Perform word processing
Perform systems analysis

Mathematical Tasks
Understand order (e.g., first, second, last)
Understand concepts of greater than and less than
Handle basic calculations (+, -, x, /)
Estimate quantities needed to do a job
Calculate costs
Use numerical values from charts, diagrams, tables
Construct diagrams, charts, records using numerical calculations
Make and use measurements
Use formulas (translating, substituting values)
Prepare budgets

Writing Tasks
Write legibly
Write sentences in standard English
Organize, select, and relate ideas in writing
Produce intelligible written documents
Identify and correct errors in writing

Reading Tasks
Read technical information

Communication Tasks
Listen
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Stay on the topic in job-related conversations
Report accurately what others have said
Give clear oral instructions and directions
Explain activities and ideas clearly
Effectively present information to groups

Manual Perceptual Tasks
Eye-hand coordination
Develop visual presentations
Special Considerations for This Worker

Limitations
Lifting, carrying, standing, walking, kneeling, squatting

Special Training
None

Job Accommodations
Raised work desk with wood blocks provided by employer to accommodate employee's wheelchair ($25).

Personal Strengths
Self-motivated
Tolerates frustration and delay
Self-confidence

Financial Incentives for Hiring
None
Automotive Equipment Mechanic

Company Information

Company Name
New England Telephone
185 Franklin Street
Boston, MA 02107

Description of Company
Telecommunication products and services.

Number of Employees
28,000 total company
200 this site

For more information, contact
John Cooney, Manager
Affirmative Action Program/
Equal Employment Opportunity
(617) 743-4901

Requirements of This Job

Academic Credentials Required
License

Work Experience Required
Hydraulics and/or heavy vehicle maintenance required.

Examinations Required
Physical, hearing, vision, Automotive Equipment Mechanic Personal interview

Other Job Requirements
Driver's license, union membership, on call

Job Information

Wages
Approximately $13.00 per hour

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Medical insurance
Dental insurance
Life insurance
Vision care, 100%
Tuition aid, 100%
Savings plan

Work Schedule
Permanent status
5 days a week, 8 hours a day
3:30 p.m. to 11:30 p.m.

Work Setting
Garage

Probationary Period
6 months

Employment History
4 years with company
4 years in this position

Narrative Description
Receives vehicle trouble reports; diagnoses vehicle problem for cars, vans, and bucket trucks; and repairs company vehicles

Physical Demands
100% light work

Physical Activities Performed
Push, pull, reach, climb, stoop, kneel, crouch, crawl, sit, turn, see, hear, sense of smell, finger dexterity

Environmental Conditions
Hot, cold, dry, wet, dust, dirt, odors, noise, vibration, mechanical hazards, moving objects

Special Conditions
Precision/quality

Work Group
Small group

Standard Training Period
Various automotive classes for mechanics including instruction on auxiliary equipment maintenance for hydraulic repairs. Standard training is also provided when necessary on new equipment, tools, and materials.

Moderate

Standard Amount of Direct Supervision

Automotive Equipment Mechanic

Amputee - Left Leg Prosthesis

**Significant Duties**

**Leadership/Administrative/Managerial**
None

**Problem Solving/Reasoning Tasks**
- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials
- Collect and organize information
- Identify alternative approaches or solutions
- Evaluate for accuracy and completeness
- Correct deficiences

**Writing Tasks**
- Copy accurately
- Write legibly
- Complete forms accurately

**Reading Tasks**
- Identify work-related symbols/signs
- Read technical information

**Communication Tasks**
- Listen
- Follow intent of oral directions
- Talk
- Speak clearly
- Use appropriate vocabulary and grammar
- Stay on the topic in job-related conversations
- Report accurately what others have said

**Computer Tasks**
- Enter data into computers

**Mathematical Tasks**
- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Estimate quantities needed to do a job

**Manual Perceptual Tasks**
- Eye-hand coordination
- Hand work
- Use job-specific hand tools and equipment (automotive mechanic wrenches, pliers, screwdrivers, and other hand tools)
- Operate machine(s) (vehicle maintenance machines)
- Set up machine(s)
- Operate job-related power tool(s) (drills, bolt remover, power tools, hydraulic tools and lifts, and vehicles)
## Special Considerations for This Worker

<table>
<thead>
<tr>
<th>Limitations</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>Special Training</td>
<td>Employee receives a wage increase upon completion of each training level.</td>
</tr>
<tr>
<td>Job Accommodations</td>
<td>None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Personal Strengths</th>
<th>Excellent work attitude</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Excellent worker</td>
</tr>
<tr>
<td></td>
<td>Conscientious</td>
</tr>
<tr>
<td></td>
<td>Dedicated</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Financial Incentives for Hiring</th>
<th>Targeted Jobs Tax Credit</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Other Job Replication Factors</th>
<th>Be open-minded; obtain upper management support; and conduct awareness training for employees and management team.</th>
</tr>
</thead>
</table>
**Company Information**

**Company Name**
Cookie Place  
150 Washington Street  
Providence, RI 02903

**Description of Company**
Retail and wholesale bakery/cafe providing supported employment to psychiatrically disabled adults.

**Number of Employees**
- 20 total company
- 20 this site

**For more information, contact**
Rhonda Levy, Executive Director  
(401) 351-87-

---

**Requirements of This Job**

**Academic Credentials Required**
None

**Work Experience Required**
None

**Examinations Required**
None

**Other Job Requirements**
- Age 18 minimum
- Uniform
- Motivation

---

**Job Information**

**Wages**
$4.00 per hour

**Benefits**
- Paid vacation
- Paid holidays
- FICA
- Worker's compensation

**Work Schedule**
- Permanent status
- 5 days a week, 8 hours a day
- 8:00 a.m. to 4:00 p.m.

**Work Setting**
Kitchen

**Probationary Period**
3 months

**Employment History**
- 5 years with company
- 5 years in this position

---

**Narrative Description**
Prepares and bakes all products sold at Cookie Place; cleans the baking area; and stores and handles food.

**Physical Demands**
95% medium work, 5% heavy work

**Physical Activities Performed**
- Push, pull, reach, stoop, turn, see, depth perception, hear, sense of smell, sense of taste, sense of touch, finger dexterity

**Environmental Conditions**
- Hot, mechanical hazards, burns, flour particles

**Special Conditions**
- High rate of production
- Precision/quality
- Distracting conditions
- High level of stress

**Work Group**
- Works alone and in small group

**Standard Training Period**
10 days

**Standard Amount of Direct Supervision**
Moderate
**Significant Duties**

**Leadership/Administrative/Managerial**
Implement health and safety procedures

**Problem Solving/Reasoning Tasks**
- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials

**Computer Tasks**
None

**Mathematical Tasks**
- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+,-,x,/)
Bakery Assistant

Company Information

Company Name
International Pastries Ltd.
Lindale Mall
Cedar Rapids, IA 52402

Description of Company
Retail bakery; regular counter items, including a wide variety of goods and special orders (two locations in Iowa).

Number of Employees
55 total company
32 this site

For more information, contact
Glen B. Jensen, Owner
(319) 393-2834

Requirements of This Job

Academic Credentials Required
GED, High school diploma

Work Experience Required
None

Examinations Required
None

Other Job Requirements
Age 16 minimum (must be 18 to operate some machinery), must be clean and well-groomed

Job Information

Wages
$5.65 per hour, $60-$120 on Sundays

Benefits
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Life insurance
Pay raises given in lieu of paid vacations

Work Schedule
Permanently status
4-5 days a week, 8 or more hours a day
Time of work varies
Rotating shifts

Work Setting
Bakery (in a mall)

Probationary Period
None

Employment History
6 years with company
1.5 years in this position

Narrative Description
Responsible for mixing products used in the bakery; as Sunday manager schedules and supervises personnel, judges amount of product to produce; and supervises night clean up crew.

Physical Demands
50% sedentary, 10% light work, 10% medium work, 30% heavy work

Physical Activities Performed
Push, pull, reach, climb, balance, stoop, kneel, crouch, turn, see, color vision, depth perception, hear, sense of smell, sense of taste, sense of touch, finger dexterity

Environmental Conditions
None

Special Conditions
High rate of production
Precision/quality
Distracting conditions
High level of stress
(all may be present at some time)

Work Group
Small group

Standard Training Period
On-the-job training

Standard Amount of Direct Supervision
None to minimal
Bakery Assistant

Leadership/Administrative/Managerial
Provide leadership
Implement company policies
Specify goals and work tasks of others
Supervise personnel
Represent the company at internal functions
Represent the company at external functions

Problem Solving/Reasoning Tasks
Determine own work activities
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Recognize the effects of changing quantity or quality of materials
Identify alternative approaches or solutions
Review progress periodically
Correct deficiencies
Summarize and draw conclusions
Devise new ideas and better work methods

Writing Tasks
Copy accurately
Write legibly
Complete forms accurately

Reading Tasks
Identify work-related symbols/signs
Read simple directions

Communication Tasks
Listen
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Stay on the topic in job-related conversations
Report accurately what others have said
Give clear oral instructions and directions
Explain activities and ideas clearly

Manual Perceptual Tasks
Eye-hand coordination
Hand work
Construct, fabricate or assemble materials
Use job-specific hand tools and equipment (bakery tools)
Operate machine(s) (mixer, sheeter, ovens, proof box, coffee machine)

Mathematical Tasks
Count
Understand order (e.g., first, second, last)
Understand concepts of greater than and less than
Handle basic calculations (+, -, x, /)
Estimate quantities needed to do a job
Use numerical values from charts, diagrams, tables
Make and use measurements
Use formulas (translating, substituting values)

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Special Considerations for This Worker

Limitations
Low frustration tolerance, reading, writing

Special Training
Owner provided 2 years of on-the-job training based on worker's capacity and need.

Job Accommodations
None

Personal Strengths
Gets along well with others
Willing to do what needs to be done
Reliable and punctual

Financial Incentives for Hiring
Ralston-Purina grant paid for first 120 hours of company employment.
### Case Packer

**D.O.T. #920.685-078**

#### Company Information

**Company Name**  
Rosetto Foods, Inc.  
10 White Street  
Rochester, NY 14608

**Description of Company**  
Manufactures frozen pasta products (i.e., ravioli, tortellini)

**Number of Employees**  
65 total company  
65 this site

For more information, contact  
Robert Landry, President  
(716) 546-7504

#### Job Information

**Wages**  
$5.00 per hour

**Benefits**  
Paid vacation  
Paid holidays  
Paid sick days  
Pension  
FICA  
Worker's compensation  
Unemployment compensation  
Medical insurance  
Dental insurance  
Life insurance  
Profit sharing

**Work Schedule**  
Permanent status  
5 days a week, 8 hours a day  
8:00 a.m. to 4:30 p.m.

**Work Setting**  
Factory

**Probationary Period**  
6 months

**Employment History**  
4 years with company  
4 years in this position

**Requirements of This Job**

**Academic Credentials Required**  
None

**Work Experience Required**  
Handling of packing materials and palletizing of products preferred

**Examinations Required**  
Physical, hearing, food handler's

**Other Job Requirements**  
Uniform

**Narrative Description**  
Sets up and feeds empty carton boxes to packing station; takes automatically taped, filled boxes from the discharge conveyor and places on pallets; ensures proper count and configuration of pallet; and attaches coding label to pallet before moving from assembly area.

**Physical Demands**  
50% sedentary, 50% light work

**Physical Activities Performed**  
Push, pull, reach, stoop, turn, see, depth perception, sense of touch, finger dexterity, strength

**Environmental Conditions**  
Wet, noise, vibration, mechanical hazards, moving objects, cramped quarters

**Special Conditions**  
High rate of production  
Distracting conditions

**Work Group**  
Small group

**Standard Training Period**  
2 hours

**Standard Amount of Direct Supervision**  
Moderate
Caseworker

Mental Retardation (Down's Syndrome)

**Significant Duties**

<table>
<thead>
<tr>
<th>Leadership/Administrative/Managerial</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>Problem Solving/Reasoning Tasks</td>
<td>Recognize and use appropriate procedures. Conduct work activities in appropriate sequence.</td>
</tr>
<tr>
<td>Computer Tasks</td>
<td>None</td>
</tr>
<tr>
<td>Mathematical Tasks</td>
<td>Count. Understand order (e.g., first, second, last).</td>
</tr>
<tr>
<td>Writing Tasks</td>
<td>None</td>
</tr>
<tr>
<td>Reading Tasks</td>
<td>Identify work-related symbols/signs.</td>
</tr>
<tr>
<td>Communication Tasks</td>
<td>Listen. Follow intent of oral directions. Talk.</td>
</tr>
</tbody>
</table>

**Special Considerations for This Worker**

<table>
<thead>
<tr>
<th>Limitations</th>
<th>Interactions with coworkers, working alone, speaking, following written directions, spelling, mathematics.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Special Training</td>
<td>Weekly on-site training provided by job coach and supervisor. Employee received a wage increase upon completion of the special training.</td>
</tr>
<tr>
<td>Job Accommodations</td>
<td>Additional time provided by employer for employee to obtain required job production level (no cost). Coworker provides reminders of time schedule to accommodate employee's ability to tell time (no cost).</td>
</tr>
<tr>
<td>Financial Incentives for Hiring</td>
<td>None</td>
</tr>
</tbody>
</table>

?C
Checkers

Muscular Dystrophy

D.O.T. #211.462-01

Company Information

Company Name
Schnuck Markets, Inc.
4900 Manchester
St. Louis, MO 63110

Description of Company
Retail grocery store

Number of Employees
10,000 total company
300 this site

For more information, contact
Julie Helmke, Personnel Specialist
(314) 534-5071

Requirements of This Job

Academic Credentials Required
None

Work Experience Required
None

Examinations Required
Checker skills test

Other Job Requirements
Age 18 minimum, uniform, union membership, dress code

Job Information

Wages
$4.50 per hour

Benefits
Provided through union membership

Work Schedule
Seasonal status
3-5 days a week, 4-6 hours a day
Time of work varies, rotating shifts

Work Setting
Grocery store

Probationary Period
30 days

Employment History
4 months with company
4 months in this position

Standard Training Period
18-22 hours (14 class instruction hours on cash register operation and 4 to 8 hours of in-store training.)

Standard Amount of Direct Supervision
Minimal

Narrative Description
Scans grocery items through register laser, or keys in item codes; weighs produce; receives payment (check, cash, food stamps, etc.); counts back change to customer; bags groceries if needed; maintains cash balance in register at all times; and maintains friendly customer relations.

Physical Demands
100% medium work

Physical Activities Performed
Push, pull, reach, stoop, crouch, turn, see, hear, sense of touch, finger dexterity, stand, bend

Environmental Conditions
Noise, cramped quarters

Special Conditions
High rate of production
Precision/quality
Distracting conditions
High level of stress

Work Group
One-to-one with customer and in large group
Significant Duties

Leadership/Administrative/Managerial

Problem Solving/Reasoning Tasks
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Evaluate for accuracy and completeness
- Correct deficiencies

Computer Tasks
- Enter data into computerized cash registers

Mathematical Tasks
- Count
- Understand order (e.g., first, second, last)
- Handle basic calculations (+, -, x, /)
- Calculate costs
- Make and use measurements
- Make change

Writing Tasks
- Write legibly
- Complete forms accurately

Reading Tasks
- Identify work-related symbols/signs
- Read simple directions

Communication Tasks
- Listen
- Talk
- Speak clearly
- Use appropriate vocabulary and grammar
- Stay on the topic in job-related conversations

Manual Perceptual Tasks
- Eye-hand coordination
- Hand work
- Use job-specific hand tools and equipment (grocery check register hand tools and equipment)
- Operate machines (computerized register with scale and check cashing card machine)
- Use keyboard skills
- Bag groceries and places in shopping cart

Special Considerations for This Worker

Limitations
- Standing, walking using crutches

Spec al Training
- Initial standard training provided in simulated store environment with cash registers, baskets of groceries, etc.
- Class materials presented in written and oral formats. Instruction provided by training specialist and in-store trainer. Employee received certificate upon completion of the standard training.

Job Accommodations
- Assigned by employer to cash register locations that provide balancing point for standing (all stations except express lane) (no cost).

Personal Strengths
- Determined attitude
- Adapts to job environment and requirements
- Friendly, helpful

Financial Incentives for Hiring
- None
**Child Care Worker**

**Mental Retardation**

D.O.T. #355-74-010

### Company Information

**Company Name**
Handicare
P.O. Box 3122
Iowa City, IA 52244

**Description of Company**
Early childhood development center for infants and children (ages 0 to 6). Fifty percent of children served have a developmental disability.

**Number of Employees**
28 total company

**For more information, contact**
Ann Riley, Director or Dawn Morgan,\*istant
(319) 354-7641

### Job Information

**Wages**
$3.75 per hour

**Benefits**
- Paid holidays
- Paid sick days
- FICA
- Worker's compensation
- Unemployment compensation
- Medical insurance
- Dental insurance

**Work Schedule**
Seasonal status
3 days a week, 2-6 hours a day
8:30 a.m. to 3:00 p.m.

**Work Setting**
Daycare/preschool

**Probationary Period**
None

**Employment History**
1 year with company
1 year in this position

**Narrative Description**
Supervises, disciplines, and assists children individually and in small groups in daily and special activities; attends staff meetings, special events, and field trips; records children's progress; consults with parents; and performs general cleaning duties.

**Physical Demands**
20% light work, 80% medium work

**Physical Activities Performed**
- Reach, run, stoop, kneel, crouch, sit, turn, see, hear, sense of touch, finger dexterity

**Environmental Conditions**
- Noise
- Special Conditions
  - Disturbing conditions (lots of children)
  - High level of stress (deadlines, noise and activities)

**Work Group**
Small and large groups

**Standard Training Period**
30 days

**Standard Amount of Direct Supervision**
Moderate

---

**Requirements of This Job**

**Academic Credentials Required**
None

**Work Experience Required**
Strong interest and/or experience in child care.

**Examinations Required**
Physical

**Other Job Requirements**
Age 16 minimum, no criminal record of aggressive crimes
Child Care Worker

Mental Retardation

**Significant Duties**

**Leadership/Administrative/Managerial**
Supervise children

**Problem Solving/Reasoning Tasks**
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Collect and organize information
Analyze and synthesize information
Identify alternative approaches or solutions
Review progress periodically
Correct deficiencies
Summarize and draw conclusions

**Writing Tasks**
Write legibly
Complete forms accurately
Write sentences in standard English
Identify and correct errors in writing

**Reading Tasks**
Identify work-related symbols/signs
Read simple directions

**Communication Tasks**
Listen
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Stay on the topic in job-related conversations
Report accurately what others have said
Give clear oral instructions and directions
Explain activities and ideas clearly

**Manual Perceptual Tasks**
Eye-hand coordination
Construct, fabricate or assemble materials
Use job-specific hand tools and equipment (educational and recreational equipment)

**Mathematical Tasks**
Count to ten
Understand order (e.g., first, second, last)
Understand concepts of greater than and less than

**Computer Tasks**
None

**Writing Tasks**
Write legibly
Complete forms accurately
Write sentences in standard English
Identify and correct errors in writing

**Reading Tasks**
Identify work-related symbols/signs
Read simple directions

**Communication Tasks**
Listen
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Stay on the topic in job-related conversations
Report accurately what others have said
Give clear oral instructions and directions
Explain activities and ideas clearly

**Manual Perceptual Tasks**
Eye-hand coordination
Construct, fabricate or assemble materials
Use job-specific hand tools and equipment (educational and recreational equipment)
Special Considerations for This Worker

Limitations
Low frustration tolerance, interactions with coworkers, reading, writing, spelling (for daily reports), working alone, remembering, chronic paranoid thoughts

Special Training
None

Job Accommodations
Coworker added in child care room during maximum attendance periods to accommodate employee's need to increase intervention with children's activities and problems (approximately $48/week).

Job sharing for part time positions is used to accommodate employee (works well for 2-4 hr. periods) (No additional cost.)

Personal Strengths
Requires minimal supervision
Handles work frustration
Assesses the situation and interacts as needed

Financial Incentives for Hiring
For initial training
Clinical Mental Health Counselor

Learning Disability -
Dyscalculia, Dysgraphia

L.O.T. #045.107-010

Company Information

Company Name
Creative Counseling Center
Brantly Building, Suite 4
8 Crain Highway Northwest
Glenburnie, MD 21061

Description of Company
Provides Alcohol and Other Drug Abuse (AODA), disability, family and group counseling services.

Number of Employees
4 total company
4 this site

For more information, contact
Barbara Hastings, Counselor
(301) 740-2055

Requirements of This Job

Academic Credentials Required
Master's degree in counseling

Work Experience Required
Counseling experience preferred.

Examinations Required
None

Other Job Requirements
Own vehicle, on call, dress code

Job Information

Wages
$55 per hour average

Benefits
None

Work Schedule
Permanent status
2 days a week, 3-8 hours a day
Time of work varies

Work Setting
Office

Probationary Period
Informally 1 year

Employment History
1 year with company
1 year in this position

Narrative Description
Counsels individuals and groups of clients with learning disabilities regarding the following skills: problem-solving, stress management, goal setting, self-advocacy and self-concept development.

Physical Demands
100% sedentary

Physical Activities Performed
Reach, stoop, sit, turn, see, color vision, depth perception, hear, sense of touch, finger dexterity

Environmental Conditions
None

Special Conditions
Ethical considerations
Maintaining adequate client load

Work Group
One-to-one and in small group

Standard Training Period
None

Standard Amount of Direct Supervision
Minimal
Clinical Mental Health Counselor

Learning Disability - Dyscalculia, Dysgraphia

Significant Duties:

Leadership/Administrative/Managerial

Provide leadership
Develop company policies
Implement company policies
Represent the company at internal functions
Represent the company at external functions

Problem Solving/Reasoning Tasks

Determine own work activities
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Recognize the effects of changing quantity or quality of materials
Collect and organize information
Analyze and synthesize information
Identify alternative approaches or solutions
Review progress periodically
Evaluate for accuracy and completeness
Correct deficiencies
Summarize and draw conclusions
Devise new ideas and better work methods

Writing Tasks

Write legibly
Complete forms accurately
Write sentences in standard English
Organize, select, and relate ideas in writing

Reading Tasks

Read simple directions
Read professional journals/books

Communication Tasks

Listen
Follow intent of oral directions
Talk
Speak clearly
Report accurately what others have said
Give clear oral instructions and directions
Explain activities and ideas clearly
Effectively present information to groups

Manual Perceptual Tasks

None

Computer Tasks

None

Mathematical Tasks

Count
Understand order (e.g., first, second, last)
Understand concepts of greater than and less than
Handle basic calculations (+,-,x,/)
Special Considerations for This Worker

Limitations
Reading (reversals, omissions, additions), mathematics (abstract math), remembering, following spoken directions, following written directions

Special Training
None

Job Accommodations
Proofreading of written materials provided by spouse to accommodate employee's writing ability.
Directions and appointments are written down by employee to accommodate memory of verbal information.
Samples of completed forms are kept by employee to accommodate concrete writing level.
Conferences and workshops are attended by employee to provide support for job.
Employee arrives at work early to perform writing tasks to accommodate employee's writing speed and accuracy skills.

Personal Strengths
Conscientious
Cares about people
Good speaker and listener

Financial Incentives for Hiring
None

Other Job Replication Factors
Employer should structure job duties and allow time to learn skills. Once job duties are learned, the employee functions as well as anyone else. Make abstract skills concrete. Employers should thank employee for positive actions at work. Be accepting of employee's disability.
Coordinator of Deaf Services

D.O.T. #094.224-010

Company Information

Company Name
Las Vegas Medical Center
Box 1388
Las Vegas, NM 87701

Description of Company
A state psychiatric medical facility including a forensic treatment unit and long term care service for mentally and emotionally disturbed persons aged 14 years and up.

Number of Employees
845 total company
845 this site

For more information, contact
Daisy N. Rice
Coordinator of Deaf Services
(505) 425-6711

Requirements of This Job

Academic Credentials Required
Bachelor's degree

Work Experience Required
Successful experience with deaf and communication disordered persons.

Examinations Required
Physical

Other Job Requirements
Must know sign language

Job Information

Wages
$2,103 per month

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance

Work Schedule
Permanent status
5 days a week, 8 hours a day
8:00 a.m. to 5:00 p.m.

Work Setting
Hospital

Probationary Period
6 months

Employment History
15 years with company
4 years in this position

Work Group
Works alone and in small group

Narrative Description
Provides services for hearing impaired/communication disordered patients: teaches/interprets sign language, academics, and nonverbal communication; conducts Pure-Tone Audiometric testing; provides hearing aid orientation, maintenance and hearing conservation; conducts adult living skills training; and provides psychosocial therapy/remediation when referred by Treatment Team.

Physical Demands
70% sedentary, 30% light work

Physical Activities Performed
All physical activities except hearing, see, color vision, depth perception, senses of smell, taste, and touch, finger dexterity

Special Conditions
Emotional/mental status of clients

Standard Amount of Direct Supervision
Minimal to moderate
Coordinator of Deaf Services

Significant Duties

Leadership/Administrative/Managerial
- Represent the company at internal functions

Problem Solving/Reasoning Tasks
- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

Writing Tasks
- Write legibly
- Complete forms accurately
- Write sentences in standard English
- Organize, select, and relate ideas in writing
- Produce intelligible written documents

Reading Tasks
- Identify work-related symbols/signs
- Read simple directions
- Treatment plan reports

Communication Tasks
- Listen
- Follow intent of oral directions
- Talk
- Speak clearly
- Report accurately what others have said
- Explain activities and ideas clearly
- Effectively present information to groups
- Uses sign language

Manual Perceptual Tasks
- Eye-hand coordination
- Hand work
- Operate machine(s) (audiometric and hearing test machines, hearing aid equipment)

Mathematical Tasks
None

Computer Tasks
None

Writing Tasks
- Write legibly
- Complete forms accurately
- Write sentences in standard English
- Organize, select, and relate ideas in writing
- Produce intelligible written documents

Reading Tasks
- Identify work-related symbols/signs
- Read simple directions
- Treatment plan reports

Communication Tasks
- Listen
- Follow intent of oral directions
- Talk
- Speak clearly
- Report accurately what others have said
- Explain activities and ideas clearly
- Effectively present information to groups
- Uses sign language

Manual Perceptual Tasks
- Eye-hand coordination
- Hand work
- Operate machine(s) (audiometric and hearing test machines, hearing aid equipment)
Special Considerations for This Worker

Limitations
Hearing

Special Training
Fourteen days of mandated training provided every 3 years by state staff concerning rules, regulations, procedures, fire safety, first aid, and driver's training. Special training materials used include cardiopulmonary resuscitation (CPR), fire equipment for extinguishing fires, movies, role playing, and on-site trial emergency sessions. Employee receives a grade and certificate upon completion of the state mandated training.

Job Accommodations
Secretary trained by employee to be oral interpreter for telephone, small and large group, and other situations to accommodate employee's lip reading ability.
Teletype installed by employer to accommodate employees communication needs with other deaf clients, professionals, etc.
Switch for office light installed outside door to accommodate privacy for therapy sessions. Persons use light switch instead of knocking on door.
Two telephones with common line used in office to allow employee to see oral interpreter and respond directly to caller.

Personal Strengths
Knows what needs to be done, how to do it and works independently.
Personally experienced the sensory deprivation, frustrations and accomplishments of deafness.
Helps others to overcome their emotional or mental disability
Establishes confidence and good rapport with others
Caring and dedicated

Financial Incentives for Hiring
None

Other Job Replication Factors
Assess the employee's ability to communicate on multiple levels of English and sign language. Hospital clients using the facility are on different levels of language usage.
## Co-Owner/Storyteller/Performer

<table>
<thead>
<tr>
<th>Company Information</th>
<th>Requirements of This Job</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Company Name</strong></td>
<td>Academic Credentials Required</td>
</tr>
<tr>
<td>The Gypsy Rovers</td>
<td>None</td>
</tr>
<tr>
<td>1621 Freeland Road</td>
<td>Work Experience Required</td>
</tr>
<tr>
<td>Freeland, MD 21053</td>
<td>Public performing, child care experience preferred.</td>
</tr>
<tr>
<td><strong>Description of Company</strong></td>
<td>Examinations Required</td>
</tr>
<tr>
<td>Provides storytelling and other entertainment for a variety of functions.</td>
<td>None</td>
</tr>
<tr>
<td><strong>Number of Employees</strong></td>
<td>Other Job Requirements</td>
</tr>
<tr>
<td>2 total company</td>
<td>Own vehicle</td>
</tr>
<tr>
<td><strong>For more information, contact</strong></td>
<td></td>
</tr>
<tr>
<td>Deborah Stagmer, Co-Owner</td>
<td></td>
</tr>
<tr>
<td>(301) 343-0644</td>
<td></td>
</tr>
</tbody>
</table>

### Job Information

<table>
<thead>
<tr>
<th>Wages</th>
<th>$30-37 per hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benefits</td>
<td>None</td>
</tr>
<tr>
<td><strong>Work Schedule</strong></td>
<td>Narrative Description</td>
</tr>
<tr>
<td>Permanent status</td>
<td>Sings, dances, tells stories, and performs skits for audiences (60-150 people) of all ages.</td>
</tr>
<tr>
<td>2 days a week, 2-4 hours a day</td>
<td>Physical Demands</td>
</tr>
<tr>
<td>Rotating shifts</td>
<td>90% light work, 10% medium work</td>
</tr>
<tr>
<td><strong>Work Setting</strong></td>
<td>Physical Activities Performed</td>
</tr>
<tr>
<td>Schools, health care facilities, homes, etc.</td>
<td>Push, pull, reach, run, balance, stoop, kneel, crouch, crawl, sit, turn, see, color vision, depth perception, hear, sense of smell, sense of touch, finger dexterity</td>
</tr>
<tr>
<td><strong>Probationary Period</strong></td>
<td>Environmental Conditions</td>
</tr>
<tr>
<td>None</td>
<td>Noise</td>
</tr>
<tr>
<td><strong>Employment History</strong></td>
<td>Special Conditions</td>
</tr>
<tr>
<td>6 years with company</td>
<td>Distracting conditions</td>
</tr>
<tr>
<td>6 years in this position</td>
<td></td>
</tr>
</tbody>
</table>

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**Notes:**
- **Learning Disability:** D.O.T. #150.047-010
- **Star’iard Training Pericd:** On-going
- **Standard Amount of Direct Supervision:** None
Co-Owner/Storyteller/Performer

Learning Disability

**Significant Duties**

**Leadership/Administrative/Managerial**
- Provide leadership
- Develop company policies
- Implement company policies
- Specify goals and work tasks of others
- Represent the company at internal functions
- Represent the company at external functions

**Problem Solving/Reasoning Tasks**
- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

**Writing Tasks**
- Write legibly

**Reading Tasks**
- Identify work-related symbols/signs
- Read simple directions

**Communication Tasks**
- Listen
- Follow intent of oral directions
- Talk
- Speak clearly
- Report accurately what others have said
- Give clear oral instructions and directions
- Explain activities and ideas clearly
- Effectively present information to groups

**Manual Perceptual Tasks**
- Eye-hand coordination
- Use job-specific hand tools and equipment (theatrical props)
- Develop visual presentations

**Computer Tasks**
- None

**Mathematical Tasks**
- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+, -, x, /)
### Special Considerations for This Worker

#### Limitations
- Remembering, following spoken travel directions - especially to new areas.

#### Special Training
- None

#### Job Accommodations
- Other performer reminds co-owner of travel appointments to accommodate co-owner's memory ability.
- Clear, complete travel directions requested by co-owner when performing in a new location to accommodate co-owner's ability to follow verbal directions.

#### Personal Strengths
- Strong oral skills
- Good visual presenter
- Outgoing personality

#### Financial Incentives for Hiring
- None

#### Other Job Replication Factors
- Being self-employed is a source of great satisfaction. Adjustments in job duties can be done by oneself.
Correspondence Specialist

D.O.T. #209.262-010

Company Information

Company Name
Glendale Federal Savings
P.O. Box 1709
Glendale, CA 91209

Description of Company
Provides financial services (i.e., deposit accounts, real estate loans).

Number of Employees
6,300 total company
1,700 this site

For more information, contact
Phylene Wiggins
Recruiting Specialist
(818) 500-2911

Requirements of This Job

Academic Credentials Required
High school diploma or GED

Work Experience Required
Equivalent experience
Good manual dexterity
Word processing (preferred)

Examinations Required
None

Other Job Requirements
Bondable

Job Information

Wages
$1,550 per month

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance

Work Schedule
Permanent status
5 days a week, 8 hours a day
7:00 a.m. to 3:30 p.m.

Work Setting
Office

Probationary Period
None

Employment History
6+ years with company
6+ years in this position

Narrative Description
Types, revises, edits and produces a variety of business documents (i.e., graphics and charts) using a microcomputer.

Physical Demands
100% sedentary

Physical Activities Performed
Reach, stoop, sit, turn, see, sense of touch, finger dexterity

Environmental Conditions
None

Special Conditions
High rate of production
Precision/quality
High level of stress

Work Group
Small group

Standard Training Period
90 days

Standard Amount of Direct Supervision
Minimal
Correspondence Specialist

Deafness

**Significant Duties**

**Leadership/Administrative/Managerial**
None

**Problem Solving/Reasoning Tasks**
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Recognize the effects of changing quantity or quality of materials
Evaluate for accuracy and completeness

**Computer Tasks**
Enter data into computers
Access data from computers
Perform word processing

**Mathematical Tasks**
Count
Understand order (e.g., first, second, last)
Understand concepts of greater than and less than
Handle basic calculations (+, -, x, /)
Use numerical values from charts, diagrams, tables
Construct diagrams, charts, records using numerical calculations
Make and measure measurements

**Writing Tasks**
Write legibly
Complete forms accurately
Write sentences in standard English

**Reading Tasks**
Identify work-related symbols/signs
Read simple directions
Read technical information

**Communication Tasks**
Listen through lip reading
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Report accurately what others have said
Give clear oral instructions and directions

**Manual Perceptual Tasks**
Eye-hand coordination
Hand work
Use job-specific hand tools and equipment (rulers and other office equipment)
Tend machine(s) (computer)
Operate machine(s) (computer, printer)
Set up machine(s) (printer/computer)
Use keyboard skills
Develop visual presentations

**Special Considerations for This Worker**

**Limitations**
Hearing

**Special Training**
None

**Job Accommodations**
Co-workers face employee when speaking to allow employee to lip read communication.

**Personal Strengths**
Good communication skills (lip reading)
Pleasant personality
Job/career professionalism and commitment

**Financial Incentives for Hiring**
None
## Company Information

**Company Name**
Schnuck Markets, Inc.
4900 Manchester
St. Louis, MO 63110

**Description of Company**
Retail grocery store

**Number of Employees**
10,000 total company
150 this site

**For more information, contact**
J. ie Helmke, Personnel Specialist
(314) 534-5071

## Requirements of This Job

**Academic Credentials Required**
None

**Work Experience Required**
None

**Examinations Required**
None

**Other Job Requirements**
Uniform, union membership, dress code

## Job Information

**Wages**
$3.80 per hour

**Benefits**
Provided through union membership

**Work Schedule**
Permanent status
3-5 days a week, 4-6 hours a day
Time of work varies, rotating shifts

**Work Setting**
Grocery store

**Probationary Period**
30 days

**Employment History**
6 months with company
6 months in this position

**Narrative Description**
Bags groceries; offers carry-out service to customers; brings carts in from parking lot; checks prices as needed for checkers; replaces damaged items; stocks grocery bags; and places stock on shelves as needed.

**Physical Demands**
100% medium work

**Physical Activities Performed**
Push, pull, reach, stoop, crouch, turn, see, hear, sense of touch, finger dexterity

**Environmental Conditions**
Hot, cold, humid, dry, wet, noise

**Special Conditions**
High rate of production

**Work Group**
One-to-one and in large group

**Standard Training Period**
4-8 hours

**Standard Amount of Direct Supervision**
Minimal
**Mental Retardation - Mild**

### Significant Duties

<table>
<thead>
<tr>
<th>Leadership/Administrative/Managerial</th>
<th>Writing Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Problem Solving/Reasoning Tasks</th>
<th>Reading Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recognize and use appropriate</td>
<td>Identify work-related symbols/signs</td>
</tr>
<tr>
<td>procedures</td>
<td></td>
</tr>
<tr>
<td>Conduct work activities in</td>
<td></td>
</tr>
<tr>
<td>appropriate sequences</td>
<td></td>
</tr>
<tr>
<td>Obtain resources needed to carry</td>
<td></td>
</tr>
<tr>
<td>out work</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Computer Tasks</th>
<th>Communication Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>Listen</td>
</tr>
<tr>
<td></td>
<td>Follow intent of oral directions</td>
</tr>
<tr>
<td></td>
<td>Talk</td>
</tr>
<tr>
<td></td>
<td>Speak clearly</td>
</tr>
<tr>
<td></td>
<td>Use appropriate vocabulary and grammar</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mathematical Tasks</th>
<th>Manual Perceptual Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Count</td>
<td>Eye-hand coordination</td>
</tr>
<tr>
<td>Understand order (e.g., first,</td>
<td>Hand work</td>
</tr>
<tr>
<td>second, last)</td>
<td>Use job-specific hand</td>
</tr>
<tr>
<td>Understand concepts of greater than and less than</td>
<td>tools and equipment</td>
</tr>
<tr>
<td></td>
<td>(grocery clerk hand tools and equipment)</td>
</tr>
</tbody>
</table>

### Special Considerations for This Worker

<table>
<thead>
<tr>
<th>Limitations</th>
<th>Personal Strengths</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>Industrious</td>
</tr>
<tr>
<td></td>
<td>Dedicated</td>
</tr>
<tr>
<td></td>
<td>Loyal</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Special Training</th>
<th>Financial Incentives for Hiring</th>
</tr>
</thead>
<tbody>
<tr>
<td>Store managers and coworkers provided additional special training as needed on job responsibilities.</td>
<td>None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Job Accommodations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extra supervision and instruction on job tasks provided by employer to maintain employee's job skills (minimal time).</td>
</tr>
</tbody>
</table>
### Company Information

**Company Name**  
City of Revere, Massachusetts  
Broadway  
Revere, MA 02151

**Description of Company**  
Municipal commission dealing with handicapped issues.

**Number of Employees**  
1 total company  
1 this site

**For more information, contact**  
Steven J. Rich  
Director of Commission of Handicapped Affairs  
(617) 289-9200 ext. 136

### Job Information

**Wages**  
$20,657 annually  

**Benefits**  
Paid holidays  
Paid sick days  
Pension  
FICA

**Work Schedule**  
Permanent status

**Work Setting**  
Office

**Probationary Period**  
None

**Employment History**  
3 years with company  
1 year in this position

**Narrative Description**  
Responsible for access to city programs by people with disabilities; implements new programs; educates public concerning equal rights and treatment of people who are disabled; and oversees architectural access laws and enforcement.

**Physical Demands**  
100% sedentary

**Physical Activities Performed**  
Reach, sit, see, hear, finger dexterity

**Environmental Conditions**  
Cramped quarters

**Special Conditions**  
None

**Work Group**  
Small group

**Standard Training Period**  
None

**Standard Amount of Direct Supervision**  
None

**Requirements of This Job**

**Academic Credentials Required**  
High school diploma  
College coursework in a disability field and human rights

**Work Experience Required**  
Experience in architectural access, laws for people with disabilities, working with people.

**Examinations Required**  
None

**Other Job Requirements**  
None
**Significant Duties**

**Leadership/Administrative/Managerial**
- Provide leadership
- Develop company policies
- Implement company policies
- Supervise personnel
- Represent the company at internal functions
- Represent the company at external functions
- Report to a board of directors
- Administer department budget

**Problem Solving/Reasoning Tasks**
- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain sources needed to carry out work
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

**Writing Tasks**
- Copy accurately
- Write legibly
- Complete forms accurately
- Write sentences in standard English
- Organize, select, and relate ideas in writing
- Produce intelligible written documents
- Identify and correct errors in writing

**Reading Tasks**
- Identify work-related symbols/signs
- Read simple directions
- Read technical information
- Reviews plans and blueprints for curbs, sidewalks, and buildings

**Communication Tasks**
- Listen
- Talk
- Speak clearly
- Use appropriate vocabulary and grammar
- Give clear oral instructions and directions
- Explain activities and ideas clearly
- Effectively present information to groups

**Manual Perceptual Tasks**
- Eye-hand coordination

**Computer Tasks**
- None

**Mathematical Tasks**
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+,-,x,/) 
- Estimate quantities needed to do a job
- Calculate costs
- Use numerical values from charts, diagrams, tables
- Prepare budgets
Special Considerations for This Worker

Limitations
None

Special Training
None

Job Accommodations
Custodians assist employee to proper posture in wheelchair - 10 min./day.
Clerical and filing work performed by student volunteers to accommodate employee's limited mobility (40 min./day, 3-4 times per week).
Office location moved from City Hall to Senior High School to provide greater accessibility for wheelchair (no cost).
Uses accessible staff bathroom to accommodate employee's ability to open and close doors.
Father drives lift equipped van or rides public van to work to accommodate no driver's license ($.75/1 way).

Personal Strengths
Speaks effectively on issues and convinces others about civil rights
Puts others at ease
Common sense
Analyzes and solves problems using compromises
Self confidence
Ability to sell self

Financial Incentives for Hiring
Massachusetts Rehabilitation paid for on-the-job training wage subsidy

Other Job Replication Factors
A true desire to help the disabled gain independence in the community with dignity. Provide equal access and opportunities to advance participation by all citizens.
Company Information

Company Name
California Department of Transportation (Caltrans)
1120 North Street, Room 1200
Sacramento, CA 95814

Description of Company
Design and maintenance of state highway system; planning transportation needs for the state.

Number of Employees
15,000+ total company
3,000 this site

Requirements of This Job

Academic Credentials Required
Bachelor's degree

Work Experience Required
One year - duties comparable to Assistant Caltrans Administrator (Specialist or Supervisor). Three years technical experience in transportation program or support service, including one year comparable to Assistant Caltrans Administrator (Specialist or Supervisor) and college graduation equivalency.

Examinations Required
Physical

Other Job Requirements
Civil Service exam

Narrative Description
Duties and percent of time performed includes: provides lead role with Caltrans Statewide Disabled Advisory Committee (30%); coordinates limited Examination and Appointment Program (LEAP) (20%); provides technical support to Headquarters Disabled Advisory Committee (20%); coordinates 504 department non-discrimination policies (15%); performs Affirmative Action Staff work (10%); and investigates EEO complaints (5%).

Physical Demands
100% sedentary

Physical Activities Performed
Push, pull, reach, sit, turn, see, depth perception, hear

Environmental Conditions
None

Special Conditions
High rate of production

Work Group
Works alone, one-to-one, and in small and large groups

Employment History
37 months with company
37 months in this position

Wages
$2,641 per month

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance
Vision care

Work Schedule
Permanent status
5 days a week, 8 hours a day
8:00 a.m. to 5:00 p.m.

Work Setting
Office

Probationary Period
12 months at assistant level, 6 months at associate level

Standard Amount of Direct Supervision
Minimal

47
Disabled Program Manager

Significant Duties

Leadership/Administrative/Managerial
- Provide leadership
- Develop company policies
- Implement company policies
- Specify goals and work tasks of others
- Represent the company at internal functions
- Represent the company at external functions

Problem Solving/Reasoning Tasks
- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

Writing Tasks
- Write sentences in standard English
- Organize, select, and relate ideas in writing
- Produce intelligible written documents

Reading Tasks
- Identify work-related symbols/signs
- Read simple directions
- Read technical information

Communication Tasks
- Listen
- Follow intent of oral directions
- Talk
- Speak clearly
- Use appropriate vocabulary and grammar
- Stay on the topic in job-related conversations
- Report accurately what others have said
- Give clear oral instructions and directions
- Explain activities and ideas clearly
- Effectively present information to groups

Manual Perceptual Tasks
- Develop visual presentations

Computer Tasks
- None

Mathematical Tasks
- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+, -, x, /)
- Estimate quantities needed to do a job
- Calculate costs
- Use numerical values from charts, diagrams, tables
- Construct diagrams, charts, records using numerical calculations
- Make and use measurements
Special Considerations for This Worker

Limitations
Low frustration tolerance, mathematics, vision, standing, walking, kneeling, squatting, hearing

Special Training
Equal Employment Opportunity
Investigator Training for 3 days provided by private vendor. A certificate was awarded to employee upon completion of the special training.

Job Accommodations
Attendant/driver assists employee with travel (cost varies).
Following accommodations provided by employer:
Automatic phone dialing to accommodate employee's tactile skills.
Dictaphone to accommodate employee's slow writing ($150).
Raised desk on blocks to accessible height ($10).
Furniture rearranged to provide more space (3 hours).
Installed additional grab bars to help employee access bathroom ($50).

Personal Strengths
Hard worker
Works well with others
Identifies problems

Financial Incentives for Hiring
Career Opportunity Development program, funded by state Vocational Rehabilitation Agency.

Other Job Replication Factors
Employers should provide accommodations as needed for persons with a disability.
Dispatcher

Company Information

Company Name
Kalamazoo Department of Public Safety
215 West Lovell
Kalamazoo, MI 49007

Description of Company
Municipal department providing 24 hour police and fire protection for city of Kalamazoo.

Number of Employees
298 total company
22 this site

For more information, contact
David Weessies, Lieutenant
(616) 385-8120

Requirements of This Job

Academic Credentials Required
High school diploma or GED

Work Experience Required
Dispatcher experience preferred

Examinations Required
None

Other Job Requirements
Union membership
Dress code
Civil Service exam

Job Information

Wages
$11.16 per hour

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compens.
Medical insurance
Dental insurance
Life insurance

Work Schedule
Permanent status
5 days a week, 8 hours a day
12:00 a.m. to 8:00 a.m.

Work Setting
Office

Probationary Period
1 year

Employment History
4 years with company
4 years in this position

Narrative Description
Responds to calls for assistance and information; determines distribution of incoming calls based on availability of Public Safety units, priority, pre-arranged response procedures and geographical location; operates computer terminal, monitors radio frequencies, and operates Law Enforcement Information Network with state police and FBI.

Physical Demands
100% sedentary

Physical Activities Performed
Push, pull, reach, sit, turn, see, color vision, depth perception, hear, finger dexterity

Environmental Conditions
None

Special Conditions
Precision/quality
High level of stress

Work Group
Small group

Standard Training Period
60 days

Standard Amount of Direct Supervision
Minimal
**Dispatcher Paraplegia**

**Significant Duties**

**Leadership/Administrative/Managerial**
None

**Problem Solving/Reasoning Tasks**
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Collect and organize information
Analyze and synthesize information
Identify alternative approaches or solutions
Review progress periodically
Evaluate for accuracy and completeness
Correct deficiencies
Summarize and draw conclusions

**Computer Tasks**
Enter data into computers
Access data from computers
Perform word processing

**Mathematical Tasks**
Count
Understand order (e.g., first, second, last)
Understand concepts of greater than and less than
Handle basic calculations (+, -, x, /)
Estimate quantities needed to do a job
Use numerical values from charts, diagrams, tables

**Writing Tasks**
Copy accurately
Write legibly
Complete forms accurately
Write sentences in standard English

**Reading Tasks**
Identify work-related symbols/signs
Read technical information

**Communication Tasks**
Listen
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Stay on the topic in job-related conversations
Report accurately what others have said
Give clear oral instructions and directions
Explain activities and ideas clearly

**Manual Perceptual Tasks**
Eye-hand coordination
Hand work
Use job-specific hand tools and equipment (radio, microphone)
Use keyboard skills

**Special Considerations for This Worker**

**Limitations**
Feeling/sensory, lifting, carrying, standing, walking, kneeling, squatting, confined to wheelchair

**Special Training**
Special training (60 days) provided by supervisor, including 1 month of learning department policy and procedures and 1 month of hands-on experience. Employee entered permanent employment upon completion of the special training.

**Personal Strengths**
Positive attitude
Determination
Job knowledge, skills and ability

**Financial Incentives for Hiring**
None

**Job Accommodations**
Building ramp and other accessibility improvements provided by employer to accommodate employee's wheelchair ($100).
Company Information

Company Name
LINK Resources
79 Fifth Avenue
New York, NY 10003

Description of Company
Research and consulting services in telecommunications and off-site operations.

Number of Employees
50 total company
1 this site

For more information, contact
Carol D'Agostino
Editor/Senior Research Associate
(516) 791-2332

Requirements of This Job

Academic Credentials Required
None

Work Experience Required
General office and computer skills preferred.

Examinations Required
None

Other Job Requirements
None

Job Information

Wages
Salaried

Benefits
Paid vacation
Paid holidays
Paid sick days
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance

Work Schedule
Permanent status
5 days a week, 7 hours a day
8:00 a.m. to 4:00 p.m.

Work Setting
Office in home

Probationary Period
None

Employment History
3.5 years with company
1 year in this position

Narrative Description
Operates computer software (Word Perfect, DBase III, telecommunications); conducts telephone interviews and research; performs word processing and database management; writes and edits monthly newsletter; and communicates with clients, general public, subscribers, and coworkers.

Physical Demands
100% sedentary

Physical Activities Performed
Push, pull, reach, stoop, sit, turn, see, hear, sense of touch, finger dexterity

Environmental Conditions
None

Special Conditions
Precision/quality

Work Group
Small group

Standard Training Period
None

Standard Amount of Direct Supervision
Minimal
Multi-Handicaps - Hypoadrenocorticism, Allergies

**Significant Duties**

**Leadership/Administrative/Managerial**
- Implement company policies

**Problem Solving/Reasoning Tasks**
- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

**Writing Tasks**
- Copy accurately
- Write legibly
- Complete forms accurately
- Write sentences in standard English
- Organize, select, and relate ideas in writing
- Produce intelligible written documents
- Identify and correct errors in writing

**Reading Tasks**
- Identify work-related symbols/signs
- Read simple directions
- Read technical information

**Communication Tasks**
- Listen
- Follow intent of oral directions
- Talk
- Speak clearly
- Use appropriate vocabulary and grammar
- Stay on the topic in job-related conversations
- Report accurately what others have said
- Give clear oral instructions and directions
- Explain activities and ideas clearly

**Mathematical Tasks**
- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+, -, x, /)
- Estimate quantities needed to do a job
- Calculate costs
- Use numerical values from charts, diagrams, tables
- Construct diagrams, charts, records using numerical calculations

**Computer Tasks**
- Enter data into computers
- Access data from computers
- Perform word processing

**Manual Perceptual Tasks**
- Eye-hand coordination
- Hand work
- Use job-specific hand tools and equipment
- Tend machine(s) (2 printers, fax, telephone, 2 computers)
- Operate machine(s) (2 printers, fax, telephone, 2 computers)
- Set up machine(s)
- Use keyboard skills
Special Considerations for This Worker

Limitations
Lifting, carrying, pushing, pulling, standing, walking, kneeling, squatting, stamina, energy level, remembering, allergies

Special Training
Supervisor provided on-the-job training as needed. Employee entered permanent employment and received a wage increase upon completion of the standard training.

Job Accommodations
Worksite located at employee's home to accommodate employee's multiple disabilities.
Home computer modem for sending work assignments provided by employer to accommodate employee's work tolerance.

Personal Strengths
Reliable
Works with minimal supervision
Excellent job skills

Financial Incentives for Hiring
None
Company Information

Company Name
NEC of America, Inc. Oregon Plant
3100 Northeast Shute Road
Hillsboro, OR 97124

Description of Company
An electronics company manufacturing fibre optics and telecommunication systems.

Number of Employees
350

For more information, contact
Paul Crowther
Executive Director of OESCO - Oregon Employment Service Corporation.

Requirements of This Job

Academic Credentials Required
None

Work Experience Required
None

Examinons Required
None

Other Job Requirements
None

Job Information

Wages
Piece rate

Benefits
Paid vacation
Paid holidays
Paid sick days

Work Schedule
Permanent status
5 days a week, 8 hours a day
7:30 a.m. to 4:00 p.m.

Work Setting
Electronics factory bench work

Probationary Period
7-30 days

Employment History
3 months with company
3 months in this position

Narrative Description
Prepares electronic components for assembly, including crimps, bends, cuts, and forms wires, diodes, transistors, fuses, IC's, PCs, LEDs, etc.

Physical Demands
85% sedentary, 15% light work

Physical Activities Performed
Reach, sit, turn, see, color vision, depth perception, sense of touch, finger dexterity

Environmental Conditions
Odors, noise, moving objects

Special Conditions
Precision/quality
Distracting conditions
High level of stress

Work Group
Large group

Standard Training Period
Months

Standard Amount of Direct Supervision
Maximal
## Significant Duties

<table>
<thead>
<tr>
<th>Leadership/Administrative/Managerial</th>
<th>Reading Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>Identify work-related symbols/signs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Problem Solving/Reasoning Tasks</th>
<th>Communication Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conduct work activities in appropriate sequence</td>
<td>Listen</td>
</tr>
<tr>
<td></td>
<td>Follow intent of oral directions</td>
</tr>
<tr>
<td></td>
<td>Talk</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Computer Tasks</th>
<th>Manual Perceptual Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>Eye-hand coordination</td>
</tr>
<tr>
<td></td>
<td>Hand work</td>
</tr>
<tr>
<td></td>
<td>Construct, fabricate or assemble materials</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mathematical Tasks</th>
<th>Use job-specific hand tools and equipment (pliers, crimpers, wire cutters and various air-powered electronic assembly tools and presses)</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>Operate machine(s) (various air-powered electronic assembly presses)</td>
</tr>
</tbody>
</table>

| Writing Tasks                       |                                                                      |
|-------------------------------------|                                                                      |
| None                                |                                                                      |
Special Considerations for This Worker

Limitations
Low frustration tolerance, acceptance of supervision, interactions with coworkers, communication, hard of hearing, limited verbal skills, reading, writing spelling, mathematics (related to disability), handling, fingering, cannot work alone, remembering, hearing, speaking, following spoken directions, following written directions, allergies, respiratory problems

Personal Strengths
Willing to work
Dependable
Learns and performs tasks required

Financial Incentives for Hiring
None

Other Job Replication Factors
Employee needs support from home environment and the employer.

Special Training
Onsite special trainer provides daily instruction on assembly procedures as needed. Employee received wage increase upon completion of special training.

Job Accommodations
Individual training provided by agency job coach for employee to learn and maintain the job (staff time).
Assembly procedures were separated into smaller tasks by supervisor to accommodate employee's skill level (minimal staff time).
Co-workers were taught sign language to accommodate employee's communication skills.
Different work jigs are used by the employee to accommodate assembly skills.
Family members provide transportation to and from work to accommodate employee's transportation needs (each family receives $20 or more per month to offset transportation costs).
Equal Employment Opportunity Coordinator

Company Information

Company Name
Morrison-Knudsen Company, Inc.
Box 7808
Boise, ID 83729

Description of Company
International construction engineering and management firm.

Number of Employees
2,382 total company
600 this site

For more information, contact
William F. Larsen
Equal Employment Opportunity Coordinator
(208) 386-6029

Requirements of This Job

Academic Credentials Required
Bachelor's degree

Work Experience Required
Personnel recruitment, employment benefits and public relations.

Examinations Required
None

Other Job Requirements
None

Job Information

Wages
$2,000 per month

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance

Work Schedule
Permanent status
5 days a week, 8 hours a day
8:00 a.m. to 5:00 p.m.

Work Setting
Office

Probationary Period
None

Employment History
8 years with company
2 years in this position

Narrative Description
 Writes affirmative action plans for office and field locations; performs public relations duties with local equal employment opportunity/affirmative action agencies; reports on ad hoc management; makes presentations to upper management personnel; and writes communication materials.

Physical Demands
100% sedentary

Physical Activities Performed
Push, pull, reach, sit, turn, see, color vision, depth perception, hear, sense of touch, finger dexterity

Environmental Conditions
None

Special Conditions
Precision/quality
High level of stress

Work Group
Works alone, one-to-one, and in small group

Standard Training Period
14 months

Standard Amount of Direct Supervision
Minimal
Equal Employment Opportunity Coordinator

Physical Handicap - Lower Extremities - Congenital

Significant Duties

Leadership/Administrative/Managerial
- Provide leadership
- Implement company policies
- Recruit, hire, and terminate personnel
- Supervise personnel
- Represent the company at internal functions
- Represent the company at external functions

Problem Solving/Reasoning Tasks
- Determine own work activities
- Recognize and use appropriate procedures
- Obtain resources needed to carry out work
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

Computer Tasks
- Access data from computers
- Perform word processing
- Write programs
- Perform systems analysis

Mathematical Tasks
- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+, -, x, /)
- Calculate costs
- Use numerical values from charts, diagrams, tables
- Construct diagrams, charts, records using numerical calculations
- Use formulas (translating, substituting values)
- Prepare budgets

Writing Tasks
- Complete forms accurately
- Write sentences in standard English
- Organize, select, and relate ideas in writing
- Produce intelligible written documents

Reading Tasks
- Identify work-related symbols/signs
- Read simple directions
- Read technical information

Communication Tasks
- Listen
- Follow intent of oral directions
- Talk
- Speak clearly
- Use appropriate vocabulary and grammar
- Stay on the topic in job-related conversations
- Give clear oral instructions and directions
- Explain activities and ideas clearly
- Effectively present information to groups

Manual Perceptual Tasks
- Eye-hand coordination
- Use job-specific hand tools and equipment (writing and typing office equipment)
- Operate machine (IBM personal computer)
- Use keyboard skills
- Develop visual presentations
### Special Considerations for This Worker

#### Limitations
- Lifting, carrying, pushing, pulling, standing, walking, kneeling, squatting

#### Special Training
- Supervisor provided first month's special training on equal rights legislation.

#### Job Accommodations
- None

#### Personal Strengths
- Adaptable
- Flexible
- Self-directed
- Motivated

#### Financial Incentives for Hiring
- None

#### Other Job Replication Factors
- Employee must understand legislative text and highly complicated job assignments.
Company Information

Company Name
Koch Farms
R.R. 1, Box 20
Miles, IA 52064

Description of Company
Farming

Number of Employees
3 total company

For more information, contact
Warren W. Kocn, Co-Owner
(319) 682-7827

Requirements of This Job

Academic Credentials Required
None

Work Experience Required
Operation of equipment preferred

Examinations Required
None

Other Job Requirements
Driver's license

Job Information

Wages
$100 per month

Benefits
None

Work Schedule
Seasonal status
0-7 days a week, 0-12 hours a day
No regular hours

Work Setting
Farm

Probationary Period
None

Employment History
20 years with company
20 years in this position

Narrative Description
Drives tractor during field work and drives truck to haul corn to market.

Physical Demands
100% sedentary

Physical Activities Performed
Sit, turn, see, color vision, depth perception, hear

Environmental Conditions
Hot, cold, humid, dry, wet, dust, dirt, noise, vibration, mechanical hazards, moving objects

Special Conditions
None

Work Group
Works alone, one-to-one

Standard Training Period
None

Standard Amount of Direct Supervision
Moderate
Farm Machine Operator

Quadriplegia

**Significant Duties**

**Leadership/Administrative/Managerial**
None

**Problem Solving/Reasoning Tasks**
- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work

**Computer Tasks**
None

**Mathematical Tasks**
- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+,-,x,/) 
- Estimate quantities needed to do a job
- Calculate costs
- Make and use measurements

**Writing Tasks**
- Write legibly

**Reading Tasks**
- Identify work-related symbols/signs
- Read simple directions

**Communication Tasks**
- Listen
- Follow intent of oral directions
- Talk

**Manual Perceptual Tasks**
- Eye-hand coordination
- Operate machine(s) (drive farm equipment)

**Special Considerations for This Worker**

**Limitations**
Handling, fingering, lifting, carrying, pushing, pulling, standing, walking, kneeling, squatting, cannot work alone

**Personal Strengths**
- Ability to drive tractor and truck
- Financial Incentives for Hiring
- None

**Special Training**
None

**Job Accommodations**
Equipment/vehicle modifications provided by employer to accommodate worker's mobility.

62 70
Food Attendant - Dishwasher

D.O.T. #318.687-010

Company Information

Company Name
3M Corporation
3M Center
St. Paul, MN 55144

Description of Company
Provides breakfast and lunch food service for 3M employees.

Number of Employees
45,000 total company
12,000 this site

For more information, contact
Doris Dwelzarek
Manager, Food Services
(612) 733-1611

Requirements of This Job

Academic Credentials Required
None

Work Experience Required
None

Examinations Required
Physical, hearing, vision

Other Job Requirements
Age 18 minimum
Age 70 maximum
Uniform
Dress code
Clean, presentable appearance
Personal hygiene

Job Information

Wages
$6.48 per hour

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance
Investment programs

Work Schedule
Permanent status
5 days a week, 7.5 hours a day
8:00 a.m. to 4:00 p.m.

Work Setting
Cafeteria

Probationary Period
Variable, 3 months or longer

Employment History
20 years with company
7 years in this position

Narrative Description
Pushes carts between atrial kitchen and serving unit; washes pots and pans and small equipment; operates mechanical dishwasher system to wash trays; empties trays into trash room during service periods; stocks supplies; fills ice bins; and performs miscellaneous cleaning tasks.

Physical Demands
25% light work, 75% medium work

Physical Activities Performed
Push, pull, reach, stoop, crouch, turn, see, depth perception, hear, sense of smell, sense of touch, finger dexterity

Environmental Conditions
Hot, wet, noise, moving objects

Special Conditions
None

Work Group
Works alone and in small group

Standard Training Period
3 days

Standard Amount of Direct Supervision
Moderate
Leadership/Administrative/Managerial
None

Problem Solving/Reasoning Tasks
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence

Communication Tasks
Listen
Follow intent of oral directions
Talk
Pleasant simple greetings with customers

Computer Tasks
None

Manual Perceptual Tasks
Eye-hand coordination
Hand work
Use job-specific hand tools and equipment (kitchen and dishwashing tools and equipment)
Tend machine (dishwashing machine)
Operate machine (dishwashing machine)
Set up machine (dishwashing machine)

Mathematical Tasks
Count
Understand order (e.g., first, second, last)

Problem Solving/Reasoning Tasks
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence

Writing Tasks
Sign signature

Special Considerations for This Worker

Limitations
Reading, writing, spelling, mathematics, remembering, following spoken directions, following written directions

Personal Strengths
Consistently pleasant and agreeable
Attendance
Reliable in performing assigned tasks
Strong loyalty to company

Reading Tasks
Identify work-related symbols/signs

Special Training
The company unit leader provides initial special training on new tasks with follow-up over a period of weeks. Employee entered permanent employment upon completion of the first special training period.

Financial Incentives for Hiring
None

Job Accommodations
Training and monitoring of worker provided by company unit lead person when necessary to accommodate employee's need for follow-up (no cost).
Transportation is provided by family and friends to accommodate employee's inability to drive.

Other Job Replication Factors
Increased training time is more than offset by developing a long term employee who is content in an entry level, monotonous and physically demanding job.
Founcler/Director

Muscular Dystrophy

D.O.T. #165.067-010

Company Information

Company Name
National Barrier Awareness Foundation
8507 Mayland Drive
Richmond, VA 23229

Description of Company
Private, non-profit advocacy agency for persons with disabilities using a national volunteer network.

Number of Employees
4 total company
4 this site

For more information, contact
Lorraine Berry, Founder
(804) 273-0070

Job Information

Wages
$2,500 per month

Benefits
Paid vacation
Paid holidays
Paid sick days
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Life insurance

Work Schedule
Permanent status
5 days a week, 8 hours a day
9:00 a.m. to 5:00 p.m.

Work Setting
Office

Probationary Period
None

Employment History
3 years with company
3 years in this position

Standard Training Period
On-going

Standard Amount of Direct Supervision
None

Narrative Description
Develops and monitors overall agency focus, objectives, and policies; serves as national spokesperson soliciting moral and financial support from business, government, and entertainment communities; designs and implements marketing strategies to receive extensive media coverage; and supports and edits agency national news magazine.

Physical Demands
100% sedentary

Physical Activities Performed
Push, pull, reach, balance, sit, turn, see, color vision, depth perception, hear, sense of smell, sense of taste, sense of touch, finger dexterity

Environmental Conditions
None

Special Conditions
High rate of production

Work Group
Works alone, one-to-one, and in small and large groups

Academic Credentials Required
Bachelor's degree

Work Experience Required
Background and knowledge of disability issues.

Examinations Required
None

Other Job Requirements
Dress code
Significant Duties

**Leadership/Administrative/Managerial**
- Provide leadership
- Develop company policies
- Implement company policies
- Recruit, hire, and terminate personnel
- Specify goals and work tasks of others
- Supervise personnel
- Represent the company at internal functions
- Represent the company at external functions
- Report to a board of directors

**Problem Solving/Reasoning Tasks**
- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

**Mathematical Tasks**
- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+,-,x,/) 
- Estimate quantities needed to do a job
- Calculate costs
- Use numerical values from charts, diagrams, tables
- Construct diagrams, charts, records using numerical calculations

**Writing Tasks**
- Copy accurately
- Write legibly
- Complete forms accurately
- Write sentences in standard English
- Organize, select, and relate ideas in writing
- Produce intelligible written documents
- Identify and correct errors in writing

**Reading Tasks**
- Identify work-related symbols/signs
- Read simple directions
- Read technical information

**Communication Tasks**
- Listen
- Follow intent of oral directions
- Talk
- Speak clearly
- Use appropriate vocabulary and grammar
- Stay on the topic in job-related conversations
- Report accurately what others have said
- Give clear oral instructions and directions
- Explain activities and ideas clearly
- Effectively present information to groups

**Manual Perceptual Tasks**
- Eye-hand coordination
- Hard work
- Construct, fabricate or assemble materials
- Operate machine(s) (adding machine, typewriter, personal computer)
- Use keyboard skills
- Develop visual presentations

**Computer Tasks**
- Enter data into computers
- Access data from computers
Special Considerations for This Worker

Limitations
Lifting, carrying, pushing, pulling, standing, walking, kneeling, squatting, running, jumping, allergies, respiratory problems

Special Training
None

Job Accommodations
Building ramp and bathroom grab rails installed by employer to accommodate employee's accessibility needs.

Personal Strengths
Works together - team player
Shares thoughts - open and honest
Good sense of humor

Financial Incentives for Hiring
None

Other Job Replication Factors
Ask questions. Be open and work together.
Company Information

Company Name
Warner Electric Brake and Clutch
449 Gardner Street
South Beloit, IL 61080

Description of Company
Manufactures electric brakes and clutches.

Number of Employees
878 total company
530 this site

For more information, contact
Don Sorensen
Manager, Employee Relations
(815) 399-3771 Ext. 2251

Requirements of This Job

Academic Credentials Required
High school diploma

Work Experience Required
None

Examinations Required
Physical

Other Job Requirements
None

Job Information

Wages
$8.86 per hour

Benefits
Paid vacation
Paid holidays
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance

Work Schedule
Permanent status
5 days a week, 8 hours a day
7:00 a.m. to 3:00 p.m.

Work Setting
Factory

Probationary Period
60 days

Employment History
34 years with company
34 years in this position

Narrative Description
Assembles electric brake resistors by winding grid wire on board; operates automatic wire machine which cuts lead wires to correct length; and operates machine to insert rubber grommets into bumper plates for electric clutch.

Physical Demands
100% sedentary

Physical Activities Performed
Push, pull, reach, sit, turn, hear, sense of touch, finger dexterity

Environmental Conditions
Mechanical hazards, moving objects

Special Conditions
Precision/quality

Work Group
Works alone

Standard Training Period
Unknown

Standard Amount of Direct Supervision
Minimal
General Assembler B

Blindness - Congenital

**Significant Ties**

**Leadership/Administrative/Managerial**
None

**Problem Solving/Reasoning Tasks**
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence

**Computer Tasks**
None

**Mathematical Tasks**
Count
Understand order (e.g., first, second, last)

**Writing Tasks**
None

**Reading Tasks**
None

**Communicational Tasks**
Follow intent of oral directions

**Computer Tasks**
None

**Manual Perceptual Tasks**
Hand work
Construct, fabricate or assemble materials
Operate machine(s) (grid winder, wire cutting machine, bumper machine)

**Special Considerations for This Worker**

**Limitations**
Vision, following written directions

**Special Training**
Co-workers provided initial special training on parts identification by touch and assembly sequence.

**Job Accommodations**
First two seeing-eye dogs purchased by employer to accommodate employee's disability. Employer offered to purchase current seeing-eye dog.
Work station prepared by night shift worker to accommodate employee's disability (no cost).

**Personal Strengths**
Expects to be treated like any other employee

**Financial Incentives for Hiring**
None

**Other Job Replication Factors**
Positive attitude toward the employee.
General Clerk

Hearing Impairment

D.O.T. #265.362-010

Company Information

Company Name
New England Telephone
185 Franklin Street
Boston, MA 02107

Description of Company
Telecommunication products and services.

Number of Employees
28,000 total company
75 this site

For more information, contact
John Cooney, Manager
Affirmative Action Program/
Equal Employment Opportunity
(617) 743-4901

Job Information

Wages
$836 per month

Benefits
Paid vacation
Paid holidays
Pension
FICA
Worker's compensation
Medical insurance
Dental insurance
Life insurance
Vision care, 100%
Tuition aid, 100%
Savings plan

Work Schedule
Permanent status
5 days a week, 7.5 hours a day
8:00 a.m. to 4:30 p.m.

Work Setting
Office

Probationary Period
6 months

Employment History
2 months with company
5 months in this position

Requirements of This Job

Academic Credentials Required
High school diploma

Work Experience Required
None

Examinations Required
Physical, hearing, vision, drug test, typing test, entry level exam

Other Job Requirements
Union membership

Narrative Description
Types and draws engineers' work plans; copies, collates and forwards engineers' drawings to construction/manufacturing crews; and assists in distribution room.

Physical Demands
100% sedentary

Physical Activities Performed
Reach, sit, turn, see, depth perception, sense of touch, finger dexterity

Environmental Conditions
None

Special Conditions
Precision/quality

Work Group
Works alone

Standard Training Period
Varies

Standard Amount of Direct Supervision
Moderate
General Clerk

Significant Duties

Leadership/Administrative/Managerial
None

Problem Solving/Reasoning Tasks
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work

Computer Tasks
No.

Mathematical Tasks
Understand ordinal (e.g., first, second, last)
Understand concepts of greater than and less than
Calculate costs
Make and use measurements

Writing Tasks
Copy accurately
Write legibly
Complete forms accurately

Reading Tasks
Identify work-related symbols/signs
Read simple directions

Communication Tasks
Listen
Follow intent of oral directions
Use appropriate vocabulary and grammar
Stay on the topic in job-related conversations

Manual Perceptual Tasks
Eye-hand coordination
Hand work
Use job-specific hand tools and equipment (lettering guide and drawing hand tools and equipment)
Use keyboard skills

Special Considerations for This Worker

Limitations
Interactions with coworkers, hearing, following written directions

Special Training
Job coach and supervisor provide periodic special training on redrawing engineers' work orders and learning engineering symbols.

Job Accommodations
Minicom provided by employer to accommodate employee's communication skills.
Applicant work site visit provided by employer prior to accepting employment to demonstrate knowledge of disability accommodation.

Personal Strengths
On the job daily

Financial Incentives for Hiring
Targeted Jobs Tax Credit

Other Job Replication Factors
Obtain upper management support and provide awareness training. Inform staff that agencies are available for the employee and/or management team to consult regarding accommodating any limitations.
General Factory Machine Operator

Company Information

Company Name
Dyersville Die Cast
Division of Joseph L. Ertl, Inc.
P.O. Box 327
417 9th Street Southeast
Dyersville, IA 52040

Description of Company
Manufactures die cast toys and castings.

Number of Employees
65 total company
10 this site

For more information, contact
June T. Pacchini, Personnel
(319) 875-8921

Wages
$5.30 per hour

Benefits
Paid vacation
Paid holidays
FICA
Worker’s compensation
Unemployment compensation
Medical insurance
Life insurance

Work Schedule
Permanent status
5 days a week, 8 hours a day
7:30 a.m. to 4:00 p.m.

Work Setting
Factory

Probationary Period
90 days

Employment History
4.5 years with company
4.5 years in this position

Job Information

Narrative Description
Operates die cast machine producing metal toys and castings.

Physical Demands
40% sedentary, 40% light work, 19% medium work, 1% heavy work

Physical Activities Performed
Push, pull, reach, sit, see, hear, sense of touch, finger dexterity

Environmental Conditions
Hot

Special Conditions
None

Work Group
Works alone and in small group

Standard Training Period
3 months

Standard Amount of Direct Supervision
Moderate

Learning Disability

Requirements of This Job

Academic Credentials Required
High school diploma

Work Experience Required
None

Examinations Required
None

Other Job Requirements
Driver’s license
General Factory Machine Operator

Learning Disability

**Significant Duties**

**Leadership/Administrative/Managerial**
None

**Problem Solving/Reasoning Tasks**
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Recognize the effects of changing quantity or quality of materials
Correct deficiencies

**Writing Tasks**
Copy accurately
Write legibly

**Reading Tasks**
Identify work-related symbols/signs
Read simple directions

**Communication Tasks**
Listen
Follow intent of oral directions
Talk
Speak clearly

**Computer Tasks**
None

**Mathematical Tasks**
Count
Understand order (e.g., first, second, last)
Understand concepts of greater than and less than

**Manual Perceptual Tasks**
Eye-hand coordination
Hand work
Construct, fabricate or assemble materials
Use job-specific hand tools and equipment (general factory hand tools and equipment)
Tend machine (die cast machine)
Operate machine (die cast machine)

**Special Considerations for This Worker**

**Limitations**
Reading, writing, spelling

**Special Training**
Supervisor provided initial daily standard training for 3 months on factory machines. Employee received a wage increase upon completion of the standard training.

**Job Accommodations**
Evaluation and follow-up services provided by agency work experience coordinator to accommodate employee's need for job support.

**Personal Strengths**
Follows directions
Attendance record
Work attitude
Enjoys work
Responsible
Gets along well with coworkers

**Financial Incentives for Hiring**
Targeted Jobs Tax Credit

**Other Job Replication Factors**
Hire persons with a willingness and a positive attitude toward work and fellow employees.
General Labor/Return Stocker

Company Name
Camelot Enterprises, Inc.
8000 Freedom Ave. N.W.
North Canton, OH 44720

Description of Company
Wholesale/retail record and tape distribution.

Number of Employees
Approximately 325 this site

For more information, contact
Rick Thatcher, Supervisor of Human Resources and Benefits
(216) 494-8007

Company Information

Requirements of This Job

Academic Credentials Required
None

Work Experience Required
None

Examinations Required
None

Other Job Requirements
Age 18 minimum

Wages
$5.85 per hour

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance

Work Schedule
Permanent
5 days a week, 8 hours a day
7:30 a.m. to 4:00 p.m.

Work Setting
Warehouse

Probationary Period
30 days

Employment History
14 years with company
14 years in this position

Job Information

Physical Demands
100 medium work

Physical Activities Performed
Push, pull, reach, stoop, turn, see,
depth perception, hear, sense of
touch, finger dexterity

Environmental Conditions
Moving objects

Special Conditions
None

Work Group
Small group

Standard Training Period
30 days

Standard Amount of Direct Supervision
Moderate

Narrative Description
Operates shrink wrap machine -
rewraps albums, cassettes, video
movies, and compact disks
**General Labor/Return Stocker**

**Mental Retardation - Mild**

### Significant Duties

**Leadership/Administrative/Managerial**
None

**Problem Solving/Reasoning Tasks**
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials

**Writing Tasks**
None

**Reading Tasks**
Read simple directions

**Communication Tasks**
Listen
Talk

**Manual Perceptual Tasks**
- Eye-hand coordination
- Hand work
- Construct, fabricate or assemble materials
- Use job-specific hand tools and equipment
- Operate machine(s)

**Computer Tasks**
None

**Mathematical Tasks**
- Understand order (e.g., first, second, last)
- Estimate quantities needed to do a job

### Special Considerations for This Worker

**Limitations**
Acceptance of supervision, reading, writing, spelling, mathematics (related to disability)

**Personal Strengths**
- Listening skills
- Work attitude
- Good worker

**Special Training**
None

**Financial Incentives for Hiring**
None

**Job Accommodations**
None
<table>
<thead>
<tr>
<th>Company Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Company Name</strong></td>
</tr>
<tr>
<td>The Berkeley Democrat</td>
</tr>
<tr>
<td>P.O. Box 1057</td>
</tr>
<tr>
<td>Moncks Corner, SC 29461</td>
</tr>
<tr>
<td><strong>Description of Company</strong></td>
</tr>
<tr>
<td>weekly county newspaper</td>
</tr>
<tr>
<td><strong>Number of Employees</strong></td>
</tr>
<tr>
<td>12 total company</td>
</tr>
<tr>
<td><strong>For more information, contact</strong></td>
</tr>
<tr>
<td>H. Allen Morris, General Manager</td>
</tr>
<tr>
<td>(803) 761-8333</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Requirements of This Job</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Academic Credentials Required</strong></td>
</tr>
<tr>
<td>High school diploma</td>
</tr>
<tr>
<td>Bachelor's degree</td>
</tr>
<tr>
<td><strong>Work Experience Required</strong></td>
</tr>
<tr>
<td>Preferred, but will train</td>
</tr>
<tr>
<td><strong>Examinations Required</strong></td>
</tr>
<tr>
<td>None</td>
</tr>
<tr>
<td><strong>Other Job Requirements</strong></td>
</tr>
<tr>
<td>Driver's license, own vehicle, on call</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Job Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Wages</strong></td>
</tr>
<tr>
<td>$1,681.67 per month</td>
</tr>
<tr>
<td><strong>Benefits</strong></td>
</tr>
<tr>
<td>Paid vacation</td>
</tr>
<tr>
<td>Paid holidays</td>
</tr>
<tr>
<td>Paid sick days</td>
</tr>
<tr>
<td>FICA</td>
</tr>
<tr>
<td>Worker's compensation</td>
</tr>
<tr>
<td>Unemployment compensation</td>
</tr>
<tr>
<td>Medical insurance</td>
</tr>
<tr>
<td>Life insurance</td>
</tr>
<tr>
<td><strong>Work Schedule</strong></td>
</tr>
<tr>
<td>Permanent status</td>
</tr>
<tr>
<td>6 days a week, 10-12 hours a day</td>
</tr>
<tr>
<td>Open schedule</td>
</tr>
<tr>
<td><strong>Work Setting</strong></td>
</tr>
<tr>
<td>Newspaper office</td>
</tr>
<tr>
<td><strong>Probationary Period</strong></td>
</tr>
<tr>
<td>3 months</td>
</tr>
<tr>
<td><strong>Employment History</strong></td>
</tr>
<tr>
<td>9 years with company</td>
</tr>
<tr>
<td>7 years in this position</td>
</tr>
<tr>
<td><strong>Narrative Description</strong></td>
</tr>
<tr>
<td>Manages staff; develops and writes stories; proofreads; writes editorials; takes photographs; covers events; sells advertising; completes paper work; interviews people; solves problems; and participates in various committees.</td>
</tr>
<tr>
<td><strong>Physical Demands</strong></td>
</tr>
<tr>
<td>99% sedentary work</td>
</tr>
<tr>
<td><strong>Physical Activities Performed</strong></td>
</tr>
<tr>
<td>Reach, sit, see, color vision, depth perception, hear, sense of smell, sense of taste, sense of touch, finger dexterity</td>
</tr>
<tr>
<td><strong>Environmental Conditions</strong></td>
</tr>
<tr>
<td>Indoors and outdoors based on events</td>
</tr>
<tr>
<td><strong>Special Conditions</strong></td>
</tr>
<tr>
<td>None</td>
</tr>
<tr>
<td><strong>Work Group</strong></td>
</tr>
<tr>
<td>Sm 11 group</td>
</tr>
<tr>
<td><strong>Standard Training Period</strong></td>
</tr>
<tr>
<td>2 months</td>
</tr>
<tr>
<td><strong>Standard Amount of Direct Supervision</strong></td>
</tr>
<tr>
<td>None</td>
</tr>
</tbody>
</table>
Leadership/Administrative/Managerial
Provide leadership
Develop company policies
Implement company policies
Recruit, hire, and terminate personnel
Specify goals and work tasks of others
Supervise personnel
Represent the company at internal functions
Represent the company at external functions
Report to a board of directors

Problem Solving/Reasoning Tasks
Determine own work activities
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Recognize the effects of changing quantity or quality of materials
Collect and organize information
Analyze and synthesize information
Identify alternative approaches or solutions
Review progress periodically
Evaluate for accuracy and completeness
Correct deficiencies
Summarize and draw conclusions
Devise new ideas and better work methods

Mathematical Tasks
Count
Understand order (e.g., first, second, last)
Understand concepts of greater than and less than
Handle basic calculations (+,-,x,/) Estimate quantities needed to do a job Calculate costs Use numerical values from charts, diagrams, tables
Make and use measurements
Use formulas (translating, substituting values)
Prepare budgets

Writing Tasks
Copy accurately
Write legibly
Complete forms accurately
Write sentences in standard English
Organize, select, and relate ideas in writing
Produce intelligible written documents
Identify and correct errors in writing

Reading Tasks
Identify work-related symbols/signs
Read simple directions
Read technical information

Communication Tasks
Listen
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Stay on the topic in job-related conversations
Report accurately what others have said
Give clear oral instructions and directions
Explain activities and ideas clearly
Effectively present information to groups

Manual Perceptual Tasks
Eye-hand coordination
Hand work
Construct, fabricate or assemble materials
Use job-specific hand tools and equipment (general office tools)
Operate computer
Use keyboard skills
Develop visual presentations

Computer Tasks
Enter data into computers
Access data from computers
Perform word processing
<table>
<thead>
<tr>
<th><strong>Limitations</strong></th>
<th><strong>Personal Strengths</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Lifting, carrying, kneeling, squatting</td>
<td>Patience</td>
</tr>
<tr>
<td><strong>Special Training</strong></td>
<td>Tolerance</td>
</tr>
<tr>
<td>None</td>
<td>Ability to work long hours</td>
</tr>
<tr>
<td><strong>Job Accommodations</strong></td>
<td><strong>Financial Incentives for Hiring</strong></td>
</tr>
<tr>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td><strong>Other Job Replication Factors</strong></td>
<td>Do not show sympathy toward the employee. Let the person know the maximum duties required and give the person every opportunity to prove self.</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Groundskeeper

Company Name
Cobbs Creek Golf Club
72nd and Lansdowne Avenue
Philadelphia, PA 19151

Description of Company
Golf course maintenance

Number of Employees
24 total company
15 this site

For more information, contact
John Parisien, Superintendent
(215) 877-8707

Wages
$4.25 per hour

Benefits
FICA
Worker's compensation

Work Schedule
Seasonal status
5 days a week, 8 hours a day
6:00 a.m. to 2:30 p.m.

Work Setting
Golf course grounds

Probationary Period
None

Employment History
2 years with company
2 years in this position

Standard Training Period
10 days

Standard Amount of Direct Supervision
Minimal

Requirements of This Job

Academic Credentials Required
None

Work Experience Required
None

Examinations Required
None

Other Job Requirements
None

Narrative Description
Performs various golf course grounds maintenance duties including: changes cup placement on "greens"; moves tee markers; mows "rough" area with power mower; place water coolers in designated areas; paints; cleans grounds; trims weeds; rakes sand bunkers; and aerosprays and trims "greens" and "tee off" areas.

Physical Demands
60% light work, 30% medium work, 10% heavy work

Physical Activities Performed
Push, pull, reach, stoop, kneel, sit, turn, see, depth perception, hear, sense of touch, finger dexterity

Environmental Conditions
Hot, cold, humid, dry, wet, dust, dirt, odors, noise, vibration, mechanical hazards, moving objects

Special Conditions
None

Work Group
Works alone, one-to-one, and in small group
Groundskeeper  
Mental Retardation

**Significant Duties**

**Leadership/Administrative/Managerial**
- Provide leadership

**Problem Solving/Reasoning Tasks**
- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials

**Computer Tasks**
- None

**Mathematical Tasks**
- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than

**Writing Tasks**
- None

**Reading Tasks**
- Identify work-related symbols/signs
- Read simple directions

**Communication Tasks**
- Listen
- Follow intent of oral directions
- Talk

**Manual Perceptual Tasks**
- Eye-hand coordination
- Hand work
- Construct, fabricate or assemble materials
- Use job-specific hand tools and equipment (shovel, rake, cup cutter)
- Operate job-related power tool(s) (power mower, rakes, utility vehicles, weed eaters, tractor)

**Special Considerations for This Worker**

**Limitations**
- Spelling, mathematics

**Special Training**
- None

**Job Accommodations**
- Job training and placement services provided by Horticulture Hiring the Disabled's Project Plantwork to accommodate employee's ability to work and obtain employment.

**Personal Strengths**
- Works without direct supervision
- Punctuality
- Good attendance

**Financial Incentives for Hiring**
- 50% of first year salary subsidized by government funded program.
Hanger Assembler

Multi-Handicaps - Mental Retardation (Down's Syndrome), Speech Impairment

D.O.T. #362.686-010

Company Information

Company Name
Sanitary Cleaners
570 Westport Avenue
Norwalk, CT 06851

Description of Company
Professional dry cleaning and laundry services.

Number of Employees
25 total company
25 this site

For more information, contact
Kari Pettersen
Employment Manager Training and Employment Co-op
(203) 853-6404
Richard Epstein, Owner
(203) 847-2411

Requirements of This Job

Academic Credentials Required
None

Work Experience Required
None

Examinations Required
None

Other Job Requirements
None

Job Information

Wages
$3.75 per hour

Benefits
FICA

Work Schedule
Permanent status
5 days a week

Work Setting
Dry cleaning plant

Probationary Period
None

Employment History
1.5 years with company
1.5 years in this position

Narrative Description
Places cardboard onto wire clothes hangers and staples tissue paper to hangers.

Physical Demands
90% sedentary, 9% light work, 1% heavy work

Physical Activities Performed
Climb, stoop, see, hear, sense of touch, finger dexterity

Environmental Conditions
Hot, cold, odors, noise

Special Conditions
Precision/quality

Work Group
Works alone

Standard Training Period
1 hour

Standard Amount of Direct Supervision
Moderate
Hanger Assembler

Multi-Handicaps - Mental Retardation (Down's Syndrome), Speech Impairment

**Significant Duties**

**Leadership/Administrative/Managerial**
None

**Problem Solving/Reasoning Tasks**
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence

**Writing Tasks**
None

**Computer Tasks**
None

**Reading Tasks**
- Identify work-related symbols, signs

**Communication Tasks**
- Follow intent of oral directions

**Mathematical Tasks**
None

**Manual Perceptual Tasks**
- Eye-hand coordination
- Hand work
- Construct, fabricate or assemble materials
- Use job-specific hand tools and equipment (stapler)
Special Considerations for This Worker

Limitations
Low frustration tolerance, reading, writing, spelling, mathematics, speaking, following written directions

Personal Strengths
Dependable
Reliable
Productive

Special Training
Initial special training provided by job coach.

Job Accommodations
Individual job coaching provided daily (initially) and when needed by the Training and Employment Co-op (TEC) staff to accommodate employee's work support needs.
Crisis intervention and job coaching services provided to employer when needed by TEC agency staff to accommodate employee's occasional behavior or transportation problems.
Notice of daily quitting time provided by coworker to accommodate employee's ability to tell time.
Independent travel skills training provided by TEC staff to accommodate employee's ability to use public transportation and family concern for employee's safety and skills.
Intervention counseling provided by TEC staff to accommodate employee's frustration tolerance and work behavior.

Financial Incentives for Hiring
None
Company Information

Company Name
Private homes
Colorado Springs, CO

Description of Company
General housecleaning service.

Number of Employees
1 total company
1 this site

For more information, contact
Mrs. William Boddington
Housewife
(303) 634-5679

Job Information

Wages
$3.50 to $5.00 per hour

Benefits
None

Work Schedule
Permanent status
5-6 days a week, 6-8 hours a day
Time of work varies
Usually completes cleaning 1 house in 3-4 hours.

Work Setting
Houses

Probationary Period
None

Employment History
Varies by client

Requirements of This Job

Academic Credentials required
None

Work Experience Required
Housecleaning experience preferred

Examinations Required
None

Other Job Requirements
None

Narrative Description
Performs general housecleaning duties including: dusts, wet mops, cleans bathrooms, vacuums, washes windows, cleans dishes, makes beds, and other duties as requested; and determines sequence of duties based on house.

Physical Demands
100% light work

Physical Activities Performed
Push, pull, reach, stoop, kneel, crouch, turn, see, hear, sense of touch, finger dexterity, continuous walking and bending, some lifting.

Environmental Conditions
None

Special Conditions
High rate of production
Precision/quality

Work Group
Works alone

Standard Training Period
None - customers state cleaning tasks and where to find supplies.

Standard Amount of Direct Supervision
None
Housecleaner - Self-Employed

Mental Illness - Schizophrenia

**Significant Duties**

**Leadership/Administrative/Managerial**
None

**Problem Solving/Reasoning Tasks**
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Recognize the effects of changing quantity or quality of materials
Review progress periodically
Correct deficiencies
Deviser new ideas and better work methods

**Computer Tasks**
None

**Writing Tasks**
None

**Reading Tasks**
Read simple directions

**Communication Tasks**
Listen
Talk

**Manual Perceptual Tasks**
Eye-hand coordination
Use job-specific hand tools and equipment (housecleaning tools and equipment)
Operate job-related power tool (vacuum cleaner)

**Other Significant Duties or Job Features**
Thorough cleaning in hard to reach places.

---

**Special Considerations for This Worker**

**Limitations**
Accept, understand, and adjust to reality/people; kneeling, squatting, working in a group, speaking (at times incoherent, infantile, or anxious)

**Special Training**
None

**Job Accommodations**
Employee initially placed 300 advertisements on household doors to obtain work (approximately 8 hrs.).
Employee works alone to reduce stress from being with others (no cost).
Employee works until lunch time without break to accommodate personal best work style (no cost).
Flexible schedule and duties help employee to cope with jobs (no cost).
Employee attends weekly self-help meetings and utilizes mental health techniques daily to accommodate disability (no cost).

**Personal Strengths**
Desire to serve others and provide good services
Sincere desire to please customers
Works steadily and at a good pace
Desires to do the best job possible

**Financial Incentives for Hiring**
None

**Other Job Replication Factors**
Have faith in God.
Know owners and house personally.

---

85
Housekeeper

Company Information

Company Name
Servicemaster Five Seasons
1831 J Street, Southwest
Cedar Rapids, IA

Description of Company
Janitorial service

Number of Employees
100 total company
30 this site

For more information, contact
Charles L. Piquard, Vice President
(319) 364-6766

Job Information

Wages
$3.40 per hour

Benefits
FICA
Worker's compensation
Unemployment compensation

Work Schedule
Permanent status
5 days a week, 4-5 hours a day
5:00 p.m. to 9:00 p.m.

Work Setting
Office building

Probationary Period
60 days

Employment History
10 months with company
10 months in this position

Requirements of This Job

Academic Credentials Required
High school diploma

Work Experience Required
Housekeeping skills preferred

Examinations Required
None

Other Job Requirements
Uniform
On call
Dress code

Narrative Description
Moves trash from freight elevator to dumpster and cleans office area, including: dusts, empties trash, vacuums carpet, dusts and damp mops floors.

Physical Demands
10% sedentary, 15% light work, 75% medium work

Physical Activities Performed
Push, pull, reach, kneel, turn, see, sense of touch, finger dexterity

Environmental Conditions
Dirt, mechanical hazards, moving objects

Special Conditions
Precision/quality

Work Group
Works alone and in large group based on job

Standard Training Period
4 hours

Standard Amount of Direct Supervision
Moderate

Mental Illness - Paranoia, Depression

D.O.T. #381.687-014
Housekeeper

Mental Illness -
Paranoia, Depression

**Significant Duties**

**Leadership/Administrative/Managerial**
None

**Problem Solving/Reasoning Tasks**
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Evaluate for accuracy and completeness

**Writing Tasks**
None

**Reading Tasks**
- Identify work-related symbols/signs
- Read simple directions

**Communication Tasks**
- Listen
- Follow intent of oral directions

**Manual Perceptual Tasks**
- Eye-hand coordination
- Hand work
- Use job-specific hand tools and equipment (push carts, trash dollies and other housekeeping tools and equipment)
- Operate machines (vacuum)

**Computer Tasks**
None

**Mathematical Tasks**
- Estimate quantities needed to do a job

**Special Considerations for This Worker**

**Limitations**
- Acceptance of supervision, reading, writing, spelling, mathematics, vision, lifting, carrying, requires reassurance with job performance, remembering, following written directions

**Personal Strengths**
- Dependable (punctual, no excessive tardiness)
- Feels job classification is important
- Adapts to structured situations
- Willing to learn

**Special Training**
- The job coach, supervisor, and manager provide special training once every 9 months on chemical usage, housekeeping, and restroom sanitation using VCR tapes.

**Financial Incentives for Hiring**
- JTPA on-the-job training wage subsidy

**Other Job Replication Factors**
- Be patient during the learning process. Initially, employee was shy and timid, but is now a dependable worker and an asset to the company.

**Job Accommodations**
None
Janitor Mental Illness

Company Information

Company Name
Safeway Bakery
9450 Southeast Mangan Way
Clackamas, OR 97015

Description of Company
Manufacturer of bread and bakery products.

Number of Employees
150 this site

For more information, contact
Debra Moore
Sanitation Superintendent
(503) 657-6476

Requirements of the Job

Academic Credentials Required
None

Work Experience Required
Work experience preferred

Examinations Required
Physical

Other Job Requirements
Uniform
Dress code

Job Information

Wages
$10.07 per hour

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Medical insurance
Dental insurance
Life insurance

Work Schedule
Permanent status
5 days a week, 8 hours a day
6:00 a.m. to 2:30 p.m.

Work Setting
Baking factory

Probationary Period
90 days

Employment History
17 years with company
17 years in this position

Narrative Description
Blows all crumbs out of 2 bread slicers using air hose; empties catch pans; cleans slicing machine and connecting conveyors; wipes and washes frame work; sweeps up all bread and crumbs from work areas; empties troughs of crumbs and bread; washes floor; and takes apart and cleans machinery.

Physical Demands
5% sedentary, 95% medium work

Physical Activities Performed
Push, pull, reach, climb, stoop, kneel, crouch, crawl, sit, turn, see, depth perception, hear, sense of smell, sense of touch, finger dexterity

Environmental Conditions
Hot, cold, humid, dry, wet, dust, dirt, odors, noise, mechanical hazards, moving objects, cramped quarters, high places, burns, electrical hazards, toxic chemicals

Special Conditions
Precision/quality

Work Group
Works alone

Standard Training Period
5 days

Standard Amount of Direct Supervision
Minimal
Janitor Mental Illness

**Significant Duties**

**Leadership/Administrative/Managerial**
None

**Problem Solving/Reasoning Tasks**
- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

**Writing Tasks**
None

**Reading Tasks**
- Identify work-related symbols/signs
- Read simple directions

**Communication Tasks**
- Listen
- Follow intent of oral directions
- Report accurately what others have said

**Manual Perceptual Tasks**
- Eye-hand coordination
- Hand work
- Construct, fabricate or assemble materials
- Use job-specific hand tools and equipment (baking hand tools and equipment)
- Operate machine(s) (janitorial cleaning machines)

**Computer Tasks**
None

**Mathematical Tasks**
- Estimate quantities needed to do a job
- Make and use measurements

**Special Considerations for This Worker**

**Limitations**
- Low frustration tolerance, interactions with coworkers, hearing, speaking, allergies, respiratory problems, skin problems

**Personal Strengths**
- Responds to praise and reinforcement
- Enjoys supervision
- Accepts supervision and guidance

**Special Training**
None

**Financial Incentives for Hiring**
None

**Job Accommodations**
None
Lab Aide

Requesting Office

Company Information

Company Name
Virginia Commonwealth University
P.O. Box 3022
Richmond, VA 23284

Description of Company
University with a teaching hospital.

Number of Employees
12,000 total company
8,400 this site

For more information, contact
Tyree P. Felder II, Director
Equal Employment Opportunity
(804) 257-1347

Requirements of This Job

Academic Credentials Required
High school diploma

Work Experience Required
Experience developing photographic film preferred.

Examinations Required
None

Other Job Requirements
None

Job Information

Wages
$1,168.83 per month

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Life insurance

Work Schedule
Permanent status
5 days a week, 8 hours a day
8:30 a.m. to 5:00 p.m.

Work Setting
Hospital film dark room

Probationary Period
6 months

Employment History
12 years with company
12 years in this position

Narrative Description
Removes exposed film from cassette and places it in tray for automatic processing; processes film; refills empty cassette with unexposed film and places it in pass-box; and keeps inventory of darkroom supplies.

Physical Demands
100% light work

Physical Activities Performed
Push, pull, reach, stoop, kneel, turn, hear, sense of touch, finger dexterity

Environmental Conditions
None

Special Conditions
None

Work Group
Works alone

Standard Training Period
None

Standard Amount of Direct Supervision
Minimal
Lab Aide  
Blindness

## Significant Duties

**Leadership/Administrative/Managerial**
None

**Problem Solving/Reasoning Tasks**
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Recognize the effects of changing quantity or quality of materials

**Computer Tasks**
None

**Mathematical Tasks**
Count

**Writing Tasks**
None

**Reading Tasks**
Identify work-related symbols/signs

**Communication Tasks**
- Listen
- Follow intent of oral directions
- Talk

**Manual Perceptual Tasks**
- Hand work
- Operate machine (film processor)

## Special Considerations for This Worker

**Limitations**
Vision

**Special Training**
None

**Job Accommodations**
Family provides transportation to and from work to accommodate employee's transportation needs.

**Personal Strengths**
- Independent
- Attentive
- Dependable

**Financial Incentives for Hiring**
None
Laundry Attendant

Company Information

Company Name
Guest Quarters Hotel
111 Perimeter Center West
Atlanta, GA 30346

Description of Company
Hotel with food services

Number of Employees
3,000 total company
140 this site

For more information, contact
Sheri Briesch
Director of Human Resources
(404) 396-6800

Requirements of This Job

Academic Credentials Required
None

Work Experience Required
None

Examinations Required
None

Other Job Requirements
Age 18 minimum

Job Information

Wages
$4.75 per hour

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance
Short term disability insurance

Work Schedule
Permanent status
3-4 days a week, 8 hours a day
9:00 a.m. to 5:30 p.m.

Work Setting
Hotel laundry room

Probationary Period
90 days

Employment History
5 months with company
5 months in this position

Narrative Description
Folds linens, towels and washcloths; uses presses for restaurant linen; and stacks linens.

Physical Demands
60% sedentary
40% light work

Physical Activities Performed
Push, reach, turn, see, sense of touch, finger dexterity

Environmental Conditions
Hot, humid, wet, odors, noise, electrical hazards, laundry chemicals usage

Special Conditions
High rate of production

Work Group
Small group

Standard Training Period
2 days

Standard Amount of Direct Supervision
Moderate
Laundry Attendant

Mental Retardation

**Significant Duties**

| Leadership/Administrative/Managerial | None |
| Problem Solving/Reasoning Tasks | Recognize and use appropriate procedures |
| Conduct work activities in appropriate sequence |
| Computer Tasks | None |
| Mathematical Tasks | Count |
| Understand order (e.g., first, second, last) |
| Writing Tasks | None |
| Reading Tasks | Identify work-related symbols/signs |
| Communication Tasks | Listen |
| Follow intent of oral directions |
| Manual Perceptual Tasks | Eye-hand coordination |
| Hand work |
| Use job-specific hand tools and equipment (linen presser) |
| Operate machine(s) (linen presser) |

**Special Considerations for This Worker**

**Limitations**

Low frustration tolerance, mathematics, feeling/sensory, handling, fingering, cannot work alone, speaking

**Special Training**

Initial 3 week special training on job duties provided by laundry supervisor.

**Job Accommodations**

Initial job coaching provided by community agency to improve employee's work speed.

Job duties initially modified by employer to include only small linens to accommodate employee's eye hand coordination. Employer hired additional half time person to obtain standard work rate.

**Personal Strengths**

Improved eye-hand coordination

Increased work rate

**Financial Incentives for Hiring**

Job Training Partnership Act

Targeted Jobs Tax Credit

**Other Job Replication Factors**

Employee should receive training in the specific job skills required before hiring.
D.O.T. #699.686-010

Company Information

Company Name
Consolidated Products and Services
3 Arlington Street
North Quincy, MA 02170

Description of Company
Manufactures disposable medical products for government and private companies.

Number of Employees
200+ total company
29 this site

For more information, contact
Joanne Goodwin Johansen
Manufacturing Supervisor
(617) 773-7143

Requirements of This Job

Academic Credentials Required
None

Work Experience Required
Worker trained by supervisor.

Examinations Required
Physical

Other Job Requirements
None

Job Information

Wages
$3.55 per hour

Benefits
Paid vacation
Paid holidays
Paid sick days
FICA
Worker's compensation

Work Schedule
Permanent status
5 days a week, 6.75 hours a day
8:15 a.m. to 3:45 p.m.

Work Setting
Factory

Probationary Period
None

Employment History
3.5 years with company
3.5 years in this position

Narrative Description
Removes finished product from radio frequency sealing machine and places in bin; and installs new tube on machine in preparation for operator.

Physical Demands
10% sedentary, 90% light work

Physical Activities Performed
Push, reach, sit, see, hear, sense of touch, finger dexterity

Environmental Conditions
Noise, mechanical hazards

Special Conditions
High rate of production

Work Group
Small group

Standard Training Period
2 hours

Standard Amount of Direct Supervision
Minimal
**Machine Feeder**

**Autism**

### Significant Duties

**Leadership/Administrative/Managerial**
- None

**Problem Solving/Reasoning Tasks**
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work

**Computer Tasks**
- None

**Mathematical Tasks**
- None

**Writing Tasks**
- None

**Reading Tasks**
- Identify work-related symbols/signs

**Communication Tasks**
- Listen
- Follow intent of oral directions
- Talk

**Manual Perceptual Tasks**
- Eye-hand coordination
- Hand work
- Construct, fabricate or assemble materials
- Tend machine (radio frequency sealing machine)

### Special Considerations for This Worker

**Limitations**
- Acceptance of supervision, speaking, following spoken directions

**Special Training**
- Supervisor provided initial special training. Employee entered permanent employment and received a wage increase after completion of the training.

**Job Accommodations**
- Transportation provided by employer to accommodate employee's transportation needs.

**Personal Strengths**
- Good attendance
- Willing to work
- Neat

**Financial Incentives for Hiring**
- Extended sheltered employment program wage subsidy.
Mail Clerk

Company Information

Company Name
Continental Grain Company
277 Park Avenue
New York, NY 10172

Description of Company
Agribusiness in grain trading and processing.

Number of Employees
Approximately 500 this site

For more information, contact
Ray Shawney
Manager Support Services
(212) 207-5130

Job Information

Wages
$1,050 per month

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance
401K and regular saving plans

Work Schedule
Permanent status
5 days a week, 7 hours a day
1:00 a.m. to 6:00 a.m.
Rotating shifts

Work Setting
Office

Probationary Period
90 days

Employment History
2 years with company
2 years in this position

Narrative Description
Sorts messages by codes and delivers to designated persons; sorts incoming mail and delivers using mail cart for 6 floor area; picks up, sorts, and posts outgoing mail; processes packages for United Parcel Service shipments; completes delivery forms; operates Pitney Bowes postage equipment; receives training on Federal Express computer for shipping and tracing packages; and prepares mail packages for delivery to other locations in U.S.A. and Europe.

Physical Demands
100% medium work

Physical Activities Performed
Push, pull, reach, stoop, turn, see, hear, sense of touch, finger dexterity

Environmental Conditions
None

Special Conditions
Must complete mail "runs" on a timely basis within the company building.

Work Group
Large group

Standard Training Period
90 days

Standard Amount of Direct Supervision
Minimal

Requirements of This Job

Academic Credentials Required
High school diploma or GED

Work Experience Required
On the job training

Examinations Required
Physical, hearing, vision

Other Job Requirements
Dress code
Mail Clerk Autism

**Significant Duties**

**Leadership/Administrative/Managerial**
None

**Problem Solving/Reasoning Tasks**
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Evaluate for accuracy and completeness
Correct deficiencies

**Writing Tasks**
Copy accurately
Write legibly
Complete forms accurately

**Reading Tasks**
Identify work-related symbols/signs
Read simple directions
Read technical information

**Communication Tasks**
Listen
Follow intent of oral directions
Talk

**Manual Perceptual Tasks**
Eye-hand coordination
Use job-specific hand tools and equipment (mailing/packing hand tools and equipment)
Tend machine (DataSpeed 40 message equipment)
Operate machine(s) (Pitney Bowes mailing machine, computer system)
Use keyboard skills

**Computer Tasks**
Enter data into computers

**Mathematical Tasks**
Count
Handle basic calculations (+,-,x,/) Use numerical values from charts, diagrams, tables

**Writing Tasks**
Copy accurately
Write legibly
Complete forms accurately

**Reading Tasks**
Identify work-related symbols/signs
Read simple directions
Read technical information

**Communication Tasks**
Listen
Follow intent of oral directions
Talk

**Manual Perceptual Tasks**
Eye-hand coordination
Use job-specific hand tools and equipment (mailing/packing hand tools and equipment)
Tend machine (DataSpeed 40 message equipment)
Operate machine(s) (Pitney Bowes mailing machine, computer system)
Use keyboard skills
Special Considerations for This Worker

Limitations
Interactions with coworkers, speaking, communication with coworkers in appropriate frequency, volume, and speech pattern

Special Training
Coworkers provided special training on mail room procedure until employee learned the job duties. Marling equipment and charts, United Parcel Service forms and other mail service materials were used for the special training. Employee entered permanent employment upon completion of the special training.

Job Accommodations
Counseling by Job Path agency staff and encouragement by coworkers provided to accommodate employee's interaction skills on the job.

Personal Strengths
Reliable
Accurate
Follows instructions
Fast worker

Financial Incentives for Hiring
None

Other Job Replication Factors
Employers should learn about autism and be patient with the employee's communication skills.
Mail Clerk

D.O.T. #209.587-026

Company Information

Company Name
Glendale Federal Savings
201 West Lexington Drive
P.O. Box 1709
Glendale, CA 91209

Description of Company
Provides financial services (i.e., savings accounts, real estate loans)

Number of Employees
6,300 total company
1,700 this site

For more information, contact
Phy'ene M. Wiggins
Recruiting Specialist
(818) 500-2911

Requirements of This Job

Academic Credentials Required
High school diploma

Work Experience Required
None

Examinations Required
None

Other Job Requirements
Bondable

Job Information

Wages
$6.21 per hour

Benefits
FICA

Work Schedule
Permanent status
5 days a week, 4 hours a day
1:00 p.m. to 5:00 p.m.

Work Setting
Office

Probationary Period
6 months

Employment History
2 years with company
1 year, 3 months

Narrative Description
Locates loan numbers on computer printout; creates manual files; opens mail; and distributes supplies.

Physical Demands
100% sedentary

Physical Activities Performed
Reach, sit, turn, see, hear, sense of touch, finger dexterity

Environmental Conditions
None

Special Conditions
High volume of work

Work Group
Small group

Standard Training Period
3 months

Standard Amount of Direct Supervision
Moderate
Mail Clerk Learning Disability

**Significant Duties**

**Leadership/Administrative/Managerial**
None

**Problem Solving/Reasoning Tasks**
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work

**Computer Tasks**
- Access data from computers (reports)

**Mathematical Tasks**
- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than

**Writing Tasks**
- Copy accurately
- Write legibly

**Reading Tasks**
- Identify work-related symbols/signs

**Communication Tasks**
- Listen
- Follow intent of oral directions

**Manual Perceptual Tasks**
- Eye-hand coordination
- Hand work
- Construct, fabricate or assemble materials
- Use job-specific hand tools and equipment (clerical hand tools and equipment)
- Operate machine (mail opener)
- Use keyboard skills

**Special Considerations for This Worker**

**Limitations**
- Working alone, reading, writing, spelling, mathematics, speaking, following spoken directions

**Special Training**
- Supervisor and co-worker provided on-going training as needed for the first 6 months.

**Job Accommodations**
- Team approach by supervisor and co-workers provided clear instructions, patience, encouragement, and cooperation to accommodate employee's learning style (no cost).

**Personal Strengths**
- Self-motivated
- Dependable
- Good attendance

**Financial Incentives for Hiring**
- None
Mail Communications Clerk

Company Information

Company Name
Continental Grain Company
277 Park Avenue
New York, NY 16172

Description of Company
Agribusiness headquarters in grain trading and processing.

Number of Employees
Approximately 500 this site

For more information, contact
Ray Shawney
Manager Support Services
(212) 207-5130

Requirements of This Job

Academic Credentials Required
High school diploma or GED

Work Experience Required
None

Examinations Required
Physical, hearing, vision

Other Job Requirements
None

I-Job Information

Wages
$1,042 per month

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance
401 K and regular savings plans (company matched)

Work Schedule
Permanent status
5 days a week, 7 hours a day
6:00 a.m. to 1:00 p.m.
Rotating shifts

Work Setting
Office

Probationary Period
90 days

Employment History
3 years with company
6 months in this position

Narrative Description
Reads codes on company messages; prints message for distribution by codes; loads paper into DataSpeed 40 message units; operates computer to turn off message system; operates Xerox 1096 copier to print messages on colored paper codes; and provides assistance in print shop when necessary.

Physical Demands
100% medium work

Physical Activities Performed
Reach, stoop, see, color vision, hear, sense of touch, finger dexterity

Environmental Conditions
Noise, mechanical hazards

Special Conditions
High rate of production
Precision/quality
High level of stress

Work Group
Small group

Standard Training Period
3 months

Standard Amount of Direct Supervision
Moderate
### Leadership/Administrative/Managerial
None

### Problem Solving/Reasoning Tasks
- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Evaluate for accuracy and completeness
- Correct deficiencies

### Computer Tasks
- Enter data into computers
- Access data from computers

### Mathematical Tasks
- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+, -, x, /)
- Estimate quantities needed to do a job
- Use numerical values from charts, diagrams, tables
- Construct diagrams, charts, records using numerical calculations

### Writing Tasks
- Copy accurately
- Write legibly
- Complete forms accurately

### Reading Tasks
- Identify work-related symbols/signs
- Read simple directions
- Read technical information

### Communication Tasks
- Listen
- Follow intent of oral directions
- Talk
- Speak clearly
- Give clear oral instructions and directions
- Explain activities and ideas clearly

### Manual Perceptual Tasks
- Eye-hand coordination
- Hand work
- Construct, fabricate or assemble materials
- Use job-specific hand tools and equipment (office hand tools and equipment)
- Tend machine(s)
- Operate machine(s) (DataSpeed 40 message unit, Xerox 1096 copier, computer system)
- Set up machine(s)
- Use keyboard skills
### Special Considerations for This Worker

<table>
<thead>
<tr>
<th><strong>Limitations</strong></th>
<th><strong>Personal Strengths</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Putting items in proper order</td>
<td>Reliable</td>
</tr>
<tr>
<td></td>
<td>Fast learner</td>
</tr>
<tr>
<td></td>
<td>Helpful</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Special Training</strong></th>
<th><strong>Financial Incentives for Hiring</strong></th>
<th><strong>Other Job Replication Factors</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Co-workers provided initial special training on use of equipment. Employee received a grade and wage increase upon completion of the special training.</td>
<td>None</td>
<td>Patience by supervisor is needed when reviewing or restructuring the task order for the employee.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Job Accommodations</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Review and/or restructuring of job tasks provided by supervisor to accommodate employee’s sequencing of job tasks (no cost).</td>
<td></td>
</tr>
</tbody>
</table>
Maintenance Laborer

Multiple Handicaps - Physical Limitations; Memory Loss

D.O.T. #382.664-010

Company Information

Company Name
City of Flagstaff Housing Authority
3481 North Fanning Drive
Flagstaff, AZ 86004

Description of Company
Provides housing for low income families.

Number of Employees
17 total company
17 this site

For more information, contact
Jose (Jesse) Dominguez
Maintenance Supervisor
(602) 526-0002

Requirements of This Job

Academic Credentials Required
GED or high school diploma
Maintenance training

Work Experience Required
Maintenance work preferred

Examinations Required
None

Other Job Requirements
Age 18 minimum
Driver's license
Own vehicle
Bondable
On call

Job Information

Wages
$917.00 per month

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance

Work Schedule
Permanent status
4 days a week, 10 hours a day
7:00 a.m. to 6:00 p.m.

Work Setting
Apartment complexes

Probationary Period
6 months

Employment History
2 years with company
1 year in this position

Special Conditions
None

Narrative Description
Performs basic maintenance duties including:
mows lawns, paints,
cleans ranges and refrigerators,
washes company vehicles, prunes
trees, waxes floors and mops.

Physical Demands
35% sedentary, 15% light work,
40% medium work, 10% heavy work

Physical Activities Performed
Push, pull, reach, run, climb,
balance, stoop, kneel, crouch,
crawl, sit, turn, see, color
vision, depth perception, hear,
sense of smell, sense of taste,
sense of touch, finger dexterity

Environmental Conditions
Hot, cold, humid, dry, wet, dust,
dirt, odors, noise, inadequate
lighting, vibration, mechanical
hazards, moving objects, cramped
quarters, high places, electrical
hazards

Work Group
Small group

Standard Training Period
6 months

Standard Amount of Direct Supervision
Moderate
Maintenance Laborer

Multiple Handicaps - Physical Limitations; Memory Loss

Significant Duties

Leadership/Administrative/Managerial
None

Problem Solving/Reasoning Tasks
- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials
- Collect and organize information
- Identify alternative approaches or solutions
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

Writing Tasks
- Write legibly
- Complete forms accurately

Reading Tasks
- Identify work-related symbols/signs
- Read simple directions
- Read technical information

Communication Tasks
- Listen
  - Follow intent of oral directions
- Talk
  - Speak clearly
  - Report accurately what others have said
- Give clear oral instructions and directions
- Explain activities and ideas clearly

Manual Perceptual Tasks
- Eye-hand coordination
- Hand work
- Construct, fabricate or assemble materials
- Use job-specific hand tools and equipment (janitorial and maintenance)
- Operate job-related power tool(s) (lawn mower, drills, saws)

Computer Tasks
None

Mathematical Tasks
- Count
  - Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+, -, x, /)
- Estimate quantities needed to do a job
Special Considerations for This Worker

Limitations
Climbing a ladder, cannot be on emergency call, must write down work assignments

Special Training
None

Job Accommodations
Placement and follow-up services provided by Goodwill Industries to accommodate employee's need for support.
Training of foremen by employer to provide job coaching for employee.
Assistance with apartment search, bill paying, etc., provided by Goodwill Industries and Native American for Community Action to accommodate employee's living skills ability.
Exemption from being on call provided by employer to accommodate employee's memory loss.
Employee's health conditions monitored by co-workers to assist employee identity when medical care is necessary.

Personal Strengths
Aggressive attitude to learn more about the job
Does not give up on the first try
Gets along well with co-workers

Financial Incentives for Hiring
On-the-Job Training Program funded through Goodwill Industries, Native American for Community Action, and the Housing Authority.

Other Job Replication Factors
Make contacts with other public agencies to show benefits of hiring persons with a disability. Employee has done an outstanding job for Flagstaff Housing Authority, and was nominated for Goodwill's Employee of the Year. Employer is very fortunate to have employee.
# Messenger

## Company Information

**Company Name**  
Comtemp  
123 West 28th Street, SE  
New York, NY

**Description of Company**  
Messenger service subcontractor.

**Number of Employees**  
25 total company  
25 this site

**For more information, contact**  
Kevin, Personnel Manager  
(212) 714-9400

## Job Information

**Wages**  
$3.75 per hour

**Benefits**  
None

**Work Schedule**  
Permanent  
5 days a week, 4 hours a day  
9:00 a.m. to 1:00 p.m.

**Work Setting**  
Information not provided

**Probationary Period**  
None

**Employment History**  
3 months with company  
3 months in this position

## Requirements of This Job

**Academic Credentials Required**  
None

**Work Experience Required**  
None

**Examinations Required**  
None

**Other Job Requirements**  
Uniform, dress code

## Job Information

**Narrative Description**  
Obtains directions to one or more business locations; walks to those locations; and picks up and delivers small packages to designated locations.

**Physical Demands**  
85% sedentary, 2.5% light work, 2.5% medium work, 10% heavy work

**Physical Activities Performed**  
Run, see

**Environmental Conditions**  
Hot, cold, humid, dry, wet, dust, dirt, odors, noise, vibration, moving objects, high places

**Special Conditions**  
High level of stress (deadlines, etc.)

**Work Group**  
Works alone and in small group

**Standard Training Period**  
20 hours

**Standard Amount of Direct Supervision**  
Moderate
Significant Duties

Leadership/Administrative/Managerial
Represent the company at internal functions
Represent the company at external functions

Problem Solving/Reasoning Tasks
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Identify alternative approaches or solutions

Writing Tasks
Copy accurately
Write legibly
Complete forms accurately
Write sentences in standard English

Reading Tasks
Identify work-related symbols/signs
Read simple directions

Communication Tasks
Listen
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Report accurately what others have said
Give clear oral instructions and directions

Manual Perceptual Tasks
Hand work

Writing Tasks
Copy accurately
Write legibly
Complete forms accurately
Write sentences in standard English

Mathematical Tasks
Count
Understand order (e.g., first, second, last)

Reading Tasks
Identify work-related symbols/signs
Read simple directions

Computer Tasks
None

Communication Tasks
Listen
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Report accurately what others have said
Give clear oral instructions and directions

Mathematical Tasks
Count
Understand order (e.g., first, second, last)

Manual Perceptual Tasks
Hand work

Special Considerations for This Worker

Limitations
Reading, spelling, mathematics

Personal Strengths
Reliable
Understands instructions
Reports to work on time

Special Training
Supervisor provided initial special training. Employee received a wage increase upon completion of the training.

Financial Incentives for Hiring
Targeted Jobs Tax Credit

Job Accommodations
Job placement and followup services provided by Goodwill Industries placement staff to accommodate employee's need for job support.
Nursery Helper

Company Information

Company Name
Big Rock Garden
2900 Bacon Street
Bellingham, WA 98226

Description of Company
Small retail nursery specializing in imported plants from Asia.

Number of Employees
7 total company
10-12 maximum during busy part of the year

For more information, contact
George Drake, Co-owner
(206) 676-3480

Requirements of This Job

Academic Credentials Required
None

Work Experience Required
None

Examinations Required
None

Other Job Requirements
Notify employer of absence
No drug abuse
Smoking in designated areas only

Job Information

Wages
$3.25 per hour

Benefits
FICA
Worker's compensation
Unemployment compensation

Work Schedule
Permanent/Seasonal status
Seasonal fluctuations in schedule

Work Setting
Outdoors

Probationary Period
2 weeks as a volunteer (hours vary depending on individual)

Employment History
2 years with company
3 years in this position

Narrative Description
Waters plants in containers; cleans nursery area; and performs tasks as assigned (i.e., raking, planting, etc.)

Physical Demands
100% medium work

Physical Activities Performed
Push, pull, reach, balance, stoop, turn, see

Environmental Conditions
All factors related to outdoor work

Special Conditions
None

Work Group
Works alone, one-to-one

Standard Training Period
On-the-job training - completely individualized

Standard Amount of Direct Supervision
Moderate
Nursery Helper

Multi-Handicaps -
Brain Damage, Epilepsy

**Significant Duties**

**Leadership/Administrative/Managerial**
None

**Problem Solving/Reasoning Tasks**
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence

**Computer Tasks**
None

**Mathematical Tasks**
None

**Writing Tasks**
None

**Reading Tasks**
None

**Communication Tasks**
- Listen
- Follow intent of oral directions

**Manual Perceptual Tasks**
- Eye-hand coordination
- Hand work
- Use job-specific hand tools and equipment (garden tools and equipment)

**Special Considerations for This Worker**

**Limitations**
- Interactions with coworkers, appropriate joking/talking, reading, writing, spelling, mathematics, remembering, speaking, epilepsy precautions

**Special Training**
None

**Job Accommodations**
- Initial job placement made by high school summer on-the-job training program to accommodate employee's need for work experience (no cost).
- Supervision is flexible based on employee's job tasks and performance (no cost).
- Public transportation used to accommodate employee's transportation needs.
- Variable supervision level provided by employer based on employee's job tasks and performance (no cost).

**Personal Strengths**
- Friendly
- Attendance
- Puts forth best efforts

**Financial Incentives for Hiring**
- On-the-Job Training wage subsidy initially, then Targeted Jobs Tax Credit

**Other Job Replication Factors**
- Obtaining public and financial support; aware of extra paper work requests and requirements on wages, etc., when hiring persons with disabilities.
Operations Specialist - Proof Department

D.O.T. #217.132-010

Company Information

Company Name
Sovran Financial Corporation
2 Commercial Place
Norfolk, VA 23510

Description of Company
Bank holding company offering financial services and products.

Number of Employees
10,000+ total company
2,500 Norfolk area

For more information, contact
Denise A. Sanderson
Vice President/Employment Manager
(804) 441-4591

Requirements of This Job

Academic Credentials Required
None required

Work Experience Required
Proof operator experience

Examinations Required
None

Other Job Requirements
Bondable
Basic understanding of accounting principles (i.e., debits and credits)

Job Information

Wages
$1,000 per month

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance
Flexible benefits available

Work Schedule
Permanent status
5 days a week, 8 hours a day
Time of work varies

Work Setting
Office

Probationary Period
90 days

Employment History
3 years, 4 months with company
1 year in this position

Narrative Description
Reviews work from proof operators to ensure that their corrections are accurate; keys information into computer to make corrections to accounts; generates notices to customers of corrections; and manually prepares notifications of corrections for branches and departments of corrections.

Physical Demands
80% sedentary, 20% light work

Physical Activities Performed
Reach, sit, turn, see, sense of touch, finger dexterity

Environmental Conditions
Noise, cramped quarters

Special Conditions
High rate of production
Precision/quality
Distracting conditions
High level of stress

Work Group
Small group

Standard Training Period
15 days

Standard Amount of Direct Supervision
Moderate
Operations Specialist -
Proof Department

Hearing Impairment

Significant Duties

Leadership/Administrative/Managerial
None

Problem Solving/Reasoning Tasks
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Analyze and synthesize information
Review progress periodically
Evaluate for accuracy and completeness
Correct deficiencies
Summarize and draw conclusions

Writing Tasks
Copy accurately
Write legibly
Complete forms accurately
Write sentences in standard English
Produce intelligible written documents

Reading Tasks
Identify work-related symbols/signs
Read simple directions

Communication Tasks
Listen
Follow intent of oral directions

Computer Tasks
Enter data into computers
Access data from computers

Manual Perceptual Tasks
Use job-specific hand tools and equipment (clerical hand tools and equipment)
Operate machine(s) (computers, calculators, copiers)
Use keyboard skills

Mathematical Tasks
Count
Understand order (e.g., first, second, last)
Understand concepts of greater than and less than
Handle basic calculations (+, -, x, /)

Special Considerations for this Worker

Limitations
Low frustration tolerance, hearing, speaking clearly

Personal Strengths
Dependable
Eager to learn
Interested in job

Special Training
If the person has prior proof experience, the employer replaces written materials with verbal instruction for the standard job training.

Financial Incentives for Hiring
Targeted Jobs Tax Credit

Job Accommodations
None

Other Job Replication Factors
Employer needs to be sensitive to the employee's disability and ensure that the training is understood.
Company Information

Company Name
General Dynamics Electronics Division
P.O. Box 85106
San Diego, CA 92138

Description of Company
Manufacturer of ATE and circuit boards for the Department of Defense.

Number of Employees
3,400+ total company
3,400+ this site

For more information, contact
Michael M. Brown
Affirmative Action Administrator
(619) 573-5310

Requirements of This Job

Academic Credentials Required
Bachelor's degree

Work Experience Required
3 years experience in electronics related field preferred.

Examinations Required
Physical, hearing, vision

Other Job Requirements
None

Job Information

Wages
Salaried

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance

Work Schedule
Permanent status
5 days a week, 8 hours a day
7:00 a.m. to 3:30 p.m.

Work Setting
Factory

Probationary Period
None

Employment History
8+ years with company
6+ years in this position

Narrative Description
Supports production tests; reports trend analysis for Electronic Test Equipment; and develops and submits proposals for production.

Physical Demands
90% sedentary, 10% light work

Physical Activities Performed
Sit, turn, see, color vision, sense of smell, finger dexterity

Environmental Conditions
None

Special Conditions
None

Work Group
Small group

Standard Training Period
3 months

Standard Amount of Direct Supervision
Minimal
Operations Test Engineer

Multihandicaps - Paralysis of Left Leg, Right Leg Prosthesis, Lower Back Limitations

Significant Duties

Leadership/Administrative/Managerial
None

Problem Solving/Reasoning Tasks
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Recognize the effects of changing quantity or quality of materials
Collect and organize information
Analyze and synthesize information
Identify alternative approaches or solutions
Review progress periodically
Evaluate for accuracy and completeness
Correct deficiencies
Summarize and draw conclusions
Devise new ideas and better work methods

Writing Tasks
Copy accurately
Write legibly
Complete forms accurately
Write sentences in standard English
Organize, select, and relate ideas in writing
Produce intelligible written documents
Identify and correct errors in writing

Reading Tasks
Identify work-related symbols/signs
Read simple directions
Read technical information

Communication Tasks
Listen
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Stay on the topic in job-related conversations
Report accurately what others have said
Give clear oral instructions and directions
Explain activities and ideas clearly
Effectively present information to groups

Computer Tasks
Enter data into computers
Access data from computers
Write programs
Perform systems analysis

Writing Tasks
Copy accurately
Write legibly
Complete forms accurately
Write sentences in standard English
Organize, select, and relate ideas in writing
Produce intelligible written documents
Identify and correct errors in writing

Reading Tasks
Identify work-related symbols/signs
Read simple directions
Read technical information

Communication Tasks
Listen
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Stay on the topic in job-related conversations
Report accurately what others have said
Give clear oral instructions and directions
Explain activities and ideas clearly
Effectively present information to groups

Mathematical Tasks
Count
Understand order (e.g., first, second, last)
Understand concepts of greater than and less than
Handle basic calculations (+, -, x, /)
Estimate quantities needed to do a job
Calculate costs
Use numerical values from charts, diagrams, tables
Construct diagrams, charts, records using numerical calculations
Use formulas (translating, substituting values)
Prepare budgets

Manual Perceptual Tasks
Eye-hand coordination
Hand work
Use job-specific hand tools and equipment (test probes, screwdriver)
Tend machine(s) (electronic test equipment)
Operate machine(s) (electronic test equipment)
Set up machine(s)
Use keyboard skills
Develop visual presentations
### Special Considerations for This Worker

<table>
<thead>
<tr>
<th><strong>Limitations</strong></th>
<th><strong>Personal Strengths</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Lifting, carrying, pushing, pulling, standing, walking, kneeling, squatting, limited stamina, chronic pain</td>
<td>Knowledge of job, Gets along with coworkers, Patience</td>
</tr>
</tbody>
</table>

**Special Training**
- None

**Job Accommodations**
- Employee allowed to perform all duties from sitting position to accommodate back and leg limitations (no cost).
- Handicap designated parking space provided by employer to accommodate employee's lack of mobility.

**Financial Incentives for Hiring**
- None
Operator - Directory Assistance  

Company Name  
New England Telephone  
185 Franklin Street  
Boston, MA 02107

Description of Company  
Telecommunication products and services.

Number of Employees  
28,000 total company  
100 this site

For more information, contact  
John Cooney, Manager  
Affirmative Action Program  
Equal Employment Opportunity  
(617) 743-4901

Wages  
$6.50 per hour

Benefits  
Paid vacation  
Paid holidays  
Paid sick days  
Pension  
FICA  
Worker's compensation  
Medical insurance  
Dental insurance  
Life insurance  
Vision care, 100%  
Tuition aid, 100%  
Savings plan

Work Schedule  
Permanent status  
5 days a week, 7.5 hours a day  
9:00 a.m. to 5:00 p.m.

Work Setting  
Office

Probationary Period  
6 months

Employment History  
3 months with company  
3 months in this position

Narrative Description  
Receives 900-1,200 requests per day for directory assistance telephone calls from customers; enters requested information into computer containing directory listings; and ensures information is correct for customer satisfaction.

Physical Demands  
100% sedentary

Physical Activities Performed  
Sit, turn, see, hear, sense of touch, finger dexterity

Environmental Conditions  
None

Special Conditions  
High rate of production
Precision/quality
Average time to handle 1 directory assistance call is 18 seconds

Work Group  
Large group

Standard Training Period  
10 days

Standard Amount of Direct Supervision  
Moderate
Operator - Directory Assistance

Polio

**Significant Duties**

**Leadership/Administrative/Managerial**
None

**Problem Solving/Reasoning Tasks**
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Recognize the effects of changing quantity or quality of materials
- Identify alternative approaches or solutions
- Correct deficiencies
- Summarize and draw conclusions

**Computer Tasks**
- Enter data into computers
- Access data from computers

**Mathematical Tasks**
- Count
- Understand order (e.g., first, second, last)

**Writing Tasks**
- Write legibly
- Complete forms accurately

**Reading Tasks**
- Identify work-related symbols/signs
- Read simple directions

**Communication Tasks**
- Listen
- Follow intent of oral directions
- Talk
- Speak clearly
- Use appropriate vocabulary and grammar
- Stay on the topic in job-related conversations
- Report accurately what others have said

**Manual Perceptual Tasks**
- Eye-hand coordination
- Hand work
- Use job-specific hand tools and equipment
- Operate machine(s) (computer terminals, telephone system)
- Use keyboard skills
Special Considerations for This Worker

Limitations
Lifting, carrying, pushing, pulling, kneeling, squatting

Special Training
Employee entered permanent employment upon completion of the standard training.

Job Accommodations
Straight-backed chair without wheels provided by employer to accommodate employee's posture control (no cost).
Brackets for holding crutches installed near work station by employer to provide safety and accessibility (approximately $100).
Handicap designated parking space near alternate entrance with few steps provided by employer to accommodate employee's mobility on stairs (no cost).
Designated meeting place (in case of fire) established with fire department to accommodate employee's mobility on stairs (no cost).

Personal Strengths
Good listening skills
Patient
Good attendance
Perseveres

Financial Incentives for Hiring
Targeted Jobs Tax Credit

Other Job Replication Factors
Be open-minded; obtain upper management approval; and provide awareness training for employees and management team.
Company Information

Company Name
The Stationery Traveler
953 South Frontage Road, West
Vail, CO 81657

Description of Company
Retail office products store
including service and rental of
office machines.

Number of Employees
5 total company
5 this site

For more information, contact
Noel A. Belcher, Owner
(303) 476-4145

Requirements of This Job

Academic Credentials Required
None

Work Experience Required
Retail/sales experience, self-
employment background preferred.

Examinations Required
None

Other Job Requirements
Age 18 minimum
Driver's license
Bondable

Job Information

Wages
$1,200 per month plus all
expenses

Benefits
Paid vacation
Paid holidays
Paid sick days
100% equity in company

Work Schedule
Permanent status
6 days a week, 11 hours a day
8:00 a.m. to 7:00 p.m.

Work Setting
Office/retail store

Probationary Period
None

Employment History
6 years with company
6 years in this position

Narrative Description
Manages all aspects of retail office
products store including the
following: personnel management,
office machine sales, deliveries, new
product research, in-store sales,
accounting functions and cash flow
control.

Physical Demands
40% sedentary, 25% light work,
20% medium work, 15% heavy work

Physical Activities Performed
Reach, stoop, kneel, sit, see,
color vision, depth perception, hear,
sense of touch, finger dexterity

Environmental Conditions
None

Special Conditions
None

Work Group
Small group

Standard Training Period
8 months

Standard Amount of Direct Supervision
None
Owner/Manager

Multihandicaps -
Dyslexia, Visual Impairment

Significant Duties

Leadership/Administrative/Managerial
- Provide leadership
- Develop company policies
- Implement company policies
- Recruit, hire, and terminate personnel
- Specify goals and work tasks of others
- Supervise personnel
- Represent the company at external functions

Problem Solving/Reasoning Tasks
- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

Writing Tasks
- Write legibly
- Complete forms accurately
- Write sentences in standard English

Reading Tasks
- Read simple directions
- Read technical information

Communication Tasks
- Listen
- Talk
- Speak clearly
- Stay on the topic in job-related conversations
- Report accurately what others have said
- Give clear oral instructions and directions
- Explain activities and ideas clearly

Manual Perceptual Tasks
- Eye-hand coordination
- Use job-specific hand tools and equipment (office machine service tools)
- Operate machine(s) (photocopiers, typewriters, calculators, facsimile)
- Set up machine(s)
- Use keyboard skills

Computer Tasks
- Enter data into computers
- Access data from computers

Mathematical Tasks
- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+,-,x,/)
## Special Considerations for This Worker

<table>
<thead>
<tr>
<th>Limitations</th>
<th>Personal Strengths</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low frustration tolerance, reading, spelling, vision, remembering, hearing</td>
<td>Aware of people's needs</td>
</tr>
<tr>
<td></td>
<td>Honest</td>
</tr>
<tr>
<td></td>
<td>Self-motivated</td>
</tr>
</tbody>
</table>

### Special Training
Employer taught self to operate business.

### Job Accommodations
- Administrative assistant performs daily record keeping to accommodate employee's memory ability ($200/wk).
- Coworkers orally read printed material upon request from employer to accommodate reading ability (2-3 hrs/wk).
- Store aisles widened and fixture corners padded to accommodate employer's visual impairment.

### Financial Incentives for Hiring
None

### Other Job Replication Factors
Employees are informed and accept manager's limitations as part of their work environment. Manager and employees have mutual cooperation in their working relationships.
Owner/Woodcarver

Company Information

Company Name
Stanley Maroushek Carving
712 5th Avenue
Decorah, IA 52101

Description of Company
Makes and sells wood carvings.

Number of Employees
1 total company
1 this site

For more information, contact
Stanley Maroushek, Owner
(319) 382-3782

Job Information

Wages
Based on sales - up to $5-$6/hr.

Benefits
None

Work Schedule
Permanent status
Average 5 days a week, 3-5 hours a day
Time of work varies

Work Setting
Work area next to residence

Probationary Period
None

Employment History
5 years with company
5 years in this position

Requirements of This Job

Academic Credentials Required
None

Work Experience Required
Good work record preferred.

Examinations Required
None

Other Job Requirements
None

Narrative Description
Designs wood carving plans; carves wood products; sands, paints and finishes carvings; locates buyer for finished products; and sells products at various events and locations.

Physical Demands
100% sedentary

Physical Activities Performed
Push, pull, reach, sit, see, color vision, depth perception, sense of touch, finger dexterity

Environmental Conditions
Dust, dirt, mechanical hazards

Special Conditions
None

Work Group
Works alone

Standard Training Period
Several months

Standard Amount of Direct Supervision
None
Significant Duties

Leadership/Administrative/Managerial
- Develop company policies
- Implement company policies
- Represent the company at internal functions
- Represent the company at external functions

Problem Solving/Reasoning Tasks
- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Review progress periodically
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

Communication Tasks
- Listen
- Follow intent of oral directions
- Talk
- Speak clearly
- Use appropriate vocabulary and grammar
- Stay on the topic in job-related conversations
- Give clear oral instructions and directions
- Explain activities and ideas clearly

Manual Perceptual Tasks
- Eye-hand coordination
- Hand work
- Construct, fabricate or assemble materials
- Use job-specific hand tools and equipment (wood carving hand tools and equipment)
- Operate job-related power tool (band saw)

Mathematical Tasks
- Count
- Understand order (e.g., first, second, last)
- Handle basic calculations (+, -, x, /)
- Estimate quantities needed to do a job
- Make and use measurements

Writing Tasks
- Copy accurately
- Write sentences in standard English

Reading Tasks
- Identify work-related symbols/signs
- Read simple directions
- Read technical information

Computer Tasks
- None

Writing Tasks
- Copy accurately
- Write sentences in standard English

Reading Tasks
- Identify work-related symbols/signs
- Read simple directions
- Read technical information

Computer Tasks
- None

Writing Tasks
- Copy accurately
- Write sentences in standard English

Reading Tasks
- Identify work-related symbols/signs
- Read simple directions
- Read technical information

Computer Tasks
- None
Special Considerations for This Worker

Limitations
Low frustration tolerance, acceptance of supervision, interactions with coworkers, reading, spelling, mathematics, standing, walking, limited stamina, remembering, following spoken directions, following written directions

Special Training
Various schools provided training to the owner using specialized tools (knives, chisels) and new wood carving styles. Certificate was awarded by the school upon completion of the training. Special training increases sales of owner's products.

Job Accommodations
Tools, equipment, and materials were provided by the state vocational rehabilitation agency to establish owner's wood carving business. Additional support and labor are provided by the family in operating the wood carving business to accommodate owner's variable physical condition.

Personal Strengths
- Conceptualizes the finished carving product
- Works alone
- Public relation skills

Financial Incentives for Hiring
None

Other Job Replication Factors
Person should have an interest in working with wood. The person with a disability should do something to make oneself feel better.
**Company Information**

**Company Name**
Continental Grain Company  
277 Park Avenue  
New York, NY  10172

**Description of Company**
Agribusiness in grain trading and processing.

**Number of Employees**
Approximately 500 this site

**For more information, contact**
Ray Shawney  
Manager Support Services  
(212) 207-5130

**Requirements of This Job**

**Academic Credentials Required**
High school diploma or GED

**Work Experience Required**
None

**Examinations Required**
Physical, hearing, vision

**Other Job Requirements**
Dress code

**Job Information**

**Wages**
$1,567 per month

**Benefits**
- Paid vacation  
- Paid holidays  
- Paid sick days  
- Pension  
- FICA  
- Worker's compensation  
- Unemployment compensation  
- Medical insurance  
- Dental insurance  
- Life insurance  
- 401 K and regular saving plans

**Work Schedule**
Permanent status  
5 days a week, 7 hours a day  
10:00 a.m. to 6:00 p.m.

**Work Setting**
Office

**Probationary Period**
None

**Employment History**
11 years with company  
2 years in this position

**Narrative Description.**
Answers telephone; dispatches messages; receives courier packages; completes forms for delivery services; maintains and files logs of messenger trips; wraps packages; enters data into Federal Express computer system; makes telephone calls for delivery services when required; and maintains billing and time records for delivery employees.

**Physical Demands**
100% light work

**Physical Activities Performed**
Reach, stoop, sit, see, hear, sense of touch, finger dexterity

**Environmental Conditions**
None

**Special Conditions**
Distracting conditions  
High level of stress

**Work Group**
Small group

**Standard Training Period**
3 months

**Standard Amount of Direct Supervision**
Minimal
Packing/Shipping Clerk

Physical Handicap - Arm Prosthesis

**Significant Duties**

**Leadership/Administrative/Managerial**
- Specify goals and work tasks of others

**Problem Solving/Reasoning Tasks**
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Evaluate for accuracy and completeness
- Correct deficiencies

**Computer Tasks**
- Enter data into computers
- Access data from computers

**Mathematical Tasks**
- Count
- Understand order (e.g., first, second, last)
- Handle basic calculations (+., - , x , /)

**Writing Tasks**
- Copy accurately
- Write legibly
- Complete forms accurately
- Write sentences in standard English

**Reading Tasks**
- Identify work-related symbols/signs
- Read simple directions
- Read technical information

**Communication Tasks**
- Listen
- Follow intent of oral directions
- Talk
- Speak clearly
- Use appropriate vocabulary and grammar
- Report accurately what others have said
- Give clear oral instructions and directions
- Explain activities and ideas clearly

**Manual Perceptual Tasks**
- Eye-hand coordination
- Hand work
- Use job-specific hand tools and equipment (packaging hand tools and equipment)
- Use keyboard skills

**Special Considerations for This Worker**

**Limitations**
- None

**Special Training**
- Assistant supervisor provided initial special training on job duties.
- Employee entered permanent employment upon completion of the training.

**Job Accommodations**
- None

**Personal Strengths**
- Reliable
- Flexible
- Willing to learn

**Financial Incentives for Hiring**
- None

**Other Job Replication Factors**
- Focus on the positive aspects of the employee's abilities, then place the employee in a position that requires the use of these abilities.
Personnel Clerk

D.O.T. #209.362-026

Company Information

Company Name
Army and Air Force Exchange Service
F.O. Box 660202
Dallas, TX 75266-0202

Description of Company
Suppliers for military base/post exchange stores.

Number of Employees
70,000 total company
3,000 this site

For more information, contact
Connie Ward
Special Emphasis Programs Manager
(214) 780-3466

Requirements of This Job

Academic Credentials Required
High school diploma

Work Experience Required
Prior employment demonstrating responsibility.

Examinations Required
None

Other Job Requirements
Dress code

Job Information

Wages
$6.33 per hour

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance
Accidental Death/Disemb.
Dependent Life

Work Schedule
Permanent status
5 days a week, 8 hours a day
7:30 a.m. to 4:00 p.m.

Work Setting
Office

Probationary Period
6 months

Employment History
3 years with company
2.5 years in this position

Standard Training Period
6 months

Standard Amount of Direct Supervision
Moderate

Narrative Description
Clerical duties of company employment process includes the following: pulls and files applications; telephones applicants to notify about position openings; refers applicant to supervisors and sets up appointments; verifies information on application; orients new employees; types personnel requests, Official Personnel Files (OPF), etc.; mails letters; in charge of correctly filing OPF; processes ID cards; and administers typing/shorthand tests.

Physical Demands
100% sedentary

Physical Activities Performed
Push, pull, reach, sit, see, hear, sense of touch, finger dexterity

Environmental Conditions
None

Special Conditions
High rate of production
High level of stress

Work Group
Large group

141
Leadership/Administrative/Managerial
Provide leadership
Implement company policies
Recruit, hire, and terminate personnel
Specify goals and work tasks of others
Represent the company at internal functions
Represent the company at external functions

Problem Solving/Reasoning Tasks
Recognize and use appropriate procedures
Obtain resources needed to carry out work
Analyze and synthesize information
Review progress periodically

Computer Tasks
Enter data into computers
Access data from computers

Mathematical Tasks
Count
Understand order (e.g., first, second, last)
Understand concepts of greater than and less than
Handle basic calculations (+,-,x,/) 
Use numerical values from charts, diagrams, tables
Use formulas (translating, substituting values)

Reading Tasks
Identify work-related symbols/signs
Read simple directions
Read technical information

Writing Tasks
Copy accurately
Write legibly
Complete forms accurately
Write sentences in standard English
Organize, select, and relate ideas in writing
Produce intelligible written documents
Identify and correct errors in writing

Communication Tasks
Listen
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Stay on the topic in job-related conversations
Report accurately what others have said
Give clear oral instructions and directions
Explain activities and ideas clearly
Effectively present information to groups
Interact effectively with job applicants

Manual Perceptual Tasks
Eye-hand coordination
Hand work
Construct, fabricate or assemble materials
Use job-specific hand tools and equipment (clerical tools and equipment)
Operate machine(s) (telephone system, computer)
Use keyboard skills
<table>
<thead>
<tr>
<th>Special Considerations for This Worker</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Limitations</strong></td>
</tr>
<tr>
<td>Lifting, carrying, pushing, pulling,</td>
</tr>
<tr>
<td>standing, walking, kneeling, squatting</td>
</tr>
<tr>
<td><strong>Special Training</strong></td>
</tr>
<tr>
<td>None</td>
</tr>
<tr>
<td><strong>Job Accommodations</strong></td>
</tr>
<tr>
<td>Desk/work table elevated using blocks</td>
</tr>
<tr>
<td>provided by employer to accommodate</td>
</tr>
<tr>
<td>employee's wheelchair (1 hour of</td>
</tr>
<tr>
<td>carpenter's time).</td>
</tr>
<tr>
<td>Office furniture arranged by employer</td>
</tr>
<tr>
<td>to provide better office accessibility</td>
</tr>
<tr>
<td>(1 hour).</td>
</tr>
<tr>
<td>Bathroom stall enlarged by employer to</td>
</tr>
<tr>
<td>provide accessibility for employee's</td>
</tr>
<tr>
<td>wheelchair.</td>
</tr>
<tr>
<td><strong>Personal Strengths</strong></td>
</tr>
<tr>
<td>Communicates effectively</td>
</tr>
<tr>
<td>Shows initiative</td>
</tr>
<tr>
<td>Demonstrates patience</td>
</tr>
<tr>
<td><strong>Financial Incentives for Hiring</strong></td>
</tr>
<tr>
<td>None</td>
</tr>
<tr>
<td><strong>Other Job Replication Factors</strong></td>
</tr>
<tr>
<td>Minimal accommodations should be</td>
</tr>
<tr>
<td>initially provided for employees with</td>
</tr>
<tr>
<td>a wheelchair.</td>
</tr>
</tbody>
</table>
Physical Science Technician  

Cerebral Palsy

D.O.T. #020.162-010

Company Name
Northern Regional Research Center, ARS, USDA
1815 North University Street
Peoria, IL 61604

Description of Company
U.S. Government research laboratory performing chemical, microbiological and engineering research related to agriculture. Main products are research publications and patents.

Number of Employees
8,000 total company
320 this site

For more information, contact
L. H. Princen, Center Director
(309) 685-4011, Ext. 540

Wages
$1,381.00 per month

Benefits
- Paid vacation
- Paid holidays
- Paid sick days
- Pension
- Worker's compensation
- Unemployment compensation
- Medical insurance
- Life insurance

Work Schedule
- Permanent status
- 5 days a week, 8 hours a day
- 8:00 a.m. to 4:30 p.m.

Work Setting
- Laboratory research area

Probationary Period
- 1 year

Employment History
- 3 years with company
- 3 years in this position

Standard Training Period
- None

Standard Amount of Direct Supervision
- Minimal

Narrative Description
Tabulates data, converts to appropriate units and performs indicated calculations and curve plotting; obtains by calculation and measurement experimental curves parameters describing material behavior; performs literature searches and maintains literature files and computer retrieval systems; records data and calculations accurately in notebooks, plots data in graphical and tabular form, and maintains accurate records and summarizes results; and performs complex calculations from new theoretical equations, computer-aided wherever necessary, and fits theoretical predictions to experimental data.

Physical Demands
- 100% sedentary

Physical Activities Performed
- Reach, sit, turn, see, hear

Environmental Conditions
- None

Special Conditions
- Precision/quality
- Work Group
- Works alone, one-to-one, and in small group
Physical Science Technician

Cerebral Palsy

**Significant Duties**

**Leadership/Administrative/Managerial**
None

**Problem Solving/Reasoning Tasks**
- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Recognize the effects of changing quantity or quality of materials
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

**Writing Tasks**
- Copy accurately
- Write legibly
- Complete forms accurately
- Write sentences in standard English
- Organize, select, and relate ideas in writing
- Produce intelligible written documents
- Identify and correct errors in writing

**Reading Tasks**
- Identify work-related symbols/signs
- Read simple directions
- Read technical information

**Communication Tasks**
- Listen
- Follow intent of oral directions
- Talk
- Use appropriate vocabulary and grammar
- Explain activities and ideas clearly

**Manual Perceptual Tasks**
- Operate machine(s) (computer, other scientific equipment)
- Use keyboard skills
- Develop visual presentations

**Computer Tasks**
- Enter data into computers
- Access data from computers
- Perform word processing
- Write programs
- Perform systems analysis

**Mathematical Tasks**
- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+, -, *, /)
- Estimate quantities needed to do a job
- Use numerical values from charts, diagrams, tables
- Construct diagrams, charts, records using numerical calculations
- Make and use measurements
- Use formulas (translating, substituting values)

**Manual Perceptual Tasks**
- Operate machine(s) (computer, other scientific equipment)
- Use keyboard skills
- Develop visual presentations

**Manual Perceptual Tasks**
- Operate machine(s) (computer, other scientific equipment)
- Use keyboard skills
- Develop visual presentations
Special Considerations for This Worker

Limitations
Lifting, carrying, pushing, pulling, standing, walking

Special Training
Supervisor provided training to acquaint employee with specific projects. Employee entered permanent employment and received a wage increase upon completion of the training.

Job Accommodations
Swinging hall lab doors and windows in doors installed at employee's eye level to accommodate employee's mobility needs.
Transportation to work provided by parents to accommodate employee's transportation needs.

Personal Strengths
Intelligence
Desire to work
Knowledge of theoretical physics and chemistry

Financial Incentives for Hiring
None

Other Job Replication Factors
Employee was interested in studying mathematics and computer science after high school graduation. After overcoming some obstacles, the chemistry department at a local university offered a specially designed curriculum of theoretical subjects and accommodated employee's physical disabilities. Upon earning a B.S. degree in chemistry, a professor assisted job placement by contacting the Research Center where designing a special position was encouraged. The employee is working well and has been promoted to the next highest grade position.
Potato Chip Crew Worker

D.O.T. #526.685-046

Company Information

Company Name
Bear Creek Farms
R.R. 1
Bryant, IN 47326

Description of Company
Manufactures specialty food products and operates 24 family style restaurants.

Number of Employees
1,000 total company
50 this site

For more information, contact
Don Strong, President
(219) 997-6822

Requirements of This Job

Academic Credentials Required
None

Work Experience Required
Preferred

Examinations Required
None

Other Job Requirements
Driver's license, own vehicle

Job Information

Wages
$4.50 per hour

Benefits
Paid vacation
FICA
Unemployment compensation
Medical insurance

Work Schedule
Permanent status
4 days a week, 8 hours a day
8:00 a.m. to 5:00 p.m.

Work Setting
Factory

Probationary Period
None

Employment History
1 year with company
1 year in this position

Narrative Description
Cooks and bags small batches of potato chips.

Physical Demands
70% light work, 20% medium work, 10% heavy work

Physical Activities Performed
Push, pull, color vision, sense of taste, sense of touch, finger dexterity

Environmental Conditions
None

Special Conditions
None

Work Group
Small group

Standard Training Period
3 hours by supervisor

Standard Amount of Direct Supervision
Moderate
Potato Chip Crew Worker

Mental Retardation

**Significant Duties**

**Leadership/Administrative/Managerial**
- None

**Problem Solving/Reasoning Tasks**
- None

**Computer Tasks**
- None

**Mathematical Tasks**
- Count

**Writing Tasks**
- None

**Reading Tasks**
- Identify work-related symbols/signs

**Communication Tasks**
- Listen
- Follow intent of oral directions

**Manual Perceptual Tasks**
- Eye-hand coordination
- Hand work
- Tend machine 'potato chip frying machine

**Special Considerations for This Worker**

**Limitations**
- Interactions with coworkers, reading, writing, spelling, mathematics, cannot work alone, speaking, following written directions

**Personal Strengths**
- Consistent
- Good temperament
- Good quality in product

**Special Training**
- None

**Financial Incentives for Hiring**
- None

**Job Accommodations**
- None
Company Information

Company Name
L. Foote Enterprises, Ltd.
248 Ray Street
Delavan, WI 53115

Description of Company
Manufactures self-contained gas fired corn roaster.

Number of Employees
4 total company
4 this site

For more information, contact
Bill Russell
Friend and Part-Time Helper
(414) 728-5344 or 728-9344

Requirements of This Job

Academic Credentials Required
None

Work Experience Required
None

Examinations Required
None

Other Job Requirements
None

Job Information

Narrative Description
Develops and produces corn roasters and fabricated equipment; operates machines; plans market procedure for nationwide distribution; and provides consultation and problem solving skills to special mechanical projects.

Physical Demands
50% sedentary, 25% light work, 25% medium work

Physical Activities Performed
Push, pull, reach, climb, balance, stoop, kneel, sit, turn, hear, sense of smell, sense of touch, finger dexterity

Environmental Conditions
Hot, cold, dust, dirt, mechanical hazards

Special Conditions
Precision/quality
High level of stress

Work Group
Works alone, one-to-one, and in small group

Employment History
7 years with company
7 years in this position

Standar Trainng Period
None

Standard Amount of Direct Supervision
None
President

Significant Duties

Leadership/Administrative/Managerial
- Provide leadership
- Develop company policies
- Implement company policies
- Recruit, hire, and terminate personnel
- Specify goals and work tasks of others
- Supervise personnel
- Represent the company at internal functions
- Represent the company at external functions

Problem Solving/Reasoning Tasks
- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

Writing Tasks
- None

Reading Tasks
- None

Communication Tasks
- Listen
- Follow intent of oral directions
- Talk
- Speak clearly
- Use appropriate vocabulary and grammar
- Stay on the topic in job-related conversations
- Report accurately what others have said
- Give clear oral instructions and directions
- Explain activities and ideas clearly
- Effectively present information to groups

Computer Tasks
- None

Mathematical Tasks
- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+,-,x,/) 
- Estimate quantities needed to do a job 
- Calculate costs
- Make and use measurements

Manual Perceptual Tasks
- Hand work
- Construct, fabricate or assemble materials
- Use job-specific hand tools and equipment
- Tend machine(s)
- Operate machine(s)
- Set up machine(s)
- Operate job-related power tool(s) (drills, lathe, grinder)

Other Significant Duties or Job Features
- Makes own devices
Special Considerations for This Worker

Limitations
Acceptance of supervision, reading, writing, vision, following written directions, working in a large group

Special Training
None

Job Accommodations
Friends read and assist with clerical duties to accommodate employee's academic limitations (no cost).
Friends provide transportation to and from work to accommodate employee's ability to drive (no cost).

Personal Strengths
Memory
Reasoning skills
Listening and comprehension skills

Financial Incentives for Hiring
None

Other Job Replication Factors
President believes in self and has never stopped doing something because of limitations. The President has learned to accept help when necessary but performs everything for self when possible.
Company Information

Company Name
International Handicappers’ Net
P.O. Box 59
Oregon, MO 64473

Description of Company
International fraternal organization of disabled amateur radio operators.

Number of Employees
1 total company
1 this site

For more information, contact
Calvin J. Burt
Chief Executive Officer
(816) 446-2902

Requirements of This Job

Academic Credentials Required
High school diploma
Associate degree
Amateur radio license (FCC)
College accounting

Work Experience Required
General office administration, publishing and computer data base experience preferred.

Examinations Required
None

Other Job Requirements
Integrity/honesty

Job Information

Wages
Information not provided

Benefits
None

Work Schedule
Permanent status
5-6 days a week, 7.5 hours a day
9:00 a.m. to 4:30 p.m.

Work Setting
Home/office

Probationary Period
None

Employment History
7 years with company
7 years in this position

Standard Amount of Direct Supervision
None

Narrative Description
Manages on-air radio network of members; uses computer and printer for newsletter (i.e., colv ns, mailing labels and database of members); solicits funds; maintains inventory of radio equipment and materials for loan; and manages office record-keeping and accounting operations.

Physical Demands
100% sedentary

Physical Activities Performed
Read, sit, see, color vision, hear, sense of smell, sense of touch, finger dexterity

Environmental Conditions
Cramped quarters, radiant energy

Special Conditions
Precision/quality
Distracting conditions

Work Group
Works alone

Standard Training Period
1 month
**President/Manager**

**Spinal Cord Injury**

## Significant Duties

### Leadership/Administrative/Managerial
- Provide leadership
- Develop company policies
- Implement company policies
- Specify goals and work tasks of others
- Supervise personnel
- Represent the company at external functions
- Report to a board of directors
- Serve membership

### Problem Solving/Reasoning Tasks
- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

### Mathematical Tasks
- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+, -, x, /)
- Estimate quantities needed to do a job
- Calculate costs
- Use numerical values from charts, diagrams, tables
- Construct diagrams, charts, records using numerical calculations
- Make and use measurements
- Use formulas (translating, substituting values)
- Prepare budgets
- Prepare information

### Writing Tasks
- Write legibly
- Complete forms accurately
- Write sentences in standard English
- Organize, select, and relate ideas in writing
- Produce intelligible written documents
- Identify and correct errors in writing

### Reading Tasks
- Identify work-related symbols/signs
- Read simple directions
- Read technical information

### Communication Tasks
- Listen
- Talk
- Speak clearly
- Use appropriate vocabulary and grammar
- Stay on the topic in job-related conversations
- Report accurately what others have said
- Give clear oral instructions and directions
- Explain activities and ideas clearly
- Effectively present information to groups

### Manual Perceptual Tasks
- Eye-hand coordination
- Land work
- Use job-specific hand tools and equipment (HAM radio system)
- Use keyboard skills

### Computer Tasks
- Enter data into computers
- Access data from computers
- Perform word processing
- Write programs
- Perform systems analysis
Special Considerations for This Worker

Limitations
Vision (limited), lifting, carrying, standing, walking, kneeling, squatting, limited stamina, chronic pain

Personal Strengths
Self-discipline
Personal motivation
Desire to succeed

Special Training
None

Job Accommodations
Furniture and home office made accessible by employee to accommodate movement of wheelchair.

Financial Incentives for Hiring
None
Proof Machine Operator

Company Information

Company Name
Crestar Bank
919 East Main Street
Richmond, VA 23236

Description of Company
A full-service bank

Number of Employees
6,000 total company
1,000 this site

For more information, contact
Peggy J. Cox
Assistant Vice President and Employee Relations Manager
(804) 782-7195

Requirements of This Job

Academic Credentials Required
High school diploma or GED or equivalent office work experience

Work Experience Required
Office experience preferred

Examinations Required
None

Other Job Requirements
None

Job Information

Wages
$889-1,246 per month

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance
Thrift and profit sharing

Work Schedule
Permanent status
5 days a week, 8 hours a day minimum
12:00 p.m. to 8:00 p.m. or until work is completed

Work Setting
Office

Probationary Period
3 months

Employment History
10 years with company
10 years in this position

Narrative Description
Operates proof machine to process debit tickets received from company banks (i.e., deposits, general ledger tickets, checks).

Physical Demands
90% sedentary, 10% Light work

Physical Activities Performed
Reach, sit, turn, see, sense of touch, finger dexterity

Environmental Conditions
None

Special Conditions
High rate of production, high level of stress (deadlines daily)

Work Group
Works alone and in large group

Standard Training Period
3 months

Standard Amount of Direct Supervision
Moderate
**Significant Duties**

**Leadership/Administrative/Managerial**
None

**Problem Solving/Reasoning Tasks**
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence

**Computer Tasks**
None

**Mathematical Tasks**
Count
Understand order (e.g., first, second, last)
Understand concepts of greater than and less than
Handle basic calculations (+,-,x,/)  

**Writing Tasks**
Write legibly
Complete forms accurately

**Reading Tasks**
Identify work-related symbols/signs
Read simple directions

**Communication Tasks**
Follow intent of written directions

**Manual Perceptual Tasks**
Eye-hand coordination
Operate machine(s) (proof machines, adding machine, calculator)
Use keyboard skills

---

**Special Considerations for This Worker**

**Limitations**
Hearing, speaking

**Special Training**
Audiovisual equipment used in standard training.

**Job Accommodations**
Interpreter provided by employer for special meetings to accommodate employee's communication ability.

**Personal Strengths**
Excellent adding machine skills (i.e., finger dexterity)

**Financial Incentives for Hiring**
None
### Company Information

**Company Name**
The Stationery Traveler  
953 South Frontage Road, West Vail, CO 81657

**Description of Company**
Retail office products store

**Number of Employees**
- 5 total company
- 5 this site

**For more information, contact**
Noel Belcher, Owner  
(303) 476-4145

### Requirements of This Job

**Academic Credentials Required**
None

**Work Experience Required**
Retail sales/ordering experience preferred.

**Examinations Required**
None

**Other Job Requirements**
- Age 21 minimum
- Driver's license
- Bondable

### Job Information

**Wages**
$7.00 per hour

**Benefits**
- Paid vacation
- Paid holidays
- Paid sick days
- FICA
- Worker's compensation

**Work Schedule**
- Permanent status
  - 5 days a week, 9 hours a day
  - 8:00 a.m. to 6:00 p.m.

**Work Setting**
Office/retail

**Probationary Period**
None

**Employment History**
- 2 years with company
- 2 years in this position

**Narrative Description**
Sells office products in store; enters inventory information into computer; and orders products.

**Physical Demands**
- 60% sedentary, 30% light work, 10% medium work

**Physical Activities Performed**
- Push, pull, reach, stoop, sit, see, hear, sense of touch, finger dexterity

**Environmental Conditions**
None

**Special Conditions**
- None

**Work Group**
Small group

**Standard Training Period**
2 months

**Standard Amount of Direct Supervision**
Minimal
Purchaser/Salesperson

Learning Disability - Dyslexia

**Significant Duties**

**Leadership/Administrative/Managerial**
- Implement company policies
- Represent the company at internal functions

**Problem Solving/Reasoning Tasks**
- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Collect and organize information
- Analyze and synthesize information
- Summarize and draw conclusions

**Writing Tasks**
- Copy accurately
- Write legibly
- Complete forms accurately

**Reading Tasks**
- Read simple directions
- Read technical information

**Communication Tasks**
- Listen
- Follow intent of oral directions
- Talk
- Speak clearly
- Use appropriate vocabulary and grammar
- Stay on the topic in job-related conversations
- Give clear oral instructions and directions

**Computer Tasks**
- Enter data into computers
- Access data from computers

**Mathematical Tasks**
- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+,-,x,/) 
- Estimate quantities needed to do a job

**Manual Perceptual Tasks**
- Eye-hand coordination
- Handwork
- Construct, fabricate or assemble materials
- Use job-specific hand tools and equipment (retail store hand tools and equipment)
- Operate machine(s) (calculator, facsimile)
- Use keyboard skills

**Special Considerations for This Worker**

**Limitations**
- Mathematics, remembering

**Personal Strengths**
- Good with people
- Office product knowledge
- Sense of store layout and design

**Special Training**
- Special 2-week initial training provided by owner on use of computer for supplier channels and sources.

**Financial Incentives for Hiring**
- None

**Job Accommodations**
- Additional review of product orders provided by employer to accommodate employee's line item shifts and number transpositions (4 hrs/wk).
Receiving Clerk

Deafness, Non-Vert.

D.O.T. #222.387-050

Company Information

Company Name
Sears Roebuck and Company
7101 Midlathian Pike
Richmond, VA 23225

Description of Company
Retail merchandise chain of stores

Number of Employees
385 this site

For more information, contact
Donna M. Hunt, Personnal Specialist
(804) 745-7256

Requirements of This Job

Academic Credentials Required
None

Work Experience Required
None

Examinations Required
Physical

Other Job Requirements
None

Job Information

Wages
Information considered confidential

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Life insurance

Work Schedule
Permanent status
5 days a week, 8 hours a day
7:00 a.m. to 4:00 p.m.

Work Setting
Shipping dock

Probationary Period
None

Employment History
Information not available

Narrative Description
Matches merchandise freight pack list with the store orders; verifies store charges for merchandise received; places tags on merchandise with appropriate price before releasing to the store sales floor; and hangs clothes items before sending to the sales floor.

Physical Demands
15% light work, 75% medium work, 10% heavy work

Physical Activities Performed
Push, pull, reach, stoop, turn, see, color vision, sense of touch, finger dexterity

Environmental Conditions
Temperature related to weather

Special Conditions
Precision/quality

Work Group
Small group

Standard Training Period
3 days

Standard Amount of Direct Supervision
Moderate
Receiving Clerk

Deafness, Non-Verbal

**Significant Duties**

**Leadership/Administrative/Managerial**
None

**Problem Solving/Reasoning Tasks**
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Evaluate for accuracy and completeness

**Writing Tasks**
- Write legibly
- Complete forms accurately
- Identify and correct errors in writing

**Reading Tasks**
- Identify work-related symbols/signs
- Read simple directions

**Communication Tasks**
- Follow intent of written directions

**Computer Tasks**
None

**Manual Perceptual Tasks**
- Eye-hand coordination
- Hand work
- Use job-specific hand tools and equipment (pricing gun, material handling too's)

**Mathematical Tasks**
- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Estimate quantities needed to do a job

**Writing Tasks**
- Write legibly
- Complete forms accurately
- Identify and correct errors in writing

**Reading Tasks**
- Identify work-related symbols/signs
- Read simple directions

**Communication Tasks**
- Follow intent of written directions

**Special Considerations for This Worker**

**Limitations**
- Hearing, speaking, following spoken directions

**Personal Strengths**
- Communicates well by written notes
- Takes directions well
- Works accurately

**Special Training**
None

**Financial Incentives for Hiring**
None

**Job Accommodations**
- Coworkers write notes and use simple sign language to communicate with employee.
### Company Information

**Company Name**
Intracorp  
181 Park Avenue  
West Springfield, MA 01089

**Description of Company**
Private insurance rehabilitation consulting firm.

**Number of Employees**
3,000 total company  
7 this site

**For more information, contact**
Susan A Flasse, Branch Manager  
(413) 737-4382

### Requirements of This Job

**Academic Credentials Required**
- Master's degree
- Nursing license

**Work Experience Required**
- Nursing and placement/vocational rehabilitation preferred

**Examinations Required**
- None

**Other Job Requirements**
- Driver's license
- Dress code

### Job Information

**Wages**
$700+ per month

**Benefits**
- Paid vacation
- Paid holidays
- Paid sick days
- Pension
- FICA
- Worker's compensation
- Medical insurance
- Dental insurance
- Life insurance
- Long and short term disability insurance
- Company car

**Work Schedule**
- Permanent status  
- 5 days a week, 7.5 hours a day

**Work Setting**
Office/Residential - works from home and visits clients in their homes.

**Probationary Period**
- 3 months

**Employment History**
- 14 months with company
- 14 months in this position

**Narrative Description**
Assesses rehabilitation potential of injured worker in regards to medical treatment, vocational skills, prognosis for returning to same job, psychological ability to handle injury and financial status as result of accident.

**Physical Demands**
- 80% sedentary, 20% light work

**Physical Activities Performed**
- Push (pencil, car gear), reach, climb stairs, kneel, sit, turn (head, waist), see, depth perception, hear, sense of touch, finger dexterity

**Environmental Conditions**
- Hot, cold, humid, dry, wet, dust (all weather), odors, noise, vibration (from car)

**Special Conditions**
- Precision/quality
- High level of stress (deadlines, etc.)

**Work Group**
- Works alone, one-to-one

**Standard Training Period**
- 1 week and 3-6 months on-the-job training

**Standard Amount of Direct Supervision**
- Moderate
Rehabilitation Specialist

Significant Duties

Leadership/Administrative/Managerial
Specify goals and work tasks of others
Represent the company at internal functions
Represent the company at external functions

Problem Solving/Reasoning Tasks
Determine own work activities
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Recognize the effects of changing quantity or quality of materials
Collect and organize information
Analyze and synthesize information
Identify alternative approaches or solutions
Review progress periodically
Evaluate for accuracy and completeness
Correct deficiencies
Summarize and draw conclusions

Writing Tasks
Write legibly
Complete forms accurately
Write sentences in standard English
Organize, select, and relate ideas in writing
Produce intelligible written documents
Identify and correct errors in writing

Reading Tasks
Identify work-related symbols/signs
Read simple directions
Read technical information

Communication Tasks
Listen
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Stay on the topic in job-related conversations
Report accurately what others have said
Give clear oral instructions and directions
Explain activities and ideas clearly

Manual Perceptual Tasks
Eye-hand coordination

Mathematical Tasks
Count
Understand order (e.g., first, second, last)
Understand concepts of greater than and less than
Handle basic calculations (+,-,x,/) Estimate quantities needed to do a job
Calculate costs

Computer Tasks
None

Writing Tasks
Write legibly
Complete forms accurately
Write sentences in standard English
Organize, select, and relate ideas in writing
Produce intelligible written documents
Identify and correct errors in writing

Reading Tasks
Identify work-related symbols/signs
Read simple directions
Read technical information

Communication Tasks
Listen
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Stay on the topic in job-related conversations
Report accurately what others have said
Give clear oral instructions and directions
Explain activities and ideas clearly

Manual Perceptual Tasks
Eye-hand coordination
<table>
<thead>
<tr>
<th>Special Considerations for This Worker</th>
</tr>
</thead>
</table>

**Limitations**
- Working in front of groups, writing, spelling, lifting, carrying, tumor (recurring)

**Special Training**
Manager provides periodic instruction to employee.

**Job Accommodations**
None

**Personal Strengths**
- Interpersonal skills
- Assessment skills (data collection, analysis and synthesis)
- Hardworking
- Dedicated

**Financial Incentives for Hiring**
None

**Other Job Replication Factors**
- Be flexible regarding amount of work assigned to employee. Start person slowly and increase only when ready to handle additional work.
Company Information

Company Name
New England Telephone
185 Franklin Street
Boston, MA 02107

Description of Company
Telecommunication products and services.

Number of Employees
28,000 total company
150 this site

For more information, contact
John Cooney, Manager
Affirmative Action Program/
Equal Employment Opportunity
(617) 743-4901

Job Information

Wages
$231.50 per week

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Medical insurance
Dental insurance
Life insurance
(Benefits after 6 months)

Work Schedule
Permanent status
5 days a week, 7.5 hours a day
9:00 a.m. to 5:30 p.m.

Work Setting
Office

Probationary Period
6 months

Employment History
3 months with company
3 months in this position

Requirements of This Job

Academic Credentials Required
High school diploma

Work Experience Required
Typing or customer contact skills preferred.

Examinations Required
Physical, hearing, drug test

Other Job Requirements
Union membership
Bondable
On call

Narrative Description
Talks to customers with telephone service complaints; collects necessary information from customer for repair; and types information into computer.

Physical Demands
100% sedentary

Physical Activities Performed
Sit, turn, hear, sense of touch, finger dexterity

Environmental Conditions
None

Special Conditions
High rate of production
Precision/quality
High level of stress (due to customer complaints)

Work Group
Large group

Standard Training Period
10 days

Standard Amount of Direct Supervision
Moderate
Leadership/Administrative/Managerial
Implement company policies

Problem Solving/Reasoning Tasks
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Collect and organize information
Analyze and synthesize information
Identify alternative approaches or solutions
Correct deficiencies
Summarize and draw conclusions
Devise new ideas and better work methods

Computer Tasks
Enter data into computers
Access data from computers
Perform word processing

Mathematical Tasks
Count
Understand order (e.g., first, second, last)

Writing Tasks (using personal computer with voice synthesizer)
Complete forms accurately
Write sentences in standard English
Identify and correct errors in writing

Reading Tasks (using personal computer with voice synthesizer)
Identify work-related symbols/signs
Read simple directions
Read technical information

Communication Tasks
Listen
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Stay on the topic in job-related conversations
Report accurately what others have said
Give clear oral instructions and directions
Explain activities and ideas clearly

Manual Perceptual Tasks
Use keyboard skills
<table>
<thead>
<tr>
<th><strong>Special Considerations for This Worker</strong></th>
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</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Limitations</strong></th>
<th><strong>Personal Strengths</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Vision</strong></td>
<td>Gets along well with peers</td>
</tr>
<tr>
<td></td>
<td>Good attendance</td>
</tr>
<tr>
<td></td>
<td>Identifies and handles customer complaints</td>
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<tr>
<td></td>
<td>Confident in getting around building</td>
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<tr>
<td></td>
<td>Perseveres</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Special Training</strong></th>
<th><strong>Financial Incentives for Hiring</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial special training on computer skills was provided by employer for 2 weeks prior to employment. Training material was entered into employee's personal computer. Employee entered permanent employment upon completion of the special training.</td>
<td><strong>Targeted Jobs Tax Credit</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Job Accommodations</strong></th>
<th><strong>Other Job Replication Factors</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Speech synthesizer installed on employee's computer provided by the Commission for the Blind to accommodate employee's visual communication skills ($1000). Mobility training on work site provided by the Commission for the Blind to assist employee in locating training work site.</td>
<td>Employers should have a Perkins Project With Industry and a Carroll Center for the Blind. Agency staff evaluate employee qualifications and computer skills, assess position adaptability, provide occupational rehabilitation engineering, and act as a liaison with the Commission for the Blind.</td>
</tr>
</tbody>
</table>

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<tr>
<th><strong>Personal Strengths</strong></th>
<th><strong>Financial Incentives for Hiring</strong></th>
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</tr>
<tr>
<td>Perseveres</td>
<td></td>
</tr>
</tbody>
</table>
Research and Development Engineer

D.O.T. #020.062-010

Company Information

Company Name
Miles Laboratories, Inc.
Ames Division
430 South Beiger Street
Mishawaka, IN 46544

Description of Company
A large pharmaceutical firm specializing in a variety of health care products: Alka-Seltzer, One-a-Day vitamins, Glucometer, Bactine, Reagent Strips.

Number of Employees
12,000 total company
500 this site

For more information, contact
Paul Filpus
Research and Development Engineer
(219) 256-3488

Requirements of This Job

Academic Credentials Required
Bachelor's degree

Work Experience Required
None

Examinations Required
Physical

Other Job Requirements
Dress code

Job Information

Wages
$2,250 per month

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance
Savings plan

Work Schedule
Permanent status
5 days a week, 8 hours a day
7:45 a.m. to 4:30 p.m.

Work Setting
Office

Probationary Period
6 months

Employment History
14.5 years with company
3 years in this position

Narrative Description
Writes and debugs programs in FORTRAN and assembly languages for modeling and custom chip software; and documents programs according to company software specifications.

Physical Demands
90% sedentary, 10% light work

Physical Activities Performed
Sit, hear, finger dexterity

Environmental Conditions
None

Special Conditions
High level of stress (deadlines, etc.)

Work Group
Works alone, one-to-one, and in small group

Standard Training Period
None

Standard Amount of Direct Supervision
Moderate
Research and Development Engineer

**Significant Duties**

**Leadership/Administrative/Managerial**
None

**Problem Solving/Reasoning Tasks**
- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Summarize and draw conclusions

**Computer Tasks**
- Enter data into computers
- Access data from computers
- Perform word processing
- Write programs

**Mathematical Tasks**
- Understand concepts of greater than and less than
- Handle basic calculations (+, -, x, /)
- Use numerical values from charts, diagrams, tables
- Construct diagrams, charts, records using numerical calculations
- Use formulas (translating, substituting values)

**Writing Tasks**
- Write sentences in standard English
- Organize, select, and relate ideas in writing
- Produce intelligible written documents
- Identify and correct errors in writing

**Reading Tasks**
- Read simple directions
- Read technical information

**Communication Tasks**
- Listen
- Follow intent of oral directions
- Speak clearly
- Use appropriate vocabulary and grammar
- Stay on the topic in job-related conversations
- Report accurately what others have said
- Give clear oral instructions and directions
- Explain activities and ideas clearly

**Manual Perceptual Tasks**
- Use keyboard skills
Special Considerations for This Worker

Limitations

Vision

Special Training

None

Job Accomodations

An Optacon, braille terminal and speech synthesizer provided by employer and various agencies to accommodate employee's communication skills ($12,000).

Personal Strengths

Attendance record
Keyboarding skills
Perseverance in completing a job

Financial Incentives for Hiring

None
Rodeo Bull Rider Trainee

D.O.T. #159.344-014

Company Information

Company Name
Self-employed

Description of Company
Rodeo cowboy competing in professional rodeos.

Number of Employees
Varies by events (50-200 competitors per rodeo)

For more information, contact
Ronald C. Knauel
Job Preparation Coordinator
(602) 271-3292

Job Information

Wages
By event performance - prize money ranges from $0 to $1650 for each entry

Benefits
None

Work Schedule
Seasonal status
3 days practice a week, 3-1/2 - 7 hours a day
3:00 - 6:30 p.m. plus weekends

Work Setting
County fair arenas and rodeo arenas

Probationary Period
Amateur trainee status until age 20

Employment History
18 months in this position

Narrative Description
Trains, performs, and competes in various rodeo events including bull riding and calf roping.

Physical Demands
5% sedentary, 20% light work, 25% medium work, 50% heavy work

Physical Activities Performed
Push, pull, run, climb, balance, stoop, kneel, crouch, crawl, sit, turn, see, color vision, depth perception, hear, sense of touch, adjusts physical strength (grip) based on changes in balance

Environmental Conditions
Hot, dry, dust, dirt, odors, noise, vibration, moving objects, cramped quarters, rope burns

Special Conditions
Precision/quality
High level of stress
High potential for physical injury

Work Group
Works alone

Standard Training Period
5 days per week during school year (continuous training)

Standard Amount of Direct Supervision
Minimal - parental

Emotional Handicap

Requirements of This Job

Academic Credentials Required
None

Work Experience Required
Bull riding competition experience preferred.

Examinations Required
Physical

Other Job Requirements
Age 16 minimum, uniform - cowboy, union membership, available to travel, pays entry fees per rodeo event
Rodeo Bull Rider Trainee

**Significant Duties**

**Leadership/Administrative/Managerial**
None

**Problem Solving/Reasoning Tasks**
- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize effects of changing quantity or quality of materials
- Collect and organize information
- Identify alternative approaches or solutions
- Review progress periodically (after each event)
- Correct deficiencies
- Devise new ideas and better work methods

**Writing Tasks**
- Write legibly
- Complete forms accurately

**Reading Tasks**
- Identify work-related symbols/signs
- Read simple directions

**Communication Tasks**
- Listen
- Follow intent of oral directions
- Talk
  - Use appropriate vocabulary and grammar (cowboy lingo)
- Stay on the topic in job-related conversations
- Give clear oral instructions and directions

**Manual Perceptual Tasks**
- Eye-hand coordination
- Hand work (strength, grip)
- Use job-specific hand tools and equipment (hand tools and equipment related to rodeo events)

**Computer Tasks**
None

**Mathematical Tasks**
None

Emotional Handicap
Special Considerations for This Worker

Limitations
Acceptance of supervision, interactions with coworkers, writing, spelling, mathematics, working in a group, speaking, following spoken directions.

Special Training
Bull ranch foreman provided special training (9 hrs/weekday and 16 hrs/weekend) to practice rodeo skills and expand event participation.

Job Accommodations
Counseling and guidance was provided by the school job preparation coordinator and counselors to improve the student/trainee's self concept, positive attitude toward school, getting along with others, completing homework and high school academic requirements, and school attendance ($1500/year paid by school district).
Continual instruction and coaching provided by bull ranch foreman to accommodate student/trainee's need for support (no cost).
Family provided specialized bull riding equipment, transportation, and lodging for rodeo competitions. Father was a professional bull rider.

Personal Strengths
Need for independence
Pride in performing well
Family support
Desire and motivation to succeed
Identifies with Old West and the "rough and tumble" image of a cowboy

Financial Incentives for Hiring
None
Secretary

Visual Impairment

D.O.T. #201.362-030

Company Information

Company Name
The Guidance Clinic, Inc.
202 Graham Ave.
Eau Claire, WI 54701

Description of Company
An alcohol, drug abuse and psychiatric treatment clinic.

Number of Employees
15 total company
15 this site

For more information, contact
Michael Weiser, Executive Director
(715) 832-3471

Requirements of This Job

Academic Credentials Required
High school diploma

Work Experience Required
Filing, typing and phone skills preferred

Examinations Required
None

Other Job Requirements
Dress code

Wages
$5.10 hr hour

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance

Work Schedule
Perm - ent status

Work Setting
Office

Probationary Period
6 months

Employment History
1.5 years with the company
8 months in this position

Narrative Description
Answers phone; operates computer terminal to send information; and delivers mail and other reports to Department of Human Services.

Physical Demands
100% sedentary

Physical Activities Performed
Reach, run, sit, turn, see, hear, sense of touch, finger dexterity

Environmental Conditions
None

Special Conditions
High level of stress

Work Group
Small group

Standard Training Period
1 month

Standard Amount of Direct Supervision
Moderate
Secretary

Significant Duties

Leadership/Administrative/Managerial
None

Problem Solving/Reasoning Tasks
Determine own work activities
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence

Computer Tasks
Enter data into computers

Mathematical Tasks
Count
Understand order (e.g., first, second, last)
Understand concepts of greater than and less than
Handle basic calculations (+,-,x,/)  

Writing Tasks
Copy accurately
Write legibly
Complete forms accurately

Reading Tasks
Identify work-related symbols/signs
Read simple directions

Communication Tasks
Listen
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Give clear oral instructions and directions

Manual Perceptual Tasks
Eye-hand coordination
Hand work
Use job-specific hand tools and equipment (office tools and equipment)
Operate machine(s) (computer terminal, telephone system)
Use keyboard skills

Special Considerations for This Worker

Limitations
Acceptance of supervision, vision, legible writing

Special Training
None

Job Accommodation:
None

Personal Strengths
Personable
Determined
Good sense of humor

Financial Incentives for Hiring
Job Training Partnership Act on-the-job training wage subsidy

Other Job Replication Factors
Additional typing and secretarial skills would increase work opportunities for people who are disabled.
Senior Drafter

Polio - Congenital Partial Paralysis of Arm and Leg

D.O.T. #014.281-010

Company Information

Company Name
Electric Boat Division
General Dynamics Corporation
75 Eastern Point Road
Groton, CT 06340

Description of Company
Submarine construction, design, and engineering contractor for U.S. Navy.

Number of Employees
20,000 this site

For more information, contact
Peter J. Rumery, Chief of Design
(203) 441-8708

Requirements of This Job

Academic Credentials Required
High school diploma
Drafting in high school or technical school

Work Experience Required
Preferred

Examinations Required
Physical, hearing, vision

Other Job Requirements
Age 18 minimum

Job Information

Wages
$9.38 per hour

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance
Savings and stock purchase programs

Work Schedule
Permanent status
5 days a week, 8 hours a day
7:30 a.m. to 4:00 p.m.

Work Setting
Office

Probationary Period
90 days

Employment History
6 years with company
6 years in this position

Narrative Description
Develops orthographic drawings of submarine piping systems and produces computer generated graphic details of piping diagrams.

Physical Demands
100% sedentary

Physical Activities Performed
Reach, sit, turn, see, color vision, depth perception, hear, sense of touch, finger dexterity

Environmental Conditions
None

Special Conditions
Precision/quality
High level of stress (deadlines)

Work Group
Works alone and in small group

Standard Training Period
On the job training

Standard Amount of Direct Supervision
Minimal
Senior Drafter

Polio - Congenital
Partial Paralysis of Arm and Leg

Significant Duties

Leadership/Administrative/Managerial
None

Problem Solving/Reasoning Tasks
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Recognize the effects of changing quantity or quality of materials
Collect and organize information
Analyze and synthesize information
Review progress periodically
Evaluate for accuracy and completeness
Correct deficiencies
Summarize and draw conclusions
Devise new ideas and better work methods

Writing Tasks
Copy accurately
Write legibly
Complete forms accurately
Write sentences in standard English
Organize, select, and relate ideas in writing
Produce intelligible written documents

Reading Tasks
Identify work-related symbols/signs
Read technical information

Communication Tasks
Listen
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Stay on the topic in job-related conversations
Give clear oral instructions and directions
Explain activities and ideas clearly

Manual Perceptual Tasks
Eye-hand coordination
Use job-specific hand tools and equipment (drafting hand tools and equipment)
Use keyboard skills
Develop visual presentations

Mathematical Tasks
Understand order (e.g., first, second, last)
Understand concepts of greater than and less than
Handle basic calculations (+,-,x,/) Estimate quantities needed to do a job
Construct diagrams, charts, records using numerical calculations
Make and use measurements
Use formulas (translating, substituting values)

Computer Tasks
Enter data into computers
Access data from computers

Writing Tasks
Copy accurately
Write legibly
Complete forms accurately
Write sentences in standard English
Organize, select, and relate ideas in writing
Produce intelligible written documents

Reading Tasks
Identify work-related symbols/signs
Read technical information

Communication Tasks
Listen
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Stay on the topic in job-related conversations
Give clear oral instructions and directions
Explain activities and ideas clearly

Manual Perceptual Tasks
Eye-hand coordination
Use job-specific hand tools and equipment (drafting hand tools and equipment)
Use keyboard skills
Develop visual presentations
Special Considerations for This Worker

Limitations
Acceptance of supervision, climbing, ladder use

Personal Strengths
Desire to learn
Desire to advance in job

Special Training
None

Financial Incentives for Hiring
None

Job Accommodations
Submarine construction site visits assigned to coworkers and office duties increased by employer to accommodate employee's climbing ability (no cost).
Company Information

Company Name
Martin Marietta Energy Systems, Inc.
Oak Ridge Gaseous Diffusion Plant
P.O. Box P
Oak Ridge, TN 37831

Description of Company
Primarily devoted to uranium enrichment

Number of Employees
Approximately 16,000 total company
Approximately 2,500 this site

For more information, contact
Dave Rupert
Affirmative Action Coordinator
(615) 624-9218

Requirements of This Job

Academic Credentials Required
GED

Work Experience Required
5 years experience or special training
Experience in the operation of variety of printing equipment

Examinations Required
Complete physical
Hearing
Vision

Other Job Requirements
None

Job Information

Wages
Salaried (amount not provided)

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance
Personal Investment Account
Savings Plan, including options of PIA 401K

Work Schedule
Permanent status
5 days a week, 8 hours a day
7:45 a.m. to 4:15 p.m.

Work Setting
Production (office)

Probationary Period
6 months

Employment History
8 years with company
8 years in this position

Narrative Description
Operates complex printing press equipment; processes halftones, color work, NCR forms, brochures, books, etc.; and performs preventative maintenance.

Physical Demands
25% sedentary, 25% light work, 50% medium work

Physical Activities Performed
Push, pull, reach, stoop, kneel, crouch, sit, turn, see, color vision, depth perception, sense of touch, finger dexterity

Environmental Conditions
Dust, odors, noise, mechanical hazards, cramped quarters, electrical hazards, toxic conditions

Special Conditions
High rate of production
Precision/quality
High level of stress (deadlines, etc.)

Work Group
Large group

Standard Training Period
24 months

Standard Amount of Direct Supervision
Moderate
Senior Reproduction Clerk

Deafness

Significant Duties

Leadership/Administrative/Managerial
- Provide leadership

Problem Solving/Reasoning Tasks
- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

Writing Tasks
- Write legibly
- Complete forms accurately
- Write sentences in standard English

Reading Tasks
- Identify work-related symbols/signs
- Read simple directions

Communication Tasks
- Follow intent of oral directions
- Explain activities and ideas clearly

Manual Perceptual Tasks
- Eye-hand coordination
- Hand work
- Construct, fabricate or assemble materials
- Use job-specific hand tools and equipment
- Tend machine(s)
- Operate machine(s)
- Set up machine(s)
- Operate job-related power tool(s)

Computer Tasks
- None

Mathematical Tasks
- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+, -, x, /)
- Estimate quantities needed to do a job
- Use numerical values from charts, diagrams, tables
- Construct diagrams, charts, records using numerical calculations
- Make and use measurements
- Use formulas (translating, substituting values)
Special Considerations for This Worker

Limitations
Hearing, speaking, working alone

Special Training
None

Job Accommodations
Employee works with others present to accommodate emergency and safety procedures.

Personal Strengths
Attitude
Understanding direction
Knowledge

Financial Incentives for Hiring
None

Other Job Replication Factors
Deaf employees perform well in this environment.
Company Name
Upjohn Health Care Services
2024 West Henrietta Road
Suite 5D
Rochester, NY 14623

Description of Company
Provides in-house health care service. Acute and chronically ill cli. "."

Number of Employees
120 this site

For more information, contact
Patricia LaMonte, R.N. Manager
(6) 475-1500

Wages
$6.00 per hour

Benefits
Paid vacation
Paid holidays
Paid sick days
Worker's compensation
Unemployment compensation
Medical insurance

Work Schedule
Permanent status
5 days a week, 8 hours a day
8:00 a.m. to 4:00 p.m.

Work Setting
Office

Probationary Period
3 months

Movement history
5.5 months with company
5.5 months in this position

Narrative Description
Coordinates in-home services between client and home health aide, including: communicates by telephone with contracting agencies; completes verbal and written communication to on call and nursing supervisors; assists aide/client time slips; performs problem solving with aide and client; and participates in client/aide conferences.

Physical Demands
100% sedentary

Physical Activities Performed
Sit, see, sense of touch, finger dexterity

Environmental Conditions
None

Special Conditions:
Distracting conditions
High level of stress

Work Group
Works alone and in small group

Standard Training Period
3-6 months

Standard Amount of Direct Supervision
Moderate
Leadership/Administrative/Managerial
- Implement company policies
- Specify goals and work tasks of others
- Supervise personnel
- Represent the company at external functions

Problem Solving/Reasoning Tasks
- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of home health workers
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

Writing Tasks
- Copy accurately
- Write legibly
- Complete forms accurately
- Write sentences in standard English
- Maintain accurate dispatch records

Reading Tasks
- Identify work-related symbols/signs
- Read simple directions

Communication Tasks
- Listen
- Follow intent of oral directions
- Talk
- Speak clearly
- Use appropriate vocabulary and grammar
- Stay on the topic in job-related conversations
- Report accurately what others have said
- Give clear oral instructions and directions
- Explain activities and ideas clearly
- Effectively present information to groups/individuals

Manual Conceptual Tasks
- Eye-hand coordination
- Use job-specific hand tools and equipment (office tools and equipment
- Operate machine(s) (telephone, tape recorder)

Computer Tasks
- None

Mathematical Tasks
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+,-,x,/)
Special Considerations for This Worker

Limitations
Low frustration tolerance, self-confidence in performing job, writing, spelling

Special Training
The manager provided daily or as needed special training covering payroll and billing, client/aide coordination, and contract communications. Materials used included resource manuals and existing operational systems.

Job Accommodations
Additional daily monitoring provided by coordinator to accommodate employee’s need for supervision (no cost).
Tape recorder used by employee to dictate reports. Coworker transcribes reports to accommodate employee’s disability (no cost).
Daily individual counseling provided by Rochester Association for the Learning Disabled to accommodate employee’s need for support.
Reassurance by employer of worker’s job skills overcame employee’s lack of confidence and physical illness.

Personal Strengths
Perseveres
Motivated
Determined

Financial Incentives for Hiring
None

Other Job Replication Factors
Use patience, additional supervision and support, and daily individual counseling by outside resources to help employees reach their full potential.
Company Information

Company Name
Northwest Lumber Company
P.O. Box 146
Lebanon, OR 97355

Description of Company
Manufactures a variety of wood products.

Number of Employees
12 total company
5 this site

For more information, contact
Je Carlos, President
(503) 259-2411

Requirements of This Job

Academic Credentials Required
None

Work Experience Required
Knowledge of general woodworking procedures and equipment preferred.

Examinations Required
None

Other Job Requirements
None

Job Information

Wages
$3.75 per hour

Benefits
None

Work Schedule
Permanent status
4 days a week, 10 hours a day
6:00 a.m. to 4:30 p.m.

Work Setting
Wood fabrication factory

Probationary Period
30 days

Employment History
1.5 years with company
1.5 years in this position

Narrative Description
Constructs wooden pallets of various sizes; and checks product quality and production requirements of pallets.

Physical Demands
25% light work, 75% medium work

Physical Activities Performed
Push, pull, reach, stoop, turn, see, depth perception, hear, sense of touch, finger dexterity

Environmental Conditions
Dust, noise, mechanical hazards

Special Conditions
None

Work Group
Small group

Standard Training Period
10 days

Standard Amount of Direct Supervision
Moderate
Shop Laborer/Pallet Maker

Significant Duties

Leadership/Administrative/Managerial
Provide leadership

Problem Solving/Reasoning Tasks
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Recognize the effects of changing quantity or quality of materials
Collect and organize information
Identify alternative approaches or solutions
Devise new ideas and better work methods

Writing Tasks
Write legibly
Complete forms accurately

Reading Tasks
Identify work-related symbols/signs
Read simple directions

Communication Tasks
Listen
Follow intent of oral directions
Talk
Speak clearly

Manual Perceptual Tasks
Eye-hand coordination
Hand work
Construct, fabricate or assemble materials
Use job-specific hand tools and equipment (woodworking hand tools)
Operate machine(s) (air-staple gun; nail gun; numerous saws)
Set up machine(s)
Operate job-related power tool(s) (air-staple gun; nail gun; numerous saws)

Computer Tasks
None

Mathematical Tasks
Count
Understand order (e.g., first, second, last)
Understand concepts of greater than and less than
Handle basic calculations (+,-,x,/) Estimate quantities needed to do a job
Make and use measurements

Personal Strengths
Responsible
Obtains approval from coworkers and supervisors
Enjoys team effort in job performance

Financial Incentives for Hiring
None

Limitations
Low frustration tolerance, acceptance of supervision, interactions with coworkers, reading, writing, spelling, mathematics, remembering

Special Considerations for This Worker

Supervisor provided initial training during 30 day probationary period. Employee entered permanent employment upon completion of the special training.

None
Shrink Wrap Operator

Company Information

**Company Name**
K & L Distributors, Inc.
6307 Artic Spur Road
Anchorage, AK 99518

**Description of Company**
Warehouse distributing alcoholic and non-alcoholic beverages.

**Number of Employees**
- 275 total company
- 100 this site

**For more information, contact**
Cathy Bertolini
Supported Work Project Manager
(907) 279-6617

Requirements of This Job

**Academic Credentials Required**
None

**Work Experience Required**
None

**Examinations Required**
None

**Other Job Requirements**
- Age 21 minimum
- Bondable

Job Information

**Wages**
$4.50 per hour

**Benefits**
- Paid holidays
- Worker's compensation
- Additional benefits if more than 30 hours worked per week:
  - Paid vacation
  - Paid sick days
  - Pension
  - Unemployment compensation
  - Medical insurance
  - Dental insurance
  - Life insurance

**Work Schedule**
- Seasonal status
  - 5 days a week, 4-8 hours a day
  - 8:00 a.m. to 2:30 or 4:30 p.m.

**Work Setting**
Warehouse

**Probationary Period**
3 months

**Employment History**
- 5 weeks with company
- 5 weeks in this position

**Work Group**
- Works alone and in small group

**Narrative Description**
Removes product from box; cuts box down to tray size with box cutter; prepares product for shrink wrapping (sets up 2-6 packs of soda or assembles a rainbow pack); shrink wraps product in new package; performs quality control; and stacks finished product on palette according to customer and product specifications.

**Physical Demands**
100% light work

**Physical Activities Performed**
- Push, pull, reach, balance, stoop, turn, see, color vision, sense of touch, finger dexterity, stand

**Environmental Conditions**
- Cold, dust, odors, noise, inadequate lighting, moving objects, burns (minor), sharp objects

**Special Conditions**
- High rate of production at times
- Distracting conditions
- Variable production flow

**Standard Training Period**
7 days

**Standard Amount of Direct Supervision**
Moderate
Shrink Wrap Operator

Personality Disorder (Organic); Mental Retardation - Mild

Significant Duties

Leadership/Administrative/Managerial
None

Problem Solving/Reasoning Tasks
Determine own work activities
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Recognize the effects of changing quantity or quality of materials
Quality control

Writing Tasks
None

Reading Tasks
Identify work-related symbols/signs

Communication Tasks
Listen
Follow intent of oral directions
Talk
Stay on the topic in job-related conversations

Manual Perceptual Tasks
Eye-hand coordination
Hand work
Use job-specific hand tools and equipment (box cutter)
Tend machine (shrink wrap machine)
Operate machine (shrink wrap machine)
Set up machine (shrink wrap machine)

Special Considerations for This Worker

Limitations
Low frustration tolerance, interactions with coworkers, reading, writing, spelling, mathematics

Special Training
Special individual training provided by job coach for 7 weeks. Employee may enter permanent employment and receive a wage increase at the end of the probationary period.

Personal Strengths
Works independently
Produces at 50-75% of company standard
Recognizer needs and seeks assistance appropriately

Financial Incentives for Hiring
Job Training Partnership Act funds and Targeted Jobs Tax Credit

Other Job Replication Factors
Make sure your workers are compatible with the job and coworkers.

Job Accommodations
Job placement and coaching provided by agency supported work project staff to accommodate employee's need for job support (2 hr placement, 7-9 wks coaching).
Followup services provided by agency supported work staff to ensure employee's job success (minimum 1-3 hrs/mo).
Adequate lighting and heat installed by employer to accommodate employee's physical worksite needs.
Splice/Service Technician

Learning Disability - Dyslexia

D.O.T. #822.281-022

Company Information

Company Name
New England Telephone
185 Franklin Street
Boston, MA 02101

Description of Company
Telecommunication products and services.

Number of Employees
28,000 total company
175 this site

For more information, contact
John Cooney, Manager
Affirmative Action Program/Equal Employment Opportunity
(617) 743-4901

Requirements of This Job

Academic Credentials Required
High school diploma

Work Experience Required
Electrical background required.

Examinations Required
None

Other Job Requirements
Driver's license
Union membership
On call

Job Information

Wages
$15.69 per hour

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance
Vision care, 100%
Tuition aid, 100%

Work Schedule
Permanent status
5 days a week, 8 hours a day
7:30 a.m. to 4:30 p.m.

Work Setting
Outdoors, inside buildings and homes, on telephone poles, underground manholes.

Probationary Period
6 months

Employment History
14 years with company
18 months in this position

Standard Training Period
10 days

Standard Amount of Direct Supervision
None

Narrative Description
Receives information for service calls; contacts customers needing telephone service; drives service van to repair area; and analyzes, isolates, and solves customer complaints.

Physical Demands
10% light work, 50% medium work, 40% heavy work

Physical Activities Performed
Push, pull, reach, climb poles and ladders, balance, stoop, kneel, crouch, crawl, sit, turn, see, color vision, depth perception, hear, sense of smell, sense of touch, finger dexterity

Environmental Conditions
Hot, cold, humid, dry, wet, dust, dirt, odors, noise, mechanical hazards, moving objects, cramped quarters, high places, electrical hazards, explosives

Special Conditions
High rate of production
Precision/quality
Distracting conditions
High level of stress

Work Group
Works alone
Splice/Service Technician

Learning Disability - Dyslexia

Significant Duties

Leadership/Administrative/Managerial
- Provide leadership
- Implement company policies
- Specify goals and work tasks of others
- Represent the company at internal functions
- Represent the company at external functions
- Dispatch work crews when supervisor is absent

Problem Solving/Reasoning Tasks
- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials
- Collect and organize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

Writing Tasks
- Copy accurately
- Write legibly
- Complete forms accurately
- Organize, select, and relate ideas in writing

Reading Tasks
- Identify work-related symbols/signs
- Read simple directions
- Read technical information

Communication Tasks
- Listen
- Follow intent of oral directions
- Talk
- Speak clearly
- Use appropriate vocabulary and grammar
- Stay on the topic in job-related conversations
- Report accurately what others have said
- Give clear oral instructions and directions
- Explain activities and ideas clearly
- Effectively present information to groups

Manual Perceptual Tasks
- Eye-hand coordination
- Hand work
- Construct, fabricate or assemble materials
- Use job-specific hand tools and equipment (telephone repair hand tools and equipment)
- Operate machine(s) (telephone repair machinery)
- Operate job-related power tool(s) (drills)
- Use keyboard skills

Computer Tasks
- Enter data into computers
- Access data from computers

Mathematical Tasks
- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+,-,x,/) 
- Estimate quantities needed to do a job
- Calculate costs
- Use numerical values from charts, diagrams, tables
- Make and use measurements
Special Considerations for This Worker

Limitations
Reading, following written directions

Special Training
Ongoing special training on safety and job skill knowledge was provided by the plant trainers and supervisor. Written training materials were recorded on tape by the Recordings for the Blind agency.

Job Accommodations
Written work materials taped on tape recorder provided by employer to accommodate employee's reading ability ($400).

Personal Strengths
Positive attitude
Good attendance
Perseveres
Alert and aware on the job

Financial Incentives for Hiring
Targeted Jobs Tax Credit

Other Job Replication Factors
Be open-minded; obtain upper management support; and provide awareness training for employees and management team.
Splice/Service Technician

D.O.T. #822.231-022

Company Information

Company Name
New England Telephone
185 Franklin Street
Boston, MA 02107

Description of Company
Telecommunication products and services.

Number of Employees
28,000 total company
60 this site

For more information, contact
John Cooney, Manager
Affirmative Action Program/
Equal Employment Opportunity
(617) 743-4901

Requirements of This Job

Academic Credentials Required
High school diploma

Work Experience Required
Company training

Examinations Required
Physical, hearing

Other Job Requirements
Driver's license
Union membership
Bondable

Job Information

Wages
$17.06 per hour

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Medical insurance
Dental insurance
Life insurance
Vision care, 100%
Tuition aid, 100%
Savings plan

Physical Demands
50% sedentary. 50% light work

Physical Activities Performed
Push, pull, reach, stoop, sit, turn, see, color vision, depth perception, hear, sense of touch, finger dexterity

Environmental Conditions
None

Special Conditions
Precision/quality

Work Group
Works alone

Standard Training Period
Variable and ongoing

Standard Amount of Direct Supervision
Minimal

Narrative Description
Receives equipment needing repairs from field workers; and tests, sorts, analyzes, repackages, reissues, and returns equipment to inventory.

Environmental Conditions
None

Special Conditions
Precision/quality

Work Group
Works alone

Standard Training Period
Variable and ongoing

Standard Amount of Direct Supervision
Minimal

19:
**Splice/Service Technician**

**Multiple Sclerosis**

---

**Significant Duties**

**Leadership/Administrative/Managerial**
- Implement company policies

**Problem Solving/Reasoning Tasks**
- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Review progress periodically
- Devise new ideas and better work methods

**Computer Tasks**
- Enter data into computers
- Access data from computers

**Mathematical Tasks**
- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+,-,x,/) 
- Estimate quantities needed to do a job

**Writing Tasks**
- Copy accurately
- Write legibly
- Complete forms accurately
- Write sentences in standard English
- Organize, select, and relate ideas in writing
- Produce intelligible written documents

**Reading Tasks**
- Identify work-related symbols/signs
- Read simple directions
- Read technical information

**Communication Tasks**
- Listen
- Follow intent of oral directions
- Speak clearly
- Use appropriate vocabulary and grammar
- Stay on the topic in job-related conversations
- Report accurately what others have said
- Give clear oral instructions and directions
- Explain activities and ideas clearly
- Effectively present information to groups

**Manual Perceptual Tasks**
- Eye-hand coordination
- Hand work
- Construct, fabricate or assemble materials
- Use job-specific hand tools and equipment (hand tools, data tester)
- Operate machine(s) (transmission and volt-ohm test equipment)
- Use keyboard skills
<table>
<thead>
<tr>
<th>Limitations</th>
<th>Personal Strengths</th>
<th>Financial Incentives for Hiring</th>
<th>Other Job Replication Factors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lifting, carrying,</td>
<td>Works well alone</td>
<td>Targeted Jobs Tax Credit</td>
<td>Obtain upper management support; be open-minded; provide awareness</td>
</tr>
<tr>
<td>standing, walking,</td>
<td>Good problem-solving</td>
<td></td>
<td>training for employees and management</td>
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<tr>
<td>limited stamina,</td>
<td>skills</td>
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<td>team.</td>
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<td>mobility</td>
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<td><strong>Special Training</strong></td>
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<td>Special training at</td>
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<td>company school on</td>
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<td>Transmission</td>
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<td>Fundamentals and</td>
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<td>Special Services</td>
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<td>Circuits provided</td>
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<td>on an ongoing basis</td>
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<td>Employee received a</td>
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<td>certificate and</td>
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<td>wage increase upon</td>
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<td>completion of the</td>
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<td>special training.</td>
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<tr>
<td><strong>Job Accommodations</strong></td>
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<td>Job restructured by</td>
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<td>employer to exclude</td>
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<td>field calls to</td>
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<tr>
<td>accommodate employee's</td>
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<tr>
<td>mobility.</td>
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</tbody>
</table>
Company Information

Company Name
National Industries for the Blind
524 Hamburg Turnpike
Wayne, NJ 07470

Description of Company
National non-profit agency for workshops for the blind under Public Law 92-28 Javits Wagner O'Day Program (JWOD). The agency allocates contracts and provides technical assistance and training to associated workshops.

Number of Employees
99 total company
33 this site

For more information, contact
Robert K. Hanye
Administrator - Rehabilitation Services
(201) 595-9200

Requirements of This Job

Academic Credentials Required
Master's degree

Work Experience Required
Marketing, pricing, costing, and business administration

Examinations Required
None

Other Job Requirements
Dress code
Must be able to travel

Job Information

Wages
Information considered confidential

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Dental insurance
Life insurance
Tax Deferred Annuity

Work Schedule
Permanent status
5 days a week, 7 hours a day
9:00 a.m. to 5:00 p.m.

Work Setting
Office and workshop sites

Employment History
3 years with company
1 year in this position

Narrative Description
Coordinates business relationships between contractors and workshops for products and services.

Physical Demands
100% sedentary

Physical Activities Performed
Reach, sit, turn, hear, sense of touch, finger dexterity

Environmental Conditions
Extensive travel throughout the country

Special Conditions
None

Work Group
Works alone, one-to-one, and in small and large groups

Standard Training Period
Not applicable beyond training given any new employee.

Standard Amount of Direct Supervision
Moderate

Probationary Period
None
Significant Duties

**Leadership/Administrative/Managerial**
- Provide leadership
- Implement company policies
- Represent the company at internal functions
- Represent the company at external functions

**Problem Solving/Reasoning Tasks**
- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Recognize the effects of changing quantity or quality of materials
- Collect and organize information
- Analyze and synthesize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Summarize and draw conclusions
- Devise new ideas and better work methods

**Computer Tasks**
- Enter data into computers
- Access data from computers

**Mathematical Tasks**
- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+,-,x,/) 
- Estimate quantities needed to do a job
- Calculate costs
- Use numerical values from charts, diagrams, tables
- Construct diagrams, charts, records using numerical calculations
- Make and use measurements
- Use formulas (translating, substituting values)

**Writing Tasks**
- Write legibly
- Complete forms accurately
- Write sentences in standard English
- Organize, select, and relate ideas in writing
- Produce intelligible written documents
- Identify and correct errors in writing

**Reading Tasks**
- Identify work-related symbols/signs
- Read simple directions
- Read technical information

**Communication Tasks**
- Listen
- Follow intent of oral directions
- Talk
- Speak clearly
- Use appropriate vocabulary and grammar
- Stay on the topic in job-related conversations
- Report accurately what others have said
- Give clear oral instructions and directions
- Explain activities and ideas clearly
- Effectively present information to groups

**Manual Perceptual Tasks**
- Use keyboard skills
- Develop visual presentations
Special Considerations for This Worker

Limitations

Vision

Special Training
Supervisor provides standard training.

Job Accommodations
Individual lighting, raised reading table, and low vision aids including magnifiers were installed by employer to accommodate employee's vision ($100).
An enlarged computer screen system was installed by employer to assist numerous employees who are blind ($200 each).
Taxicabs and limousines are used for on the job travel to accommodate employee's driving ability.
Assistance in locating housing on public bus routes provided by employer to accommodate employee's transportation needs.

Personal Strengths
Dedicated to the employer and job
Seeks accommodations when needed
Functions as a team member

Financial Incentives for Hiring
None

Other Job Replication Factors
Employer should allow for individual accommodations. Simple and inexpensive lighting and color modifications should be considered by the employer.
**Company Information**

**Company Name**
Internal Revenue Service
517 East Wisconsin Avenue
Milwaukee, WI 53201

**Description of Company**
Federal agency administering federal tax program

**Number of Employees**
- 800 total company
- 450 this site

**For more information, contact**
Mark K. Laing
Challenged Program Manager
(414) 291-1741

**Job Information**

**Wages**
$11.00 per hour

**Benefits**
- Paid vacation
- Paid holidays
- Paid sick days
- Pension
- FICA
- Worker's compensation
- Unemployment compensation
- Medical insurance
- Life insurance

**Work Schedule**
- Permanent status
- 5 days a week, 8 hours a day
- 8:00 a.m. to 4:30 p.m.

**Work Setting**
Office

**Probationary Period**
None

**Employment History**
- 5 years with company
- 3 months in this position

**Requirements of This Job**

**Academic Credentials Required**
High school diploma
Passing the course given by the IRS

**Work Experience Required**
Prior telephone communications experience preferred.

**Examinations Required**
None

**Other Job Requirements**
- Dress code
- Good communication techniques

**Narrative Description**
Answers telephone questions by taxpayers regarding taxes; and conducts extensive tax research.

**Physical Demands**
100% sedentary

**Physical Activities Performed**
- Reach, sit, see, hear, sense of touch, finger dexterity

**Environmental Conditions**
None

**Special Conditions**
High rate of production

**Work Group**
Large group

**Standard Training Period**
30 days

**Standard Amount of Direct Supervision**
Minimal
Taxpayer Service Representative

Significant Duties

Leadership/Administrative/Managerial
Provide leadership
Implement company policies
Represent the company at external functions

Problem Solving/Reasoning Tasks
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work (very important)
Collect and organize information
Analyze and synthesize information

Computer Tasks
None

Mathematical Tasks
None

Writing Tasks
Write legibly
Complete forms accurately

Reading Tasks
Identify work-related symbols/signs
Read simple directions
Read technical information

Communication Tasks
Listen - extremely important
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Stay on the topic in job-related conversations
Report accurately what others have said
Give clear oral instructions and directions
Explain activities and ideas clearly

Manual Perceptual Tasks
Use job-specific hand tools and equipment (telephone system)
Operate machine(s) (telephone system)

Special Considerations for This Worker

Limitations
Acceptance of supervisors, lifting, carrying, pushing, pulling, kneeling, squatting

Personal Strengths
Positive attitude
Grasps information quickly
Good communication skills

Special Training
Classroom instructors and job coach provided instruction on new tax laws and on-the-job training during 6 week standard training period. Employee received certificate upon completion of the standard training.

Financial Incentives for Hiring
None

Job Accommodations
None
### Teacher of Visually Impaired

**Company Information**

**Company Name**
Revere School Department  
Revere High School  
Revere, MA 02151

**Description of Company**
A public senior high school

**Number of Employees**
450 total company (estimate)

**For more information, contact**
Olivia Ferrante, Teacher  
(617) 284-1135

### Requirements of This Job

**Academic Credentials Required**
Master's degree  
Massachusetts teaching license

**Work Experience Required**
Educational experience with visually impaired preferred

**Examinations Required**
Physical

**Other Job Requirements**
Civil Service exam

### Job Information

**Wages**
$2,500 per month

**Benefits**
Paid vacation  
Paid sick days  
Pension  
FICA  
Worker's compensation  
Medical insurance  
Life insurance

**Work Schedule**
Permanent status  
5 days a week, 6 hours a day  
8:00 a.m. to 2:00 p.m.

**Work Setting**
School

**Probationary Period**
3 years

**Employment History**
14 years with company  
14 years in this position

**Narrative Description**
Teaches visually impaired children (ages 3-22) skills (i.e., Braille, typing, listening skills) necessary for school success; orders special materials; and tutors in subject areas.

**Physical Demands**
50% sedentary, 10% light work, 20% medium work, 20% heavy work

**Physical Activities Performed**
Push, pull, reach, stoop, sit, see, color vision, hear, sense of touch, finger dexterity

**Environmental Conditions**
None

**Special Conditions**
None

**Work Group**
One-to-one

**Standard Training Period**
On the job classroom experience

**Standard Amount of Direct Supervision**
Minimal
**Teacher of Visually Impaired**

**Blindness - Legal**

---

### Significant Duties

**Leadership/Administrative/Managerial**
- Implement school policies
- Represent the school at external functions
- Attend meetings

**Problem Solving/Reasoning Tasks**
- Determine own work activities
- Recognize and use appropriate procedures
- Conduct work activities in appropriate sequence
- Obtain resources needed to carry out work
- Collect and organize information
- Identify alternative approaches or solutions
- Review progress periodically
- Evaluate for accuracy and completeness
- Correct deficiencies
- Devise new ideas and better work methods

**Writing Tasks**
- Copy accurately
- Write legibly
- Complete forms accurately
- Write sentences in standard English
- Organize, select, and relate ideas in writing
- Produce intelligible written documents
- Identify and correct errors in writing
- Write student progress reports
- Teach handwriting

**Communication Tasks**
- Listen
- Follow intent of oral directions
- Talk
- Speak clearly
- Use appropriate vocabulary and grammar
- Stay on the topic in job-related conversations
- Report accurately what others have said
- Give clear oral instructions and directions
- Explain activities and ideas clearly
- Effectively present information to groups
- Teach communication and listening skills
- Communication by phone

**Computer Tasks**
- None

**Mathematical Tasks**
- Count
- Understand order (e.g., first, second, last)
- Understand concepts of greater than and less than
- Handle basic calculations (+,-,x,\,)
- Use numerical values from charts, diagrams, tables
- Teach arithmetic

**Manual Perceptual Tasks**
- Eye-hand coordination
- Hand work
- Use job-specific hand tools and equipment (instructional tools and equipment)
- Operate machine(s) (typewriter, brailer, telephone system)
- Use keyboard skills
- Develop visual presentations

**Reading Tasks**
- Identify work-related symbols/signs
- Read simple directions
- Read technical information

---

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### Special Considerations for This Worker

<table>
<thead>
<tr>
<th>Limitations</th>
<th>Personal Strengths</th>
</tr>
</thead>
<tbody>
<tr>
<td>Driving</td>
<td>Understands students</td>
</tr>
<tr>
<td></td>
<td>Identifies with students</td>
</tr>
<tr>
<td></td>
<td>Good role model, having attended public school</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Special Training</th>
<th>Financial Incentives for Hiring</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Job Accommodations</th>
<th>Other Job Replication Factors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brailler and typewriter provided by school to assist employee's teaching and communications with students and staff.</td>
<td>A visually impaired person must have good mobility skills within work environment.</td>
</tr>
<tr>
<td>Transportation to work provided by parent to accommodate employee's ability to drive.</td>
<td></td>
</tr>
</tbody>
</table>
Company Name
Park Moving and Storage Company
P.O. Box 666
Aberdeen, MD 21001

Description of Company
Moving and storage of used household goods and computers.

Number of Employees
30 total company
30 this site

For more information, contact
Mark Derbyshire
(301) 272-4466

Company Information

Requirements of This Job

Academic Credentials Required
Bachelor's degree

Work Experience Required
None

Examinations Required
None

Other Job Requirements
Dress code

Job Information

Wages
$2,500 per month

Benefits
Paid vacation
Paid holidays
Paid sick days
Pension
FICA
Worker's compensation
Unemployment compensation
Medical insurance
Life insurance
Company vehicle

Work Schedule
Permanent status
6 days a week, 8.5-10 hours a day
7:30 a.m. to 6:00 p.m.

Work Setting
Office

Probationary Period
None

Employment History
8 years with company
3 years in this position

Narrative Description
Processes insurance claims; analyzes legal issues; develops company policies; and performs other administrative duties.

Physical Demands
90% sedentary, 10% light work

Physical Activities Performed
Sit, turn, see, hear, sense of touch, finger dexterity

Environmental Conditions
None

Special Conditions
High level of stress

Work Group
One-to-one

Standard Training Period
4 months

Standard Amount of Direct Supervision
Minimal
Leadership/Administrative/Managerial
Provide leadership
Develop company policies
Implement company policies
Specify goals and work tasks of others
Supervise personnel
Represent the company at internal functions
Represent the company at external functions

Problem Solving/Reasoning Tasks
Determine own work activities
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Recognize the effects of changing quantity or quality of materials
Collect and organize information
Analyze and synthesize information
Identify alternative approaches or solutions
Review progress periodically
Evaluate for accuracy and completeness
Correct deficiencies
Summarize and draw conclusions
Devise new ideas and better work methods

Mathematical Tasks
Count
Understand order (e.g., first, second, last)
Understand concepts of greater than and less than
Handle basic calculations (+,-,x,/) Estimate quantities needed to do a job Calculate costs
Use numerical values from charts, diagrams, tables
Construct diagrams, charts, records using numerical calculations
Make and use measurements
Use formulas (translating, substituting values)
Prepare budgets

Writing Tasks
Organize, select, and relate ideas in writing

Reading Tasks
Identify work-related symbols/signs
Read simple directions
Read technical information

Communication Tasks
Listen
Talk
Speak clearly
Use appropriate vocabulary
Stay on the topic in job-related conversations
Report accurately what others have said
Give clear oral instructions and directions
Explain activities and ideas clearly

Manual Perceptual Tasks
Use keyboard skills

Computer Tasks
Enter data into computers
Special Considerations for This Worker

Limitations
Reading, writing, spelling, speaking

Special Training
Supervisor provided initial 4 month special training on insurance and legal procedures using company manuals and case studies.

Job Accommodations
None

Personal Strengths
Determined
Intelligent
Willing to perform job duties

Financial Incentives for Hiring
None
Waiter/Waitress

D.O.T. #3.1.477-030

Company Information

Company Name
National Pizza Company dba Pizza Hut
Highway 45 South
Selmer, TN 38375

Description of Company
Restaurant serving a variety of menu items.

Number of Employees
20 this site

For more information, contact
Don W. Wolfe, Manager
(901) 345-3261

Job Information

Pay
$3.35 per hour

Benefits
Paid vacation
FICA
Worker's compensation
Unemployment compensation
Stock purchase

Work Schedule
Permanent status
5 days a week, 6 hours a day
Time of work varies
Rotating shifts

Work Setting
Restaurant

Probationary Period
90 days

Employment History
7 months with company
5 months in this position

Narrative Description
Performs variety of duties in restaurant operation including prepares food items; cleans; greets and seats customers; waits on tables; takes telephone orders; sets up salad bar; makes coffee; operates dishwasher; and maintains kitchen and dining areas.

Physical Demands
5% sedentary, 20% light work, 75% medium work

Physical Activities Performed
Push, pull, reach, balance, kneel, turn, see, color vision, hear, sense of smell, sense of taste, sense of touch, finger dexterity

Environmental Conditions
Noise, mechanical hazards, burns

Special Conditions
Precision/quality
Human relations

Work Group
Small group

Standard Training Period
90 days

Standard Amount of Direct Supervision
Minimal

Requirements of This Job

Academic Credentials Required
High school diploma

Work Experience Required
None

Examinations Required
None

Other Job Requirements
Uniform
Dress code
Waiter/Waitress

Mental Retardation - Mild

Significant Duties

Leadership/Administrative/Managerial
Implement company policies
Represent the company at internal functions

Problem Solving/Reasoning Tasks
Determine own work activities
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Recognize the effects of changing quantity or quality of materials
Collect and organize information
Identify alternative approaches or solutions
Evaluate for accuracy and completeness
Correct deficiencies
Summarize and draw conclusions

Writing Tasks
Copy accurately
Write legibly
Complete forms accurately
Organize, select, and relate ideas in writing
Produce intelligible written documents

Reading Tasks
Identify work-related symbols/signs
Read simple directions

Communication Tasks
Listen
Follow intent of oral directions
Talk
Speak clearly
Use appropriate vocabulary and grammar
Stay on the topic in job-related conversations
Report accurately what others have said
Explain activities and ideas clearly

Computer Tasks
None

Mathematical Tasks
Count
Understand order (e.g., first, second, last)
Handle basic calculations (+,-,x,/) Estimate quantities needed to do a job
Calculate costs
Use numerical values from charts, diagrams, tables
Make and use measurements
Use formulas (translating, substituting values)

Manual Perceptual Tasks
Eye-hand coordination
Hand work
Construct, fabricate or assemble materials
Use job-specific hand tools and equipment (knives, choppers, slicer)
Operate machine(s) (dishwasher, coffee maker)
Set up machine(s)
Special Considerations for This Worker

Limitations
Low frustration tolerance, interactions with coworkers, writing, speaking

Special Training
Job trainer from Adult Activity Center provided special training to introduce new tasks as needed. Company policy guidelines and training manuals are used in the special training. Employee entered permanent employment upon completion of the special training.

Job Accommodations
Work assignments and expectations gradually increased by employer and job coach to have employee accept more job responsibility.
Daily monitoring and feedback provided by employer and job coach to assist employee in maintaining appropriate personal hygiene.

Personal Strengths
Willing to learn
Accepts changes in duties
Desire to improve self

Financial Incentives for Hiring
Targeted Jobs Tax Credit
Window Washer

Company Information

Company Name
Granit Hotel
Granit Road
Kerhonkson, NY 12446

Description of Company
Hotel

Number of Employees
250+ total company
50 this department

For more information, contact
Dora Lynch, Executive Housekeeper
(914) 626-3141 Ext. 7

Requirements of This Job

Academic Credentials Required
None

Work Experience Required
Preferred

Examinations Required
None

Other Job Requirements
None

Job Information

Wages
$3.75 per hour

Benefits
Paid vacation*
Paid sick days*
FICA
Worker's compensation
Unemployment compensation
*After 1 year

Work Schedule
Permanent status
6 days a week, 7.5 hours a day
8:00 a.m. to 4:00 p.m.

Work Setting
Hotel

Probationary Period
None

Employment History
1 month with company
1 month in this position

Narrative Description
Washes windows throughout the hotel.

Physical Demands
100% light work

Physical Activities Performed
Push, pull, reach, stand, balance, stoop, kneel, crouch, sit, turn, see, depth perception, sense of touch, finger dexterity

Environmental Conditions
Hot, cold, humid, wet, dust, dirt, odors, noise, cramped quarters, high places

Special Conditions
Distracting conditions

Work Group
Works alone

Standard Training Period
5 days

Standard Amount of Direct Supervision
Moderate
Window Washer

Mental Retardation

**Significant Duties**

**Leadership/Administrative/Managerial**
None

**Problem Solving/Reasoning Tasks**
Recognize and use appropriate procedures
Conduct work activities in appropriate sequence
Obtain resources needed to carry out work
Evaluate for accuracy and completeness
Correct deficiencies

**Computer Tasks**
None

**Mathematical Tasks**
Understand order (e.g., first, second, last)
Estimate quantities needed to do a job

**Writing Tasks**
None

**Reading Tasks**
Identify work-related symbols/signs
Read simple directions

**Communication Tasks**
Listen
Follow intent of oral directions
Talk
Speak clearly
Stay on the topic in job-related conversations
Report accurately what others have said

**Manual Perceptual Tasks**
Eye-hand coordination
Hand work
Use job-specific hand tools and equipment (squeegee, ladders, blades, screwdrivers, pliers and other hand tools and equipment)

**Reading Tasks**
Identify work-related symbols/signs
Read simple directions

**Communication Tasks**
Listen
Follow intent of oral directions
Talk
Speak clearly
Stay on the topic in job-related conversations
Report accurately what others have said

**Manual Perceptual Tasks**
Eye-hand coordination
Hand work
Use job-specific hand tools and equipment (squeegee, ladders, blades, screwdrivers, pliers and other hand tools and equipment)

**Special Considerations for This Worker**

**Limitations**
Interactions with coworkers, distractability, writing, spelling, mathematics, working in a group, remembering, following spoken directions, following written directions, allergies

**Special Training**
Supervisor provided initial special training on tool use.

**Job Accommodations**
Counseling and follow-up services provided as needed by the Association for Retarded Citizens Agency to accommodate employee's need for support.
Daily transportation to and from work provided by the Association for Retarded Citizens Agency to accommodate employee's transportation needs.

**Personal Strengths**
Good attendance
Capable of performing tasks
Accepts supervision

**Financial Incentives for Hiring**
None

**Other Job Replication Factors**
Employers should provide support and allow time for learning job skills and it will probably work out in your best interest.
Section III

Marketing Yourself:
Strategies For Job Seekers
**MARKETING YOURSELF: STRATEGIES FOR JOB SEEKERS**

**Introduction**

The employment process you will experience is more than the initial task of "getting a job." Employment involves recruiting, interviewing, hiring, orienting, training, supervising, evaluating, promoting, and, sometimes, firing (Jamison, 1976). Currently, the average person will change careers at least 3 times and change jobs 6 times in their lifetime (Block, 1987). Once an employment position is obtained you must continue marketing yourself as you advance within the company or move on to other employment.

In a national survey conducted by Harris (1986) for the International Center for the Disabled two-thirds of the persons with disabilities between ages 16 and 64 were identified as still not working. There is a need for persons with disabilities to learn job seeking strategies to obtain and improve employment (see Figure 1). The first job you have will seldom be your last. As a job seeker with a disability you must be successful in marketing yourself.

This chapter will discuss each stage of employment by presenting a general description, specific strategies and employer comments. Information is presented from employers, service providers, educators, and employees with a disability who have produced self-marketing materials, commented on the employment process, or participated in the project on *Replicating Jobs in Business and Industry for Persons with Disabilities*. This chapter is directed towards the individual with a disability seeking a job, but can be adapted by service providers and educators. Section Four of *Jobs* Volumes One through Four describes additional resources on specific stages of the job seeking process.

**Figure 1**

**Employer Comments on Hiring Persons with Disabilities**

Employers are not interested in hiring the disabled, but in hiring people who can do the job. The increasing shortage of qualified workers is prompting many companies to increase pay and benefits to reduce turnover. The impact for persons with disabilities is that there is less competition than in the past, and more jobs pay higher than minimum wages (*President’s Committee on Employment of the Handicapped, November 1987*).

Business is not looking to hire the handicapped person in a wheelchair to give the company a good image (*Woodies Department Store, November 1987*).

The disabled are the highest unemployed and best educated minority group in the country (*Milt Wright & Associates, Inc., December 1987*).
Personal Marketing Plan

In seeking a job persons who are best at marketing themselves usually are hired first. Strategies should be developed to locate employment, interview with the appropriate employer and obtain employment. To organize your efforts to develop job seeking strategies a Personal Marketing Plan is presented in Figure 2.

This plan can be used as a guide in locating, accepting, and improving employment. There are two sections of the plan, pre-employment skills and post-employment skills. Each section is related to parts of this chapter, and follows the same sequence. Read through the Personal Marketing Plan before continuing in the chapter. It will show you the topics that will be presented in detail. After reading the chapter use the plan to record information to market yourself. Copies of the plan should be used each time you begin the job seeking process.

Recording Expenses

Record your expenses as you seek employment, noting the type of expense and amount. Printing fees, travel to interviews, telephone calls to employers, materials purchased and other job seeking expenses may be deductible on your federal income tax. Internal Revenue Service Publication 907, "Tax Information for Handicapped and Disabled Individuals," describes deductible expenses and conditions. Contact the Internal Revenue Service for ordering information.

Self Appraisal

Many people obtain a job for the wrong reasons and become unhappy, bored, or angry with their work. People often accept a certain job because of related school successes, pressure from parents or friends, convenience, financial needs, or academic achievement. None of these reasons will help you identify a job that you can enjoy. In order to feel personal success in a job first identify what you do well and why you enjoy doing it. Then you can look for a job that uses your abilities and interests. A self-appraisal of your abilities and interests should be your first step in marketing yourself. You must know your "product." Refer to Figure 3 for examples of employee strengths valued by employers.

There are several aptitude exams and interest inventories that may be used to determine your potential job choices. Be sure any exam you take is
Figure 2
Personal Marketing Plan
Pre-Employment

My ideal job will be:

__________________________________________________________

__________________________________________________________

Job information sources used:

<table>
<thead>
<tr>
<th>Description</th>
<th>Date Used</th>
<th>Results</th>
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<tbody>
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EMPLOYER CONTACT FILE ORGANIZED (company name and address, contact person and title, phone number)
RESUME (final copies made and ready to be used)
INFORMATION FOR APPLICATION FOR EMPLOYMENT (names, dates, addresses, salaries, phone numbers)
LETTER OF APPLICATION (correct format, style in rough drafts)
SAMPLES OF PREVIOUS WORK
REFERENCES (letters, permission obtained, telephone numbers)
INTERVIEW READINESS CHECK (appearance, wardrobe, breath, etc.)
COMPANY RESEARCH COMPLETED
THANK-YOU NOTES (supply of paper, envelopes, stamps, examples)
LOG OF EXPENSES FOR IRS

Timetable of Employer Contacts

<table>
<thead>
<tr>
<th>Employer and Contact Person</th>
<th>Dates Completed</th>
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<tbody>
<tr>
<td></td>
<td>Employer Requested</td>
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|                             |__________________|_______________|________|____
Figure 2. contd.
Personal Marketing Plan
Post-Employment

<table>
<thead>
<tr>
<th>JOB TITLE:</th>
<th>DUTIES:</th>
</tr>
</thead>
<tbody>
<tr>
<td>WAGES/BENEFITS:</td>
<td>WORK SCHEDULE:</td>
</tr>
<tr>
<td>PROBATIONARY PERIOD:</td>
<td>ORIENTATION: Date:</td>
</tr>
</tbody>
</table>

**Forms/Exams**

<table>
<thead>
<tr>
<th>Date Completed</th>
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</table>

**ACCOMMODATIONS:** Description, Person Responsible

<table>
<thead>
<tr>
<th>Date Discussed</th>
<th>Date Completed</th>
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</table>

**STANDARD TRAINING:** Description, Results

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<tr>
<th>Date Started</th>
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</table>

**SPECIAL TRAINING:** Description, Results

<table>
<thead>
<tr>
<th>Date Started</th>
<th>Date Completed</th>
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**OTHER INFORMATION:**

<table>
<thead>
<tr>
<th>Name of supervisor to ask for help on job duties:</th>
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<table>
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<tr>
<th>Name of someone outside the company to ask questions of:</th>
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<table>
<thead>
<tr>
<th>Location of written job information or company handbook:</th>
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**GOAL SETTING:** After working here ________, I will be able to ________.

(time) (new or improved skills)

This goal will happen because ________, and will be evaluated ________.

(time) (plan of action)

**EVALUATIONS BY EMPLOYER:** Date: ________ Describe: ________

**WORK SELF-EVALUATION:** Describe Progress Towards Goal

After two weeks, ________

After six months, ________

After one year, ________

Has my initial goal been met? ________

What changes or new goals should I try? ________
### Figure 3
Characteristics of Successful Employees

<table>
<thead>
<tr>
<th>Top 10 Strengths of Employees with a Disability</th>
<th>Top 8 Qualities of Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Ability to get along well with others</td>
<td>1. Follows directions</td>
</tr>
<tr>
<td>2. Ability to stay on task</td>
<td>2. Completes tasks unassisted</td>
</tr>
<tr>
<td>3. Ability to take direction and criticism</td>
<td>3. Arrives on time</td>
</tr>
<tr>
<td>4. Willingness to work</td>
<td>4. Shows self-control</td>
</tr>
<tr>
<td>5. Consistent attendance</td>
<td>5. Takes responsibility</td>
</tr>
<tr>
<td>6. Dependability</td>
<td>6. Shows respect for equipment</td>
</tr>
<tr>
<td>7. Communication skills</td>
<td>7. Shows respect for others</td>
</tr>
<tr>
<td>8. Willingness to learn</td>
<td>8. Accepts criticism</td>
</tr>
<tr>
<td>9. Appropriate attitude</td>
<td>(Job Service, 1987)</td>
</tr>
<tr>
<td>10. Motivation</td>
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</table>


explained in detail. A listing of your abilities does not show which abilities you really enjoy using. An interest survey does not assess your abilities for specific jobs. You must identify the relationship between your interests and abilities before seeking a job.

The following describes a self-appraisal exercise you could use. Think of something you made or did that was enjoyable to complete. It may have been related to work, school, a hobby or interest. Record the activity on paper or a tape recorder. Be sure to include details, describing the problem or situation, your actions, and the results. Get help from a friend or relative if necessary, and repeat the process until you have seven "mini success stories."

Now look at these seven stories and identify specific skills used in each situation. Record the skills by grouping them into three types: skills used with people, skills used with information or knowledge, and skills used with things.

After identifying the skills used in these enjoyable situations you can develop your ideal job description. Go through your lists of skills and choose those skills that you most enjoy using. Think about what you would produce using those skills, and whether it's related to a product, service, or
information. Describe the work you would enjoy doing and the specific skills you would use. An example would be: "I want to work with people in a small group using my skill in assembling parts for an electronics company." You can then explore jobs that are similar to your ideal. For more detail on identifying your skills refer to the book *What Color is Your Parachute?* (Bolles, 1988), described in Section Four of this book.

Refer to Section Two of Jobs Volumes One through Four for examples of jobs using your skills. The Narrative Description and Significant Duties sections of each job lists the skills used most often. This information can help you identify your ideal job.

**Job Sources**

To begin locating information on specific jobs use both public notices and personal contacts. See Figure 4 for a listing of possible resources. The newspaper job advertisements are only one public notice source. Ask your public library staff for information on local employers and jobs in which you are interested. The library contains reference books that describe job duties

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**Figure 4**

Resources to Locate Jobs

<table>
<thead>
<tr>
<th>Help wanted ads in newspapers</th>
<th>Small Business Association</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone directories (Yellow Pages)</td>
<td>Better Business Bureau</td>
</tr>
<tr>
<td>Placement Offices</td>
<td>Private Employment Agencies</td>
</tr>
<tr>
<td>Job Service</td>
<td>Business Establishments</td>
</tr>
<tr>
<td>Friends and Relatives</td>
<td>Civil Service Announcements</td>
</tr>
<tr>
<td>Professionals</td>
<td>Labor Union Halls</td>
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<tr>
<td>Professional or Trade Associations</td>
<td>School and College Placement Offices</td>
</tr>
<tr>
<td>State Manufacturer's Index</td>
<td>Storefront Signs</td>
</tr>
<tr>
<td>Library</td>
<td>Community Job Placement Agencies</td>
</tr>
<tr>
<td>Periodicals and magazines</td>
<td>Vocational Teachers</td>
</tr>
<tr>
<td>Bulletins</td>
<td>Vocational Rehabilitation Counselors</td>
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<tr>
<td>Volunteer work contacts</td>
<td>Interdenominational Church Council</td>
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<tr>
<td>Job Clubs and Support Groups</td>
<td>Industrial Directories and Information Pamphlets</td>
</tr>
<tr>
<td>Women's Organizations</td>
<td>Advertising Agency Listings</td>
</tr>
<tr>
<td>TV or Radio job listings</td>
<td>Door-to-Door &quot;Cold Calls&quot;</td>
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<tr>
<td>Temporary Help Agencies</td>
<td>Job Training Agencies</td>
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<tr>
<td>Local Community Organizations</td>
<td>Hidden Job Market</td>
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<tr>
<td>Chamber of Commerce</td>
<td>(Job Service, 1988)</td>
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As a last resort, look for work from friends or where your family is employed. Go make your own reputation (*Westgate Systems* - *Honor Shoppe, June 1987*).
and future employment trends. The Chamber of Commerce in your area will also have information on employers.

Public schools, the department of vocational rehabilitation, and private agencies such as Goodwill Industries or the Association for Retarded Citizens can provide local employment information. Contact these sources even if you were not involved with them previously.

Talk with your family, relatives, and friends. Describe the type of job you are looking for, and ask them if they know a person you can contact. You can then meet with that person to learn about job duties and possible openings. Use the following questions when talking with your personal contacts (Bolles, 1988):

1. May I tell them you recommended that I talk with them?
2. Can I use your name?
3. Would you be willing to call ahead, so that they will know who I am when I go over there?

Use a variety of job information sources. Vacancies are not always posted in the newspaper or listed with an agency. Personal contacts may also be unaware of job vacancies. Be willing to explore companies that interest you but have no vacancies at the present time. Your interview with them may lead to a job in the future.

Recruitment

Many employers locate potential employees through recruitment programs. Marketing yourself through recruitment activities can lead to obtaining the right job for you. Several opportunities for recruitment exist, as seen in the following list. Other local recruitment programs may be available.

1. Place and answer recruitment advertisements in newspapers and magazines including periodicals specifically for the disabled (i.e., Disabled USA, Mainstream, Braille Monitor, The Deaf American).
2. Place or monitor advertisements on electronic communications media including radio information services, electronic bulletin boards, and television including cable, captioned programs, and public broadcasting stations.
3. Request assistance from executive search firms and employment agencies.
4. Contact specialized service organizations and manufacturers of technological aids and devices (i.e., American Coalition of Citizens with Disabilities, Recordings for the Blind, IBM).
5. Contact vocational/technical, college and university, and other postsecondary institution placement directors and disabled student coordinators in your area for assistance. Many special student coordinators are members and use materials from the Association of Handicapped Student Services Programs in Postsecondary Education (AHSSPPE). (See Section Four for address and phone number).

6. Utilize specialized job banks (i.e., JOB-National Federation for the Blind, Project on the Handicapped in Science of the American Association for the Advancement of Science (AAAS).

7. Participate in local and regional job fairs where companies explain the career benefits of their firms to potential applicants. In some cases job interviews are conducted on-site.

8. Utilize local service club partnerships, such as the Rotary Clubs International’s program. Members regularly read in their club newsletter about pre-screened, job ready workers available from the area’s community service providers.

9. Coordinate your job search with available computerized job match systems. Local organizations and agencies are establishing databanks of job-ready clients and matching those files with employer job orders.

Other sources of recruitment used by employers are described in Figure 5.

Figure 5
Other Recruitment Sources

We seek qualified workers from the state Vocational Rehabilitation Department, special schools and universities such as Gallaudet College, and we check with other employers for recommendations of “new hires” (Uniformed Services University of Health Sciences, November 1987).

We recruit from colleges for summer help and upcoming graduates, looking for motivated people. With the Department of Defense we attend 32 recruiting meetings annually (David Taylor Naval Ship Research and Development Center, November 1987).

The Marriott Corporation has a mechanism to recruit people with capabilities, not disabilities (Marriott Corporation, July 1987).

Resume

A resume should be written that matches your strengths with the companies goals. You have identified your ideal job using self-appraisal. Through your job information sources identify how the skills you have can be used by the company. Clearly state your skills in the resume with brief examples so it is
obvious to the employer that you would be an asset. The resume provides a record of your education and experiences and is also a sample of how you communicate (see Figure 6). Explore the different resume formats and choose the one that meets your needs. Have another person proof-read your final draft before you make copies.

**Figure 6**
Advice from Employers on Resume/Applications

<table>
<thead>
<tr>
<th>The Top Ten Factors Employers Look for When Reviewing Applications/Resumes</th>
<th>Personnel Officers' Advice on Resumes</th>
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<tbody>
<tr>
<td>1. Reason for leaving previous jobs</td>
<td>DO be brief, truthful, neat and relevant.</td>
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<tr>
<td>2. Types of duties performed in previous jobs</td>
<td>DO NOT lie, omit vital details, include irrelevant material, or fail to state job accomplishments.</td>
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<tr>
<td>3. Specific vocational skills</td>
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<td>4. Kinds of jobs held</td>
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<td>5. Good spelling</td>
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<td>6. Accurate information on application</td>
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<td>7. Neat application appearance</td>
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<td>8. Level of education</td>
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<tr>
<td>9. Number of jobs held</td>
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<tr>
<td>10. Gaps in employment</td>
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</table>

Employers are not a group, but individuals with individual needs. The business world needs job-ready candidates, not for filling quotas, but to solve a company problem (Woodies Department Store, November 1987).

Resume - neat/simple/short/factual - Do not fold - Put on enough stamps to mail it.

(Westgate Systems - Honor Shoppe, June 1987)

**Letters**

There are three types of letters commonly used in job seeking: 1) Letters of inquiry should be sent to ask for employment opportunity information from unions or professional associations, or to request company brochures; 2) Letters of application are sent to apply for a specific vacancy; 3) Cover letters are sent with your resume and may be letters of application. In all three cases you should describe your background as relating to the job, show that you are informed about the company, and suggest how your skills could meet the employer’s needs.

The usual letter is one page in length and contains three paragraphs, giving short but clear information. The first paragraph states your purpose...
for writing, whether for information or to apply for a position. The second describes your skills and relates them to potential employment. The third sums up the letter and tells how to contact you. In addition, the letter should be addressed to a specific person using their correct title, not look like a form letter, and be neatly typed without spelling errors.

**Interviewing**

The interview is a chance for you and the employer to meet in person and answer each other's questions. Each has information they are seeking, and can help the other person obtain clear answers.

The employer wants to:

1. identify your abilities,
2. observe how you present yourself,
3. determine if you will fit in at the worksite.

You want to show that:

1. you're the best candidate for the job,
2. find out if this job and company are what you want,
3. get a job offer for consideration.

When scheduling the interview have alternate times available. In general, most employers are receptive to job seekers between 9:00 and 11:00 a.m. and after lunch until 3:00 p.m. Practice your interviewing skills with a friend role-playing as an employer. Use a tape recorder or VCR to record the mock interview. Review the recording to critique your strengths and weaknesses.

When going to the interview be prepared for standard questions, dress neatly, and arrive at least 10 minutes early to observe the area. A typical interview lasts about 30 minutes and has three parts. The ice-breaking period is when you make your first impression. Interviewers sometimes take only 20 seconds to form an opinion of a job seeker. The main part of the interview is when you and the interviewer exchange information. Be positive in your responses, exchanging information rather than reciting it. Only you have your specific combination of abilities, interests, and experiences. Present these in relation to the job. The closing of the interview is your chance to restate your interest in the position and summarize your strengths. You should also find out what follow-up will occur, such as you calling in one week or the...
employer sending a notice to you. Employer suggestions for interviewing are listed in Figures 7, 8 and 9.

**Figure 7**

Advice from an Employer to Interviewees

| Interviewee should state: "I'm a little bit better, I'm the best value." |
| Be enthused - be positive - practice for your "audition." Be a cut above the rest. |
| Ask for response. What does it take to get hired? What does it take to get promoted? |
| Indicate your commitment. Temporary (passing through) or permanent. Your honesty will be refreshing and rewarding in most cases. |
| Ask if you can phone or call back to reinforce your interest. Call or write if you find work elsewhere. It's SELDOM done. |
| Don't bring along boy, girlfriend, mom. |
| Park down a ways - not in reserved parking spaces. |
| "I'm looking for work - not a job." |
| Excuse self when employer gets call - leave some things on chair while waiting outside office. |
| Avoid having bad breath. |
| Nervous habits - can you do something about it? |
| Employers observe the condition of your car. |
| Coffee - if offered take it - it says "let's talk." Coffee is an American institution. |
| Firm but friendly handshake. The job applicant should offer first. |
| Don't ask secretary to throw away your garbage. |
| Ask references how they will describe your employment. |
| Leave personal problems at the door. Avoid negative image. |

(Westgate Systems - Honor Shoppe, June 1987)

**Figure 8**

Keys to a Successful Interview

| Applicants should say to themselves: "I know I can do this job. I know I am qualified. I am going to make this employer want me. I am going to sell myself." |
| Straighten your back, hold your head up, step forward with confidence and enthusiasm. You will create a similar attitude in your prospective employer. |
| Show your eagerness by your walk. |
| Stand up and sit up straight. |
| Stress your interest in your work. |
| Let the interviewer lead the discussion or control interview. |
| Display documents only when more facts are requested. |
| Use business English. |

(Job Service, 1988)
Questions that may lead to discrimination should not be asked during an interview. Questions about your marital status, spouses employment, children, race, religion, or financial status should not be answered. The interviewer may not ask general open-ended questions regarding your health or disability, or use medical checklists when the conditions listed will not affect job performance. If you choose not to answer a question, politely tell the interviewer you feel the question is not appropriate or relevant to your ability to do the job. The interviewer can ask about your ability to do the job and past work experiences. You may also be asked if you are willing to participate in affirmative action. Have them explain what their program is and how they protect confidentiality before you respond. If you say yes the interviewer can ask if there are any duties you cannot perform or any accommodations you would need to be successful in the job. Examples of individual accommodations can be found in Section Two of Jobs Volumes One through Four.

Figure 9
Suggestions for a Good Interview

Describe how the employer and your mutual needs can be met by employing you for a win-win situation (President's Committee on Employment of the Handicapped, November 1987).

What the Employer Likes to Hear You Say During the Interview:

Please call me (first name).
I would follow company rules in making that decision.
I have short and long range career plans.
They are ...
I have spent my unemployed time wisely.
I have studied the company.
I have a few questions to ask (NOT about wages!).
I have learned skills from my previous job.
When will I hear from you again?
(McBurney Resource Center, 1985)

DON'T make negative statements about yourself
DON'T ask for questions to be repeated
DON'T leave work samples at home
DON'T stare at the wall
DON'T say "I'm not prepared for that question"
(McBurney Resource Center, 1985)

What Employers Look for In an Interview:

No gaps in employment
Listening skills
Staying on the topic
Experiences in private industry
Followup - keeping in touch
(Glendale Federal Savings, March 1988)

Address accommodations at the end of the interview head-on (Glendale Federal Savings, March 1988).
Discussing Salary

Never discuss your salary needs before you are offered the job! Wait until you know about the other factors (i.e. fringe benefits, advancement opportunities, training, and working conditions) and are offered the job before answering questions about salary.

If an employer asks you to state the minimum salary you will accept, don't give a figure. No matter what amount you say, you will either be too high or too low. If your answer is too high, the employer may assume that you won't accept the job so it won't be offered to you. Answering with a lower figure could cost you thousands of dollars if the employer would have paid a higher salary. The following are suggested responses when asked what salary you expect.

1. I'm really interested in long term growth and advancement. Right now, I'm willing to accept whatever your company pays people like myself.

2. I don't have a particular amount in mind. I'm primarily interested in a career with your company, not just a job.

3. I don't know what your company policy is, but I feel I'd do an outstanding job for you. Do you have a particular salary in mind?

4. Since you are a fair employer I know you will pay me fairly.

If the interviewer answers with a salary figure, just nod your head and let the interviewer continue. The employer may be offering you the job, but you should be sure of the employer's intentions before you respond. The interviewer should always present the salary issue first.

Disability Self-identification

The decision to identify yourself as a person with a disability must be handled on an individual basis. Some employees with a disability identify themselves to benefit from certain legal protections. Others choose to keep their disability private. If you need accommodations for the interview inform the employer in advance. When you disclose information on your disability in an interview be specific and point out how you deal with any limitations that you have (see Figure 10).
Figure 10
Suggestions to Job Applicants on Disability Self Identification

Teachers should educate students to discuss their disability. Students must feel comfortable with themselves (Milt Wright & Associates, Inc., December 1987).

- Disclosing your disability is second to selling your abilities to do the job. Statements on self identification should be similar to the following:

  I utilize (specific skills and/or equipment) to help with my disability.

  I compensate for my specific limitations by using new technology to ...

  I have learned to structure my time for efficiency.

  My disability is the main reason I have directed my career towards ...

  My disability has taught me a lot about myself, what I can do, and how to face new challenges. For example ...

  I'm ready to begin a career using my abilities in (describe).

  I appreciate your understanding my individual disability limitations.

  (McBurney Resource Center, 1985)

- The disabled applicant needs to make the employer feel comfortable with the disability (Milt Wright & Associates Inc., December 1987).

Employment Incentives

Part of marketing yourself is to provide an attractive "product" to the employer. Being knowledgeable about and presenting employment incentives for the employer can provide an "extra" bonus in obtaining your job. There are several monetary and training incentives available to the employer who hires persons with a disability (see Figure 11). Contact local agency personnel to learn how these incentives apply to you and are provided to the community employers.

- Of the over 500 descriptions of jobs from the Replicating Jobs in Business and Industry for Persons with Disabilities project, over forty percent utilized some type of financial employment incentive. Approximately ten percent of the jobs used various on-the-job training (OJT) funds and a variety of employment incentives through the Job Training Partnership Act (JTPA). Over twelve percent of the jobs obtained by the project utilized Targeted Jobs Tax Credit (TJTC). Thirteen percent of the employers used other employment incentives.
#### EMPLOYER INCENTIVE PROGRAMS

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>INCENTIVE</th>
<th>RESTRICTIONS</th>
<th>MORE INFORMATION...</th>
</tr>
</thead>
</table>
| Targeted Jobs Tax Credit (TJTC) | Tax credit of:  
- 40% of first $6,000 earned per employee provided the employment lasts at least 90 days or 120 hours | May not claim TJTC and OJT for same wages  
Certification must be requested on or before first day of work | IRS (See Publication #906)  
State Employment Service  
Private Industry Council  
Vocational Rehabilitation (Check State and City governments for local TJTC)  
Call 1-800-JAN-P/ EH |
| Job Accommodation Network (JAN) | Free consulting service on available aids and devices | None | Internal Revenue Service |
| Tax Credit on Architectural and Transportation Barrier Removal | Tax deduction on up to $35,000 spent to make a work place more accessible for employees and customers | Improvements must meet Treasury Department standards | National Association of Retarded Citizens  
Local Association of Retarded Citizens |
| National Association of Retarded Citizens National Employment and Training Program | Reimbursement of:  
- 50% of entry wage for first 160 hours of on-the-job training  
- 25% of entry wage for second 160 hours | Worker must be mentally retarded with IQ below 70, at least 16 years old, unemployed over 7 days  
Position must be permanent, half-time to full-time, pay minimum wage and above | Local Vocational Rehabilitation  
Private Industry Council  
Chamber of Commerce  
City or State government |
| Vocational Rehabilitation On-the-Job Training Program | Shared payment of the disabled employee's wages for a limited time on a negotiated schedule | Worker must be a VR client  
Position must be permanent, full-time, pay minimum wage | Vocational Rehabilitation  
Governors or local Committee for Employment of the Handicapped  
Horticulture Hiring the Disabled |
| Job Training and Partnership Act (JTPA) | Reimbursement of:  
- 50% of first 6 months' wages per employee Customized training or retraining | Employer must hire trainee with intent of permanent full-time position | Department of Labor, Wage & Hour Division  
Regional Office |
| Minimum Wage Exemption Certificate | Certificate allowing employer to pay 75% of minimum wage or 50% for most severely disabled workers | Wage must adequately reflect worker's productive capacity  
Annual renewal | None  
Vocational Rehabilitation  
Governors or local Committee for Employment of the Handicapped  
Horticulture Hiring the Disabled |
| Employee Search Agencies | Free referral service of qualified disabled workers | None | Horticulture Hiring the Disabled  
Call 1-800-634-1603  
or Maryland |
| Horticulture Hiring the Disabled Personnel Assistance Program | Free personnel services including job analysis, employee recruitment and screening, employment incentives assistance, job accommodation and job follow-up | Employer/or group of employers must have 10 or more job positions  
Services provided by 6 Area Offices and through a national referral program | None  
Vocational Rehabilitation  
Governors or local Committee for Employment of the Handicapped  
Horticulture Hiring the Disabled |

Adapted from Horticulture Hiring the Disabled Program handout, 1987
Refer to individual job descriptions in Section Two of Jobs Volumes One through Four for examples of other incentives used.

The job seeker with a disability also has employment incentives. Two of the most recent incentives are the following:

Section 1619

Social Security Disability Amendments of 1980 (P.L. 96-265) and 1986 (P.L. 99-643) changes the effect of increased income on SSI benefits. Section 1619 allows an SSI recipient to retain Supplemental Security Income benefits and Medicaid eligibility while earning above the $300 per month level. This allows an increase in income without a loss of critical benefits.

Plan for Achieving Self-Support (PASS)

A written statement is completed with the Social Security Office listing the steps an individual with disabilities will take to achieve an occupational goal. Designated amounts of income and resources to be accumulated and used toward the occupational objective are included in the statement. Monies set aside in an approved PASS will not be used in determining SSI eligibility or the SSI payment amount. Individuals can participate actively in employment and training programs while receiving Medicaid and SSI benefits. SSI recipients will maintain benefits if their work efforts end before they reach full productivity.

Check with your local Social Security Office for more information on Section 1619 and PASS. Other incentives include the Disabled Americans Work Incentives Act, allowing Social Security Disability Insurance (SSDI) recipients to retain medical benefits while gainfully employed, and the new tax break to businesses that invest in technology to enhance employment.

Many persons with a disability use employment incentives when obtaining a job. Explore possible incentives that may apply to you or an employer.

Follow-Up

Follow-up after the interview is very important. A short thank-you letter to the interviewer should be sent the evening after the interview. Keep examples of thank-you letters in your file, but do not use a form letter. Refer to some part of the interview, offer additional information and restate....
your interest in the position. A neat, legibly written hand note is acceptable.

If you have not heard from an interviewer by the time he or she specified, call or write to reaffirm your interest. Briefly sum up the interview, avoid sounding desperate, and don't overexpress your interest. In most cases one follow-up contact should be enough if they are considering you.

Surviving the Job Search

The best way to survive the job search is to approach it realistically. If you really want a job and conduct a full-time job search you may become frustrated, worn-out, discouraged, angry, depressed, and anxious. This is a normal reaction to the job search process. There are two possible outcomes to all activity: rejection and success. Keep the following suggestions in mind when you are progressing through your job search.

1. Treat your job search as an activity that will take considerable time and energy. The most effective job search campaigns are the most active ones.

2. Be persistent and conscientious. Keep your campaign going.

3. Don't take rejection personally. It doesn't mean you are not capable or qualified. It simply means that the employer chose someone else.

4. Acknowledging and accepting your normal feelings during your job search can help reduce some of the frustration.

5. Take scheduled breaks from job hunting to relax.

6. Enlist the aid and support of your family and friends to free you from other duties during your job search. You will not have extra time to run errands, take care of children, or go out for a good time if you are actively job seeking.

7. Take care of yourself. Eat properly, get enough sleep, maintain your grooming habits, and keep a schedule that promotes a healthy job search. When you look and feel good, your entire mental outlook improves.

You only need one "yes" to get hired. Whether it takes one interview or fifty-one interviews, you must continue until you succeed. Maintain a positive attitude, run an active campaign, and don't quit until you win (see Figure 12).
You have to believe you're really going to get a job.

Have a life apart from your career. You and your work are not one and the same. Don't let looking for a job consume you.

(BusinessWeek, 1988)

Don't look for sympathy; you're not a charity case.

Keep pulling doorknobs. Don't quit in the high quit zone.

Remember, you are created as a unique person - one of a kind - alive to fit somewhere - you are valuable.

Your degree of confidence is very measurable.

You are a salesman getting the best mileage out of the package God gave you.

(Westgate Systems - Honor Shoppe, June 1987)

Accepting Employment

The decision to accept a job offer should be based on accurate, complete information. After receiving a job offer ask for more information about any details that you do not understand, including the following:

1. Wages or salary
2. Length of contract or probationary period
3. Specific benefits available and costs (if any)
4. Job responsibilities
5. Deadline for accepting offer

Use the information to answer the following questions.

About the job:

1. Do you like what you will be doing each day?
2. Will you be using the skills that are important to you? That you enjoy?
3. Can the skills you will develop be used in different jobs? Which ones? Do those jobs appeal to you?
4. Will the experience and training you receive match your goals?
5. How long can you stay in this job without feeling you have outgrown it?
About the people:

6. Do you like the people you will work with and for?

7. Can you learn from these people?

8. Will you enjoy being with them every day?

About the company:

9. Do you feel comfortable in the work setting?

10. Do you feel good about the product or service they provide?

11. Is there room for advancement?

About you:

12. Are you excited about accepting the job offer?

Do not accept the first job offer you receive unless it meets your needs. Other offers will be made if you continue to seek a job. Each offer should be considered carefully using the questions listed above as a guide.

If you choose to accept the job notify the employer and get information on the following:

1. Starting date and time
2. Name and location of person to report to for work
3. Materials needed for the first day (i.e., uniform, tools, papers).

Orientation

After accepting a job offer you can expect an orientation to the company and your general responsibilities. Orientations vary in content and length with each company. Some are given regularly to all new employees in a classroom structure, while others are brief informal tours for individuals. The personnel department, supervisor or owner may conduct the orientation (see Figure 13).

Figure 13
Job Orientation

Orientation also includes socialization, getting to see a day in the life of your new work role (Glendale Federal Savings, March 1988).
In general, the following are included in the orientation process.

**Forms**

You will be given a W-4 form for federal income tax withholding. You should have your social security number with you as it will be needed for this form. Additional forms may be required if any fringe benefits are available, such as health, dental, and life insurance. An employee information form may include listing your background, emergency information and a disability self-identification section. Complete all forms as soon as possible, and seek assistance if needed.

**Examinations**

The company may require a physical, hearing, vision, or other exam for employment. Over 60% of all jobs listed in Replicating Jobs in Business and Industry for Persons with Disabilities project did not require exams of any type. Thirty percent required physical exams, and ten percent required vision, hearing, or other exams including drug testing, a checker skills test, and aptitude tests for the specific job. Examination forms may be provided at the orientation, with the assumption that you will take the necessary exams and return the forms by the deadline. Check with the employer to determine who will pay for the costs of required exams.

**Rules**

Company policies will be described, including safety procedures, work schedules, use of leave days, and work conduct. A policy handbook may be given to you, and it is assumed that you will understand its content. If you are uncertain about some rule ask for clarification. Be certain that you know the work schedule rules regarding lunch and breaks and the emergency procedure for exiting the building.

**Company Profile**

The company size, location, number of employees, products or services, and goals will be presented. You will know some of this information from researching the company prior to applying. The information presented will help you see where you fit into the overall goals of the company.
Physical Plant

A general tour of the facility will be given. Focus on the specific location of your work site, related work sites, lounge area, dining facilities, restrooms, emergency exits, parking, and entrance areas.

Specific Duties

Your position with the company will be described in detail including your daily job responsibilities, resources provided to you, and expected outcomes. Any accommodations that you feel will be necessary to perform your job duties should be reviewed at this time. The employer has hired you based on your abilities and will expect you to meet the job outcomes stated.

Training

The employer may provide standard training for the job or special training to accommodate your disability. Of the employers listed in Jobs Volumes One through Three of the Replicating Jobs in Business and Industry for Persons with Disabilities series (1986-1988), fifteen percent provided no standard training, and forty-five percent provided standard training that was one month or less in length. Management positions provided more long-term standard training than clerical, industrial, or service positions. In general, employers gave brief training for specific responsibilities while expecting the employee to have the broad skills necessary for the job.

Special training to accommodate a disability occurred in roughly half of the service, industrial, and clerical positions, and in twelve percent of the managerial positions. It usually involved additional assistance or explanations for a few weeks or as needed, and was provided by the supervisor or a community service agency. Special training costs were minimal. The employee was usually working at the normal rate upon completion of the special training. Examples of special training can be found in Section Two of Jobs Volumes One through Four.

Keeping and Improving Employment

The first few months at a new job are challenging. In addition to mastering your job duties and learning company policies you must also make the
adjustment from job seeker to job performer. If this is your first job you
will have to adjust to having money and budget living expenses. Maintain your
personal health during this time and allow for extra sleep or relaxation time.
Part of the adjustment is identifying and following the unwritten company rules
that will help you succeed and advance in the job. These rules must be
followed daily, even after you have succeeded in the initial job duties. The
main unwritten company rules are described below.

If you don't know, ask!

Supervisors and managers have information you need for performing the job.
You are not expected to know everything, but are expected to ask for
information or demonstrations. Use any printed materials available to find the
information you need. If it is not found, ask your supervisor instead of a
coworker. One of the major causes of job loss is fear of asking questions to
clarify job assignments. When you ask a supervisor for information record the
response, so you will not have to repeat the same question later. If you are
involved with a community service agency use them to help you learn the job
assignments (see Figure 14).

Figure 14
Advice from Service Agencies on Keeping a Job

<table>
<thead>
<tr>
<th>5 Keys to Keeping a Job</th>
<th>Vocational rehabilitation counselors and other service providers are invited to attend important meetings. They can get acquainted with the worksite and expectations in order to provide followup services (Uniformed Services University of Health Sciences, November 1987).</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Find out job duties from the employer</td>
<td>(Association for Retarded Citizens, November 1987)</td>
</tr>
<tr>
<td>2. Know the immediate supervisor</td>
<td></td>
</tr>
<tr>
<td>3. Use a job coach or other personal contact</td>
<td></td>
</tr>
<tr>
<td>4. Learn by watching the &quot;best&quot; worker</td>
<td></td>
</tr>
<tr>
<td>5. Expect and adjust to changes</td>
<td></td>
</tr>
</tbody>
</table>

Work smarter, not harder.

Do not spend time, energy, and resources on a project unless you know that
the management values the project. For example, producing a colorful typed
inventory report is not appropriate if the supervisor wanted a rough list for
reference use. Watch how other people work, and learn which work is rewarded.
Then focus your time and energy on the work that your employer values.
Speak for yourself, your work will not.

Supervisors are usually too busy to notice much of the good, solid work employees do. You must take an active role in promoting your work image. Dress appropriately for work, using other successful employees as a guide. Maintain good personal hygiene and appropriate dress, especially when going to work seems difficult. Get to work a few minutes early, so that even if you run late you will be on time. Continue working until it is quitting time, and work past quitting time if others do. Know your deadlines or production rates, and meet them. Take credit for the work you do. Get to know the other people, perhaps by hand delivering a memo to your boss, or by saying "hello" to people around the worksite. Promoting your positive work image will cause rewards over time.

Employees with a disability are sometimes overlooked for advancement because the supervisor feels they are "just right" in their present job. In some companies the high turnover rate among supervisors keeps the employee from being recognized for their long-term work. In both cases you will need to make yourself visible. Point out how you could work in an advanced job and specify what, if any, additional accommodations would be needed. Maintain a work history file that demonstrates your skills. Make an effort to get to know the new supervisor.

Friendships at work take work.

Coworkers may be part of a team effort for the company or they may be competing with you for recognition at advancement. Friends who work well together may have trouble evaluating each other's work. If one friend is a supervisor or "boss" the problems can be greater. Use care in establishing friendships at work. Successful relationships are based on the mutual understanding that, during work hours, the work is top priority and the friendship is secondary.

You are part of work politics.

Some employees will use the job setting to make others look bad so they look good. By not getting involved you will become a passive victim. But the politics of work can be used to help you advance if you observe others, get
"plugged into the grapevine", notice changes in the job setting, and stay visible. During breaks and lunch learn whether sports, local news, or recipes is the main topic, and contribute to the conversation. When you spot a coworker using "dirty" politics avoid them. If their actions affect you work to counter any image on your work image. An example would be volunteering to work on a committee if a coworker spreads rumors that you are lazy. Be aware of the work politics and get involved in promoting yourself and a good work environment.

Goals can be reached.

You described your goals for employment at some stage in obtaining this job. Remember to evaluate your progress towards those goals periodically. Are you learning what you wanted through work? Is the job meeting your needs for challenge, income, schedule, and enjoyment? If not, develop a plan that will help you reach these goals. It may be possible to reach them within the job you have or you may want to seek employment elsewhere while working at your current job.

See Figure 15 for additional employer comments.

**Figure 15**

Advice from an Employer on Keeping a Job

Job success is 15% aptitude and 85% attitude.

"I want to make you (employer) look good."

Roll with the punches (injustices).

*(Westgate Systems - Honor Shoppe, June 15, 197)*

Changes in Employment

The three common changes in employment are termination, promotion, or changing companies. Termination of employment may happen due to a temporary or permanent layoff caused by cutbacks in company operation. Check company policies regarding seniority and lay-off procedures. Firing occurs when the company feels the employee is not performing up to standard (see Figure 16). In both situations you should be aware of possible termination. If your
employer has communicated to you that your work must improve, you should ask for specific information and seek assistance if needed. Do not ignore warnings from a supervisor, and keep a record of any verbal or written evaluations of work performance and your response to them. After being laid off or fired you may be eligible for unemployment compensation, and should contact your state Job Service office for further details. You should also begin the job seeking process again.

**Figure 16**
An Employer's Policy on Firing/Layoffs
Concerning Employees with Disabilities

When it comes to firing or layoffs our employees with disabilities are treated the same as everyone. If they are connected with a service provider we do notify them of the change in employment (*Woodies Department Store, November 1987*).

Promotion within a company occurs because an employee has shown the ability to do the new job. Check if your company posts promotion opportunities in a specific location, and keep informed of chances for job advancement. A change in job status will affect your goals, relations with coworkers, and job responsibilities. Consider possible promotions using the same questions for accepting a job offer, found on pages 214 and 215. When you start the new position remember to observe others, ask for clarification, and evaluate your progress. A promotion is a new job, so be ready for some adjustment.

If your present job is not meeting your goals begin job seeking. Changing employers can be a positive growing experience. Continue to work effectively while exploring other employment options. You have the right to request that your present employer not be contacted for a reference and that any interview be kept confidential. When you quit your current job maintain the contacts you have made and leave in a positive, professional manner that fits your work image. Most workers who change jobs miss certain parts of the old job but look forward to the challenges offered by the new one. The skills used in keeping and improving employment will be applied again in the new position, and you will have the experience of your previous job upon which to draw.

**Conclusion**

The employment process has several important stages. To be a successful job seeker you must develop marketing skills for each stage. Use other
resources to find details on any unfamiliar topics presented in this chapter. Local job seeking programs offered by service providers, public schools, or job service offices may be helpful. Publications on job seeking are listed in Section Four of Jobs Volumes One through Four. Learn and practice the skills needed for marketing yourself before using those skills with employers.

Accepting a job that you will enjoy is the first major goal of job seeking. The second goal is to be successful in that job and advance in employment. You must be involved in marketing yourself after accepting a job in order to achieve the second goal. On the job you will be responsible for developing a positive work image and achieving objectives.

The Personal Marketing Plan on pages 199 and 200 should be used to record your progress in marketing yourself. Keep the plan, copies of your application letters and resumes, and other job seeking information in a folder for easy reference. Once employed you will use the plan to record job information and evaluate your goals. As you advance in employment the Personal Marketing Plan will serve as a guide to effective job seeking strategies and desirable employment conditions. Use other publications, local job-hunting workshops and community service providers with the information in this chapter to make your marketing strategies successful.
REFERENCES


Jamison, S.L. (December, 1984) Employing the qualified handicapped - An employer's perspective. GCEH

Job Service, Wisconsin Division. (1937-88).


Section IV
Resources For Job Replication

JOBS
RESOURCES FOR JOB REPLICATION

Organizations

Association on Handicapped Student Service Programs in Postsecondary Education promotes full participation of persons with disabilities in postsecondary education programs. The Association develops training programs, workshops, conferences, and publications. A commitment is made to advocacy, communication, networking, professional development, training, and research.

For more information contact: AHSSPPE, P.O. Box 21192, Columbus, OH 43221, 614/468-492 Voice/TDD.

Information Center for Special Education Media and Materials provides free information services to persons interested in special education. Access to a database of special education media and materials, information on marketing and legal information for special education projects, marketing trends and issues affecting special education, locating nonprofit publishers, and instructional methodologies are available upon request. Services can be obtained through workshops, a toll-free number, or computer information service.

For more information contact: Line Resources Inc., 3857 North High Street, Columbus, OH 43214, 614/263-5462, 800/772-7372, CompuServe #70007,1376.

Publications


This booklet is provided free of charge to college placement offices and includes practical information on job seeking. Chapter topics include identifying a career, writing a resume, creating letters, developing a job search strategy, interviewing and surviving the job search. 47 pp.

For ordering information contact: AT&T College Market, Box 205, Elizabeth, NJ 07207-9971.


A student handbook and leader manual develop self-concept skills for adolescents with learning disabilities. The group process is used as individuals evaluate their current self-image and learn techniques for positive change. 135 pp. each.

For price and ordering information contact: MACLD, Suite 494-North, Griggs Midway Building, 1821 University Avenue, St. Paul, MN 55104, 612/646-6136.

The teacher manual and student workbook are designed to meet the needs of first time or experienced job seekers. Six modules of information discuss job market issues, job market research, contacting employers, resumes and applications, job interviews and the world of work. 515 pp. and 276 pp.

For price and ordering information contact: Milt Wright and Associates, 17624 Romar Street, Northridge, CA 91325, 818/349-0858.


Described as a practical manual for job hunters and career changers, this text provides background information on the job hunt process then helps the user identify skills, jobs of interest, and ways to get hired. The material is written in an entertaining style. Additional appendices are included for special problems, using career counseling sources, the brain's role in job hunting, and religion in job hunting. The 1989 edition will contain a section on employment for persons with disabilities. 356 pp.

The text is available at major bookstores. Cover price for the 1988 edition is $8.95.


This booklet contains a description and address for Federal assistance programs available to eligible persons with disabilities. Programs are grouped into developmental disabilities, vocational rehabilitation, education, employment, financial assistance, medical assistance, civil rights, housing, tax benefits and transportation. 26 pp.


Produced jointly with the President's Committee on Employment of the Handicapped and the People to People Committee for the Handicapped, this booklet describes resource organizations for persons with disabilities. Services offered and contact information is given for each listing. The first section lists 100 organizations, while the second describes the Employment Security agencies, Councils on Developmental Disabilities, Vocational Rehabilitation agencies, and additional organizations. 70 pp.

For ordering information contact: Disabled American Veterans, 807 Maine Avenue, S.W., Washington, D.C. 20024.
Florida State University. Tips on Serving the Disabled. Tallahassee, FL: Author.

Information from the National Restaurant Association and the Job Accommodation Network are combined with specific examples of serving persons with disabilities in businesses. General descriptions of each major disability and suggested serving methods are included. Making the business more accessible is also discussed. 16 pp.

For price and ordering information contact: Florida Hospitality Education Program, 230 Johnston Building Florida State University, Tallahassee, FL 32306-2026.


Successful programs serving secondary special education students through the Carl D. Perkins Vocational Education Act are described in detail. The top twelve entrants are presented in the first publication, and the next ten are described in the second. Background and contact information, procedures used to meet the Perkins Act mandates, evidence of effectiveness, additional information, technical assistance available and exhibits are included for each description. 563 pp. and 275 pp.

For price and ordering information contact: Vocational Studies Center, University of Wisconsin-Madison, 964 Educational Sciences Building, 1025 West Johnson Street, Madison, WI 53706, 608/263-3152.


Used to help individuals identify possible career areas, the materials include a survey booklet, interpretive folder, and administering directions. Values, abilities, and interests are identified and related to information about general career clusters. When completed the individual should have 1-3 career clusters identified for further examination.

For ordering information contact: American Guidance Service, Publisher's Building, Circle Pines, MN 55014-1796.


The conference proceedings from a meeting in Chicago, Illinois, December, 1985, represent a combined effort by a number of individuals to facilitate the employment of persons with disabilities. The conference was jointly sponsored with the President's Committee on Employment of the Handicapped. 96 pp.

The proceedings of the AHSSPPE 1987 conference in Washington, D.C. are summarized in this publication. Specific issues are presented for persons with hearing impairments, learning disabilities, physical disabilities, psychiatric disabilities, or visual impairments. General topics include access for students, transition issues, computer applications, student development and service providers. 224 pp.

For price and ordering information contact: Association on Handicapped Student Service Programs in Postsecondary Education, P.O. Box 21192, Columbus, OH 43221.


Both videotapes use a discussion format between two personnel managers to show interview situations of persons with a disability. There are built-in stopping points for discussion which are outlined in the guide. Tape 1 presents the "Dos and Don'ts About Interviewing" while Tape 2 focuses on "Answering Those Disability Related Questions." 26 minutes each.

For price and ordering information contact: McBurney Resource Center, UW-Madison, 905 University Avenue, Madison, WI 53715, 608/263-2741.


These booklets are written for the young adult with a learning disability. Volume 1 is a survival guide for the adolescent in school, and helps identify individual strengths and weaknesses. Volume 2 presents the issues of adult responsibility that are seldom discussed in a straightforward manner. Getting organized, entering college, obtaining a job, and becoming a parent are the focus areas. 107 pp., 50 pp.

For price and ordering information contact: Survival, P.O. Box 15716, Rio Rancho, NM 87124.


Published annually by the federal government, this handbook contains two sections related to consumer rights. The first explains how to be a smart consumer, including resolving complaints. The second section lists public and private consumer offices that provide assistance to the public. A subject index is provided to identify appropriate contact offices. 93 pp.
Free single copies are available by writing: Consumer Information Center, Pueblo, CO 81009. Request publication number 582T.


General information on U.S. Department of Education student aid programs is provided in the first section of this booklet. The Pell Grants, Supplemental Educational Opportunity Grants, College Work-Study, Perkin's Loans, Guaranteed Student Loans, Plus Loans and Supplemental Loans for Students are described in the second section. 61 pp.

Free single copies are available by writing: Consumer Information Center, Pueblo, CO 81009. Request publication number 511T.


Published seven times each year, this magazine contains information on getting and starting employment. Articles discuss topics such as career outlooks, job-hunting stress, dressing for the interview, and succeeding on the job. Free copies are provided to college placement offices. 40 pp.


The personal stories of two learning disabled students attending college are presented in this booklet. Each section includes a specific example from the students and general information relating to that experience. Topics include accepting and understanding a learning disability, types of assistance high schools and colleges provide, and how teachers, parents, and others can help. 36 pages.

A limited number of single copies are available at cost ($2.00, prepaid and with a self-addressed envelope). Duplication rights may also be obtained. To order contact: Dr. Carol Wren, Project Learning Strategies, DePaul University, SAC 220, 2323 N. Seminary, Chicago, IL 60614.
Appendix A

REPLICATING JOBS IN BUSINESS & INDUSTRY FOR PERSONS WITH DISABILITIES

JOB REPLICATION FORM

Purpose

The purpose of the Jobs Replication Form is to obtain information about jobs persons with disabilities perform in business and industry and in the public sector.

People with disabilities need role models that help raise their aspirations and expectations about jobs they can perform. Teachers, counselors, job placement personnel and employers also need exemplary employment models to use when working with people who are disabled. The information you supply will help us to create a catalog of job descriptions that provides these role models.

Instructions for Completing the Jobs Replication Form

The Jobs Replication Form is divided into three sections:

1. General Information about your business or industry.
2. Job Information about a particular job performed successfully by a particular employee who is disabled. Please select one specific disabled employee and describe that person's job.
3. Considerations that enabled this person to be hired initially and to succeed in this job.

PLEASE READ EACH QUESTION CAREFULLY

Complete each question by checking those items that best answer the question or by writing the information requested. You will need approximately 20 to 30 minutes to complete this form. Please feel free to photocopy the Jobs Replication Form if you wish to provide information about more than one employee with a disability.

REMINDER - PLEASE COMPLETE THIS FORM FOR ONLY ONE EMPLOYEE

Release of Information

Please sign the following release of information.

Permission is granted to include the information on this form in a catalog of jobs that will serve as role models for employing persons with disabilities.

(Company) ____________________________ (Signature) ____________________________

(Date) ____________________________ (Title) ____________________________

Please send your completed Jobs Replication Form in the business reply envelope to:

LYD W. Tindall
Vocational Studies Center
University of Wisconsin-Madison
964 Educational Sciences Bldg.
1025 W. Johnson Street
Madison, WI 53706

THANK YOU FOR YOUR HELP.

Vocational Studies Center
School of Education • University of Wisconsin–Madison
Section I

GENERAL INFORMATION

(Company Name)

(Person who completed this form) (Title)

(Address)

(Person to contact for more information) (Title)

(City, State, Zip) (Telephone Number)

1. Description of Company

Please describe your company (include main product or service).

________________________________________________________________________

________________________________________________________________________

2. Number of Employees

Total Company ________ This Site _________

3. Worker's Disability

________________________________________________________________________

Section II

JOB INFORMATION

4. Title of Position Held by Employee Who is Disabled

________________________________________________________________________

5. Work Schedule

Status: __ Permanent __ Seasonal __ Temporary

Number of days per week ________________________________

Total hours per day ___________________________ a.m. to ______________________ a.m.

Time of work ___________________________ p.m. to ______________________ p.m.

Rotating shifts? __ Yes ___ No

6. Standard Amount of Direct Supervision Provided

__ none   __ moderate  __ minimal __ maximal

7. Employment History

Time with the company ________________________________

Time in this position ________________________________

8. Probationary Period

__ No ___ Yes

If yes, how long?

________________________________________________________________________

9. Wages

___ Hourly $________ per hour

___ Salaried $________ per month

10. Benefits

___ None ___ FICA ___ Worker's compensation

___ Paid vacation ___ Unemployment compensation ___ Medical insurance

___ Paid holidays ___ Dental insurance ___ Pension ___ Life Insurance

___ Paid sick days ___ Other (specify) ___ Paid sick days

___ Pension ___ Life Insurance ___ Other (specify)

11. Examinations Required

___ None ___ Other (specify)

___ Physical ___ Vision

___ Hearing ___

12. Work Setting (e.g., farm, office, factory)

(specify) ________________________________

232 240
### Academic Credentials Required

<table>
<thead>
<tr>
<th>None</th>
<th>GED</th>
<th>High school diploma</th>
<th>Associate degree</th>
<th>Bachelor's degree</th>
<th>Master's degree</th>
<th>Doctorate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Certificate (specify)</td>
<td>License (specify)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (specify)</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

### Environmental Conditions Related to This Job

<table>
<thead>
<tr>
<th>Hot</th>
<th>Mechanical hazards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cold</td>
<td>Moving objects</td>
</tr>
<tr>
<td>Humid</td>
<td>Cramped quarters</td>
</tr>
<tr>
<td>Dry</td>
<td>High places</td>
</tr>
<tr>
<td>Wet</td>
<td>Burns</td>
</tr>
<tr>
<td>Dust</td>
<td>Electrical hazards</td>
</tr>
<tr>
<td>Dirt</td>
<td>Explosives</td>
</tr>
<tr>
<td>Odors</td>
<td>Radiant energy</td>
</tr>
<tr>
<td>Noise</td>
<td>Toxic conditions</td>
</tr>
<tr>
<td>Inadequate ventilation</td>
<td></td>
</tr>
<tr>
<td>Inadequate lighting</td>
<td></td>
</tr>
<tr>
<td>Bondable</td>
<td>Other (specify)</td>
</tr>
<tr>
<td>Vibration</td>
<td></td>
</tr>
</tbody>
</table>

### Other Job Requirements

<table>
<thead>
<tr>
<th>None</th>
<th>Age (minimum/maximum)</th>
<th>Driver's license</th>
<th>Own vehicle</th>
<th>Uniform</th>
<th>Union membership</th>
<th>Polygraph</th>
<th>Bondable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>On call</td>
<td>Dress code</td>
<td>Civil Service exam</td>
<td>Other (list)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Work Experience

<table>
<thead>
<tr>
<th>None</th>
<th>Preferred</th>
<th>Required</th>
<th>Describe</th>
</tr>
</thead>
<tbody>
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<td></td>
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</tbody>
</table>

### Work Group (check all that are appropriate)

<table>
<thead>
<tr>
<th>Works alone</th>
<th>Small group (1 - 10)</th>
<th>One-to-one</th>
<th>Large group (11 or more)</th>
</tr>
</thead>
</table>

### Narrative Description of the Job

(please describe the job in your own words — include specific tasks)

### Physical Demands of This Job (estimate percentage for each category — answers to A, B, C, and D should total 100%)

#### A. SEDENTARY WORK (lift 10 lbs. max., limited walking or standing)

<table>
<thead>
<tr>
<th>Push</th>
<th>Pull</th>
<th>Reach</th>
<th>Run</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Climb</th>
<th>Balance</th>
<th>Crouch</th>
<th>Crawl</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Sense of smell</th>
<th>Sense of taste</th>
<th>Sense of touch</th>
<th>Finger dexterity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

#### B. LIGHT WORK (lift 20 lbs., carry 10 lbs. max., stands up to operate equipment, also walks)

<table>
<thead>
<tr>
<th>Climb</th>
<th>Balance</th>
<th>Crouch</th>
<th>Crawl</th>
<th>See</th>
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</thead>
<tbody>
<tr>
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<td></td>
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</table>

<table>
<thead>
<tr>
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<th>Sense of taste</th>
<th>Sense of touch</th>
<th>Finger dexterity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

#### C. MEDIUM WORK (lift 50 lbs., carry 25 max., walks, stands continuously during some operations)

<table>
<thead>
<tr>
<th>Push</th>
<th>Pull</th>
<th>Reach</th>
<th>Run</th>
</tr>
</thead>
<tbody>
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</table>

<table>
<thead>
<tr>
<th>Climb</th>
<th>Balance</th>
<th>Crouch</th>
<th>Crawl</th>
<th>See</th>
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<tbody>
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<th>Finger dexterity</th>
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<tbody>
<tr>
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</table>

#### D. HEAVY WORK (lift 100 lbs. max., carry up to 50 lbs.)

<table>
<thead>
<tr>
<th>Push</th>
<th>Pull</th>
<th>Reach</th>
<th>Run</th>
</tr>
</thead>
<tbody>
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</table>

<table>
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<tr>
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<th>Balance</th>
<th>Crouch</th>
<th>Crawl</th>
<th>See</th>
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<th>Finger dexterity</th>
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<tbody>
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</tbody>
</table>
22. Duties of This Worker (check if SIGNIFICANT part of the job)

A. Leadership/Administrative/Managerial Tasks
   ___ Provide leadership
   ___ Develop company policies
   ___ Implement company policies
   ___ Recruit, hire, and terminate personnel
   ___ Specify goals and work tasks of others
   ___ Supervise personnel
   ___ Represent the company at internal functions
   ___ Represent the company at external functions
   ___ Report to a board of directors
   ___ Other (specify) __________________________

B. Problem Solving/Reasoning Tasks
   ___ Determine own work activities
   ___ Recognize and use appropriate procedures
   ___ Conduct work activities in appropriate sequence
   ___ Obtain resources needed to carry out work (e.g., equipment, materials, personnel, funds)
   ___ Recognize the effects of changing quantity or quality of materials
   ___ Collect and organize information
   ___ Analyze and synthesize information
   ___ Identify alternative approaches/solutions
   ___ Review progress periodically
   ___ Evaluate for accuracy and completeness
   ___ Correct deficiencies
   ___ Summarize and draw conclusions
   ___ Devise new ideas and better work methods
   ___ Other (specify) __________________________

C. Communication Tasks
   ___ Listen
   ___ Follow intent of oral directions
   ___ Talk
   ___ Speak clearly
   ___ Use appropriate vocabulary and grammar
   ___ Stay on the topic in job-related conversations
   ___ Report accurately what others have said
   ___ Give clear oral instructions and directions
   ___ Explain activities and ideas clearly
   ___ Effectively present information to groups
   ___ Other (specify) __________________________

D. Writing Tasks
   ___ Copy accurately
   ___ Write legibly
   ___ Complete forms accurately (e.g., invoices, sales slips, requisitions)
   ___ Write sentences in standard English (e.g., spelling, word choice)
   ___ Organize, select, and relate ideas in writing (e.g., correspondence, messages, memos)
   ___ Produce intelligible written documents (e.g., research reports and summaries)
   ___ Identify and correct errors in writing
   ___ Other (specify) __________________________

E. Reading Tasks
   ___ Identify work-related symbols/signs
   ___ Read simple directions
   ___ Read technical information
   ___ Other (specify) __________________________

F. Computer Tasks
   ___ Enter data into computers
   ___ Access data from computers
   ___ Perform word processing
   ___ Write programs
   ___ Perform systems analysis
   ___ Other (specify) __________________________

G. Mathematical Tasks
   ___ Count
   ___ Understand order (e.g., first, second, last)
   ___ Understand concepts of greater than & less than
   ___ Handle basic calculations (+, -, x, /)
   ___ Estimate quantities needed to do a job
   ___ Calculate costs (e.g., interest, discounts, depreciation, prices, taxes)
   ___ Use numerical values from charts, diagrams, tables
   ___ Construct diagrams, charts, records using numerical calculations
   ___ Make and use measurements (standard, metric)
   ___ Use formulas (translating, substituting values)
   ___ Prepare budgets
   ___ Other (specify) __________________________

H. Manual/Perceptual Tasks
   ___ Eye-hand coordination
   ___ Hand work (e.g., sort, fold, pack)
   ___ Construct, fabricate, assemble materials
   ___ Use job-specific hand tools & equipment (specify)
   ___ Operate job-specific power tool(s) (specify)
   ___ Set up machine(s)
   ___ Operate machines(s) (specify)
   ___ Tend machine(s) (specify)
   ___ Use keyboard skills
   ___ Develop visual presentations (e.g., charting, drawing, illustrating)
   ___ Other (specify) __________________________

I. Other Significant Duties or Job Features Not Covered in Item A through I (describe)
   ___ Other (specify) __________________________
CONSIDERATIONS FOR THIS HANDICAPPED WORKER

Section III

23. Limitation(s) of the Employee

A. Personal/Social Limitations
- Low frustration tolerance
- Acceptance of supervision
- Interactions with coworkers
- Other (specify)

B. Limitations on Work Assignment
- Cannot work alone
- Cannot work in a group
- Other (specify)

C. Academic Limitations
- Reading
- Writing
- Spelling
- Math, etc.
- Other (specify)

D. Communicative Limitations
- Remembering
- Hearing
- Speaking
- Following spoken directions
- Following written directions
- Other (specify)

E. Physical Limitations
- Vision
- Feeling/sensory
- Handling, finger ing
- Lifting, carrying
- Pushing, pulling
- Standing, walking
- Kneeling, squatting
- Limited stamina
- Other (specify)

F. Health Limitations
- Chronic pain
- Allergies
- Respiratory problems
- Circulatory problems
- Other (specify)

24. Personal Strengths

Please list the three strengths that are most important to this employee’s success in this job.


25. Financial Incentives

Did you receive any financial support for hiring this employee (e.g., targeted jobs tax credit, on-the-job training wage subsidy)?

- No
- Yes

If yes, please describe.


26. Training

A. What is the standard training period for this job?

- ______ hours
- ______ days
- ______ months

B. Was any special training required for this worker after hiring?

- No
- Yes

If yes, please describe.

Who provided this instruction?
(e.g., job coach, supervisor)

How often was/is this special training required?

Please describe any special training materials used.

Does the company recognize completion of this special training?

- No
- Yes

If yes, please indicate.

- Grade
- Certificate
- Entered permanent employment
- Wage increase
- Other
7. Job Accommodations

Were any accommodations required to maintain this employee on this job?  

<table>
<thead>
<tr>
<th>Type of Accommodation</th>
<th>Describe Problem</th>
<th>Describe Solution</th>
<th>Estimated Additional Cost &amp;/or Staff Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Job Placement/Follow-Up (e.g., Job Service, Vocational Rehabilitation)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B. Job Coaching (training and support provided by outside agency)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C. Supervision (e.g., monitoring by a co-worker)</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>D. Job Restructuring (e.g., sharing jobs, job ladders)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>E. Schedule (e.g., diabetic's frequent meal breaks, Flextime)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>F. Job Tasks (e.g., sales by phone for mobility impaired)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>G. Personal Assistance (e.g., health aide, interpreter)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>H. AIDS and Devices (e.g., TTY, Braille typewriter, puff control)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I. Equipment (e.g., lowering bench, oversized knobs or handles)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>J. Worksite (e.g., rearranging work area)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>K. Building (e.g., accessible bathroom, ramp)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>L. Transportation (e.g., public, private, or family)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>M. Counseling (e.g., career, financial, or mental health)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>N. Other (please specify)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

What other factors would help another employer replicate this job for someone with a similar disability?

THANK YOU VERY MUCH FOR YOUR HELP
Appendix B

YOU CAN HELP US EXPAND
JOB OPPORTUNITIES IN BUSINESS
AND INDUSTRY FOR PERSONS WITH DISABILITIES

In Two Ways

1. Identify and submit information on a job held by a person with a disability by completing the Job Replication Form. See Appendix A page 23.

2. Identify employers of persons with disabilities by completing the form below.

FILL OUT AND MAIL YOUR JOB REPLICATION FORM AND EMPLOYER FORM TO:

Lloyd W. Tindall
Vocational Studies Center
University of Wisconsin-Madison
964 Educational Sciences Bldg.
1025 W. Johnson St.
Madison, WI 53706

or call (608) 263-3455 and give us the information by telephone.

Employer Form

Help us by supplying names of employers of persons with disabilities.

1. COMPANY NAME __________________________ ADDRESS __________________________ CITY/STATE/ZIP __________________________
   CONTACT PERSON __________________________ TELEPHONE NUMBER __________________________ TYPE OF JOB __________________________

2. COMPANY NAME __________________________ ADDRESS __________________________ CITY/STATE/ZIP __________________________
   CONTACT PERSON __________________________ TELEPHONE NUMBER __________________________ TYPE OF JOB __________________________

Your Name & Phone Number: __________________________ __________________________
Your address, city, state, zip: __________________________
NOW AVAILABLE

REPLICATING

JOBS

IN BUSINESS AND INDUSTRY FOR PERSONS WITH DISABILITIES

PROFILES OF SUCCESS

Exemplary approaches to serving secondary special education students through the Carl D. Perkins Vocational Education Act.
Four manuals are now available to assist in the replication of jobs performed by persons with disabilities in business and industry. Each 200 page manual describes 70 nonstereotypical jobs currently performed by persons with disabilities. Jobs from all regions of the U.S. are included.

For each job, the employer is listed along with the address and telephone number of a person to contact for further information. Each manual describes jobs performed by persons with mental, learning, emotional, hearing, visual, and physical disabilities. Each job description contains information about the company, job requirements, job information, significant duties and special considerations for the handicapped employee.

The manuals are being developed and produced by Vocational Studies Center staff as part of a grant from the U.S. Department of Education, Office of Special Education and Rehabilitation Services. $12.50 per manual.

**MANUAL CONTENTS**

- Volume One: 72 job descriptions and a 28 page section on *Sales Techniques for Job Placement*
- Volume Two: 70 job descriptions and a 39 page section on *The Vocational Transition Process*
- Volume Three: 75 job descriptions and a 20 page section on *The Employer Perspective*
- Volume Four: 75 job descriptions and a 20 page section on *Marketing Yourself: Strategies for Job Seekers*

**WHO CAN USE THE INFORMATION**

- Special and Vocational Educators
- Job Placement Specialists
- Employers/Personnel Directors
- Vocational Rehabilitation Professionals
- Persons with a disability
- Individuals who work in special employment programs

**USER COMMENTS**

"Placed a [person with a disability] ... in a packaging company." Human Service Agency, MA

"Assisted me in locating and developing ... job leads." Workshop Placement Counselor, OR

"Used ... the books to ... [approach counselors and] instructors in tech-lab situations [for accommodations]." Post Secondary Special Needs Instructional Specialist, WI

"[Used as] one of the guides to implement our new [Job Training Program] curriculum." Secondary Teacher, TN

"Used for Inservice training of regional job placement personnel." ARC-NET Midwest Regional Director, WI

"[The manual, with] planning guide, ... was ... helpful in finding employment for a 21 year old learning disabled [person]." Employment and Training Coordinator, NY
Twelve Exemplary Approaches to Serving Secondary Special Education Students Through the Carl D. Perkins Vocational Education Act

The 12 profiles described in this 563 page publication were the top entrants in a four step national competition. From an initial group of 250 nominees, staff from 96 projects/programs around the country completed the second step; providing VSC staff with detailed descriptions of their approaches. In the third step, a national panel of experts reviewed and rated all 96 entrants. In step four, VSC staff conducted two-day site visits to each of the top 12 entrants.

To order, check SNE402, "Profiles of Success, 12 Exemplary Approaches." $35.00.

Each project/program description in this handbook is organized according to the following outline:

- Location
- Contact Person
- Background Information:
  - Objectives
  - Key features
  - Profile of Local Service Area
  - Staff Assigned to Project
  - Financial Data
- Meeting the Perkins Act Mandates that Apply to Special Education Students
  - Notification/Outreach
  - Assessment
  - Special Services
  - Guidance, Counseling, and Career Development
  - Counseling for Transition
  - Equal Access
  - Least Restrictive Environment
  - Special Education/Vocational Education Coordination
- Evidence of the Project's Effectiveness
  - Students' Performance While in School
  - Post School Status of Former Students
- Additional Information
  - Summaries of On Site VSC Staff Observations and Interviews with:
    - Project/Program Staff
    - Students
    - Parents
    - Staff from Other Agencies in the Community
  - Technical Assistance Available
    - Type
    - Cost
    - Contact for Further Information
- Exhibits
  - Forms
  - Interagency Agreements
  - Teacher/Student/Parent/Employer Training Agreements
  - Inservice Training Procedures
  - Other Information

PROFILES OF SUCCESS: Ten Creative Approaches

This publication describes the 10 projects/programs that were ranked 13-22 in the competition described above. Although the federal project required only the selection and description of the top 12 exemplary efforts, the creative approaches described in this publication merit remembrance also. In preparing these descriptions, VSC staff did not conduct site visits. Each description shows the format used to prepare descriptions of the top 12 exemplary approaches selected through this project.

To order, check SNE403, "Profiles of Success, 10 Creative Approaches." $15.00.

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Partnerships in Business and Industry: Helping Handicapped Students Become a Part of the Job Training Partnership Act. This 700 page handbook contains descriptions of more than 100 successful JTPA programs. Information is presented on participation, considerations for proposal development, youth competency systems, and issues in preservice preparation. Examples of competencies, requests for proposals, sample proposals, and interagency agreements are also included. $36.00.

Models for Linking Agencies. A handbook designed to help special needs educators and others develop a collaborative approach to serving students who are disabled. Chapters discuss establishing and maintaining a local linkage committee, developing local agreements, the role of the IEP and IWRP, cost considerations for local level linkages, inservice training to implement and sustain linkages, evaluation, and implementation of interagency agreements. Also included are successful strategies and models for establishing and maintaining linkages. $27.00.

Puzzled About Educating Special Needs Students? A Handbook on Modifying Vocational Curricula for Handicapped Students. This publication is an excellent guide to modifying secondary and postsecondary vocational education programs to serve individuals who are disabled more effectively. It is also a valuable resource for preservice and inservice teacher educators. Modifications in six different disability areas are covered in its 486 pages, as are interagency linkages, assessment, and models of service delivery. A bibliography is included. An instructor's guide for teacher educators is also available. $30.00.

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