



National Veterans'  
Technical Assistance Center

# Job Development and Placement for People Living with Mental Health and/or Physical Challenges for Homeless Veterans' Reintegration Program (HVRP)

Community of Practice (CoP)

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# Working with Veterans with Physical and/or Mental Health Challenges

# Overview: Keys to Employment Success

## (1 of 2)

- Remember: It “takes a village” to help veterans with physical and/or mental health challenges gain and retain employment
- Connecting veterans with the employment-focused supports they need is crucial
- Partnering with and learning from the local U.S. Department of Veterans Affairs (VA) and other organizations that provide supportive employment, vocational rehabilitation, job accommodation, and other employment-focused services helps with HVRP case management and job development
- Understanding how work affects VA Disability and Social Security Disability Insurance (SSDI) benefits

Sources: [How Work Affects Social Security Benefits](#)

[VA - Vocational Readiness and Employment Services](#)

# Overview: Keys to Employment Success

## (2 of 2)

- Understanding that job development can happen concurrently with the other services a veteran is receiving
- Advocate within your agency and with community partners that all veterans have a right to seek and get employment, regardless of their physical or mental health challenges
- Job retention support is structured and on-going

# The Americans with Disabilities Act (ADA)

# Are you familiar with the ADA?

Please answer the poll on your screen

# ADA

- Federal civil rights law passed in 1990
- Enables people living with disabilities to fully participate in all major life activities without discrimination
- Ensures people living with disabilities have the same opportunities to pursue their life goals as everyone else
- Requires employers, state and local governments, public and private transportation, public-serving businesses, and telecommunication companies to make reasonable accommodations

Source: [The Americans with Disabilities Act](#)



# ADA Workplace Accommodations

To get workplace accommodations and ADA protection, a person must meet one or more of these criteria:

- Have a physical or mental health challenge that substantially limits the opportunity to work, be promoted, etc.
- Has a history of living with a disability, even if it is currently in remission
- Is seen by others as living with a disability (mental health or physical)
- Self-disclose the need for accommodation at any time pre- or post-hire

Resource for Veterans: [ADA Guide for Veterans](#)

# ADA Employer Requirements

- Employers with more than fifteen employees must make reasonable accommodations
- A reasonable accommodation is any change made to the job role or work environment that ensures that people living with a disability can perform all essential job functions.
- If the worker's disability is "hidden," the employer can request medical documentation to determine if accommodation is needed
- The accommodation must not create undue hardship for the employer

Sources: [Reasonable accommodations for disabilities](#)

[Veterans and the ADA: A guide for employers](#)

**How are you ensuring you and your team are well-informed about the ADA?**

**Have you followed the ADA as part of your job development and placement process?**

# Job Development Strategies

# Job Development Strategies for the Veteran

- Inform and educate about ADA rights
- Determine if their physical and/or mental health challenge would impact their success in a job
- Discuss possible accommodations needed for job success
- Empower veterans to ask for the accommodation(s) needed
- Emphasize work skills, not diagnosis
- Provide ongoing post-placement support

# How do you empower veterans to self-disclose or ask for accommodations?

# Job Development Strategies: Connecting with Employers

- Cold call employers who are hiring, have a large presence in the community, and/or are open about hiring veterans
- Leverage existing contacts to connect with new employers
- Ask to visit the employer for informational purposes
- Ask about what jobs are available or will be in the future
- Describe HVRP as a no-cost service that has an untapped labor pool
- Inform employers about the Work Opportunity Tax Credit (WOTC)
- Ask about how they provide reasonable accommodations
- Provide follow-up services and support

Source: [Work Opportunity Tax Credit](#)



**What are some challenges you have experienced developing jobs for people with physical and/or mental health challenges?**

**What are some best practices or strategies you have used to develop jobs for people with physical and/or mental health challenges?**

# Resources

# Resources

- [How work affects social security benefits](#)
- [VA - Vocational Readiness and Employment Services](#)
- [The Americans with Disabilities Act](#)
- [ADA Guide for Veterans](#)
- [Reasonable accommodations for disabilities](#)
- [Veterans and the ADA: A guide for employers](#)
- [Work Opportunity Tax Credit](#)
- [Job Accommodation Network](#)



**Questions?**

# Thank you!

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