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For immediate release
February 2005

**One-Stop System Doesn't "Do the Job"
for Most Job Seekers With Disabilities**

LAWRENCE, KS--Although federal law mandates that the One-Stop system provide "universal access" to all job seekers, a recent University of Kansas study shows One-Stops are not responsive, or even accessible, to most job seekers with disabilities.

One-Stops, which used to be referred to as the "unemployment office" and other names, provide information about available jobs, skills training, and career options to everyone. They also are required to offer free, additional services to people with disabilities.



The study, the results of which have been published in the *Journal of Rehabilitation*, included interviews with One-Stop staff members and job seekers with disabilities.

Problems noted by the Research and Training Center on Full Participation in Independent Living (RTC/FPL) researchers included a lack of understanding of disability issues by One-Stop staff and lack of One-Stop staff and overseeing workforce investment board members who have disabilities. Physical accessibility was another problem. Also mentioned was the lack of appropriate auxiliary aids and services.

"Improvements in One-Stop services and the centers themselves must be considered from the vantage of multiple policy mechanisms: structural

organization, resource availability, resource allocation, accountability measures and mandates, professional development, and policy alignment,” said Jean Hall, a researcher with this study. “We are not optimistic that such efforts will become a priority. On a local and state level, Centers for Independent Living are encouraged to act as local change agents in their One-Stop centers by advocating for changes that make the One-Stops more responsive to job seekers with disabilities in their communities.”

Funded by the National Institute on Disability and Rehabilitation Research and part of the Research and Training Center on Independent Living, the RTC/FPL has developed a set of materials, "One-Stop 101 for CILs," to support employment of people with disabilities.

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