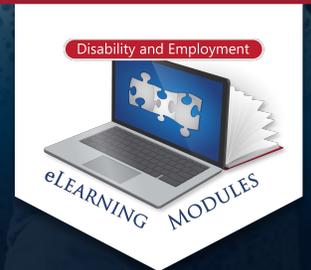# Access Now!
Disability & Employment eLearning Modules

Our eLearning Modules support professional development of frontline staff at American Job Centers (AJCs) to provide a seamless customer experience for individuals with disabilities and businesses. Each module includes strategies, tips, state examples, and scenarios gathered from practitioners across the country.

In 2021, the eLearning modules were updated to include new *Reflect, Relate, and Apply* activity sheets for staff and a Manager's Toolkit to support AJC leaders.

Module 1:
Serving Individuals with Disabilities

Topics include:

- The Foundation of WIOA's Vision and Section 188;
- Disability Related Information: Asking, Telling, Using, and Storing Data;
- Maximizing Physical and Programmatic Access in the American Job Center; and
- Effective Communication and Interaction Strategies.

Module 2:
Working Across Partners

Topics include:

- Partnerships and Collaboration;
- Expanding Accessibility Through Effective Partnerships;
- Implementing Universal Design and Access Strategies; and
- Leveraging Funds and Resources.

Module 3:
Providing Inclusive Business Services

Topics include:

- Collaboration and Outreach;
- Disability Awareness;
- Accessible Recruitment;
- Specialized Programming and Support; and
- Making the Business Case.

The eLearning Modules were developed in part by a national Task Force organized by the U.S. Department of Labor Employment and Training Administration (ETA). The Task Force was comprised of 27 members from 20 states across Workforce Innovation and Opportunity Act (WIOA) programs.

Visit
https://disability.workforcegps.org/
to access the modules and learn more!