Introduction to Serving Customers with Diverse Abilities

Agenda

1. Welcome & Introductions

2. Basic Principles: Treasure Hunt to Find the Principles in Today’s Presentation

3. People with diverse abilities, including people with disabilities, have a civil right to receive One-Stop services

4. People with diverse abilities should be treated as equal partners

5. People with diverse abilities should receive assistance that promotes choice (for example, self-initiative and creative problem-solving)

6. People with diverse abilities have individual capabilities and strengths and may have specific accessibility and assistance needs.


Supporting Diverse Customers to Employment Success Project

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Community Support Alliance for Adolescents and Adults with Diverse Abilities
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