

**Part I:**

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**Background Information**

**Employment Program Representative Case Study**

**BACKGROUND**

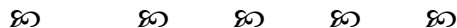
Joseph works for the Employment Development Department in California and was offered a promotion to Employment Program Representative, pending a work site evaluation to determine what could be done to assist him in the performance of the essential functions of the job. Joseph has diabetic retinopathy and reports that he has 20/60 vision in his right eye and 20/400 in his left eye. His prior duties as switchboard operator did not require assistive technology or special accommodations but his visual loss is progressive and he is experiencing increased difficulty in several areas, but particularly with reading.

Referral was made from the state agency to a rehabilitation engineer to conduct an onsite evaluation to enable the employer, a large State Agency, to make reasonable accommodations.

**JOB DESCRIPTION/PROBLEM IDENTIFICATION**

The new position, typically known as Information Clerk, is found in a variety of organizations and has many different job titles and responsibilities. The duties include taking phone call inquiries and looking up information in reference manuals found both online and in hard copy, to answer the caller's questions and provide the information requested.

Joseph indicated that his primary problem would be reading large amounts of information on the computer screen as well as the material in the manuals, due to his visual deficit. He also has difficulty reading the letters on the standard computer keyboard. The employer was concerned whether Joseph could perform the position with the same productivity as other employees in the office.



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