Start
Manager/supervisor suspects an employee is having difficulty performing an assigned job function due to a disability.

Start or continue
Employee discloses a disability to manager/supervisor.

Manager/supervisor begins interactive dialogue with employee by saying, “I have noticed you’ve had difficulty performing ‘X’ job function lately. Is there anything that I can do to help you?”

Employee does not disclose a disability to manager/supervisor. End

Manager/supervisor begins or continues interactive dialogue with employee by asking, “How can I help you?”

Employee requests an employment accommodation from manager/supervisor.

Employee does not request an employment accommodation.

Manager/supervisor creates written documentation regarding his/her commencement of an interactive dialogue and the employee’s decline for help and/or lack of request for assistance/accommodation.

Employee does not contact the EARC to request an employment accommodation despite the referral from the employee’s manager/supervisor.

Manager/supervisor refers employee to the EARC using the EARC referral letter and guidelines.

Employee contacts the EARC to request an employment accommodation.

EARC reviews employee’s medical/professional disability verification documentation to determine if the employee qualifies as an employee with a disability under the California Fair Employment Housing Act (FEHA) or the Americans with Disabilities Act (ADA).

Employee qualifies as having a disability under FEHA and/or ADA.

EARC meets with the employee’s manager/supervisor to discuss his/her specific functional limitations resulting from the disability as they relate to his/her job functions. EARC will assess potential barriers to job performance to determine if they can be mitigated with a reasonable and appropriate employment accommodation.

Employee does not qualify as having a disability under FEHA or ADA.

EARC consults with the employee’s manager/supervisor to identify any undue hardship, discuss business necessities, and assess the effectiveness of the proposed accommodation in enabling the employee to perform his/her essential job functions.

If appropriate, EARC prescribes reasonable employment accommodation(s) to the employee and the employee’s manager/supervisor.

Employment accommodation(s) is/are put in place by the EARC, manager/supervisor, and/or employee. End

EARC determines there are no reasonable and appropriate employment accommodations and informs employee and/or manager/supervisor.

End

INSTRUCTIONS: To use this flowchart, identify the starting point that best matches your current scenario. For example, how would you use this flowchart to understand what to do if an employee discloses a disability to you? For this example, you would follow the start point corresponding with the scenario in question, which is in this case the purple “start” point. From the purple start point, continue following direction of the path that best matches the scenario in question. When you encounter an “end” point, it signifies the interactive process has ended for the time being.

3 Documentation to be kept in a confidential file separate from the employee’s personnel file.
4 Copy of EARC referral letter is also sent to the EARC.
5 Manager/supervisor is responsible for maintaining the information discussed during the interactive process confidential.

The Employment Accommodations Resource Center (EARC) is the University’s administrative program charged with collecting confidential medical and professional verification of a qualified employee’s disability to determine reasonable and appropriate employment accommodations.

To determine reasonable and appropriate employment accommodations for qualified SJSU employees, the EARC engages in an interactive process with the employee and the employee’s manager/supervisor. The interactive process is the collaborative process by which the EARC, an employee, and an employee’s manager/supervisor engage in discussion, review, and/or implementation of reasonable and appropriate employment accommodations.

The interactive process may be an ongoing process as the employee’s condition and/or position description change overtime.

The “Trigger to the Interactive Process” flowchart is a tool to assist SJSU managers and supervisors in understanding the points at which the interactive process can start and end, as well as the responsibilities and interactions between the employee, manager/supervisor, and the EARC within the interactive process. Employees may also find this flowchart as a helpful tool.

This flowchart is meant as a general guide and should not be substituted for direct consultation with the EARC regarding complex employee disability-related issues.