

# Work and Family Mailbox - Q&A

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**Q:** Do you know of any companies that offer teleworking from home for people with disabilities? I have a physically disabled aunt who lives in northern Florida. She's very intelligent but can't leave her house. --T.T., Atlanta

**A:** Call-center outsourcing firms will employ agents with disabilities. (Please see [CareerJournal.com](http://CareerJournal.com) for past coverage.) At least two other concerns, however, specifically target the disabled. National Telecommuting Institute, a Boston nonprofit, has about 250 agents working from home at any given time, and a total pool of about 1,000 agents, says M.J. Willard, executive director. Applicants are asked to be certified by their state vocational-rehabilitation system. Most states pay for a computer if needed. Skills required: "Basic computer literacy, a pleasant telephone manner -- and the rest we can train," Ms. Willard says. Apply through the institute's Web site, [www.nticentral.org](http://www.nticentral.org)