

Serving Individuals with Disabilities in Workforce Services

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Today's Presenters



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Today's Objectives

- ✓ WIOA and Nebraska Vision for Customer Service
- ✓ Seamlessness for Career Services in AJCs
- ✓ Partnerships with the Nebraska Commission for the Blind and Visually Impaired and the Nebraska Vocational Rehabilitation
- ✓ Responsiveness for Job Seekers with Disability
- ✓ Ways to Build Service Capacity



“

*“To amend the Workforce Investment Act of 1998 to strengthen the United States workforce development system through innovation in, and **alignment** and improvement of, employment, training and education programs in the United States, and to promote individual and national economic growth, and for other purposes.”*

”

Common Vision

Three agencies published the same vision at the same time:

Agency	Publication
Rehabilitation Service Administration (RSA)	TAC-15-01
Department of Labor (DOL)	TEGL 04-15
Office of Career, Technical, and Adult Education (OCTAE)	OCTAE 15-3

Common Vision



*“Under WIOA, partner programs and entities that are jointly responsible for workforce and economic development, educational, and other human resource programs collaborate to create a seamless customer-focused one-stop delivery system that **integrates service delivery** across all programs and enhances access to the programs’ services.”*



Common Vision – Continued

*“The one-stop delivery system includes six **core programs** (Title I adult, dislocated worker, and youth programs; Title II adult education and literacy programs; Title III Wagner-Peyser program; and Title IV vocational rehabilitation programs), as well as other required and optional partners identified in WIOA.”*

In Nebraska, there are two Title IV Agencies that both operate as Core Programs:

- ▶ Nebraska Commission for the Blind and Visually Impaired
- ▶ Nebraska Vocational Rehabilitation

State Plan Reported Disability Employment Engagement

- ▶ 5 percent in labor force
- ▶ 11.5 percent unemployed
- ▶ 18 to 64 – Disability Employment rate – 45.5 percent – Overall Employment rate – 82.6 percent
- ▶ 2012 – NE SSDI expenditures – \$594 billion
- ▶ Underemployment is a Priority Issue identified for All Nebraskans in State Plan



Establishing a Common Service Flow for Customers

- a) common intake
- b) common language across programs
- c) align funding streams to make the system responsive to all Nebraskans
- d) align data systems
- e) align policies and guidance across partner programs that will support the customer service
- f) assessment and ongoing coordination to develop strategies together and address ongoing improvement
- g) public Sector Partnership
- h) coordination and support from state agencies to local areas/AJCs

Eliminating Barriers and Coordinating Services

- a) enhanced access to services
- b) targeted acquisition of funding (developing new resources to expand local capacity)
- c) continue to improve on-line resources
- d) enhanced data sharing and analysis among plan partners
- e) promote knowledge transfers across partner programs



Nebraska's Vision Implementation

- ▶ Nebraska Workforce Development Board
 - ▶ Collaborative Composition and Leadership
 - ▶ Ongoing Oversight of State Plan Implementation
 - ▶ Guidance and Support to Local Boards/Partner Groups
- ▶ Programmatic Access
 - ▶ Assistive Technology
 - ▶ Staff Training
 - ▶ AJC Certification
- ▶ Common Service Flow
- ▶ Role of Vocational Rehabilitation in AJC Operation



Nebraska Commission for the Blind and Visually Impaired



Nebraska Training Center for the Blind



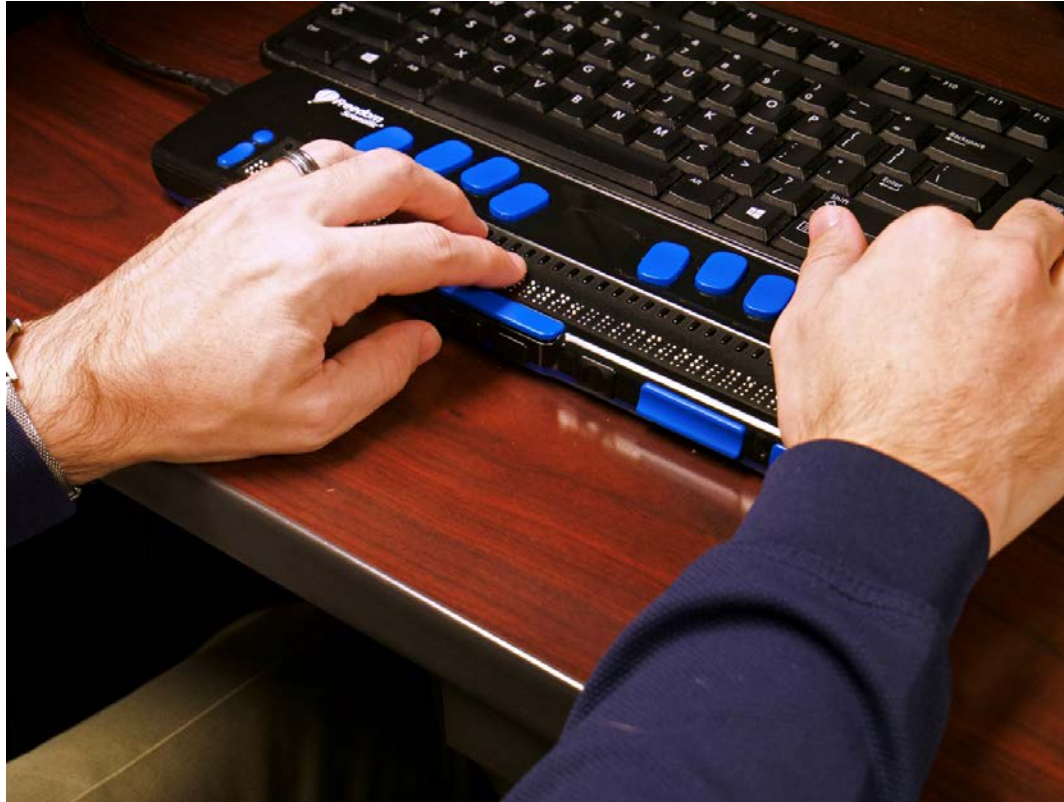
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Home Management



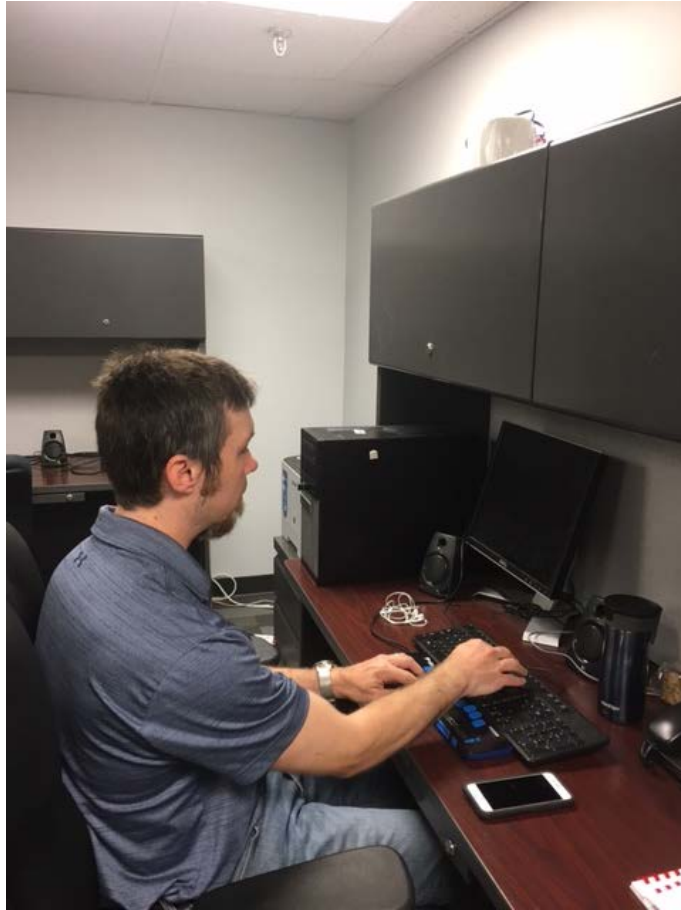
Braille



Shop



Computer



- ▶ Educational Attainments
- ▶ Section 511
- ▶ Pre-employment Transition Services

Blind People working



ARTIST



Culinary Chef



Custodian

Opportunities to Partner

- ▶ Diversity Training
- ▶ Program Accessibility
- ▶ Employ LNK
- ▶ On the Job Training
- ▶ Internships
- ▶ Assessing the worksite
- ▶ Recommending Accommodations
- ▶ Providing Accommodations
- ▶ Develop Cutting Edge Technology
- ▶ Provide Job Readiness Trainers



Serving Individuals with Disabilities in Workforce Services

Questions?

Nebraska Vocational Rehabilitation Program



Nebraska Vocational Rehabilitation

- ▶ About Nebraska VR
- ▶ Order of Selection
- ▶ Referral process and warm hand-offs
- ▶ Implementing further guidance and support at local level
- ▶ Accessibility to Services



What are Seamless Services for Job Seekers?

- ▶ Lessons Learned in Other States
- ▶ What Every Customer Should Expect When Entering a Job Center
- ▶ Service Flow



Career Services – Inclusiveness

▷ Programmatic Access

- ▷ Expectations from WIOA and Funding Streams
- ▷ AT and Center Leadership in Partnership

▷ Staff Knowledge and Comfort

- ▷ Staff Comfort in Including Individuals with Disability in Service
- ▷ Steps to increase knowledge and comfort



Customer Service – Responsiveness

▶ Common Service Flow

- ▶ Intake / Initial Assessment
- ▶ Immediate Engagement in Service
- ▶ Warm Hand-offs
- ▶ Customer Sharing – based on expectation that the expertise of each partner agency is expected to assume a leadership role based on customer need



Customer Service – Responsiveness

- ▶ Practice of Partners to Evaluate “Career Service” Impact for all Customers
- ▶ How are Changes – Additions Made
- ▶ Examples of Enhancements to Customer Services
 - ▶ Digital Literacy Workshops
 - ▶ Stronger Connections with Adult Education
 - ▶ Workshops related to Career Pathway Employment
- ▶ Enhancements – Disability Related
 - ▶ Group Discovery
 - ▶ Financial Literacy
 - ▶ SSA Disability Benefits Planning



Customer Service – Ways to Build Capacity

- ▶ The Integrated Resource Team
 - ▶ Customer “Sharing”
 - ▶ Braids “Resources” AND “Expertise”
- ▶ Ticket to Work Employment Network Operation
 - ▶ SSA Opportunity
 - ▶ By Design, an AJC Partnership IS literally, and Employment Network
 - ▶ AJC’s already serve SSA Disability Beneficiaries
 - ▶ Opportunity to Invest New Unrestricted Resources into a Collaborative System to Increase Responsiveness to Job Seekers with Disabilities

Suggestions to Consider

- ▶ Review AJC Partner Planning Structure – Committees that Report to the Board and Include Partners
- ▶ Assessment of Integration in the AJC
- ▶ Service Flow Process Mapping
- ▶ Assess and Address the Knowledge of all Partner Staff in Serving People with Disabilities
- ▶ Section 188 Training
- ▶ Collaborative Workforce EN Operation
- ▶ Survey Customer Satisfaction – Customer Focus Groups



Any Questions?



Thank You!



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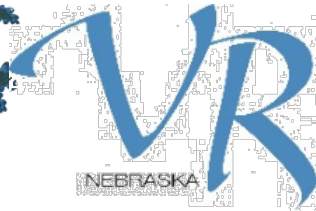
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Thank You!



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