Serving Individuals with Disabilities in Workforce Services

2018 Nebraska Workforce Conference

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Today’s Presenters

Connie Daly
Lincoln District Supervisor
Nebraska Commission for the Blind and Visually Impaired

✉️ Connie.M.Daly@Nebraska.gov

Doug Keast
Project Director
National Disability Institute

✉️ dkeast@ndi-inc.org

Jennifer Papproth
Program Director of Adult and Juvenile Corrections
Nebraska Vocational Rehabilitation

✉️ Jennifer.papproth@Nebraska.gov
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
An Act

“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.”
Three agencies published the same vision at the same time:

<table>
<thead>
<tr>
<th>Agency</th>
<th>Publication</th>
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<tbody>
<tr>
<td>Rehabilitation Service Administration (RSA)</td>
<td>TAC-15-01</td>
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<tr>
<td>Department of Labor (DOL)</td>
<td>TEGL 04-15</td>
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<tr>
<td>Office of Career, Technical, and Adult Education (OCTAE)</td>
<td>OCTAE 15-3</td>
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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.”
“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
Travel

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Home Management

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Braille

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Shop

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Educational Attainments

Section 511

Pre-employment Transition Services
Blind People working

ARTIST
Culinary Chef
Custodian

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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
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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

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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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District Supervisor
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Thank You!

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