

Serving Individuals with Disabilities

Tools and Strategies

The Workforce Innovation and Opportunity Act (WIOA) maintains a primary focus on assisting job seekers with and without disabilities in succeeding in the labor market, matching employers with skilled workers who benefit from education, skills training, and career services from the workforce development system.

This list of tools and strategies will help to improve Nebraska’s workforce system partners’ knowledge around workforce resources, tools and strategies to better serve customers with disabilities.

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WIOA and Disability Employment Resources

Section 188 Equal Opportunity & Non-Discrimination Regulations

▷ WIOA and Disability: Overview and State Workforce System Examples

- ▶ [Section 188 of the WIOA \(Nondiscrimination and Equal Opportunity\)](#)
 - ▶ This policy brief provides a summary Review of the DOL Notice of Proposed Rulemaking, from a Disability Perspective.
- ▶ [Vision for the One-Stop Delivery System under the Workforce Innovation and Opportunity Act \(WIOA\)](#)
 - ▶ This Training and Employment Guidance Letter lays out the vision for the one-stop delivery system under WIOA and links to key technical assistance resources to support states and local areas as they integrate this vision into their one-stop delivery system (<http://www.doleta.gov/wioa>).
- ▶ [WIOA from a Disability Perspective & Section 188: A Powerful Foundation for Access](#)
 - ▶ This webinar archive (March 2018) highlights the roles of WIOA Core Partners in complying with WIOA disability-related provisions and Section 188, as well as their shared responsibility for administering aspects of AJC service delivery. Also learn about critical resources and key partners that can play a major role in supporting the workforce system, particularly in programmatic access to boost employment outcomes of individuals with disabilities.
- ▶ [State Workforce Systems that are Making Equal Opportunity a Priority: Missouri, Virginia, California](#)
 - ▶ This webinar archive (April 2018) highlights representatives from three States—Virginia, California and Missouri—who share their motivations, strategies, challenges and actions in implementing effective AJC Certification procedures, with Section 188 as the framework.
- ▶ [WIOA Wednesday - American Job Center Certification: A Tool to Maximize State's Quality & Consistency](#)
 - ▶ WIOA requires the state workforce development board (WDBs) to establish objective criteria and procedures when certifying its American Job Centers to help maximize quality of services and consistency across the state. In addition, local WDBs must follow procedures and criteria established by the state WDB and certify its American Job Centers and network at least once every three years.
 - ▶ This WorkforceGPS webinar archive (April 2017) highlights emerging practices occurring in states evaluating the effectiveness, physical and programmatic accessibility, and continuous improvement of American Job Centers.
- ▶ [Disability Employment Initiative \(DEI\) Best Practices Highlights](#)
 - ▶ This page found on the WorkforceGPS Disability and Employment Community contains mini-brief summaries of disability and employment best practices currently being implemented by DEI grantees. Overall, it has been found that the implementation of DEI strategies have resulted in an increase in the enrollment of individuals with disabilities at American Job Centers.

▷ WIOA and Disability: Disability Resources for Workforce Practitioners

- ▶ [American Job Center \(disability job-driven resources\)](#)
 - ▶ The resources found on the WorkforceGPS Disability and Employment Community page help strengthen the capacity of the American Job Center to support people with disabilities enter or return to the labor force.
- ▶ [The Playlists: Disability Resources for WIOA Practitioners](#)
 - ▶ High-quality service to individuals with disabilities is a critical goal of WIOA partners and practitioners. Each playlist is a carefully selected set of links to resources such as toolkits, reports, online courses, and videos on a specific topic related to improving service to individuals with disabilities. The resources are intended for use by workforce development professionals, employers, rehabilitation services providers, adult educators, and other practitioners.

- ▶ Find useful guides that include online resources that can assist WIOA practitioners in serving persons with disabilities.
- ▶ Locate training resources that can be used to create learning opportunities for all staff inside the American Job Center, as well as partnering providers. Topics include disability etiquette, accessibility (programmatic, physical, and technological), and employer guidance in recruiting, working with, and retaining persons with disabilities (including specific guides related to working with students and veterans with disabilities).
- ▶ [WIOA: What It Means for Accessible Technology and American Job Centers](#)
 - ▶ Within WIOA is a provision stating that all comprehensive AJCs and affiliated sites must be physically and programmatically accessible to individuals with disabilities. More specifically, information and communication technology (ICT) designed, procured, maintained, and used by AJCs must comply with the nondiscrimination and equal opportunity provisions of Section 188 of WIOA and its implementing regulations. Check out the following resources designed to help AJCs understand their tech-related responsibilities under WIOA, along with the nuts and bolts of making their ICT accessible to customers.

▷ **WIOA and Disability: Serving Youth with Disabilities**

- ▶ [WIOA Title I Youth Formula Program Guidance](#)
 - ▶ This Training and Employment Guidance Letter provides guidance and planning information to states, local workforce areas, and other recipients of WIOA Title I youth formula funds on the activities associated with the implementation of WIOA.
- ▶ [National Collaborative on Workforce and Disability for Youth \(NCWD/Youth\)](#)
 - ▶ NCWD/Youth assists state and local workforce development systems to better serve all youth, including youth with disabilities and other disconnected youth.
 - ▶ [Youth Strategies and Solutions](#) – includes strategies and solutions to support youth, families and professionals including:
 - ▶ Guideposts for Success
 - ▶ Innovative Strategies
 - ▶ Individualized Learning Plans
 - ▶ Transition Models
 - ▶ [Youth Videos](#) – highlight experiences of youth including:
 - ▶ Hitting the Open Road Video Series – options while in high school.
 - ▶ Youth Action Council on Transition
 - ▶ 411 on Disability Disclosure
- ▶ [Youth with Disabilities](#)
 - ▶ These resource links on the WorkforceGPS Disability and Employment Community have been compiled to support workforce professionals and other stakeholders to help ensure that youth with disabilities and their families have access to services that can facilitate a seamless transition during the formative years of development.
- ▶ [Youth.gov: Youth and Disability](#)
 - ▶ This page highlights some of these challenges and resources that can help service providers, educators, parents, and anyone working with youth embrace and promote disability inclusion.
- ▶ [Achieving a Better Life Experience \(ABLE\)](#)
 - ▶ ABLE Accounts are tax-advantaged savings accounts for individuals with disabilities and their families. Individuals with significant disabilities with an age of onset of disability before turning 26 years of age are eligible for an ABLE account.
 - ▶ [ABLE Materials Toolkit](#) - Information for individuals with disabilities, and their families, about the benefits of ABLE accounts, how to choose the right ABLE program, and recent changes to the law.

Building Knowledge and Comfortability around Disability

Building Confidence around Disability

▶ Building Knowledge and Comfortability around Disability: Overview and Guidance

- ▶ [Ensuring Equal Access to the Nation's Workforce Development System](#)
 - ▶ Fact sheet from the U.S. Department of Labor's Civil Rights Center on the Final Rule to promote nondiscrimination and equal opportunity in WIOA Title I—financially assisted programs and activities.
- ▶ [Section 188 of the Workforce Innovation and Opportunity Act \(Nondiscrimination and Equal Opportunity\): Summary Review of the DOL Final Rule, from a Disability Perspective](#)
 - ▶ The purpose of this policy brief is to provide a summary of the final rule revising the regulations implementing the nondiscrimination and equal opportunity provisions of Section 188 of the Workforce Innovation and Opportunity Act from a disability perspective.

▶ Building Knowledge and Comfortability around Disability: Resources for Workforce Practitioners

- ▶ [Job Accommodation Network's Interactive Accommodation Practices Series](#)
 - ▶ This series outlines the interact process to reasonable accommodations for different providers.
- ▶ [Job Accommodation Network \(JAN\) Just-In Time Training Modules](#)
 - ▶ Self-contained resources feature videos and publications on a variety of topics that can be used by individuals or in larger training sessions. Topics include the Interactive Process; Disability Awareness to Increase Your Comfort, Confidence, and Competence; Ergonomics in the Workplace; All About JAN: Resources in Spanish; and more.
 - ▶ Use the 12-minute training module and accompanying transcript and handouts to provide an overview of JAN to AJC leadership, staff and partners.
 - ▶ Introduce EO Officers, Business Services team, job developers and job coaches, and human resources and employer partners to JAN's training modules of various lengths (from 11 minutes to 43 minutes) on various topics, strategies and resources that will increase access and successful employment outcomes and retention for job seekers/employees with disabilities.
- ▶ [The 411 on Disability Disclosure: A Workbook for Youth with Disabilities](#)
 - ▶ This workbook is designed for youth and adults working with them to learn about disability disclosure and help them make informed decisions about whether or not to disclose their disability and understand by considering how that decision may impact their education, employment, and social lives.
- ▶ [Staff Training Resources](#)
 - ▶ General staff training on accessibility basics goes hand in hand with training on diversity and disability awareness. The Partnership on Employment & Accessible Technology provides a list of accessibility staff training for specific roles.
- ▶ [Disability Employment Related Websites and Resources](#)
 - ▶ The websites and resources found on this page represent Federal agencies and technical assistance centers that have developed and created user-friendly videos, toolkits, guides and other information to assist the job seeker or employer.
- ▶ [Disability Technical Assistance Videos](#)
 - ▶ These videos found on the WorkforceGPS Disability and Employment Community page can help you learn about disability employment issues as well as humanize the work we do to help connect the pieces. The informative videos cover a diverse range of disability topics including Service Integration; Physical and Programmatic Access; Effective Communication: Disability Awareness and Etiquette; and Financial Capability Strategies.

Accessibility goes Beyond Policy

Accessibility for a Diversity of Customers

▷ Accessibility for a Diversity of Customers: Promising Practices and Strategies

- ▶ [Promising Practices in Achieving Universal Access and Equal Opportunity: A Section 188 Disability Reference Guide](#)
 - ▶ DOL has developed this Reference Guide to assist AJCs by providing promising practices that correlate with specific nondiscrimination requirements in Section 188 and the current Section 188 regulations. While this Reference Guide is focused on AJCs, it may be used as a resource document for anyone that desires to ensure universal access and equal opportunity for individuals with disabilities.
- ▶ [American Job Center Customer Flow Scenarios](#)
 - ▶ This booklet features five illustrated stories that represent scenarios of customer experiences, and the guidance an AJC staff member might provide. Two focus on disability issues: 1) Sam has an undisclosed disability and needs guidance on reasonable accommodations and other rights under the Americans with Disabilities Act while returning to the labor force. 2) Charles is an employer seeking guidance to hire and accommodate workers with disabilities and is seeking resources on employee retention. Use these storyboards combined with the accompanying resources as a training tool for AJC staff and partners to connect their work to guidance, strategies and resources on disability related issues.

▷ Accessibility for a Diversity of Customers: Programmatic and Physical Accessibility

- ▶ [Accessibility Staff Training for Specific Roles](#)
 - ▶ General staff training on accessibility basics goes hand in hand with training on diversity and disability awareness. The Partnership on Employment & Accessible Technology provides staff training recommendations for different roles.
- ▶ [Universal Design](#)
 - ▶ Universal Design (UD) is a strategy for making products, environments, operational systems, and services welcoming and usable to the most diverse range of people possible. Its key principles are simplicity, flexibility, and efficiency. These resources offer helpful information related to Universal Design.
- ▶ Informational Videos on Interacting with People with a Wide Range of Disabilities
 - ▶ Unconscious Biases: Shattering Assumptions and Surprising Ourselves (5 min) - Through this creative animation, learn about unconscious biases against people with disabilities and their ability to work in the competitive workplace and how to challenge those assumptions: <https://www.youtube.com/watch?v=RyRlyEg7ytQ>
 - ▶ Disability Sensitivity (4 min) - Learn strategies to become more disability aware and sensitive through examples of awkward or insensitive communications intermixed with tips on effective communication with individuals with disabilities: <https://www.youtube.com/watch?v=Gv1aDEFIXq8>
 - ▶ At Your Service: Engaging Customers with Disabilities (20 min) - Learn about best practices offering insights, tips, and recommendations on how to provide exemplary customer service to individuals with disabilities: <http://www.adahospitality.org/at-your-service>.
- ▶ [Communicating With and About People with Disabilities](#)
 - ▶ Resource on how to use affirmative phrases when communicating with and about people with disabilities.

▷ Accessibility for a Diversity of Customers: National Technical Assistance and Resource Centers

- ▶ [Americans with Disabilities Act \(ADA\) Regional Centers](#)

- ▶ The ADA National Network consists of 10 regional ADA Centers and an ADA Knowledge Translation Center. The regional ADA Centers are distributed throughout the United States to provide free local assistance and foster implementation of the ADA.
- ▶ [Job Accommodation Network \(JAN\)](#)
 - ▶ One-on-one free consultation about all aspects of job accommodations, including process, ideas, product vendors, referral to other resources, and Americans with Disabilities Act (ADA) compliance assistance.
 - ▶ Access JAN's [Searchable Online Accommodation Resource](#) to explore various accommodation options for people with disabilities in work and educational settings.
 - ▶ Access [training modules/videos](#) to learn and identify when and how to provide reasonable accommodations.
- ▶ [Workforce Innovation Technical Assistance Center \(WINTAC\)](#)
 - ▶ WINTAC provides training and technical assistance to State Vocational Rehabilitation Agencies and related agencies and rehabilitation professionals and service providers to help them develop the skills and processes needed to meet the requirements of WIOA.

Partnerships

Partnerships and Collaboration

▶ Partnerships and Collaboration: Promising Practices and Strategies

- ▶ [Promising Practices in Achieving Universal Access and Equal Opportunity: A Section 188 Disability Reference Guide](#)
 - ▶ DOL has developed this Reference Guide to assist AJCs by providing promising practices that correlate with specific nondiscrimination requirements in Section 188 and the current Section 188 regulations. While this Reference Guide is focused on AJCs, it may be used as a resource document for anyone that desires to ensure universal access and equal opportunity for individuals with disabilities.
- ▶ [Integrated Resource Team \(IRT\) Information and Resources](#)
 - ▶ This page contains links to information and resources to assist with the understanding and implementation of the Integrated Resource Team approach. The IRT approach involves diversified service systems coordinating services and leveraging funding in order to meet the needs of an individual job seeker with a disability.
 - ▶ [Video Integrated Resource Team](#) – (14 minutes): Learn about an innovative customer centered approach within an AJC in Portland, OR that involves diversified service systems coordinating services and leveraging funding to meet the needs of an individual job seeker with a disability.
- ▶ [Video—Finding Integration: Success in American Job Centers](#)
 - ▶ Take a road trip, through this 11-minute video, with the Workforce Innovation Technical Assistance Center and learn how three different AJCs define “service integration”. Make stops on the front lines in Creston, IA; Covington, KY; and Woodbridge, VA, and learn about best practices and innovative customer service flow to maximize seamless service delivery.
- ▶ [Promoting Employment and Economic Advancement: A Toolkit for CILs and AJCs](#)
 - ▶ This toolkit is a collection of resources for Centers for Independent Living (CIL) and American Job Centers (AJC) to deepen their understanding of each other’s services and structure to improve the lives of job seekers with disabilities through employment. The checklists, guides, and fact sheets in the toolkit leverage CILs’ knowledge and skills on disability issues and community resources and AJCs’ training and employment services to maximize the talents and skills of both partners and create a win-win-win for CILs, AJCs, and for job seekers with disabilities.

▶ Partnerships and Collaboration: Local Workforce Development Area Community Resource Mapping

- ▶ Host a Panel of Representatives from Disability Organizations
 - ▶ Vocational Rehabilitation Agencies (e.g. including Vocational Rehabilitation for People who are Blind or have Low Vision/Deaf and/or Hard of Hearing)
 - ▶ Mental Health Agency(s)
 - ▶ Developmental Disability Agency(s) / Community Centered Boards
 - ▶ Independent Living Center(s)
 - ▶ SSA Area Work Incentives Coordinator (AWIC)
 - ▶ Certified Social Security Benefits and Work Incentives program
 - ▶ Local Veterans Employment Representatives (LVERS) and Disabled Veterans Outreach Programs (DVOP)
 - ▶ State Independent Living Council (SILC)
 - ▶ Governor’s Committee/Commission on Disability
 - ▶ Have each member provide an overview of the population they serve, what services they provide, and how to access them (including both state and local level contact information).