

# **WIOA Stakeholder Consultation: Consultation with Consumers, Advocacy Groups, and Direct Service Providers on Services for Individuals with Disabilities (8-26-14)**

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## **Open Chat 1: What are your top three priorities for implementation of WIOA?**

- Emily (1001423740839334777):Preemployment transition services
- Emilio(1001028667815746488):Clear definitions
- Lee (1000723343405971356):My top priority is that the regs explicitly give us the greatest amount of local/regional control and flexibility possible.
- Donna (1001104640660900803) 2:local control
- Emilio(1001028667815746488):Technical Assistance from DOL/ETA at the local level
- william (1001423815821635431):Accessability by all consumers, including Persons with Disabilities
- Tom (1001423758776846829):Pre-employment transition services
- Christine (1000723343405969914):1) Local control and flexibility, 2) Ability to grandfather in OSCC operators that already co-located WP services and were competitively procured and meet with state-local approval and perform, 3) Partner funding and not just people w/ no \$\$
- Lenka (1000723343406003536):Funding opportunities to accompany the new priorities
- Monica (1001423371045746349):Supporting client choice in employment
- Angel (1001132550328863563):Compliance
- Claudia(1001131864979164189):How will it impact transition services to post-secondary and career for youth and adults with disabilities?
- Karen (1000907740183547265):The ability to do incumbent worker training
- Emily (1001423740839334777):Coordination among federal programs
- Lenka (1000723343406003536):Youth transition services
- David (1001010442572557265):Do away with unnecessary committees and commissions
- Nancy(1001212240689405906):Does it include opportunities/training for entrepreneurship
- Marie (1000723343406010608):having sufficient funds
- Susan (1001423453924216577):SSDI beneficiaries have access to adult learning opportunities for improving job skills
- Binh (1000723343405984131):Program compliance and performance
- Lenka (1000723343406003536):Customized services for youth with autism
- Cynthia (1001029170914368556):maximise local flexibility and local control
- Jill (1001423841810672902):School to work transition services
- Barbara (1001423034002563491):clear communication of expectations; flexibility
- Jaci(1000723343406008188):Common Measures for all stakeholders
- James(1000723343405973822):Clarity
- Rickielee (1001423759706718201):accessibility of PWD and youth transition services
- Brandy (1001423181578688488):Local control/flexibility, options for developmentally disabled
- Brian (1001402261558937822):Technical Assistance, Increased partnerships, better placement opportunities
- Amy (1001423360590742515):Youth transition services
- Marilee (1001423850169073628):Transition for youth with disabilities
- Edna (1000723343406004949):Understanding regulation changes from WIA and how they relate to new processes,
- Bryon (1001423843556782372):Benefits, asset building, and health care planning services and online tools tied to career building
- Marcelle (1001112646252923817):Improving efficiencies and effectiveness (JOBS!)
- Cynthia (1001029170914368556):seamless delivery

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- Mary (1001423045276995681): Clear guidance and parameters with local flexibility.
- Justina (1001230442806719886): Local flexibility, colocation and partner resources, bridge for services to disabled and performance outcomes
- Rod (1000723343406007894): getting regulations and state directives as soon as possible
- William (1001423815821635431): High quality training -- what does that mean to the Persons with Disabilities
- Terry (1001423253901284501): 1. Training & Guidance. 2. Clear Regulations 3. Adaptability
- Julia (1001423737421713910): A real one-stop system that serves both job seekers and employers, reduction of turf issues and clearly defined performance measures
- Leigh Ann (1001423356583014874): Youth transition services and assisting SSI/SSDI beneficiaries with work incentives
- Gloria (1000723343405981550): Support for adult education, ESL and GED Preparation Services.
- Alexa (1001423453296040926): making sure it is accessible
- Heather (1001408358197553850): Clear definitions, local flexibility, simple measures
- Carrie (1001402354014035936): clear and flexible guidelines
- JoAnna (1001009055554098183): Maintaining quality rehabilitation counseling for people with disabilities; maintaining the identity and specialties of VR; and closer connection to businesses needing talent from our VR talent pool
- Frank (1001423766872128454): Delivery of appropriate training and assistive technology to consumers - also support systems
- Jim (1001423537484455349): Keep Missouri Sheltered Workshop program in compliance with act.
- Logan (1001423733206239148): pre-employment, transition into community employment
- Carol (1001423843035985382): Clear, Consistent Communication on expectations, Flexibility
- David (1001010442572557265): Better collaboration between partners
- Tiffany (1001134949699095916): Transition from the school to the work place
- William (1000723343405992371): Answer: 1) Seamless transition of customer services from WIA to WIOA; 2) Establishment of WIOA staff transitional goals including their training; their acceptance of accountability, communication of the new WIOA message to our customers, partner integration (Unified Plan) and performance standards; 3) revised and simplified Memorandum of understanding for current and new One Stop partners
- Michelle (1001423141380902769): Inclusion of the VR system in worker compensation, Services for persons with TBI, services for persons with intellectual disabilities.
- Lisa (1000723343405974835): Please do not make rules beyond the scope of the intent of the legislation. Allow for local control
- Jessica (1001423160549716391): Implement more strategic job preparation courses before someone enters the workforce
- Jenny (1001106049223324350): transition
- Janis (1001104236431709509): transition services for youth with disabilities who are in-school youth
- Cheryl (1001222241997503803): Identifying recruitment tactics for out of school youth
- Janell (1001210839262895719): Transition services, Discovery
- LaRoya (1001310057501868288): Transitional services
- Tudy (1001019536004070659): Cost sharing, data sharing, flexibility, implementation, confidentiality, common intake
- Joan (1001423728283885534): Restrictions that limit access to programs that benefit people with severe disabilities

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- Allie (1001423052945931161):youth transition
- Jim (1001331652691265277):Pre-employment transition services- and how, given RSA rules we can coordinate with schools
- Marie (1001423734438841796):more opportunities for developmentally disabled adults and accomodations for adults with mental health disorders, such as ADHD
- Amy (1001423360590742515):asset building
- Carolynnette (1001413541493404408):improving services for ind w/disabilitties
- Barbara (1000913152943836118):Have all workforce development personnel on the same page.
- Rinky (1000723343405985314):coordination to avoid duplication
- Martha (1001323163450394031):More cooperation between vocational rehabilitation and workforce centers with employment of the person with a disability at their goal. More data on people with disabilities receiving services through all programs and more follow up data on people with disabilities being placed in employment.
- Sarah (1001423741562964871):Youth transition services, youth with disabilities on the job training
- Reyhan (1001423657698450800):transition services for young people in school. alerting consumers of available services. aligning values of WIOA with CMS HCBS Final Rule.
- Scott (1001423834617138805):Youth Transition Services
- Jan (1000723343405991138):State coordination to guide and support local initiatives
- Monica Bartlett:Youth tansition
- Patrick (1001306537943850460):More focus on sector-based work and advancement strategies
- James(1000723343405973822):All enrolled in WOIA
- Jessica (1001423160549716391):better transition services
- Mira (1000723343406003963):1. Implementing the pre-employment activities for transition-age youth. 2. Understanding how the Act impacts job seekers with disabilities 3. Understanding how ACC and Voc. Rehab. will interface
- Jaci(1000723343406008188):Expanded eligibility
- Paul (1001423148343911174):getting appropriate guidance for implementation.Assuring programs help ALL customers find jobs, and using evidence to support performance and outcomes for subgroups of individuals
- Stephen (1001228339774785048):Customer flow; streamline overall process; reduce # of committees; compliance interpretation
- Eric (1001423749363269177):flexibility, funding
- Edna (1000723343406004949):MAintaining a good service level to customers during the transition for both youth and adults
- Binh (1000723343405984131):service delivery and resource sharing
- Steven (1001423247440649144):Clear policies associated with guidance from DOL.
- william (1001423815821635431):Transition Services forYouth from high school
- Wendy (1001331029015794887):Services to individuals with disabilities, alignment of workforce dev to support job seekers and employer, transitioning for youth.
- Racquel (1000920838502434777):How to triage and explain the collapsing of core and intensive services
- Ericka (1001423427705260109):employment services to assist in placing and retaining employment in the community
- Barbara (1001423034002563491):generous time to make the transssion
- Emilio(1001028667815746488):More flexibility for the local level

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- Laura (1001423844239531442):Collaboration between stakeholders, person-centered
- Daniel (1001423233424448991):Our top priority should be partnering with the career colleges.They have much better outcomes than the community colleges.They are required to provide training that leads to job outcomes unlike state and city colleges
- Kit (1001423246993502157):Compliance.... increased participation ( jobs)... transition to employment
- Beth (1001325556531877978):Strategic alignment of core programs at a national and state level, common definitions of participant cohorts across core programs e.g. out of school youth, collaboration and dual case management across core programs
- LaRoya (1001310057501868288):Funding
- Daniel (1001423040217690633):flexibility
- Mary (1001423045276995681):Integrated case management tracking system with joint performance measurements.
- connie (1000723343405975815):Collaboration, flexibility, and common performance measures
- Cynthia (1001029170914368556):a change in department rehabilitation rules to allow for compliance with WIOA and carer services
- Daniel (1001423040217690633):local control
- Kathie (1001423837229272517):pre-employment for youth transitioning from school to work
- Colleen (1001332953934042321):Supporting employment for people with intellectual and developmental disabilities including those individuals with more severe disabilities.Promotion of competitive employment as an outcome during the transition to adulthood.
- LaToya(1001404834953646401):help for those with disabilities
- John (1001423341652577661):Greatest concern - Emphasis on payment of the minimum wage for people with disabilities whose productive capacity may be so far below the 100% norm that it will dissuade employers from hiring people with the most signifivant disabilities
- Robin (1001423836510400713):1) Ensuring that programs are programmatically and physically accessible to persons with disabilities. A number of professional organizations are deeply concerned about lack of access to qualified professionals, particularly with changes allowing bachelor's level business major counselors instead of master's prepared CRCs.
- Edna (1000723343406004949):Coordination with partner and program agencies
- Tiffany (1001134949699095916):Accommodation recourses
- Alexa (1001423453296040926):ensuring that there is funding for the needed services
- Marie (1000723343406010608):transition to integrated service delivery model with other Center partners
- brenda (1000723343405983173):clarity of regulations; definitions of all relevant terms (for consistency across the nation);flexibility to serve businesses & job seekers
- Carolynnette (1001413541493404408):more collobration with partners in improving services for youth with disabilities
- David (1001010442572557265):Quit unneeded redundancy of services and resources
- David (1000723343406000234):Ensuring that presumption of eligibility for VR services is reinforced so that individuals with the most significant disabilities are truly served.
- Dillon (1001423231851854468):Data sharing
- Armando (1001331630118182510):TransitionServices? Access to employment. Blending and Braiding/Leveraging Resources
- Rex (1001423832235144867):preparation of students with disabilities for employment
- Rod (1000723343406007894):clear definitions
- Denise Yoggerst:Will DOL, DOE and DHHS receive earmarked monies that will increase federal



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funding opportunities for programs that provide workforce development services for youth and adults with disabilities?

- Barbara (1001418334713057126): Mapping the resources of all partners and utilizing what is already in place. Using WIOA funds to fill in services/programs. But start with the end in mind...what are the preferred outcomes for each target population and the performance measures expected...then do the mapping of what is already in place.
- Scott Jacqmin: COLLABORATION BETWEEN PARTNERS!
- Chris (1000927972553947872): Job coaching specific to disability and employer sensitivity and awareness training
- Karen (1001423346720631060): Improve services between rural Tribal TANF Programs, disconnected youth, and persons with disabilities. Networking is key and to involve Tribal representatives on the discussions regarding services available.
- Samantha (1001423755495195260): better opportunities for partnerships between state agencies, workforce service providers, and employers for people with disabilities
- David (1001218859077512121): partnering with other agencies
- Janice (1000723343405979999): Increasing the reach of the workforce system to more participants/ increase public knowledge and respect for the workforce system
- Rinky (1000723343405985314): flexibility in serving youth with disabilities in the common measure system
- Jessica (1001423160549716391): establish a ratio of disabled vs non-disabled workers for places of employment to be considered integrated
- Kevin (1000723343405988708): 1. Increased access for individuals with disabilities to training dollars for skill building/education, 2. further enhancement of AJC centers becoming active EN sites of service, providing more intensive supports to SSA disability beneficiaries, and 3. better coordination of services within our communities.
- David (1001423149863799423): more accountability for training providers working with adult and youth programs
- connie (1000723343405975815): alignment and leveraging of resources
- Cari (1001423779729185001): streamline access to programs; coordinations - reductions in overlap and strict "ownership" but sharing of programs
- Heather (1001423742590687573): clearly defined eligibility documentation.....State and Federal requirements should align
- Peggy (1001421170059555131): Section 418 Training & Services for Employers
- Marilee (1001423850169073628): Focus on jobs that are min wage or higher for people with disabilities
- Kathy (1001423834595011176): in depth on the job training and additional support for people with disabilities in apprentice and training programs
- Mary (1001423045276995681): Eliminate redundancy of services by forcing integrated case management
- Christopher (1001423275821269640): Will DOL provide training to AJC staff on working with individuals with Disabilities
- James (1000723343405973822): All enrolled in WIOA performance must apply to every customer
- Marcelle (1001112646252923817): Improvement/flexibility for outcomes and regulations to better serve special populations
- Gina (1000907756501127866) 2: coordination with local and state gov and businesses
- Emilio (1001028667815746488): Technical Assistance prior to transition process
- Paul (1001423148343911174): getting TA on best practices and new resources (ie assistive

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- technologies) to assist individuals with disabilities.
- Monica Bartlett: requirements for individuals already in services -- those both under the age 24 cut off, and those over that age.
- Colleen (1001332953934042321): Funding technology supports that assist in successful employment.
- Charles (1001414762697911042): Shared Data systems between all partners
- Shelly (1000723343405994605): Partner Collaboration between DOL and Education agencies at the state level.
- Marie (1000723343406010608): Adjustment to Youth 75% out of school
- Shelly (1000723343405994605): Funding.
- Elizabeth (1000723343405973670): Achievable performance measures, integration of services with willing and able partners, clear, well-defined regulations
- Nancy (1001400257795812078): Not just severe or obvious disabilities but invisible disabilities to include mental health, learning, and medical disabilities; TA for policy changes, assistance with policy changes
- Harvey (1001423456165702359): For individuals with very significant developmental disabilities who are employed under 14(c) certificates, does the act have anything to say about this
- Robert (1001329748138535722): Ensuring that partner agencies who deal with those with disabilities are aware of the law changes and new regulations.
- Bryon (1001423843556782372): Non duplicative and fully integrated benefits planning services with emphasis on state and federal benefits program interactions
- Eric (1001423749363269177): help and guidance transitioning away from sheltered workshops and into community employment
- Teri (1001423847465907105): what new provisions apply for people with disabilities
- David (1001218859077512121): also partnering with local business agencies
- Susannah (1001106036013315095): Coordination of services and collaboration, partnerships
- Robin (1001423836510400713): 2) Ensuring that VR funding stream cannot be redirected by local/state entities (e.g., state governors)
- David (1000723343406000234): Ensuring that Section 511 results in reduced use of sub-minimum wage as promised.
- Mickayla (1001113749594319685): a way to streamline access to other programs (e.g. VR)
- Shelly (1000723343405994605): Affect on TAA if collapsed with DW.
- Steve (1001236252999797371): Make sure that services are available at the one stops for everyone. If people need additional supports to access they that support needs to be provided. Sometimes people with disabilities have difficulty accessing computers for everything.
- Carol (1001011078877613962): give time and waivers for smoother transition into WIOA. Final regs don't give enough time before July 1 2015
- Janet (1000723343405980720): Clear cut rules/policies that hold all accountable and provision of appropriate funding to make the transition happen seamlessly.
- Kathy (1001423834595011176): shared data system
- Mary (1001423045276995681): eliminate silos caused by distinct funding sources
- James (1000723343405973822): Support for Ticket to Work
- Rod (1000723343406007894): guidance and mutual expectations related to "new" required partnerships
- Dick (1001423846562073135): How non-competitive employees will fare under this act. Will they be able to continue in jobs or be limited to non-work activities?
- Greg (1001423357283248150): Figuring out how TANF is going to partner better with the One

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Stop Centers, planning for making SNAP more involved as mandatory participation may be down the road, and incorporating Vocational Rehabilitation into the plan

- Rinky (1000723343405985314):funding for DPN
- Daniel (1001423040217690633):all partners share the support of the AJC
- ryan (1001407934959837985):develop proper customer flow from Job Center partners into WIOA, co-enrollment with Ticket to Work if applicable
- David (1001010442572557265):Better communication between Federal Agencies. Acting as true partners
- william (1001423815821635431):Educating Employers tooptions
- Stan (1001407753531158473):Clear regs, board functions, transitioning to higher percentage of out of school youth
- Diana (1001422755358635297):Meeting the 75% out of school requirement
- James(1000723343405973822):Funding for DPN
- Mira (1000723343406003963):Understanding the difference between past voc. rehab. law and WIAO changes regarding services to youth and adults with disabilities - please help
- Emilio(1001028667815746488):Local level flexibility to establish eligibility criteria
- Carolynnette (1001413541493404408):improved training on servicing ind w/disabilities at AJC's
- Eric (1001423749363269177):collaborative approach with local providers and VR
- Jessica (1001423160549716391):better and more consistent funding for supported employment
- Douglas (1001201041928963908):need strong emphasis on informed choice of person with a disability, not just the preferences of employers, as key component of the system
- David (1000919832083688852):Older workers want both parttime and full time work.The SESCEP programs have helped many workers (20 hr/wk, P/t at minimum wage for upto 6 mos.). Training is highly desired, even if already working.
- connie (1000723343405975815):collaboration and alignment with business and industry
- Frank (1001423766872128454):providing training and support including AT to veterans regardless of period served - include Korea and Vietnam vets as well as those currently returning. Funding, resources and on=going support for the vets as well as the support organizations
- Donivan(1001423831181088793):autism, non verbal learning disability, funding, state waivers
- Christopher(1001423275821269640):For Youht Funding is the 20% Toatal of Youth Formula Funds
- Monica Bartlett:Coordination of services - guidance on what needs to happen when
- Nancy (1001400257795812078):Offender assistance
- Amie Lulinski:Creating meaningful post-secondary options for PWDs
- isidore (1001422827958254489):encouraging development of "try out" opportunities for youth in transition; the continuum from HS to work or higher ed needs smaller steps; work with businesses to be receptive to this - in fact champion it.
- Vicki (1001423832421435525):make ticket to work easier for consumers to understand and make an informed choice
- David (1001010442572557265):More funding for DEI
- LaKesha(1001423849537669825):Providing services that assist in removing barriers to accomplishing goals of employment/ education/ training with youth.Transportation, housing, family planning, continued assitance from rehab providers, etc.
- Sharyn (1001206954288570535):having DRC in all workforce centers
- william (1001423815821635431):Veterans services
- Samantha (1001423755495195260):continued services and programs for people, especially with disabilities, to continue training and progressing in their jobs/careers, instead of emphasis on

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- 1-time job placement
- Joan (1001423728283885534):Funding for supports for people with disabilities that will allow them to work more than 10-12 hours per week
- Barbara (1001418334713057126):Equality in participation, recognition of all agency contributions. No one or no one entity gets all the credit...Mutual decision making ability. Services provided to employer expectations not to agency provisions.
- Armando (1001331630118182510):Would customers with disabilities be approved for WIOA if only seeking Part Time employment?
- Paul (1001423148343911174):guidance on implementing the new language around priority of service
- Susan B (1001020051660336237):realizing accommodating disability is a form of cultural competence
- Pamela (1001423836776079200):Flexible & Extended Funding that truly meets the needs of the individual
- Denise Yoggerst:While there are numerous references made in the WIOA regarding improving service of delivery to youth and adults with disabilities, there is no mention of federal funding being specifically allocated to provide training and employment programs to serve these populations.
- Carol (1001011078877613962):Clarity in funding OneStop infrastructure, including reporting
- Emilio(1001028667815746488):Comprehensive tools and guidance
- Amy (1001423360590742515):integrated employment options for youth
- Sarah (1001423741562964871):Funding for Youth on the job training -- as well as disabled youth payed training
- Tom (1001423758776846829):post-seocndary educational options for individuals with Intellectual and developmental disabilities
- Laura (1000723343405978069):It improves access to all individuals including those with disabilities.
- Barbara (1001423459387343424):Opportunities for people with severe disabilities
- Mira (1000723343406003963):What is the past % of transition services funding to voc. rehab. - Under WIAO, it is 15% of voc. rehab. allocation, correct?
- Susan B (1001020051660336237):understanding the new streamlined workforce organization
- Lorraine (1001423803994088382):Partnership with community and school as it pertains to youth employment for people with disabilities and re engaged youth back into the education system for H.S. diplomas.
- Bryon (1001423843556782372):www.ourcareeraccess.orgintegrated federal policies for SSI youth
- Marie (1000723343406010608):Elimination of former programs will be replaced by what?
- Jessica (1001423160549716391):More and better incentives to get off of SSI and SSDI
- Robin (1001423836510400713):3) Providing info on how exactly entry into workforce and retention of persons with disabilities is to be accomplished under the new Act, again with respect to ensuring that personnel are prepared to work with both persons with disabilities and employers.
- Rod (1000723343406007894):trying to develop cost-effective services in consideration of funding and new requirements
- Cynthia (1001029170914368556):resolution of difference between WIOA and ADA
- Donivan(1001423831181088793):Vocational assistance for autism, NLD.
- Teri(1001423847465907105):How does WIOA enhanbce services for people iwht disabilities
- Michael (1001423733696026568):Compliance, youth transition and local control



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- Gina (1000907756501127866) 2:collaboration between dept of ed and WIOA
- Frank (1001423766872128454):Any resources to promote independent living as a precursor to return to work - development of appropriate skills as part of this
- Carrie (1001402354014035936):Low performance measures to be able to help the individuals that need the most help
- Susan B (1001020051660336237):Getting an opportunity to put our Industry Partnership to work
- Suzanne (1001423356199857213):change adult service definitions to meet the needs of young adults, provide on-the job support long term, transportation options, pre -employment needs such as job readiness
- Sharyn (1001206954288570535):relax common measures for people with disabilities who want to work. Not all people can meet the requirements of the local prevailing wage rates
- William (1001423815821635431):Inclusion not segregation of Persons with Disabilities -- Community involvement/inclusion
- Lisa (1000922701322763388):Providing funding for integrated resource teams to coordinate service structures that eliminate duplication.
- Alicia (1001423044035205297):ensure employment opportunities for people with disabilities
- Leonor(1001423850067761590):Common measures, co-enrollment, clear regulations
- Scott Jacqmin:Actual sustainability post-grant, not a wink and a nod that PWD will go away in a couple of years.
- Emilio(1001028667815746488):Comprehensive tools and guidance for the outreach and recruitment process
- Susannah (1001106036013315095):DRC's funded to replace DPN's
- Jan (1000723343405991138):Guidance in developing a related committee of the local WIB; clarification of purpose
- Isidore (1001422827958254489):CHAT TA: folks can use scroll bar on right to scroll back up if want to review an earlier entry or slow down the scroll
- Vicki (1001208335604205457):Youth performance measures that do not penalize entities providing services to individuals with learning disabilities.
- Sami (1001423440921565001):young adults with Autism and employment, all supports stop for them at the age of 21
- Lorraine (1001423803994088382):Assistance and training programs for transitional youth.
- Sharyn (1001206954288570535):More funding is needed for people with disabilities to remove barriers to get back to work, fund paid work experience and ojt. Not all want to go to school, many want to work
- Emilio(1001028667815746488):Expand provision of services for Veterans
- Rod (1000723343406007894):will regulations, common measures and funding support the longer time frames required to serve individuals with disabilities - this has been very difficult to do under WIA
- Stephen (1001228339774785048):How is this different than what we have with WIA?
- Carrie (1001402354014035936):Will someone especially designated to individuals be assigned to the center
- David (1000919832083688852):Older workers who have been displaced from the workforce need incentives for employers to hire them. Age discrimination is a problem. It exists.
- Denise Yoggerst:With regard to performance measures for youth with disabilities, will the WIOA recognize the attainment of a "Letter of Recognition" or "Certification of Completion," which are generally achieved by many youth with significant disabilities as a high school completion equivalent?

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- Monica Bartlett:How will this effect the ability of CRP's to work with school districts with students/
- Larry (1000918362286532370):How will AJC and WIOA address the MSFWs disabilities services which is a major problem.
- Gina (1000907756501127866) 2:training programs for youth to attend/post secondary level
- Barbara (1001418334713057126):Case managers and others who can assess a persons abilities and work with a preparation team to develop work skills with that individual. For youths with disabilities, the case manager also needs to work with parents. Shephards College in WI has an exceptional model for training individuals with disabilities.
- James(1000723343405973822):CWIC contracted by the AJC
- Judy (1001423850502247460):Include specific reference to including those with disabilitiesof all ages in having access to all the provisions of the act.
- Mira (1000723343406003963):Will changes for individuals with disabilities require Voc. Rehab. counselors to refer consumers to these centers or may they refer to community providers under fee-for-service agreements, as they often do now?
- John (1001423341652577661):Virginia is going through court ordered deinstitutionalization. With the changes in WIOA and the settlement with the federal government, in addition to theCMS changes, all of which emphasize community based employment, I'm concerned about the state's ability to afford and administare all of the changes, wonderful as they may be...
- Rod (1000723343406007894):what are "extensive pre-employment transition services" for youth with disabilities??????????
- Stephen (1001228339774785048):Need to understand what is meant by youth with disabilities will receive extensive pre-employment.
- John (1001231951880034944):PLease provide more information on the impliedmeaning of "Limitations on the use of Subminun wage" area.Also clearly discuss that supported employment will be increased form 18 to 24 mnths and that we are to now open "extended services" for up to 4 yearsfor persons under 24?How is that to be funded? what funds?Much more clarity as to what "Pre employment"transition services are?
- Michelle (1001423141380902769):For youth with disabilities I hope this means that the wages for supported employment include minimum wage, not subminimum. This is exploitation of labor, in my opinion.
- Kristina (1001012336928649081):TABE testing for youth with disabilities and placing youth with disabilities in work experiences
- Denise Yoggerst:Why isn't the Department of Labor rather than the Department of Education being tasked with the responsibility for ensuring equal access to employment opportunities for individuals with disabilities?It is the mission of the Department of Labor to do so, it is not the mission of the Department of Education.
- Sarah (1001423741562964871):what are "extensive pre-employment transition services" for youth with disabilities??????????
- Donivan(1001423831181088793):What exactly is the "extensive pre-employment transition services"? Who provides this?
- Robin (1001423836510400713):It would be great if we had more commentary/explanation rather than just reading off the PowerPoint slides. We can read those. I imagine most people are much more interested in onfo about how all this will work.
- william (1001423815821635431):YES< the issue ofminimum wage; NOTSub-minimum wage
- Stephen (1001228339774785048):This doesnt seem any different than what we do now....more involvment by other agencies would be appreciated
- Linda (1001423149471646191):Are you aware how different states procedures are to have

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persons with intellectual disabilities enter the employment system? Most IDD don't go to One-stop career centers, they are referred to appropriate funding stream by schools.

- Lisa (1000922701322763388):For those centers who have historically struggled to serve people with disabilities effectively, how will the new law miraculously make this happen?
- Larry (1000918362286532370):How will WIOA train the localboard members to ensure accountability and understanding of the rules and regulations.

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### **Open Chat 2: WIOA collapses intensive and core services into the single category of “career services.Are there any potential challenges or benefits with the new combined “career services”?**

- Dawn (1001423832565268391):Given that you want to hear from PWD, you should have a more screen-reader friendly option for the webinar (e.g. phone option for blind/low vision users).
- Emilio(1001028667815746488):Technical Assistance prior to Transition process
- Emilio(1001028667815746488):Yes very well indeed
- Tiffany (1001134949699095916):Sensitivity training (disability etiquette)
- JoAnna (1001009055554098183):I don't believe it will improve PWD services as boards usually refer to VR
- Emilio(1001028667815746488):Eligibility determination process and criteria
- Cynthia (1001029170914368556):define career services
- Angie (1001324835071207289):Yes, this changes many things. Currently, partnering staff in Oklahoma are supposed to be responsible for Data Validation and Core Services in the Welcoming Unit. When the services are collapsed, the Service Provider staff will be providing all Data Validation and Core Services along with the Intensive Services already provided. There is already a 6-1 ratio regarding staff (OESC 6, SP 1) in most offices, yet the “work” is left to the SP staff. It will impact the speed of service for customers and add more work to the Service Provider staff. Funding should be relative to the SP so they can be adequately staffed to provide quality services.
- Tudy (1001019536004070659):Added flexibility
- Emilio(1001028667815746488):Related paperwork and required support documentation to validate data
- Michelle (1001423141380902769):My concern is there will be issues with misunderstanding and needs assessment for people with disabilities.
- Kelly (1001411133275514255):Depends how it is implemented...we have recieved very little information on the actual implementation of WIOA
- Christine (1000723343405969914):No challenges.Regis just need to define when WIOA (versus Wagner-Peyser) registration or enrollment occurs
- Daniel (1001423040217690633):when will enrollments be required
- William (1000723343405992371):Local Areas will be challenged by the definition and categorization of individuals as "Core".If the Universal Customer is defined as Core, we have major concerns over the impact on performance when the state has imposed numerous barriers to non-merit rated employees access to wage record, unemployment or other employer/employee data.
- Julia (1001423737421713910):Clear cut definitions for all partners to use.
- Kathy (1001407943972724201):should make services more available because not all AJCs provide intensive services
- Amy (1001423360590742515):My questions will be around youth in high school and how this Act will impact school districts sending students to facilities to receive their work “training”.It does appear that they can but must show how they have attempted to place the student in community work experiences or jobs.I wonder how this will be tracked, will they review IEPs or PTPs?Will they look at facilities within the states and have states report back to them on age groups attending the facility (which would be an indicator that the school is sending them there?) or how will they monitor this activity?
- Lee (1000723343405971356):Can the regs be worded in a way that prohibits states from



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imposing on local areas a sequence of services or specific services that must be provided to every customer? I fear that this practice, that really inhibits local flexibility, will be continued under WIOA. And local flexibility is especially critical when serving individuals with disabilities.

- Jeff (1000723343405999143): Concern about how LWIBs will "decide" who they will work with, i.e. Core and Intensive was a way for screening out high risk customers. Guidance for assuring local operators will provide services to those most in need rather than those easiest to serve. Benefit is less time a customer has to wait to get to a training program.
- James (1000723343405973822): It will not make a difference you are
- Anita (1001423836777645240): It would require our agencies to integrate better
- Steven (1001423247440649144): Does this mean that an IEP will be devised for everyone? If so, what consideration is there about funding for additional staff since workloads will increase.
- Rod (1000723343406007894): Are we simply changing the names of core and intensive to "career" or is there something else coming in regard to re-defining, expanding etc.
- Paul (1001423148343911174): major benefit= eliminates sequence of services! will need very clear guidance on the point in which a customer is enrolled and enters the performance numbers
- S (1001423847856742118): Ensuring qualified professionals are consulted and involved and funded as needed, e.g. Registered Occupational Therapists
- Tara (1000723343405970535): Challenge: We need to know more specific information on exactly how career services are going to be implemented. What exactly is career services? How will the change affect a customer's ability to become enrolled and receive training services? How will this work with Wagner/Peyser funded customers?
- Carol (1001423843035985382): No Challenges other than enough staffing to provide all the services required
- William (1001423815821635431): "Career Services" seems too general -- need more information on what "intensive and core services"
- Angeline (1001423232314771773): Who does what? How to determine which services state staff provide (under Wagner Peyser) and which services do WIA staff provide?
- Larry (1000723343406002981): It will make the process easier and more efficient.
- Greg (1001423357283248150): It will cause changes to the work flow now that there is not a division of services. DOL needs to make it clear whether or not states have the authority to create their own divisions or steps within the process.
- Brenda (1000723343405983173): This is a positive.
- Martina (1001305154265617096): Training for on stop center regarding the treatment of disabled customers (sensitivity and etiquette training)
- Marcelle (1001112646252923817): funding for disability navigators to support AJC staff and customers, and appropriate performance outcomes/measures
- Beth (1001325556531877978): The career services combination will allow more timely transition to training however, there needs to be clear direction for identifying the justification for training services.
- Barbara (1001423034002563491): benefit is it allows us more flexibility;
- James (1000723343405973822): It will not make a difference
- Cynthia (1001029170914368556): do you have to enroll everyone into career services? Increases potential for soft exits.
- Teri (1001423847465907105): what areas of WIOA specifically improved regarding employment for people with disabilities
- Emilio (1001028667815746488): Clear definitions
- Edna (1000723343406004949): Challenge will revolve around the participant eligibility

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requirements and related data validation documentation that will be required.

- Lisa (1000723343405974835):What impact will this have on the Data Validation process?
- Janet (1000723343405980720):Not sure how that will affect \$\$\$- core services are in the AJC proper- which we contract out....intensive are provided by WIA staff- so not sure how this will work.
- Jan (1000723343405991138):May be more incentive for co-enrollments
- Michelle (1001423141380902769):high school students who are supposed to be in transition for work that makes them qualified for VR services does not adequately prepare the students for work.
- Stephen (1001228339774785048):need to make sure that clients are informed and will be successful in their chosen career...not jammed through the system to meet numbers.
- Bryan Russell:It will make intensive services more accessible to clients who are not traditionally served by WIA-intensive services. I see this as a good thing.
- Tom (1001423758776846829):clear definitions
- Robin (1001423836510400713):Depends on how much flexibility the category allows. My concern would be possible discouragement of intensive services if take longer and/or cost more money.
- Diana (1001422755358635297):This is a good thing!
- Nancy(1001212240689405906):I believe entrepreneurship needs to be addressed more than it is now-provide support to school districts who are not yet on board with it
- Terry (1001423253901284501):Clear guidance of when an individual must be registered (enrolled) into WIOA programs.
- David (1000723343406000234):Many areas are using Wagner-Peyser funded staff for core and WIA for intensive. This combination could make it challenging in terms of who is responsible for which service aspect.
- Karen (1001423346720631060):What is Career services vs. intensive/core services? need info.
- David (1001010442572557265):Core and Intensive services were always hard to separate, so I think this may make it easier for AJCC staff to define a customer's needs
- Susannah (1001106036013315095):Definitely a benefit.
- Sharyn (1001206954288570535):it should be required that job seekers with or without disabilities learn how to write a resume, learn how to interview correctly and where to find jobs.
- Christopher(1001423275821269640):This will streamline the process and the ability for individual to access AJC services
- Janet (1000924670427389885):Will it require AJC's to enroll everyone?
- Susan B (1001020051660336237):Would just have to be clear that each client get the right service which is no different than a lot of other programs
- David(1001423149863799423):it's good to combine services to a single category
- Paul (1001423148343911174):combining this with the ability to shift 100% of funds between Adult and DW provides much greater, and needed, flexibility
- LaRoya (1001310057501868288):No difference
- Emilio(1001028667815746488):Local Level flexibility
- David (1001423758422370033):The only advantage I see would be saving time for the client in that they could begin their training sooner.
- Racquel (1000920838502434777):Immediate access would give the job seeker the perspective of WIOA being a training program first as oppose to an Employment Program. Eliminating core services would create many challenges especially with performance. What about highly skilled job seekers who don't need training but just perceive they want training.

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- Sharon (1001408733195498852):when to enroll, clear definitions for transition, what will career services include
- Jenny (1001106049223324350):Define specifically what activities would be appropriate to record under career services.
- Donna (1001104640660900803) 2:Is this simply "bundled" core and intensive?What documentation would be required?
- Marty (1000723343405975337):how do you know when someone is eligible for "intensive" services (which are needed prior to training)?
- Kathleen(1001423846694560370):It would be helpful if you more fully explained what services are included. What services will be required and what services may be optional?
- kim (1001423850603120701):what are the core and intensives services now? what was the original purpose of changing?
- Edna (1000723343406004949):Currently there is only a fine line between core and intensive services.Most of our current disabled clients already receive both core and intensive services
- Marianne (1000723343405987380):Intensive servicesmay cost more than core services so wouldn't you still need to know the difference?
- Carol (1001423143342940184):how will we align TANF work requirements with WIOA requirements
- Janell (1001210839262895719):ncrease opportunity for collaboration and partnership
- Bryant (1001423849953560606):do not know.do not work in wioa
- Martina (1001305154265617096):Will AJC staff be required then to enroll everyone?
- Scott Jacqmin:I suspect that the changes will be interpreted locally as a way to deny services to greater numbers of job-seekers.Enrollment will be reserved for the select few that are a given success, with little staff time.
- Carolynnette (1001413541493404408):this will help improve services
- Marcelle (1001112646252923817):focus on gaining employers and jobs appropriate and open to people who are disabled
- Jill (1001423841810672902):Beneficial, but need clear definition of eligibility and services available when combined
- Heather (1001408358197553850):Should be more streamlined, but will it requires everyone to be enrolled into a program, or not?
- James(1000723343405973822):As along as performance is at 98% no change will happen
- Jessica (1001423160549716391):Integration is great and all of our goals, but the powers that be need to realize that it is going to cost more money and more paid professionals need to be involved.
- Angel (1001132550328863563):I like Career Services being combined core and intensive services.Many center staff are not sure regarding the core staff assisted and intensive staff assisted services.This should make it easier on center staff.
- Marie (1001423734438841796):my challenge is transportation. Many of my clients can't drive and have difficulty coming in for services.
- Rod (1000723343406007894):does this mean eligibility needs to be done on everyone?
- Angie (1001402444685096222):Need clear definition of the career services, but don't expect large challenges in moving to a single category.
- Sami (1001423440921565001):yes each WIOA office can define career services are differently - some may think that career services for a person with a disability is that they go to a sheltered workshop - that is not best practice.
- Sharyn (1001206954288570535):What funding will be available in "career services" for people

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with disabilities, such as transportation, or other things to remove barriers.

- Mira (1000723343406003963):When combining services, it is vital for an individual with a disability to have need met as soon as they walk into an AJC.
- Anna (1000907758449453501):Yolanda new combined services will be a benefit especially if considering the ISD model
- Angela (1001422767479823925):clear definitions.It seems it could help if the definitions are clear.If it's left vague then too many variances could occur.The combination is good because it seems focused on one goal, getting people trained for a career and not just a job, just needs to be rolled out in legislation that way.
- Michelle (1001423141380902769):Will there still be a disabilities coordinator for each location and will that person be qualified?
- Douglas (1001201041928963908):In the past everyone qualified for core services, and fewer for intensive services. Combining the two into one category raises the question as to who may be qualified for career services.
- Cynthia (1001029170914368556):Impact of staffing for providing career services to all participants in Core A and Core B as career services --
- Justina (1001230442806719886):Need for resources and training for staff (front line career center, case management and job developers); colocation of VR and/or direct service providers onsite to help bridge the service gap, and what funding stream would be used as priority to provide ADA auxillary and aides not to cause WIOA resources...
- Robert (1001329748138535722):Making sure that basic needs are met and not rushing right to training or ITA's
- Rickielee (1001423759706718201):consumer driven, not counselor driven .. also need more info, not much is known yet.
- Barbara (1001418334713057126):The challenge is consistency in services according to the intake personnel. The initial intake will be vitally important as to what services an individual receives from whom. Personnel will need to know how to individualize services and programs according to a person's identified need and desired goals not what is prescribed in law or checked off on a check sheet.
- Shelly (1000723343405994605):Challenges may exist with aligning state and provider staff to perform duties formerly designated as core and intensive.However, the harmony may result in better quality of services being delivered to the clients.\
- Kia (1001423248247367720):Challenge is identifying a customer flow model that would ensure the appropriate service delivery for enrollment to follow up.
- Kevin (1000723343405988708):This should guarantee that individuals are not screened out of services in order to meet performance measures, or at least that is my hope.
- Frank (1001423766872128454):Training Career staff to be able to assist those with disabilities coming into the office - being aware of the appropriate AT and having it available to the client.True of print disability and blind/low vision being able to access career center materials and technology
- LaToya(1001404834953646401):Single category is good
- Mary (1001423045276995681):Will there be a financial eligibility component?
- Jessica (1001423160549716391):Career services is very vague, we need more specific examples of what that is going to include
- David (1000723343406000234):Concerned about this ending universal access to services by anyone wanting assistance. This is a strength of current system.
- Steven (1001423247440649144):Many customers will only seek supportive services.Bus passes as an example. What will the expectation be to issue if the customer comes in only for



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supportive services?

- Jan (1000723343405991138): And yes, I share concerns about data validation
- Susannah (1001106036013315095): Will we get a breakdown of the top suggestions/comments?
- Larry (1000918362286532370): Would it apply to MSFWs Programs?
- Emilio (1001028667815746488): Technical Assistance prior to Transition process
- Ray (1000723343405997871): More data entry and data validation
- Carolynnette (1001413541493404408): will need clarity on definition of what constitutes "career services"
- Stephen (1001228339774785048): Need to ensure local control in how these two paths are used.
- Sharon (1001408733195498852): how will collapsing into single effect performance
- David (1001423149863799423): challenge: will allowable activities be changed or combined?
- Denise Yoggerst: This is a questions that perhaps should be addressed at the local level, depending how prepared their One-Stop are to address the needs of individuals with disabilities. In the past, One-Stop have lacked the expertise to successfully serve this population.
- Kathy (1001423737842895594): challenge is it takes longer to develop a career than a job, so the outcomes take longer
- Eric (1001423749363269177): May create greater flexibility
- Shelly (1000723343405994605): Staff time is always a concern, funding, designation of duties, reporting.
- Judy (1001423850502247460): Although terminology can be important implementation is by far the most critical aspect - it needs to be clear and make sense "in the field". Those that do the services need to have input into how it gets done.
- Candice (1001104947425974035): I think it will be great! I feel that each consumer will receive more individualized attention.
- David (1000919832083688852): A quick feedback system needs to be implemented that allows services to be reported and the length of time that occurs before employment. This will promote best practices.
- Monica Bartlett: Funding is a concern -- in rural areas we face a lot of barriers to employment in the community for individuals, and funds are not there to overcome those barriers.
- Christopher (1001423275821269640): This will allow more access to training services without the long wait
- Anna (1000907758449453501): Yolanda - Impact: will be easier moving the customer through the process.
- Justina (1001230442806719886): Maintain the ability to benefit from programs/services; realistic service approach and employer development
- David (1001411948825050017): Benefit: Less hoops for customers to go through. Challenge: How to differentiate between services received through "ES" and possible impact on performance as when to enroll and exit, plus exit reasons that will not count against us.
- Kamita (1001409434974851602): Sensitivity training for all staff.
- Marianne (1000723343405987380): Will IDEA dollars be used to purchase services
- Michael (1001423733696026568): Do you have to enroll everyone into career services?
- Donna (1001104640660900803): Will Wagner Peyser core and intensive be bundled as well?
- Susan (1001423453924216577): How will AJC services coincide with Ticket to Work participants?
- Douglas (1001201041928963908): Also does combining these two categories imply that more resources will be available to provide career services to more people, or is this just a "rebranding" effort with no real substance?

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- Wendy (1001331029015794887):currently, the funding isn't available-----are these changes going to matter, if the funding still isn't available?
- Sami (1001423440921565001):Combining services can be limited to just providing career workshops and prearranged internship sites - where is job development in that?
- Carol (1001011078877613962):Beneficial for flexibility but what is a "participant" then?Definitions and tracking requirements need to be clear.
- Carol (1001423843035985382):Single category is good. We just need clear communication on expectations and requirements
- Marty (1000723343405975337):Local (and that does not mean "State") oversight and control are needed when trying to implement this
- Kathleen(1001423846694560370):It would be helpful to delineate what the schools are expected to provide vs. what VR is expected to provide.
- Bryon (1001423843556782372):Online tools and technical information LINKED with real time phone access to an expert, this is the way to move
- Bryon (1001423843556782372):Online tools and technical information LINKED with real time phone access to an expert, this is the way to move'
- James(1000723343405973822):Remove SSI / SSDi out of measure
- Tina (1001423847506966544):What are the benefits of Career Services as a single category?
- Martha (1001323163450394031):I'm glad the requirement of going through each step at a time before going into Intensive and training services, but if there is a reduction of any services because of this collapse, that might be a problem. It is important to make sure people with disabilities have access to supports they would receive through VR so if they are not going to be available through workforce centers, please be sure VR has the ability to work with the workforce centers to provide their clients with the supports and services they need to participate in the training or placement services from workforce centers.
- Lorilei (1000723343405975330):At what point does "self service" become career services?
- Howard (1001423162511748643):Will be difficult to measure participant's level of motivation for working. Could impact performance negative, which would affect funding.
- Jessica (1001423160549716391):There needs to be a way of funding this without organizations, schools, etc having the mentality that they are competing for funds for an individual
- Larry (1000918362286532370):Would it apply to Youth Program.
- Rod (1000723343406007894):if this means eligibility for all from the start then there will be customer access issues in terms of needing to provide required documentation from the start and also implications to staffing required to do this function
- Racquel (1000920838502434777):there will be a need for tracking all career services not just intensive
- Monica Bartlett:Lack of opportunities in rural areas.
- Martina (1001305154265617096):Can there be JC and FSSA staff training in each of the regions so all know each other?
- Pamela (1001423836776079200):As stated earlier, Job centers tend to slide individuals over to OVR people too fast and really don't get involved

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### **Open Chat 3: Will this change have an impact on how services are provided?**

- Emilio(1001028667815746488):Address risk assessment and case management tools
- Jeff (1000723343405999143):Key challenge is programmatic accessibility.AJCs are physically accessible, accommodations are readily available, however, local operators are not necessarily willing to serve ALL individuals who are eligible for services.Training may help.Demonstration of success of those "high risk" customers will help as would dynamic performance measures allowing for the time to develop successful strategies for serving individuals with disabilities.
- James(1000723343405973822):No impact
- Carol (1001423843035985382):It will be easier for customers to receive service
- Marcelle (1001112646252923817):performance outcomes and measures
- Christine (1000723343405969914):No
- Armando (1001331630118182510):Will reduce duplication of services.
- JoAnna (1001009055554098183):I don't believe this will impact VR as career services is built in to our counseling services
- Stan (1001407753531158473):more efficient and effective
- Tudy (1001019536004070659):Yes
- Diana (1001422755358635297):No
- Cynthia (1001029170914368556):yes - especially if everyone has to be "enrolled"
- Beth (1001325556531877978):yes.It will allow a determination for training need to be made during the initial assessment
- Steven (1001423247440649144):Yes.Oet stop staff will have to dedicate more time to serving customers.
- brenda (1000723343405983173):will speed services to persons in need of more assistance
- william (1001423815821635431):Again needs more information/definition to better understand the impact potential...
- David (1001010442572557265):It may free up paperwork for AJC staff
- Kelly (1001411133275514255):yes
- Marty (1000723343405975337):Yes.
- Paul (1001423148343911174):yes-will require better initial consultation and triage with individual customers to direct them to the correct services within the broader array of career services.
- David(1001423149863799423):yes
- Korrie (1001324673047577338):People will have access to all services right away
- Anita(1001333839114852592):Could reduce duplicate services
- Cynthia (1001029170914368556):impact on performance again if everyone has to be enrolled
- Douglas (1001201041928963908):Changing the names of service categories does nothing to affect how services are provided.
- Susan (1001423453924216577):I hope it means that people with disabilities will get comprehensive services instead of everybody being sent to VR.And that includes job skills training.
- Christopher(1001423275821269640):Yes, AJC will need to enroll all individuals for services now
- Joanna (1001423050480361875):Will this require all job seekers to complete IEPs? Will the IEP be shared among all partners?
- LaRoya (1001310057501868288):yes, outcomes and measures
- Faith (1001423156144354382):absolutely
- Martina (1001305154265617096):Will there still be designated Veteran staff in the AJC's, or will

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everyone be required to serve any customer?

- Armando (1001331630118182510):create an opportunity for enhanced individualized services
- Mike (1001324761102251877):Will eliminate need to identify core and intensive and the steps taken to justify
- Barbara (1001418334713057126):Definitely. Individuals should be able to get what they need and want vs. a prescribed list of things they may have already had!
- Edna (1000723343406004949):It will change the customer flow process but may cause less access when program eligibility items are not met
- Suzanne (1001423356199857213):yes - better assessment of barriers to employment
- David (1000723343406000234):Having core allowed access by all individuals to at least some type of service on an immediate basis. Need to maintain that with collapsing of service categories.
- Carolynnette (1001413541493404408):streamlines the process
- Rod (1000723343406007894):YES! depends on how this is mapped out and defined in future guidance - i.e. is eligibility required from the start, eligibility on everyone
- Lorraine (1001423803994088382):absolutely!
- James(1000723343405973822):Only if every customer who walks in an AJC is counted served and measured
- Kifleyesus (1001423850284603389):I will reduce duplications and confusion and makes services more easier
- Alexa (1001423453296040926):having one plan can allow for better tailoring to meet individual needs, and consistency with implementation
- Daniel (1001423040217690633):it may affect which partner pays for services
- Lee (1000723343405971356):Again, it depends on the states not imposing their own sequence of services or specific mandatory services for all customers on the local areas.
- Stephen (1001228339774785048):If everyone is enrolled, isn't that going back to JTPA? Not a good idea. I'm assuming WIOA is not an entitlement program.
- Angela (1001422767479823925):if the legislation is explained and written with clear definitions, then it shouldn't make it harder, it should be easier since there are no "step" or not a certain "flow".I'm thinking it's get the people what they need when they need it.If that's how it's portrayed then it should impact it in the positive.
- David (1000919832083688852):Followup with jobseekers needs to be funded separately so the serve providers are not overloaded with admin tasks.
- Marcelle (1001112646252923817):how will success be measured?
- Susan B (1001020051660336237):Could streamline the process but again, we would need to be clear who gets what
- Lisa (1000922701322763388):It will depend on what the regulations state.It would be fabulous if blending and braiding resources on behalf of a job seeker (financial and other) could be seen as a positive - and not a detriment to performance measures.
- Joan (1000723343405982774):Yes, if all are included in performance measures
- Steven (1001423247440649144):One Stop staff and state staff will have to work closely together and share workloads.
- Janell (1001210839262895719):Will there be even more delay in service provision if there is additional red tape?
- Shelly (1000723343405994605):If all partners co-located in the one-stop can work in unison, the concept stands to have a positive impact on services with clients receiving the best.
- Barbara (1001423034002563491):it will simplify and speed access to service to customers



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- Kia (1001423248247367720):At a workforce development level the combined services doesn't change the number of services required for job to job track or training to job track but it creates room for error for the appropriate level of services for each individual customer.
- Cari (1001423779729185001):It should expand ability to serve all levels of needs, or funnel to service easier without more paperwork, waiting time and referrals.
- Heather (1001408358197553850):Where does this come into play with Wagner-Peyser and WIA/WIOA?Is there still a division or will this all be the same services being provided across the board
- Larry (1000723343406002981):Should not have an impact as long as good assessments are still conducted and appropriate enrollments are determined.Good case management should ensure good service.
- Michelle (1001423141380902769):I believe there may be an issue with staff being able to serve this population without proper training. As it is now, we have customers turned away statewide who have disabilities because they may say they "can't work" when you dig deeper into what they mean, that isn't the case. they may not be able to work in an occupation or field they have in the past or want.
- Wendy (1001331029015794887):We need to clearly understand what OVR's requirements are.
- Heather (1001423742590687573):will all staff provide all services?
- Sharon (1001408733195498852):as WIA provider, it will definitely change and impacts outcomes and measures
- Angel (1001132550328863563):I beleive that their will be confusion during the transition and I am hoping the guidance provides clear delineation of what is considered Career Services.
- Madera Workforce (1001127262431610107):Will allow for quicker access for customers but we will need to be careful about public perception and that they do not think or believe they can walk in and get immediate or automatic assistance.
- Nancy (1001400257795812078):I'd like to see performance temporarily waived for persons with disabilities while greater TA is provided to training curriculum, methods, and materials to better suit PWD. Yes, keep track of their performance, but don't have it negatively impact future funding. My concern is that PWD won't get a fair shake to show what they can do 1) by not being enrolled, and 2) if enrolled, not having appropriate supports.
- Kevin (1000723343405988708):theoretically, this should allow folks to move along more quickly, and directly, to the types of services they need within the AJC's.
- Martina (1001305154265617096):Can the enrollment pre-requisites for intensive be simplified and a template created for all AJC's across the country?
- Bryon (1001423843556782372):It's all about HOW ... and the internet is part of the how but not a replacement for one on one counseling and technical assistance.WIOA not likely to make process simpler for many
- Bryon (1001423843556782372):It's all about HOW ... and the internet is part of the how but not a replacement for one on one counseling and technical assistance.WIOA not likely to make process simpler for many'
- Tina (1001423847506966544):Yes.It depends on how services will be coordinated.
- Windy (1000723343406010995):Does it mean everyone who is eligible for WIOA is eligible for training?
- Carol (1001423843035985382):We will just need clear methods to track and measure services for performance
- Racquel (1000920838502434777):Combing careers services will appear to eliminate proper counseling and referral service

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- Carol (1001011078877613962):VETS programs require intensive services by DVOPs.requires change to VETS requirement.
- Susannah (1001106036013315095):Hopefully more blending of funds to assist clients.
- Janee' (1001423027449636868):Yes, if doing away with sequence of services
- Scott Jacqmin:Not substantially.The status quo will encompass any changes, and convolute them.
- Patric (1001423042801636277):When do we enroll? What is considered significant staff time? Currently, we have Core A,B, and intensive.Core A's are not enrolled. Core B is when enrollment starts.
- James(1000723343405973822):If dont enroll all then cherry pickingis the results
- Justina (1001230442806719886):Career planning for disabled customers and appropriate outcomes--fear of nondiscrimination as serving disabled customers has been limited and the unknown is unknown; partnered resources will strengthen our transition
- David (1001423758422370033):HopefullyISS will still remain part of the major service for clients.
- Cari (1001423779729185001):staff may need to be team approach
- Michelle (1001423141380902769):Will WIOA require any certifications to serve this population? And if not, why?
- Karen (1000907740183547265):I cannot see that there will be a significant difference since we must still do adequate screening for suitability
- David (1000919832083688852):Service providers need support (ie Funding) for admin tasks.
- Tudy (1001019536004070659):At what point do individuals need to be enrolled? As soon as WIOA staff assist them?
- Christopher(1001423275821269640):AJC will need to work closer with DOR, what as not happen in the past
- Robin (1001423836510400713):Will this allow for sufficient individualization of service provision, especially for persons with the most significant disabilities?
- John (1001231951880034944):Hopefully will increase and streamline the referral process. Education about our services will be needed.
- Sami (1001423440921565001):concern around how this will be balanced with maintaining individual plans - one stop can make it harder for individualised plans
- Jan (1000723343405991138):Definitions will be key; who gets counted in which measures?
- Emilio(1001028667815746488):Refer to determination of need and capability to complete program based on established program goals
- Angie (1001402444685096222):Would want definitions and guidelines to allow a reduction in the duplication of services and administration.
- Adam (1001423056993371220):I makes access too easy.Intensive services are a good way to determine how serious a participant is about finding and staying with a job, instead of just getting training because it is free.Getting ride of core services won't be as big of a hinderance b/c it is mostly self-service and difficult to track; however, I believe getting rid of Intensive will reduce the "quality" of candidates or AJCs refer to employers.
- Howard (1001423162511748643): Still don't understand with shrinking budgets how ITA awards will be determined.
- Terry (1001423253901284501):If "career Service"s are not a prerequisite to obtaining Trainig Services, what have this a a seperate category?
- Marty (1000723343405975337):combining services don't necessarily mean "better" - it's all about how this is to be implemented (and the regulations tied to it).
- Janet (1000723343405980720):Everybody does this differently so when one says it will

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- streamline- others have already streamlined this- so it won't be much different for them.
- Carolynnette (1001413541493404408):this may encourage more collaboration amongst AJC's and VR
  - Carol (1001011078877613962):Will training definition now include remedial ed, soft skills?
  - Marianne (1000723343405987380):Expectation for SWD should not be the same outcome as an adult client
  - Barbara (1000913152943836118):Makes for a True "One Stop".
  - Douglas (1001201041928963908):Much thought needs to go into how training services for people with disabilities will be provided at job centers versus at a VR office. It would be helpful to have guidance on that issue.
  - Susan (1001423453924216577):When will you issue an NPRM so we can give thoughtful and comprehensive comments?
  - Sami (1001423440921565001):Individualized plans are needed for people with disabilities - one size does not fit all
  - William (1001423815821635431):Interagency cooperation is lacking and needs to be addressed
  - Emilio(1001028667815746488):Clear definitions
  - David (1000919832083688852):Followup via phone needs to include evening contact.
  - Rod (1000723343406007894):potentially big implications for performance if you move to an "all eligibility model" from the initial point of services (i.e. what used to be Core)
  - Barbara (1001418334713057126):Remember that what folks achieve may not be in line with the program timeline in terms of performance measurement. It may take some longer to get through programs and to achieve than the timeframe for measurement allows.
  - Kia (1001423248247367720):Explicit definition of services will be needed to set performance standards.
  - Racquel (1000920838502434777):Some centers specialize with staff in both core and intensive services. the new change would mean all workers will need to be generic and trained to provide both services equally
  - Karla M.(1001306042764628903):Greetings Karla Wynn from AAWDC Checking in. Just got out of a conflicting meeting. Thanks.
  - William (1001423815821635431):how does the service not duplicate what is now provided?
  - Janet (1000723343405980720):There are just lines in the sand right now as far as core to intensive to training- i don't think this will change things much.
  - Justina (1001230442806719886):What fund resources between the required partners will take priority to support training, job coaching and other employment services and accommodation.
  - Tom (1001423758776846829):Expectations for outcomes for students with disabilities should be the same as adults--employment
  - Emilio(1001028667815746488):stronger system partnerships
  - Jessica (1001423160549716391):It makes VR the all powerful. Employment services will need to have more options for clients that don't fit into VR's mold
  - Monica Bartlett:Concern that individual choice may be constricted. There needs to be options available to fit all individuals.
  - Bryon (1001423843556782372):WORK with existing and emerging state initiatives such as Employment First bottom up policy initiatives'
  - Mike (1001324761102251877):I agree clear definitions are needed. Core keeps those job seekers not eligible or suitable in activities that do not require enrollment.
  - Dehryl (1000723343405992922):I agree with Janet.
  - Karla M.(1001306042764628903):We partner with the DORS, how will we not duplicate services.

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- Pamela (1001423836776079200):What outcomes does the DOL see coming out of these changes really happening for individuals w/ disabilities at these job centers versus revolving door to OVR anyway now. What were you looking to change on the ground floor level
- Sami (1001423440921565001):where are the values around employment for people with disabilities be taught
- JoAnna (1001009055554098183):A PWD has so many more opportunities for services and self-direction in VR, why would they want to be served by one-stop?
- Steven (1001423247440649144):Inergaency cooperation is a major factor.Who will facilitate the expected outcomes?
- Kathie (1001423837229272517):need real job experiences
- Carol (1001011078877613962):may change roles of ajc partners



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## **Open Chat 4: Does the change present any considerations for the Department in developing guidance?**

- Dawn (1001423832565268391): partnerships with community colleges for jobs training programs
- Emilio (1001028667815746488): Clear definitions
- Rod (1000723343406007894): of course it does, new partners and new definitions require guidance
- Carrie (1001402354014035936): services need to be funded for additional staff
- Diana (1001422755358635297): Clear eligibility guidelines
- Susan (1001423453924216577): Don't understand this question
- Cynthia (1001029170914368556): yes, new definition of eligibility
- Janet (1000723343405980720): They need to make clear cut definitions of what the expectations are for this.
- Stephen (1001228339774785048): The sooner we get the guidance the better. Hopefully the states won't take long to do their part and pass to the locals.
- Tudy (1001019536004070659): clear definitions and clear handoff point from Wagner Peyser to WIOA...
- Karen (1001335443301786640): Clear definitions
- Marty (1000723343405975337): Regulations, regulations, regulations....don't make them so rigid that the outcome you want is not possible (and remember - the State's tighten whatever you write).
- William (1001423815821635431): Yes, in terms of training for service providers on how best to have Consumers work with AJC for access to services
- Carol (1001423843035985382): clear definitions, and expectations for performance measures
- James (1000723343405973822): Who, and when needs to be defined
- Gina (1000907756501127866) 2: collaboration with post secondary and other institutions to provide these services
- Michael (1001423733696026568): The reeducation will need to be massive
- Donna (1001104640660900803) 2: yes
- David (1000723343406000234): There is a need for clear guidance on universal access to services, and what specific services are universally accessible to any individual wanting assistance.
- Paul (1001423148343911174): definitions, definitions, definitions!! Also, guidance needs to address what "goes away" as well as what is new so we don't have conflicting overlap between WIA regs and WIOA regs
- Joe E. Pena: Joe Pena disability Uveitis
- Emilio (1001028667815746488): available resources and flexibility for the local level
- Marcelle (1001112646252923817): Clear definitions using consistent terminology so we can determine what is required
- Beth (1001325556531877978): clear guidance for documentation for need for training
- Gay (1001423257342471868): Define Wagner Peyser role in providing services as well as contracted AJC staff
- Alexa (1001423453296040926): must heighten public awareness and ensure community support
- Jessica (1001423160549716391): I don't understand the question. This seems like a higher level question than we can answer
- Racquel (1000920838502434777): services defined, clear eligibility guidelines
- Monica Bartlett: Clear guidance/instruction is needed.

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- Rod (1000723343406007894): definitely need to know when to initiate eligibility and the implications of doing so
- James (1001423839805601184): Yes, a need to partner with community based organizations that connect with service participants daily.
- Steven (1001423247440649144): Yes. Facilitating cooperation amongst all partners.
- Tom (1001423758776846829): Establishment of "best-practices" in supports job-seekers with disabilities
- Heather (1001408358197553850): Clearly define eligibilty, enrollment and what activities will be considered part of the "career services" designation
- Carrie (1001402354014035936): common reporting
- Justina (1001230442806719886): Assist with providing more EEO, front line (CORE) staff trainings and development in local areas prior to the July 1, 2015.
- Mark (1001423350010611626): have all staff in the one-stop to serve all participants instead of specializing in certain services and/or areas
- Lee (1000723343405971356): Yes, it would be most helpful if the regs could be worded in a way that prohibits states from imposing on local areas a sequence of services or specific services that must be provided to every customer. I fear that this practice, that really inhibits local flexibility (which is really needed in serving individuals with disabilities), will be continued under WIOA.
- Bryan Russell: Yes. New rules and regulations and training oportunities. Technical assistance for the states as well will be vital, a very large undertaking.
- Jan (1000723343405991138): Again definitions are key; particularly in the area of performance measures
- Gina (1000907756501127866) 2: timely state guidance
- Karen (1001335443301786640): Yes, and definitions and guidance as soon as possible
- Karen (1000907740183547265): There needs to be clear guidance with regard to the point at which an individual is a participant as opposed to a universal customer
- David (1001010442572557265): Absolutely! It is clear that many attendees on this webinar are not clear on the definitions of core and intensive, so career services must be defined in specific terms
- Nancy (1000723343405972078): Is their eligibility requirements for "career services" ?
- Angela (1001422767479823925): read my comment in the last question.
- Greg (1001423357283248150): Clear definitions of what structure we are able to create with no clear division of steps.
- Susan B (1001020051660336237): Clear guidelines for reasonable accommodation in provision of job search services, counseling and job placement as well as training programs - might need to work with EEOC
- Claudine (1001000543919239208): Yes it does and clear guidance should be given and not left for interputation.
- Kamita (1001409434974851602): Clear definitions
- Karla M. (1001306042764628903): Of course it does, inasmuch as there has been a separation/demarcation services. However, it could prove to be a good thing as long as everyone is cross-trained so that each can understand what the other is doing. Now how that relates to those with Disabilities, there needs to be some expertise in dealing with the varying types of disabilities in order to best serve the client.
- Teresa (1001423357935753818): yes
- Emilio (1001028667815746488): System integration and uniform reporting requirements
- Jessica (1001423160549716391): more definitions... lots of help in implementing these changes

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- and communicating them with clients, providers, community, schools, etc.
- Michelle (1001423141380902769): Yes, simply turning away people who have indicated they are not able to work right now needs to stop. There are services a person can partake in to prepare them for work. Inclusion of worker compensation needs to be part of the discussion. This has been ignored repeatedly yet a large pool of people with disabilities are in this arena.
  - Jenny (1001106049223324350): Will this be separately funded; how does the department intend to monitor the new services and the department will need to issue guidance on what the expectation is for the new service.
  - David (1001423149863799423): it still should start out with job search and job readiness in preparation for need of training
  - Alfredo (1001131247962419211): yes
  - Scott Jacqmin: The question assumes that guidance developed will be followed locally. If it isn't force fed, top down, through a chain of command, it doesn't happen.
  - Larry (1000723343406002981): More challenging populations/cohorts will affect performance measures. Will the measures take this in to consideration?
  - David (1000723343406000234): Determine how the current Labor Exchange Services (core) fit within these new categories.
  - Racquel (1000920838502434777): a need for a new reporting systems to capture all career services instead of just intensive services
  - LaRoya (1001310057501868288): Yes, clear definitions
  - Julia (1001423737421713910): Should be clearly defined to ALL partners.
  - Jaci (1000723343406008188): Clarification of which partner should be primary funder of training- everyone sees themselves as "funder of last resort"
  - Monica Bartlett: What are expectations for each part to insure that all requirements are met
  - Cari (1001423779729185001): Focus should always be on independence--as much as possible. this is just mindset, but big change in expectations--like education, believe the worth and you can find something to become.
  - Adam (1001423056993371220): Consideration should be given to putting up some sort of "fitter" (if you will) to weed out those who are only interested in getting training offered for free. We need to be serious and understand this is not for everyone. This can be a struggle even with the current tier of services. There needs to be a way to give the AJCs a way to allow training based on "need", not just "want".
  - Christine (1000723343405969914): What I already mentioned re: when to enroll and/or register whether WIOA or Wagner-Peyser. Right now in our Centers where we have integrated WP funding, WP pays for all of core services, intensive is some WIA and some WP and training is WIA. If blended this needs to be defined..
  - James (1000723343405973822): More cross training for staff
  - Paul (1001423148343911174): wherever possible, describe the INTENT, as well as the specific requirements of various provisions... need to understand the spirit as well as the letter of this law
  - Tina (1001423847506966544): I agree with most of the other comments already given.
  - Monica (1001423371045746349): Need clear guidance and regs that incent the most integrated setting, but still allow the individual choice from a complete spectrum of employment settings.
  - William (1001423815821635431): How do you help the community to understand the NEWLY presented issues of WIOA for the Consumers to feel trusting they will be better served.
  - Karen (1001335443301786640): Excellent point about cross training - services have been separated for so long
  - Carol (1001011078877613962): Who gets counted in performance outcomes? definitions of

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- training and career services needed. affects parts that partners and programs play.
- Barbara (1001418334713057126): What should that guidance be? Why not put together a panel of stakeholders from education and labor (human resources and training) and disabilities services and determine what should be career services for special populations. All of the education disability agency partners have career services specialists and guidance personnel. DOL does not have to go at this alone.
  - Daniel (1001423040217690633): if enrollment and outcome is required for every customer, we will no longer provide universal services
  - Emilio (1001028667815746488): Eligibility criteria / Assessment tools
  - Cynthia (1001029170914368556): how can we get the partners/influence their legislation to participate. Currently the Department of Rehabilitation is allowed to only service Department of Rehabilitation customers and not universal customers. Therefore How may we change existing Department of Rehabilitation laws
  - Lorraine (1001423803994088382): I agree with Emilio, clear definitions will be needed to avoid any confusion on how guidance is developed and will be initiated and even measured.
  - Edna (1000723343406004949): What are partners responsible for? What would be the eligibility requirements and data validation requirements. how would service availability be defined, definitely a definition of the combined core/intensive service relating to the new regulations. any guidance as to how to transition from current to new laws.
  - Lorilei (1000723343405975330): DOL must coordinate with the other agencies such as VR in order for any guidance to be useful
  - Michael (1001423733696026568): The perimeters will need to be defined
  - Marcelle (1001112646252923817): clear definitions with room to customize for our area and customer needs
  - Frank (1001423766872128454): AT equipment onsite and accessible with trained staff to assist. Particularly for the invisible disabilities - print, hearing, etc. Materials available in multiple formats
  - John (1001231951880034944): Yes, regarding what information is given to potential referrals about services that "may" be available instead of what "will" happen. Clear expectations.
  - Shelly (1000723343405994605): Clear, direct instruction in timely manner would be nice.
  - Karla M. (1001306042764628903): I agree with Marcelle.
  - Janice (1000723343405979999): WIOA staff need cross training to understand what partner programs offer in terms of support and requirements, because this is the key to developing the most effective co-enrollment practices to best leverage resources.
  - Mary (1000930055711731013): transition guidance
  - Tudy (1001019536004070659): ensure there is consistency among required partners so they understand their roles
  - Emilio (1001028667815746488): Technical Assistance prior to Transition process
  - Joe E. Pena: Joe E. Pena disability Uveitis, I got my illness from a Medical Mistake, a blood transfusion!!!
  - Howard (1001423162511748643): Many responders have mentioned clear guidance. I agree whole-heartedly. WIA was written too ambiguously.
  - Monica Bartlett: Guidance not only for CRP's, but school districts who are starting this transition process.
  - David (1001010442572557265): How about partnership with SSA????
  - Mark (1001211236940501686): When "employment" occurs during job exploration, training, and transition to ensure compliance with the FLSA and individuals are not taken advantage of during

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- Monica Bartlett: Technical assistance will be very important.
- Janet (1000723343405980720): Funding is also key- core services aren't as costly; once you get into intensive - there is more one-on-one case management- thus an increase in cost. so definitions are very important---will it mean that we put more people into training ??? If so, the cost goes up again!
- Alexa (1001423453296040926): clear parameters about qualification and expectation
- william (1001423815821635431): I see there is a lack of trust in the Consumer community so anything new is seen as a "so what" why should I go for these services
- Kevin (1000723343405988708): In the past, customers with disabilities have often been redirected to State VR programs to see if they have eligibility for training dollars through that system, prior to considering WIA training dollars to support legitamate training needs. My hope is that USDOL will develop policy that clearly allows individuals with disabilities who choose to work with AJC's this option, even if they may be eligible for other funding sources. This would also further strenghten the role of AJC's in SSA's Ticket to Work program I believe.
- Emilio (1001028667815746488): Input from the LWIBs
- John (1001231951880034944): Agree with Janice.
- Pamela (1001423836776079200): I hope so but "career services" implies you will cover the Intensive & core services plus a whole lot more. You will need to define these words very suscintly
- David (1000919832083688852): Universal entry / acces to services needs to be adopted. This ensures political acceptance to the mainstream of voters who are employed. Targeting special audiences raises barriers to general acceptance.
- Angie (1001402444685096222): Clear definitions, allow for flexibiiti to address local needs and input.
- Mary (1001423045276995681): co-case management between VR and WIOA to take advantage of services both have to offer and eliminate duplication
- Sarah (1001423464165565589): Yes. Considerations like "how much funding should be allowed for training staff at AJCs?" "what is the timeline for this transition?"
- Karla M. (1001306042764628903): Can we get a copy of the transcript from today's and the previous sessions?
- Lisa (1000922701322763388): If the system is truly wanting to move to a more integrated system, certain partners only being able to serve certain jobseekrs (wagner peyser, JVSG, etc.) creates division rather than collaboration.
- Larry (1000918362286532370): The department needs to improve its guidance to the field and imporve monitoring with inforcement.
- Carol (1001011078877613962): How determine whether program will be beneficial without assessment? Will assessments be required (but just not called intensive service?)
- Diana (1001422755358635297): Agreee with Kevin
- Emilio (1001028667815746488): Related paperwork and required support documentation to validate data
- Suzanne (1001423356199857213): clear definitions with flexibility to customize
- Karla M. (1001306042764628903): Data validation is important.
- william (1001423815821635431): Inter agency cooperation and communications
- Mary (1001423045276995681): All case managers should use same database/tracking system\
- Lorraine (1001423803994088382): Also a consideration would be who to bring to the table for technical assistance.



# **WIOA Stakeholder Consultation:**

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- Janell (1001210839262895719): Clear concise definitions, regs, and eligibility requirements, and technical assistance
- Kifleyesus (1001423850284603389): Clear guidance and measurements, indicators that will be measured, clear policy of partnership
- Emilio (1001028667815746488): More authority for the local level
- Karla M. (1001306042764628903): I agree with Mary about using the same database for tracking critical information.
- Christopher (1001423275821269640): AJC staff will need to hav extensive training to work with individuals with disabilities and need to have clear guideness on how servies will be provided . VR will need to step up to provide trainiing and working in a coopertive spirt
- Justina (1001230442806719886): Referral process from VR and other direct service providers and opportunities to link co-enrollment and co-case management activities.
- Joe E. Pena: Joe E. Pena, my lawyer said I should remain on Medicare because it covers my disability.
- Pamela (1001423836776079200): American Job Centers really need to address real Career Services on all level for all people walking in the door. Training, Jobs Education, etc.
- Carolynnette (1001413541493404408): all agencies will need to work collaboratively to develop guidance
- Teresa (1001423357935753818): agree with mary
- Dorelia Rivera-IDHS-Illinois: Training guidance
- David (1001010442572557265): Development of the AJCs as provider for the Ticket to Work Program
- Steven (1001423247440649144): What happens when WIOA policy is not followed? What will be the extent of WIOA enforcement will problems are identified?
- Emilio (1001028667815746488): Direct Technical Assistance from DOL prior to Transition process
- Marcelle (1001112646252923817): I don't know if we need another federal database!!
- Joseph (1000926428953634746): There should be a coordinated effort of technical assistance between all WIOA partners. Partners have a variety of TA centers and there should be a coordinated effort to not duplicate efforts and provide the most efficient TA services.
- Kathy (1001423737842895594): agree:\ with clear policy needed on partnership between onestop and VR
- Lorraine (1001423803994088382): who are the major stakeholders impacted by this new plan, is a consideration.
- william (1001423815821635431): Considering any "turf" issues for agencies to help prevent working separate for the other agencies
- Gay (1001423257342471868): Funding needs to be specifically defined and spelled out for all partners...
- Brian (1001402261558937822): A central place for storing and collecting data. Greater emphasis on partnering with VR.
- Justina (1001230442806719886): Wage limitations for working disabled vs. WIOA performance measures...hold harmless
- Larry (1000723343406002981): Local staff will need considerable training to be able to provide good service and meet the challenges of integration into the workforce.
- David (1001218859077512121): how do we hold someone accountable if they don't follow WIOA?
- Teresa (1001423357935753818): right Gay

**WIOA Stakeholder Consultation:  
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- Joe E. Pena: Joe E. Pena, I can still work at my profession Mud Engineer

# **WIOA Stakeholder Consultation:**

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### **Open Chat 5: What are the key challenges providing accessibility of programs, services, technology, and materials for individuals with disabilities?**

- David (1001010442572557265):AJCs in older buildings
- Emilio(1001028667815746488):Fund Limitation
- Kelly (1001411133275514255):Money! Funding is the primary barrier
- Tara (1000723343405970535):If AJC's will need to increase their accessibility, will states be provided the funds from WIOA to be able to budget these needs?
- Kristina (1001012336928649081):Cost and overload of cases on VR counselors
- Stephen (1001228339774785048):Calif. already does all of this...we self evaluate every 2 years and then checked by state EO office.
- Regina (1001423833355835529):funding
- Martina (1001305154265617096):Limited resources
- Alfredo (1001131247962419211):Funding limitations
- Janee' (1001423027449636868):Fund limitations
- Kit (1001423246993502157):Funding
- Marcelle (1001112646252923817):Funding funding funding to develop and implment translated printed and electronci materials, and for staff training
- Cynthia (1001029170914368556):Funding and training of staff \$\$\$\$\$\$\$\$\$\$\$\$\$\$
- Angie (1001324835071207289):1. Key challenges will include funding not only for the programs, services, technology and materials needed, but also for the staff training. SP staff are trained for case management of adult, DLW and youth, but are not trained for those who may have a significant disability. Those individuals were and are typically referred to Vocational Rehab for assistance. Training would be a challenge with limited funding and resources in the area.
- Lorri (1001423851090453388):funding
- Wendy (1001331029015794887):funding
- Amie Lulinski:inclusion of all disabilities, including those who have intellectual and developmental disabilities which effect cognition
- Cynthia (1001029170914368556):Funding and training of staff \$\$\$\$\$\$\$\$\$\$\$\$\$\$]
- David (1001411948825050017):Funding
- Jeff (1000723343405999143):Key challenge is programmatic accessibility.AJCs are physically accessible, accommodations are readily available, however, local operators are not necessarily willing to serve ALL individuals who are eligible for services.
- Julia (1001423737421713910):Money and the understanding from all partners of the needs
- Emily (1001423740839334777):Accessibility isn't just about physical access, but also communication.
- Scott (1001423834617138805):funding
- Donna (1001104640660900803) 2:funding is the primary barrier.
- Marty (1000723343405975337):Appropriate funding to meet individual needs; older facilities (where one-stops are located)
- Tracy (1001423740318884295):Funding
- Sharyn (1001206954288570535):Need better assistance with working with deaf, hard to find interpreter and interpreter service is expensive
- Lorraine (1001423803994088382):Funding is major.
- william (1001423815821635431):Not all Consumers have computers or internet access
- Christine (1000723343405969914):Funding of course.Would like to see the Navigator role of yore

# **WIOA Stakeholder Consultation:**

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- be resurrected, institutionalized and funded.Coordination with Ticket to Work needed.
- Scott Jacqmin:Cooperation from our AJC partner - the biggest barrier to employment of PWD.
- Lee (1000723343405971356):We would benefit from additional funding to cover the costs of updating our assistive technology and other equipment used in providing accommodations to individuals with disabilities. We would also benefit from sharing of best practice solutions implemented by other WIBs and One-Stops. Beyond that we would like general guidance with maximum flexibility at the local level to determine how we will comply with WIOA Sec. 188 (and related provisions) and ADA.
- Jessica (1001423160549716391):Lack of transportation in rural communities and transportation being a non-reimbursable activity
- Karen (1001335443301786640):Funding and training
- Alexa (1001423453296040926):community buy-in
- Nancy (1000723343405972078):We already do this in our one-stop.What are the strengthening provisions?
- Sarah(1001423840497032785):Funding
- Jessica (1001423157631720406):Transportation
- David (1001411948825050017):Training of staff
- Lorilei (1000723343405975330):Funding and coordination of services, getting clients to disclose a disability
- Martina (1001305154265617096):not all staff has adequate training
- Carolynnnette (1001413541493404408):limited funding
- Emilio(1001028667815746488):Procurement limitations
- Anelalani (1001423471718233156):Funding
- Sarah (1001423741562964871):limited resources, limited funding
- Janell (1001210839262895719):Lack of understanding, education, money
- Regina (1001423833355835529):lack of knowledge of programs available
- Angel (1001132550328863563):The cost, consistency and maintenance of this equipment
- Monica Bartlett:Funding
- Marianne (1000723343405987380):access for all is a barrier...right now access for some
- Nancy (1001400257795812078):Anticipated poor performance negatively impacting future funding.
- David (1001218859077512121):lack of self disclosure.
- Emilio(1001028667815746488):Policy
- Karla M.(1001306042764628903):When applicant do not disclose they have disability, it is difficult to address some of their needs. And of course - FUNDING and Expertise.
- Daniel (1001423040217690633):the higher % on out of school youth means fewer youth with disabilities in high school will have an opportunity to participate in work experience which is key to preparing for future connections to the labor force
- LaRoya (1001310057501868288):Funding and community support
- Dehryl (1000723343405992922):Coordination with partner organizations
- Kit (1001423246993502157):Training
- Krista (1001423045243700350):Limited resources
- Alicia (1001423044035205297):Funding for disability navigators were cut/eliminated -successful program
- Susan (1001423453924216577):Program access means serving people with disabilities equally and not referring everybody to VR so they just get put on a waiting list.

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## **Consultation with Consumers, Advocacy Groups, and Direct Service Providers on Services for Individuals with Disabilities (8-26-14)**

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- Carrie (1001402354014035936):the need for the accessibility is always changing with increased costs
- Tudy (1001019536004070659):Lack of public transportation, Funding, lack of training and knowledge of AJC staff/local areas
- Samantha (1001423755495195260):accomodations and accessible technology can be expensive \$\$- need funding for these technologies, such as screen reader programs for the visually impaired
- Monica Bartlett:Transportation in Rural areas is a huge barrier
- Cari (1001423779729185001):attitudinal
- Amy (1001423360590742515):training staff to know what accessibility options are
- Claudia(1001131864979164189):Disconnection in services
- Larry (1000918362286532370):improved outreach to MSFWs and Bilugual services
- Lisa (1000922701322763388):These provisions should be seen as universal design principles rather than for one population.
- Martina (1001305154265617096):Voc Rehab vs AJC...chstomers have choices
- Rod (1000723343406007894):funding, staffing, education and ongoing training - WIOA seeks to open the door wider and needs to be considerate of the longer service time frames, additional monies required to provide accessibility services, implications to performance, inadequate funding under WIA, etc.
- Stan (1001407753531158473):capacity to serve individuals with disabilities
- Kathy (1001423834595011176):transportation and low expectations
- Kathy (1001423737842895594):computer systems are outdated and not compatible with accessibility software
- Sarah (1001423741562964871):Lack of employers, partner, training
- Carolynnette (1001413541493404408):lack of trained staff and strong partnerships w/VR
- Lorri (1001423851090453388):lack of staff training and understanding
- Anelalani (1001423471718233156):Transportation
- Gay (1001423257342471868):Staffing challenges, limited funding for training staff and updating equipment and facilities
- David (1001010442572557265):Communication and Buy-In of Execfutive staff at partner agencies
- Dara (1000911057271747878):training for the staff in the AJCs to assist those individuals with disabilities; in Louisiana, our LRS will train the local staff on how to use special equipment, etc.
- Racquel (1000920838502434777):the cost of American Sign Language interpreters.
- Martina (1001305154265617096):Transportation
- Paul (1001423148343911174):Training for staffon how to handle disability issues
- Jim (1001331652691265277):Barriers between agencies understanding who is responsible for what
- Jenny (1001106049223324350):transportation is our biggest barrier
- Krista (1001423045243700350):Effective communication between programs
- Michelle (1001423141380902769):Updated technology for accommodations, training of staff, inclusion of persons with disabilities from various agencies and programs
- Diana (1001422755358635297):We already do this.
- Edward (1001423760027854645):providing true universal design for individuals with disabilities
- Karen (1001423346720631060):Friendly & patient staff who are well trained in all the different disabilities. Providing actual interpreters for the deaf.....providing special equipment and



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- accessibility needed to serve the clients. Money of course!
- S (1001423847856742118): Client awareness of available help instead of struggling, competent evaluators, employer support of accommodation provision, coworker support, funding
- Kifleyesus (1001423850284603389): lack of funds, lack of awareness, lack of diversity
- Nancy (1001400257795812078): Lack of knowledge how learning and other invisible disabilities manifest themselves or how a caseworker can help a job seeker get around them.
- Amie Lulinski: Waiver funding of certain technologies
- Robin (1001423836510400713): There are a plethora at every level - being able to assess appropriately, location/physical access to facilities, extra time to work with people with disabilities; staff trained in working with people having disabilities...the list just goes on and on.
- Terry (1001423253901284501): Different standards set by colocated partners.
- Monica Bartlett: funding to provide technology options
- Racquel (1000920838502434777): Adequate spacing
- Heather (1001408358197553850): WE need funding to be able to have staff to work specifically with individuals with disabilities, as well as adjustments in the common measures for those with severe disabilities.
- Waleska (1001423732114919685): transportation
- Edna (1000723343406004949): funding limitations, retrofitting of older buildings, equipment location for small rural areas where even getting the needed equipment is difficult.
- Elizabeth (1000723343405973670): Example: funding for ASL translation for participation in long-term occupational training
- Jim (1001331652691265277): Training on AT
- Steven (1001423247440649144): Funding allocated for job seeker transportation.
- Barbara (1001418334713057126): an "open mind" can be a challenge to staff members who think something can't be done!
- Shelly (1000723343405994605): Funding is a barrier. Training for staff may be a barrier. Equipment out dated and/or lack of in all of the AJC's.
- Martina (1001305154265617096): education employers
- William (1000723343405992371): The key issue is labor intensive nature required by the ADA population, small staff sizes at the smaller local AJCs, and a desire of the ADA programs to simply refer their client to the AJCs without providing the necessary added support.
- Daniel (1001423040217690633): funding for assistive technologies and infrastructure remodeling
- Monica Bartlett: training
- Armando (1001331630118182510): Front line training a must!
- Bryan Russell: Cost of maintaining rarely used equipment. Question of how is it accessible. Can the AJC use a contracted provider as we already do?
- Korrie (1001324673047577338): Remove the requirement for centers to have a TTY and replace with updated technology
- Norma (1001102880439698434): funding; staff capacity building; partners "buy-in"
- Douglas (1001201041928963908): Job center staff need training in making programs accessible. Even scheduling a sign language interpreter is seemingly very difficult for some centers. Physical accessibility is fairly easily resolved.
- JoAnna (100100905554098183): Funding is the challenge. JC refer to VR so that they have the ability to tap VR resources. I don't think this is problematic as long as the PWD gets served and doesn't land on a wait list.
- Anelalani (1001423471718233156): Employer incentives
- Brian (1001402261558937822): Having a depth of knowledge regarding accommodations and full

## **WIOA Stakeholder Consultation: Consultation with Consumers, Advocacy Groups, and Direct Service Providers on Services for Individuals with Disabilities (8-26-14)**

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access. This is a specialized skillset; and it could intimidate the majority of workers in the AJC. Development of a new list of core competencies will be vital for increasign the access for persons with disabilities.

- Rod (1000723343406007894):significant guidance related to Voc Rehab and WIOA programs partnering is needed
- Susan (1001423453924216577):Providing services on-line for people who havs transportation issues or cannot afford gas.
- Michelle (1001423141380902769):ensuring identity and confidential information
- Justina (1001230442806719886):Our AJC centers are physically equipped under WIA; additional auxillary aides, technology, and equipment would be needed to expand services in the AJCs; staff development is essential.
- Greg (1001423357283248150):Since it will now be mandatory for the WIA providers and the employmen service to be co-located it shouldn't create too many barriers. Both are used to complying with ADA requirements and their facilities should be sufficient.
- Lorri (1001423851090453388):staff understanding how to use AT options
- Martina (1001305154265617096):Voc Rehab Business Services working closer with Business Services in the AJC
- Kifleyesus (1001423850284603389):Lack of trained professionals
- Daniel (1001423040217690633):appropriate staff training in serving people with disabilities, including hidden disabilities
- Sami (1001423440921565001):colaborating with other agencies such as school districts, DVR and ARC to get the word out and defining their roles so as not to duplicate services - lastly - funding for a paid staff person to coordinate this locally
- Claudine (1001000543919239208):Funding, transportation,and equipment
- Jessica (1001423160549716391):Rural settings not having the resources, funding, knowledge to assist students and adults with these services, technology, materials, programs, etc. They need better education and better resources
- Claudia(1001131864979164189):Awareness in the community of the services available
- Kathy (1001423834595011176):lack of seasoned job developers
- Alexa (1001423453296040926):reliable and timely transportation
- Donna (1001104640660900803) 2:also not being able to own property, in a leasing arrangement, we don't have control over accessibility
- Donivan(1001423831181088793):Money, Manning, and Resources... What are the key challenges providing accessibility of programs, services, technology, and materials for individuals with disabilities? Transportation, technology, communications, vetting, tasking, tracking.
- Monica Bartlett:costs associated with training -- not being reimburseable by funders
- Edna (1000723343406004949):limited public transportatiaon that does not always have capacity for disabled individuals
- Bridget (1000723343406001332):Agree with Armondo - training for frontline staff is going to be critical
- Larry (1000918362286532370):MSFWs need training how to use Techhnology for accessing services
- Marianne (1000723343405987380):supports under IDEA may be very different under DOI specification(ADA)
- Marcelle (1001112646252923817):funding to upgrade assistive technologies at AJCs
- Tiffany (1001134949699095916):Definitely funding. The GVMT doesn't view persons with disabilities as high priority, so the programs get less \$\$

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- Barbara (1001423034002563491):connecting, marketing, engaging them, recruitment
- Michelle (1001412053817496160):Update to technology and Training a MUST
- Emily (1001423740839334777):Communication is especially an issue for people with short term memory issues, language access, expressive communication limitations
- Mark (1001423350010611626):will there be subsidies available for employers to employ disabled participants?
- Robin (1001411343884136195):Evaluate the staff providing services to find out what they know and then fill that knowledge need
- Norman (1001131250441409256):State building requirements. Also doing the biennial assessment. Should have funding to have an expert do these assessments or have the State do them rather than the locals.
- Jim(1001423751725966720):Transportation and business willing to take a risk
- Joan (1001423728283885534):While funding is a problem, the main barrier is the lack of available jobs in general and especially jobs for people with severe disabilities
- Gregory (1001423752863751611):Funding made available for the proper technical equipment and training to use that equipment
- Susan (1001116548887550947):How can you serve all these differing barriers to employment and have annual performance goals? Major barriers cant always get solved in a particular year...and dont forget about the barriers employers bring to the challenge
- Sami (1001423440921565001):we also need to work with CCBs and parents
- Juliet (1000723343405983138):Many career center have accessible stations but state agencies can't agree on who updates those items or how to pay for items to assist customers in the career center; Need funding for technology upgrades in AJC's; TA needed is training for staff on how to best use the new technology
- Tom (1001423758776846829):Training is needed to ensure staff present no attitudinal barriers to accessibility and present with a clear expectation that employment is the first and preferred option for individuals with disabilities who rely on public assistance benefits
- Heather (1001423742590687573):Stronger partnership with OVR
- Leigh Ann (1001423356583014874):SSI/SSDI beneficiaries are always very concerned about how working will affect their benefits.Having staff trained in work incentives and benefits management is critical to providing these services to individuals with disabilities.
- Gay (1001423257342471868):Rural vs urban AJC offices....transportation and accessibility to services for customers
- Marie (1000723343406010608):Removing barriers and disincentives to employment for persons with disabilities
- Amie Lulinski:breakign down of attitudinal barriers people with IDD experience
- Paul (1001423349401081922):Finding a balance between what we \*want\* to provide and what they will experience in the reality of the workplace.It is important to not set unrealistic expectations during our work with them which the workplaces they will ultimately enter do not live up to.This would lend itself well to increased collaboration between WIBs and their local business community.
- william (1001423815821635431):training for agencies to better access the services on behalf of the COnsumers as a way to help them be more independent for future services... again "inclusion in the service community rather than isolation"
- Howard (1001423162511748643):Additional funding should be made available to allow local areas to enhance accomodations in their career centers.
- Anita(1001333839114852592):No resources in rural areas

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- Steven (1001423247440649144):Coordination with major transportation providers in each state, on a contractual basis.
- Jessica (1001423160549716391):Lack of funding for supported employment and career exploration
- Robin (1001423836510400713):Is this going to eliminate waitlisting for VR services/order of selection? If so, that is a good thing.
- Wendy (1001331029015794887):staff training needed on working with individuals with disabilities, community partnerships
- Kimberly(1001422743757824311):interagency agreements and meetings for funding and servicing
- Shelly (1000723343405994605):Educating Employers and/or Training Partners on special needs to accommodate individuals with disabilities.
- Carol (1001011078877613962):need intensive and continuing staff training.Also, cost for interactive website, assistive technologies, interpreters
- Judy (1001423850502247460):Need to be aware that this does not just refer to buildings being accessible - but that services and supports are available to all and provided in more than just one way (i.e. not just referring people to VR for services)
- Frank (1001423766872128454):funding, training and staff awareness - ongoing training so entire staff is aware of how to assist - previous had training for specific individuals in each center but staff turnover meant loss of trained staff in centers.Inclusion of other staff, specifically IT to help support - help desk forhelping staff through issues
- Angel (1001132550328863563):Ensure all centers are accessible
- Denise Yoggerst:Will specific federal guidelines be given to States, which would ensure that a certain percentage of their 15% Discretionary Fund allocations be used to subsidize employment programs for individuals with disabilities through the open procurement process?
- Alexa (1001423453296040926):enable more earning without risking losing health benefits
- Kathy (1001407943972724201):ongoing training for AJCs staff
- Carolynnette (1001413541493404408):lack and or limited co-located VR partners in AJC's to better services PWD
- Robin (1001411343884136195):Evaluate the buildings and programs for accessibility and knowledge of technology and regulations (laws and administrative rules) to providing access
- Beth (1001325556531877978):resources and funding for equipment
- Michelle (1001423141380902769):WA state is losing a lot of funding and lay offs across the state reduces staff in AJCs. This hurts the customers we serve.
- Lorraine (1001423803994088382):We will need to identify those youth with disabilities who have fallen through the cracks in the high school system.The percentages are quite high here in Western Washington.
- Arleen (1001306551219493516):Funding for Disability Program Navigators
- David (1000919832083688852):Needs-based criteria to employment services (including disabilities) narrows political consensus to supporting governments role. Universality to access is a way to obtain public support and funding.
- Christine (1001423049905199339):with all the funding limitations, try to find ways to provide resources to us (i.e. Training curriculum for staff) so we aren't individually trying to recreate or procure these
- Kathy (1001423834595011176):time-providing quality career services for people with disabilities takes time
- Nancy (1001400257795812078):Training not being appropriately adjusted for adults with learning



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disabilities. Adults w/ LD need different supports than say, hearing impairments or wheelchair use. Teaching materials need to be adjusted - just one example. People who don't know what it's like to have LD and haven't been trained can't be expected to know how to change current practices. Even things as simple as giving directions.

- Kifleyesus (1001423850284603389):eligibility requirements
- David (1001423758422370033):Lack of MONEY !!!!!
- Jan (1000723343405991138):Our AJC does not have the money or the space to duplicate what's in place in our local VR office nor do I think duplication is a goal; it must be determined what's the right balance of staffing and programs to be provided at AJC prior to referral to the VR folks because our VR office is amazing
- Karen (1001423346720631060):Need access for rural communities who lack transportation and resources to reach the nearest AJC center.
- David(1001423149863799423):educating staff and customers on program benefits
- Arleen (1001306551219493516):Staff Development
- Martina (1001305154265617096):Accessibility people with disabilities have in the rural communities in regards to transportation to the AJC's
- Terry (1001423253901284501):DOL should establish partnerships with agencies such as JAN (Job Adapability Network?) to assist local WIOA progrmas.
- Claudia(1001131864979164189):Not enough counselors at State Dept. of Rehab
- Gina (1000907756501127866) 2:Challenges in providing services and support in rural counties
- Marcelle (1001112646252923817):I agree, jobs and employers amenable to hire people with disabilities is critical -- need to have "business services" staff working to develop employers and jobs
- Claudia(1001131864979164189):Case overload
- Mike (1001324761102251877):Staff training and expertise on serving the population
- Justina (1001230442806719886):Limited resources in local areas may be of issue with competing demand for services.
- Karla M.(1001306042764628903):What about the mental healthportion of disabilities, not only the physical aspect?
- Teresa (1001423357935753818):Training
- Juliet (1000723343405983138):make sure vocational rehabilitation remains a full time partner in career centers; assisting with training on new technology
- Emilio(1001028667815746488):Awareness, system partner integration and commitment
- Joseph (1000926428953634746):Historically, local areas are not accessible and often rely on the local VR agency to 'make the one-stop accessible'.All partners need to work together to assess local workforce systems barriers to accessibility.Infrastructure funding needs to address accessibility and a separate funding stream needs to be created for this purpose.
- David (1000723343406000234):Focus only on physical accessibility, and accessibility of individuals with sensory issues, and not focusing on access for individuals with mental health issues, significant learning issues, and intelletual disabilities.
- Howard (1001423162511748643):Accomodations are not always readily available. Some have to be procured from outside vendors before customers with disabilities can be served.
- Suzanne (1001423356199857213):funding for Autism and mental health pre-employment services, internships and jobn readiness
- Tom (1001423758776846829):In El Paso, we have found the Disability Subcommittee to be useful to provide local technical assitance in these areas
- Jim (1001331652691265277):Rules for VR around eligibility limit counselors ability to participte



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as full partners

- Scott Jacqmin: Line staff and Managers that are 'empowered' to be interested in the success of customers. How to cut out dead wood is a better question.
- John (1001423341652577661): In terms of working with an ID/DD population, technology has never been more accessible and affordable than it is today. Through the use of computer apps alone, hundreds and hundreds of them, we have seen near miraculous improvements in the day to day functioning of people with the most significant disabilities.
- Robin (1001411343884136195): Level funding will be an issue with the requirements for people with disabilities expected to work by the general public.
- Edna (1000723343406004949): consideration and accommodation for customer privacy since most services are in big combined rooms with other clients
- Christopher (1001423275821269640): Lack of funding to help with the infrastructure both with Technology and with buildings upgrades to meet the ADA requirement. Local Area, can not afford these high cost to ensure that all AJC are ADA compatible
- Larry (1000918362286532370): Disabilities partners need to be located in AJC
- Janee' (1001423027449636868): agree with Marcelle
- David (1001010442572557265): Make sure we don't pigeon-hole all disabilities into one neat package. There are many differences in the needs of individuals with disabilities, and we often forget to look at each individual as exactly that - an individual.
- Donna (1001104640660900803): Will reasonable accommodation definitions be changed?
- Jessica (1001423157631720406): Local business in my rural area are not interested in working with this population.
- Laura (1000723343405978069): Ensuring that AJCs have access to ongoing technical assistance and training related to access.
- Emilio (1001028667815746488): More authority for the local level
- Tiffany (1001134949699095916): Also, transportation to the workplace is difficult in many areas. There are many resources to find a job, but not how to get there.
- Janice (1000723343405979999): Policy that makes access to services and technologies a priority. Getting services for people with disabilities into a high priority, high profile status.
- Lisa (1000922701322763388): So many accessible work stations were put into the one stops in years past and have continued to collect dust for years..
- Susan (1001116548887550947): Set standards for qualifications for "counselors" to be sure of competencies
- Barbara (1001418334713057126): I don't see funding being a huge barrier if partners are included and existing resources utilized in new, creative, useful and meaningful ways. I believe that trained, skilled facilitators can help local regions assess the needs and build systems without the need for substantial new funding. New funding should go into programming and services not capital improvements or buildings.
- Kevin (1000723343405988708): I think we could all do a better job communicating that AJC's actually have technology to assist customers with disabilities. Often this technology is available now, but not utilized, again, due to a lack of marketing to the general public about the capabilities of the AJC to serve individuals with disabilities.
- Monica Bartlett: consistency in information/communication from state agencies -- get different messages depending on what area of the state you are in. Voc Rehab, DHS
- Michael (1001423733696026568): People with disabilities are sometimes hard to track down
- Alexa (1001423453296040926): Support with costs of starting own business/microenterprise
- Nancy (1001400257795812078): People with LD who are already struggling often won't want to

# **WIOA Stakeholder Consultation: Consultation with Consumers, Advocacy Groups, and Direct Service Providers on Services for Individuals with Disabilities (8-26-14)**

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sign into additional training - it's intimidating. From their perspective, why would they sign on to something that caused stress and sense of failure as a kid?

- Kia (1001423248247367720): Accessibility services are a challenge with regards to dual enrollment in provider services. The coordination of workforce development services with partnering disability services is difficult in regards to transportation, translation, hand off, and case management. So partners do not have job readiness workshops or do not have the capacity of one on one service so the ball may drop in the coordination of services.
- Sarah (1001423741562964871): NEED EMPLOYER TRAINING PROGRAMS FOR DISABLED YOUTH IN INGLEWOOD, CALIFORNIA!
- Michelle (1001423141380902769): Arleen, I agree with you but I believe the disability navigators should be trained and certified in disabilities. Like a Certified Disability Management Specialist or the Associate Disability Management Specialist credential
- Greg (1001423357283248150): Training of staff to be sensitive, especially to our vocational rehabilitation clients, will be necessary. WIA and employment service staff will be working with more at risk populations now than before due to the mandatory inclusion of TANF and more VR clients who will be accessing the system.
- Edna (1000723343406004949): lists If technology related resources so others can make use of what someone has already discovered as a good resource
- David (1000723343406000234): Training providers need to comply with accessibility requirements - it goes beyond the AJCs.
- Susan (1001203830305610463): Training all staff on learning disabilities. Most staff do not believe they exist or how they affect a co-worker.
- Amie Lulinski: collaboration between state agencies (e.g., BOR and VR)
- Wendy (1001331029015794887): So, there are already services that are providing this.....AJC's need to work with these agencies without having to recreate what's already being done.
- NEMO WIB: lack of funding to provide necessary equipment and materials
- Armando (1001331630118182510): Technology constantly getting updated (keeping up to date can be difficult and costly)
- Amie Lulinski: BOE and VR
- Robin (1001411343884136195): Helping personnel learn about technology and then maintain and use that knowledge is key to getting them to use it with or for people with disabilities.
- S (1001423847856742118): Those with invisible disabilities need to feel safe disclosing and asking for/getting help
- LaKesha (1001423849537669825): The main barriers that I have encountered is transportation and Lack of family support. The support system is discouraging them from working and/ engaging in activities that can strengthen the individual through secondary education, vocational training, or on the job training. There is a fear of loss of benefits across the board or the mentality .... If I don't try, then I cannot fail. There is also the barrier within the outer lying counties of the minimal interaction with service providers.
- LaRoya (1001310057501868288): Work stations and technology
- Jessica (1001423160549716391): need some kind of standardized and easily accessible/affordable curriculums for job seeking, job preparation, and career exploration
- Joe E. Pena: As a Mud Engineer, or Drilling Fluids Technologist I work from a Lab, inside my vehicle, away from the mixing tanks on a Drilling Rig, to prevent contamination, or a trailer house on location, with one room as a lab, looking for work!!
- James (1001423839805601184): Lack of funding and access to qualified workforce development

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- professional service centers
- Martina (1001305154265617096):Community Mental health centers and the creation of synergy between them, Voc Rehab and the AJC's
- Marcelle (1001112646252923817):"Case Overload" may be accomplished by partitioning duties -- one case manager does not have to have expertise in EVERYTHING to serve a customer -- have a team approach with members specializing in certain areas
- Kathy (1001423834595011176):a funding mechanism for natural support
- Tiffany (1001134949699095916):Many visually impaired persons (including myself moved to a city with better and reliable transportation)
- Sami (1001423440921565001):individualizing plans to meet the needs of the person with a disability - job development vs pushing individuals through a program and then plopping them in a site where there is not interest and excusing that because "it's an entry level job"
- Claudia(1001131864979164189):Lack of family support
- Nancy (1001400257795812078):Episodic mental illness is an issue. How can we better help these folks? We can't just toss them away/ignore them. We need flexible training and employment that will allow for bad days, long series of bad days, etc and still welcome them back to work when things are better.
- Jim (1001423537484455349):availability of work to be able to employ people with developmental disabilities.
- Laura (1000723343405978069):Performance measures that discourage AJCs from serving individuals with disabilities in spite of being an accessible center.
- Robin (1001411343884136195):The technology needs to be maintained and replaced - level funding will not assist with that - unless the technology replaces live people
- Larry (1000723343406002981):Keeping the available technology up-to-date on an ongoing basis.This will require additional funding.
- Mike (1000723343405998497):Monitoring of AJCs & service providers by WIOA staff for physical accessibility; incredible amount of time needed to perform physical accessibility assessments; lack of expertise of WIA/WIOA staff to perform these assessments
- Cynthia (1001029170914368556):is there a reasonable accommodation standard
- Racquel (1000920838502434777):partnerships with trained clinicians for customers with mental health disabilities
- Armando (1001331630118182510):System compatibility to support technology
- Mickayla (1001113749594319685):training related to in-demand occupations in our area tends to be either very physically or mentally demanding work (lots of manufacturing/technical work as well as higher level healthcare--we have an abundance of CNAs) tends to exclude many of the PWD seeking training services in our area
- Kia (1001423248247367720):Employer training programs would be a good investment as finding disability friendly employment is difficult.
- Scott Jacqmin:Having Centers be willing to engage in process/protocol to actually provide meaningful services to PWD, beyond lip service and a blanket statement that they are in compliance.
- Karen (1001335443301786640):Agree with Nancy - flexible training and employment...
- Barbara (1001418334713057126):Let's finally get to common applications and forms and to a data system that can contain individual needs, assessments, case management, education and training and job placements, support subsidies, etc
- NEMO WIB:challenges in rural areas to provide accessibility
- Marcelle (1001112646252923817):People/adults who have been disabled for a long time and are

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- now able to work need help to get job ready
- Maureen (1001314376659314385):It is hard to get training for staff on accessible software. Our County IT dept says they just install it; they don't train people how to use it. Our DOR partners say it's not our site so we can't help you learn it. What ends up happening is that staff aren't trained and the attitude is that the PWDs must know how to use it. Staff really want to feel competent with setting people up on using it; we have great turnover of temp (W2W workers) so we would need to have constant (frequent) training.
  - David (1000919832083688852):Why not allow everyone to obtain access. Let physicians be the gate-keeper to specific services being made available. Why should we limit the flow to obtaining services?
  - Kifleyesus (1001423850284603389):The technologies are not accessible for all communities; minority communities are not using the limited resources
  - Martina (1001305154265617096):Hours of operation...maybe having all AJC's open one day a week to offer evening hours to those who lack transportation in the day.
  - Justina (1001230442806719886):Set a side funds to support the need for additional resources, training development and technical assistance would be great!Listing of partner resources available by counties for access.
  - Lisa (1000922701322763388):Perceptions and misperceptions of serving "people with disabilities" is the greatest challenge.
  - Rod (1000723343406007894):there will need to be significant guidance to WIB on developing a labor market/employer relationships to result in quicker employment placement for individuals with disabilities
  - David (1001423758422370033):Agrre with ksren
  - Judy (1001423850502247460):Remember that there are hundreds of Employment Networks across the country ready to provide services to individuals with disabilities through the Ticket to Work program
  - Gregory (1001423752863751611):Education as to what equipment is available. Many have no idea what Assistive Tech exists, nor how much it would improve their access to employment and their performance on the job.
  - Amie Lulinski:lack of interstate funding portability to allow for post-secondary training at specific institutions or job growth
  - Kathy (1001423834595011176):great thought Barbara
  - Carolynnette (1001413541493404408):staff not knowledgeable of the various resources and technology to provide services to PWD's
  - william (1001423815821635431):Rural/remote locations of some Consumers and limited internet access
  - Jessica (1001423160549716391):The distance of one stop career shops for clients in rural communities
  - David (1000723343406000234):The high volume nature of the workforce sytem, with reliance on self-directed services, makes access for those with more significant support needs very challenging. Partnerships area key piece of supporting those with a higher level of need.
  - Cari (1001423779729185001):good stuff--rural--invisible disabilities awareness training---funding for training for assertiveness and feeling at ease for both able and those with needs.
  - Cynthia (1001029170914368556):is there a reasonable accommodation standard or is the rules mandatory in all cases
  - Michael (1001423733696026568):Won't the red tape just get worse
  - Angela (1001422767479823925):Funding to accomodate.Again if these are TANF clients would

# **WIOA Stakeholder Consultation:**

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TANF funds be needed to provide these services or would this be a WIOA funding since it's a WIOA requirement?

- Arleen (1001306551219493516):Staff lacks the understanding when to help a person who had no disclosed an obvious disability without crossing the appropriate boundaries.
- Eric (1001423749363269177):education as to what resources are available
- Sami (1001423440921565001):values training around how a person with a disability is viewed and why it is vital for them to find employment - what is the spirit of this law vs the letter of the law
- Marie (1001423734438841796):the local personal care assistant program requires that clients have a job before they can have an attendant help them at work. How do they get the job first without a PCA? It's kind of a catch-22
- Janice (1000723343405979999):Share best AT practices nationally and share information about related funding sources, for example, SSA Grants; DOE grants, etc. the JAN website can act as a base for a lot. So can AT related webinars.
- Emilio(1001028667815746488):Availability of properly develop assessment tools and qualified workforce
- Denise Yoggerst:We have from experience if they self identifies they generally go to the bottom of the list of One-Stops services due to the requirement performance outcomes.
- Kimberly(1001422743757824311):rural areas with limited funding for program will not provide universal services in one state.
- Angie (1001402444685096222):Having a DRC is a key for keep a focus on and support for individuals with disabilities. Funding insecurity for this position is a concern. Need dedicated staff to be a champion for individuals with disabilities.
- Morgan (1001422769030197200):Agree with Angela
- Emily (1001423848517166020):Lack of knowledge and training of job center staff relating to disabilities, barriers to employment due to disabilities, resources, community partnerships, etc
- Christopher(1001423275821269640): SharedMIS system, since most Clients do not want to go through the process of completing additional paperwork with VR and WIOA
- Susan B (1001020051660336237):Hidden disabilities that candidates may not want to mention but yet could impact their service provision or success
- ryan (1001407934959837985):adjusting performance measures so individuals seeking part-time employment are welcomed -
- Scott Jacqmin:Arleen is onto something.I like it.
- Stephanie (1001127963070713260):Training staff to serve them rather than refer them to another agency.Also some guidance/best practices on how to integrate services to individuals with disabilities who require accommodations.
- Besy(1001409430694682440):lack of support from the community in regards to refugees and language barrier
- Emily (1001423740839334777):Just give everyone an Ipad, internet, and a little training.This would solve so many problems.
- Carol (1001011078877613962):some great training programs are very expensive.
- Pamela (1001423836776079200):AJC's need to constantly leverage/ enroll Employers/Businesses etc of all kinds to sponsor events that lead/ open up opportunities to employment
- Larry (1000918362286532370):A process where WIOC staff at the local levels need to be held accountable to their local board of directors.
- Joe E. Pena:My Lawyer suggests I go back to school on a Grant, that he would handle so I would not lose my disability.



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- Amy (1001423360590742515):having enough providers
- Robin (1001411343884136195):People with disabilities do not necessarily have the access to technology as the general public. Studies have shown that they dont due to income. Everything virtual will not work
- Stephen (1001228339774785048):Huge confidentiality issues especially with "invisible" disabilities
- Nancy (1001400257795812078):Provide modules that allow AJC staff to learn the assistive tech available via MS Office, most common platforms.
- Jeff (1000723343405999143):Continued training of AJC staff may help.Demonstration of success of those "high risk" customers will help as would dynamic performance measures allowing for the time to develop successful strategies for serving individuals with disabilities.
- Daniel (1001423040217690633):Need funding for Disability resource coordiator in local AJC's
- Marie (1000723343406010608):We need statistical and technical support in identifying and classifying levels of disability, population numbers
- Jeff (1000723343405999143):.Our Legislature has provided us with funding for an employer incentive for hiring individuals disabilities.Our hope is the success of these individuals will "prove" members of this population can be successful and can improve performance.
- Lorraine (1001423803994088382): Providing training and access to youthful offenders who are transitioning back into the mainstream.
- Martina (1001305154265617096):educating all on how to maintain community partnerships on going
- Bryon (1001423843556782372):Independent Living Center partners can ramp up program accesss implementation they already do this
- Laura (1000723343405978069):Not being connected to responsive community resources that can assist with the provision of supports and services around access.
- Sami (1001423440921565001):limited understanding by staff around the potential they see in an indiviual with a disability -training on how to communicate that to employers
- Donivan(1001423831181088793):Forward Facing Public Affairs.. Open Doors for Disabilities...
- John (1001231951880034944):lack of confidential spacesfor conseling PWD at workforce centers, accessible technology on computers at workforce locations and an increase in staff to handle an influx ofpotential new referrals.
- Claudia(1001131864979164189):Training on self-advocacy for youth with disabilities
- Marcelle (1001112646252923817):yes, financial assistance and professional support for employers to hire people with disabilities would help
- Joe E. Pena:Lawyer says I should chage environment if possible
- David (1000723343406000234):Need for clear standards among workforce development staff regarding knowledge of meeting the needs of customers with disabilities as a core staff competency.

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### **Open Chat 6: What role does staff training play in achieving these requirements and what are the challenges to building such capacity?**

- Stephen (1001228339774785048):HUGH!!!
- David (1001010442572557265):This is THE KEY.
- Rod (1000723343406007894):the most important role of our
- Lisa (1000922701322763388):Staff training is HUGE and cannot be a one-time event.
- David(1001423149863799423):staff turnover
- Regina (1001423833355835529):Employee retention
- Amie Lulinski:Staff training is critical as many barriers are attitudinal.
- Claudia(1001131864979164189):Sensitivity training and cultural awareness
- Nancy (1001400257795812078):It's not just staff training, but methods / curriculum used in training programs...
- Jessica (1001423160549716391):Everyone is so spread out it is hard to get everyone in one place to provide quality training
- Tom (1001423758776846829):Use of person-first language and disability etiquette
- Eric (1001423749363269177):turnover
- Debbie (1001325935735462687):Mental Health First Aid training is a great training for any organization
- Besy(1001409430694682440):a lot of training is needed for staff
- Monica Bartlett:Job Development and assessment of client needs
- Alexa (1001423453296040926):funding must be ample to attract good staff
- Eric (1001423749363269177):providing consistent information
- Daniel (1001423040217690633):limited staff training funds
- Diana (1001422755358635297):HUGE!It would fit into our normal annual trainings.
- LaRoya (1001310057501868288):Very important, we need to stay abreast of changes and guidelines
- Jessica (1001423160549716391):no curriculums really available
- Kathy (1001423834595011176):individual and family training
- Allie (1001423052945931161):disability cultural competency
- Lorraine (1001423803994088382):Funding is a key piece.
- Dick (1001423846562073135):Job availability and employer acceptance
- Michael (1001423733696026568):Funding
- Sami (1001423440921565001):HUGE need - they get how it is different for an individual with a disability - the extra work that needs to go into both preparing the individual and the employer.
- Barbara (1001423034002563491):clear set of best practices to follow,
- Janee' (1001423027449636868):turnover and limited staff training funds
- Norman (1001131250441409256):Need to have specific training for those with disabilities by experts in the field
- Mark (1001423350010611626):Partnerships with vocational rehab services will be needed for the One-Stop to function with the disabled population.
- Daniel (1001423040217690633):disabilities are unique and individualized
- Paul (1001423148343911174):Training is essential-and needs dedicated resources. Good question to ask in local and state required plans is: What training have/will you provide to staff to assure they can appropriately serve individuals with disabilities
- Marty (1000723343405975337):training is critical if you want positive outcomes

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- Marcelle (1001112646252923817):Disability navigator as a resource for staff has been very successful for training and support.Dis Nav also can provided specialized support to a customer as needed
- Stephen (1001228339774785048):a database of disability eitiquette and diversity training best practices would be helpful
- Justina (1001230442806719886):High priority needed for front line staff training in reviewing EEO, sensitivity, career/job planning for disabled, and sufficient □accessibility to local resources.
- Dorelia Rivera-IDHS-Illinois:Guidance and cultural competency are key, of course...funding
- Emily (1001423848517166020):education on disabilities, many many types of disabilities
- Carrie (1001402354014035936):Staff training is very important -- we all need to be on the same page
- Jan (1000723343405991138):As a system, we need dedicated capacity building funds available at the local level to use for both staff training and for local WIB member training
- Michael (1000723343405980456):Getting all of the partners that deal with clients attend the trainings
- LaRoya (1001310057501868288):Funding is also a challenge
- Karen (1001335443301786640):Training is KEY - comfort level, sensitivity, understanding that you don't have to be an expert in a particular disability provide excellent service to a customer
- Gwen (1001032152985194696):Disability training should be mandatory for all Job Center staff and partners
- LaToya(1001404834953646401):Agree with Lisa
- Carol (1001011078877613962):Staff training is ESSENTIAL but must be spot-on and continuing.Funding is biggest barrier.gchallenge.on-po
- David (1001010442572557265):Disability awareness, etiquette and understanding one's own prejudices is the key to a successful "universal AJC system!
- Rod (1000723343406007894):disability navigators would be a good thing to explore in terms of efficient training of qualified staff
- Jessica (1001423160549716391):It is going to play a huge part. There also needs to be business and community training.
- Lorilei (1000723343405975330):Actually scheduling time to conduct training
- Robin (1001411343884136195):Not every staff person is predisposed to training about technology. There is a substantial gap among staff who want to work with people to attain employment and the ability to successfully engage with technology.
- Adrian (1001423835091209055):most people come into this field without relevent education and training and so it's really important!
- Barbara (1000913152943836118):Staff Directory in each office, along with each person's key role.
- Carolynnette (1001413541493404408):staff has the primary role in the provision of services, the challenge is in providing them with training, and funding needed to adequatley implement services
- Cynthia (1001029170914368556):we do not have a capacity building unit.more direct trainers for continuous training on technology related equipment.
- Nancy (1001400257795812078):Two sets of training: one that is sequenced for new staff and one that is "brush up" or annual training.
- Anelalani (1001423471718233156):Training in understanding the intention of the act so that agencies can develop and grow programs.
- Michelle (1001423141380902769):Staff training should be mandatory. However, people trained to

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work with people with disabilities for more than a 4-8 hour session is needed. Someone with a certification in working with people with disabilities should be considered.

- S (1001423847856742118):Funding for training to keep up with fast changes in technology; webinars are a great way to reach working professionals.
- Beth (1001325556531877978):Staff training will be critical and funding for training and locating qualified training such as nvti will be a challenge
- Lorri (1001423851090453388):staff turnover and lack of funding for on going training
- Armando (1001331630118182510):Staff turnover and organizational intelligence
- Anelalani (1001423471718233156):Training to employers
- Janell (1001210839262895719):On-going training due to staff turnover and info./tools /A.T. change rapidly
- Kelley (1001423448588176308):Limited staff training budget.
- Korrie (1001324673047577338):Give the WIBs the resources needed to provide training at the AJC
- Tudy (1001019536004070659):Training staff to understand behaviors associated with nonvisible disabilities such as TBI, PTSD, cognitive disabilities, Parkinson's, etc.
- Robin (1001423836510400713):Do you mean short-term training or appropriate pre-service preparation? There is NO WAY that short-term training is going to be adequate for staff not already knowledgeable in addressing needs of PWDs. Is there going to be sufficient funding and incentive to hire and retain qualified professionals, especially given the watering down of the WIOA standards for new VR hires?
- Kristina (1001012336928649081):Staff sensitivity training.
- Claudia(1001131864979164189):Not just training for staff but provide information to the individual about the importance of self-disclosing in order for them to receive the services available
- Susan (1001116548887550947):there are no req uirements for staff qualifications for service provision so you can have almost any type of person expected to understand and deliver "quality" services. providers do not even have to demonstrate competency or staff qualifications - if contractors.
- Karla M.(1001306042764628903):Huge. Very important as it helps to decrease burn-out. Sensitivity to language, culture, sub-culture, and the varying diagnoses would help equip staff in how to deal with customers of multiple ability levels.
- Kathy (1001407943972724201):training must be ongoing and standards reinforced
- Donna (1001423363934449199):Important, high priority.Time issues for training
- Pamela (1001423836776079200):I agree, regular staff at AJC's generally don't have a clue how to really support the job find process when your disabled.
- Sharyn (1001206954288570535):AJC Staff and leadership need sensitivity training this should be required.The training will help with staff buy in to provide services to People with disabilities as they would be more comfortable.
- Amie Lulinski:consider partnering with the University Center for Excelence in Developmental Disabilities in each state to work on the training of VR staff related to people with IDD
- Martina (1001305154265617096):it is not only physical barriers but other basic needs, which staff need to be aware of before working with customers.
- Susan (1001423453924216577):People can only be experts in a limited number of things,. Expecting AJC staff to know eveythning is unrealistic.Integrated services are critical, but collaboration with community resources (including subcontracting) who specialize in various things such as work incentives counseling will be much more effective.
- Carol (1001423843035985382):Staff training is critical to keeping communication open and

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consistent. Breakdown in communication is often how problems arise

- Emily (1001423848517166020): training on barriers of employment due to disabilities
- Heather (1001408358197553850): Ongoing training on reasonable accommodations and how to help those individuals with extra barriers. It's much more difficult and time consuming
- Mike (1001324761102251877): Training plus community partnerships with Goodwill, Voc Rehab and others. Experienced staff a plus!
- Larry (1000918362286532370): Better local board training so local WIOA staff are held accountable and reaching this population.
- Cynthia (1001029170914368556): training on employer education
- Kathie (1001423837229272517): awareness of public that youth with disabilities are just youths looking for jobs
- Julia (1001423737421713910): Time, money and staff attitude. After all we cannot close, conduct training and upgrade staff abilities/equipment, then reopen, we are going to have to do this on the fly. Attitudes will be critical.
- Monica Bartlett: How to get employers interested in employing individuals with disabilities -- especially those with the more severe challenges.
- Paul (1001423349401081922): Staff at the One Stops can only offer those services that they are aware of and understand. They cannot speak effectively to a concept that they are not trained upon. Likewise, most clients will not show interest in a solution (no matter how great it might work for them) if the person they are working with at the One Stop is not able to effectively explain what it is or its value.
- Wendy (1001331029015794887): HUGE----considerations in working with individuals with disabilities.....sales-----in some aspects there is a bit of sales training needed in making placements.....partnerships----developing them.
- Karen (1000907740183547265): While most of the training institutions we have in the area are handicapped accessible with regard to the facilities, few have programs that address individuals with learning disabilities
- Anelalani (1001423471718233156): On-going inservices for staff after initial trainings.
- Arleen (1001306551219493516): Not only sensitivity training but also, the legalities of how to properly address a disabled person without crossing inappropriate boundaries; legalities.
- Laura (1000723343405978069): Training is not uniform or consistent and what might be considered access in one center is not considered access in another. Staff training must not be a one-time thing and must take into consideration staff turnover.
- Kimberly (1001422743757824311): disability training for staff working with staff with disabilities
- Janet (1000723343405980720): Staff training is of utmost importance! They are the ones on the front lines making things happen. Challenges are providing the training a consistent and timely fashion.
- Nancy (1001400257795812078): How different cultures view mental illness, physical disabilities, emotional disabilities, government assistance, etc. Perspective training, I guess...
- Karen (1001335443301786640): Difficult to schedule training - staffing is so lean in the AJCs- staff turnover
- Jessica (1001423160549716391): time and money are major factors
- Scott Jacqmin: Staff training should be delivered by an agency outside of the current culture, lest the training evolve as a mask to continue the same old tired practice of non-service to people with disabilities. Trainers should be accountable for their training. Staff and Managers should be accountable for the training they receive.
- Paul (1001423148343911174): cross training would be great. AJC staff train folks in voc rehab and



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VR staff train AJC staff

- Carolynnette (1001413541493404408):another challenge is having ongoing training to allot for turnover and changes
- Martina (1001305154265617096):It is about making the customer feel WELCOMED and at EASE when coming into our AJC's
- Shannon (1001423054479672401):Il
- Janet (1000924670427389885):Staff Training materials should be developed nationally and available free ofcharge.
- David (1000723343406000234):Disabiliy issues cannot be viewed as a "special" or separate part of staff training. In general, the workforce development system needs to focus on a higher level of competency of front-line staff. Within that,serving the needs of diverse populations needs to be incorporated, including the needs of individuals with disabilities. A universal design/universal access philosophy and approach should be at the core of thi.
- Robin Jones-Illinois:Training of staff within agencies (providers) and also for staff at state agencies huge issue that must occur to be successful in any of these initiatives
- Joan (1001423728283885534):staff training is key to success but staff also need to be reimbursed adequately to prevent turnover issues
- Teresa (1001423357935753818):Knowing the group of people you are working with and not everyone the same .
- Bryon (1001423843556782372):Deploy all tools that save time and build capacity and include real time group training across agencies, there can be no substitute for the group dynamics in such trainings
- william (1001423815821635431):Staff need to be trained and retained for continuity of service... ongoing training for skills development..
- Larry (1000723343406002981):Training is very significant and needs to be recurring to compensate for staff turnover.
- Edna (1000723343406004949):Non VR Staff need additional training to assist individuals with disabilities.This needs to include sensativity training and anti-discrimination training.Sometimes they think they are doing the correct thing and are not.Access to information for training relating to where inforamtion on various disabilities can be obtained.Layman terms that Career Services dellivery and welcome staff can understand
- Shelly (1000723343405994605):Training is the key to success in this instance.In order to be successful with a client, transparency is important when you have multiple agencies all with a common purpose.The better staff and partners are educated, the better the experience and results will be for the client.
- Steven (1001423247440649144):Clear and concise expectations from training providers and effective training, at all levels.Many times, management don't attend and understand questions and concerns posed by staff at the front line.
- Jaci(1000723343406008188):Huge need for training in serving those with untreated mental illness
- Marcelle (1001112646252923817):Include this type of training in the regular EO training offered by local EO officers during the year.REquire all staff to attend EO training every 2-5 years
- Cynthia (1001029170914368556):what are the challenges to build capacity - on going yearly training
- Greg (1001423357283248150):The main challenge will be in getting everyone to collaborate and play nicely. Unfortunately, each agency has different perspectives, goals, and reporting requirements to worry about and we need to do the best we can to educate each other and

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cooperate. It would be great if DOL could provide a couple of successful models to look at of what has worked in other states.

- Tiffany (1001134949699095916):Disability Etiquette training.
- Susan B (1001020051660336237):Staff training is a major role and all staff need education on the ADA and how the specific program or organization applies it.
- Jan (1000723343405991138):Without dedicated capacity building funds, local elected officials and other decision makers often overlook the importance of staff training in our profession
- Lisa (1000922701322763388):Accountability for those being training is also important.
- Barbara (1001423034002563491):knowledge about the resources available
- Angel (1001132550328863563):Many staff do not understand the customer challenges, i.e. information processing issues/deficits, and get frustrated with the customer.Training should assist the staff with identifying these challenges and be trained on options that would work better for those challenges.
- Daniel (1001423040217690633):need archived staff training webinars, because of staff turnover
- Kelley (1001423448588176308):Who will train the trainers?At what cost?
- Barbara (1001418334713057126):Careful selection of staff is key. Training and cross training coupled with ongoing training is vital.Staff members have to know the gamut of disabilities and helpfulness in making folks feel useful and comfortable when services and training are provided. They need to be informed and compassionate, yet strong in their desire to motivate and help someone else.
- Karen (1001423346720631060):Challenges are finding and keeping staff who are actually passionate about the work they do (working with persons with disabilities) especially in rural communities is difficult.Staff would require intensive training .....etiquette/sensitivity....training should be monthly as part of their overall personal growth. Staff burn out.
- Donivan(1001423831181088793):Competency Level Assessments and evaluation. What's needed for each level to achieve success.Tangible qualifications.!\
- Gregory (1001423752863751611):It is pivotal. If staff are ill informed and poorly trained, how will they be able to lead people with disabilities to the necessary programming and how will they be able to advocate for eligibility and compliance, without being entirely knowledgeable?
- Robin (1001411343884136195):Administrative beliefs about the importance of technology and the funding for the technology, training , and maintenance of the hardware and software is very needed.
- Michael (1001423733696026568):The retraining of already trained staff
- JoAnna (1001009055554098183):Each center should have a subject matter expert for ADA, disabilities and then general training for all center staff on disabilities.The information is too complex to expect all center staff to know it all
- S (1001423847856742118):Supervisor/manager training in rights, responsibilities, how to appropriately interact with those with visible and invisible disabilities, client self advocacy training
- Monica Bartlett:Understanding the importance of, and how to find a good, successful job match.
- Donna (1001104640660900803) 2:challenges are funding, available space and operational expenses
- Cynthia (1001029170914368556):\$ for that training for staff
- Julie (1001423759700503376):Job coaching training for those that require long term support
- Sarah (1001423741562964871):Michelle (1001423141380902769) I definitely agree with you.Someone with a certification in working with people with disabilities should be considered.
- Lee (1000723343405971356):Very important. However, we have to be careful about who is training the staff. If federal or state trainers come in to train local staff, they may begin to impose

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their own ideas about how challenges with multiple solutions should be met, hampering our efforts to come up with flexible solutions that meet the needs of our local areas. It would be ideal if local staff from the voc rehab or other local partners with expertise serving individuals with disabilities could provide the training for our local AJC staff.

- David (1001423758422370033): We need to see that we get up-dates on training and TA are matched together same how
- Marie (1000723343406010608): Agreement from top level down
- Stephanie (1001127963070713260): Staff training has to be about more than sensitivity. Staff has to know, in practical ways how they can serve customers with disabilities, meaning how can services within the center be reasonably adjusted to accommodate needs.
- Jeff (1000723343405999143): Continued training of AJC staff may help. Demonstration of success of those "high risk" customers will help as would dynamic performance measures allowing for the time to develop successful strategies for serving individuals with disabilities. Our Legislature has provided us with funding for an employer incentive for hiring individuals disabilities. Our hope is the success of these individuals will "prove" members of this population can be successful and can improve performance.
- Sami (1001423440921565001): The approach we have seen come from the perspective of trying to make a person with a disability fit into the process that already exists - they need to think outside the box and develop a process that is customized to the individual - work with agencies such as the ARC and parent support groups to get the values down
- Denise Yoggerst: On-going staff training costs money it does not appear that additional funds are available under the WIOA to either serve people with disabilities, let alone provide technical assistance aka staff training on a national level. Who will be mandated to provide this training to AJC staff?
- Joe E. Pena: I have been offered scholarships but lawyer says not to accept them, or I could lose my disability that sustains me, he said a Grant handled through their office to a college, would save my disability.
- Jim (1001423537484455349): staff turnover of case managers puts people with needs in flux.
- Cynthia (1001029170914368556): \$ for disability equipment
- Judy (1001423850502247460): Incredible important to not only have trained staff but to continue to keeping them up-to-date and provide opportunities to network and share ideas.
- Nancy (1001400257795812078): Challenges? Support from supervisors, quality of training, format of training, standardization of training to ensure quality
- Janell (1001210839262895719): Training needs to include the business community and community too e.g. media
- Susan (1001203830305610463): This is so important. Training for people with disabilities is must be experts in the field that understand the disabilities.
- Marcelle (1001112646252923817): Post tips tools and info on staff intranet and continually direct staff to those resources
- John (1001423341652577661): Staff training is everything! Admitting that staff learn in many ways and making orientation and training available to them in every way necessary to accommodate them and ensure their competency of the subject matter is of utmost importance. Through the internet virtually every bit of knowledge is available through universities, best practice providers and professional associations...
- Brian (1001402261558937822): Learning about and becoming comfortable with a variety of disabilities. There are community subject matter experts and it will be vital to partner with resources such as the Dept for the Blind, NAMI, Deaf Services, DD/ID Commissions in order to

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increase the skills which the staff can display and partners who can be allies in the community. This growth in competency will also be important for potential employers. Learning about poverty cycles and Cliff Effects will also be key.

- Bryon (1001423843556782372):FUND a diverse training portfolio'
- Mary Ann (1000723343406011167):Frontline staff training to serve individuals with cognitive disabilities who are not receiving needed services beyond the One-Stop
- Emily (1001423848517166020):training how to discuss disabilities with these job seekers
- Frank (1001423766872128454):Ongoing - need central support and help desk access - delivery of training in multiple formats - classroom , online, written materials which also have to be accessible - availability and integration of an AT consultant at either state-wide or district if funding precludes one of reach office.Part of initial training for all new employees not just counselors.
- Rod (1000723343406007894):require a disability services coordinator
- Douglas (1001201041928963908):Training to job center staff on assistive technology as a means of accommodation for people with disabilities
- Tudy (1001019536004070659):Time away from work, cultural competency
- Kifleyesus (1001423850284603389):they can advocate for their clients needs and also able to utilise however, the challenges are diversity, cultural competency, lack of fund
- Suzanne (1001423356199857213):Funding to provide quality training to staff off-site in the community at times they are available and away from their clients.
- Kevin (1000723343405988708):Under the DEI projects, many states have opted to invest in training key staff members in understanding SSA disability benefits, which has been extremely helpful to customers in those states.While this may seem rather specific, often AJC's have enrollments of upwards of 10% of their customers that indicate having a disability...many of which have SSA disability benefits.Having AJC staff with specific knowledge about these benefits, and Work Incentives would be one example of targeted training I think would be useful to our system. Again, in light of many centers becoming approved Employment Networks, this further strengthens their ability to provide quality services to individuals with disabilities.
- Monica Bartlett:Having the money to provide the necessary training is a barrier.
- Barbara (1001423034002563491):challenge is sometimes performance measures are difficult to achieve/not realistic
- Justina (1001230442806719886):Useful studies and resources to help equip staff in what jobs, industries and careerpath mapping can be beneficial in preparing career services and plans.
- Kathy (1001423737842895594):Suggest VR does the training for employers even if the client is not eligible for VR. This would be a shared resource and a good way for VR to develop additional employer relationships.
- David (1000919832083688852):Training is needed as to what referral services are available, and what the historical benefits have resulted to people obtaining those services. I see our role as being an assistant to the client and being an advocate, not as a gate-keeper.
- Juliet (1000723343405983138):The costs of staff certifications listed in the law are difficult to achieve unless funding is allowed in the regs to pay for staff training and certifications.Currently staff must pay for certifications out of their own pocket which is tough for some staff due to salaries. AJC staff need awareness training to better serve clients under WIOA
- Robin (1001411343884136195):What has been done to mine the literature on best practices with respect to technology use for finding, securing, and maintaining employment? Does more research need to be done?
- elizabeth (1001414037858919749):will any of this effect Veterans Services/DVOP



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- Edna (1000723343406004949):some skill at recognizing that because someone is acting different may mean there is a disability not just being a difficult customer and how to train staff to be more helpful to these individuals
- Mike (1000723343405998497):Staff involved in monitoring of accessibility, particularly physical accessibility, are performing these duties in addition to their regular duties; would be great if funding and efficient training were available to make this responsibility the only responsibility of a particular staff
- Emilio(1001028667815746488):Fundamental, qualified staff means successful outcomes for participants and proper use of resources
- Karen (1001423346720631060):Also the staff should have some training on self care.
- NEMO WIB:Staff training is needed in recognizing disabilities and accommodations needed; need to clearly define disabilities and what qualifies an "individual with a disability"
- Denise Yoggerst:Non-profits can not be expected to provide this training to AJC staff at no cost!!
- Donivan(1001423831181088793):Money, Manning, and Resources... Who trains the training?Who measures the success or Efficiency level of staff?
- David (1001218859077512121):enables staff to effectively help clients
- Alexa (1001423453296040926):ensure also that businesses have sensitivity training
- Tina (1001423847506966544):This depends on if the staff role is in certain requirements or a global capacity of all staff for all requirements.
- Nancy (1001400257795812078):Fear of doing the wrong thing (legal ramifications) inhibits staff from doing anything. Training is what allows staff the confidence to ask important questions.
- Michelle (1001423141380902769):Tudy, cultural competency and sensitivity is a wonderful point. Not all cultures view disability the same.
- Angie (1001402444685096222):Training is incredibly important.It cannot be a one time effort.Having a person committed (such as a DRC) can help keep the focus on training throughout the year.Also, they can connected to partners that could be a resource for training.
- Kit (1001423246993502157):Funding
- Susan (1001116548887550947):staff needs to understand more than their own responsibilities but also how their "piece" fits into a total service plan
- Scott Jacqmin:On-The-Ground monitoring of practices, post training, would be an asset.
- Rinky (1000723343405985314):Training for staff and awareness of the local services and service provider
- Joseph (1000926428953634746):Once training modules and methods are created and used by local areas, these can be provided at local one-stops to other providers and business partners.
- Matt (1001423143438086270):cross training between stakeholders and WIOA staff would be a huge plus
- ryan (1001407934959837985):training is key - but it comes down to effective policies and procedures within One-Stop partners to really promote a system change that will enhance a quality customer flow into WIOA and thus build capacity
- Justina (1001230442806719886):Roles of partners to strengthen WIOA system and provide technical assistance and trainings
- Paul (1001423148343911174):we need to break the cycle of... AJC staff saying we dont need to do much since so few individuals with disabilities come in... and individuals with disabilities saying, they dont offer much for me so why bother going to an AJC
- Sarah (1001423464165565589):training on specific services available/knowledge of referral services/understanding the diversity of identified disabilities
- Carol (1001011078877613962):Training for employers too!



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- Karla M.(1001306042764628903):How will DVOPS and WIA/WP Staff be impacted by this?
- David (1001218859077512121):consistent trainings keeps us abreast of best practices
- David (1000723343406000234):State and local workforce boards should develop standards for core competencies of staff in terms of meeting the needs of customers with disabilities, and then determine how staff can be trained and developed to meet these competencies. The idea of any disability group or just having VR coming in to do a training on disability awareness and thinking that will suffice has got to end.
- Gwen (1001032152985194696):Required training should be a part of the Job Centers' continuous improvement programs
- Barbara (1001423034002563491):is there training developed and who is going to provide it?
- Joe E. Pena:I am allowed to work but I can only make so much money, without losing my disability!!!
- Kia (1001423248247367720):Staff training needs to occur as a routine part of lifelong learning session; from regulations to soft skills. If staff is informed and given accessibility to a standardized reoccurring curriculum the requirements become regular job functions. Partners of work force development programs should receive training tools as well and have regular sessions with AJC's to understand processes and outcomes from service delivery.
- Emily (1001423848517166020):training on outreach
- Armando (1001331630118182510):If unable to have a DPN or DRC AJC's should have a designated disability specialist on site
- Karen (1001335443301786640):Agree Kevin - would love to have CWICs in our AJCs!
- Robin (1001411343884136195):STaff can make or break efforts to build capacity. What are successful models to incorporate staff and the individuals they serve, in assuring the "right" technology has been purchased and is being used?
- Monica Bartlett:availability of training to have staff become certified can be a challenge, training where they can get some hands on experience.
- Larry (1000918362286532370):AJC staff need on-going training ones a year from DVR staff to ensure AJCs are serving this population
- Alexa (1001423453296040926):clear definition of agency staff and business staff roles in the transition to work
- Charles (1001414762697911042):In order for any program to be successful, there needs to be clear instruction from the top, adequate numbers of trained staff, and levels of funding sufficient to attain completion of goals.
- Sharyn (1001206954288570535):I agree with Kevin, DRC's should be able to have training to be certified as Community Work incentive coordinators to be able to discuss more in depth about ssa benefits.
- elizabeth (1001414037858919749):so what about the DVOP's
- John (1001231951880034944):Training provided to WIOA staff on when to refer a person, what you tell them about our services.Perhaps some type of medical and psychosocial aspects training.
- Jessica (1001423160549716391):There needs to be more collaboration and partnerships and less in-fighting and competition
- Sami (1001423440921565001):work with experts in the field of disability employment - national resources and training on this would be very helpful and a way to get a consistent values message out there - as well as a data base of local resources in each state
- Emilio(1001028667815746488):Consider funding and provision of TA directly at the local level
- Susan (1001203830305610463):Good work shelters should become training centers because

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they do understand the shortcomings of a disability.

- Edward (1001423760027854645):training across the spectrum of any insitution, consistent training on an ongoing basis with integrated knowledge of serving individuals with disabiliities
- Robin Jones-Illinois:Some standardized training modules would be very helpful and then could be customized by state, program, audience, etc.
- Pamela (1001423836776079200):Again, tho input from us is imprtant, how does the DOL specifically/ tangibly see these new provisions coming to real fruition based on their vision. What are they seeing thats needs to be done to really alter how business is conducted at AJC's.
- Larry (1000918362286532370):Bilingual staff in AJCs.
- David (1000723343406000234):Cross training of VR and AJC staff and potentially using mentoring approaches could be helpful.
- Michael (1001423733696026568):Cultural Competencies
- Scott Jacqmin:Jessica tells it like it is!
- Howard (1001423162511748643):Staff training on disability awareness will be critical to serving the population in the career centers.
- Christine (1001423049905199339):Again, this is huge. Each of us has complex and sensitive training we should and must do. We are all scrambling with limited resources to create this and we aren't always the experts. That's a lot of waste that we all have to put together the same types of trainings. Suggestion: Create at a state level training templates or webinars that have been vetted for our use.
- Marie (1000723343406010608):Agreement from top levels down by multi-agency directors at State level and National. Can't expect this to be implemented only at the local WIA level. Must be broadbased
- Donivan(1001423831181088793):Cadre of Mentors and/or Protégées? Trainers?
- Elizabeth (1000723343405973670):Due to reduced funding levels, staff are required to wear multiple hats -- especially management, which typically provides the training.
- Christopher(1001423275821269640):Trainfing to understand the importance on both culture of AJC staff and VR staffon how commonservices will be provided
- Kathy (1001112259275531221):As a former DPN and current DRC in NYS, I found that staff was extremely open to short and specific trainings.Sending out "30 second" trainings and targeted information was well received.
- Claudine (1001000543919239208):Staff training is critical and to ensure new staff is trained, develop a desk aide of some type to ensure it is carried over and updated as necessary.Individuals sign off that they have received the training and also a yearly refresher session is held.The challenge is to identify who is responsible.
- Kathleen(1001423846694560370):Access to Benefits analysis and understanding of SS benefits would be a good addition to training job center staff.
- Cynthia (1001414854884448234):who would supply the training? how would it be paid for? is it specific to one group or generalized and leaves room for interpretation?
- Marcelle (1001112646252923817):A challenge is high staff turnover so information for training tips and tools need to be readily available
- Laura (1001325556763176613):Standards for what equipment and training needs to be in each AJC nationwide
- Lorraine (1001423803994088382):Staff will experience loss time away from their jobsto attend the trainings and away time from those they service, this will be a hugh drain in a couple of areas.
- Amie Lulinski:hire staff with disabilities who have been through the system
- Arleen (1001306551219493516):How to handle a person with an apparent mental disability with

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care; and when to provide services to them or determine if a referral is required and how to roll out a positive referral.

- Carol (1001011078877613962): DEI is great model for staff, consumer, and employer training, but it's expensive to maintain without dedicated funding.
- Carolynnette (1001413541493404408): all key partners (VR, DOL, SSA) would need to be involved in the development of guidelines to allow for consistency in provision of services and for funding
- David (1001423149863799423): training on identifying hidden disabilities
- Joan (1001423728283885534): training needs to be required and consistent so that all staff members have the knowledge and ability to assist.
- Paul (1001423148343911174): core training made available from DOL, on line, for FREE, would be a great resource to provide at least the basics
- Joe E. Pena: Lawyer says Clinical trials being run by Medicare, 2 Drs. have to say I am cured before I drop my Disability!!!
- Julie (1001423759700503376): We can't make staff training so lengthy and costly that it affects the flow of placement
- Kathy (1001423834595011176): peer mentors that are versed in the system
- Barbara (1001418334713057126): Again, I think that some of our disability agency personnel can evaluate the services at the One Stop. Just like the Dept of Health monitors food services.
- Scott Jacqmin: Amie makes a good point.
- Gregory (1001423752863751611): In providing WIPA services, we have seen how important excellent training is. Often, not only do beneficiaries need to be educated in what is available to them but, also, a keen eye is needed to catch mistakes made at local offices and advocate for case corrections.
- Robert (1001329748138535722): Staff must be equally trained and uniformly trained so that they all have the same goals in mind
- Armando (1001331630118182510): Getting other state agencies to collaborate on a systems level
- Sami (1001423440921565001): find out what worked from people who are employed (happily) and have a disability
- Robin (1001411343884136195): Yes, staff turnover especially at the lower level if there are no places to advance in the organization could result in training staff and losing them to higher salary opportunities elsewhere.
- Kathy (1001423737842895594): More shared training between partners; i.e., VR and onestops
- John (1001231951880034944): Focused trainings specific to "who and how to refer" how to discuss disability with potential referrals and core services VR can provide.
- Gwen (1001032152985194696): Training of Job Center staff and partners should be a shared cost included in the MOUs
- Beth (1000904238745159596): Agree with Carol!
- Teresa (1001423357935753818): right Robert
- Michelle (1001423141380902769): a mentor group for those successfully employed matched to job seekers is a great idea.
- James (1001423839805601184): funds can be leveraged by partnering with community based non profits who provide associated services to the same population
- Greg (1001423357283248150): Staff will need to be trained in what each of the partners does. Especially for TANF case managers who will want to understand what they are setting their clients up for. The Department of Human Services in Oregon serves the state's most at risk populations with multiple employment barriers and we need to be sure that we are not setting our

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clients up for failure.

- Janice (1000723343405979999):Cross training across partners- WIOA, VR , SSA should have cross training on what each other does. A challenge for ETA is to assist in providing top-down support from federal partners, such as SSA, so that local offices will prioritize building their knowledge of eachother 's program. The WIPA program could be expanded, and SSA benefits training, etc; should be mademore easily available throughout the workforce system.
- Tiffany (1001134949699095916):I agree with Sami
- Arleen (1001306551219493516):Staff training on how to document a person's disability without notating their disability in a case note.
- LaRoya (1001310057501868288):Shared training
- Joe E. Pena:I can work as much as I want just can not take home all the money.
- Larry (1000918362286532370):Better staff training on how get employers to hire people with disabilities
- Michelle (1001423141380902769):WA state has a mentor program for people with TBI through a separate entity
- adrian (1001423834004477634):training in identifying abilities also
- Norma (1001102880439698434):Staff training is key to successful implementation.Challenges -training funds, staff turnover, and trainingtime - consider modular training beginning with building self-awareness and attitude
- Barbara (1001418334713057126):Let be sure that staff members are adequately compensated for what they provide. Merit pay, perhaps? Just like Krogers give out roses for outstanding personnel.

# **WIOA Stakeholder Consultation: Consultation with Consumers, Advocacy Groups, and Direct Service Providers on Services for Individuals with Disabilities (8-26-14)**

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## **Open Chat 7: What suggestions do you have that would help the public workforce system integrate these programs effectively?**

- Angel (1001132550328863563):How will the performance measures account for those customers in supported employment that the law allows to earn less than the minimum wage.A wage performance measure will discourage serving these customers
- Tudy (1001019536004070659):Legislation or a Federal MOU
- Larry (1000918362286532370):More funds
- William (1000723343405992371):Cross training of staff and retention of support by the referring agency/program at the AJCs.Development of a case management system that identifies which program/agency is responsible for providing various services, so there is a coordination of service for the client.
- Nancy (1001400257795812078):Establish common definitions
- Jessica (1001423160549716391):More incentives for both the employer and the employee
- Jane (1000723343405970507):shared program expenses
- JoAnna (100100905554098183):not to steal the funds needed for PWD and siphon them to the adult and dislocated worker program
- Lisa (1000922701322763388):Unfortunately, it will need to be tied to performance in some way.
- Donna (1001104640660900803) 2:no unfunded mandates
- Cynthia (1001029170914368556):have all partners obligated to the same extent as WIOA to fulfill program requirements
- Steven (1001423247440649144):Ensure that there are MOUS which each partner.
- Monica (1001423371045746349):Single intake point of entry
- Windy (1000723343406010995):All partner agencies funds flow through the Board.
- Jenny (1001106049223324350):combine VR with the workforce agency
- Sami (1001423440921565001):EMPLOYERS - need to understand the community impact - how employing a person with a disability is not just a "good" thing to do - but actually positively impacts the community at large - we need data we can share on this
- Daniel (1001423040217690633):DEI model and Ticket to Work
- Jodi (1000723343405981302):Funding!!
- Emily (1001423740839334777):Concrete and enforceable interagency agreements
- Tiffany (1001134949699095916):Money and awareness
- Heather (1001408358197553850):One common reporting system for all partners
- Mark (1001423350010611626):Mandate the One-stop to procure for disability training services through local agencies/providers
- Norman (1001131250441409256):Take into consideration the population served when unifying performance outcomes. TANF and those disabled my have lower performance outcomes than traditional WIA clients
- Martin (1001423043789026800):More funds and training
- Armando (1001331630118182510):Working in an integrated resource team to leverage resources
- Susan (1001423453924216577):Don't ignore employment networks under the ticket to work program.The sun does not rise and set in VR.We're here too.
- Jessica (1001423160549716391):Less competition amongst services providers, schools, VR, etc and more collaboration
- Robert (1001329748138535722):We need a IT system which is nationwide and supports this.Having everyone develop their own does not work and is not cost effective.



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- Susannah (1001106036013315095):The DOL's Disability Employment Initiative covers all of these areas very well
- Robin Jones-Illinois:Clear mandates and buy in from the Workforce Boards that this is priority and then monitoring and accountability for doing it. Without check and balance this will not happen or be hit and miss as it has in the past
- Dorelia Rivera-IDHS-Illinois:Quality measures...and funding
- Kathy (1001423834595011176):common application and eligibility criteria and measurable goals available in a shared online database
- Carol (1001423843035985382):Training, and a common reporting system to measure performance
- Michelle (1001423141380902769):Identifying and inviting all community agencies that provide services to be housed in one building. Inclusion of other agencies and programs that serve the same population in return to work. Including worker compensation VR programs, for instance.
- Bryan Russell:Statewide MOUs with partners. Integrated Resource Team training for all AJCs and not just the Ticket to Work DRCs.
- Larry (1000723343406002981):Common forms as much as possible such as intake, assessment, case notes, etc.
- Jane (1000723343405970507):more collaboration among partners
- John (1001423341652577661):Limitations on the use of subminimum wage is a huge mistake. It will serve as a disincentive for employers to hire people with the most significant disabilities who are not capable or producing anywhere near the norm.It's completely unaffordable. Especially true for small business. Limitations on use of subminimum wage should be decreased with an emphasis on creating financial incentives for employers to hire such individuals.
- Robin (1001411343884136195):Assure that all agencies involved in the employment of an individual can claim credit. If not, integration of services will not work.
- Karen (1000907740183547265):Currently, Rehab Services staff takes no role in the provision of services to the universal customer, leaving it to other partner agencies.However, partner staff of other partners is expected to (and should) provide services to the disabled population.This in itself creates a "divide".Take away the barriers so that real partnering can take place.
- Jim (1001423537484455349):encourage agency collaboration at the local level
- Rinky (1000723343405985314):staff funded with multiple funding sources...i.e DOR/TPP/WALL
- David (1001411948825050017):Flexibility on meeting performance measures with placing folks with disabilities,They would probably not get close to some of the wage rates we have to meet now.
- Kimberly(1001422743757824311):working more as a team. Difficult at times when housed separately/
- James(1000723343405973822):VR & ACJ who are EN's cannot both be paid so with TTW
- Marty (1000723343405975337):Policy and performance requirements at the Federal and state level is what keeps these programs apart at the local level.Until it's unified "at the top" intergration will be impossible
- Arleen (1001306551219493516):Mandating partnerships within the programs.
- Lorilei (1000723343405975330):One suggestion is data collection for persons with disabilities served should be a total of all partners serving persons with disabilities, not just WIOA services
- Karen (1001335443301786640):DEI model
- Karla M.(1001306042764628903):Funding, educating employers and helping to work across their biases in a competitive labor market.
- Armando (1001331630118182510):measurements for collaboration performance

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- Anelalani (1001423471718233156):Incentives, partnering of government agencies
- Waleska (1001423732114919685):funding...
- Lee (1000723343405971356):It would help to have a shared intake system and to be able to match voc rehab customers with UI Wage Records and/or WRIS for performance data.
- Martina (1001305154265617096):Housing all services for clients in one building, mall complex, sharing office buildings with services on different floors, strip mall....make it simpler for the consumer who may need more than one of these public services
- Daniel (1001423040217690633):lwib has jurisdiction over all AJC partner resources
- Marianne (1000723343405987380):collaborating with education at the local and state level
- Karen (1001423346720631060):Joint meeting between all the mulitple services sytems involved.....one application/data system/elibility system.
- Larry (1000723343406002981):Co-location as much as possible.
- Scott Jacqmin:Stop the silo mentality between numerous agencies.That is a bill pill to swallow.Integration is a fine theory, but application is only in the minds of the policy makers.
- Angie (1001324835071207289):1. Hold ALL partners accountable. Partners will need to be cross-trained. Many still do not know the definition or difference between DLW and Adult.
- Angela (1001422767479823925):Clear definitions and direction in implemenation.Integration is ambiguous so how the alignment would like to be seen from a global persepective.Defining the outcomes wanted.
- Janet (1000723343405980720):We tried that with other programs in the past- but people are worried they will lose their jobs and don't play well together as result. It's just difficult to get others to share!
- Lynda (1000723343405986883):creating a unified system where programs go in one place and services another,
- Jeff (1000723343405999143):Clear guidance on performance measures will greatly enhance ability to come together and deliver integrated services, especially if some systems will now have new/different measures such as "Employment at one year after exit."Also, all agency heads providing the same message to their state counterparts is essential.Data sharing is major challenge.Suggest significant period of adjustment, along with detailed federal guidance, to bring all systems to the same performance standards.
- LaToya(1001404834953646401):funding and being aware
- Claudine (1001000543919239208):Shared data collection system
- Larry (1000918362286532370):More Bilingual staff through-out the system
- Ray (1000723343405997871):co-located in the AJC full Time not as needed or P/T.
- Robin Jones-Illinois:All partners have to be on board and there needs to be some specific measures that are monitored and clear guidance and examples, etc. given on best practices and how to effectively do this.
- James(1000723343405973822):Which DEI Model?
- Sharyn (1001206954288570535):VR should refer their customers to AJC's and provide funding to AJC's for services to their customers. VR is VERY SLOW in their eligibility process and often uses providers to help their clients find employment.We could also be funded from VR to do follow along as VR does not do this once they have a placement.
- Harvey (1001423456165702359):For indibiduals with significant intellectual disabilities, one size doesn't fit all.
- Bryon (1001423843556782372):If the accountability and evaluation is cross agency maybe the services will be, breaking down existing siloes requires hard planning at the front end and what metrics you will call success

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- Kathy (1001407943972724201):funding and increased collaboration
- Barbara (1001418334713057126):Each of the participating partners has federal dollars that need to be spent on individuals with disabilities. In the case of Perkins, federal funds support those who are economically disadvantaged. There is also a category for services to the disabled. Map these resources and get the partners to build some of the components into their plans for common uses of the funds.
- Sami (1001423440921565001):create a local WIB that is focused just on this issue - make that a requirement
- Dehryl (1000723343405992922):It starts with leadership from the Gov, Legislature etc. Collaborative partnership agreements
- Windy (1000723343406010995):One System required for all partners to record the services provided to a customer.
- Steven (1001423247440649144):Evaluation by DOL of implementation in all states semi annually.
- Rod (1000723343406007894):to start the workforce system (ie Feds and States) need to clearly understand the day-to-day relationships that exist between various agencies and then formulate the expectations, regulations, roles, definitions, etc. based upon that perspective
- Cynthia (1001029170914368556):legislations and regulations must be aligned between the partners/agencies
- Rinky (1000723343405985314):client focused system
- Jane (1000723343405970507):DEI model
- Gwen (1001032152985194696):Build on the use of the DPN and DEI integrated resource team promising practice.
- Paul (1001423739660736977):workforce centers could be more effective if they would access the assistants from CILS. That's what we attempt to do with the TWC's in the Lockhart and San Marcos TWC's.
- Robert (1001329748138535722):Reporting elements need to be consistent and universal across the services.
- Jessica (1001423160549716391):national standards for what successful placement looks like
- Alexa (1001423453296040926):clear definitions re. responsibility of each partner
- Leonard (1000723343405979366):Ensuring that we all are using the same customer service case management system and that we have access to customer information, documents.
- Joe E. Pena:The extra money I cannot take in, we have used in investments, to hire other college students that want to go into our profession!!
- Janell (1001210839262895719):Awareness, funding, partnerships with the business and education community too
- Douglas (1001201041928963908):Service integration is very difficult when core programs have very different professional standards for staff. There is no equivalent to the vocational rehabilitation counselor role in other workforce programs. Individuals with disabilities who require such services should receive them from a rehabilitation counselor. Those individuals who require other types of services might be served through a job center.
- Arleen (1001306551219493516):More funding
- Greg (1001423357283248150):Design one tracking system for all services and case notes that can be used by all states, all partners, all agencies. This would help tremendously to streamline the system. Right now in Oregon we are trying to figure out how to be sure we are meeting our NCRC goals because each agency has their own tracking system that is inaccessible by the others. Also, we do not want to waste payroll dollars and time entering the same information into

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multiple tracking systems.

- David (1001218859077512121): Having a logic chart of services could help
- Dillon (1001423231851854468): Shared data system
- Carol (1001011078877613962): From federal level, give direction that allows sharing of data for reporting purposes. and longitudinal studies.
- Gregory (1001423752863751611): Instituting a unified database that would marry information for total transparency. Information share is critical to a unified approach.
- Sami (1001423440921565001): make this an agenda item for local WIBs to address
- Lee (1000723343405971356): I like the idea of co-location. Ideally we can do more of that.
- Michelle (1001423141380902769): Not allow agencies to have a monopoly of the contracts to allow for more diverse agency centered AJCs
- Barbara (1001423034002563491): more equitable distribution of one stop costs and responsibilities
- John (1001231951880034944): Understanding better as to what each WIOA partner identifies as their "performance outcomes" would be great. could help to not duplicate and instead work better together.
- Cari (1001423779729185001): some incentive for public companies, tax benefits or funding or longer shared salary
- Justina (1001230442806719886): Currently our AJC has VR personnel that commits to one or two days on site (rotating services)--with the unknown number of disabled customers anticipated our partnered services may be less.
- William (1001423815821635431): access through translation services for multi-cultural service areas
- Martina (1001305154265617096): One shared data base collecting the information of all services a client has received in order not to duplicate.
- Kit (1001423246993502157): Public workforce awareness
- Brenda (1000723343405983173): One funding stream - in lieu of that legislation; strong regulations
- Denise Yoggerst: Do not count on VR to provide leadership nor the integration of services. Historically, VR has counted on others in the community to provide job placement services for those that they served. Additionally, those served by VR only represent a very small of individuals with disabilities who reside in their respective districts.
- Kathleen (1001423846694560370): A true understanding of the VR program including who can be served and what VR can and cannot provide to consumers. True collaboration requires understanding and cooperation at the service level, not just administrative agreement.
- Kimberly (1001422743757824311): team counseling and staffing for cases to be better services between multiple agencies
- JoAnna (1001009055554098183): Shared services just means that there will be less funds for PWD
- Daniel (1001423040217690633): all partners need to pay for a minimum share of ajc operations
- LaRoya (1001310057501868288): Collaboration and additional funding
- Samantha (1001423051369364142): A barrier is the reluctance for information sharing between agencies. Federal MOU or like is needed.
- David (1001423758422370033): Having Rehab work side by side with us and also funding.
- Stan (1001407753531158473): collective dialogue and directions with our Voc. Rehab. partners
- Janice (1000723343405979999): State WIOA Grantees should work with State Vocational Rehabilitation leadership to effect a joint top-down strategy to ensure that local areas are getting the same message from both agencies.

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- Marie (1000723343406010608): Specific designation of which entity is to perform the one-stop operations responsibilities. Development of uniform customer tracking, shared data systems
- Scott Jacqmin: Actual collaboration, beyond a paper agreement that is not implemented, would be a good start here.
- Amie Lulinski: clear goals and expectations as well as reporting meaningful requirements
- Julie (1001423759700503376): Synergy between partners and a shared funding stream so that the common goal is achieved
- Edna (1000723343406004949): WIA has been aligning services for years with opposition to working together from those partners with limited regulatory ties. Adding more regulation and more partners and more sand boxes may not solve any issues. Having common performance and eligibility related items should help. Cost sharing for facilities, training, resource services staff will be needed across all agencies. Helping to get his together across all programs will be tricky.
- Cynthia (1001029170914368556): alignment of services can affect the performance especially for requirements of other partners are less stringent
- James (1001423839805601184): a common system of verification so as to eliminate the duplication of services
- Christopher (1001423275821269640): Shared MIS system between all partners
- Lorilei (1000723343405975330): Need a common data system
- Tudy (1001019536004070659): If common intake becomes a reality, it would help the situation
- Nancy (1000723343405972078): Have true integration of staff, building, resources etc. Not just integration on paper.
- Julia (1001423737421713910): Shared information from all partners, mandatory single entry point, standard uniform performance measures (not output) and established common funding. Cross train all partners in the services.
- Lisa (1000922701322763388): Common performance measures and integrated intake systems would help.
- Sharyn (1001206954288570535): AJC WIOA should be on the same level playing field as VR in regard to ticket to work, so we should be able to not have to lose Phase 1 milestone payments
- James (1000723343405973822): Automatic Partnership Plus with VR & AJC
- Kifleyesus (1001423850284603389): staff training, fund, share data systems, clear shared goals and objectives
- Sami (1001423440921565001): include employers in this group - not just agencies
- Bryon (1001423843556782372): NYESS in New York state a model data base to look at in the near term bryon@wid.org
- Douglas (1001201041928963908): Data systems can be coordinated more carefully, but they do not provide common professional knowledge or understanding of disability issues.
- NEMO WIB: Shared intake, shared data system, tracking
- Paul (1001423739660736977): Our assistance could be more effective if we could team with one another
- David (1001010442572557265): Gather the models from existing or completed demonstration/research projects to give real-life partnerships and how these partners overcame common problems (i.e., sharing resources, territorial issues, combined services)
- Carol (1001011078877613962): Data sharing for joint case management-- guidance from each agency's federal departments
- Robin Jones-Illinois: Data sharing is critical. You can't measure outcomes if you don't know where you started and where people have been Without being able to share data about customers across agencies there is no good way to track what has been done, needs to be done and what



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was accomplished along the way.

- Racquel (1000920838502434777):various state agencies not wanting to provide data
- Beth (1001325556531877978):all core programs need equal access to disaggregate data from WRIS and FEDES
- Michael (1001423733696026568):Put partners that are in a unified plan in the same building and integrate the paperwork
- Laura (1000723343405978069):Continued funding of disability and employment initiatives such as the DEI, which are supporting the needs of individuals with disabilities within the public workforce system.
- Marcelle (1001112646252923817):On the local level designate the workforce board as the centralized grant recipient who has submitted a service plan and budget.The LWIB then vets and monitors providers
- LaKesha(1001423849537669825):Just seems like a way to cut costs, not revitalize lost services.
- Rod (1000723343406007894):there should be little room for interpretation in terms of what agency is expected to do what - don't leave anything up to a local partnership as those are where the problems usually arise
- Larry (1000918362286532370):Better Regional and State Coordination
- James(1000723343405973822):Data Sharing
- Heather (1001423742590687573):common performance and accountability among all programs
- Donna (1001104640660900803) 2:prescreening needs to be done by agencies who specialize in disabilities recognition to assist with determining employability
- David (1000919832083688852):Cross-training is needed. Each service providing services / benefits should have training for servers in other organizations.
- Justina (1001230442806719886):Data collection requirements and common reporting system for all programs
- Robin (1001411343884136195):Will other regulations support integration? We are working with another agency and it takes quite a bit of time to align service efforts and change models. More funding would be useful to try new things.
- Tracy (1001423740318884295):We can't do anything until we get specific guidelines and tools.
- S (1001423847856742118):Quicker application process to MI Rehab Services Voc Rehab
- NEMO WIB:shared performance goals, same performance
- Amie Lulinski:I agree with Robin Jones
- Larry (1000723343406002981):Tax incentives for employers that hire PWD.
- Edna (1000723343406004949):Common data collection and review systems would be great.A way to track outcomes without cross agency barriers would also be helpful
- Mike (1001324761102251877):Michigan is aligned in the same service center with most services.One Stops include TANF, WIA, WP, VETS and AG
- Cynthia (1001029170914368556):develop a partnership framework that defines the roles of the various partners and establishes who is going to be the lead agency in any partnership agreement.
- Stan (1001407753531158473):National and state leadership need to have a shared vision of integrated programs
- isidore (1001422827958254489):Currently working on a project to improve transition planning for high school students with disabilities. The first thing we did was convene the school system, disability service agencies (at both state and local level), youth service agencies, workforce intermediaries (including WIA Title I administrators and the workforce board, businesses and higher ed because of the "siloing" of these systems. It's led to a robust discussion about ways to

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build connections. Suggest this be done to facilitate cross system information sharing, system development and integration

- David (1000723343406000234): Clear definitions of partnership with stronger incentives for full co-location. Enforcement of partnership requirements in federal law, which were inconsistently enforced under WIA. E.g. No more allowing "once a week" office hours as partnership.
- Rod (1000723343406007894): incentives to employers
- Christopher (1001423275821269640): Incentive Funds from DOL when meeting of exceeding outcomes
- Jessica (1001423160549716391): more funding to implement the needed changes and education
- Carolynnette (1001413541493404408): to have state VR and workforce staff at local areas host trainings together
- Robin (1001411343884136195): This issue assumes that the system is inefficient and ineffective.
- Suzanne (1001423356199857213): agency partnering, shared expertise
- Tracy (1001423740318884295): What about getting employers on board?
- John (1001231951880034944): frequent feedback through data sharing. Helps us to know if we're on track and what is working/not working.
- Carol (1001011078877613962): More funds for integrating data into common system
- Paul (1001423739660736977): I like the shared data suggestion
- Daniel (1001423040217690633): require all partners to fund a share of universal services
- Kathy (1001423737842895594): Bring all partners to the table for any and all workforce meetings, policy changes, etc...
- Alexa (1001423453296040926): heightened public awareness of services
- Jan (1000723343405991138): I agree with Janice's comment above; a more coordinated approach from the state level would assist to strengthen local partnerships
- Nancy (1001400257795812078): What about adding a business partner requirement? Businesses operate differently than government and might bring a level of cooperation
- Susan (1001116548887550947): "trainings" must allow sufficient time to absorb information - foster discussion among agencies and staff - these are systemic changes that will not occur as quickly as planned
- Rod (1000723343406007894): that you seriously consider the implications to performance
- Pamela (1001423836776079200): Some providers should be in the system to do detailed intakes and assessments so when a provider is needed for job search etc, the file is really thorough and ready for job placement.. That is currently not being done by OVR in a lot of situations. Benefits
- Larry (1000918362286532370): Better support from the community colleges
- Marcelle (1001112646252923817): Employers would be represented through the LWIB
- Tudy (1001019536004070659): Have a single database system for case management with data sharing and confidentiality agreements in place
- Gwen (1001032152985194696): Would like to see performance goals for individuals with disabilities
- Joe E. Pena: We are here to help the students who work hard at school, and are ready for the workforce, we have special training schools for them, contact myself.

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### **Open Chat 8: What challenges do you foresee and what suggestions do you have for addressing them?**

- Lee (1000723343405971356):In our state, the local voc rehab provider is part of State Ed. We would benefit from regulations that encourage state agencies to allow the local voc rehab units more decision making authority with regard to participation in the One-Stop system.
- Donna (1001104640660900803) 2:employer participation
- Tudy (1001019536004070659):Siloed attitudes
- Charles (1001423734019133570):Transportation and funding!
- Anelalani (1001423471718233156):Agencies not wanting to work together, being territorial
- Marcelle (1001112646252923817):Parochialism (sp?)
- Amie Lulinski:all of these agencies are used to doing things a certain way - change is difficult
- David (1001010442572557265):Many executive staff fearing change.
- NEMO WIB:Need everyone at the table or it won't work
- S (1001423847856742118):Insufficient quantity and quality of staff
- Dillon (1001423231851854468):Consistent and accurate data reporting
- Sami (1001423440921565001):loss of individualization - training around why this is a must have piece
- Tracy (1001423740318884295):in the disability field we are to train individuals for job opportunities.What about getting outside employers on board?
- Tiffany (1001134949699095916):agree with charles
- Michael (1001423733696026568):Funding
- Jane (1000723343405970507):state level MOUs that trickle down to local level
- Kimberly(1001422743757824311):Offices that meet ADA standards in regards to One- Stop Centers
- David(1001423149863799423):space and distance to career centers
- Vicki (1001025353107980282):partnership with voc rehab in my area
- Robert (1001329748138535722):Again without a universal integrated nationwide system this will be difficult.My suggestion is to build one.
- Bryon (1001423843556782372):Making planning decisions too rapidly .... if you integrate, you got turf and divas to deal with
- Rod (1000723343406007894):funding, lack of mutual understanding, deferring work to partner agencies, achieving performance
- Stephen (1001228339774785048):a common data system that works; common goals and measures
- Heather (1001408358197553850):We need to create a common standrd and reporting system so that all partners are aware of what the other partners are doing/providing
- Greg (1001423357283248150):I see challenges in getting all agencies to understand each others goals and to not "buckle down" on their own funding and agendas.
- Jeff (1000723343405999143):Data sharing and territorial/statutory limitations on which data sets can be shared electronically have continued to plague previous integration attempts.Federal statements/orders allowing all state partners to be viewed as one entity, therefore able to share data, would rid the states of this issue in one fell swoop.
- Anelalani (1001423471718233156):Blended funding
- JoAnna (100100905554098183):PWD, especially those with significant disabilities will be ignored if the job centers siphon off VR funds as they don't have any obligation to offer them the services they need

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- Norman (1001131250441409256):Capacity and funding limitations
- Sami (1001423440921565001):time to do job development
- Monica Bartlett:funding, again the barriers of being in a rural area -- lack of transportation available.
- Lorilei (1000723343405975330):Tracking participants referred to partner agencies to determine outcomes
- Marcelle (1001112646252923817):Yes, "change" is very difficult for many people so that needs some time/strategy to overcome
- Julia (1001423737421713910):Funding and orotection of silos.Lack of department leadership and buy in from the top of state governments.
- Robin (1001423836510400713):I think a lot of that has already been articluated. Funding challenges, challenges with data sharing, adequate training, etc.
- Marianne (1000723343405987380):cross training; other agencies may not have a good handle on youth learners or youth with significant disabilities
- Gwen (1001032152985194696):Lack of incentives to serve people with disabilities
- Cari (1001423779729185001):ditto Greg
- Michelle (1001423141380902769):too many agencies are busy stabbing each other in the back by badmouthing each other. Fostering an environment that expects collaboration in order to receive funding. Worker Compensation VR system has been ignored. It's time to include them at the table
- Kifleyesus (1001423850284603389):lack of adaptation to new work environment or culture, confusionand conflict in roles and responsibilities
- Tracy (1001423740318884295):more staff will be needed for more individualized services.how are we to fund this?
- Cynthia (1001029170914368556):undefined roles asa challenge.
- Barbara (1001423034002563491):data privacy, sharing information
- Christopher(1001423275821269640):Lack of Shared data and duplicated data entry
- Carolynnette (1001413541493404408):i see challenge in all agenciies being willing to collobrate and share costs/fudning of programs
- Lorri (1001423851090453388):agencies over protective of thier group of consumers to protect funding sources
- Robin (1001411343884136195):What in this new required system makes it advantageous for the agencies to work together? Legislative mandates are not sufficient.
- Alexa (1001423453296040926):need to increase public awareness so people know services available to them
- Nimia (1001423153707158133):Cooperation
- Teresa (1001423357935753818):Everyone on on page
- Monica Bartlett:Lack of opportunities available in small rural communities
- David(1001423149863799423):duplication of services
- Frank (1001423766872128454):Coordinating data systems, ensuring common coding and equivalent definitions, support of top management for integration - ensuring common training programs - data security since data will be shared
- David (1001218859077512121):the expense tied to change
- David (1000723343406000234):Challenge - getting out of habit of partnership that is very ad hoc, and reinforces silos. Solution: clear guidance from federal and state level regarding partnership expectations, and bring partners together to build system in partnership, rather than workforce system mandating and directing how partnership will work, which often happending under WIA.

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Needs to be a partnership of equals.

- Larry (1000918362286532370): Vocational and AJC partners need better MOU and cross-training
- Janet (1000723343405980720): I agree with Robin!
- Nancy (1000723343405972078): Funding silos have rules that prohibit true integration. Integration needs to happen at the highest levels and work down through the entire organization.
- Daniel (1001423040217690633): each section in the law has regulation written that affects different programs; author one regulation that applies to all
- Kathy (1001423834595011176): duplication of information
- Carol (1001423843035985382): funding, and communication will be challenges
- Marie (1000723343406010608): Capturing good quantitative information. Investments in data collection systems.
- Madera Workforce (1001127262431610107): Make sure local Rehab partners have appropriate direction and guidance related to integrated services
- James (1000723343405973822): Promised cooperation but it fails b/c no one really listens
- Janell (1001210839262895719): Funding, transportation using blended funding and business buy in, collaboration and agency cooperation
- Barbara (1001418334713057126): Funding and plans already tied to salaries of staff already in place. Unwillingness to change. Unwilling to give up the credit for performance in another system. Loyalty to where the paycheck comes from not the purpose, intent or cause.
- Karen (1000907740183547265): We will continue to have issues with integrated services as long as different agencies set up barriers to what is allowable for their staff within the AMCenter. It creates walls between agencies.
- Paul (1001423739660736977): Probably foremost is the idea of regulations that guide CILS and Workforce center. We are not competing with one another. sometimes I feel that Workforce centers think our CIL is impeding which we are not.
- Scott Jacquemin: Non-cooperation. Shut the public system down and privatize it, to assure efficiency. Bureaucracy is so tiresome and old.
- Karen (1001423346720631060): Challenge would be different eligibility requirements needed for various diff. programs....one eligibility criteria/application. One goal, vision to serve individuals with disabilities....i see challenges with diff. agencies unwilling to share information on clients in common.
- Sharyn (1001206954288570535): We need more cooperation from DVR, we are faster at placing job seekers
- Nancy (1001400257795812078): Encourage the mindset that ALL persons with disabilities need a proper level of intervention. Discourage DVR from being considered the automatic "go to" for someone with a disability. Plenty of JSWD don't need DVR but do need additional support.
- Ray (1000723343405997871): In NY decisions about participating in local AJC is made at State level. Not real flexible.
- Carolynnette (1001413541493404408): collaboration is key however with some partners may be quite challenging
- Brenda (1000723343405983173): staff reluctance to change; suggestion - summit of Fed. Dept. heads; followed by state summits where Governors issue instructions to their Cabinet Secretaries that this collaboration will happen
- Denise Yoggerst: Common performance measures i.e., will WIOA recognize the attainment of a "Letter of Recognition" or "Certification of Completion," which are generally achieved by many youth with significant disabilities as a high school completion equivalent. This was not the case under the WIA.



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- Carol (1001011078877613962):State agencies often say their federal funding sources don't allow sharing of confidential data, even for studies.Federal agencies should get together and come out with consistent guidance.
- Edna (1000723343406004949):challengeswith provacy laws getting in the way of providing services and collecting outcome inforamtion
- Judy (1001423850502247460):Mutually exclusive procedures, practices, and goals.The need to blend large systems with limited funding.
- David (1001218859077512121):i agree with Robin too
- Tudy (1001019536004070659):Data sharing agreements with confidentiality issues
- Robin Jones-Illinois:Many systems remain steeped in silos and continue to resist crossing service boundries and sharing customers. There need to be more measures that tie back to funding/performance in terms of how agencies work together and what steps they have taken and/or have in place to integrate the services.Your outcomes will tell you if this is succesfsul.Without performance measures that take into account the need/value of integrated services you won't see it happen.
- Barbara (1001423034002563491):access to a common database
- Leonard (1000723343405979366):Training of staff and managers, customer service flow charts, RIVERSIDE has a great ISD model, flexibile model
- Lorri (1001423851090453388):need to increase incentives for collaboration
- william (1001423815821635431):Staff training and recrutiment... working on teh staff commitment to services and not just sitting waiting /idle for their retirement... Burnout issues so staffing needs support from the TOP DOWN.
- Marcelle (1001112646252923817):not only staff capacity but staff ability
- Cynthia (1001029170914368556):having clear MOU / agreements tha work directly with individuals with disabilities including corrections, community college, State Unverisities, and other partnres
- Douglas (1001201041928963908):It will be very difficult for job centers to effectively serve individuals with significant disabilities without improved accessibility and enhanced staff skills.
- Justina (1001230442806719886):Aligning funds will be essential (leveraging); funds to support education and training career plans may increase in the system and limit the number of customers to be served.Meaningful jobs--how to market and/or rebrand system for employer awareness and participation.
- John (1001231951880034944):steady leadership in making this transiton work. Start slow and work on achieveable concrete goals. Slow and steady. If not, things will get worse before better.
- Angela (1001422767479823925):challenges to make sure it's the same across the state and across states.
- Daniel (1001423040217690633):have the new regulations replace outdated sections in other laws
- Mark (1001423350010611626):Will Access VR and their contracted providers have a required presence in the One-Stop?
- Barbara (1001418334713057126):Honesty and integrity being under the table not AT the table.
- Rod (1000723343406007894):implications for placing individual in "in demand" occupations with employers
- Marty (1000723343405975337):these are major changes in programatic implementation.Time,training and technical support will be needed
- Cari (1001423779729185001):staff worried about lay-offs in all areas;
- Joe E. Pena:I have worked in Mexico, and we have engineers in other countries, even teaching

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- schools, like the one I went to for Global Drilling Fluids, on the Island of Carmen in Mexico!!
- Steven (1001423247440649144): Breaking down communication barriers between State staff and LWIBs. Evaluate service delivery regularly with commitment from all stakeholders to cooperative and achieve expected outcomes. May need facilitators.
  - David (1000919832083688852): Organizations seem to not be transparent to outside organizations. They should offer courses to outsiders as to how they operate and the criteria they use for access.
  - Greg (1001423357283248150): TANF participation requiring our clients to be managed by the other Workforce agency partners while we are still responsible for federal reporting numbers. We need to maintain control of our caseloads if we are to be truly responsible. Please keep flexibility for human services agencies that manage TANF so that they are not completely beholden to the WIA providers and employment service.
  - Isidore (1001422827958254489): Challenge: Time; remedy - use technology (not exclusively); Challenge: territoriality; Remedy - get over it. Challenge: one off efforts with no sustainability; Remedy: institutionalize and embed integration in policy development and service delivery processes
  - Carol (1001011078877613962): challenge-- more funding needed to integrate systems
  - Karli (1001423835433954399): possible challenges clearly defining the roles and responsibilities of Voc Rehab and the Supported Employment Provider when it comes to WIOA.
  - David (1000723343406000234): Build partnership via the customer perspective- how to build partnership that will result in superior customer service and experience for all job seekers and employers.
  - Sami (1001423440921565001): remember - parents go across all of these agencies - getting them on board will help a lot - money to do that
  - Larry (1000918362286532370): Better case management by AJC and Vocational staff
  - Marianne (1000723343405987380): states should move toward a state longitudinal data system..this takes time and work oh yes and money
  - David (1001208945438583885): Accommodations for learning disabilities in the workplace; more training for staff and education for employers about learning disabilities
  - Donivan (1001423831181088793): Centralized system for one-stop-shopping .Point of Service: Ability to Register and apply for core programs and receive qualified staff/trainers/mentors. Diversified staff in multiple areas.
  - Kifleyesus (1001423850284603389): lack of integrity and transparency
  - Monica Bartlett: school districts in need of training, to gain understanding of what they need to do to meet these requirements, in order for families of youth to know what direction to go.
  - Angel (1001132550328863563): The challenges will be funding and "turf wars" Unfortunately in the past only USDOL has held its funded programs to the standards in the rules and regs but not the other agencies in the Act.
  - Marie (1000723343406010608): Quality of service being reduced generally and reflected in lower performance outcomes.
  - Christopher (1001423275821269640): MOU do not work - need incentives that are tied to outcomes for all partners
  - Lee (1000723343405971356): I agree with Ray. Something needs to be done to improve the relationship in NY and very likely in other states.
  - Greg (1001423357283248150): Again, we need one standard tracking system.
  - Carol (1001423843035985382): method to accurately track data
  - Teresa (1001423357935753818): Not enough information and training

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- Emilio(1001028667815746488):Eligibility criteria / Assessment tools
- Nancy (1001400257795812078):I don't think more money means better integration or cooperation.
- Paul (1001423148343911174):data sharing across agencies and with/between organizations outside of state government
- Christopher (1001423851201087346):Funding and training
- Susan (1001423453924216577):Expecting too much from AJC staff. There is a tendency when new things like this come along that people get too inwardly focused. Many try to preserve the status quo because it is comfortable. It is clear from WIOA that change is needed and expected. Collaboration with other community resources needs to be more of a focus. We do not have unlimited funds either. But for example, our job as ENs is to do all the benefits counseling, career counseling, and job placement. We do not need that from AJCs. We need access to the job skills training. We also need to collaborate more with using the job exchanges for placements without our participants having to register with the AJCs. That just duplicates everything.
- Pamela (1001423836776079200):Again, Youth should graduate with IEP's that have generated real outcomes, that assist VR, secondary ed & providers with real information and a pathway that generates the appropriate next step for the individual and the follow-up service provider /secondary ed provider
- Donna (1001104640660900803) 2:transportation is a challenge in rural areas and WOTC or other incentives should have higher benefit values
- Emilio(1001028667815746488):Input from the LWIBs
- LaToya(1001404834953646401):enough training
- Kathy (1001423834595011176):Try a few pilot programs to see if outcomes could be improved
- Robin (1001411343884136195):These silos have taken decades to put into place. How long do you think it will take to tear them down?
- Michelle (1001423141380902769):why not add a high school transition specialist to the AJC?
- LaRoya (1001310057501868288):Communication, funding and data tracking
- Gregory (1001423752863751611):The adjustment to a new data system in terms of training and usage. Staff in some agencies may have to adopt a new way of working, in order to make sure they're entering information into the database in real time, as opposed to using pen and paper, then entering it, which adds a step and costs time. If the information doesn't make it into the database, agencies will remain siloed.
- Larry (1000723343406002981):Having executive staff from each agency on one committee.
- Cari (1001423779729185001):every change brings less funding, less support, etc.---previous experience
- Robin (1001423836510400713):Need to get input on these questions from more persons with disabilities themselves!
- Tracy (1001423740318884295):What ever happened to people choosing what they want to do
- William (1001423815821635431):Interagency communication and collaboration versus working "in a silo"
- Barbara (1000913152943836118):BSR's were working with One Stop Job Clubs directly with job seekers. The new direction is away from job seekers and spending 100% of time with businesses. Also, industry sectors, rather than tailoring efforts towards businesses that have opening for our current load of jobseekers. How will jobseekers benefit if BSR's are no longer working with them and meeting them so we can get to know and then refer our "product" to the employers? Remember our roots and why we are here.
- John (1001423341652577661):At the risk of being redundant, Limitations on the use of

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subminimum wage is a huge mistake. It will serve as a disincentive for employers to hire people with the most significant disabilities who are not capable or producing anywhere near the norm. Especially true for small business. Employers can be the best, most cost effective and naturally supportive resources for people with significant disabilities. Limitations on use of subminimum wage should be decreased with an emphasis on creating financial incentives for employers to hire such individuals.

- Emilio(1001028667815746488):Availability of properly develop assessment tools and qualified workforce
- adrian (1001423834004477634):Cooperation within and inter-agency as necessary , mandated , instead of optional as the individual's support needs changes
- Gwen (1001032152985194696):Need ongoing funding of disability employment programs much like MSFW
- Carol (1001011078877613962):federally mandated data sharing among funding streams would be very helpful
- Kathy (1001423737842895594):challenge is fear of sharing funds and resources; address this through campaign/message that we must work together to maximize outcomes and survive

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## **Open Chat 9: What are the biggest challenges to provide integrated and accessible services in new, as well as existing programs/activities, that lead to competitive, integrated employment, advancement along career pathways, and economic self-sufficiency?**

- John (1001423341652577661): Limitations on the use of subminimum wage is a huge mistake. It will serve as a disincentive for employers to hire people with the most significant disabilities who are not capable or producing anywhere near the norm. It's completely unaffordable. Especially true for small business. Limitations on use of subminimum wage should be decreased with an emphasis on creating financial incentives for employers to hire such individuals.
- Angie (1001324835071207289): Training. Staff are not trained to meet the needs of the individuals. Our staff assists persons with barriers to employment already, but usually those who have significant disabilities are referred to other organizations. Our service delivery system can definitely be adapted to include these individuals and serve them in the public workforce system. Special funding (grants) to hire key personnel to assist those with disabilities would be great.
- Regina (1001423833355835529): There's still a "sheltered workshop" frame of mind.
- Marcelle (1001112646252923817): Lack of employers and jobs amenable to people with disabilities
- Sami (1001423440921565001): I agree with Regina
- Greg (1001423357283248150): In Oregon, most clients with disabilities are served by the Department of Human Services Office of Vocational Rehabilitation. They work with vocational rehabilitation counselors and job developers to get jobs. By
- Anelalani (1001423471718233156): On-going supports
- Tracy (1001423740318884295): how to integrate everyone in one program?
- Scott Jacqmin: We don't enroll PWD, so it isn't an issue here.
- Jeff (1000723343405999143): Which high quality workforce services customers have access to is determined by the local operator and there is no indication (?) in WIOA of incentive or sanction authority of the state for influencing LWIBs' level of services provided to these individuals. "Culture of inability" issues are the first barrier to be overcome, both at the individual level and the system level. Fear is another issue, both the fear the individual feels and the concern the system has with meeting performance.
- Tracy (1001423740318884295): how to integrate everyone in one program?
- Rod (1000723343406007894): challenge of getting placements in "in demand" occupations with employers
- Amie Lulinski: old ways of thinking
- Eric (1001423749363269177): culture change
- Alexa (1001423453296040926): a community at large who view persons with disabilities as contributing members and not just as in need of services
- Tom (1001423758776846829): Braiding resources from schools, VR, and workforce to support the worker
- Monica Bartlett: Lack of jobs
- Sami (1001423440921565001): Not including parents in this from the start starting in Middle school
- Eric (1001423749363269177): family support
- Anita (1001423836777645240): educating employers on the value that disabled persons bring to the workplace
- Jessica (1001423157631720406): rural public transportation and employers lack of willingness to



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- help provide a job to our individuals
- Paul (1001423148343911174):TANF and VR outcomes have been focused on process measures rather than employment outcomes.... what is measured is what will happen
- Lee (1000723343405971356):We need more cross-training of staff. Voc rehab staff could use more training in the characteristics of the local labor market and characteristics of occupations and industries. WIOA and ES staff could use more training in limitations to specific job tasks caused by various disabilities and the strategies and resources that could be used to make accommodations.
- Jim (1001331652691265277):Silos
- Robin (1001423836510400713):Please explain how WIOA increases PWDs access to high quality workforce services? Until I understand that, not sure I can respond sufficiently to question.
- Kimberly(1001422743757824311):training of staff screen those for WIA to not screen out those who could benefit from the program.
- Heather (1001408358197553850):Funding for staff training and programs, and much more work with employers to find work experience sites for these individuals.
- Michelle (1001423141380902769):Lack of real training to service providers in matters of disability. Lack of partnership with other agencies. Lack of funds or how to access funds for accommodations. Lack of expertise
- Racquel (1000920838502434777):more employer outreach for individuals with disabilities
- Tiffany (1001134949699095916):sorry to be repetitive, but FUNDING!!
- Claudia(1001131864979164189):Support form industry partners
- Teresa (1001423357935753818):Having employers that willing to work with us and the people we services
- Stephen (1001228339774785048):If employers continue to not accept the disabled into their businesses, then it won't work...need to make it worth it to them. Lots of education.
- James(1000723343405973822):Unrealistic expectations of the job seeker
- Jessica (1001423160549716391):There is no national standard for what an integrated palce of employment in regards to the ratio of disabled vs non-disbaled workers
- Ellice (1001234039561654868):business community buy-in and participation at the local level will be imperative to success
- Monica Bartlett:Lack of transportation options in rural areas
- LaRoya (1001310057501868288):Support
- Sharyn (1001206954288570535):People with disabilities are so afraid to lose their benefits (CASH)they have trouble with employers hiring them if they have a visible disability.
- Janet (1000723343405980720):This is too overarching! there are so many considerations with all the different programs. I don't think this is realistic!
- Robert (1001329748138535722):We need the money to be able to provide our customers with the technological advances which help them to gain access to workforce services and employment opportunities
- Jessica (1001423160549716391):business buy-in
- Katherine (1001423748877696298):Providing service to PWDs is very complicated and requires an understanding of medical/psychological aspects of disability, current skill and skill acquisition, working within the medical system, etc.I don't see AJC staff having the skills required here.Who will either provider supervision/guidance for this staff?
- Nancy (1001400257795812078):When people are signed onto SS benefits, is the ultimate goal of sustained employment mentioned? SSA's rules/procedures are definitely an obstacle - probably outside of this question.

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- Mark (1001423350010611626):Biggest challenge- job matching with individual employers willing to take on participants with disabilities.
- Marcelle (1001112646252923817):Lack of understanding [and desire/ability to spend time with people] of how to help long term disabled reenter the job market
- Jim (1001423537484455349):Sheltered employment must be preserved as a choice of employment for people with the most significant development disabilities who cannot make it in competitive.The Missouri Sheltered Workshop Industrial Based model can be a model for this. [www.moworkshops.org](http://www.moworkshops.org)
- Cynthia (1001029170914368556):business employer education is one of the keys necessary for integrated employment advancement establishing career pathways.
- Kathy (1001423834595011176):Having programs in place to support the "pre-employment " and "soft skills"while the students are in school
- Julie (1001423759700503376):Funding for long term follow along job training and support
- Jodi (1000723343405981302):Support from business
- Monica Bartlett:employer understanding/openess
- Carolynnette (1001413541493404408):limited and lack of training programsto meet the needs for this population
- Tracy (1001423740318884295):how to ever ready an individual with complete care into the competitive emplyment area
- Alexa (1001423453296040926):barriers such as loss of benefits with increasing earnings
- Anelalani (1001423471718233156):On-going supports for employees and employers to retain jobs for those with disabilities
- Greg (1001423357283248150):By "mainstreaming" clients with disabilities you create the probelm of Workforce agency staff not being used to working with a large volume of people with special needs. Education and traiing should be funded to ensure that staff understand the needs of the clietnt base.
- Michelle (1001423141380902769):subminimum wage does not foster self-sufficiency
- David (1000723343406000234):Need to greatly increase availability of high quality benefits/work incentive counseling that is pro-employment. This essentially needs to be available "on-demand" and basic knowledge should be a core of all workforce development staff, with referral to WIPA programs as necessary. Need to explore new and tiered models in this regard.
- Christopher (1001423851201087346):Lack of appropriate preparation for competitive employment- vocational and social-emotional preparation.
- Armando (1001331630118182510):Funding for staff training
- Jessica (1001423160549716391):Individuals are afraid of losing benefits and there needs to be better education in regards to that
- Paul (1000922354657757729):Limited rural transportation, limited employment options in recession riddled small rural towns
- Martina (1001305154265617096):Lack of employer awareness and how they can braid in several people with disabilities into existing open positions with some creativity and WANTING to.
- Nancy (1000723343405972078):How does WIOA increase access?Definitions???
- James(1000723343405973822):IRT Model get it to work
- Karen (1001335443301786640):I agree with Robin - I'd like to know how WIOA increases access to high quality workforce services
- Angel (1001132550328863563):The biggest challenge will be subminimum wages for certain customers with disabilities, lack of understanding of the disabilities and the capabilities of that customer, funding and usefule services.

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- Waleska (1001423732114919685):business employment education
- Jaci(1000723343406008188):inadequate mental health services
- Larry (1000918362286532370):increase rural services with bilingual staff
- Paul (1001423148343911174):agree- benefits are an "all or nothing "proposition, so sometimes doing the right thing causes greater hardship, at least in the short term
- Amy (1001423360590742515):Not enough understanding of work incentives and not enough opportunities to save/asset building to get out of poverty.
- Robin (1001411343884136195):These requirements will probably drive more people with disabilities to vocational rehabilitation. With flat (or less) funding, vocational rehabilitation agencies will probably be driven into order of selection. I anticipate that costs and the time to adequately serve persons with more significant disabilities will be a part of this. The bar for employment requirements is higher too.
- Kimberly(1001422743757824311):lack of empathy and understanding of the needs of those who are seeking services. MORE TRAINING for STAFF
- Norman (1001131250441409256):Staff capacity and knowledge how to adequately serve these particular clients. Partners may not be available to come into the One-Stop to serve them. Need to have guidance or regulations required partners. Need additional funding to have staff experts to serve this difficult population.
- Jessica (1001423160549716391):limited employment options in rural community settings
- Logan (1001423733206239148):buy-in for employers, and lack of staff
- Diana (1001422755358635297):None
- Leigh Ann (1001423356583014874):Staff need to understand how work affects SSI/SSDI benefits and be aware of many of the programs available to support individuals in their attempts to become more self-sufficient.Especially Transitional Aged Youth.
- Kifleyesus (1001423850284603389):status quo , lack of readiness in some organizations, lack of funds and trained staffs,
- Emily (1001423740839334777):There should be more focus on including individuals with disabilities in job training programs that work for people who do not have disabilities.In other words, college.
- Korrie (1001324673047577338):The current programs do not attract highly skilled job seekers, making it difficult to satisfy employer needs
- Edna (1000723343406004949):in this local area the services to those with disabilities are at the same level as those without disabilities.It is not nirvana because for some reason those with disabilities do not make use of our services.
- Rinky (1000723343405985314):we have a great relationship with our local DOR office as well as our special ed. programs in school.Coordinating and co-locating services is the key.
- Kamita (1001409434974851602):Nancy R- intense staff training which needs to be funded
- Leonard (1000723343405979366):Equipment, different performance measures for individuals with disabilities, share more resources and split funding with DOR, more incentives for employers
- Michelle (1001423141380902769):willingness to think outside the box
- Monica Bartlett:individuals served often have a fear of change -- comes back to choice
- Carol (1001423843035985382):education for employers on the benefits of hiring those with disabilities
- Cynthia (1001029170914368556):educate business about reasonable accommodations - their businesses requirement to conform
- Jim (1001331652691265277):competent ssa benefits and work incentive info
- Alfredo (1001131247962419211):Employer education and also revamping existing programs to

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be more inviting

- Karen (1001423346720631060):The biggest challenge is the CHANGE.Accessibility and service to those in rural areas.Funding!How will the Tribal TANF programs be involved in this process?
- Jenny (1001106049223324350):Employer (intgrated) buy in. We need to incentivize employers to provide an opportunity for integrated employment. Possibly take the same model as WOTC and use it specifically for hiring a person through a competitive hire situation that has a disability.
- JoAnna (1001009055554098183):there are no challenges as long as you view PWD as talent and ensure that you provide the right match to business to meet their needs
- Mary Ann (1000723343406011167):Continued interaction between partners beyond referrals outside of the physical One-Stop for services.
- adrian (1001423834004477634):income limits that impact benefit eligibility.
- David (1001208945438583885):Better understanding of the skills, abilities, and intelligence of clients with learning disabilities
- LaKesha(1001423849537669825):The level of motivation a consumer possesses.Their fear of leaving the familiar .
- Angel (1001132550328863563):Once the MOUs are signed it tends to fall to one partner mandated by their charter.
- Greg (1001423357283248150):More outreach to employer groups to educate them about people with disabilities and how easy it is to accommodate them in employment.
- Amy (1001423360590742515):not enough providers trained to find good integrated jobs
- Lorilei (1000723343405975330):A better economy so those with disabilities have a better chance to acquire meaningful employment
- Joe E. Pena:The jobs we creat in other countries like Mexico, and other countries will stabilies their economies, and creat jobs, so they will not have to come here, like the influx @ the Mexico, Texas Border!!
- Kathy (1001423834595011176):magnitude of paperwork that has to be submitted to receive SSI work incentives
- Claudia(1001131864979164189):Bridging the gap in transitions services from K-12 to post-secondary and/or career.More connectedness between education, DR and other support programs such as WorkAbility.
- Joanna (1001029150917217873):one of the biggest challenges to provide integrated and accessible services in programs/activities that lead to competitive employment for people with disabilities is the absence of disability specialists in every Career Center.The Disability Employment Initiative is a value-added program that allows Career Centers to be staffed with Disability Resource Coordinators.If funding was made available to support this position in all Career Centers, then challenges to employment for people with disabilities may be lessened.
- Monica Bartlett:training
- Terry (1001423253901284501):Understanding the impact of wages on the benefits received under SSI & SSDI.
- Tudy (1001019536004070659):Lack of staff training, employer education, data sharing
- Larry (1000918362286532370):much better AJC/DVR staff cross-training
- Samantha (1001423755495195260):educating local employers about the benefits of hiring people with disabilities; addressing lack of competitive education and employment-related skills in adult program consumer and dealing with "remedial" skills-based issues
- Denise Yoggerst:Again, there does not seem to be funding under the WIOA to provide the high quality training outcomes of which you speak.Many of the previous federal programs that provided these services have been slashed from the federal budget with no mention of new



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funding under the WIOA to reinstate these types of programs.

- David (1000723343406010805): They have to be willing to go to work
- Tiffany (1001134949699095916): the only thing that held me back was reliable transportation
- Gwen (1001032152985194696): Trying to serve IWDs in programs which were not designed with IWD in mind-lack of universal design
- Marcelle (1001112646252923817): staff is not incentivized to spend time necessary to help some people with disabilities
- Tracy (1001423740318884295): government needs to outline services and show a model of how they want things done
- Michael (1001423733696026568): Staff size and Job availability
- Heather (1001408358197553850): the policy makers need to spend time in the service center to see the reality of the work being done
- Barbara (1001418334713057126): Beware! Career pathways are not linear. There must be provisions for opting in and out especially for persons with disabilities. They may/may not need a period of time out before they can continue. Let's help folks set short term achievable goals instead of those for lifetime achievement! Sometimes minor, successful steps are the most important.
- Edward (1001423760027854645): create a consortium that consists of front line workers, job developers, WIB reps and jointly work to establish employment pathways for individuals with disabilities
- Emily (1001423848517166020): Lack of staff available to meet the needs of individuals with disabilities with many barriers, too much on their plate already, unable to add to the existing work load
- Paul (1000922354657757729): Families of adults with disabilities holding their children/wards back from independent employment due to fear of losing SSI & MA
- Racquel (1000920838502434777): services focused on in depth partnerships with employers to promote career advancement and longevity
- Rhonda (1001413352358577785): Will we be able to get a transcript of today's chat session?
- Sukhdeep (1001406946731100688): Sukhdeep Cheema Hartford Case Manager DEI
- David (1001423149863799423): more employer incentives
- Mickayla (1001113749594319685): All the push has been on the provider side, but little seems to have been done on the employer side of things. Where will these jobs come from and who will be providing job coaches for individuals with disabilities that need more intensive support than the AJCs can provide? VR can't always be the answer and many of the folks I work with either aren't eligible for VR or refuse to work with them because of bad prior experiences.
- Marie (1000723343406010608): removing barriers and disincentives regarding disabled persons willingness to sacrifice disability benefits and status.
- Jan (1000723343405991138): Need a precise definition of "high quality workforce services" and then a mandate that all partner agencies are in this together; this should not fall to WIOA Adult/Dislocated Worker/Youth exclusively
- Martin (1001423043789026800): Huge Tax breaks for employers that hire Special needs population?
- Lisa (1000922701322763388): The system should have already been providing integrated and accessible services. Not sure how DOL can expect a system that is already over-capacity and over-burdened to provide more individualized services for people with significant disabilities..
- Susan (1001423453924216577): WIOA offers a tremendous opportunity to partner with employers, especially developing training opportunities based on job markets. TTW participants



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need access to those resources. Having run an employment network for 12 years and as president of the National Employment Network Association i can tell you skills training is hard to come by. The new WIOA training opportunities are exciting and we hope our ticket users will have simple and equal access to it without a lot of red tape. or duplicated services to get it.

- Scott Jacqmin: Marcelle just scored a big hit.
- Barbara (1000913152943836118): It is all about the business/employer. I have had one large federal contractor call and say specifically that they want to give back to the community and hire someone with a disability. That person obviously had experience with this population. We must provide OJT to show employers the benefit of this group. BSR's should be promoting this service to their employers. But, the BSR should be allowed to meet the jobseeker and who they are referring so they can better advocate for each individual.
- Sharyn (1001206954288570535): We really need to partner with more employers and more marketing to employers to work with people with disabilities. We can do all we can to help our job seekers but at the end of the day no amount of money will help unless the employers are willing to hire. Also many people with disabilities have criminal backgrounds which is another issue in itself
- Douglas (1001201041928963908): Policy decisions need to be made to help facilitate effective direction of people with significant disabilities to the VR program and individuals with less significant disabilities to job centers. This will not be a simple matter to accomplish but it will be more effective to deliver quality services by disability professionals to the greatest extent possible than to try to train up general workforce staff.
- Eric (1001423749363269177): lack of staff
- Emilio (1001028667815746488): Funding
- Cynthia (1001029170914368556): employer education to debunk the myths of ADA and encourage hiring people with disabilities. this will get the buy in from the employer community.
- Glenn (1001412638929517621): Rob: Employers will need financial incentives to hire.
- Janice (1000723343405979999): A lot of services are intensive and will generate many questions and concerns about cost, cost-per, and who can be served; and how much they can get. Partnership with both VR, SSA and TANF and others will be essential to help everyone learn where all the funds are, and who can pay for what.
- Karen (1000907740183547265): There needs to be a greater ability to share information among agencies. Some of the barriers to information sharing may be perception rather than reality, but they stunt the ability to grow as a system. At this time, we cannot even obtain numbers of individuals served within our AJ Center from some Rehab Services staff, due to "confidentiality"
- Sami (1001423440921565001): Lack of values training starting in middle school and going through out the community at large - we should all be able to answer the basic question - why is it important for a person with a disability to be employed ??? - not just because it's the right thing to do - it goes deeper than that
- Rinky (1000723343405985314): on going training training for staff in serving individuals with disabilities as well on going training for assistive tech. has been key for us.
- NEMO WIB: lack of funding for job coaches or other needed accommodations
- Joan (1001423728283885534): The biggest challenge is the lack of jobs that people with severe disabilities can actually do. There must be a point where a person with a severe disability is determined to be unemployable and alternative programs are offered. Individuals with severe disabilities should be provided with alternative programs during the job searching and counseling process.
- Emily (1001423848517166020): center staff set in their ways

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- Monica Bartlett:availability of quality staff/quality applicants in small rural communities.
- David (1000723343406000234):The capacity of training programs to support and accommodate individuals with significant disabilities needs to be significantly improved.
- Paul (1001423739660736977):Funding for one. Regardless of the program and who it is supposed to help, money makes the program go round. When we are able to integrate funds and look for local funding entities then and only then can we really help and assist those in need of programs.
- Frank (1001423766872128454):reaching consumers, allowing staff to foster innovative approaches to help - working with clients to bridge the digital divide - providing technology access where the clients can easily access it - go beyond career center offices - branches in libraries, community centers, rehab center, hospitals- those areas clients already access on a regular basis - go to the clients not have them come in
- Kimberly(1001422743757824311):incentive to work with all consumers individually on their individual needs
- Mary Ann (1000723343406011167):Reduce the time taken for services to be administered.
- Michelle (1001423141380902769):Cynthia, I agree
- Tiffany (1001134949699095916):also lack of information about Resources
- Justina (1001230442806719886):Access to resources; evaluate current career pathway programs to include disabled workers need to be done now!Provide national campaign for opportunities and incentives to employers to hire!
- Dick (1001423846562073135):Funding shortages and Medicaid rules prevent provision of effective employment services to most people with severe intellectual disabilities.
- Amy (1001423360590742515):Openness of employers to hire people with disabilities
- Susannah (1001106036013315095):Staff training, employers willingness, additional time and funds,
- Scott Jacqmin:Emily spoke my mind.
- Claudia(1001131864979164189):More buy in from employers and business partners
- Laura (1000723343405978069):Access to WIPA programs/certified benefits planners that can assist individuals that are SSA disability beneficiaries.We are learning that in many states they are few and far between.
- Monica Bartlett:Funding
- Janell (1001210839262895719):realistic employment expectations, necessary staffing versus bare bones, realistic caseload sizes/staff, accountability, realistic measurement criteria versus window dressing/looks good criteria
- Tracy (1001423740318884295):Something needs to be out there for the employers.
- Harvey (1001423456165702359):Integrated and high quality employment opportunities for individuals with significant developmental disabilities are extremely limited.This is not likely to change. for the vast, vast majority of these persons.Don't lump any future outcome and service delivery requirements for this population with individuals who do not have significant intellectual disabilities.It would be a disservice to all.
- William (1000723343405992371):There needs to be a recognition of the Non-profit programs which also provide services to this population and help integrate and support their efforts, and they support ours beyond those prescribed by law.
- David (1000919832083688852):Complaint handling procedures and guaranteed a response within set time frames needs to be done by each and every organization. Advocates need training and they need expedited authority to making complaints on behalf of clients. A time tracking system needs to be imposed on each organization for handling complaints.

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- Gregory (1001423752863751611):The challenge will be in making sure that equipment, training and service protocol are current and provide measurable outcomes. Also, setting benchmark for program performance, must be open to flexibility
- Martina (1001305154265617096):having additional funding for an assistant to the Disability Resource Coordinator to take on some of the work that still needs to be done in order to establish better opportunities for the disabled interested in economic self-sufficiency
- Mark (1001211236940501686):Agree with Joan.
- Esther (1001423342443630469):Emp;loyer buyin - if employers are not willing to hire and promote, no amount of training and services we can provide will help.
- Nancy (1001400257795812078):I think that undiagnosed or "in denail" learning disabilities, ignorance on staff's part on how to help folks with LD, and the lack of responsiveness of industry to adequately address LD as a condition worthy of accommodation. Folks with LD have a lot of unique barriers and sometimes only need help/adjustments made to overcome them, yet they are overwhelmed and frequently won't disclose issues. How can staff help them if they aren't straightforward adn come clean about LD?
- Judy (1001423850502247460):I think getting past the initial concerns of "how do we do this" "how do we make the needed changes" "how do we collaborate with the other agencies" is a major challenge.
- Brian (1001402261558937822):Changing employer perceptions. Diversity isn't just ethnicity, race or gender. Disability status is a significantly under-represented. There has to be a change in perception among employers to become more open to hiring the most qualified candidate and that candidate very well may have a disability. There also needs to be work done on changing job seeker perceptions of employment. Maximizing benefits is not the same as become self-sufficient. Career pathways are vital; but more importantly; the one-stops need to be leaders in providing employer-sponsored and supported training to not only assist persons with disabilities in obtaining employment. But also in maintaining employment.
- Teresa (1001423357935753818):how can we make everyone in the program under stand what we are try to do to help them
- Alexa (1001423453296040926):lack of support from other members of IDT
- James(1000723343405973822):CWIC needed in AJC's
- Paul (1001423739660736977):Staff training is also important
- Paul (1001423148343911174):discussions of serving individuals with disabilities also needs to connect with veterans services, and the new rules and restrictions that have been imposed on the VETS programs and how they are delivered
- Edward (1001423760027854645):provide work experience partnerships so people with disabilities can gain experience and cooperation from employers
- Michael (1000723343405980456):Must focus on skill sets and not the individual disability
- Terry (1001423253901284501):Tendancy to concentrate services to those who will provide the greatest benefit to performance goals.
- Armando (1001331630118182510):Business service team training and education to businesss, to educate them in reaching out to an untapped pool of qualified candidates
- Douglas (1001201041928963908):VR staff could benefit greatly from additional exposure to the career pathways concept
- Edna (1000723343406004949):employer engagement is key but we do have some that hire those with disabilities
- Lee (1000723343405971356):I'm seeing a lot of comments regarding employers. I would suggest that SWIBs and LWIBs try to recruit businesses who are friendly to workers with disabilities for

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their WIBs.

- Jill (1001423841810672902):currently- it seems that agencies work in silos and it is difficult to access services that are available for an individual.The tax incentives were a benefit to employers who hired people with disabilities...could we bring that back.Employer buyin is important in creating a diverse workforce.
- Rinky (1000723343405985314):OJT and WEX works to create employment opportunities
- Jeff (1000723343405999143):Disability Employment Initiative and Disability Program Navigator grants helped the state begin to overcome barriers to service delivery and success. Employment Network helps send the message that we are here to serve these individuals.
- Nancy (1001400257795812078):Inflexible employers.
- Jessica (1001423160549716391):There need to be better incentives for individuals to find employment and not fear losing medical coverage
- Anne (1001423760142713017):More staff intensive with no more or less funding, lack of employer buy-in education, personal cares and needs for PWD with signifcant needs in the workplace
- Carolynnette (1001413541493404408):limited OJT opportunitites
- Sami (1001423440921565001):limited thinking about how to do it - severly disabled aren't employeable - that is not true
- Emilio(1001028667815746488):Federal support to the LWIBs
- Larry (1000918362286532370):Get TANF Porgram engage with this population
- jeannie (1000723343405975450):Employer training on hiring persons with disabiliities. Also more specially trained staff
- Rinky (1000723343405985314):Fund DPN
- Sharyn (1001206954288570535):We need funding for job coaches
- Susan (1001116548887550947):Is there any intent to better define disabilities as they may or may not impact employability?
- Michelle (1001423141380902769):develop and require workshops geared to teh person with disabilities job search
- John (1001231951880034944):what are these "high qwuality workforce services"? why not refer the individuals wthi disabilities to VR? Do workforce personnell have backgrounds in disability kowledge or rehabilitation counseling? Increase access tomore VR counselors and/or VRbusiness relations specaialists.
- Barbara (1001418334713057126):Consider training programs for employers and employees on integrating persons with disabilities into the workplace. Once a person is placed, no one wants him/her rejected by co-workers. Inclusion and acceptance are important keys to success.
- Martina (1001305154265617096):limited job opportunities in rural areas
- Angela (1001422767479823925):how these services will be paid and for how will the disabilities be assessed?
- Cari (1001423779729185001):willingness to use accommodations creatively by individual and employers
- Pamela (1001423836776079200):Fundingamounts & formulas determined by need and documentation of need, service liason for alternate services needed, true incentives, new incentives to get business to mainstream their hiring and change the way they view jobs and job carving, less internet applications to reduce competition for jobs , accessibility by companies in general
- James(1000723343405973822):Fund DPN
- Robin (1001411343884136195):The Technical Assistance Centers have been defunded for

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intents and purposes. Most of the special funding for program innovation is dead. One TEchnical Assistance Center is expected to work with 16 states. What about the other states? Where is the assistance as we move to working with people with more significant disabilities and the opporrtniiteis to innovate?

- Debby (1001422957949426848):Educating employers on the potential of challenged individuals
- Armando (1001331630118182510):Need the WOTC tax credit back!
- Jill (1001423841810672902):Access for people with disabilities into Apprenticeship programs
- Paul (1001423739660736977):Rural areas are weak and that's where my CIL comes in Luling and Lockhart
- Greg (1001423357283248150):A wage reimbursement program that could be used in tandem with WOTC would be great to encourage employers to take a chance on clients with disabilities. However, there would have to be funding for such a program. You could pilot it in one state and then if it is successful roll it out to others.
- Larry (1000723343406002981):Successful examples of service:The disability navigator program was a good effort.Currently, the DEI grant should provide the same opportunities.
- Joe E. Pena:The students at the school for Global Drilling were excited that we visited their school, and consulted with their engineers!!
- Jessica (1001423160549716391):better funding for supported and long term supports
- Sami (1001423440921565001):Research data on the benefit of employing a person with a disability
- Suzanne (1001423356199857213):States push to provide all services in community settings.Providers are fully integrated as we serve multiple populations
- Barbara (1000913152943836118):Many of these jobseekers receive subsidies and do not want to lose that income by getting a job.
- Kifleyesus (1001423850284603389):Services diversity particularly to those minorities
- Mark (1001211236940501686):Training of staff in "workplace economics".



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**Open Chat 10 :Do you have successful examples from your own service delivery system or other programs (e.g., TANF) that can be adapted to improve services for individuals with disabilities through the public workforce system?**

- Dawn (1001423832565268391):A key challenge for many persons with vision loss in accessing programs and services (and, ultimately employment) is transportation.
- Rod (1000723343406007894):Disability Navigator in CA was a start but it would need to be revised and refined
- Daniel (1001423040217690633):DEI model and T2W
- NEMO WIB:agree with Dawn
- Heather (1001408358197553850):Community Service, work experience and the 21 day PATH workshops
- Marcelle (1001112646252923817):Disability navigators to training and support staff to work with people with disabilities, and to a lesser degree to work directly with customers who are disabled when needed
- Jessica (1001423160549716391):Working Healthy Program in Kansas and the Work Opportunities Benefiting Kansans Program
- James(1000723343405973822):DPN & TTW
- Dehryl (1000723343405992922):work experience opportunities
- Rinky (1000723343405985314):Work Experience
- Paul (1001423148343911174):disability navigators
- jeannie (1000723343405975450):Jeannie Refund the Disability navigator positions
- S (1001423847856742118):Yes; requires and integrated approach with all stakeholders involved, supported and responsible for success
- Kimberly(1001422743757824311):education OJT to get people back to workWe need training Centers
- Justina (1001230442806719886):Our VR partners participate in our program orientations and information sessions as well as attend our job fairs.
- Frances (1000723343405993618):Willingnes s of the participant to give up their benefits for a regular job.
- Susan (1001116548887550947):transportationi is a huge issue across all types of persons...and extra important with people with disabilities
- Gwen (1001032152985194696):Ohio's Work Incentive Program for TANF recipients
- Joanna (1001423050480361875):Joint OJT pilot programs between WIA and TANF could be duplicated with the new WIOA legislation.
- Terry (1001423253901284501):Legacy Training for all relevant staff.
- Karen (1001335443301786640):the DEI
- Edward (1001423760027854645):workability programming in california
- Norman (1001131250441409256):Disability navigator program
- Claudia(1001131864979164189):The WorkAbility1 program in California assists students with disabilities transition from high school to post-secondary/career.
- Alfredo (1001131247962419211):collaborating with charter schools and sector specific programs
- Armando (1001331630118182510):The formation of an integrated resource team using multiple agencies to leverage resources that will offer the job seeker with the necessary wrap around supports
- Dara (1000911057271747878):Louisiana has a program called LaJET that is very successful with TANF recipients that might work well with the disabled.

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- James(1000723343405973822):DPN with funding fo Work Exp.
- Emily (1001423848517166020):somehow merging employment and training staff and DOL staff to provide a more unified service
- Tom (1001423758776846829):We have a Disability Subcommittee in El Paso that has provided input on programs such as a paid work experience for students with disabilities
- Robin (1001411343884136195):The YTP program in Oregon for youth in transition was acknowledged internationally as a program that assists youth with disabilities in transition.
- Sami (1001423440921565001):Yes our office co-enrolls individuals with disabilities - TANF and WIOA so they can find the right employment option - especially with youth
- David (1000723343406000234):Setting up regional collaborations between transportation providers and workforce development entities/community partners to address transportation at micro and macro level.
- Nancy (1000723343405972078):We have integrated WIA, TAA and TANF staff and programs in our one-stop.
- Larry (1000918362286532370):Goodwill
- Cynthia (1001029170914368556):we have a provider who has established a range of occupations for people with moderate to severe disabilities and uses the concentration on that range to provide work experience and eventual employment to a great number of disabled people
- Alfredo (1001131247962419211):Disability Employment Initiative
- Rinky (1000723343405985314):Fund DPN - great resouce for on going training for AJC Staff
- Marty (1000723343405975337):Navigators (or the new Disability Resource Coordinators)
- Monica Bartlett:Yes, but it comes back to funding issues.Everyone wants the best possible services/outcomes, but no one wants to pay what it costs to provide those services.
- Nancy (1001400257795812078):Employer education. I know someone in IL who employs 17 people. All have a disability - most are autistic and high functioning. He loves the challenge of figuring out what types of communication help them thrive. Bringing business partners in to serve as ambassadors/mentors, etc. for other businesses.
- Martina (1001305154265617096):The DEI in the pilot regions.
- Jessica (1001423160549716391):Offering a flat rate to individuals for transportation to and from work
- Martin (1001423043789026800):Training builds confidence.
- Daniel (1001423040217690633):local partner meetings and WIB initiatives
- Harvey (1001423456165702359):The public workforce system, at least in our local area, has little interest in helping improve employment services for individuals with significant intellectual disabilities.It's left to the nonprofit sector to innovate.
- Greg (1001423357283248150):Yes, we have a wage reimbursement program in Oregon called JOBS Plus where employers get paid a reimbursement at minimum wage for a period of time to hire clients off of TANF.This can be used in tandem with WOTC to encourage employers to hire more clients. If we had a simlar reimbrusement for those with disabilities that would be very helpful in getting employers to take a chance on them.
- Jim (1001331652691265277):handholding casemanagement worked pretty good
- Diana (1001422755358635297):dei and tt
- Susan (1001423453924216577):We have a contract to provide services to TANF participants with disabilities.That is because our TANF program manager recognizes that they cannot expect their counselors to know everything about disability.AJCs should do the same -- contract some of this out to the community.
- Gregory (1001423752863751611):Yes. Our database and it realtime usage has cut down record

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keeping time, made all staff activities completely transparent in real time, allowing for correction and coordination of services.

- Carolynnette (1001413541493404408):MOU's with VR
- LaRoya (1001310057501868288):Local partner agencies
- Samantha (1001423051369364142):not many, Voc Rehab plays by their own rules and are too slow for job prep
- Edna (1000723343406004949):currently a VR rep holds workshops like the ones given for WIA participants.problem is the attendance is low.He works with a group home and they do not seem to care if their clients get job training and employment help
- John (1001231951880034944):Perhaps business relations staff that can be accessed or on staff for VR offices- share the expense of their salary between some workforce partners.
- James(1000723343405973822):Auto Co enrollment with TTW & WIOA
- Leigh Ann (1001423356583014874):PCG has been working with a TANF program in California to provide work force supports by employing Executive Function research with some very promising results.
- Sharyn (1001206954288570535):Through DEI we were able to hire job coaches to help our clients become employed this has been a huge help. Also getting our job seekers into paid work experience really helped a lot as well.They were able to see how it is to earn a paycheck and they would have recent work history on their resume which helped them get hired.Having these services allowed job seekers to get hired 50% faster than they would have on their own.
- Beth (1000904238745159596): TTW and we are fortunate to have a CWIC on site.
- Anne (1001423760142713017):Project Search
- Scott Jacqmin:Promote established financial incentives for employers to hire PWD, as opposed to sending those job-seeker customers packing.
- David(1001423149863799423):TTW
- Sami (1001423440921565001):Problem we run into is funding for staff to do the additional individualization of employment
- Michelle (1001423141380902769):Through the VR system in worker compensation, WA state legislature mandated that VRCs be placed in 6 AJC locations across the state to serve this population and partner with other agencies. This has led to a high return to work rate, education, and services provided to workers otherwise not given. This has been very successful and you can access the research report through the [ini.wa.gov](http://ini.wa.gov) website. The research was completed by University of Washington
- JoAnna (100100905554098183):The question makes it sound as if VR isn't meeting the needs of PWD.VR works with businesses to identify their needs, shares the information with our job seekers and make the best match for the business.Numerous examples of this throughout the VR system.
- Nancy (1001400257795812078):DEI where the DRCs are trained fresh.
- Jim (1001423537484455349):[www.moworkshops.org](http://www.moworkshops.org) The Missouri Sheltered Workshop program should be the model of sheltered employment options for people with the most significant developmental disabilities.Only 1.6% of high school graduates with an IEP go into the sheltered program in Missouri.Everybody else is employed in competitive or supported employment.For more info go to [moworkshops.org](http://moworkshops.org)
- Paul (1001423739660736977):Transportation is so important in the rural communities. I do my outreach to Luling and Lockhart twice a week. It is SSDI, Food, paying bills, looking for housing. Section 8 has become a joke. There needs to be more hands on type of assistance.
- Barbara (1001418334713057126):Shepherds College, Contact Tracy Terrill, Ex Dir.best model

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for persons with intellectual disabilities!

- Kathy (1001112259275531221): You can look at all of the NYS Round 1 DEI Projects for a multitude of examples. With perseverance and support, all of the challenges that I saw posted on previous questions were met effectively. We have many individual success stories to share.
- Larry (1000918362286532370): A person with excellent examples is Art Garza in Washington State
- Greg (1001423357283248150): More job development would be nice as well. Unfortunately, job development is time consuming and requires more staff and more funding.
- Susan (1001116548887550947): perhaps consider mandating a percentage of funding be in the plan for transportation assistance as a supportive service?
- Robin (1001423836510400713): Maintaining tax credits for employers and work incentives for job seekers.
- Dennis (1001423745441269789): Project SEARCH internships for students and young adults with intellectual disabilities.
- Jan (1000723343405991138): strong, consistent employer education pieces
- Barbara (1000913152943836118): Take it one job seeker at a time. Know that individual. Know your employers. Then make the match and the sale. But to make that happen, you have to let the "seller" know the "product/jobseeker". It can work. Give the OJT as an employer incentive. Target the job to the individuals capabilities. This is not a general referral, it is very selective. The more you know.....
- Alexa (1001423453296040926): participants volunteer at charitable organizations and gain experience/learn job skills while contributing to their communities
- Kifleyesus (1001423850284603389): Workfirst program in WA
- Daniel (1001423040217690633): using IRT for all ages
- Marcelle (1001112646252923817): Who is Art Garza?
- Susan (1001116548887550947): either by WIOA or one of the partners in the MOU
- Barbara (1001423034002563491): FastTRAC, Ticket to Work
- Kimberly (1001422743757824311): When there are job Coaches Available they do a great job with SE
- Rinky (1000723343405985314): set the system up so it doesn't punish program for serving individuals with disabilities in not meeting/exceeding performance benchmarks
- Diana (1001422755358635297): dei and ttw
- Marie (1000723343406010608): Better assessment at time of enrollment in identifying persons with disabilities. Didn't just stop at point of eligibility determination.
- Emily (1001423848517166020): many individuals with disabilities are integrated in the social service system, and are not taking advantage of career center services
- Robin (1001411343884136195): Integrated One Stop with VR staff can be helpful in rural areas. Rural areas typically have fewer people, fewer jobs and opportunities for jobs, and integrating efforts typically works better. One model of service does not work every where- the population, the economy, the culture of the region may impact how to devise service systems.
- Robert (1001329748138535722): We have the CT Youth Leadership project which empowers youth with disabilities to realize their leadership potential
- Jessica (1001423160549716391): Sorry I meant to write Work Opportunities Rewarding Kansans
- James (1000723343405973822): TTW/ DPN who is also CWIC certified
- Justina (1001230442806719886): Our EDD partner provides a veterans representative that helps coordinate veterans services that includes services to disabled vets.
- Lisa (1000922701322763388): disability cuts across every single population. until services are



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designed in a way that provides a more universal approach, supporting people with disabilities will always be seen as needing to do something "extra."

- Gwen (1001032152985194696):Enforce the hiring of Disability staff by the Job Centers as required under the Wagner-Peyser regulations
- Dehryl (1000723343405992922):Project Search
- Shauna (1001423034419478932):Referral/Access to work incentives and benefits counseling for Social Security Disability/SSI beneficiaries
- Sharyn (1001206954288570535):DEI / DRC's and Ticket have been so amazing to help with our job seekers
- Kifleyesus (1001423850284603389):Project Search program, Open Doors for multicultural families
- Daniel (1001423040217690633):Integrated resource teams
- Nancy (1001400257795812078):Actually, DEI w/o the TTW/benefits counseling emphasis. I think those two aspects reduced the DRCs' time working on IRTs. IRTs are wonderful.
- Susan (1001423453924216577):Yes, James.Autoenrollment between TTW and WIOA to avoid deuplicated services..AJCs should help where we need them, but not require our participants to go through intake or counseling procedures they do not need to get what they do need.
- Sami (1001423440921565001):project SEARCH, SWAP - School to Work Alliance Program and Fast Track
- David (1000723343406000234):The focus needs to start with the customer - what do they need and what is the easiest way for them to access the necessary services and supports and go from there. You can't build a system by looking at your existing programs/regulations and squeezing customers into that.
- Dawn (1001423832565268391):Agree that Disability Navigators are needed; those positions were criticaal and could be filled by pwd
- Suzanne (1001423356199857213):integrated on- site and community job training opportunities as well as community employers provding job training to program participants
- jeannie (1000723343405975450):Supported Employment Specialist
- David (1000919832083688852):No. However, specific jobs need to be identified that are doable for a given disability. An example: is MS. I had little success in even finding out from the MS society the jobs that a person could perform. Surely a database could indicate the high probability of success of people with given issues.
- Marianne (1000723343405987380):Start on Success in Maryland
- Scott Jacqmin:Not moving to VR any customer that dares breathe the word "disability."
- Rinky (1000723343405985314):better assessment tools on highlighting ABILITIES
- isidore (1001422827958254489):Need business "champions" and facilitate them sharing successful pracies among themselves. Work Without Limits in Masssachustts does this.
- Claudia(1001131864979164189):Through the WorkAbility1 program we have partnerships with Transition Partnership Program, Department of Rehab and Regional Occupational Program.Students are assisted with receiving services from DOR and getting connected to career technical training and receiving industry and state certifications as CNA, MA, VNs.
- Cynthia (1001029170914368556):we were able to assist this provider in getting started by using incentive runds which carry no classification requirements.They could be used for any service or any activity that the law comes close to authorizing rather than nailed down to a specifica classification such as career services and more funds should be made available on that basis
- Waleska (1001423732114919685):project search
- ryan (1001407934959837985):co-enrollment with TTW (workforce EN) can work very well



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- Robin (1001411343884136195):More training about job surveys and job market analysis for self-employment
- Gregory (1001423752863751611):Also, our monthly phone conferences with cooperating agencies have been invaluable in terms of service coordination and improvement.
- Pamela (1001423836776079200): Alot of Work-based Training opportunities by area employers to give people a real opportunity to get a leg up or show their skills so they can be really considered and not eliminated so early in the process. This worked wellback when welfare was moving people intp employment.
- Kathy (1001423834595011176):job sharing
- Marie (1000723343406010608):Improve partnership with State Rehab Agency
- Marianne (1000723343405987380):we need education champions too
- Paul (1001423739660736977):People in rural area get more assistance form outreach programs than from federal programs. Too much red tape.
- Joe E. Pena:When I worked with Sierra Drilling Products here, and in Mexico, we worked with investor in Latina Oil Comp., Haliburton Mexico, and Pemex, they all wanted to go to Disney Land with their kids, they love progress!!!
- Edward (1001423760027854645):social enterprises promoting employment for individuals with disabilities
- Michael (1001423733696026568):Yes, Louisville KY workforce development KYCC has been successful integrating the services of five different grants
- Jill (1001423841810672902):High School/High Tech programs are an awesome example for transition aged youth to prepare for employment.
- Jessica (1001423160549716391):Self-Employment Specialist who understands benefits and can help individuals with disabilities navigate the path to self-employment
- Sharyn (1001206954288570535):I agree about Project Search,PROject search programs should be approved as WIA training providers
- Shauna (1001423034419478932):Referral/Access to Employment Networks/Ticket to Work Program
- Harvey (1001423456165702359):SourceAmerica has effective employment program models. Look to them forhow to be effective.
- Jessica (1001423160549716391):Discovery Process for Customized Employment
- John (1001423341652577661):The AbilityOne Program as well as most State Use Programs have been highly successful and producing a win-win proposition for peiople with significant disabilities and the government as payer of benefits (i.e., by reducing payments as beneficiaries reach SGA), purchaser of products and services
- Marianne (1000723343405987380):high tech is trarely interested in syouth with disabilities
- Sami (1001423440921565001):share stories of success and teh impact on the individual and the community
- Kifleyesus (1001423850284603389):DO -IT program in UW
- Justina (1001230442806719886):Non-profits and community based partners help link work services (Goodwill, Employability First)
- Gwen (1001032152985194696):Encourgage the TTW Partnership Plus employment network model
- Barbara (1001418334713057126):Provide a forum for employers to talk to, mentor and influence other employers.
- Martina (1001305154265617096):designating community colleges to assist with the creating of jobs with local employers for the disability community

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- Joanna (1001423050480361875):I agree with Michael
- william (1001423815821635431):we have a Workforce Solutions Group meeting to address issues to assist the communities
- Emily (1001423848517166020):I agree that DRC's are critical in the job centers, but the staff need the expertise themselves to be able to affectively serve job seekers with disabilities as though the DRC was not there

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### **Open Chat 11: With all programs moving to common intake, what regulations and strategies/incentives should be provided for job seekers to self-disclose a disability?**

- Lee (1000723343405971356): If the different programs can use a common intake system, that will at least help capture individuals with disabilities who are already being served by a partner program (e.g. voc rehab). I don't think we should pressure individuals to disclose a disability. If they get to the point in the service delivery where they are receiving a comprehensive assessment or counseling, then an experienced staff member will be able to draw out whether a hidden disability has impacted a job seekers employment prospects. The best strategy that we can implement to identify individuals with disabilities is to train staff to recognize certain cues and to handle that information with confidentiality and sensitivity.
- David (1001010442572557265): Consistency through staff training
- Susan (1001423453924216577): Use the enw Section 503 rules. The form they prescribe isn't the best right now, but it is better than what we had in the past.
- Claudia (1001131864979164189): I agree with Lee
- James (1000723343405973822): Secure MIS
- Tudy (1001019536004070659): Use of a form, such as OFCCP's disability self disclosure form
- Norman (1001131250441409256): No incentives.
- Besy (1001409430694682440): COMMON QUESTIONS ON FORMS
- isidore (1001422827958254489): agree with Lee
- Daniel (1001423040217690633): should not make a difference
- David (1001423149863799423): guarantee of priority of service and resources
- Angie (1001324835071207289): Intake staff need to be trained to assist persons in self-identification and to assist those with disabilities. Many times, customers will not self-identify because they think they are being judged or they think someone may overhear a conversation. The case worker or intake staff may seem to be in a hurry or not willing to help. Some offices do not have a friendly atmosphere or a feeling of empathy for the individuals. The customers come in with no job, the threat of losing their transportation, their home and their family and the CSR at the front desk can't even take the time to smile. She/he takes their name and sits them at a computer to take tests and do a job search. No empathy. No help. They feel more lost coming out of the Workforce Center than they did when they went in. And they feel like they just wasted three hours of their time taking tests and making a "new" resume when they already have a degree and their own resume. Training to intake staff would be beneficial.
- Marcelle (1001112646252923817): Its not comfortable until employers stop asking questions on applications
- David (1001010442572557265): Have staff practice through role-playing
- Martina (1001305154265617096): no incentives
- Carol (1001423843035985382): No Incentives, I dont think we should pressure them to disclose
- Karen (1001423346720631060): Adding on the application it will assist in their quality of services and will not prevent them from receiving services.
- David (1000723343406000234): We should design a system that doesn't require disclosure to get high quality services. If a universal design/universal access approach is used, the need for disclosure will be reduced.
- Steven (1001423247440649144): Advisement of additional services/benefits that may be available to them.
- Martina (1001305154265617096): We do role playing at weekly staff meetings.
- Bryon (1001423843556782372): Front end messaging and PROCESS about the privacy of the

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disclosure

- Beth (1000904238745159596):Awareness of SSA work supports
- Lisa (1000922701322763388):People need to be given a reason to disclose.Disclosure for the sake of disclosure isn't effective.
- Scott Jacqmin:An interior cultural change that will not leave the customer out in the cold for disclosing a disability.Real change, not a paper change.
- Robin (1001423836510400713):Don't know if it is as much an issue of "strategies" or regulations, but giving PWDs confidence that there will be ability to handle their particular needs.
- Jodi (1000723343405981302):There should be no incentives!
- Laura (1000723343405978069):Projects associated with the DEI have several examples.Some AJCs have created flyers indicated the benefits, access to additional accommodations or supports.Some areas have incorporated this information as part of their online and in person intake system.
- Cari (1001423779729185001):Employers should be rewarded with tax incentives,
- Bryan Russell:Educating clients on the benefits of self disclosure. Make it easy for them to do so. that and staff training.
- Claudia(1001131864979164189):But in cases where information is not shared by the support agency we should have more self-advocacy training
- Tom (1001423758776846829):Offering a priority service option
- Michelle (1001423141380902769):If a job seeker choses to not disclose, at least share where they can get additional information to resources. If job seeker discloses, outline what services and benefits are available to them. The word will get out. I know. I'm very busy.
- Marty (1000723343405975337):I'm not sure that it will increase "self-disclosure" due to social issues that people "with differences" face - especially in employment situations
- Norman (1001131250441409256):Should emphasize disabled access credit
- Kimberly(1001422743757824311):It is strictly though rapport built with the consuemn and the counselor.
- James(1000723343405973822):steamline realease of information
- Alfredo (1001131247962419211):No incentives for self disclosure. Should be optional
- Angela (1001422767479823925):It's not just about self disclose... there should be something in place that can identify even when they don't know... There needs to be a better evaluation tool, or a screening that says.And explaining better that having a "disability" isn't a negative thing.
- Robin (1001411343884136195):STaff must be trained to learn how to work with people so that they feel comfortable and respected when disclosing a disability. Then evaluate the staff's efforts.There are no incentives for persons with disabilities to disclose and that is why they do not.
- Rod (1000723343406007894):can you impose a regulation regarding disclosure? disclosure is a huge complication now under WIA and could become bigger in WIOA if eligibility and enrollment are required ealier in the process- not sure what the answer is
- Jeff (1000723343405999143):It may help to include on the AJC intake questionnaire a defining statement with the question about do you have a disability?Maybe something like "Individuals with disabilities may be eligible to receive additional services."A reminder that disclosing this information will not be shared with potential employers.
- Alexa (1001423453296040926):as current, the need (post-offer) for reasonable accommodation
- LaRoya (1001310057501868288):No incentives
- Marianne (1000723343405987380):there is a difference between adults with disabilities and youth with disabilities.Youth may not disclose until they have had some difficult situations.
- Robert (1001329748138535722):Especially with mental illness we need to have more integrated

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programs and marketing to break down stigma's associated with this disability. Many of our long term unemployed have issues but don't even realize this.

- Teri(1001423847465907105):If the program is designed for people with disabilities-they must disclose in order for eligibility
- Emilio(1001028667815746488):Consider first provision of Privacy Act - then provide TA and clear definitions
- Frank (1001423766872128454):Staff with similar disabilities available on a regular basis
- Janell (1001210839262895719):503, individual has the right to confidentiality
- Mark (1001211236940501686):Agree with Alfredo.
- Terry (1001423253901284501):Specific funding set-asides for persons w/ disabilities.
- Armando (1001331630118182510):Back to training. Self disclosure only necessary if a reasonable accommodation is needed.
- Jan (1000723343405991138):Local decision could be to advertise a "priority of service" policy
- Sharyn (1001206954288570535):Giving information to job seekers such as Section 503 and Schedule A would help because they would get a job if they disclosed. Also advertising in the AJC's to show the types of services available for individuals with disabilities so they know what is available and will disclose so we can provide services.
- Dara (1000911057271747878):you seem to think the problem is with the jobseekers. The problem is really the employers. Jobseekers feel if they disclose they will be disregarded for the positions. I don't feel we should make them disclose.
- Marcelle (1001112646252923817):Staff should know to explain why this info is being asked -- there may be funding sources available as well as accommodations, etc.
- Howard (1001423162511748643):Don't think such a disclosure could/should be incentivized.
- Rinky (1000723343405985314):look for strategies not incentive!
- Leonard (1000723343405979366):Expand WOTC to include more incentives for employers and a better selection of equipment for job retention
- Marianne (1000723343405987380):students with a high degree of self determination are likely to disclose
- Mark (1001423350010611626):If employer has the incentive to hire a disabled participant , then the participants would be able to actually disclose their disability if they truly want to get employment.
- Barbara (1001423034002563491):making available accommodations known
- Norman (1001131250441409256):Need to consider HIPAA
- Joan (1001423728283885534):I agree with Dara
- Michelle (1001423141380902769):Not everyone views themselves disabled. A clear example may be helpful
- Mike (1001324761102251877):Motivational Interview training for staff may help. Tough to self disclose if you don't trust the staff. Assessments can assist with identifying cognitive issues, but is not inclusive
- Gregory (1001423752863751611):It should be explained that self disclosure can lead to more tailored service delivery that would meet all needs present.
- Barbara (1001418334713057126):If agencies and institutions are work together and commonly within a case management approach, the disability will appear at some point. Each of us has one. I would agree that we don't necessarily need self-disclosure if the system is truly universal, why does it matter. If a special "ability" surfaces, provide the service at that point.
- Susannah (1001106036013315095):Work with VR up front for assessment and the training be left to the Workforce programs



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- Cynthia (1001029170914368556):Don't think we can require self-disclosure.
- Barbara (1000913152943836118):The front desk staff should be trained, in every case in every office no matter what. And, you could add to the training to ask the jobseeker "Do you need intensive services or do you have a disability that requires the services of our intensive service provider?".
- Bryon (1001423843556782372):Self disclosure will take place in direct proportion to the comfort level of the client, this is very sophisticated issue
- Heather (1001408358197553850):Assessments to ensure that we can help them to the best of our ability.And educate them on what we can offer to them, without judgement.But it is ultimately up to the jobseeker to disclose the information or not.
- Judy (1001423850502247460):We need to give individuals as much information as possible on the pros and cons of disclosure, particularly with the new 503 regs with employment with federal contractors.
- Bryon (1001423843556782372):Self disclosure will take place in direct proportion to the comfort level of the client, this is very sophisticated issue'
- Ken (1000723343405980673):Important to stress the confidentiality of self disclosure to job seekers.
- Rinky (1000723343405985314):focus on quality of services or access to services
- David (1000723343406000234):If disclosure is necessary, it needs to be done in a way that is highly respectful of individual's need for privacy. Also, disclosure should be functional in terms of the person's assistance and support needs, not details about their disability.
- Martina (1001305154265617096):we promote Ticket to Work to all individuals as well as promote Disability Awareness Month and Disability Employment Awareness Month....this has been instrumental
- Susan (1001116548887550947):Agree with Dara- employers are also a barrier for this population
- Jessica (1001423160549716391):better funding for businesses for accomodations
- Mark (1001423240156463324):I agree with Angie
- Brian (1001402261558937822):Signage and literature about the additional assistance that can be accessed by disclosing. Many individuals don't disclose out of fear that they won't get their necessary assistance. But information about Ticket to Work, waiver services, VR; as well as assessments with assist in understanding both barriers and solutions to disability based concerns.
- Besy(1001409430694682440):conversation amoung staff to obtain information from individuals
- Emily (1001423848517166020):I strongly feel with the right conversation and empathetic approach to interacting with job seekers, it should prompt the person to disclose! Trust! Comfort!
- Kathy (1001423737842895594):Create an inclusive culture; accessibility getting to the program, accessibility in the parking lot, success stories of people with disabilities in brochures, defining disability for consumers, posters that alert clients to the availability of accommodations
- Anelalani (1001423471718233156):Education on self-disclosure, what would be benefit of this?
- jeannie (1000723343405975450):Staff need training to recognize a disability even when the person has chosen not to disclose. Disclosure should always be voluntary
- Christopher (1001423851201087346):Build self-advocacy skills for students so they can navigate the world of work. There is more to this than self-disclosure.
- Robin (1001411343884136195):Some individuals - for example, people with traumatic brain injury - may not be able to tell you about the issues. Or they may have forgotten (it depends on the injury they sustained if they have the longer term memory).
- Nimia (1001423153707158133):Disability disclosure should be kept confidential.
- Lorilei (1000723343405975330):require a percentage of persons with disabilities served like JTPA

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- to encourage staff to talk with clients about disclosure
- Lisa (1000922701322763388):I'd rather see programs focusing on helping ALL jobseekers to learn how to take responsibility for their own job search as part of the new "career services."Here is where accommodations (not just for disability) can be discussed and explored.
- Carol (1001011078877613962):Even with revised language encouraging self-disclosure, self-disclosure did not increase at all.
- Shauna (1001423034419478932):Ensure individuals are being referred to appropriate programs/services
- Denise Yoggerst:Intake needs to be done by rehabilitation experts who are capable of identifying through the basic application process those who may have a disability.If they don't disclosed they are not covered under the America with Disabilities Act when they do find employment.It is always best to disclose a disabilities if future accomdations will be required.
- Justina (1001230442806719886):Our current system is universal and seamless; additional career and basic skills testing help disclose educational and learning barriers; counseling and career planning also help disclose barriers and supportive services and resources.
- Karen (1000907740183547265):The perception that having common intake violates confidentiality is a barrier that needs to be removed.We all honor the confidentiality of the information gathered from our customers.We should not ask individuals to completethe same information multiple times.Perhaps integrated teams would help to break down those barriers.
- David (1000919832083688852):The underlying problem is the public's attitude. It can be altered through PR and success stories being communicated in the media. The businesses need some type of insurance to minimize their liability if something bad happens.
- Cynthia (1001029170914368556):it is a matter of choice.However, we can have brochures that expound on the programs for those with disaiblities and it wille their choice to self disclose.
- Angel (1001132550328863563):Not ask about the type, just ask if they have one.When you ask for more detail usually we ask if physiscal or mental but so many disabilities are not identified as either physiscal or mental.Many customers with disabilities fear they will not get the same job referrals as non disabled customers.
- Edna (1000723343406004949):The law for WIA was that we could not ask if they had a disability.There is a question that asks that but most say no or prefer not to answer.Again it is a personal decision and even if you have well trained staff it is difficult to address
- Gwen (1001032152985194696):Use of universal design strategies reduces the need for disability disclosure
- Kathy (1001112259275531221):The main concern for most job seekers is confidentiality.Once you develop the reputation for being "friendly" to folks with disabilities, they will come.This will lead to the opportunity to discuss disclosure rights and 503 and other similiar initiatives to hire them.
- Teresa (1001423357935753818):Make sure we know how to ask about the disability
- Susan (1001423453924216577):Self disclosure is critical for getting hired under the new 503 rules as well as WOTC (assuming it will be reauthorized), Federal Schedule A, and state preference points. Disclsoure is always optional, of course, but new opportunities will be lost if applicants with disabilities are not informed of the potential value in disclosure.
- Joe E. Pena:I allways try to self disclose my diability for my eyes, and have learned to manage it, some disabilities, need 24/7 with specialist!!
- David (1000723343406000234):It shoul be made clear to customers the benefits of disclosing..
- David (1001010442572557265):If I am having a conversation with a friend or family member, it is much easier for me to discuss "sensitive" issues. Train staff to treat customers as you would your

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family or friends

- Armando (1001331630118182510): If a special program such as the DEI or DPN appropriate signage of program and referral to designated staff so as to allow a safe place to disclose
- Robert (1001329748138535722): Definitely need to develop some tools to determine if/when an individual needs help or accommodations. Many don't know they have a disability.
- Kimberly (1001422743757824311): Difficult if the job seeker doesn't realize they have had a disability all their life and that is why they are not being successful.
- Christopher (1001423275821269640): Need to have VR in the AJC as part of the enrollment process for WIOA - not in theory
- Emilio (1001028667815746488): Development of comprehensive/uniform assessment tools that will facilitate collection of required information
- Glenn (1001412638929517621): Rob Will the person need an accommodation to perform the essential duties of the job? if so they must disclose. otherwise they should not be forced to do so.
- Sami (1001423440921565001): Shame is a big part of this - I think we need to stigmatize it less - I think it is the language we use - everyone has a limitation of some sort - we are just trying to identify the best way to support an individual
- Cari (1001423779729185001): Individual with invisible disabilities are often expected to be able to do so much more--when highly disabled in tasks as heat tolerance, reading, and standing for long periods
- Rinky (1000723343405985314): self-disclosure/advocacy
- Marcelle (1001112646252923817): Post info on AJC website for Jobseekers with disabilities re: disclosure, asking for reasonable accommodations, etc
- Cynthia (1001029170914368556): Staff training and making the AJCC inviting to those individuals with disabilities -- equipment,
- Jessica (1001423160549716391): Take out the fear of losing the job somehow when disclosing the disability
- Robin (1001411343884136195): In rural areas, where everyone knows everyone, disclosing in a small community is a real disincentive. Maintaining confidentiality is much more difficult and still needed.
- Tudy (1001019536004070659): VR partners participating in the intake process
- Karen (1001423346720631060): Ask persons with disabilities their thoughts on this question involve them in the process
- David (1001208945438583885): "Disability" is a crucial term for legal protections; "ability" and removal of stigmas need to be emphasized for clients...better education for clients on how to present when applying, interviewing
- Marie (1000723343406010608): IT systems need to be secure
- Isidore (1001422827958254489): Multiple opportunities for disclosure built into customer process flow. But no pressure. Information about the benefits and risks of disclosure presented.
- Nancy (1000723343405972078): Allow for private/confidential disclosure
- Rod (1000723343406007894): explore performance exclusions for those who don't want to disclose disability that is then presented later and may result in negative program outcomes
- Suzanne (1001423356199857213): No need to disclose. Educate participants to advocate for their needs. Educate staff on how to ask individuals what their needs are for success communication during an intake
- Carolynnnette (1001413541493404408): having a trained staff able to work with them once disclosure occurs
- Pamela (1001423836776079200): Some people may choose not to disclose and some people

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have no choice about disclosure since their disability may be visible or obvious, Either way, staff should be sensitive & trained to elicit the the information they need so that further -up the line they will get the appropriate individual to assist them

- Esther (1001423342443630469):In KY TANF, we allow for self-declosure through the assessment process.We encourage by saying if known, we can provide services
- Susan (1001116548887550947):Categorizing people under a lump term like diabled can be contextual..One job might not fall into thier abilities but another may and that term just hides that possibility
- Martina (1001305154265617096):Creating a universal set of questions to ask customers
- S (1001423847856742118):Employer and employee training on rights and responsibilities is critical
- Barbara (1001418334713057126):Why do we need regulations for self disclosure? What's the purpose?
- David (1001218859077512121):guarantee of fair consideration for employment.The challenge would be enforcement.
- william (1001423815821635431):Employer ignorance of disabling conditions helps create the prejudice and discrimination -- as well as educating the Job Seekers to address any potential questions regarding their abiltiy to perform job duties.
- William (1000723343405992371): an individual does not wish to share information, I am uncertain as to what the quality of the information if we design regulations that require that they provide it. The further thought of making a welcoming environment sounds like a great idea, but the concern would be cost which would come from what program or agency at a time when everyone is receiving cuts in their budget.

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### **Open Chat 12: Should there be requirements placed on all participating programs representing the AJCs to create a welcoming environment for job seekers with disabilities and what might some of these approaches be?**

- Dawn (1001423832565268391):include information about disability related programs and services in all orientation materials so that info is available to all
- Marcelle (1001112646252923817):There already requirements per the MOA
- JoAnna (1001009055554098183):Hiring people with disabilities--having diverse staff
- David (1001218859077512121):Yes!!!
- Emilio(1001028667815746488):Very well indeed
- Jessica (1001423160549716391):Kansas Works Employer Partner Incentive
- Cari (1001423779729185001):Yesthey should have priority hiring incentives,much like the veterans have now
- Kimberly(1001422743757824311):yes, CUSTOMER SERVICE!!!!
- Teri(1001423847465907105):of course
- William (1000723343405992371):If an individual does not wish to share information, I am uncertain as to what the quality of the information if we design regulations that require that they provide it. The further thought of making a welcoming environment sounds like a great idea, but the concern would be cost which would come from what program or agency at a time when everyone is receiving cuts in their budget.
- Rinky (1000723343405985314):as system operators we need to be looking at each service to make sure it is inclusive for all
- william (1001423815821635431):In-place Greeters as each person arrives at AJC...
- Kathy (1001423834595011176):absolutely, the sites should be vetted by disability groups for suggestions
- Stephen (1001228339774785048):In Calif. we already have those requirements. I don't think we need any more regulations.
- Justina (1001230442806719886):AJC centers are welcoming!More staff development and training would enhance services and offering.
- Mike (1001324761102251877):There are requirments, but little monitoring, oversight and direction from the state
- Susan (1001423453924216577):Do what the new WIOA expects - treat them equally without regard to disability.Don't shuffle them off somewhere simply because they have a disability.
- Teri(1001423847465907105):of course
- Michelle (1001423141380902769):Yes. Training on how to communicate with persons with disabilities and most definately first person language when dealing with persons with disabilities
- Alexa (1001423453296040926):it's already a requirement; better enforcement is needed
- Susan (1001116548887550947):For example, this webinar has close captioning but the prior webinars did not.....that carries an implication that no one needing close captioning was on the other webinars...
- Cynthia (1001029170914368556):no requirements
- Martina (1001305154265617096):Our AJC's should lead by example and consider hiring more individuals with disabilities
- Rod (1000723343406007894):;yes, but be careful not to over do it
- Norman (1001131250441409256):Need guidance or best practices. How do those with disabilities know that the environment is welcoming upon entry?
- David (1000723343406000234):There are requirements under Section 188. One of the clear



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requirements should be that all people with disabilities are entitled and welcome to use the services, and that automatic referral to another program is not acceptable/allowable.

- Gwen (1001032152985194696):Continuous ADA physical, programmatic and communications access improvements
- Dawn (1001423832565268391):yes on requirements. Training for all staff; accessible doc formats and communications methods; access to xcomputer work stations for pwd;
- Sami (1001423440921565001):I agree with Kathy
- Greg (1001423357283248150):Absolutely! Some of the staff may not be ready to work with clients with disabilities and they need to understand their special needs and their self-esteem issues that are often a part of case management.
- Janell (1001210839262895719):All customers should be treated as you would like to be treated and served, disability or not and approach customer service from this perspective
- Robin (1001411343884136195):The programs and the staff and the facility (building, hard and software) should be evaluated for accessibility and "welcoming environment" - provided with feedback - and then evaluated again. All with the expectation that the total environment will improve.
- Frank (1001423766872128454):meet the spirit of ADA not just minimum requirements for access - UDL works here as well
- Tudy (1001019536004070659):Hiring staff with visible and nonvisible disabilities
- Donna (1001104640660900803) 2:We already create a welcoming environment.We don't need additional regulatory control for our lobby.
- LaRoya (1001310057501868288):Yes to some degree
- David (1000723343406010805):Our issue is they are scared of losing benefits and that is why social security should be mandated to explain their rights to work; they should be a mandated partner in this
- Susan (1001116548887550947):if we want accessibility...it should be there at all times
- Jodi (1000723343405981302):No requirements
- Amy (1001423360590742515):Yes, well trained staff that greet customers is a start.ILCs could give ideas of physical changes to lowered desks, wide enough doors, accessible bathrooms etc. as well.
- Daniel (1001423040217690633):welcoming environment for all customers without regard to disability .Appropriate building design and customer service delivery.
- Leonard (1000723343405979366):More equipment and a DPN's to assist customers
- Marty (1000723343405975337):In order to have "common approaches" you need to have "common goals" - to ensure that, regulations must be written so that all programs have shared goals and performance (all for one....etc)
- Lee (1000723343405971356):A general requirement that participating programs create a welcoming environment would be a good start. Local areas should then be able to describe their strategies for creating such an environment as part of their local/regional plan.
- Edna (1000723343406004949):Thsoe requirements are already in place since 2001
- Dara (1000911057271747878):You don't have to set a requirement on creating a welcoming environment.Besides, that's very subjective.If you don't have a welcoming AJC, people won't come.You won't make performance measures. DUH!
- Sarah (1001423464165565589):Agree that more training would also help to make for a more welcoming environment
- Robin (1001423836510400713):Yes! Reach out tothe disability community. House in accessible locations. Have info available in alternate formats.

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- Terry (1001423253901284501):Joint-Marketing and co-branding of programs
- Carolynnette (1001413541493404408):providing hiring preferences for PWD's
- Sami (1001423440921565001):and Frank
- Joanna (1001029150917217873):yes, there should be requirements placed on all participating programs representing the AJCs to create a welcoming environment for job seekers with disabilities such as a common marketing campaign (e.g., posters in the lobby) that informs people of the services available.
- Gregory (1001423752863751611):Complete accessibility in every arena, building, software, staff interaction.
- Lorri (1001423851090453388):most certainly, and firstly would be having PWD on staff and assisting job seekers
- Jessica (1001423160549716391):Needs to be better education given by employers regarding disabilities
- Martin (1001423043789026800):Same as the public schools.
- Shelly (1000723343405994605):We operate on an integrated workforce system in some of our local areas.However, improvement is always welcome and it is very important to incorporate all partners.
- David (1001208945438583885):training on communication styles, emphasis on abilities over disabilities; lots of encouragement and accessibility
- Scott Jacqmin:Having trained line staff out front, staff that doesn't assume that a PWD is not a good candidate for employment..Start that at the AJC, where it is most needed.Then spread out the modeled behavior.Fix our own house first.
- Teresa (1001423357935753818):TN already have laws and rules
- Lisa (1000922701322763388):A welcoming environment should be offered to each and every jobseeker who enters a one stop - regardless of disability, race, ethnicity, veteran status, etc.It should be nothing more than good customer service.
- Barbara (1001423034002563491):comply with ADA
- Karen (1000907740183547265):While all centers need to be handicapped accessible, they should provide a welcoming environment for everyone.Sometimes that is more a matter of personnel than of the facility itself.
- James(1000723343405973822):Yes and we should see and be aware that persons with disabilities work in the AJC e.g. "At this ACJ 15% of our staff have a disability" See "Think Beyond the Label"
- Angela (1001422767479823925):welcoming might not be the correct word, but more of an accepting environment, so people won't feel they shouldn't disclose, or shouldn't say they have a disability or be afraid to get screened for one.People can go years without knowing and if the ultimate goal is to help and get people employeeed where they can be successful, then all avenues need to be explored to get that person there!
- Barbara (1000913152943836118):Perhaps they should have a second front desk (I know, more money), but all the special needs services would be available there and the staff person would be or become well acquainted with that population and the services and referrals available. Today, it is abnormal to not have several desks available to assist you in any business.
- Brian (1001402261558937822):Our centers should be welcome to all jobseekers; but in order to better connect with persons with disabilities; we should partner more with community organizations,conduct outreach, promote the flexibility we have in our services and resources. Inviting Community Based Organizations, support groups, etc to come to center and tour would begin to create this environment.

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- William (1001423815821635431): Business customer services approach to assist with orientation to the actual location, paperwork/computer data entry requirements,
- Rinky (1000723343405985314): the requirements are there already
- Donivan (1001423831181088793): I don't know.
- Susan (1001116548887550947): laws and rules are not the same as attitudes
- Robin (1001411343884136195): There are evaluations available for university campus environments and access - one could be set up or devised for AJCs.
- Esther (1001423342443630469): We are already required through the ADA to provide information and allowances.
- Marianne (1000723343405987380): physical accessibility of the building and restrooms
- Eva (1001423742714211004): provide information to job seeker with regard to the impact of wages on subsidy programs including but not limited to SSA, Food Stamps, Section 8 ...lessen the fear of going to work.
- Greg (1001423357283248150): Outreach to vocational rehabilitation services would be an excellent idea and asking to have a VR counselor or job developer stationed at the AJC at least a couple of days a week would be helpful for the more difficult cases.
- Kimberly (1001422743757824311): Engage and ask standard questions to start to identify needs when entering into a center to provide the best instruction to best meet the needs of the consumer
- Stephanie (1001127963070713260): Who defines what "welcoming environment" means? That is entirely too subjective. The requirements need to be more specific and straightforward--require specific disclosures using specific methods, etc.
- Paul (1001423739660736977): Being in compliance with ADA
- Lorilei (1000723343405975330): this is a given with ADA
- Monica Bartlett: Diversity training that has a focus on disability. The more people understand/know, the more welcoming they will be.
- David (1001423149863799423): priority of service and funding to accommodate
- Alexa (1001423453296040926): better education re. how simple a reasonable accommodation could be
- Jan (1000723343405991138): This should be an outgrowth of system training for staff; maybe it would benefit to have written expectations
- David (1000723343406000234): Integrating people with disabilities within all aspects of WIOA/AJC policies, procedures, outreach, marketing, visuals, etc. is key. We need to stop treating disability as a "separate" "special" issue. It should be a core part of the thinking in dealing with any workforce development system issue.
- Heather (1001408358197553850): customer service, to make all individuals feel comfortable and welcomed into the center. And training to be able to quickly identify those needing extra services
- Michelle (1000723343406003732): Co-location: Voc. Rehab. and AJC
- Martina (1001305154265617096): a webinar series created for all staff and partner agencies to participate in at least every other month and making it part of their training
- James (1000723343405973822): Too Many ACJ's are located in older building that are not disability friendly
- Jeff (1000723343405999143): Yes, there should be requirements placed on all participating programs representing the AJCs to create a welcoming environment for job seekers with disabilities. Outreach and marketing materials should welcome individuals. Access to all programs will improve the reputation of AJCs and the systems willingness and ability to serve people with disabilities. Dedicate staff and processes to receive input from job seekers with disabilities

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describing their experience, satisfaction and areas for improvement.

- Michael (1001423733696026568):Start from within and model the behavior that is desired
- Robin (1001411343884136195):All it takes is one bad or poor experience with an agency or a staff person and a person with a disability make decide to never go back to the agency.
- Joan (1001423728283885534):A "welcoming environment" depends on the attitude of individual staff members.
- Lorri (1001423851090453388):yes, accepting environment over welcoming
- Karen (1001423346720631060):Accessibility and providing the accomodations. Friendly staff who smile.Hire those with disabilities or volunteers.
- Scott Jacqmin:Susan makes a great point with attitudes.That has been a hugely successful way to circumvent 188.
- Joe E. Pena:I believe their will be catagories developed with the self discloser logs that will eleminate people going into the wrong jobs for their disabilities, better health care for individuals !!!
- Pamela (1001423836776079200):Staff need to be there, invested in the center's outcomes and trained appropriately for who ever walks thru' the door and not seem like generic civil service employees .
- Sami (1001423440921565001):extensive training on the values of employment for people with disabilities - how to meet the individualized needs of a person vs just getting them through
- Angel (1001132550328863563):Yes they should.This is a public workforce system paid by citizens tax dollars so all citizens should be able to access the system.Most Centers have signs, but little braille is available in centers.Some Centers need simple fixes to make the accessibility easier - the entrance door stays open a little longer so a wheelchair can enter
- Gwen (1001032152985194696):I agree with Davide re priority of service and funding for accommodations
- Barbara (1001418334713057126):common sense. Let's welcome ALL by greeting, the "right person" at the front desk, immediate recognition, no waiting, immediate attention and access to help, easy completion of information, encouraging staff...
- Karen (1000907740183547265):Perhaps there could be an option to request an interview in an enclosed space where they cannot be overheard
- Kimberly(1001422743757824311):GET JOB CENTER ADA COMPLIANT
- Suzanne (1001423356199857213):customer service reps specifically asking all individuals if they would like assistance.Signage encouraging asking for assistance.Typical ADA requirements.
- Carolynnette (1001413541493404408):having front desk /intake staff well versed in disability etiquette
- Kathy (1001423737842895594):The best way to remove attitudinal barriers is through contact.
- Kelley (1001423448588176308):Cultural competency training for all staff, with a focus on persons with disabilities.They should conduct an ADA-compliance check at each location.
- isidore (1001422827958254489):Provide TA for centers to review all customer engagment processes from what is on their websites to printed materials to workshop design to ensure that every opporutnity to welcome and address the needs of PwD through universsal design are utilized
- Marcelle (1001112646252923817):Partnership Agreements should include these requirements
- Howard (1001423162511748643):Front line from all partner agencies should be integrated within One-Stop network.

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### **Open Chat 13: Is there anything else you want us to share with us today?**

- Angie (1001324835071207289):1. Cross training would be beneficial. If the Career/Case Managers have to know the process of assisting someone from the front door until they are self-sufficient, the intake and partnering staff should also know the process. Please send webinar questions in advance. Sometimes it's easier to think when there is not a deadline or pressure to answer in three minutes.
- Sami (1001423440921565001):Include and educate parents on this - they are the one constant
- Susan (1001423453924216577):When will the NPRM be out for public comment?
- Heather (1001408358197553850):thank you
- Kelley (1001423448588176308):When can we expect to see regulations promulgated?
- Michelle (1001423141380902769):Please look at the VR system within worker compensation and how it is very relevant to WIOA
- Christopher (1001423851201087346):Thank you!
- David (1001010442572557265):I've been able to add many phrase to my "most over-used buzz words"
- Janis (1001104236431709509):Youth with disabilities need training and career services while in school.If you wait until they are out of school disconnected youth or adults, they are often in the routine of living on disability benefits (or a lifetime of poverty).Youth with disabilities who are still in school should be exempt from any of the formula regulations.In fact, Workforce Centers should be encouraged to serve youth with disabilities with incentives for serving this population.
- Martina (1001305154265617096):cross-training across all state agencies serving the public face to face
- JoAnna (1001009055554098183):Would encourage performance measures for the career services that measure success for PWD and their job placement
- Leonard (1000723343405979366):The County of Riverside has a great ISD model that is being shared throughout CA
- Alexa (1001423453296040926):have to ensure that everyone has the same knowledge and are all on the same page.
- Lisa (1000922701322763388):Consider something similar to VEVRAA and Section 503 for hiring initiatives and accountability for all one stop partners.
- Gwen (1001032152985194696):Individuals with Disabilities should be represented on the WIBs.
- Stephen (1001228339774785048):What would a "welcoming environment" for an AJC look like? And would an employer be able to provide the same?
- Robin (1001411343884136195):I am disappointed that there is no listing of the questions and comments for the webinar that I first saw. I will go back and check again, but I didn't see anything from the first webinar.
- David (1000723343406000234):There is a need within the implementing regulations to better understand how common measures will impact VR, and how this positively impact VR.
- Marianne (1000723343405987380):Please have DOL update their guidance to education on youth employment rules...the last one was in the 90's
- Scott Jacqmin:The feds should withhold all funding for any AJC that doesn't produce numbers of PWD served.
- Martina (1001305154265617096):agree with Gwen.
- Karen (1001423346720631060):Thank you!
- Karen (1000907740183547265):We can do everything possible to train and facilitate those with disabilities, but it will have limited success without buy-in by employers



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- Anelalani (1001423471718233156):Mahalo
- Jan (1000723343405991138):Thank you for hosting these webinars. It's a good feeling to provide input on these various topics.I know everyone will LOVE the draft regs coming out in January.Seriously, thanks.
- Teri(1001423847465907105):if ther ea way to print out the questions
- Gregory (1001423752863751611):Interagency transparency is the key to successful collaboration and service provision.
- Rinky (1000723343405985314):Start next Month withOctober NDEAM
- Tudy (1001019536004070659):Regression model for performance will encourage staff to enroll people with disabilities
- Barbara (1001418334713057126):Let's start with the common-ness of all who walk into the OneStop or Job Center looking at and building on their abilities first before ever going into the identification of disability.
- Susan (1001116548887550947):agree with Gwen...mandate board membership
- Frank (1001423766872128454):support from management for ongoing training in disability access - access to appropriate AT for all offices and contact points with sufficient staff trained and familiar iwth its use
- LaRoya (1001310057501868288):Very engaging and informative
- Lorilei (1000723343405975330):1) How will USDOL's Employment First be integrated withh WIOA? 2) Will all WIOA Job Centers be required to be a Ticket-To-Work Employment Network? 3) Will USDOL require an approved Job Center certification entity to evaluate the Job Centers?
- Kathy (1001423737842895594):Very concerned about performance measures. So often what we are measured on does not accurately reflect the services we provide. Regarding performance measures, please seek separate input on any proposed measures.
- Carol (1001423843035985382):I agree with gwen
- Marty (1000723343405975337):Again - how you write the regs will certainly dictate how the programs are aligned and intergrated.Be sure you don't write in road blocks to local success (or that the States don't write in after you).Plus - good outcomes take time, be sure to allow for traning, transition and transformation.
- LaRoya (1001310057501868288):Thank you
- David (1000919832083688852):A liability-free insurance plan (at no cost to employers) that a jobseeker with disabilities can give to employers upon being hired. This removes the liability issue. Also an incentive plan that they could give to employers so that the employer can get a tax-break would be helpful.
- Mark (1001423350010611626):If State ED is truly going to partner with WIOA reqiring Access VR in the One-Stop everyday (as opposed to two days a week) should be a requirement to serve our disabled population.
- James(1000723343405973822):We need SSI & SSDI Job Seekers taken out of performance measures. Staff are reluctant to serve because of the outcome demands
- Frank (1001423766872128454):Thanks for the opportunity to comment
- David (1000723343406000234):Would like to see emphasis on collaboration between WIA Youth Services and all of the emphasis on transition in Rehabilitaion Act.
- Paul (1001423739660736977):Parents are very important. All program entities need to be focused on our consumers, participants, whatever term you use. they are important.
- David (1001218859077512121):i agree with gregory
- Rinky (1000723343405985314):Thank you
- william (1001423815821635431):thanks for the varied questions to elicit the varied responses

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- MiChelle (1000723343406003732):ongoing training opportunities for AJC staff & partners
- Susan (1001116548887550947):Agree with Mark
- Lorilei (1000723343405975330):Suggestion - Let one-stops competitively procured under WIA be grandfathered into WIOA
- David (1001218859077512121):interagency transparency
- Donna (1001104640660900803) 2:We still have to realize that individuals, disabled or not, must be both "willing" and "able" to work.
- Cari (1001423779729185001):I would love to have each city manager or mayor to beome "disabled for a day" to train each city on the daily needs of his/her town.My disseration is dealing with this.
- Douglas (1001201041928963908):Thank you for gathering this input. Looking forward to the summary of these impossible to read comments!!
- Joe E. Pena:If I manage to find jobs in my field, like I have for others, they will help me invest, to provide funds fot the jobs our Children will Have!!!
- Susan (1001116548887550947):Disagree with Lorilei
- Monica Bartlett:There has to be a focus on the individual's choices about where they work, what they want to do.This has been a good opportunity to be able to voice comments/concerns.Thanks.
- Monica (1001423371045746349):Thank you
- Mark (1001423240156463324):Agree with Susan
- Amy (1001423360590742515):Thank you
- Sharyn (1001206954288570535):WIA career counselors are reluctant to enroll PWD into training because often times PWD have been out of work for a long period, they are concerned that if they put a pwd in training that they still may not get a job, also wage at placement is a factor, some PWD could get training as CNA's or other type jobs but wage rate is too low so in workforce area so WIA will not allow training.It is better to have a job making \$8 or \$9 per hour full time with benefits than to get social security which is not enough money.
- Justina (1001230442806719886):Provide employment gudiance on "self-sufficiency" for the disabled and wage limitations for working disabled; and how these limits align with WIOA performance measures
- Jeff (1000723343405999143):The statement on your question 5:"With all programs moving to a common intake..."If the WIOA requires a common intake process/form for all core programs defined by the law, federal partners will have to mandate development of this common intake system and provide funding to implement it.
- David(1001423149863799423):will there be a universal WIOA application to accomodate the new career service guidance
- adrian (1001423834004477634):thank you
- Claudia(1001131864979164189):When will conversations began at the local level with the main support agencies
- Susan (1001116548887550947):Grandfathering automatically without careful review carries over built in problems
- Donivan(1001423831181088793):How will this assist individuals with Autism, Spectrum, and Non-verbal learning disabilites.How does this affect funding for State Disability Waivers (Programs)?
- James(1000723343405973822):Access to BPQY's for SSI & SSDI Job Seekers
- eva (1001423742714211004):perhaps you have considered this already....training for our much needed business partners...the employer....

# **WIOA Stakeholder Consultation:**

## **Consultation with Consumers, Advocacy Groups, and Direct Service Providers on Services for Individuals with Disabilities (8-26-14)**

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- Sami (1001423440921565001):Most all services for individuals with disabilities stop at the age of 21.Kids that are graduating today have been included in their classrooms for their whole lives.They then come home to do - nothing -
- Scott Jacqmin:Susan, you tell 'em!
- David (1001423758422370033):How is training and servcies change the WIOA?
- Norman (1001131250441409256):Take into account local factors r
- Denise Yoggerst:Yes, we hope that the WIOA is truly responsible for improving employment outcomes for youth and adults with disabilities and just another means of "continuing lip service" without additional funding be identified at the federal leve to serve this population it appears that again the words and intentions of the WIOA are wasted.
- Barbara (1001418334713057126):DOL, EDucation and Disability Services can continue to listen to clients, employers and staff to find out what works. If during the reauthorization, something isn't working...lets fix it! Not sustain it!
- Jeff (1000723343405999143):Thank you for the opportunity to offer input.
- Claudia(1001131864979164189):Do you recommend that we begin conservation at the local level and follow the same model as these webinars but at the local level?
- Pamela (1001423836776079200):AJC'sare responsible to serve a huge number of people every day and be all thing to all people entering thru their door, I hope the changes to the Act provide the resources each center needs to enable them to implement the new expectations for career services for all including the disables so desperaetly in need of employment opportunities.
- Donivan(1001423831181088793):Why does service stop at 21 years of age?
- Kathy (1001423737842895594):Provide no-wait benefits counseling to all PWD to encourage employment.
- David (1001218859077512121):Nice Webinar! Thank you!
- Barbara (1001418334713057126):And let's also remember...we may not be able to "save everyone" through law and regulation. Sorry, but that's fact.
- Christopher(1001423275821269640):AJC staff need to have the training , undersanding and compasion to work with Individual with Disabiliites, i
- Nimia (1001423153707158133):Thank you.
- Susan (1001116548887550947):Donivan that just applies to in school youth in WIOA
- Laura (1001423844239531442):thanks so much!
- David (1000723343406000234):Would like to see stronger emphasis on collaboration between state mental healthagencies and workforce development systems. - never mentioned specifically in WIOA . State IDD agencies are mentioned which is goodand would like to see these requiremens strengthened.
- Barbara (1001418334713057126):Really appreciate DOL listening!!!
- Donivan(1001423831181088793):Thanks Susan!
- elizabeth (1001414037858919749):thank you
- Dick (1001423846562073135):Where can one learn Employment First results and the demographics of those served by EF?Supported employment enthusiasts seem to never provide results of their work, e.g., numbers placed in jobs, wage rates of placements and diagnosies of those placed.
- David (1001208945438583885):Provide guidance to clients with learning disabilities to focus on jobs where they are most likely to succeed, in addition to having access to accommodations
- Joan (1001423728283885534):Families and parents need to be included in the process as they know their child's/sibling's abilities and needs.Any law that restricts choices of individuals and/or families is deterimental to some people with disabilities.The disability community is not a one size

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fits all so what works for one person or group might not be helpful for all. That's why choice is so important. Many families are distressed at the restrictions on access to alternative programs. Not everyone with a disability is employable and most people with disabilities who are employed work only a few hours a week. This means that there must be a parent/sibling available to care for the individual.

- Teresa (1001423357935753818): Thank - you!
- Suzanne (1001423356199857213): Provision of non paid work activities such as internships, externships, apprenticeships as post high school education for those not going to college to allow for the transition away from paying sub- minimum wage for pre-vocational services.
- James (1000723343405973822): Thanks for listening to us
- Sharyn (1001206954288570535): Match wage outcomes for PWD with what SGA (Substantial Gainful Activity) is for SSA Beneficiaries. For PWD this year it is \$1070 per month for non blind
- David (1000723343406000234): Agree on the need for "no wait" benefits counseling. Suggest stronger collaboration between SSA and Labor at national level to encourage this.
- Janell (1001210839262895719): I agree with stronger partnerships with mental health too
- Joe E. Pena: Our Children, Our Future, and they will follow when we hand over the BATTON, keep a watchful eye on our children, and they will follow our Paths!
- Sami (1001423440921565001): How do we get the slides from this so we can have all of the addresses
- Donivan (1001423831181088793): Since all states apply differently, who will this layer accross all states?
- Monica (1001423371045746349): I agree with Joan!
- Janell (1001210839262895719): Thank you!
- Lorraine (1001423803994088382): Thank you!
- David (1001218859077512121): thanks again!!!
- Nanshill (1001423334402541816): Thank you.
- LaKeshia (1001423849537669825): Thanks!
- Patricia Ann (1000723343405989714): THANK YIOU
- Charles (1001423734019133570): Good collaboration with others.
- Suzanne (1001423356199857213): Thank you.
- eva (1001423742714211004): For over a year I've partnered with a business to implement an apprenticeship training crew at the business.. participants were considered not eligible for Supported Competitive employment and in need of work hardening and work ethic training....we've had an 80 % success rate for placement
- Joe E. Pena: A day with the children, for families at Job Fairs will be good
- Kelley (1001423448588176308): The session was informative. I especially enjoyed the chat feature, to see what others think about WIOA and all its challenges.
- Dawn (1001423832565268391): Quality was ok - as a pwd, I would have liked a heads up regarding software in use (i.e. Adobe Connect) so I could familiarize myself with accessibility options.
- Joan (1001423728283885534): Thank you for this opportunity to be heard. Often families who are caring for a loved one with a disability feel as if they have no way to be heard by those making decisions that affect their families. I strongly urge you to include more families and consumers in these sessions.
- Waleska (1001423732114919685): thanks
- Bryon (1001423843556782372): Good work on gathering the tribe and the information, moving deck chairs folks has already been tried and did not change outcomes, this time we have

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- technology to assist, but leadership is also required to braid and blend funding at the service level
- Joseph (1000926428953634746):WIOA places more of a focus on youth and especially youth with disabilities.As a workforce system, we need to remember that there are other individuals with and without disabilities that depend on our national workforce system.WIOA emphasizes specialized services and funding to youth with disabilities and this hopefully will not be at the decrease of services to adults and older adults in need of our workforce system.
  - eva (1001423742714211004):My location is Louisiana...I quickly glanced at start time...did not take notice....I should have logged in at 1PM...can you possibly add start times for different time zones...I'm sorry I missed the better part of the session...great comments and great questions.
  - Jan (1000723343405991138):Had some technical difficulties that distracted from my participation in the beginning; the connection was lost a few times; audiodisjointed so had to dial in; maybe these woes are all on my end.
  - Sami (1001423440921565001):I agree - list time zone start time
  - LaRoya (1001310057501868288):Interactive webinar
  - Paul (1001423349401081922):While I know the audience on each of these may be different and so there is need to repeat much of the initial content at the end, I'd like to know more about what will happen with all of this information once it is gathered.Will it be compiled and shared back out either on the DOL website or to those who attended the webinars?A whole lot of information is being shared with you all - what are the next steps for that information?Thanks!
  - eva (1001423742714211004):please reiterate..how can I access the questions and responses that I missed?
  - Sami (1001423440921565001):would like a summary of the comments and what you all thought about what we said.
  - Joan (1001423728283885534):How can we access all of the comments in the chat sessions?
  - Eleanor (1000723343405976767):Thank you.Pleased to see the opportunities provided here for feedback on the WIOA and servingPWD in the AJCs. Difficult to keep up with all of the individual Chat responses, look forward to seeing these summarized or posted online.
  - Mark (1001211236940501686):ETA needs to work with WHD and finalize the regulations called for in the FLSA Section 14(d) defining when the employment relationship begins with students in work exploration and transition programs so that individuals with disabilities are not taken advantage of in these settings where their work is benefiting employers under the guise of "training."
  - Joseph (1000926428953634746):Thank You!
  - Maureen (1001314376659314385):I worked in a One Stop that went through ISD. I was very involved in the integration effort. It was a failure at that site and it eventually reverted to separate services. I think the problem was two-fold. One was no strong leadership at the top. Leaders weren't driving it; they brought in so-so consultants and backed away, leaving staff on their own. It was like parking kids in front of TV bec you don't want to deal with them. Instead of bringing in consultants from DC (as other One Stops we'd visisted did) that really focused on process, we got fluffy workshops on change management-- absolutely useless. The second thing was that our building was old and not earthquake safe. Out services were on two different floors and EDD wasn't allowed to come to second floor to helpout with WIA services (operator was non-profit). WIA workers helped EDD at front desk butthere was no exchange of workers in the other direction. It felt unfair and the whole thing fell apart. For successful integration,
  - Maureen (1001314376659314385):For successful integration, senior mgt must be continually engaged and involved and plant issues must be taken into account, not ignored. Also, the right kind of training/consulting must be provided for staff who are going to be implementing the



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change. Staff are "on the bus" but cannot do it by themselves.

- Pamela (1001423836776079200):What I said before, there was a need to change the prior workforce investment act, and AJC serve many populations. It is my hope that you already have alot of data you've gathered from your one stops that show you how you could better serve people with disabilities then you were able, people want to feel that they have equal access to opportunities for work and in that is the rub. The one stop inherits all the things that may have not been successful for an individual and their staff need to assist the individual with a plan /the right resources to get them in a position to be hireable or more accessible to, available to interested employers who are intersted in hiring them. OVR ( in Philadelphia) needs more counselors to really assess the people they intake for employment services, OVR needs more programs that assist youth to undertake volunteering, internships, situational assessments , job training to identify their strengths, & interests to direct them to jobs or secondary ed.
- Dorelia Rivera-Illinois-IDHS:I don't see the comments scrolling... successful transition planning and school counselors as key people involved.