

hello this is amy gonzalez i am the project manager for the disability employment technical assistance center we are so thrilled to have you here with us today um i'm just gonna give a really brief overview about the center's conceptual framework our purpose is to provide evidence evidence-based training and technical assistance really aimed at enhancing collaboration and effectuating increased competitive integrated employment outcomes for people with disabilities across the nation and that really includes economic advancement as well the technical assistance elements that we plan to focus on is really sustainability and scanability of evidence-based practices tools developments of skills and strategies and just an abundance of resources that grantees can use to develop partnerships and really elevate competitive integrated employment outcomes and what we want to see like we mentioned is sustainability but improvements in competitive integrated employment outcomes in addition to people moving up in terms of economic advancement in career next slide please

moving right along we have a wonderful speaker lineup this afternoon we just gave a quick welcome remark what we're going to do is have one of our speakers from a local job center in georgia talk about the resources that grantees can take advantage of when supporting individuals to excel in competitive integrated employment and stacy is also going to give an overview of some of the manners in which to collaborate uh with workforce development then after that we're going to hear about a 25-year partnership between a center for independent living in a local workforce in ohio and our final speaker is from a usted and will really talk about working in conjunction with local workforce development and leveraging resources to build capacity not only amongst usage but stakeholders who are really focused on advancing competitive integrated employment outcomes in the state and then after that we'll move right along into a rich dialogue where smes will be available to answer your questions and then we'll just give some brief center updates and then we will wrap up so that's what's on the agenda today next slide please

stacy anderson is a disability employment specialist at the atlanta regional commission where she works to revamp one-stop career centers to improve services for people with disabilities who desire to participate in the workforce investment system stacy is also a certified community work incentives coordinator and provides confidential services to individuals with disabilities who receive supplemental social security income and social security disability income and are entering or returning to the workforce born and raised in pittsburgh stacy lost her hearing at age four from about with spinal meningitis her quest for life and loving others drives her passion for using her own personal experiences to advocate for and support individuals with significant disabilities to independent self-advocacy self-efficacy and self-sufficiently through employment stacy has a master's degree from indiana and she is currently registered or enrolled in a phd program in organizational leadership it is my pleasure to turn it over to stacy take it away stacy

all right thank you amy for that introduction thank you thank you thank you i am excited to be here today and if you can tell me how i'm going to move my slides

okay let me just introduce myself a little bit because i don't have enough time but as i said i am the disability employment specialist for the atlanta regional commission i was hired three days ago as a part of the um disability initiative grant that grant went away six months after i started and so over the past three days we have really tried to figure out how to make the services work in 2014 president obama signed this intel and sadly deputy violence when we can call it wireless we can call it with our in whatever one works we do but with him with his sound was when he sang this interrupt this was giving states more flexibility to decide how they wanted to provide employment services to people with disabilities we already knew that there was something in place for people without disabilities but now we have an opportunity to include people who have disabilities so this slide basically tells you mother overall time frame everything and the beautiful thing about this historic kindness gets away from detailed approach

repair with approach to employment services everybody has their own way the world needs still what i'm doing

okay

also the workforce agencies are basically a part of the state's public workforce system and for us we work under the technical college systems of georgia they are our primary point of contact so anyone that comes to us we have requirements they must be 18 years of age or older they must be best citizen and they must be able to register with selective services and meet our income guidelines

we have two posts their adults and the dislocated workers adults meeting basically you're coming in at the age of 18. have you been dislocated workers may they never have either been laid off your current unemployment and you want to get back into the workforce

basically what we have been able to do a greatness here's with this uh partnership with the ticket to work and social security we have been able to become an employment network employment network says they were able to take the tickets from participants we were able to provide benefits constantly to participants who say i want to assign i take it to you and tell me how it working who expects my benefits or meant

so what if this has stolen it and this partnership has stolen it in augusta and the nation's torture they've been doing this for a really long time but when they brought this whole thing to my name one thing that we learned is working together really has and when it works better when you have a primary point of contact their primary point of contact for soldiers is the technical college systems of children so what we do is the technical college systems of georgia handles all of our tickets they handle our partnerships with the participants and then we do the employment piece

now so whether what happens when the participant comes into the one step when it happens is they have access to providers who will help them become certified they have access to job search placements and they have access to improved services that will increase access to high quality jobs what do i mean by that a person with a disability comes into my office and says i want to go back to work when i do i assist the person i look at whether or not so suitable it's not so much about being eligible but being suitable suitable means that they must be able to walk through the strongest pretty much by themselves

we also provide access to accommodations assistive technology and all of that things to help them be successful while they're working one of the great things about wwe is that we have training in five high-demand label market areas the certification and then would be to reduce if they can get an associate's degree ten thousand dollars will prevent all certification they live to good jobs so for a person with a disability if they're thinking about doing something that's going to help them get out for benefits we'll help them look at five areas and those five areas i'll talk about with the next night so the five areas have high job demand isn't a health care and we can go into nursing so we can go into dinner and we can go into certified medical health information and technology dealing with computers if we can do transportation logistics and diagnostics that may be worse without your cdl or you work for a company that provides transportation and delivery skill trade could be construction advanced vocational could be cosmetology it could be

doing nails and all of these things we pay for we want to see people in these jobs there will always be marketable there will always lead to a job in the future

participants who come to us once they fill out their application and they have been intelligible they will be referred to a career or a person what the career or function would do for the participants his needs with them and help them figure out what are their strengths or what are their what are their third qualities have their career advisor will walk them through that process that helped them on the path to good

jobs

we've always been able to do with wyoa as we've been able to serve individuals with disabilities and help them receive support for accommodations once they've got their job we can tell them how their job will or affect the benefits a lot of people when they do this desire this is the eye they become concerned about if i go to work when i lose my benefits when i lose my medicaid the answer to that is not always so somebody sit in front of me we try to figure out what's the best approach should you walk full time how long should you walk full time how much money should you own hey live is it we have a

disability would you depend on doing medicaid why medical benefits we can tell you how they will be affected to help you make an informed choice about what you should do if you want to work once we put man to work i will give you support for winter after you've worked suppose you may have the job i suppose you have to stop working for whatever reason that support is there for one year 12 months you have access to someone who can help you figure out or what should i do two years from now three days from now um we have short-term long-term goals so for example suppose somebody says i want to go to school to become a cnn for three years from now i want to go into nursing we work with you all that a whole process within the winter period of time

so w w-i-o-n and has its own rules and regulations hit this and pay for everything how soon we will let the city w-i-l-a pay for everything but because it doesn't pay for everything

president obama decided that we should learn how to breed the ghosts breeding the dogs means developing and integrated teams so integrated things with this day look like first if you come in and you don't know what you want to do please do career mapping with you we'll help you figure out what is your strengths what do you do best what do you love because we all know that when we walk in the job till we laugh that's when we're most successful so breathing the dogs means there will work with bags different agencies

the title one of the stupid irs to his theory of basic education title three historical posters veterans department of labor and title five here's the department of but even though we should be having these conversations how about how we make prognosis sometimes we find that with only the barriers so i'll give you an example of that an example is if somebody comes and they need services from us

but do something to fail we can pay for we find that sometimes there's a barrier because we all has their own process and time frame about how things work sometimes without basic education may not be the best fit for a person so we need to make sure that we're having these good conversations all the time so we can program so when i'm talking about partnerships i'm also including those employers sometimes employees need to know what happens when they hire someone with a disability not only are they getting someone with skills but they also need to know what that means for their bottom line we need to help employers get away with

someone with a disability what does that mean for me what are the liabilities still being partners how do we attach employees to think about hiring people with a disability losing our amazing way to build partnerships but there is an amazing way when we sit at the table and talk about what's best for the person with a disability how can we make this work i'll give you a story one of my participants is young woman with a disability she has three children single mom homeless when she came to us she knew exactly what she wanted to do she knew she wanted to go into the medical field

she took classes to become a nurse graduated i got into a job now her and her three children who are living in their own home

and she goes to work every day she can provide for herself and her children most skills are transferable her skills are marketable so when you think about sending your participants to the one step you should think about the fact that w-i-r-a not only pays for training but they pay for child care they pay for transportation they may pay for uniforms and also for testing

so those are the positive parts of sending people to wire for training so that they can learn the skills

and get into a good job i believe she's waiting for the next slide

number one thing that's fairly passionate for me as i work for the penalty for our most 14 years and i often think about how we're composing not only with the penis but with the ci house and the they come to

when we send people to the one step we want to make sure that they're getting the counseling they need we need to make sure that they're understanding it is right for them if it's acceptable to use the ticket to work should they assign you taken to this particular end um how slowly viewing the potential benefits of employment with social security do they really want to get off of benefits and analyzing how openings may impact their society their ssdi their health care and other benefits had an understanding of how services would feel need i can't help them

so i said you know i'm working for cio too see i always teach them independence but when they come to the one step they already have the skills the strength that they need to be able to go out into the workforce and get a job that benefits them we want to remove their fear that's just because you go to work and the benefits will go away but you have the support you need

so let's see scale building through training programs like i said you can become an energy you can get skills and nursing you can get skills and computers you can get skills and customer service also over wrong we have the ability to do customized employment through our business services we see employers who may have made and we can match the person who can fit that employee's needs we also have apprenticeship programs

welding culinary homes cyber and network security this is just the magnificent

and like i said before wyoming pays for transportation pays for childcare pays for job supplies rights in the phones and so when you think about sending people over to the one step services have improved they have gotten better and we would like for you to really think about sending people over to the one step not only do we just do this but we have resume building classes we have mock interviews we teach people how to use the computer we have classes where people come along and have a social job

and those things are things and things and i look forward to seeing you at the end of this presentation today and serenade questions you have could be your questions

thank you so much stacey for that wonderful overview about the abundance of resources that our ad and individuals dispose and some tips and tricks with how to partner moving right along that slide please i'm going to introduce melanie hogan who's our next speaker melanie's the executive director of linking employment abilities and potential leap a center for independent living in cleveland ohio melanie has been with the organization which serves individuals with disabilities in six ohio counties for 25 years previous positions with leap include interim director associate director and education coordinator melanie has also been actively involved in the human service field her entire career working with individuals with disabilities in a number of capacities including residential services vocational rehabilitation and independent living melanie has served on numerous boards and councils on the local state and national level including our very own grantee representative work group she holds a master's degree in education and a bachelor's degree in psychology melanie take it away i'm turning it over to you now

thank you very much amy i appreciate the introduction and stacey you did a great job of the overview of what a one stop can offer i am a what i would say middle-aged white woman i'm wearing glasses and i have shoulder-length brown hair a little bit longer than shoulder length and my pronouns are she her and hers uh next slide please so leap is a center for independent living and centers for independent living generally will always focus on working to eliminate barriers that people with disabilities face in accessing their community i know there are a lot of sales on this call so what i think is common to all centers is that we really feel like the disability is not what limits an individual but it's our society or our lack of access to resources or other certain things in our community that prevent people from uh achieving the goals that they want to achieve so as part of fulfilling our mission here at leap we really work hard to seek a recognition and accreditation for the work that we do we join committees and councils and coalitions and we present at the local state and national conferences whenever we can so that people can really understand that centers for independent living who are working for it and with people with disabilities is are working to address all of their individual goals and work from our perspective is a critical aspect of who an individual is and so we do the five core services that an independent living center is required to provide but we also do work in employment recreation and access to benefits and resources because being as holistic as we possibly can is really critical to the

ultimate success of those that we serve systems advocacy is really a significant part of what centers for independent living also provide we routinely meet with legislators and decision makers to bring the voice of people with disabilities to the table in fact when i was first recruited to leap to work with youth it was because the majority of the students in special education that we were being asked to work with had going to a sheltered workshop as their vocational goal on their iep so to address this in our local cleveland schools leap built what was called the job link program it's a school to work transition program

based on the longitudinal study that was done at the time again this is 25 years ago now that was done at the time trying to focus the fact that people with disabilities did have abilities and talents and gifts to share and if we worked with our youth at an early age we could help build those skills and they could have a future of working in their communities alongside their non-disabled peers we shared our efforts of this work with a state representative who used our program when she was working in congress to develop the workforce the original workforce investment act so the study that we built our youth transition program on was also one of the sources that was the basis for the guidance for implementing the workforce investment act at the very beginning of the development of that program as i said we've served on councils workforce investment boards state youth councils and in fact in the cleveland area in order to work with the workforce investment board at the time when people with disabilities weren't really accessing the one stop we built a disability coalition with a variety of other disability serving agencies to provide help and support to the one stop to understand and share with them how they could be more engaging and more accessible to people with disabilities so it's been a long relationship that we have had with our workforce we've had 25 years providing our school to work transition program again we built the program based on a need that the schools had but ended up working with our workforce board to develop and support and fund that program because it was built very much the way the wioa law was written at the time we also for 20 years had a state and local workforce approved training site for home health aid training state nest and state tested nursing aids as well as a dining assistance training program and again we trained people with disabilities to be home health aids stnas and dining assistants and then we helped those individuals find jobs in our local

nursing homes residential facilities those sorts of things the county has also contracted with us for over 10 years in providing employment services to individuals who request services through the one-stop system services provided include a needs assessment job seeking skills training community-based work experiences and access to assistive technology we also provided benefits services as well as then actual job placement retention and job coaching we had two unique projects with our local county workforce one was to provide accessibility assistance so we actually provided a accessibility specialist to the one stop through a contract to provide education and training to the one stop system around the available assistive technologies that were that were in existence at the time a lot more things are available now through apps and smartphones but 25 years ago that wasn't the case and so there was a lot of tangible hardwired aids and devices that we were able to teach the one stop how to use and then the other unique one was the disability navigator program where the local workforce in their rfp actually built a position into their request for proposal and we applied for that and were able to provide a person from the center for independent living to be embedded in the workforce one-stop center and to be that disability navigator since that time the county now has their own disability specialist but we were among

the first individuals working within the one stop to provide disability services to people with disabilities  
next slide please

so accessing the resources and providing supports to the one stop the the we use the career center and the youth resource center um but i'll say that there is increased emphasis particularly when what was passed in for 2014 an increased emphasis on coordinating between the vr programs and other systems and this is really important for our one-stop program and the individuals with disabilities that we serve we help prepare and support our consumers and access

so there so there is um the blender now i had to get rid of this oh no i had to get rid of this hold on okay i don't think that's directed at me um so we help them prepare and support our consumers and access i'm sorry melanie i'm sorry to interrupt stacy um we can hear you please mute yourself thank you go ahead melanie okay no worries um so what i was saying is that we we in terms of accessing the resource centers we we help prepare and support our consumers in that process most of the individuals that we serve that either come through the centers themselves or come through vr can't self-direct and it is still at least in our area very much a self-directed model they have this the resources and services available for people with disabilities but as we all know navigating large systems is really challenging so we help them through that process we also foster facilitate and participate in disability job fairs and so working and leveraging our partnerships with workforce and with vr really allows for increased efficiency and service delivery and reduces duplication and with us as a center for independent living being one of those partners enables us then to make sure that all individuals all the individuals barriers are addressed and needed at least through some system so it allows us to identify those barriers and address them in a in a collaborative way it also allows us to provide unique disability services that aren't provided by the one stop so you know the one stop may provide the job supplies or transportation or child care but there are issues related to personal care assistance or accessing assistive technology or other kinds of things that the individuals with disabilities would need and we're able to help provide those services and wrap that individual with all of the needs that they have we have the certified work incentive counselors on staff we have three certified counselors and then in terms of providing assistive technology you know as technology changes there's always a need for refreshing so one of the services we were originally able to provide to the one stop was for example installing zoomtext and other accessible software on their computers and then we would create instruction sheets so staff can use that software and now the one stop is in pretty good shape in terms of providing their own accessibility but we can create with the individuals that were serving what their individual technology needs might be for them to have a more independent life and be able to provide resources for those aids and devices next slide please

so i wanted to talk a little bit about our school to work transition program because it is our longest standing program and because it is something that is still being funded uh for us by our workforce system it requires partnership and blended resources and we use our vr funding and grant dollars to wrap both services and funding to to provide a comprehensive school to work transition program for our students in addition to the 14 elements that we owe requires we also make sure that we are building into that the guideposts for success as identified by the department of labor so we make sure

that we have the school-based preparatory experiences as well as career preparation and work based learning experiences we provide youth development and leadership in fact we are preparing for our youth leadership forum that leap is one of eight centers for independent living in ohio that are providing a virtual work leadership forum this summer for youth who are transitioning we also make sure that we're providing the connecting activities and we do all that we can to keep family involvement in families engaged as best as we can our service delivery model for our youth transition program is it's a year-round program utilizing the job center services and the career center as best we can again we need to support our students in accessing those services because it is still a little bit challenging for them but we are able to utilize their services with our support we are able to address disability specific barriers that the individuals have in addition to the typical supports that wiela would provide we really focus heavily on our dropout prevention for our students when we are serving those students through our youth our school transition program the majority of them do come to school every day and show up and we really focus on keeping them engaged because if they don't graduate they lose their only opportunity to gain a high school diploma many many of the students that we serve would not be able to pass the gres so if they don't stay in school and get that high school diploma it really is not a good path forward for them the vast majority of our students i would say 90 percent plus do graduate and they complete our program they graduate from school and that is a higher outcome than the typical students it's a higher graduation rate for our students with disabilities than the school is able to produce i mean we really believe that that is because of the individualized support and opportunities and resources that we bring to the students during our programming with them next slide please

so i wanted to give two examples this is aya and what is on the screen is our social media post we do a lot to support our students through newsletters social media posts blog um blog posts etc and you know the the example here is because she has an internship at petco she's doing that because she's trying to develop and identify what her interests are her interests are either retail or preschool and those are vastly different jobs so it's really important to us that our students not only pick words and and pick careers that they think they might like but to actually go out and uh try out those different jobs so we've got a lot of local businesses that will allow us to come into their businesses for two or three weeks at a time and we'll create internships for them so they can learn basic job transferable skills but also really learn about themselves and understand what their interests are and really understand why is it that she wants to work in retail what is it about petco that she likes or doesn't like why does she want to work in a preschool what's the difference between working in a pet store and working with children so it's really important for us to be able to provide opportunities where students can ascertain for themselves where they're where their future is going to go next slide please ryan on the other hand is a consumer who has used multiple agency services so he's a good example of blending both the external resources as well as our own internal resources so ryan is one of our students that we helped get employed after he was in our summer program and he's now working at a local grocery store but in order to help ryan it was not only our workforce one stop services that we had to bring to the table but also our independent living services and our benefits team so we had quite an internal team built around ryan to make sure that we are identifying his barriers and helping him achieve his goals while he also accessed multiple other agencies to bring him to the place that he is now next slide please

so cuyahoga county is the county where leap is housed right now there are 12.2 million people in this county and 15% of our county population are persons with disabilities it's the largest population of persons with disabilities in the state of ohio and those individuals particularly now but i would say throughout the course of my time here have always had significant needs and significant challenges navigating the various systems that could help support them

we focus pretty heavily right now on our youth programming there are other wioa dollars that could be available to us but the way the county has worked now as they are merging their wioa and their tanf dollars and the eligibility requirements make it a little more challenging for us to serve our adults and we have a great relationship with our vr program so our wioa relationship is really more focused on serving youth and we are committed to doing that because we're the only provider that's left serving youth with disabilities in school there was a recent change where the majority of the dollars used to be for in-school programs and it got flipped and so 75 percent of those dollars are now for out of school youth so there are two in school programs one is a college and one is us so we're very very committed we made a compelling case in the face of that administrative decision to focus most of the dollars in out of school work and we really wanted to make sure that the county workforce system was still committed and focused on serving youth so we were successful in doing that so like i said we work collaboratively with workforce with vr and with the schools and we are uniquely focused on community-based competitive employment for our youth next slide please

thank you so the one of the other things that i wanted to point out was that blending and braiding of our resources coupled with technical assistance is um is something that we are able to do to produce changes in the thinking and behavior of people with and without disability so when we work with our multiple systems and we can blend and braid those resources we can bring multiple teams to the table that create this active engagement with workforce that gives us the opportunity to ensure that individuals with disabilities can find successful employment and receive the financial structure that they need in order to move forward with their life

i'm watching my time i've got two minutes so another point that i wanted to make was that when we're strengthening the partnerships and we can help our systems move towards shared resources and assessments part of the work that a workforce system or a one-stop one-stop center does is to build career ladders and that is really important to be able to create opportunities and build relationships with employers so that individuals with and without disabilities will be able to get on that career ladder but the reality is that many individuals with disabilities can't even reach that first rung without significant support and so they need another path so another thing that we have been able to do through our partnerships is to build education and training and programming for employers so that they can understand the business case for hiring people with disabilities next slide please

um so this slide came right from from wioa we always seeks to increase innovation it's a slide that talks about the the purpose and intent of of increasing innovation um within the program and i will i will say

that participants on this call centers for independent living pns tthis we are innovative right don't don't think that you're that you're an auto you can't bring something to the table these systems really need our help and support and they don't know how to be uniquely innovative around people with disabilities so what you do every day may not seem innovative to you but it is clearly unique and new and eye-opening for um workforce systems so so bring your talent and bring your skills and um whoops i'm time is up next slide please just give me one more minute um so so in order to develop that relationship establish yourself as a local expert offer assistance provide input to their state plan plans and strategic plans we were asked recently to sit on their planning boards to develop the local strategic plan we were also asked to sit on a feedback session with some consultants that they hired to address the values that they had and i was really able to give feedback on on applying their values to the general population specifically to people with disabilities and making sure that they were indeed fully accessible so that those values were fully engaging of all individuals especially people with disabilities so offer training that will drive success for the businesses and economic opportunities in your neighborhoods and your communities connect the dialogue with workforce development and social determinants of health conversations it's really important that workforce systems understand that it is that work is one aspect of somebody's life and if you can blend and braid both services and dollars and address the critical needs that people with disabilities face it will be helpful to individuals with disabilities but it will be helpful to all populations and all people not just people with disabilities so it is really incumbent on us to level that playing field for those that we serve because it will lift all boats next slide and and that's it i just wanted to remind everybody that as a center for independent living the majority of our staff are persons with disabilities themselves so that we understand the journey from isolation and limitations to employment and greater independence thank you thank you so much for that overview melanie really helping the audience connect the dots and providing an overview of just the wonderful support that um you provide in conjunction with the partnership for supporting youth with disabilities next slide please you're moving on to our third speaker introduction and that is david hoff program director for the institute for community inclusion at the university of massachusetts boston mr hoff has an extensive background in working with public systems and community agencies to enhance employment outcomes for people with disabilities he has done work across the u.s and internationally providing technical assistance and training on effective practices in human services and workforce development a significant portion of david's work has focused on the inclusion of people with disabilities within the public workforce development system in addition to his 20 years at ici david has also been a regional workforce development system administrator and also spent several years in a direct service role assisting individuals with disabilities to find and maintain employment prior to entering the human service field david spent 10 years in management roles in the private sector mr hoff is a past president of apse and he is the current president of the massachusetts chapter david take it away hey thank you so much amy uh so glad to be part of this presentation today uh so just i am a white male middle age got a ladder end of that i guess i brown shirt wear glasses brown hair thinning and i use male pronouns he and him so as amy said a little bit in in terms of my intro i've done a lot of work with the workforce development system going back to the days of the workforce investment act in basically back to over you know 20 almost 23 24 years now but also worked and as a administrator here in the boston area for one of our local workforce boards so i've also although a lot of what i'm speaking about today is some of our work as you said at the institute for community inclusion i've also been on the ground and actually worked you know worked within the system so i bring a a couple different perspectives so a little bit of this and thank you stacey and melanie both for your wonderful presentations uh so part of what i'm doing here

is reinforcing and expanding on what they said but one thing that's important remember is we use the term american job center also the term actually in the law and the wia law is one stop career center although american job center or ajc is the brand uh it's important to recognize that your state systems may go by different names um the um they have to be branded in some way as an american job center but for example michigan you have michigan works you have work source out in um in washington state and you know proud partner of the american job center network um you have america's job center california uh career source florida and then in my state we call them mass hire centers but then um this is the one for one of ours in lowell uh north of boston but you know as a lot of the branding does incorporate that american job center name so one thing that's important to even understand your system is what is its name it's going by and if you're looking for information on your uh system obviously you can go to your state's labor website but [careeronestop.org](http://careeronestop.org) that's [careeronestop.org](http://careeronestop.org) is the national site and has great resources and also the contact information for your local american job center and workforce boards so definitely take a look at that if you're not familiar with the basics of your system now to get in touch our next slide please

so um again it's just really touching again real briefly why collaborating with your american job centers there's a couple of pictures on the screen there of a woman at the front desk near the front desk and looking at some brochures and also the front entrance of a american job center in connecticut but as has been touched on already this can be a key resource for assisting both youth and adults with employment needs access to a wide number of partner programs which i'll talk more about in a second but i think one of the things i love about this system as much as anything is that it is a universally accessible system basically anybody including those with disabilities can can access services immediately without uh basic services immediately now if you want more intensive services a lot of stuff early term used anymore enhanced services you need to meet eligibility requirements for basic services basic job services labor exchange services as they're dubbed anybody can come through the door and so therefore one of our goals should be to make sure that those all the services are fully accessible but particularly those universally accessible basic services should be fully inclusive of people with disabilities and what i also love about this system is it's intended to serve everyone and it's an integrated environment we speak so much in the disability space about the importance of integration and inclusion and this is an environment where people are getting services side by side uh with their fellow community members who are looking for assistance in getting a job and getting training and so ultimately that's i think our goal in general for society so i think the more we can help the system enhance its ability to serve people with disabilities and it's just going to be to the benefit of individuals but it's also going to be to the benefit of our overall inclusion and integration goals next slide please so again um uh about stacey and only touched on this a bit but just a little bit of reminder again some pictures here of a a resource library at an american job center and also a gentleman teaching a workshop so basic job search assistance is available through the resource library and workshops and classes every american job center usually has a series of classes that are available that people can sign up for as well as a resource library with computers and job listings and things like that generally basic computer training is available um stacy mentioned talked about that access to employers and businesses career fairs things like that uh more intensive one-to-one services are available for some individuals as well as access to job training for eligible individuals and also that access to partner services

so some partner services may be available within the physical location of the american job center or maybe available externally next slide

so this is the listing i'm not going to read all these off but on this slide are all of the mandated american job center partners it's a very lengthy list and also um you can uh local systems and state systems can also have optional partners there are four what are called core programs one of which is public vocational rehabilitation as a core program they have to be part of the state planning uh that goes on as part of wioa and they also are subjected to common performance measures a whole nother topic we're not going to get into today but as you look over this list here ranging from you know voc rehab wi-over programs adult education literacy career and technical education national farm workers indian native american programs job corps senior community service employment program local veterans employment representatives tanf etc etc youth build this is a very rich and diverse group of services that you can access through your american job center and so obviously i mean one of the things that we have worked so hard on it with american job centers is saying to them and working with them and saying do not automatically send people to bulk rehab when they come to the door or when they apply for services vocal rehab should be a very important partner and can be part of in working with these other partners on someone's employment needs but it's important that individual disabilities have access as they are eligible and as their needs in terms of these this full range of partner programs um next slide please

oh he goes okay so also um i also want to mention youth services and certainly um melanie was speaking about this quite a bit but as part of wioa there are workforce development youth services um for eligible youth essentially virtually any youth with a disability is eligible i'm not going to get into the technicalities of that but they're highly eligible um because of the nature of the eligibility requirements there was a change under the laws as melanie mentioned that now out of school these funds are primarily used for out of school youth at least 75 percent of the funds have to be used for youth ages 16 to 24 and no more than 25 percent of the funds can be used for uh youth ages 14 to 21 that are still in school also many many local workforce systems have additional youth services beyond wioa one thing we really push in general is making sure that um school districts are linking with their local workforce systems not only for the american job center services but also getting in touch with whoever is administering their used services at the local workforce board and discussing possibilities of accessing these youth services and their variety of services i think melanie did a nice job of sharing what they're doing there in ohio in terms of it's it's a combination of classes internships um development of leadership skills etc etc so there's a variety of services that are available and the best thing to learn more about that is to get in touch with your local system and your local uh youth service staff and ask them more about this the services generally are provided sometimes generally provided by various vendors who receive funding so but it's going to vary from from local area to local areas so so that's a little bit about the youth services next slide please so examples of collaboration um again this is more of a big picture here and i talk about the you said in ici more specifically in a second but obviously one example is obviously just getting services for individuals so if if you're a you are providing services and as an entity whether you're a um uh independent living center whether even your you said direct services or um you know whatever type of entity you might be obviously accessing services that can assist

individuals with their employment needs is a key piece also um you know providing technical assistance uh on accessibility it's an ongoing you know issue that make sure that these systems are as accessible as possible and one thing then when we work with these systems is always telling them develop a really really strong network so you know to tap into in terms of accessibility um assistance in your local area also every american job center has an annual accessibility review so certainly you can assist with that find out how they're doing that and help them out with that process also um as an option workforce development boards can have an accessibility committee and so if they have one there might be some possibilities for being part of that on an ongoing basis and to help enhance the um access and services for people with disabilities also um lots of we've done a lot of this kind of stuff partnering in on demonstration and systems change projects so we're talking about maybe general uh funding that's available for workforce systems and adding disability to that i'll give you an example that in a second but also there might be disability specific uh projects like the dei project the disability employment initiative projects and the disability navigator projects and the various uh various um initiatives like that that have been funded by the u.s department of labor and so um i think it's always when there's funding you know floating out there for the workforce system uh or just funding out there floating around in general always thinking about can we partner with our local workforce system or state workforce system on that can we bring them in as a collaborator or if they're applying for the funding can we be a collaborator with them in terms of that funding um and also let's not forget the fact that we work in services and systems that have major major workforce development needs ourselves the the the direct service workforce we have experiencing major major challenges so we also need to think of of this system as a way of meeting some of those needs and working more collaboratively with them so that we have a well-trained workforce that is available to assist and support people with disabilities with their needs so we shouldn't you know think about this in a number of different realms uh next slide

so the benefits of collaboration um again uh the american job centers can provide lots of increased service options new partners new services that might be available um a lot of effort is spent by the system in terms of linking with business linking with the labor markets uh on the workforce board the majority of the members must be members uh must be businesses and employers so it's an opportunity to link better with businesses and that's something we always can do better in terms of disability employment also it's just building the capacity of the system in terms of an integrated system so building its capacity in terms of disability services also creating models for partnership between disability systems agencies and workforce development for example are the ways that community rehabilitation providers can work more collaboratively with the workforce development system or are there ways that we can even just sit down and figure out how for example public disability systems like developmental disability systems can work more collaboratively so looking at different models of that and or on transition etcetera etcetera so i think a lot of this is kind of figuring out okay what's going to work to everybody's mutual benefit there like any good collaboration and obviously when you sit down with people and talk with them you're going to become aware of the needs and the opportunities ultimately by developing those relationships and building them over time uh next slide so examples of some of ici's efforts over the years and they've scanned some of these go back almost 20 years we were the grantee for the national center on workforce and disability which was a nasa national uh technical assistance center uh in terms of uh the workforce development system that we held uh in the early part of the last decade uh so that was a national technical assistance center we also provided technical

assistance to the metro north massachusetts customized employment project that was a an early customized employment project held by the metro north regional employment board which is a workforce board of massachusetts we also worked nationally under a department of labor contract on building the capacity of workforce systems across the country regarding ticket to work so in terms of helping them become employment networks we also provided technical assistance for our massachusetts disability employment initiative project so a good example where our state applied for this funding and then we um you know talk to them about partnering and help them actually write the grant to get that from the u.s department of labor also a current project that is wrapping up with one of the national pie projects we hold one here in massachusetts massachusetts partnerships and employment and our workforce system is represented as part of the steering committee for that project and they've been a very active member of that project in terms of enhancing the availability of services and from the workforce system for transition for students and young adults with intellectual and developmental disabilities um we just partnered this is literally brand new we have partnered with our massachusetts workforce system on an application they just put into the federal government which we have our fingers crossed on for enhancing apprenticeships in the state and that's a good example where i frankly i saw the rfp i got in touch with our contact at the workforce system and said can we talk about possibly having a role in that for ici and that's how these things work you have a relationship you send an email you pick up the phone and we help them put the project the application together and we're part of that and have a role in that and hopefully it will get funded we also worked on uh tracking uh the wii overstate plans and guidelines and provided guidelines for review of those plans when they first came out in 2016 so that was on a national basis and then on an ongoing basis as a youth said we have provided input on federal and state policy um often get asked for feedback to analyze different things to talk about the role of disability in the system so again lots of different ways that we have done some things so yes i'm cognizant of the time so i'm going to get ready to wrap up next slide please so here are examples of some of the products we've created um some tools for inclusion analysis of data that nice blue and black um manual picture you can see on the bottom there access for all that was my baby in the early 2000s like a 300 page manual on how to serve people with disabilities and one-stop career centers um we also put together a series of videos and and products under our dei initiative so a lot of our products are available at our main website [communityinclusion.org](http://communityinclusion.org) and some of them are in one of our sub sites at [communityinclusion.org/backslash/career-center-success](http://communityinclusion.org/backslash/career-center-success) so you know if you're having trouble finding any of these products just check with me but we've tried to create a lot of very practical products and tools that can assist systems to better serve people with disabilities and also allow people with disabilities to better utilize this system so so again part of our initiatives have been to create products that could be helpful uh next slide so um wrapping up here i mean next steps for you folks here and as we go to q a uh one reach out to your director of your local american job center you know send them an email pick up the phone and say i'd like to meet with you i like to talk like to introduce myself also reach out to your local workforce development board particularly the staff there and talk to them about possibilities and just again start to exchange ideas and also at the state level also reach out to your state workforce development board attend one of their meetings they should be public meetings subject to open meeting laws if that's a good place to start just to get a sense of how things operate and how things work give you a sense of things and just reach out and start talking so um so those are good just next steps in this process okay one more slide i think that's um like let end with a quote from lenny zakim who if you come to boston there's this beautiful bridge right by a north station and that's the zakim bridge and that's lenny was a civil rights advocate in massachusetts when unfortunately passed

away at a very young age but he said once i am a firm believer that relationships count more than institutions is because you know someone that you start to care about their issues so it really is about picking up that phone sending that email building those relationships much more important than you know all the rules and regulations and everything like that so that's a wrap from me so i'll turn it back over to you amy thank you excellent what an excellent panel of presenters uh next slide please let it move on to the q a portion so we've had some questions come in in the q a chat box that some um panelists have actually answered but for the purposes of the rest of the audience i do want to kind of repeat those and just share the answers um somebody's asking for a recording of the presentation there is going to be a link to the recording just kind of an fyi that we will post that at the end of the presentation um amber woods can non-profits join as an integrated partner um that's the question stacey i know started the answer to that she said sure what county are you in so i will give stacey um the first opportunity to answer that question what would be the next steps for someone for a non-profit that wants to join um as an integrated partner and i'll let stacey answer that

are you on mute stacy maybe you're answering on mute

perhaps she got cut off so what i'll do um is just ask the question the same question to the rest of the panelist and then come back stacy if you you know connect again so let's move on to our next presenter which was melanie melanie the question is can a non-profit join a grantee as an integrated partner and if so what would be a tip or a way to get started with that sure um if i'm understanding the question correctly it's can we be a partner with one stop right correct yes so i mean i think david gave a lot of good answers in terms of how to connect and how to engage for us we learned about what the wioa law or act was offering and we went to our one stop and asked about their disability services and then found out about their request for proposal process and became a vendor and i think that process really opened a lot of doors even if we're not ready to provide the kinds of services at least it opened doors to develop relationships and build discussions around serving people with disabilities as well as you know we were able to build a whole sort of separate disability committee outside of or or that was a feeder system if you will that was a advisory board to the one stop to help them build their disability services excellent thank you melanie david did you want to respond to that or add to the question and it's really about how could a center for independent living how could a non-profit how could someone partner with a grantee to include a local one-stop or workforce development so i think so yeah i thank you i think um you know melanie uh did a nice job and stacy wrote you know with the responses they there but i think that yeah it starts with you know it really does start with let's start the discussion it can be there's not a requirement and i always tell people look there's we've had seen some great partnerships that were very informal for example let me just give you a really concrete example like a local community rehabilitation provider who says i want to work with or become a partner with the local one-stop i mean there is a formal partnership where you could be kind of an official partner and all that if that's possible but there's also ways of saying look can we bring folks we want to bring folks in here with staff let's talk about how that would work can we have access to some of your space on occasion or maybe support people in in some of the workshops or let's talk about ways maybe we can you know work even on things like maybe a ticket to work is a good example i'm so glad that stacey talked about that you know in terms of maybe doing collaboration on services so i think it starts out with okay you

know it's always go in and start saying okay can we just even start on maybe a micro level serving a few folks in in in terms of and working together and service delivery and then maybe it gets more formal over time and as i said you know i talked about different funding opportunities might be available you can also think about it and again it's absolutely what melanie did you know there are going to be rfps that come out of your local workforce board for wioa funds or maybe other funding and that's another way to partner is saying okay let's apply for funds let's become a youth service provider uh for the system for example so i think you can be in a really you know casual informal way or even becoming more of a formal partner through funding and i know of a few some cases actually where service providers have literally like basically rented space within an american job center and so and and you know use that as kind of a as an office um uh to provide services to individuals so i think there's lots of different ways you can do this it's going to depend on your resources that you have available and how to work together

thank you so much stacey i just wanted to give you an opportunity to add to ed if you wanted to add to that you know statements that melanie and david made i'll give you a moment to do that now based on the question which was how can a non-profit partner how can a non-profit work with grantees or a local ajc to partner on enhancing services for people with disabilities what would be that first step

so one of the things that i think looks awesome with us is that our ajc or the one stop career center we'll host monthly meetings with our police their monthly meeting meetings that the partners can come on and share what they do as an organization they teach us how to tap into their services so one of the things that may be helpful is checking your career center or your american job center to see what they do in terms of monthly partnership meetings and if they do a half monthly promotion meetings i would encourage you to put yourself on the list for a presentation share what you do share what your organization does and how that works job can benefit from your services because it's not only just about us has a one-step career center but we want to know what's out of the community how can we work together

thank you stacy i am going to filter through a couple of more questions that we had in the chat box allen bergman hey alan he has a question for melanie great overview and services melanie what are your eligibility requirements among the cross section of students with disabilities it sounds like you do not serve the full range of students enrolled in special ed such as students with significant emotional disturbance and students with more significant intellectual disabilities do the students end up being sent to your county boards for persons with dd many of which provide sheltered work services answer was we serve students who can benefit for our transition programs the referrals come from the tc's at the school we will serve any student referred regardless of disability our dd boards are not accepting new participants in the sheltered work activity centers so the youth are no longer being referred to the centers and i think it was so powerful melanie when you stated at the beginning that most of the youth had this goal to to go to sheltered work and through working with them and that partnership you really saw the change and how students were getting meaningful jobs and able to explore and find out what they like through internships and things of that nature um let me check we got a couple new um oh this

is actually a response to the response that melanie provided alan it says thank you for your responses melanie glad you are braiding and not blending on the first question how do you determine if somebody can benefit from the program what happens to individuals who cannot benefit where do they go great question so we work very closely with our transition coordinators to identify students that they feel would benefit from the program so there has to be motivation from the student there has to be some engagement from the student ideally we would like family participation because families are so critical but it is not part of our eligibility criteria you know as a center for independent living if you have a disability we can serve you it really comes down to the school transition coordinator in identifying which students and their teachers that they feel with the additional support that we can provide and augment the school with where they feel like the student has a lot of potential to move forward so we don't have a lot of say in the referrals you know if it comes down to the student needing additional help looking for a particular kind of job wanting to go to work they will they will refer them to us and we'll serve them our criteria is participation they need to come to our sessions they need to be actively engaged and if they um have a good reason not to not to come or they miss a session and you know kogit was really challenging for that we had a lot of people not wanting to do so much zoom work but um you know as long as they participate and they complete their the assignments with us and want to work and are interested in doing some community-based work experiences and working in the summer then then they'll be successful in our program those that we don't serve um they may go to other non-profits or they may not may not work at all you know we were in six schools and we're that we're down to two right now simply because of the the loss of we are funding um we do try to serve those students with vr dollars but it's not the same it's not a transition you know it's not a year-round transition program

thank you melanie i see that stacy has her hand up stacey would you like to add it's i wanted to i'm kind of jumping on that question what do you do with the participants who maybe might be eligible one of the things that i would like to see is a better partnership with agencies like bill and the reason why i say that is because one of the things that we've tried is trying to partner with me all for blaming the dogs an example of that is what wire can pay for there should be another agency that can pay for something example would be someone who wants to go back to work but they need hearing aids we know that we all can pay for harry gangs better here's the thing writer has a five to seven business day presence for approval but once that person gets approved there's a six months tax frame so when we send them over to my own think one of the biggest bad ways is that processing time so if there is someone's ready to go to work they need to be all there is the issue of getting approved with me all and also getting that prices in where things can move forward so i think when we talk about barriers that's one of the things that the p and i can address those barriers how do we work together to make this really happen you know to make things really happen for the individual

excellent thank you for that wonderful addition stacy let's move to the next slide so that we can wrap up in the previous community of practice webinar we announced that we had our environmental landscape assessment report and our five-year strategic plan summary getting finalized and we are very pleased to say that it should be up on the website very soon if you guys have any feedback or would like to review we welcome that and if you are wondering where to provide that feedback it would be directly to our email which will be in some of the next couple of slides and what we really did was work with our

grantee representative work group with staff with grantees to develop this report and the training and technical assistance elements are based on those findings uh next slide please we also want to remind you that we have our next community practice webinar on june 8th from 3 to 4 30 eastern time and we are celebrating olmstead so please register we have a panel of self-advocates lined up from various states who have been in sheltered work and made that transition and they're ready to share their story next slide please we're also implementing something new called office hours for individuals that are interested in speaking with our subject matter experts on a more intimate level to talk through maybe some challenges or questions we have started implementing office hours on the friday after the webinar from 12 to 1 30 eastern time you will receive the link to participate via zoom through your email so we're excited to provide that additional round of technical assistance and we're just grateful to our presenters for making themselves available next slide please if you have any requests for training or technical assistance please reach out to us at [aod\\_employment\\_ta@gmail.com](mailto:aod_employment_ta@gmail.com) so that we can talk through the specific technical assistance you need and how we can work on breaking those barriers in your state

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