



NTAR LEADERSHIP CENTER
LEADERSHIP. INNOVATION. CHANGE.

Transitions: A Final Learning Exchange between the State Leaders Innovation Institute and the State Peer Leaders Network

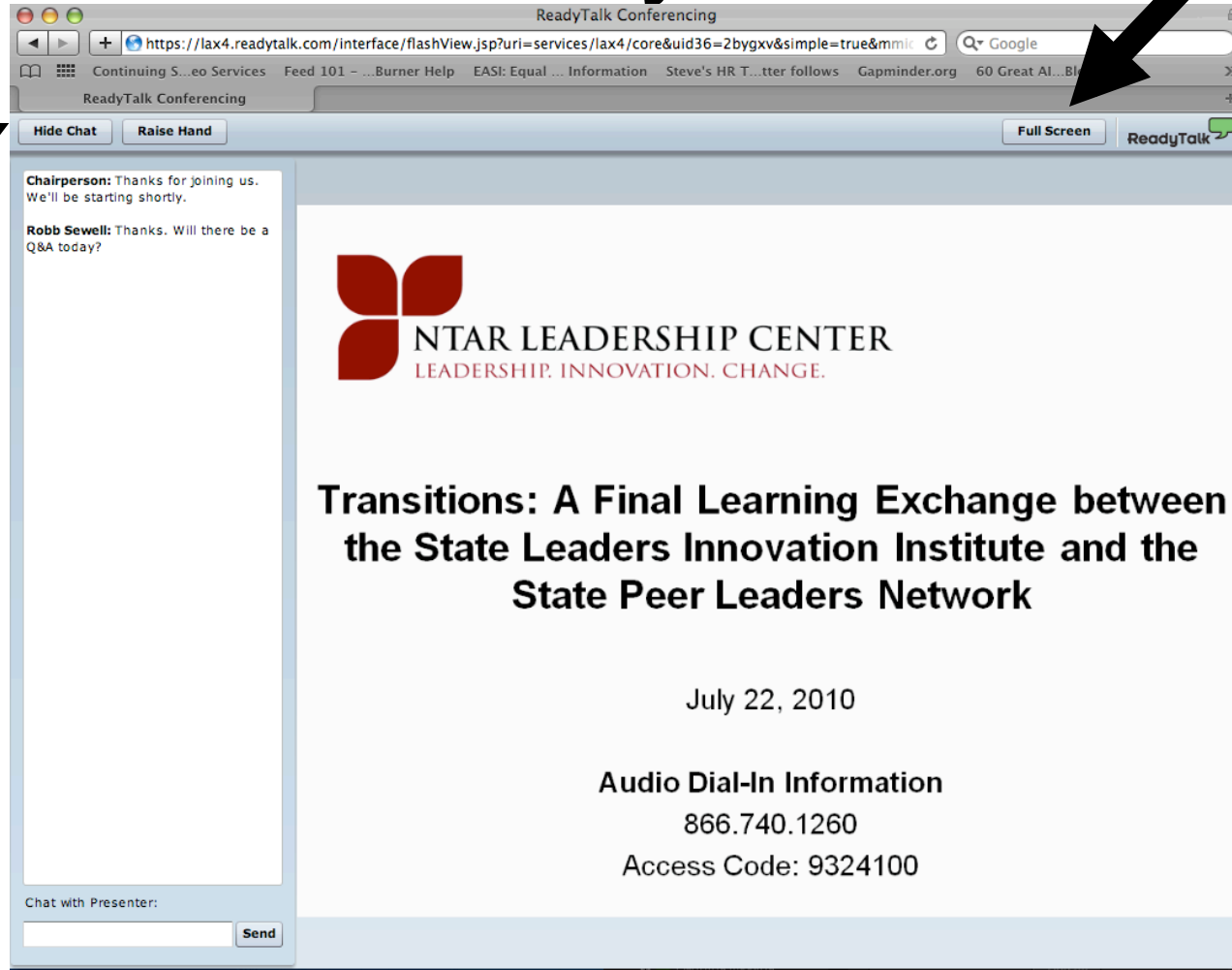
July 22, 2010

Audio Dial-In Information

866.740.1260

Access Code: 9324100

Webinar Classroom Layout



ReadyTalk Conferencing

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ReadyTalk Conferencing

Hide Chat Raise Hand Full Screen ReadyTalk

Chairperson: Thanks for joining us. We'll be starting shortly.

Robb Sewell: Thanks. Will there be a Q&A today?

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Chat with Presenter: Send

Select **Full Screen** to maximize presentation; minimizes chat feature

Use **Hide Chat** for a cleaner, uncluttered webinar

Use **Chat box** to communicate with chairperson

Presentation Slide Area

Access to Webinar Materials

- A direct link to the webinar materials, including web and audio content, will be posted on the NTAR Leadership Center website by noon Eastern Time, Friday, July 23, 2010.

www.ntarcenter.org

The NTAR Leadership Center

- Established in September 2007 through a grant from the U.S. Department of Labor's Office of Disability Employment Policy (ODEP).
- A collaboration of partners with expertise in workforce and economic development, disability employment, financial education and asset building, and leadership development.
- Created for the purpose of building capacity and leadership at the federal, state, and local levels to enable change across workforce development and disability-specific systems that will increase employment for adults with disabilities.



Guiding Principles

- Increasing partnerships and collaboration among and across generic and disability-specific systems.
- Increasing the use of self-direction in services, and integration of funding across and among systems.
- Increasing economic self-sufficiency through leveraging work incentives, financial education, or other strategies that promote profitable employment and asset building.
- Increasing the use of universal design in employment services and as a framework for employment policy.
- Increasing the use of customized and other forms of flexible work options for individuals with disabilities and others with barriers to employment.

Presenters

- **Kathy Sweeney**, Special Projects Manager, Minnesota Department of Employment and Economic Development
- **Joyce Barclay**, Assistant Vice President, Special Projects, The WorkPlace, Inc.
- **Catherine Raggio**, Secretary, Maryland Department of Disabilities

Moderator:

Nanette Relave, Director, Center for Workers with Disabilities

Minnesota



Fully Living into the Vision of the Workforce Investment Act (WIA)

Minnesota Value Proposition

We need everyone in the workforce for businesses to thrive
and communities to prosper

Value Proposition Elements

- **Leadership**

- Work toward a unifying philosophy and strategic goals to have competitive jobs for persons with disabilities in all four WIA Titles.

- **Integration**

- Continue to pursue the integration of Titles IB, II, III, and IV of WIA in the development and delivery of programs as embodied in Project SOAR.

- **Universal Design**

- Plan services according to principles that use common strategies that benefit all WIA clients in an inclusive setting.



Leadership

Accomplishments

- Building an infrastructure in workforce development that supports the value proposition – using SLII funding and MIG funding to support SOAR Career Solutions adult career exploration model.
- Working on linking employment and prosperity to regional economic development strategies.
- Increasing the strength of collaborative relationships between Minnesota Departments of Employment and Economic Development (especially Vocational Rehabilitation Services), Human Services, Education (secondary and postsecondary), State Council on Disabilities, and businesses.

Integration

Accomplishments

- Project SOAR
 - Adapted a youth (WIA Title IB) hands-on career exploration model (Camps 2 Careers) and worked with technical colleges to create a similar program for adults.
 - Adult Basic Education (WIA Title II) was available for Project SOAR adults in need.
 - SOAR's approach to career exploration and personal goal setting prepared clients for ongoing work with the WIA Title III WorkForce Center.
 - From a client base of non-disabled individuals, 90% to 95% of SOAR's client base for adult career exploration declared some form of disability (Vocational Rehabilitation Services – WIA Title IV).

Universal Design

Accomplishments

- Piloted universal design focus groups as part of the space planning process for one of Minnesota's WorkForce Centers.
- Framing the focus group questions within a universal design context seems to have expanded the conversation from “what is best for **my** agency and **my** customers” to “what is best for **all** customers and **all** agencies that will help my customers.”
- Focus groups discussed common strategies for all clients: expectations of privacy for all clients, space layouts that promote efficiency and collaboration among agencies, “virtual” WorkForce Center services that increase accessibility and better match client needs with services, and shared staff/services among WFC partners.

Fully Living into the Vision: Leadership Challenges

- Need assistance of federal WIA partners to implement our vision.
- Acknowledging funding constraints caused by fragmentation of funding among categorical grants.

Fully Living into the Vision: Leadership Challenges

- Continuing to find a balance between funding targeted to specific needs and funding targeted to integrated and collaborative service delivery.
- Finding a cost reimbursement formula that sustains the integrated and collaborative WorkForce Center without disproportionate contributions by any partner.



Fully Living into the Vision: Universal Design Challenges

- Moving beyond rule-bound silos to flexible response (e.g., barriers faced by people who cannot read are similar despite the cause).
- Continuing to convince WorkForce Center partners that, in the long term, designing inclusive spaces and services to benefit many groups is better than designing exclusive spaces and services to meet the specific needs of each group.

Contact Information

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Minnesota Department of Employment and
Economic Development

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Connecticut



Connecticut - SLII

- Partnerships
- Goals
- Accomplishments
- Lessons

Partnerships

- Governor's Office
- Labor
- Rehabilitation Services
- Services to the Blind
- Administrative Services
- Corrections
- Developmental Services
- Mental Health & Addiction Services
- Economic & Community Development
- Community Colleges
- Workforce Boards
- Business Leadership Network
- Connecticut Business and Industry Association (CBIA)
- The Connecticut Disability Advocacy Collaborative
- Continuing to Grow

Goals – 2009-2010

1. Increase Awareness/Collaborations
2. Capacity Development/One-Stop Centers
3. Explore Universal Design
4. State Government: Model Employer

#1 Increase Awareness and Collaborations

www.connect-ability.com continued expansion

- **Model Employer Program** *New!*
 - Recruitment, hiring, retention

- **Think Beyond the Label PR Campaign** *New!*
 - Collaboration of 30 MIG state projects
 - Changing attitudes, increasing awareness
 - **www.thinkbeyondthelabel.com**

#1 Increase Awareness and Collaborations

▪ Events

- Annual Employment Summit (June ' 10)
- 22nd Annual Postsecondary Disability Training (June ' 10)
- Disability Convention and Expo (August ' 10)
- Disability Mentoring Day (October ' 10)

Resource Locator for PwDs

▶ **Resource Locator**

▶ Glossary

connect-ability

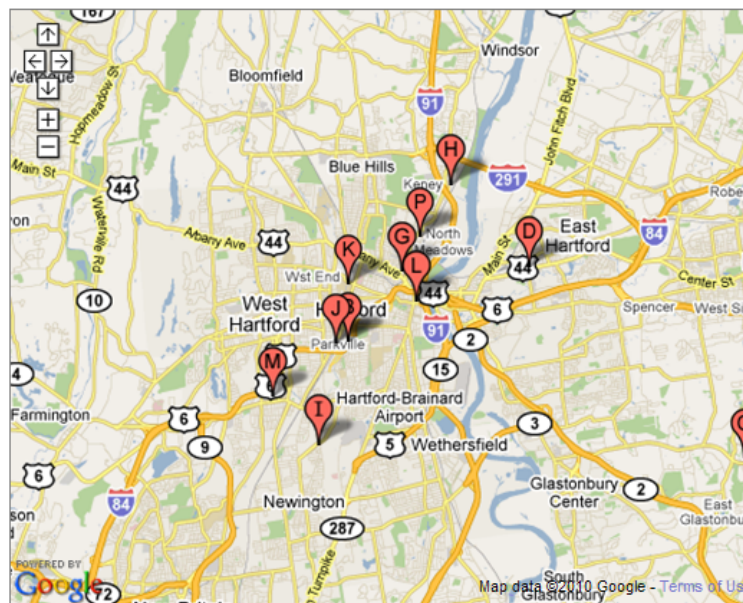
Connect-Ability works to remove barriers that make it hard for job seekers with disabilities to find and keep jobs. Our role is to offer information, tools and technical assistance to job seekers and employers rather than provide direct job placement services.

This tool is designed to help you find programs, services and locations serving Connecticut persons with disabilities.

Enter Your Town (i.e., HARTFORD, CT 06141)

HARTFORD, CT 06141

Find Resources



Resources Servicing HARTFORD, CT 06141



Area Agency on Aging
North Central AAA

Address: 146 Willis Street
Hartford, CT 06106-0000

[Get Directions](#)

[View Phone Numbers](#)



Bureau of Rehabilitation Services

[Get Directions](#)

#1 Increase Awareness and Collaborations

New!

- **Employment Practice Improvement Collaborative (EPIC)**
 - **Promote Collaborative Approaches for DMHAS Customers in Recovery**
 - ✧ Department of Mental Health and Addictions Services (DMHAS)
 - ✧ Bureau of Rehabilitation Services (BRS)
 - ✧ Department of Labor (DOL)
 - ✧ Office of Workforce Competitiveness (OWC)
 - ✧ Department of Corrections (DOC)
 - ✧ Connecticut Coalition to End Homelessness (CCEH)
 - ✧ Connecticut Community for Addiction Recovery (CCAR)
 - ✧ Connecticut Community College System (CCCS)
 - ✧ Court Support Services (CSS)
 - ✧ The collaborative continues to grow...

#1 Increase Awareness and Collaborations

- **The HomeWORK Project – MIG Funding** *New!*
 - Collaboration: DMHAS, Corporation for Supportive Housing, and Bureau of Rehabilitation Services
 - Piloted in Bridgeport, New Haven, and Hartford (CBOs in each location to provide support)
 - Goals:
 - ✧ 200 supportive housing residents employed by 2011
 - ✧ 35 enrolled into educational programs
 - ✧ Utilize Ticket to Work

#1 Increase Awareness and Collaborations

- **The HomeWORK Project – MIG Funding** *New!*
 - Staff do not work directly with tenants
 - ✧ Build capacity of supportive housing staff
 - Helps supportive housing tenants:
 - ✧ Enter (or advance in) the workforce
 - ✧ Improve earnings
 - ✧ Strengthen education and training

#1 Increase Awareness and Collaborations

- **Temporary Job Placement**
 - ARRA funding
 - Promotion vehicles:
 - ✧ DOL employer mailings
 - ✧ Information tagline on all state vendor checks
 - ✧ Vocational Rehabilitation counselors
 - Increased permanent employment
 - ✧ Hardest to place
 - ✧ Opportunity to demonstrate abilities

#2 Capacity Development: One-Stop Centers

- **Increasing Access for All Customers**
 - Assistive technology inventory (summer ' 09)
 - Collaboration: DOL, BRS, BESB, WIBs
 - Technology purchased (fall ' 09)
 - Installation (spring ' 10)
 - Online training modules (spring/summer ' 10)
 - Training rollout to all centers (fall ' 10)

Assistive Technology Access

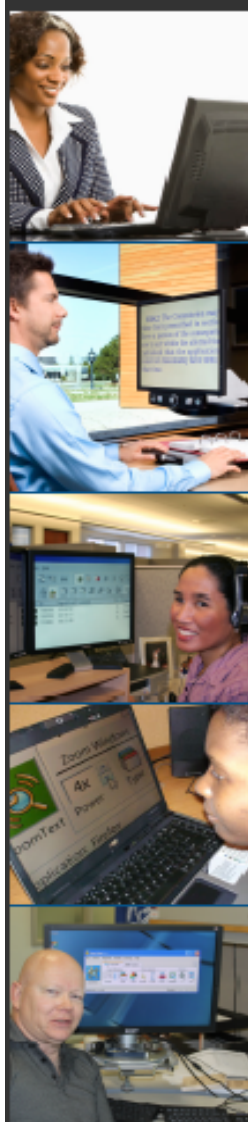
One-Stop Centers

Bridgeport
Danbury
Danielson
Derby
Enfield
Hamden
Hartford
Manchester
Meriden
Middletown
New Britain
New Haven
New London
Norwich
Stamford
Torrington
Waterbury
Willimantic

Technology	Before	After
Scanning & Reading (English and Spanish)	6	18
ZoomText Software	7	18
Large Key Keyboard	10	18
Learn to Type	13	18
Adjustable Height Workstations	17	18
Visual Magnifiers	16	18

Process:

- Inventory
- Purchase
- Install
- Develop online training
 - Universal use of AT, not just for PwDs
-
- Conduct training
- Promote use among all customers



How Can We Help You With...

- Large Print or Magnification
- Having Something Read to You (English or Español)
- Learning to Type
- Adjustable Workstations



Don't see what you need? Please ask us.
Services and equipment available upon request.

CTWORKS
Your Workforce Connection

Available at CTWorks
For more information go to the
CTWorks information desk.

#3 Explore Universal Design

- Strong cross-representation of entities
- Mutual understanding, respect, commitment
- Linkages and involvement of MIG activities, Connect-Ability, Connecticut BLN
- Influx of ARRA funds supporting activities
- Established portal for information
 - **www.connect-ability.com**
 - ✧ Common messaging, marketing, joint outreach

#4 State Government as Model Employer

- Plan: Outlining why, how, timeframes
- Best practices of others (CA, IA, VT, ME)
 - Baseline staff survey
 - ↳ Current experience and perceptions
 - Training
 - Coordination of efforts to expand opportunities
 - State government becomes model for private sector

Lessons Learned

- Two levels of involvement:
 - High level for approval and policy
 - Informal for work groups
- Identify areas of common need
- Ongoing capacity building
- Ongoing collaborations
 - Small to large, maintain momentum

Lessons Learned

- Continue growing partnerships – Three Rs
 - Relationships, Relationships, Relationships
- Break down and be realistic
 - What can be done by those involved
 - What can be done with existing resources
 - Small steps to provide ongoing successes

Contact Information

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Maryland



Maryland Team Leadership

The Maryland team is being co-chaired by:

- **Eric Seleznow**, *Acting Deputy Secretary*
Department of Labor, Licensing, and Regulation
(DLLR) and *Executive Director*, Governor's
Workforce Investment Board
- **Catherine Raggio**, *Secretary*
Department of Disabilities (MDOD)

Maryland Team Members

Team members included:

Executive Director of the Base Realignment and Closure Subcabinet/Lt. Governor's Staff

Assistant State Superintendent, Maryland State Department of Education, Division of Rehabilitation Services

President, Prince George's County Community College

Director of Adult Services, Way Station, Inc.

Chief of Staff, Department of Business and Economic Development

Human Resources Manager, Northrop Grumman

BRAC Coordinator, Department of Transportation

Special Assistant, Department of Housing and Community Development

Maryland's Objectives

- Identify and link job seekers with disabilities to opportunities made available as a result of BRAC.
- Enhance the skills of job seekers with disabilities by retooling or realignment of existing training programs and dollars.
- Determine work incentives and strategies to ensure that “work pays” for individuals with disabilities.
- Develop livable and inclusive communities.

What is BRAC?

“BRAC” is an acronym that stands for Base Realignment and Closure.

It is the congressionally authorized Process Department of Defense has previously used to reorganize its base structure to more efficiently and effectively support our forces.



In 2005, Maryland was selected to accommodate a significant expansion of the U.S. military installations. Maryland would become the future home to thousands of our nation's federal civilian and military families while experiencing the largest single employment growth activity since World War II.

Development of Action Plan

As a starting point, the team dedicated a series of meetings to conducting an in-depth review of the housing, transportation, and workforce development sections of the existing state BRAC action plan and crafting disability-specific recommendations related to those recommendations.

The complete state BRAC action plan can be located at www.brac.maryland.gov.

Highlights: Key Activities to Date

Workforce Development/Employer

Recommendation: Coordinate and increase cross-agency employer engagement/outreach.



- Governor's Workforce Investment Board issued a proclamation highlighting the benefits of universal design in One-Stops. Technical assistance is currently be provided to several Workforce Investment Areas.
- DORS, DBED, and DLLR partnered with MDOD to create an employer portal with employer-specific resources and access to qualified candidates: **www.mdworkmatters.org**.

Highlights: Key Activities to Date

Workforce Development/Employer

- Marketing materials encouraging hiring of individuals with disabilities included in BRAC relocation guide distributed at Fort Monmouth NJ and Northern VA.
- Efforts to promote Workforce Recruitment Program Interns to BRAC agencies and contractors are underway, in conversation regarding potential database changes with US DoL. Educated them on BRAC.
- A social marketing strategic plan is in development targeting employers and Facebook page has been created.
- BRAC-specific section of MDOD website to be developed by end of the year.

Highlights: Key Activities to Date

Workforce Development/Job Seeker

Recommendation: Facilitate access to BRAC jobs for individuals with disabilities.

- Job fair and No Spare Marylander job seeking workshop were held in Aberdeen Proving Ground region.
- Fact sheets on topics key to BRAC employment were created, including security clearance process, importance of credit history, and how to locate BRAC jobs, available at www.mdeid.org.
- Developed essential workplace skills webinars in partnership with Harford Community College. Webinars to be posted at www.mdeid.org.

Highlights: Key Activities to Date

Housing

- Hosted meeting on Transit-Oriented Development in BRAC areas attended by local housing and disability staff and efforts are underway to address accessibility issues raised by individuals with disabilities living in TOD.
- State of Maryland hosted Asset Development Summit.
- Discussion underway with Take Charge America regarding their financial literacy curriculum to expand to include benefits-specific sections.
- Determined MLS does provide information on accessibility, but only available to realtors, not public.





Highlights: Key Activities to Date

Transportation



- Hosted meeting on Transit-Oriented Development in BRAC areas attended by local housing and disability staff.
- MTA in process of developing materials on getting to and from BRAC locations to facilitate use of public transportation
- MTA has identified expansion of the 17 bus line to Fort Meade as potential to ensure Paratransit access to base.

Highlights: Key Activities to Date

What Worked Well

- Technical Assistance in areas such as:
 - Social Marketing
 - Universal Design
 - Asset Development
 - Data
- Unexpected opportunities:
 - Skills 2 Compete
 - Think Beyond the Label national campaign
 - U.S. Department of Labor Longitudinal RFP
 - NOFA for Housing
- Role of Maryland Department of Disabilities
- Medicaid Infrastructure Grant

Highlights: Key Activities to Date

Challenges

- The economy
- Length of time — one-and-a-half to two years is not enough time for systems change
- Limited funding — much of what was accomplished was done through use of Medicaid Infrastructure Grant monies

Contact Information

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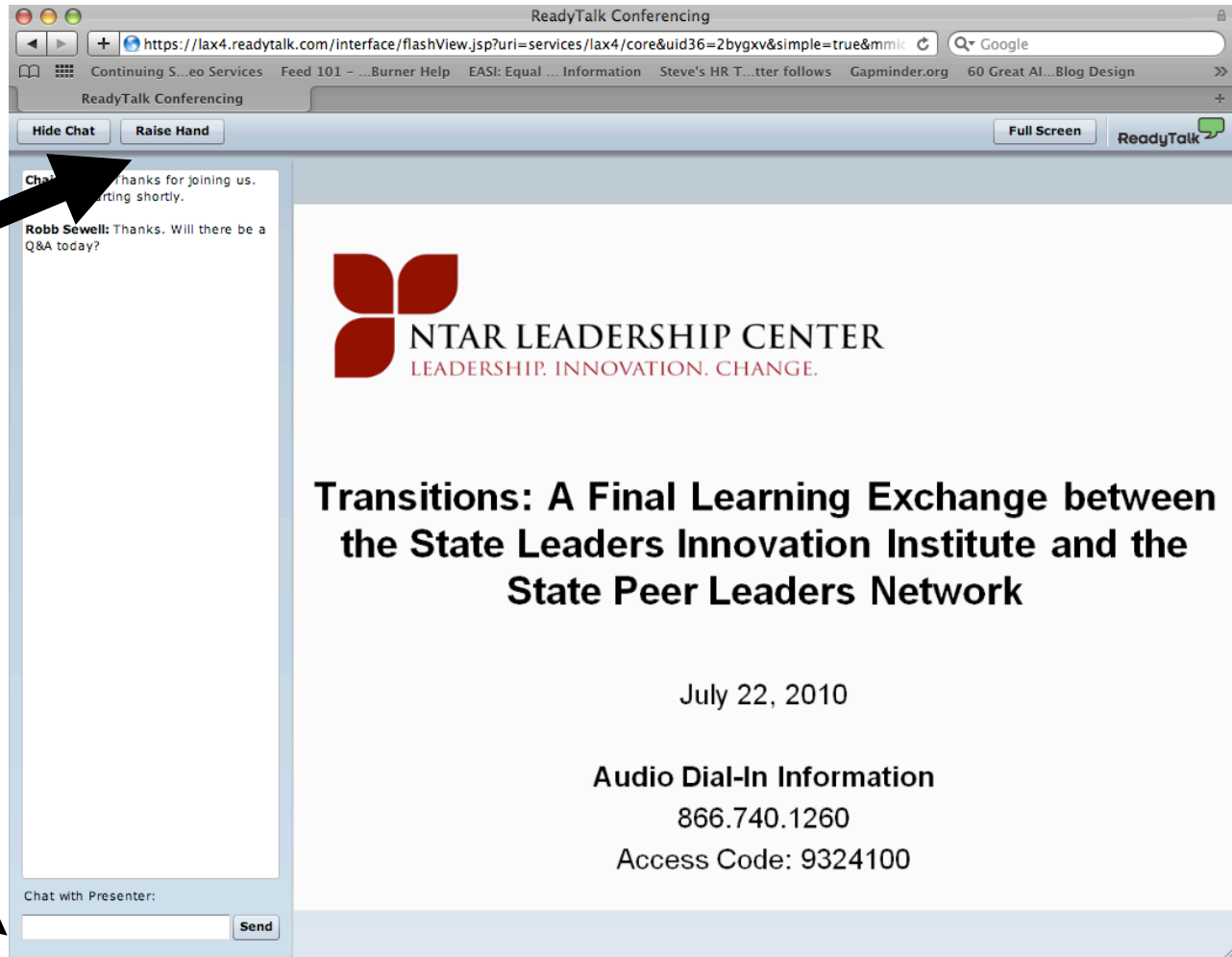
www.mdod.state.md.us



“There is no such thing as a
SPARE MARYLANDER”

-Governor Martin O'Malley-

Submitting Questions for Q&A



The screenshot shows a web browser window titled "ReadyTalk Conferencing". The address bar displays a URL: <https://lax4.readytalk.com/interface/flashView.jsp?uri=services/lax4/core&uid36=2bygxv&simple=true&mmic>. The browser's toolbar includes buttons for "Hide Chat", "Raise Hand", "Full Screen", and a "ReadyTalk" logo. The main content area is divided into two sections. On the left is a chat box with a header "Chat" and a message from "Robb Sewell: Thanks. Will there be a Q&A today?". On the right is a presentation slide. The slide features the NTAR Leadership Center logo and text: "Transitions: A Final Learning Exchange between the State Leaders Innovation Institute and the State Peer Leaders Network", "July 22, 2010", "Audio Dial-In Information", "866.740.1260", and "Access Code: 9324100". At the bottom of the chat box is a "Chat with Presenter:" input field and a "Send" button.

Click **Raise Hand** to ask a question; the chairperson will then call on participants in the order that questions were received

Use **Chat box** to send your question(s) to the chairperson

Question-and-Answer Period





NTAR Leadership Center Contacts

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