

VCU Work Incentive Planning
and Assistance National Training Center

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A Team that Works!

Workforce Development System, Disability Program Navigators and
Community Work Incentive Coordinators

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Works

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Learning Objectives

- To gain an understanding of the Workforce Development System
- To learn about programs and services available through the One-Stop Career Centers (One-Stops)
- To gain an understanding of the Disability Program Navigator Initiative
- To gain an understanding of successful strategies for connecting the Community Work Incentive Coordinators (CWICs) with the DPN's, One-Stops and community resources and partners

Workforce Investment Act

- Passed in 1998
- Two primary customers: employers and job seekers
- Goals:
 - One-Stop concept with mandated partners
 - Universal access
 - Business involvement
 - Linkages to community partners
 - Services available: Core, Intensive and Training

Core Services

- Job Opportunities within the Community
- Examples include:
 - Employment advisor assistance
 - Job search and placement
 - Labor market information
 - Resource room
 - Available resources and services

Intensive Services

- Workshops
 - Resume writing
 - Interviewing skills
 - Career exploration
 - Computer classes
 - Group and individual counseling

Training Services

- WIA Adult
- Dislocated Worker
- WIA Youth

Additional Services

- Veterans
- Ex-Offender
- 50 + (senior workers)
- Homeless
- Employment programs for recipients of TANF
- Employment programs for recipients of Food Stamps

Overview of Services for the Job Seeker

- Jefferson County Workforce Center Orientation Video, Jefferson County, Colorado
 - Narrative explaining services offered at the workforce center
 - Interviews with Businesses and Job applicants explaining how they used the workforce center
 - Chapter 1: 5 minutes <http://jeffcoworkforce.org/index.php>



Overview of the DPN Initiative

- Funded by the US Department of Labor and Social Security Administration
- DPN effort implemented in the spirit of the New Freedom Initiative
- Build infrastructure within the One-Stops
- Ensure universal access, both programmatic and physical access
- Establish partnerships

DPN Initiative Goals (Chafkin, 2007)

- Facilitate Integrated, seamless, and comprehensive services to persons with disabilities in One-Stop Career Centers
- Improve access to programs and services
- Facilitate linkages to the business community and develop demand responsive strategies to meet their recruitment/retention needs

DPN Initiative Goals (Chafkin, 2007)

- Increase employment and self-sufficiency for Social Security beneficiaries and other people with disabilities
- Develop new and ongoing partnerships to leverage resources
- Inform SSA beneficiaries and other people with disabilities about work support programs available at One-Stop Career Centers
- Create systemic change

What a Navigator is... (Chafkin, 2007)

- A systems change agent
- A problem solver
- A relationship builder
- A resource
- A facilitator

What a Navigator is not... (Chafkin, 2007)

- A case manager
- A front-line staff person in a workforce center
- A Community Work Incentives Coordinator
- A Vocational Rehabilitation Specialist

Evolution of the DPN Initiative (Chafkin, 2007)

- Designed to be flexible
- Constantly evolving
- Delivery of integrated services
- Establish a seamless One-Stop Career Center

Additional Criteria (Kielty, 2008)

- Making a commitment to becoming an Employment Network (EN)
- DPNs are located within the Workforce Investment Act system
- Implementing the Integrated Resource Team (IRT) model at both the state and local levels

Integrated Resource Team

- Navigators have the ability to bring together multiple partners who are working with one individual to foster a collaborative effort by building Integrated Resource Teams (IRT). Chafkin, 2007

What is an IRT?

- Brings together public and private sector representatives, state and local levels
- Convenes at local One-Stop community level
- Improves communication and collaboration
- Results in enhanced coordination of services and supports
- Serves job seekers with a disability

Primary Function of IRT

- Members work together to identify and strategize how their combined services and resources will benefit and support a jobseeker's employment goals
- Job seeker is central to the IRT and actively contributes to reaching his/her employment goals

Question

- Who can be possible team members on an Integrated Resource Team?

Possible Team Members

- Representatives from the Workforce Investment System
- Vocational Rehabilitation
- Mental health
- Public education (transition programs)
- Community Work Incentive Coordinators
- Ex-Offender programs
- Community Colleges
- Local housing and/or transportation systems
- TANF
- Other

CWIC's Role with the IRT

- WIPA services revolve around promoting employment and other agencies can assist in this effort
- CWIC's offer in-depth knowledge about SSA's work incentives and employment initiatives
- Other agencies need to understand the WIPA program
- CWIC's can offer insight regarding their benefits throughout an individual's career
- One individual or agency cannot possibly know everything

CWIC's Role with the IRT

- CWICs have direct access to SSA and information
- IRT members can provide referrals to CWICs
- CWICs can assist other agencies in meeting their employment and placement goals
- IRT members can provide outreach for the CWICs

IRT

- Case study of a CWIC working with the Integrated Resource Team (IRT) around a job seeker

Navigators.....

- Guide One-Stop staff in assisting job seekers navigate programs and systems
- Develop linkages and collaborate with business
- Develop partnerships to achieve integrated services
- Facilitate the transition of in-or out-of-school youth to obtain employment
- Conduct outreach to agencies and organizations
- Serve as resources regarding community, state and federal programs
- Serve as resources on SSA's work incentive and employment support programs

Our Offices

For Employers

For Job Seekers

For Youth

For Veterans

Other Services

Training

Unemployment

Workshops

WIA Policies

Job Links

Resources for Job Seekers with Disabilities

Job Accommodation Network: A free consulting service that provides:

- 1) Individualized worksite accommodations solutions
- 2) Technical assistance regarding the ADA and other disability related legislation
- 3) Education to callers about self-employment options

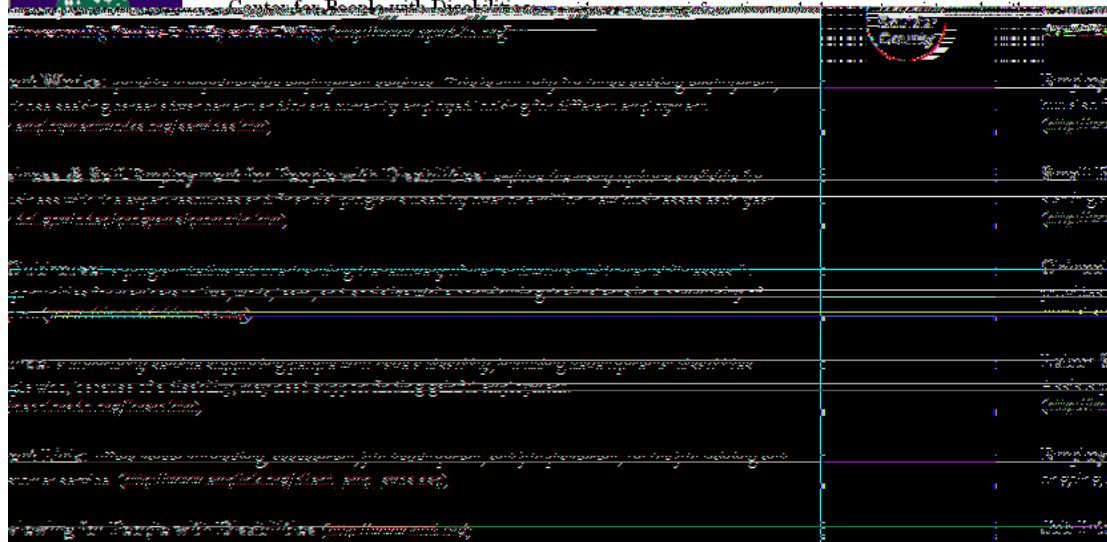
(<http://janweb.icdi.wvu.edu>)

Rocky Mountain DBTAC (Disability Business Technical Assistance Center): provides information and guidance on the Americans with Disabilities Act. (<http://www.ada-infonet.org>)

Social Security Qualification and Application Information: disability benefits under two programs: the Social Security disability insurance program and the Supplemental Security Income (SSI) program. (<http://www.ssa.gov/d&sl.htm>)

Social Security: Working While Disabled - How We Can Help: If you are getting disability benefits, we have good news for you. Social Security's work incentives program can help you if you are interested in working. Includes information on "Ticket to Work". (<http://www.ssa.gov/pubs/10095.html>)

Center for People with Disabilities



Reasons to Collaborate

- One-Stops already partnering with community providers
- One-Stops already marketing services available and referring job seekers with disabilities to appropriate services
- One-Stops already working with business
- One-Stops ensuring universal access to all programs and services for all job seekers
- One-Stops are assisting job seekers in advancing their careers and/or finding jobs
- One-Stops have Disability Program Navigators

Job Seeker Services - Your Path to Employment

	<h3>Job Seeker Services</h3> <p><i>Now Minimum Wage Law</i></p>
<ul style="list-style-type: none"> About Us Job Seeker Services Business Services Veteran Services Youth Services Disability Services Training/Education Resource Room Pueblo Links State/Federal Links Directions to PWFC 	<p><u>QUICK JOB SEARCH</u> Pueblo & Colorado Statewide</p> <p>Resume Builder</p> <p><u>PWFC Courtesy Application</u></p> <p>Computer Classes</p> <p>NEW! Workshops for job seekers!</p>
<p>Contact: 719-562-3720 Fax: 719-543-1007</p>	

The Pueblo Workforce Center staff connects career seekers with employers. Whether you're looking for your first job or looking to change careers, we can help you on your Path to Employment. Benefits you receive from the Pueblo Workforce Center Job Seeker Services:

- Receive one-on-one assistance with your job search needs, including improving your resume writing and interview skills.
- Gain access to the Internet, telephones, fax machines and career information to aid in your job search.
- Work with experts who will guide your career exploration process.
- Research labor market information to target your job search.
- Strengthen and expand your skills through occupational skills training.
- Learn more about Veteran's Services programs.
- Learn more about services for job seekers and workers who are disabled.
- Learn more about programs in your area designed specifically to enhance youth success in education and employment.
- Workforce Investment Act

Useful Information

- Registering/Looking For Employment
- Oil and Gas Industry Employment Links
- Job Search Websites
- Local Employers
- Resource Room
- Dislocated Workers
- Youth Services
- Mature Worker Program
- Veterans' Services
- Disability Services
- Vocational Rehabilitation
- Unemployment Insurance
- Request Payment on Active UI Claim
- Public Transportation Information
- Cover Letters/ Thank You Notes
- Grooming
- Application Tips
- Interviewing Tips

Disability Services



Disability Services

- About Us
- [Job Seeker Services](#)
- Business Services
- Veteran Services
- Youth Services
- Disability Services
- Training/Education
- Resource Room
- Pueblo Links
- State/Federal Links
- Directions to PWFC

[QUICK JOB SEARCH](#)
Pueblo & Colorado
Statewide

[Americans
With
Disabilities](#)

[Disability
Links](#)

Colorado Disability Information

At the Pueblo Workforce Center, we work hard to help ensure that our building, programs and services are universally accessible. Assistive technology is available for individuals with mobility, low vision/blindness, hard of hearing/deafness and learning disabilities. And, upon request, we will provide alternate formats of forms, workshop handouts, and other printed materials to accommodate individuals with a wide range of disabilities.

Assistive technology available at your Pueblo Workforce Center includes:

- Power adjustable table
- Large keys keyboard
- Trackball mouse
- Assistive mouse adapter
- Screen reading software
- Screen magnification software
- Portable magnifier (print text)*
- Word prediction and spell check software
- Amplified phone
- Portable sound amplifier
- Head phones
- TTY

* Due to charging requirements for this device, please request twenty-four (24) hours in advance.

[Disability Program Navigator](#)
[Colorado Work Incentives Coordinators](#)

Colorado Work Incentives Coordinators

Colorado Work Incentives Coordinators

Are you receiving social security benefits (SSI or SSDI) and would like to return to work, or start work for the first time? Do you have questions about how working will affect your social security benefits? Colorado Community Work Incentives Coordinators are available to explain employment support programs to assist you in making informed decisions about your SSA benefits and working.

You may contact Julie Taylor, Southeast Colorado Work Incentives Coordinator at 719-250-0686 (Pueblo)
 719-667-3829 (Colorado Springs)
jtaylor@cpcoc.org

[Disability Program Navigator](#)
[Disability Services](#)

Note: Eligibility for some services is determined by federal guidelines.



Disability Services

- About Us
- [Job Seeker Services](#)
- Business Services
- Veteran Services
- Youth Services
- [Disability Services](#)
- Training/Education
- Resource Room
- Pueblo Links
- State/Federal Links
- Directions to PWFC

[QUICK JOB SEARCH](#)
 Pueblo & Colorado
 Statewide

[Americans
 With
 Disabilities](#)

[Helpful Links](#)

Reasons to Collaborate with DPNs

- DPNs
 - Assist job seekers
 - Develop linkages with business
 - Develop partnerships
 - Conduct outreach
 - Serve as resources for One-Stop staff and community services and programs
 - Serve as resource for SSA's programs

Video about Disability and Diversity

- DPN highlights and markets the CWIC services within One-Stop
- Jefferson County Workforce Center Video
 - Chapter 3: 14 min, 23 seconds – 17 min, 24 seconds
 - http://www.jeffcoworkforce.org/seeker_disabilities.php

Job Seekers with Disabilities

Jefferson County Workforce Center has a commitment to diversity and cultural competency. Our building, programs and services are accessible to all people, including those with disabilities. Forms, applications, workshops and other materials are provided in alternative formats to accommodate people with a wide range of disabilities. Assistive technology is available for physical, low vision/blind, hard of hearing/deaf, and learning disabilities. Contact any Workforce Specialist or the Disability Program Navigator if you would like to request an accommodation.



Disability Program Navigator

The Disability Program Navigator serves as a resource and trainer to the Workforce Center staff and community based organizations, agencies, and programs providing information on Federal, State, local, and private programs that impact the ability of individuals with disabilities obtain and maintain employment.

Navigator services include:

- Assist individuals to secure and access the wide range of Workforce Center services and other programs
- Appropriate referrals to workforce center services and other organizations that can serve as a resource
- Information on community partners and organizations to assist with overcoming barriers to employment
- Information about training programs
- Funding sources for training
- Information on assistive technology
- Information about Americans with Disabilities Act (ADA) and reasonable job accommodations
- Training and consultation on disability related topics and programs to Workforce Center staff, community partners, and employers
- Other resources for people with disabilities (Add link to resources listed below)

Events for Employers

BUSINESS OPEN HOUSES, April 3, 2009 to May 8, 2009

Where's The Money? , May 15, 2009 8:00 a.m. to 4:00 p.m.

Jefferson County 2009 Business Education Series -You Know Where You Are...Do Your Customers? , May 19, 2009 7:30 a.m. to 9:30 a.m.

[See more info about these events for Businesses>>](#)

Events for Job Seekers

Casho Job Fair , May 12, 2009 11:00 a.m. to 3:00 p.m.

[See more info about these Job Seeker events>>](#)

Assistive Technology

Jefferson County Workforce Center provides over 20 assistive technology devices and software programs to accommodate people with disabilities. In addition, with 48-hours notice we can provide interpreters for the deaf or language translators, and materials in alternative formats.

Resources include:

- Text magnification systems
- Computer screen magnifier
- Screen and text reading software
- Speak and type software programs
- Audio amplification equipment
- Software to enhance reading and writing productivity
- TTY/TDD
- Physical accommodations

Benefit Planning

Social Security Benefits Planners can meet with you at the Jefferson County Workforce Center to help you better understand how working can affect your Social Security benefits. Benefit Planners also provide education and information about the Social Security disability application process, special Social Security Administration work incentive and support programs, and how other benefits and income may affect your Social Security disability benefits. To make an appointment with a Benefit Planner, call 303-271-4700, or TTY/TDD 800-659-3656, insert information email for customers.

Other Resources

There are many resources available to assist people with disabilities. The Jefferson County Workforce Center has a comprehensive list of community partners, government agencies, educational facilities and other programs that provide up-to-date information and disability related resources. Listed are links to the most commonly requested. Please contact the Jefferson County Workforce Center for additional information at 303-271-4700, or TTY/TDD 800-659-3656, or email insert information email for customers.

- [U.S. Department of Labor Office of Disability Employment Policy](#) provides national information about disability related employment policies. [Frequently Asked Questions](#) from workers/job seekers and employers are also available.
- Information about [Social Security benefits](#) (SSDI/SSI) qualifications and application forms. If you have been out of work for one or more years because of a disability and have medical documentation to substantiate your disability, you may be qualified to receive Social Security Disability or Supplemental Security Income. The Social Security office in Jefferson County, Colorado is located at 13151 Alameda Parkway in Lakewood, Colorado 80228. Hours are Monday through Friday from 9am to 4pm. You may also telephone at 800-325-0778, or communicate via TTY at 800-325-0778.



Laramie Building • 3600 Illinois Street, Golden, CO 80401 • 303-271-4700 • 800-659-3656 TTY/TDD • [Contact Us](#)

Jefferson County Workforce Center is an equal opportunity program; auxiliary services are available upon request to individuals with disabilities.



Strategies for Collaborating

- CWIC completes the Consumer Intake Form and the Employment Plan
- CWIC writes in the name and phone number of the Disability Program Navigator within the individual's geographic region
- CWIC writes the name and phone number of the One-Stop (Workforce Center) within their geographic region
- CWIC copies the Employment Plan so that individual can share with the DPN and One-Stop Career Center
 - Job seeker is now self-directed and knows what to ask
 - No duplication of service
 - Individual job seeker is pointed in the right direction



CONSUMER INTAKE FORM - WIPA

INTAKE DATE _____

Consumer Name _____ SS# _____ Phone Number _____
Address _____ City _____ Zip _____ Birth Date _____ Gender _____
Ethnic Group _____ Marital Status _____ Disability _____ Referral Source _____
I [RENT/OWN] a [HOUSE/APT/ _____] and live [BY MYSELF/WITH _____]

BENEFITS INFORMATION

What month and year were you first determined eligible for benefits? _____
Which benefit are you receiving? SSI SSDI Both Other _____
What health insurance do you use? Medicare Medicaid Other _____
What is the amount in Social Security benefits you receive per month? \$ _____
Are you currently working? _____ Have you worked since eligible? _____
Approximate monthly earnings from work before taxes? \$ _____
What do you hope to learn today? _____
Do you intend to increase or go back to work? _____
Other Notes _____

What is your greatest barrier towards greater satisfaction/happiness/fulfillment in life?

What is your One Year Goal?

FOLLOW-UP

DATE _____

Is beneficiary working? Y/N _____ How much earned income/month? \$ _____
Reduction in benefits? Y/N _____ How much is adjusted cash benefit? \$ _____
Has beneficiary utilized a Work Incentive? Y/N Which one(s)? _____
Has beneficiary assigned Ticket to Work? Y/N If so, where? _____
Do you overcome your barrier? Are you where you thought you be one year ago? _____

EMPLOYMENT PLAN

Vocational Goal

In going back to work, what do you hope to accomplish?

How many hours/week do you hope to work? Full/Part/Other _____

What field do you want to work in? _____

Steps to Success

A)

Date Completed:

B)

Date Completed:

C)

Date Completed:

D)

Date Completed:

E)

Date Completed:

Work Incentives

What work incentives do you plan to use? _____

Community Resources

What Community Resources do you plan to use? _____

Ticket to Work

List of convenient Employment Networks to assign ticket to:

Benefits Recap

For questions, contact: _____ ph _____

Your Disability Program Navigator is _____ ph _____

Strategies for Collaborating

- Get list of community resources from Navigators with a contact name and phone number
- Set an appointment
- Determine the questions to ask (Handout with list of questions)
- Demonstrate you are not duplicating services
- Goal is to listen and understand what the agency does and how the CWIC can support them
- Provide examples of how CWIC's have benefited an organization and assisted someone in getting a job

Strategies for Collaborating

- Conduct a regional presentation for all the partners quarterly
- Ask partners to provide outreach regarding CWIC services within the community and with individual job seekers
- Schedule routine times to meet with individuals within the One-Stop weekly, monthly or quarterly
- Train One-Stop receptionist to manage appointments for CWIC's

Strategies for Collaborating

- Post contact information, scheduled standing appointment times, e-mail information on One-Stop websites
- Leave brochures, business cards, etc. within the One-Stop Resource Room
- Hang posters within Resource Room regarding CWIC information

References

- Chafkin, R. (2007, July). Integrated Resource Team. Presentation at the Disability Program navigator Pre-conference: Creating Innovation and Transformation, Kansas City, MO.

Contact Information

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