

Playlist 1: Guidance for WIOA Programs, Service Providers, and Practitioners Working with Individuals with Disabilities

The Workforce Innovation and Opportunity Act (WIOA) increases access for individuals with disabilities to high quality workforce services including preparation for competitive integrated employment. The purpose of this playlist is to provide WIOA service providers with information specifically about disabilities. This information, presented in five parts, can be helpful in creating partnerships that build on individuals' talents and also strengthen or accommodate areas of need.

I. How Disabilities Are Legally Defined

There is no single definition of disability across federal programs. Below are two widely applicable definitions, but know that the definition may differ for specific programs.

Documents and Web Pages

- *ADA Amendments Act of 2008*—In 2008, Congress amended the definition of disability in the Americans with Disability Act (ADA, as amended ADAAA) to cover more people and, as a result, prevent more discrimination. The intent is that employers and service providers should no longer be focusing as much on who has a disability but, instead, focusing on making accommodations and avoiding discrimination. This resource provides guidance on interpreting how the ADAAA defines who can be identified as having a disability.
<http://askjan.org/bulletins/ADAAAwithRegs.pdf>
- *Categories of Disability Under IDEA*—This web page identifies how the nation's special education law (called the Individuals with Disabilities Education Act, or IDEA) defines children with disabilities who are enrolled in a school system. The definition includes specific disability terms. Links to each type of disability provide more detailed information.
<http://www.parentcenterhub.org/repository/categories/>

II. Information on Specific Disabilities

Documents and Web Pages

- *Accommodation Information by Disability: A to Z*—This web page provides links to descriptions of specific disabilities, relevant accommodations, and organizations that provide resources and support services.
<http://askjan.org/media/atoz.htm>
- *Basic Etiquette: People with Mental Illness*—This web page provides guidance on interacting with individuals with mental illness/psychiatric disabilities.
http://www.onestops.info/article.php?article_id=38

III. Customer-Centered Design (CCD)

Customer-centered design is a methodology used by design firms, companies across the globe, and increasingly, government and non-profit organizations. It is a human-centered approach, and its “design thinking” can help organizations re-imagine service delivery on anything from better serving disconnected youth to improving business services.

Websites That Provide Multiple Resources

- *Innovation and Opportunity Network (ION)*—ION is a community of practitioners, program staff, partners, planners, industry leaders, and stakeholders who strive for system improvement, capacity building, and excellence in the public workforce system. ION is a national, regional, state, and local alliance that makes available the technical assistance, information sharing, and training needed to implement the vision of WIOA.

<https://ion.workforcegps.org>

Customer-Centered Design (CCD) Peer Learning Group

https://ion.workforcegps.org/resources/2016/06/15/16/45/Customer_Centered_Design

The Customer-Centered Service Delivery Design Initiative

https://ion.workforcegps.org/resources/2015/09/02/17/11/Customer-Centered_Service_Design_Initiative

Voices of Experience: Video on Customer Centered Service Design

https://ion.workforcegps.org/resources/2016/04/11/11/58/Customer_Centered_Service_Design

Courses

- *Design Kit: The Course for Human-Centered Design*—This is a free seven-week course that introduces the concepts of human-centered design and how this approach can be used to create innovative, effective, and sustainable solutions for social change.

<http://plusacumen.org/courses/hcd-for-social-innovation/>

IV. Resource Sharing Resources

Documents and Web Pages

- *Integrated Resource Team (IRT) Information and Resources*—The IRT approach involves diversified service systems coordinating services and leveraging funding in order to meet the needs of an individual job seeker with a disability. IRTs provide the opportunity for comprehensive wrap-around services on behalf of an individual with a disability or other challenges to employment by bringing together diverse programs and services that meet the needs of a particular job seeker. This strategic approach is customer-centered and supports the integrated nature of WIOA.

https://disability.workforcegps.org/resources/2016/12/21/10/03/Integrated_Resource_Team_Information_and_Resources

Websites That Provide Multiple Resources

- *Disability Employment Initiative (DEI) Grants*—Since 2010, DEI grants have been awarded to state workforce agencies to support American Job Centers (AJCs) to improve and enhance career, training, and workforce services for individuals with disabilities. DEI has focused on partnerships and collaboration at the systemic level working across multiple programs and services at the state and local level, along with individual level partnerships through IRT strategies.

<https://dei.workforcegps.org/>

DEI Employment Initiative Fact Sheet, Information Brief, and Map

https://dei.workforcegps.org/resources/2016/03/22/15/06/Disability_Employment_Initiative_Fact_Sheet_2015

DEI Grantee Abstracts

<https://dei.workforcegps.org/resources/2016/04/06/23/42/Disability-Employment-Initiative-Grantee-Abstract>

DEI State Lead and DRC Contact Charts

https://dei.workforcegps.org/resources/2016/04/06/16/25/DEI_State_Lead_and_DRC_Contact_Charts

- *LEAD Center*—The LEAD Center focuses on promoting innovation in policy, employment, and economic advancement to advance individual and systems level change for all people with disabilities. It provides policy research and recommendations, training, and technical assistance as well as demonstration projects designed to foster wider understanding, adoption, and integration of next-generation employment practices in both the public and private sector.
<http://www.leadcenter.org/>

Eight Actions You Can Consider to Support Youth and Adults with Disabilities in WIOA Implementation

<http://www.leadcenter.org/blog/eight-actions-you-can-consider-support-youth-and-adults-disabilities-wioa-implementation>

Frequently Asked Questions: Using Customized Employment's Discovery and Group Discovery Models to Promote Job Seeker Success in American Job Centers

http://www.leadcenter.org/system/files/resource/downloadable_version/CE-and-Group-Discovery-FAQs.pdf

- *U.S. Department of Labor, Office of Disability Employment Policy (ODEP)*—ODEP offers a comprehensive website that links to its policy and technical assistance resources. The site is searchable by topic.
<https://www.dol.gov/odep/>

Apprenticeship

<https://www.dol.gov/odep/topics/youth/Apprenticeship.htm>

Promising Practices in Achieving Universal Access and Equal Opportunity: A Section 188 Disability Reference Guide

<https://www.dol.gov/oasam/programs/crc/Section188Guide.pdf>

What Is Customized Employment?

<https://www.dol.gov/odep/categories/workforce/CustomizedEmployment/what/index.htm>

Courses

- *American Job Center Access 30-Second Training Series*—This web-based PowerPoint series of 30-second training sessions addresses Job Center Access. The training was developed for Disability Resource Coordinators and other workforce professionals to share with Center staff and partners.
https://www.workforcegps.org/resources/2015/04/23/14/06/American_Job_Center_Access_30_Second_Training_Series

Communities of Practice

- *Disability and Employment Community of Practice*—This is an online learning destination for public workforce system staff and partners, job seekers, community-based organizations, grantees, and the business sector, who provide services and programs to people with disabilities and/or other challenges to employment.
<https://disability.workforcegps.org/>

V. Adult Education

Documents and Web Pages

- *Improving Adult Literacy Instruction: Options for Practice and Research*—Chapter 7: Learning, Reading and Writing Disabilities of this report has four parts. Part one begins with a brief overview of learning disabilities and then focuses on reading disabilities, followed by challenges faced by individuals with writing disabilities. Part two presents neurocognitive research on the development of brain structures and functions associated with reading disabilities with implications for adult literacy assessment and instruction. Part three describes accommodations to facilitate learning for those with learning disabilities. The chapter concludes with a summary and discussion of research needed to design effective instruction and instructional supports for low-literate adolescents and adults with disabilities who need to further develop their reading and writing skills. This chapter is relevant to college instructors as well as adult basic and secondary education program instructors (pages 179–203).
https://lincs.ed.gov/publications/NAS_report
- *Learning to Achieve: A Professional’s Guide to Educating Adults with Learning Disabilities*—This six-chapter guide provides information on instructional strategies and resources for teachers working with older adolescents and adults with learning disabilities and related issues that make school learning challenging. This is a companion document for the Learning to Achieve online courses.
https://lincs.ed.gov/publications/pdf/L2AProfessionalGuide_final.pdf

Courses

- *Learning to Achieve Online Classes*—This set of eight self-paced online courses address a range of topics relevant to adult education and related service providers working with adults with learning disabilities. Most sessions are one hour in length.
<https://lincs.ed.gov/learning-portal#ld>

Communities of Practice

- *LINCS Online Disabilities in Adult Education Community of Practice*—The group is a community of practice for adult education practitioners, researchers, policymakers, and others to discuss the needs and concerns related to serving learners with disabilities in adult education. Group members share information, research, expertise, and resources. The Group is open to all, but registration is required to post comments.
<https://community.lincs.ed.gov/group/disabilities-adult-education>

Websites with Comprehensive Disability Information

ADA National Network—The ADA National Network provides information, guidance, and training on how to implement the Americans with Disabilities Act (ADA). Its services and resources are relevant across all sectors of society such as businesses, employers, state and local governments, architects, disability organizations, and individuals with disabilities whose rights are protected under the ADA.

<https://adata.org/>

Disability and Employment Community of Practice—This is an online learning destination for public workforce system staff and partners, job seekers, community-based organizations, grantees, and the business sector, who provide services and programs to people with disabilities and/or other challenges to employment.

<https://disability.workforcegps.org/>

Disability Employment Initiative (DEI) Grants—Since 2010, DEI grants have been awarded to state workforce agencies to support American Job Centers (AJCs) to improve and enhance career, training, and workforce services for individuals with disabilities. DEI has focused on partnerships and collaboration at the systemic level working across multiple programs and services at the state and local level, along with individual level partnerships through Integrated Resource Team strategies. DEI grants also have focused on Career Pathways as a central tenet of the grant project objective. This website shares extensive technical assistance information and resources on successful strategies for improving AJC and WIOA Title I services for individuals with disabilities.

<https://dei.workforcegps.org/>

Employer Assistance and Resource Network on Disability Inclusion (EARN)—Funded by the U.S. Department of Labor’s Office of Disability Employment Policy, EARN is a comprehensive resource that helps employers tap into the benefits of disability inclusion.

<http://www.askearn.org/>

Innovation and Opportunity Network (ION) Community of Practice—ION is a community of practitioners, program staff, partners, planners, industry leaders, and stakeholders focused on system improvement, capacity building, and excellence in the public workforce system. ION is a national, regional, state, and local alliance that makes available the technical assistance, information sharing, and training needed to implement the vision of WIOA.

<https://ion.workforcegps.org/sitecore/content/sites/WIOA/home>

Job Accommodation Network (JAN)—This is a federally funded resource of free, expert, and confidential guidance on workplace accommodations and disability employment issues. Working toward practical solutions that benefit both employer and employee, JAN helps people with disabilities enhance their employability and shows employers how to capitalize on the value and talent that people with disabilities add to the workplace. JAN’s consultants offer one-on-one guidance on workplace accommodations.

<https://askjan.org/links/about.htm>

LEAD Center—The LEAD Center focuses on promoting innovation in policy, employment, and economic advancement to advance individual and systems level change for all people with disabilities. It provides policy research and recommendations, training, and technical assistance as well as demonstration projects designed to foster wider understanding, adoption, and integration of next-generation employment practices in both the public and private sector.

<http://www.leadcenter.org/>

National Collaborative on Workforce and Disability (NCWD)—NCWD/Youth is a source for information about employment and youth with disabilities. The collaborative’s partners—experts in disability, education, employment, and workforce development—strive to ensure that the site provides the highest quality, most relevant information available.

<http://www.ncwd-youth.info/>

Partnership on Employment and Accessible Technology (PEAT)—PEAT offers online resources as well as networking and collaboration opportunities to engage employers, information technology companies, and organizations interested in expanding the use of accessible technology in the workplace.

<http://www.peatworks.org>

U.S. Department of Labor, Disability Resources—This website provides information on the Department’s offices that support the preparation and hiring of individuals with disabilities. It also links to specific employment-related topics. This site replaces Disability.gov.

<https://www.dol.gov/general/topic/disability>

U.S. Department of Labor, Office of Disability Employment Policy (ODEP)—ODEP offers a comprehensive website that links to its policy and technical assistance resources. The site is searchable by topic.

<https://www.dol.gov/odep/>

Workforce Innovation Technical Assistance Center (WINTAC)—This national center funded by the Department of Education’s Rehabilitation Services Administration (RSA) provides technical assistance to state vocational rehabilitation agencies and related rehabilitation professionals to help them develop the skills and processes needed to meet the requirements of WIOA.

<http://www.wintac.org/>

About the Playlists

This playlist is one of a set of ten. The playlists cover the following topics:

- *Playlist 1: Guidance for WIOA Programs, Service Providers, and Practitioners Working with Individuals with Disabilities*
- *Playlist 2: Including Individuals with Disabilities in Outreach and Recruitment*
- *Playlist 3: Disability Etiquette—Effective Communication with Individuals with Disabilities*
- *Playlist 4: Physical Access for Individuals with Disabilities*
- *Playlist 5: Technology Access for Individuals with Disabilities*
- *Playlist 6: Employer Engagement Strategies to Recruit and Retain Individuals with Disabilities*
- *Playlist 7: Individuals with Disabilities—Partnerships to Support Education, Training, and Employment*
- *Playlist 8: Legislation Relevant to Individuals with Disabilities*
- *Playlist 9: Guidance for Employers and WIOA-Related Service Providers Working with Students with Disabilities*
- *Playlist 10: Guidance for Employers and WIOA-Related Service Providers Working with Veterans with Disabilities*

Who are these playlists for?

These playlists are intended for use by workforce development professionals, employers, rehabilitation services providers, adult educators, and other practitioners. Predominantly federally funded practical resources and tools are included. The complete set of playlists can be found at [https://disability.workforcegps.org/resources/2017/02/15/22/14/The Playlists Disability Resources for WIOA Practitioners](https://disability.workforcegps.org/resources/2017/02/15/22/14/The_Playlists_Disability_Resources_for_WIOA_Practitioners).

Disclaimer

This playlist contains resource materials that are provided for the user's convenience. The inclusion of these resource materials is not intended to reflect their importance, nor is it intended to endorse any views expressed or products or services offered. This playlist may contain hypertext links, contact addresses, and websites to information created and maintained by other public and private organizations, and the contractor does not guarantee the accuracy, relevance, timeliness, or completeness of any outside information. These playlists were developed under contract #ED-VAE-14-O-5014. The opinions expressed in any of these materials do not necessarily reflect the positions or policies of the U.S. Department of Education.