Polling Question – as participants log in

Prior to this webinar, have you:

• Navigated through 1 or more of the eLearning modules?
• Shared the module(s) with a colleague or your network?
• Check all that apply…
Disability and Employment eLearning Modules

A Tool to Support Organizational Learning
Today’s Moderators

David Jones

Workforce Analyst
Employment and Training Administration
U.S. Department of Labor

Laura Gleneck

Project Manager
DEI Technical Assistance Team
National Disability Institute (NDI)
Today’s Presenters

Steve Upchurch
Indiana Family and Social Services Administration

Yvonne Wright
Missouri Office of Workforce Development

Amanda Ramsey
Kansas Department of Commerce – Workforce Services

Lisa McNiven
New Mexico Governor’s Commission on Disability

Jacqueline Korengel
Kentucky Skills U

Leslie Wojtowicz
Central Minnesota Jobs and Training Services, Inc.
Today’s Objectives

✓ Highlight the collaboration across the WIOA programs on development of eLearning Modules to support the workforce system.

✓ Describe and illustrate each of the three eLearning modules using a scenario-based training method and other technical assistance.

✓ Share insights on how the workforce system can apply the modules as a training resource and promote further dissemination to increase awareness.
Background & Vision for eLearning Modules
A Blueprint Design - Vision

A Task Force on Disability and Employment

Three teams comprised of a cross-section of WIOA program partners to develop a systemic organizational learning tool for the following end-user groups:

- Front Line AJC Staff
- AJC Managers
- AJC Business Engagement Teams

A focus on addressing systemic needs in the following areas:

- Customer-centered, inclusive and accessible services for individuals with disabilities
- Utilizing partnerships to scale up services
- Engaging and supporting employers
WIOA Voices from the Field

- Task Force of 27 members from 21 states to help drive content.

**TF Program Representation**

WIOA core program partners
- Title I: 11 representatives
- Title II: 2 representatives
- Title III: 6 representatives
- Title IV: 8 representatives

Above representatives had additional program expertise: Older Workers (2), Veterans (1), and Trade Act (1), current/former DEI grantees (10)
In Pursuit of Innovation – The Framework

• Design innovative tool that would be engaging and accessible to the end user.

• Achieve learning through storytelling featuring real world scenarios relevant to one’s experience in the setting of an American Job Center.

• Integrate technical assistance through promising practices, tips and strategies, and data wherever possible.
Collaborative Peer Review

Key to Informed Success

- Three topical eLearning Modules created in six months
  - Serving Individuals with Disabilities: A Day in the Life of an American Job Center
  - Working Across Partners: A Day in the Life of an American Job Center
  - Providing Inclusive Business Services: A Day in the Life of an American Job Center

- Task Force incorporated local and state practices to be highlighted

- Each module peer reviewed by Task Force members, NDI, and ETA
Learning Objectives:

• Understanding the Foundation of WIOA's Vision and Section 188
• Understanding Disability Related Information
• Maximizing Physical and Programmatic Access
• Effective Communication and Interaction
Serving Individuals with Disabilities Module

Steve Upchurch
Training and Professional Development Manager, Vocational Rehabilitation
Indiana Family and Social Services Administration

Lisa McNiven
Disability Consultant
New Mexico Governor's Commission on Disability
Scenario Example

**Learning Objective:** Maximizing Physical and Programmatic Access

**Scenario:** Due to limited vision, Jackie is not able to fill out paperwork on her own and approaches American Job Center (AJC) frontline staff (Sally) for support.
What Should Sally Do?

Poll – Choose all that apply:

1. Sally can offer the workshop application form electronically so that Jackie can use one of the AJC computers with screen reading software to fill out the form on her own.

2. Sally asked Carlos, another AJC staff member to assist Jackie in filling out the form.

3. Sally tells Jackie that AJC policy states that she must find a way to fill out the form on her own if she wants to participate in the workshop.
Disseminating and Applying Module 1

• Share with existing AJC staff and incorporate into new hire training.

• Share with VR and its stakeholders, Centers for Independent Living, and other State and local community programs for individuals with disabilities for cross-training purposes.

• Share on social media such as LinkedIn, Twitter, Facebook, etc.

• Share with business and community engagement leaders to bring awareness to employers.
Learning Objectives:

• Partnerships and Collaboration
• Expanding Accessibility Through Effective Partnerships
• Implementing Universal Design and Access Strategies
• Leveraging Funds and Resources
Working Across Partners Module

Yvonne Wright
Senior Manager, Policy and Partnerships
Missouri Office of Workforce Development

Jacqueline Korengel
Acting Executive Director
Kentucky Skills U
Working Across Partners

State Examples

Highlights

- Idaho
- Iowa
- Virginia
Disseminating and Applying Module 2

- Use with groups:
  - Jumping off point -- Trainees, Advisory boards and Taskforces.
  - Example of other states’ work -- Don’t reinvent the wheel.

- Managers uses:
  - Onboarding and Refresher.

- Educating internal and external partners.
Providing Inclusive Business Services • Module 3

Learning Objectives:

• Helping businesses gain understanding about reasonable accommodations
• Interviewing individuals with disabilities
• Engaging businesses in work-based learning programs
• Making the business case for hiring employees with disabilities
Providing Inclusive Business Services Module

Amanda Ramsey
Program Manager
Kansas Department of Commerce
– Workforce Services

Leslie Wojtowicz
Development Manager
Central Minnesota Jobs and Training Services, Inc.
Did You Know Quick Tips & Strategies

Collaboration and Outreach

Understanding the Business Customer’s Needs & Provide Specialized Programming and Support

Disability Recruitment and Interviewing
Disseminating and Applying Module 3

• Share the module with the local Board and one-stop operator.

• Share with state level groups.

• Get buy-in from leadership for relevant staff to review.

• Post on LinkedIn.
Wrap-Up and Closing Remarks
Disability and Employment eLearning Modules

eLearning is one innovative way to stay connected. The Disability and Employment eLearning Task Force in collaboration with the Employment and Training Administration (ETA) released its third eLearning Training Module to help support the professional development needs of the workforce development staff across the country. This month's eLearning module is titled Providing Inclusive Business Services – A Day in the Life of an American Job Center.

The eLearning task force is comprised of 27 members from 20 states across WIOA programs to help shape the development of online training tools to support nearly 2,400 American Job Centers (brand name of the one-stop delivery system). In building on the lessons learned from the Workforce Innovation Cohort on Disability and Employment that finished in May 2019, members of this new task force shared their ideas and insights to help drive the content in supporting the development of the eLearning modules. These modules are designed to help support American Job Centers provide more effective and efficient services to individuals with disabilities and businesses using our services.

**eLearning Modules**

Module 1: Serving Individuals with Disabilities – A Day in the Life of an American Job Center

Module 2: Working Across Partners – A Day in the Life of an American Job Center

Module 3: Providing Inclusive Business Services – A Day in the Life of an American Job Center
How You Can Help Share Knowledge

Now Available!
Disability & Employment eLearning Modules

Modules support professional development of frontline staff at American Job Centers to provide a seamless customer experience for individuals with disabilities and businesses. Each module includes strategies, tips, state examples, and scenarios gathered from practitioners across the country.

Module 1:
Serving Individuals with Disabilities – A Day in the Life of an American Job Center
Topics include:
- The Foundation of WIOA’s Vision and Section 188
- Disability Related Information: Asking, Telling, Using, and Storing Data
- Maximizing Physical and Programmatic Access in the American Job Center, and
- Effective Communication and Interaction Strategies

Module 2:
Working Across Partners – A Day in the Life of an American Job Center
Topics include:
- Partnerships and Collaboration
- Expanding Accessibility Through Effective Partnerships
- Implementing Universal Design and Access Strategies, and
- Leveraging Funds and Resources

Module 3:
Providing Inclusive Business Services – A Day in the Life of an American Job Center
Topics include:
- Collaboration and Outreach
- Disability Awareness
- Accessible Recruitment
- Specialized Programming and Support, and
- Making the Business Case
“There are more places to visit than one can ever hope to get to in one lifetime. Beyond the mountains are more mountains.”

Brian R. Miller
VR Program Specialist
1967 - 2020
Thank you for joining us!

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