

# 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



May 20, 2020

# 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



**Lisa McNiven**  
New Mexico Governor's  
Commission on Disability



**Yvonne Wright**  
Missouri Office of  
Workforce Development



**Jacqueline Korengel**  
Kentucky Skills U



**Amanda Ramsey**  
Kansas Department of  
Commerce – Workforce  
Services



**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

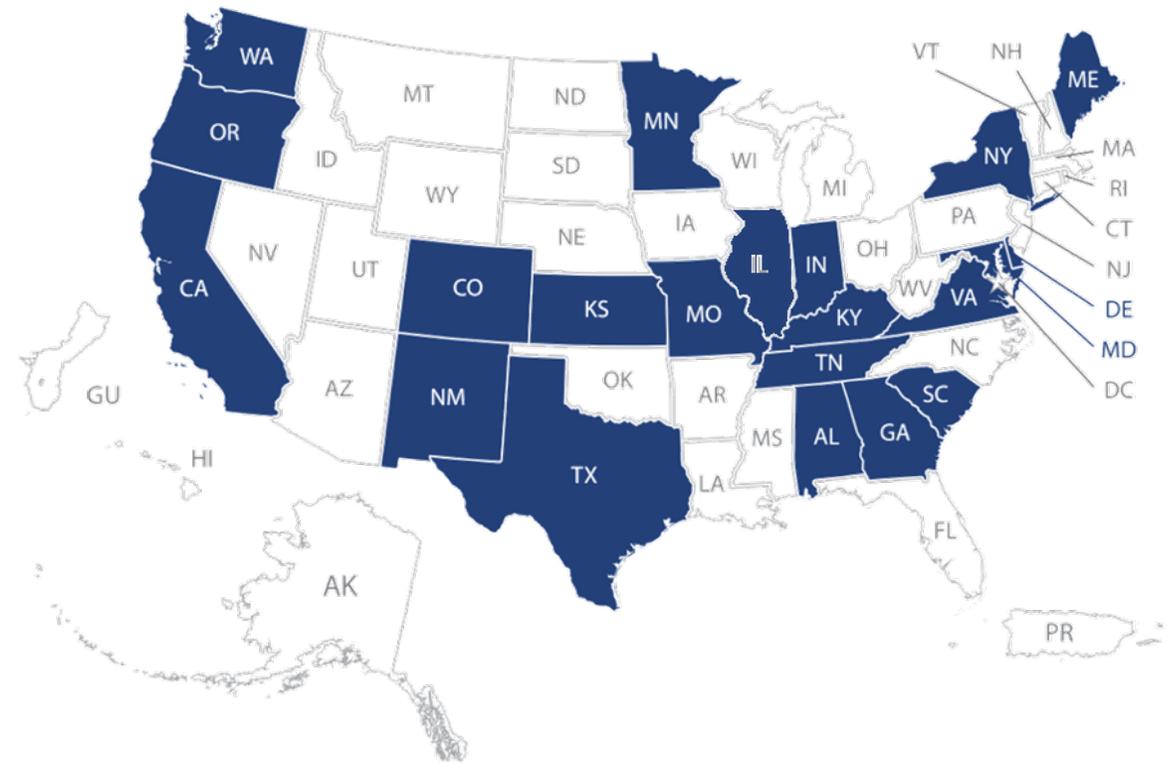
- Task Force of 27 members from 21 states to help drive content.

## 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

# Serving Individuals with Disabilities • Module 1

## 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

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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.

# Working Across Partners • Module 2

## 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



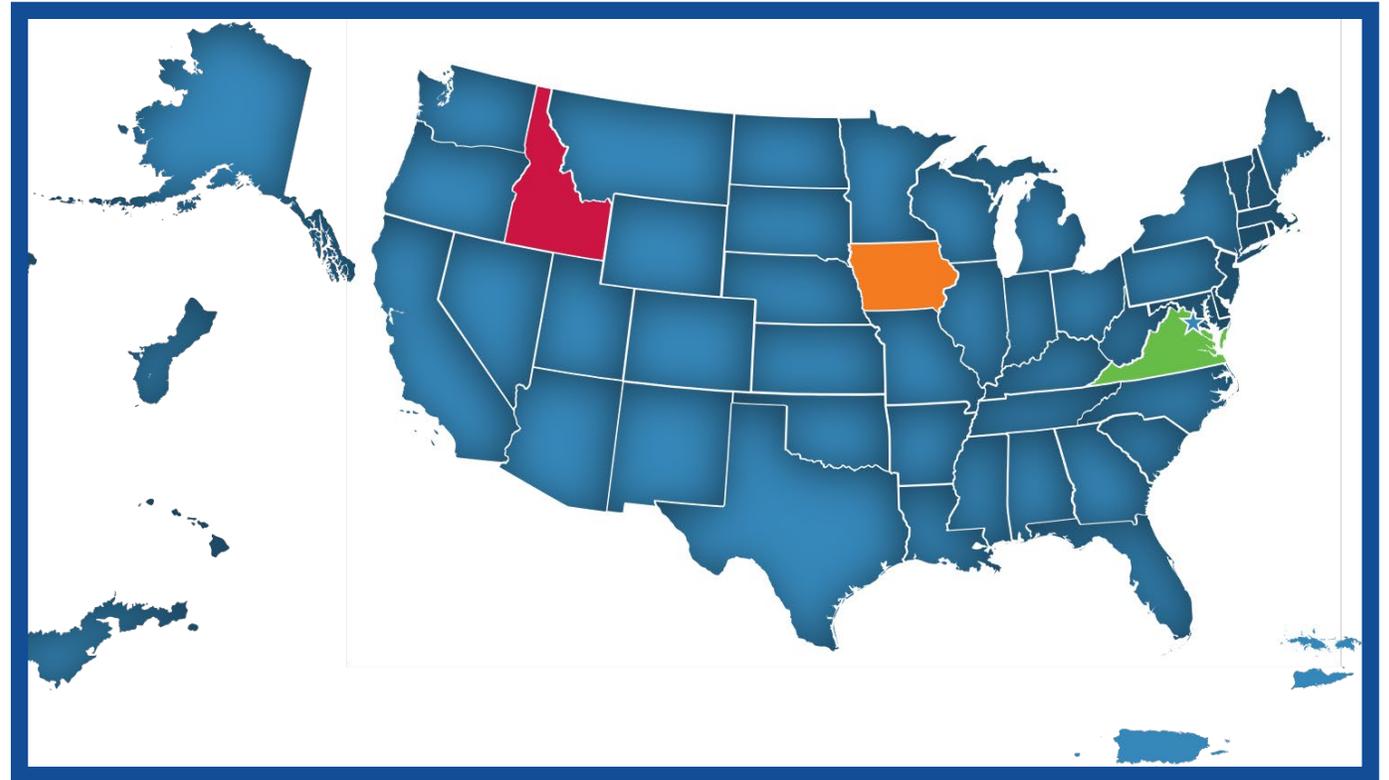
**Jacqueline Korengel**

*Acting Executive Director*  
Kentucky Skills U

# Working Across Partners State Examples Highlights

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- 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



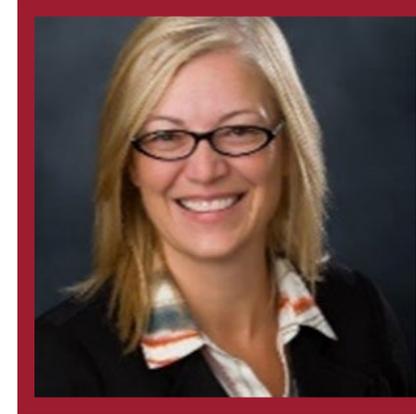
# Providing Inclusive Business Services Module



**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

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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



# Access on Disability.WorkforceGPS.org

Home » Disability and Employment » Community Resources » Disability and Employment eLearning Modules



## POST INFORMATION

Likes: 7

Views: 3325

Posted: 5/1/2020 6:17 PM

Posted By: David Jones

Posted In: Disability and Employment

## RELATED CONTENT

[Module 1: Serving Individuals with Disabilities – A Day in the Life of an American Job Center](#)

## Disability and Employment eLearning Modules

Resource

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\*](#)

# Task Force Members Feedback – In One Word

Simple exciting  
**Engaging**

Inclusive excited promising user  
friendly Innovative Accessible Colorful  
Options Davisson Nancy

Wonderful  
**MOTIVATING**  
Exhilarating Clean  
Awesome changing  
Game **clear** engaging innovative Excited  
Awestruck Bravo  
**exciting**

empowerment  
Supported  
Problemsolving  
Partnership fearless Process  
difficult got think  
empowered Guidance resources  
awareness confidence collaboration  
understanding

acceptance Customerfocused NewLevel Inclusive competent  
opportunity LEVELUP potent  
Engaged New Ease fulfilling  
level Innovation equality  
Open Valued helpful  
Informed  
Com Empathy Confident  
Inclusion understanding  
**Access**  
**accommodating**

monthly series Collaboration exciting Choices  
**Understanding Partnership**  
Innovation Edification learn  
clarity Confidence  
knowledge

Stoked forwardlooking grateful energized  
**Excited**  
SUPPORTED Sharing motivated Thrilled  
FINALLY Intrigued energized encouraged

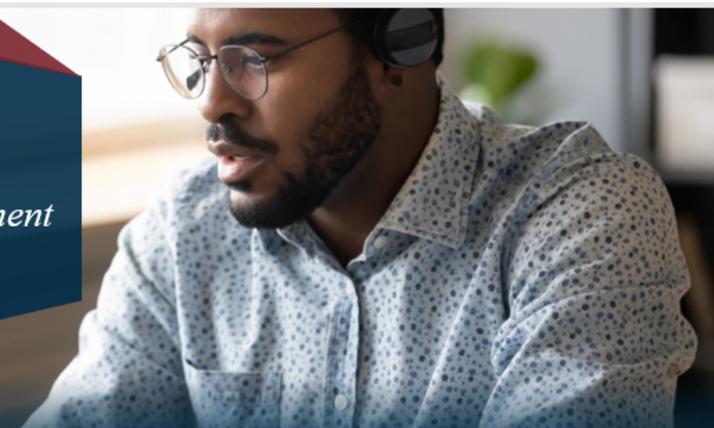
Inclusive Impro  
program Pennant  
effort LEVELS  
**run home**  
**Success**  
Team camaraderie Knockout collaborations slam NEW  
Collaborative October grand Excellence Innovation  
vement

# How You Can Help Share Knowledge

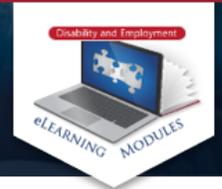


**Now Available!**

*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



RISE & SHINE



DISABILITY & EMPLOYMENT



Thank you for joining us!



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