

Mass Workforce Issuance

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☐ Policy ☒ Information

To: Chief Elected Officials
Workforce Board Chairs
Workforce Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: November 10, 2015

Subject: **Disability Inclusion: Building a Strong Workforce Training Session**

Purpose: To notify Local Workforce Boards, One-Stop Career Center Operators and other local workforce partners of the Work Without Limits training session scheduled Wednesday, December 9th from 9:00 to 5:00. The session is designed to teach Career Center staff skills that will improve their ability to assist individual with disabilities.

Background: The Disability Employment Initiative (DEI) State Partners (UMass Medical Center, Work Without Limits, and UMass Boston, Institute for Community Inclusion) are offering a training session for Workforce Development Professionals, including Business Service Representatives, Career Counselors, Disability Resource Coordinators, Disabled Veterans Outreach Program staff and other One-Stop Career Center and Workforce Board staff and Directors. The program will include speakers, a panel presentation, small group activities and breakout sessions. The training session will provide attendees skills and knowledge on the following topics:

- Consider WIOA and what it means for customers with disabilities
- Explore the full meaning of accessibility
- Learn communication and etiquette tips from people who live it

- Examine stereotypes and the impact attitudes have on customers
- Review best practices to prepare customers around disclosure and accommodation issues
- Gain a full understanding of why businesses strive to hire people with disabilities
- Develop current business outreach strategies and messages to overcome employer objections
- Discover new ways business service representatives and career advisors can work together on behalf of customers with disabilities

When: Wednesday, December 9, 2015
9:00 a.m. to 5:00 p.m.

Where: [College of the Holy Cross](#)
1 College Street
Worcester, MA 01610

Cost: This training is provided at no cost to participants through the MA Disability Employment Initiative Grants.

Register: See Flyer (Attachment A)

Inquiries: Please direct inquiries to Jason Albert at jalbert@detma.org or Kathy Petkauskos at Kathy.Petkauskos@umassmed.edu.

Attachment: Disability Inclusion: Building a Strong Workforce Flyer