**North Central MA Workforce Investment Board**

**Disability Employment Initiative Round V**

**March 1, 2018**

1. **Buy In & Implementation –** I started one year into grant………

* **When grant funding first procured CC staff received training around**
* **Grant outcomes and process**
* **Disability Etiquette and Awareness**
* **Historically the CC had been working with an above average percent of the disabilities population through its: Youth, Title I and Veterans Services…….**

1. **Assessments –** When DRC hired

* **Service Accessibility Assessment received through the Institute for Community Inclusion (ICI) was conducted with Career Center Case Managers, DEI V consultant, Executive Director of the WIB and the DRC**
* **14 Part Assessment addressed true meaning of SERVICE ACCESSIBILITY which included the areas of……..**
* **staff introduction of assistive technology to individuals with a disability**
* **staff requests for interpreters**
* **information for customers with disabilities being available in a wide range of formats and clearly presented**
* **emergency procedures taking into account customers with disabilities**
* **design of services for customers proactively anticipating the needs of people with a variety of disabilities – UNIVERSAL DESIGN**
* **Audit of physical CC site by Massachusetts Office on Disability (MOD) was conducted to address……..**
* **Barriers individuals with a disability might encounter visiting the CC including…**
* **ADA Compliance**
* **Parking**
* **Walkways**
* **Ramps**
* **Entrances**
* **Common areas**
* **Assistive Technology**
* **Website**

1. **Training –** Ongoing process that strengthens the **DEMYSTIFICATION** of working with individuals with a disability

* **North Central CC 2 Day Staff Training on Disability Awareness, Entitled BEYOND ADA: PROVIDING EXCELLENT INCLUSIVE CAREER CENTER SERVICES**
* **Included presentations by……..National Disability Institute representative Jamie Robinson, Work Without Limits representative Felicia Nurmsen, Institute for Community Inclusion representative Lara Enein-Donovan, MRC representative Jeff Roberge, MCB representative Billy O’Neill, MCDHH representative Jonathan O’Dell, DEIV Consultant Theresa Kane and the DRC**
* **Training areas included…….**
* **Section 188**
* **Disability Etiquette**
* **Communication/Universal Design**
* **Accommodations**
* **MRC**
* **MCB**
* **MCDHH**
* **Take away from training…………**
* **Staff engaged**
* **Empowered**
* **Knowledgeable**
* **Comfortable**
* **Next Steps –** Ongoing Process…..
* **Procurement of specific accommodations and assistive technology recommended by MCB & MCDHH**
* **Training on accommodations & technology procured**
* **Ongoing staff development around ALL CAREER CENTER STAFF & PARTNERS PROVIDING EXCELLENT INCLUSIVE CAREER CENTER SERVICES TO ALL………….EVEN AFTER THE DEIV INITIATIVE DRC POSITION IS GONE & THE INITIAL GRANT FUNDING HAS ENDED………**
* **SUSTAINABILITY, SUSTAINABILITY, SUSTAINABILITY**