

Playlist 7: Individuals with Disabilities—Partnerships to Support Education, Training, and Employment

The purpose of this playlist is to provide information and examples of types of state and local partnerships supported by the Workforce Innovation and Opportunity Act (WIOA). WIOA partnerships are intended to align workforce, education, and economic development systems to meet labor market needs. Partnerships involve two or more organizations, including community-based, faith-based, and social service agencies, working together to meet the mutual objectives of providing education and training for individuals entering employment or enlarging their employment possibilities while meeting employers' need for skilled workers. All the resources in this playlist, presented in seven parts, provide information about partnerships focused on working with individuals with disabilities.

I. Overview of Employer and Business Collaboration

Documents and Web Pages

- *Business 30-Second Training Series and Resource Guide*—This resource provides valuable information and sources of support to businesses in hiring qualified employees who experience a disability, including strategies and resources that can assist in effectively accommodating all employees in achieving their maximum potential and productivity level.
https://disability.workforcegps.org/resources/2016/05/31/13/20/Business_30-Second_Training_Series_and_Resource_Guide
- *A Resource Guide to Engaging Employers*—This resource guide aims to help education and training professionals develop and sustain partnerships with employers by presenting a ladder of employer engagement, with each step representing a higher level of engagement.
<http://www.jff.org/sites/default/files/publications/materials/A-Resource-Guide-to-Employer-Engagement-011315.pdf>
- *Strategies to Support Employer-Driven Initiatives to Recruit and Retain Employees with Disabilities*—This document provides eight principles for employer-service provider partnerships supported by brief case studies of successful partnerships.
https://www.nod.org/downloads/best-practices/04_employer_driven_initiatives.pdf
- *What is Business Engagement?*—This document provides an overview of how vocational rehabilitation and other workforce development and education organizations can engage with business to improve employment outcomes for all parties.
<http://www.explorevr.org/sites/explorevr.org/files/files/What%20is%20Business%20Engagement.pdf>

Courses

- *Interagency Collaboration and Person-Centered Planning*—Developed by PACER through funding provided by the U.S. Department of Labor, Office of Disability Employment Policy, this training includes an outline and materials designed to support a 3-hour session on interagency collaboration to support students with disabilities transition from school to work and postsecondary education.
<http://www.pacer.org/c3/curriculum/session7/>

II. Customer-Centered Design (CCD)

Customer-Centered Design (CCD) is a service delivery initiative supporting WIOA implementation. CCD begins with individualized service planning based on client goals and needs, putting the job seeker at the center of service delivery.

Websites That Provide Multiple Resources

- *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>
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 free seven-week course 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/>

III. American Job Centers

Documents and Web Pages

- *Creative Involvement of Community-Based Disability Organizations*—This brief provides guidance and examples of partnerships between service providers and the American Job Centers system.
http://www.communityinclusion.org/article.php?article_id=133&staff_id=4
- *Integrated Resource Team (IRT) Information and Resources*—This web page provides information and examples of how Integrated Resource Teams (IRT) can support Disability Resource Coordinators in working with job seekers with disabilities. These include an IRT information brief, a WIOA IRT Flow Chart, and a video.
https://dei.workforcegps.org/resources/2016/10/25/13/18/Integrated_Resource_Team_Information_and_Resources
- *Resources for Employment Network Operations in the Workforce System*—This web page includes information and resources on the Social Security Administration's Ticket to Work program for disability beneficiaries and establishing Employment Networks (EN) to serve Ticket Holders in the workforce system. It includes a Workforce EN Planning Guide, EN Ticket Assessment Guide, SSA approved Individualized Work Plan (IWP) among other tools in support of functioning as an EN.
https://dei.workforcegps.org/resources/2016/03/29/14/43/Resources_for_Employment_Network_Operations_in_the_Workforce_SystemDEI_Grantees_and_Workforce_ENs

- *Small Business Administration's (SBA) website for People with Disabilities*—The Small Business Administration's (SBA) website for People with Disabilities offers resources to help individuals with disabilities start, grow, and manage a small business.
<https://www.sba.gov/starting-business/how-start-business/business-types/people-disabilities>
- *Tapping Everyone's Talent: Accessibility, Accommodations and Disability Program Navigators*—This web page provides information and examples of how Integrated Resource Teams (IRT) can support Disability Resource Coordinators in working with job seekers with disabilities.
https://ion.workforcegps.org/resources/2015/12/07/19/41/Tapping_Everyones_Talent_Accessibility_Accommodation_and_DPNs

Websites That Provide Multiple Resources

- *ADA National Network*—Through its ten regional centers, the ADA National Network provides information, guidance and training on the Americans with Disabilities Act (ADA). Its services are tailored to meet the needs of business, government, and individuals at local, regional, and national levels.
<https://adata.org/>
- *Job Accommodation Network (JAN)*—The Job Accommodation Network (JAN) is the leading source 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.
<https://askjan.org/>
- *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/>

Promoting Employment and Economic Advancement: A Toolkit for CILs and AJCs
<http://www.leadcenter.org/resources/tool-manual/promoting-employment-and-economic-advancement-toolkit-cils-and-ajcs>

WIOA Implementation Partnerships: The Important Role of Centers for Independent Living
<http://www.leadcenter.org/webinars/wioa-implementation-partnerships-important-role-centers-independent-living>

Communities of Practice

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

IV. Engaging Faith-Based Community Organizations

Documents and Web Pages

- *Demystifying the Rehabilitation Act: What Faith-Based and Community Organizations Need to Know About Using Federal Financial Assistance to Serve People with Disabilities*—This document provides guidance on how faith-based community organizations can work with individuals with disabilities in compliance with the Rehabilitation Act. In addition, links are provided to a range of national resources available to support these groups in their work.
<https://www.dol.gov/odep/pubs/fact/faith.htm>

V. Engaging Educators with Employers

Documents and Web Pages

- *Connected to Careers: Expanding Employer Leadership in Career Development*—This report describes challenges employers face when engaging with career development programs in K–12 schools. It discusses current best practices as well as the limitations of each approach and introduces a new approach that helps employers prioritize career development and encourages business associations to drive solutions.
<https://www.uschamberfoundation.org/reports/connected-careers-expanding-employer-leadership-career-development>
- *Ready and Able: Addressing Labor Market Needs and Building Productive Careers for People with Disabilities Through Collaborative Approaches*—This detailed document provides results of an extensive research study that identified case studies of promising partnerships between employers and service providers.
<https://www.dol.gov/odep/categories/workforce/ReadyAble/ReadyAble.pdf>
- *A Resource Guide to Engaging Employers*—This resource guide aims to help education and training professionals develop and sustain partnerships with employers by presenting a ladder of employer engagement.
<http://www.jff.org/sites/default/files/publications/materials/A-Resource-Guide-to-Employer-Engagement-011315.pdf>
- *A Review of Community College-Employer Partnerships and Initiatives: Expanding Opportunities for Job Seekers with Disabilities*—This report reviews some recent federal, national, regional, and local efforts to support dedicated and deliberate community college partnerships with employers.
<http://www.askearn.org/wp-content/uploads/docs/askearn-collegeemployerpartnerships.pdf>
- *Tools for Building Employer-Educator Partnerships*—This website is designed to introduce employers and educators to the value of partnering and provides a range of resources and examples.
<https://lincs.ed.gov/employers/>

VI. Career Pathways

Documents and Web Pages

- *Career Pathways Catalog of Toolkits*—Federal agencies involved in the careers pathways initiative selected an array of toolkits that guide a range of stakeholders on practical ways to collaborate for employment preparation for a diverse workforce.
https://cptoolkitcatalog.peerta.acf.hhs.gov/sites/default/files/current_catalog.pdf

- *Career Pathways Initiatives*—As students plan, prepare for, and transition to college and careers, career pathways programs help students to gain workforce experience and skills and consider the connection between their career interests and educational plans. This brief describes major national and regional career pathways initiatives and provides lessons learned for states considering the development and implementation of statewide career pathways programs.
http://www.ccrscenter.org/sites/default/files/AskCCRS_CareerPathways.pdf
- *Career Pathways Toolkit: A Guide for System Development*—The introduction provides an orientation to the rationale and collaborative nature of implementing career pathways. Element One: Build Cross-Agency Partnerships and Clarify Roles provides an overview of four foundational strategies to cross-agency collaboration.
https://wdr.doleta.gov/directives/attach/TEN/TEN_17-15_Attachment_Acc.pdf
- *Disability Employment Initiative (DEI) Grants*—Since 2014, DEI grants have focused on Career Pathways as a central tenet of the grant project objective. This website shares information about the DEI grants, their locations, and how they are achieving outcomes for job seekers with disabilities. These grants are funded through a joint collaboration between the U.S. Department of Labor’s Employment and Training Administration and the Office of Disability Employment Policy.
<https://dei.workforcegps.org/>

Communities of Practice

- *Career Pathway Community of Practice*—This WorkforceGPS website includes numerous resources for implementation of career pathways under WIOA that includes career pathway toolkits, career pathways through apprenticeship, and interagency issuances on career pathways, among other resources.
<https://careerpathways.workforcegps.org/>

VII. Financial Literacy

Documents and Web Pages

- *Financial Literacy & Capability*—This website provides links to manuals, resource briefs, and websites that can support organizations in offering financial support to their clients.
<http://www.leadcenter.org/financial-literacy-capability>
- *Money Smart: A Financial Education Program*—Money Smart is a comprehensive financial education curriculum designed to help low- and moderate-income individuals outside the financial mainstream enhance their financial skills and create positive banking relationships.
<https://www.fdic.gov/consumers/consumer/moneysmart/>
- *Taking Charge of Your Money: An Introduction to Financial Capability*—This brief can be a useful resource to both youth and adults on how to make smart decisions about managing money.
<http://www.nwd-youth.info/FinancialCapabilityYouth>

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.