



Effectively Serving People with Disabilities

**A two-part webinar
December 8 and 10, 2021
Part 1: Inclusion**

The LEAD WIOA Policy Development Center is led by Social Policy Research Associates and National Disability Institute and is fully funded by the Office of Disability Employment Policy, U.S. Department of Labor, Contract No. 1605DC-19-F-00341.

HOUSEKEEPING I: CAPTIONING

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HOUSEKEEPING II: QUESTIONS

Content or tech support questions?

Type your question in the Chat box.



WELCOME

Guy Suetopka

Federal Project Officer,
Division of Indian and Native
American Programs (DINAP),
U.S. Department of Labor (DOL)



PRESENTERS I



Delia Smith

Director,
Economic Support Services,
Oneida Nation of Wisconsin
dsmith1@oneidanation.org



Sean Powless

WIOA Counselor,
Job Center,
Oneida Nation of Wisconsin
spowles2@oneidanation.org



Kathy Richards

WIOA Program Coordinator,
American Indian
Community Center
kathyr@aiccinc.org



Lovinia "Beanie" Alexander

Counselor,
Tribal Vocational
Rehabilitation (VR),
Coeur d'Alene Tribe
laalexander@cdatribe-nsn.gov

PRESENTERS II



Cindy Kemp

Program Director,
North American Indian
Cultural Center

naicccindyk@aol.com



Guy Suetopka

Federal Project Officer,
DOL Division of Indian and
Native American Programs

Suetopka.Guy@dol.gov



Laura Aron

Senior Associate,
LEAD Center, Social Policy
Research Associates

Laura@spra.com

WEBINAR I. GOALS – INCLUSION

Participants will hear from grantees,
participate in breakout room activities,
and learn about:

- ▶ How we define disability for the WIOA program
- ▶ Accessibility
- ▶ Accommodations



INCLUSION EXAMPLE – ONEIDA NATION



CHAT ACTIVITY

- ▶ What stood out to you as Delia shared her customer's experience?
- ▶ Why might it be important to learn if customers have disabilities?



HOW DO WE DEFINE DISABILITY?

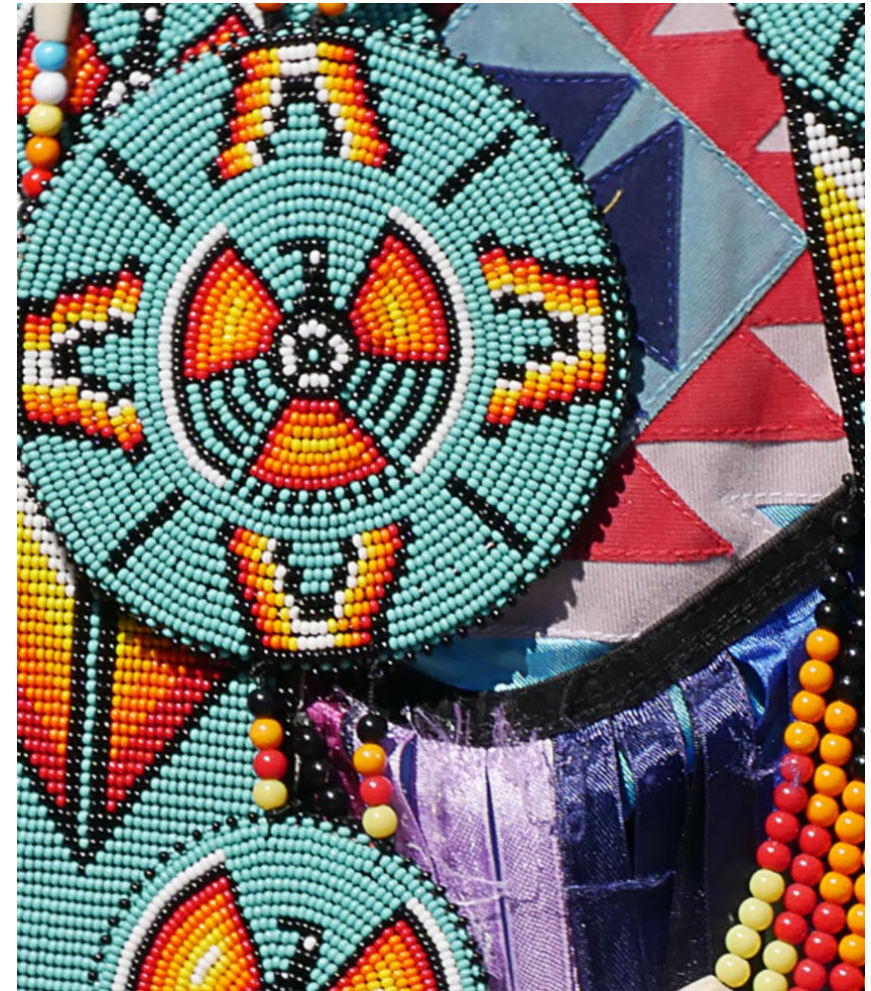
Different lenses:

- ▶ Cultural
- ▶ U.S. law:
 - ▶ Americans with Disabilities Act (ADA)
 - ▶ Workforce Innovation and Opportunity Act (WIOA)
- ▶ Self-identification



DISABILITY AND CULTURE

- ▶ Each tribe has their own distinctive view of life and disability based on their own set of creation stories and doctrines.
- ▶ Acceptance and tolerance of many aspects of life, including disability, comprise core values for most American Indians.
- ▶ Many American Indian languages have no word for “disability.”



DISABILITY ACCORDING TO U.S. LAW

An individual with a disability is defined by law in the [Americans with Disabilities Act \(ADA\)](#) as a person:

- **who has a physical or mental impairment that substantially limits one or more major life activities,**
- who has a history or record of such an impairment,
- or who is perceived by others as having such an impairment.



RECOGNIZING DISCLOSURE AND CUSTOMER CHOICE

- ▶ **Disclosing disability status is voluntary.**
- ▶ People with disabilities may be eligible for certain supports or participation in particular programs.
- ▶ Customers might not use the word “disability,” but instead describe symptoms or characteristics of an illness, injury, or other medical problem.
- ▶ Disability status is confidential.
- ▶ Program staff should not automatically refer customers with disabilities to Vocational Rehabilitation (VR) programs, and instead makes referrals based on whether the individual would benefit from such services.



REASONABLE ACCOMMODATIONS

- ▶ Any changes to program or employment policies and practices that allow people with disabilities to fully participate.
 - ▶ Physical accommodations
 - ▶ Programmatic accommodations
- ▶ “Reasonable” means they do not create an undue hardship.



ACCOMMODATIONS MAKE IT EASIER TO LEARN AND WORK

Examples:

- ▶ Repeated or Written Instructions
- ▶ Seat Preference
- ▶ Visuals (Checklists and Charts)
- ▶ Height Adjustable Desk
- ▶ Ergonomic Equipment
- ▶ Tools to Enlarge Print
- ▶ Screen Reading Software
- ▶ Video Remote Interpreting
- ▶ Hearing Amplifier
- ▶ Accessibility Apps



Source: Virginia Career Works Northern Region

COMBINE CULTURAL STRENGTHS WITH PRACTICAL ACCOMMODATIONS



INCLUSION EXAMPLE: NORTH AMERICAN INDIAN CULTURAL CENTER



BREAKOUT ROOM ACTIVITY

1. How is disability understood and perceived in your organization?
2. How are people with disabilities included or not included in your services?
3. Do you have a customer or staff accommodation or inclusion story?



CHAT RESPONSES

Put any points you wish to share in the chat from your conversation.

- ▶ How is disability perceived and understood in your organization?
- ▶ How are people with disabilities included in your services?
- ▶ Do you have a customer or staff accommodation story?





Effectively Serving People with Disabilities

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Part II: Partnerships**

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INCLUSION EXAMPLE: AMERICAN INDIAN COMMUNITY CENTER



IMPORTANT FINDING: DISABILITY LIKELY UNDERREPORTED

DATA SOURCE	REPORTED DISABILITY
U.S. Census*	AI/AN females: 16.6% AI/AN males: 17.5% NH/PI females: 9.5% NH/PI males: 9.5%
DINAP Workforce Program	Overall: 2.2%

*2019 U.S. Census, American Community Survey: working-aged adults 16-64 year old

AI/AN = American Indian/Alaska Native

NH/PI = Native Hawaiian/Pacific Islander

DATA COLLECTION IN GPMS - I

Barriers

Please answer the following questions pertaining to the participant at program entry

Homeless or Runaway Youth at Program Entry? *

- ☐ Yes
☐ No

[\(Show Detailed Instructions\)](#)

Ex-Offender? *

- ☐ Yes
☐ No
☐ Participant did not disclose

[\(Show Detailed Instructions\)](#)

Low Income? *

- ☐ Yes
☐ No

[\(Show Detailed Instructions\)](#)

Single Parent at Program Entry? *

- ☐ No
☐ Participant did not self-identify

[\(Show Detailed Instructions\)](#)

English Language Learner? *

- ☐ Yes
☐ No

[\(Show Detailed Instructions\)](#)

Substance Abuse? *

- ☐ Yes
☐ No
☐ Unknown

[\(Show Detailed Instructions\)](#)

Displaced Homemaker? *

- ☐ Yes
☐ No

[\(Show Detailed Instructions\)](#)

Basic Skills Deficient/Low Levels of Literacy? *

- ☐ Yes
☐ No

[\(Show Detailed Instructions\)](#)

Long-Term Unemployed? *

- ☐ Yes
☐ No

[\(Show Detailed Instructions\)](#)

Individual with a Disability? *

- ☐ Yes
☐ No
☒ Participant did not self-identify

[\(Hide Instructions\)](#)

- **Yes** - The participant indicates that he/she has any 'disability', as defined in Section 3(2)(a) of the Americans with Disabilities Act of 1990 (42 U.S.C. 12102). Under that definition, a 'disability' is a physical or mental impairment that substantially limits one or more of the person's major life activities.
- **No** - The participant indicates that he/she does not have a disability that meets the definition.
- **Participant did not self-identify** - The participant did not self-identify.

[\(Hide Instructions\)](#)

DATA COLLECTION IN GPMS - II

Individual with a disability?*

- ☐ Yes
- ☐ No
- ☐ Participant did not self-identify

Yes - The participant indicates that he/she has any disability, as defined in Section 3(2)(a) of the Americans with Disabilities Act of 1990 (42 U.S.C. 12102). Under that definition, a disability is a physical or mental impairment that substantially limits one or more of the person's major life activities.

No – The participant indicates that he/she does not have a disability that meets the definition.

Participant did not self identify – The participant did not self-identify.

PROMISING INCLUSION PRACTICES

- ▶ Provide social, emotional, intellectual, and spiritual inclusion practices
- ▶ Welcome everyone
- ▶ Be receptive to anyone who comes through the door
- ▶ Work with customers as a “whole person”
- ▶ Use intake as an opportunity to build trust
- ▶ Provide confidentiality



RESOURCES

- ▶ [Reasonable Job Accommodations](#) - Job Accommodation Network
- ▶ [AIVRTTAC](#) – Provides technical assistance and training for Tribes with Vocational Rehabilitation grants
- ▶ [Understanding Disabilities in American Indian and Alaska Native Communities](#) – toolkit
- ▶ [Serving Individual with Disabilities – A Day in the Life of an American Job Center](#) – online training

WEBINAR II: PARTNERSHIPS

Participants will hear from grantees, participate in activities, and learn about:

- ▶ Collaboration to increase services for people with disabilities
- ▶ Funding sources and dedicated resources for people with disabilities



PARTNERSHIP EXAMPLE: AMERICAN INDIAN COMMUNITY CENTER AND COEUR D'ALENE TRIBE VR



AMERICAN INDIAN COMMUNITY CENTER - VR PARTNERS VISIT THE CENTER

- ▶ Couer D'Alene Tribe VR – once a week
- ▶ Colville Tribe VR – as needed/quarterly
- ▶ Spokane Tribe VR – twice a month
- ▶ Kalispel Tribe VR – quarterly
- ▶ State VR – once a month
- ▶ Yakima Tribe VR – quarterly



AMERICAN INDIAN COMMUNITY CENTER AND COMMUNITY PRESENCE

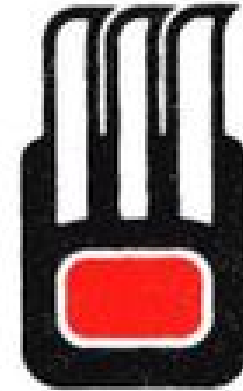


CHAT ACTIVITY

- ▶ How could partnerships like these help your customers?



PARTNERSHIP EXAMPLE: NORTH AMERICAN INDIAN CULTURAL CENTER AND STATE VR



NAICC

Ohio

Bureau of Vocational
Rehabilitation (BVR)

LEADCenter
WIOA POLICY DEVELOPMENT

NORTH AMERICAN INDIAN CULTURAL CENTER OUTREACH



CHAT ACTIVITY

- ▶ What types of programs serving people with disabilities have you heard about in your area?



PARTNERSHIP EXAMPLE: ONEIDA NATION WIOA AND TRIBAL VR

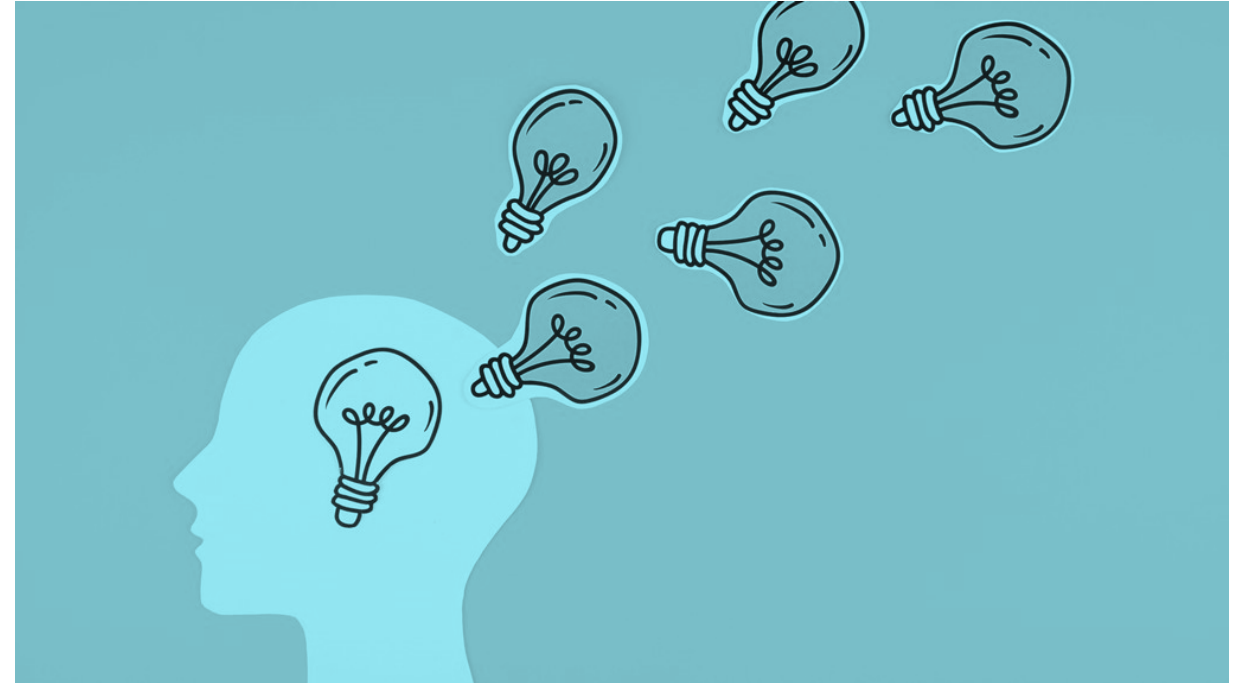


PROMISING PARTNERSHIP PRACTICES

- ▶ Leverage other programs' resources
 - ▶ Pro-actively seek other services and programs for customers
- ▶ Co-enroll customers in other programs when it makes sense
 - ▶ Both programs share positive performance outcomes
- ▶ Stay connected to the local and/or state workforce board
- ▶ Create formal MOUs with partners
 - ▶ Don't depend only on current staff relationships
- ▶ Document referral processes
- ▶ Use customer release of information form between systems/programs
- ▶ Navigate personalities
- ▶ Center the best interests of the client

ACTIVITY

1. Click on the link in the Chat
2. Type in your name and share any practices or strategies you would like to try to more effectively serve people with disabilities.



RESOURCES

- ▶ Vocational Rehabilitation agencies can be found in [86 tribes](#) and [all states](#).
- ▶ [Centers for Independent Living](#) support empowerment and self-determination for people with disabilities. Find a center near you.

LEAD CENTER WEBSITE



<http://leadcenter.org/>

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Twitter: <https://twitter.com/LEADCtr>



LinkedIn: <http://www.linkedin.com/company/odep-lead-center/>



YouTube: <https://www.youtube.com/user/LEADCtr>

THANK YOU!

Chris Button

Supervisory Policy Advisor,
Office of Disability Employment
Policy (ODEP),
U.S. Department of Labor

