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|  | Introductory Disability Training Series: A Guide for Implementation |

# OVERVIEW

The State and Local Disability Access Committees are responsible to implement the disability access initiative to increase the accessibility of Iowa’s one-stop delivery system for individuals with disabilities. As Iowa continues to build on this initiative, the importance of customer-centered design and ensuring effective communication with all customers remains a key objective. In order to ensure that Iowans with disabilities experience seamless customer service, our one-stop system partner staff must understand the importance of knowing and understanding how to interact with and provide services to customers with disabilities. In an effort to assist local Disability Access Committees in meeting this objective, a series of introductory-level trainings have been developed for use with local one-stop center staff.

# PURPOSE

This document is to provide guidance to WIOA partners on the use of the Disability Access training series within the American Job Center. The focus of the training series is to provide effective practices that enable American Job Center partners to provide comprehensive and customer-focused employment services to persons with disabilities. The series is comprised of recorded webinars and is meant to be used with staff representatives from leadership, management and direct service delivery within all partner programs.

# INTENDED USE

The focus of the training series is to provide effective practices that enable American Job Center partners to provide comprehensive and customer-focused employment services to persons with disabilities. As your disability access committee moves forward to implement this training it is important to survey one-stop center staff and customers to ensure you are selecting trainings that are relevant and important to your local team and customers.

Each of the trainings are presented in a webinar format with a variety of accessibility features to allow all staff to participate. Several of the trainings include a discussion guide and self-assessment designed to facilitate discussion on the topic, enhance the learning process, and allow staff to reflect on what they have learned.

# TRAINING TOPICS

The training webinars can be found on the Future Ready Iowa website: <https://www.futurereadyiowa.gov/disabilitytraining>

Available webinars include the following topics:

**Understanding WIOA programs:**

* Adult Education and Literacy
* Title I of the Workforce Innovation and Opportunity Act
* An overview of Iowa Vocational Rehabilitation Services
* An overview of the Iowa Department for the Blind
* Registered Apprenticeship Programs

**Serving Customers with Barriers to Employment:**

* Disability Etiquette
* Motivational Interviewing 101
* Serving Veterans with Disabilities
* Serving Older Job Seekers
* Serving Job Seekers with Cognitive Limitations
* Serving Returning Citizens
* Disclosing Disability to Employers
* Serving Job Seekers who are Deaf or Hard-of-Hearing
* Serving Job Seekers who are Blind

**Providing Accommodations:**

* Americans with Disabilities Act Title II
* Using the Job Accommodation Network
* Using Video Remote Interpreting Service
* Service Animals 101
* Non-Visual Desktop Access Software
* Assistive Technology
* Ensuring Document Accessibility

**Helpful Resources:**

* Reverse Job Fairs
* Benefits Planning for Social Security Recipients
* Employment First
* Section 503
* Conducting Job Analysis
* Integrated Resource Teams
* Serving on Boards and Commissions

# EVALUATION AND FOLLOW-UP

As your disability access committee moves forward in implementing this training series as part of your overall goal to increase comfort level and competence in serving customers with disabilities, it is important to gather feedback from both partners and customers of the American Job Center. The State Disability Access Committee recommends that the assessment be completed annually to measure impact of these trainings and to assist in the identification of future training topics.

If you have any questions about how to use these trainings or have suggestions for future training topics please contact the State Disability Access Committee:

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