



northeastern
WORKFORCE DEVELOPMENT BOARD

Committee Serving Individuals with Disabilities Meeting

NWDB Bangor Office- 26 Franklin Street or Zoom Video

<https://zoom.us/j/147951924>

1 408 638 0968 or 1 646 558 8656

Meeting ID: 147 951 924

May 17, 2017 2:00pm-3:30pm

AGENDA

- 2:00-2:10 Welcome & Introductions - Joanna
- Welcome, Introductions
 - Why we are here - What we will achieve today
 - Where are we headed after today?
- 2:10-2:25 Review plan pamphlet- NWDB plan - Joanna
- 2:25-2:40 Strengths that need reinforcement? Group
- Specifically Related to Serving Persons with Disabilities
- 2:40-2:55 Barriers- How to overcome as a system? Group
- 2:55-3:10 What are our resources? How do we maximize...? Group
- 3:10-3:30 Next steps and wrap-up - Joanna



northeastern

WORKFORCE DEVELOPMENT BOARD

Committee Serving Individuals with Disabilities Meeting

NWDB Bangor Office- 26 Franklin Street or Zoom Video

May 17, 2017 2:00pm-3:30pm

Meeting Notes

Attended in Person: Joanna Russell; Lorraine Klutzaritz

Attended via Zoom: Mary Duff; Donald Rice; Josh Howe; Pete Lento; Theresa Mudgett; Peaches Bass; Libby Stone; Andrea Bickford

Welcome & Introductions – The committee introduced themselves and shared what organization they worked for.

Review plan pamphlet- NWDB plan - Joanna shared the **attached** pamphlet with the group. The information came directly from the 4-page Plan at A Glance that Camion Associates created while writing the NWDB's strategic plan.

Strengths that need reinforcement? The group discussed the following strengths in the system:

- Triage system
- Ability to meet one on one
- Good collaboration-attitudes and willingness to work together
- Co-location in Bangor – satellite locations
- Good physical accessibility in the career centers
- Commitment from the system
- Sensitivity to individuals with disabilities and their place in the workforce – staffs understanding is improving

Barriers- How to overcome as a system? The group discussed the following barriers in the system:

- How career centers are viewed by individuals with disabilities
 - Visual overload
 - Being directed to VR too quickly
 - Sensitivity to individuals with disabilities that are not as easily identified

Peached shared the **attached** results from the disability access listening session that was held on 1/18/2017 with the BES managers.

- Staff sensitivity – cross training is needed – staff feeling uncomfortable
- Duplication of efforts needs to be revisited

- Burying participants in program titles.
 - Best practice- Washington County has been instructed to not mention program titles or use acronyms when speaking to participants.
- Transportation – Joanna asked Mary Duff to send what the CAP agencies provide as a resource – Pathfinder book.
- Making sure that online services are accessible
- More outreach

What are our resources? The committee identified the following resources:

- Staff
- Community partnership
- Board members
- Adaptive equipment –
 - need staff training – make sure staff can locate the cheat sheets – maybe have them online?
 - Equipment is not always updated – Peaches is currently working on this issue
 - Ask CC managers for an inventory and status of their equipment
 - Budget for equipment – grants, career center partners contribution
- CAP Agencies
- 211
- Job seekers – see what services they have utilized

How to address barriers:

- Have subject matter experts come in to conduct training
- Have SUFU review
- Utilize SP Funding – possibly hire an intern to work at the NWDB to address websites and documents being accessible for all 17 partners.
 - Universal Access group is currently drafting a policy around accessible web design

- Peaches has done something similar in the past and would be a useful resource for information
- Feasible Outreach
 - Cross training – have distinct talking points
 - Having conversation to share what services are available -ACAP, Workforce Services and services through the career centers
 - Online videos – have a more engaging web presence
 - Focus groups

Next steps and wrap-up –

- Joanna will discuss the idea of an intern with the executive committee
- Joanna will reach out to the CAP agencies about services
-
- Next meeting- Lorraine will send out a doodle poll to schedule the next meeting for the first 2 weeks in September.

Disability access listening session notes
BES Managers Meeting
January 18, 2017

Panel members:

- Simone Maline, Executive Director, Consumer Council System of Maine (CCSM)
- Sophie D. Gabrion, Public Relations Officer, National Alliance on Mental Illness-Maine (NAMI-Maine)
- Janet May, Coordinator Transition & Adults, Center for Community Inclusion and Disability Studies, University of Maine
- David Unger, Executive Director, Speaking Up for Us (SUFU)
- Terry Morrell, Director, MDOL Division for the Deaf, Hard of Hearing, and Late Deafened
- Samantha Fenderson, Regional Director, MDOL Division for the Blind and Visually Impaired

Guiding questions:

- What do you want to tell us about the service at CareerCenters?
- What are CareerCenters doing well in terms of assisting job seekers with disabilities?
- What can CareerCenters do to make their services better known to people with disabilities and their service providers?
- Are there specific employment-related services we should be thinking about for people with disabilities who DON'T need vocational rehabilitation? What would those services be?
- How do we make CareerCenters offices and services fully accessible?
- Given that disability is not our specialty, what are your suggestions about what training CareerCenter staff people need and what expertise they should develop to best serve people with disabilities?
- Who do you recommend as the best resources for CareerCenters and Program Managers to connect with for the benefit of people with disabilities? How can our local offices best make those connections?
- What should we be aware of to ensure that program procedures, participation requirements, and policies don't present barriers to our services?

Outreach

- Most of the people don't even know about CareerCenters.
- We should host tours of our offices.
- SUFU can help us produce short videos highlighting success stories.
- We should tap into consumers.
- Make the CareerCenter mobile, meet people where they are.
- Help people understand the difference between VR and the other services in a CareerCenter, and emphasize what each service can provide for someone
- Develop partnerships with SUFU and other disability agencies/organizations

- Connect with local chapters of state organizations like the local consumer councils and NAMI chapters (see disability resources bullets below)

Partners and Collaborations

- Consider a quarterly conference call with disability groups, use a Q&A format
- Partner with service providers and advocates to make the CareerCenter “mobil.”

Customer experience

- Collectively, the CareerCenter’s current model isn’t meeting the needs of people with disabilities. Fix the model or develop new models.
- Being referred to VR just because one has a disability is not appropriate—mentioned several times.
- The centers can be scary for some youth and others. There’s almost an overload of visuals/ stuff.
- It would help if people were told what to expect, and to help them understand that our services are “a process.”
- SUFU can produce short videos that we can show to people/customers—highlighting success stories.
- There should be staff who are trained to be sighted guides for blind/visually impaired customers.
- CareerCenter staff aren’t afraid to ask colleagues, especially in VR, for advice
- Provide a large print and Braille visit record form.
- Engage customers, ask them what they need
- Provide a textured map of the Centers and for job fairs.
- Don’t dumb things down for people
- Use apps to assess literacy level
- Encourage critical feedback from customers, use a paper form or online survey for post-visit comments
- Test your workshop environment for accessibility. For example, ask someone to navigate the room in a wheelchair.
- In general, people with disabilities have a negative reaction to the notion of CareerCenters, Voc Rehab, case management, and other institutional and governmental services. In other words, among people with disabilities, we carry a stigma.
- CareerCenters need to be integrated into their communities.
- Hire people with disabilities to work in CareerCenters.
- Avoid setting up a stigma by thinking of people with disabilities as having “special needs.”

Employers

- Reach out to disability-friendly employers for job placement.
- Online job applications are difficult/impossible for people with disabilities and for many people in general
- Employers should be made aware of the Job Accommodations Network.

Training

- Certain training should be given to all staff from the managers down
- DBVI can offer sight training and sighted guide training
- FAME offers a game on financial management—the FAME Game—suitable for adults and youth
- If the staff person isn't sure how to best help, proper language, etc. ask the customer what they need.
- Baseline training: Deaf culture, sight training, mental health, etiquette and awareness, universal design
- A lot of training can be obtained from partner agencies. For example, DBVI can provide training or consultation

Disability Resources (for info, support, staff training)

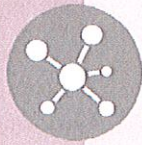
- Job Accommodations Network (should be on any list of resources for employers) <http://askjan.org/>
- Consumer Council System of Maine <http://www.maineccsm.org/>
- Maine Can Work <https://storage.googleapis.com/maineccsm.appspot.com/maine-can-work-3-edition-2016.pdf>
- Maine Developmental Disability Council <http://www.maineddc.org/>
- Understood.org (for families with children with ADHD) <https://www.understood.org/en>
- CHADD.org (national resource on ADHD) <http://www.chadd.org/>
- AlphaOne <http://www.alphaonenow.org/>
- NAMI Maine <http://www.namimaine.org/> NAMI Helpline <http://www.namimaine.org/?MainSupport> and <http://www.namimaine.org/?page=StartHere>
- Disability Rights Maine <http://www.drme.org/>
- American Federation for the Blind (AFB) Career Connect <http://www.afb.org/info/living-with-vision-loss/for-job-seekers/12>
- Apps:
“Boomerang” is a good scheduling tool and it's free
Sophie Gabrion at NAMI will send some other suggestions for good apps
Literacy-related?

Other

- The CareerCenter is an umbrella for many employment and training services.
- Be aware of job postings and job descriptions that use alienating language, particularly around required skills. For example, “must be detail oriented and highly organized” can discourage someone with a cognitive disability.
- Universal design is a way of thinking.

Overarching Theme: Treat people with dignity, respect, and kindness. Assume every person has a story or a challenge.

Strategies



- Improve communications and coordination with partners to ensure the system is operating efficiently and avoiding duplicating services including distributing a regular e-newsletter on important programs and activities, facilitating robust meetings, and encouraging the "cross pollination" of memberships and boards.
- Engage with businesses regularly and meaningfully to understand their projected workforce needs and challenges.
- Capitalize on new initiatives, such as TechHire which develops training programs for in-demand occupations in the IT industry, to engage employers and pilot new ideas that may be applied to other industries and/or initiatives.
- Collaborate with partners and employers to develop a deep understanding of career pathways and utilize that information to develop better training programs and help job seekers, both unemployed and underemployed, to make informed decisions.
- Collaborate with state, regional and local partners for provision of technical assistance, information, programs, and services to support entrepreneurship and business/job creation.
- Regularly engage with partners providing services to job seekers with barriers to employment to ensure workforce training programs, initiatives, and resources are accessible to individuals with disabilities, formerly incarcerated individuals, youth, long-term unemployed individuals, and others with barriers.

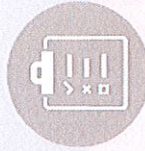
The NWDB is funded using USDOL Federal dollars

Opportunities

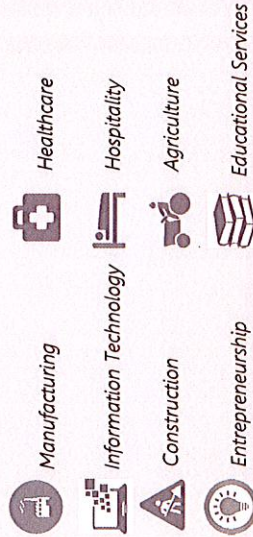
- Replacement demand driving workforce needs.
- Healthcare industry and occupations projected to increase.
- High levels of self-employment, outreach and engagement with industry must include means to include small businesses and entrepreneurs along with the typical, larger employers.
- Higher education assets spread throughout the region meeting demands of many occupations.
- Higher-than-average percent of population with associate degrees making the region well suited for middle-skill jobs.
- Underemployed population who can advance into higher-skill, higher-wage jobs through additional workforce, education and training services.

Key Priorities

- Communication
- Upskill job seekers to meet employer needs
- Improve coordination and seamlessness of workforce system for customers and partners
- Grow labor force
- Assess, adapt, & administer



Industries



www.northeasternwdb.org



Northeastern Workforce Development Board

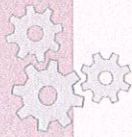
26 Franklin Street
P.O. Box 737
Bangor, ME 04402
Phone: 207-992-0775
E-mail: northeasternwdb@gmail.com

www.northeasternwdb.org

A proud partner of the **americanjobcenter** network

The NWDB provides equal opportunity in employment and programs. Auxiliary aids and services are available to individuals with disabilities upon request.

Mission



The Northeastern Workforce Development Board is a local organization dedicated to bringing together employers and employees in **Aroostook, Hancock, Penobscot, Piscataquis, and Washington** counties to promote a healthy economy in the region. We seek to provide citizens with access to training and educational opportunities and the necessary support to obtain sustainable employment that leads to a livable wage as defined by the Maine State Workforce Board and provide employers with a skilled workforce.

The Northeastern Workforce Development Board will direct the use of employment resources for the benefit of our citizens and current and future employers by:

- Nurturing partnerships.
- Working in conjunction with local economic development initiatives.
- Being mindful of the needs of the local economy.

Vision



Effectively identify and respond to the workforce development changes and needs of businesses and workers alike as they strive to create and expand economic opportunities within the region's high-wage, high-growth industries.

Cultivate, convene, manage and participate in successful partnerships that bring traditional and non-traditional, public and private partners together to address economic and workforce challenges.

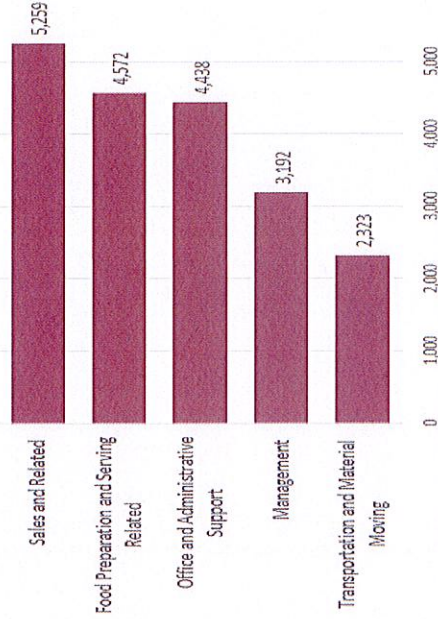
The Board approaches the building of these partnerships with the view that we can accomplish our mutual goals more effectively—and that the region, as a whole, will be more successful—by working together.

Replacement Demand will drive workforce demand over the next ten years

and thus will be an important focus of regional workforce strategies – while there will be some growth resulting from industry growth in healthcare and some sub-industry sectors, workforce demand will be driven largely by the demand for replacement workers (workers retiring or otherwise leaving the workforce). It is projected that replacement demand will drive the need for 37,454 positions with the highest occupations and corresponding jobs shown to the left.



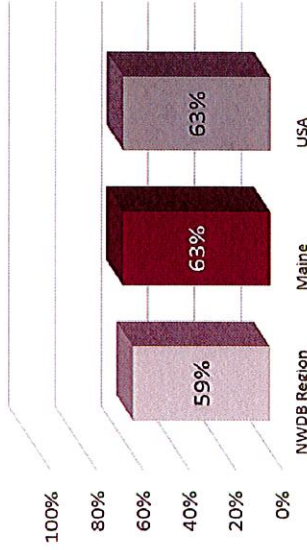
Top 5 Replacement Demand by Occupation Forecast Over the Next 10 Years



www.northeasternwldb.org

The unemployment rate for the NWDB region was 5.2% as of November 2016, which was slightly higher than the national rate of 5.0%. Within the NWDB region the civilian labor force is estimated at nearly 162,000 with a 59% labor force participation rate. The participation rate in the NWDB is 4 percentage points lower than that of Maine and the US, both of which have a participation rate of 63%.

Labor Force Participation Rate, 2015
(civilian population 16 years and over)



Challenges

- Declining population, which is slightly older and less wealthy than the US as a whole.
- Lower postsecondary educational attainment rates of existing population.
- Lower labor force participation rates than US as a whole.
- Low projected job growth resulting from industry growth.
- Industries with highest average wages tend to be those without significant levels of employment in the region.