

## Workforce Innovation & Opportunity Act (WIOA) Public Meeting, February 11, 2016

### Post-Session Questions and Answers

#### 1. How will services to individuals in sheltered workshops be provided?

Emphasis is now on supportive employment and competitive employment, but the aim is to design the system for all Iowans. There is ongoing communication now with partners, and with facilities, families and school staff referring into those programs. They are partnering together to drive those systems. There is an increase in awareness that we are committed to integration.

Employment First: Nine community partners have sites that are receiving assistance.

Adult education is available to all in sheltered workshops and they do access those programs for community programming.

#### 2. When a job-seeker with a visual impairment (or other barrier) enters the One-Stop Center, what happens? What supports are presented to them? What practical things are going to happen for that individual?

The Policies Group among the partners is available to all. ADA – Title VI will serve as the mandatory minimum. There will be regular training. The WIOA team is currently developing policies, procedures and supports for staff with respect to serving individuals. The plan is to have policies put into place by July 1, 2016 and then the training will follow.

In areas where there isn't a One-Stop, "there is no wrong door" so a person may enter through Voc Rehab, but staff will work with Iowa Department for the Blind to coordinate services and assist the individual in registering with IWD. VR has an IWD computer set up in every area office.

#### 3. Transportation – rural communities. How involved do you see this plan working with Iowa Department of Transportation and regional transportation systems for those who don't drive?

The plan does not specifically address this right now, but it does address accessibility for ALL Iowans – including those with limited access to transportation. Current technology will allow many users to access services from where they are as opposed to going into the center for services. We have not had discussion with the Department of Transportation (DOT) as the DOT is not one of the required partners in the Unified State Plan process, but steps are being taken to address this issue.

Dave Mitchell (IVRS) serves on the Statewide Coordinating Transportation Council in Iowa through the Department of Transportation and this group is currently investigating solutions to Iowa's rural transportation issues.

#### 4. There needs to be a specific state plan on students in transition in 511 before they go into current sheltered workshops. The Vocational Rehabilitation Services Plan is not listed in the Table of Contents in the Unified State Plan.

Iowa Vocational Rehabilitation Services (IVRS) does have a plan on working with the schools but the Unified State Plan will be reviewed to determine if further explanation is needed. Due to required formatting, the Program-Specific sections of the Unified State Plan are at the end of the document, but any Table of Content errors will be corrected.

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**5. How do you find information about all the different boards and their plans, meetings and meeting notes?**

IowaWDB.gov

Boards are currently receiving training on how to populate this information. Local plans will be posted on that website. Please note that Regional 11 has their own website.

**6. Local boards are driving what's needed in communities. How will you support the local communities with the overall intention of the planning? Is there a plan?**

Local boards have been provided with ongoing training and information regarding the local planning process and how it connects with the statewide planning process. Local plans have to be submitted for approval and will be posted for comment.

Members of the State Workforce Board are assigned to local regional boards to help with collaboration. That's working very well and helping with communication. Creation of Sector Boards is part of this.

**7. Special Education – What's at the table in terms of preparing students?**

Future Ready Iowa will be a more unified approach going forward. There is on-going discussion and local planning revolving around this, career pathways, sector partnerships, etc.

The decision was made early on to develop a Unified State Plan versus a Combined State Plan due to Iowa's existing workforce delivery structure. The plan is to move to a Combined Plan further down the road which will include additional partners and expanded collaborations.

**8. What efforts are being undertaken to ensure that those with limited English Proficiency (LEP) are being considered in this process?**

WIOA required states to incorporate planning for individuals who do not speak English as a primary language. This is being examined from an accessibility stand-point and is being implemented through the intentional design of intake documents, websites, services and messaging materials which will be available in multiple languages. One-Stop Center staff will have training in how to work with job-seekers who are of Limited English Proficiency.

**9. What is in place for job-seekers who have had a negative experience made a formal complaint?**

The current process relies on the job-seeker to take action and to approach the facility or staff to make a complaint, but the Core Partners are in the process of developing a job-seeker-friendly system which will create many avenues for job-seekers to provide feedback on services received through the One-Stop Centers and partner agencies.