



REGION 5 DISABILITY ACCESS COMMITTEE

Focus Group Report

Date: September 29, 2017

Background:

- The State Workforce Development Board established a Disability Access Committee to lead a Statewide Disability Access Initiative to:
 - 1) Ensure that Iowa's one-stop delivery system meets all accessibility requirements for individuals with disabilities under the Iowa Civil Rights Act of 1965, as amended; the Americans with Disabilities Act of 1990, as amended; and the Workforce Innovation and Opportunity Act.
 - 2) Increase accessibility for individuals with disabilities to the programs, services, and activities of Iowa's one-stop delivery system.
 - 3) Continuously improve for individuals with disabilities the provision of services within the one-stop delivery system.
 - 4) Improve opportunities for individuals with disabilities in competitive integrated employment.
- The Region 5 Disability Access Committee conducted a focus group of former, current, and potential one-stop center customers to gather customer feedback on September 21, 2017.
- This Report contains the participant feedback and identified barriers gathered by the Disability Access Committee from the focus group.
- This Report's findings include:
 - 1) Participant demographics;
 - 2) Summary of feedback on physical accessibility;
 - 3) Summary of feedback on customer service;
 - 4) Summary of feedback on accommodations and communication;
 - 5) Summary of feedback on membership process;
 - 6) Summary of feedback on workshops;
 - 7) Summary of feedback on one-stop center complaint process; and
 - 8) Additional findings.

1. Focus Group Participant Demographics

- Individuals who are former customers of the one-stop center, current customers of the one-stop center, and potential customers of the one-stop center must be included.
- Participants must be individuals with a broad range of disabilities.
- The majority of participants must be individuals with disabilities.
- Individuals must range in age and represent youth (age 16-24), adults (age 25+), and aging individuals (age 55+).

PARTICIPANT COHORT	NUMBER OF PARTICIPANTS
Total Participants	5 (3 attended the focus group, 2 were unable to attend and wanted to provide information via phone survey. 3 additional were contacted, but weren't able or interested in participating.)
People with Vision Impairment	1
People Who Are Deaf or Hard of Hearing	
People with Cognitive or Intellectual Disability	1
People with Other Disabilities	3 (1 mental health, 2 physical)
Family Members of People with Disabilities	
Providers of Services to People with Disabilities	1
Past Recipients of Services Through the One-Stop Center	
Current Recipients of Services Through the One-Stop Center	5
Potential Recipients of Services Through the One-Stop Center	
People Age 16–24	1
People Age 25–54	3
People Age 55+	1
Disability Access Committee Members Present	3
People Who Identify as White	4
People Who Identify as a Race Other Than White	1

2. Physical Accessibility

2.1. GETTING TO THE ONE-STOP CENTER
1. None had concerns about getting to the center.
2.2. TRANSPORTATION USED BY PARTICIPANTS
1. Transportation was a barrier for one. Lives on outskirts of town and taxi is \$11 one way. 2. Others had transportation.
2.3. EASE OF ACCESS OUTSIDE AND ENTERING THE BUILDING
1. No concerns
2.4. EASE OF ACCESS THROUGHOUT THE BUILDING
1. No concerns
2.4. ACCESSIBILITY OF SIGNS POSTED AROUND THE ONE-STOP CENTER
1. Participant who is blind was able to get to and into the building. But then there was no signage, accessible to him, or any identification of where to go. He needed to loudly ask for help, but was helped right away. There are no signs that identify Iowa WORKS or existing signage is hard to see (not large enough or not enough contrast). 2. Others did not have concerns
2.5. ACCESSIBILITY OF RESTROOMS
1. No concerns
2.6. IDENTIFIED BARRIERS
1. Lack of accessible signage identifying the One Stop Center
2.7. OTHER
1. None

helpful.

2. One discussed having privacy to discuss sensitive issues, such as disability.
3. A partner agency suggested having a portable laptop that could be used in a private room.
4. One suggested having a room with less stimuli (noises, movement, etc) as it is sometimes hard to concentrate or focus with distractions or for lengthy periods of time (like when completing a resume).
5. Accommodations to assist someone who is blind in using a computer. Having the ability to switch the screen contrast. Staff did read information aloud and directly entered information into the computer.

4.6. AREAS WHERE HELP IS NEEDED AT THE CENTER

1. No comments

4.7. OTHER

1. No other comments

5. Membership

5.1. HELP COMPLETING MEMBERSHIP

1. One received assistance to complete unemployment and membership. She entered the information herself, but knew staff was there to answer questions. Did comment that she understood that staff could not help her one on one because there were others waiting for assistance too.
2. Staff were there to get the process started.
3. All knew that they had a username and password.

5.2. TYPE OF HELP NEEDED TO COMPLETE MEMBERSHIP

1. Need staff available to answer questions.
2. Might need the screen contrast reversed or someone to read the questions and input information.

5.3. CLARITY OF QUESTIONS ASKED IN MEMBERSHIP

1. Questions easy to understand.
2. Comment 2

5.4. EXPLANATION OF SERVICES AVAILABLE

1. I don't know all of the services available to me- stay with the person that I am working with.
2. Don't understand all that is available- wait for staff to suggest
3. The participants had a discussion on this topic. All felt that having a one on one conversation and connection with a staff person was helpful and then having that staff person help them make connections to other partners. Although they do not know all of the services available, they did not feel it would be helpful to have all services explained upfront. Might be too overwhelming and not what they need. They felt it was helpful that staff got to

know them and what they needed.

5.5. TOUR OF ONE-STOP CENTER

1. No comments

5.6. OTHER

1. One individual stated that after the first day, she had one primary point of contact, which was helpful.
2. One individual stated that he hated using computers, so if he didn't have to use them, that would be great.
3. Another commented that the center did get new computers, but he was able to figure them out.

6. Workshops

6.1. EXPERIENCE PARTICIPATING IN WORKSHOPS

1. One participant participated in the classes. She felt that they were helpful. She felt that the resume class was helpful, but also liked the one on one help with resume.
2. Another didn't participate in classes because he got a job right away, but felt interviewing classes would be helpful.
3. A third initially felt that he didn't need any of the classes, but now thinks that they might be helpful.

6.2. ACCOMMODATIONS NEEDED TO PARTICIPATE IN WORKSHOPS

1. No comments

6.3. EASE OF UNDERSTANDING INFORMATION PRESENTED IN WORKSHOPS

1. No comments

6.4. RECOMMENDATIONS ON PRESENTING INFORMATION IN WORKSHOPS

- 1.

6.5. AVAILABILITY OF STAFF TO PROVIDE ASSISTANCE

1. Comment 1
2. Comment 2

6.6. OTHER POTENTIALLY HELPFUL WORKSHOPS

1. Possibly a class on entrepreneurship, or how to work in a business type setting. How to pursue self employment.

6.7. OTHER

1. No other comments

7. Complaint Process

7.1. AWARENESS OF COMPLAINT PROCESS

1. None were aware of the complaint process.
2. One participant stated that he does not like confrontation so would prefer a form or something that was available that he could put in a box or something. Does better when expressing self in words.

7.2. RESPONSIVENESS OF STAFF TO ADDRESSING COMPLAINT

1. None have had to file a complaint. Comments were “I hope I don’t have to” and “things have been superb so far”.

7.3. FOLLOW-UP TO COMPLAINTS

1. No comments

7.4. RESOLUTION OF COMPLAINTS

1. No comments

7.5. ADDITIONAL COMPLAINTS

1. No comments

7.6. OTHER

1. No other comments

8. Additional Feedback

8.1. ANY OTHER SUGGESTIONS

1. No suggestions. I have been helped and had a good experience.

4. Lindsay Henderson, Iowa Central Community College, WIOA Title I Eligible Provider
5. Ann Waynar, Iowa Central Community College, Title II Adult Education Provider

Approval by Disability Access Committee

The Disability Access Committee approved this Report for submission to the Local Workforce Development Board on _____, 2017.

Adoption by the Local Workforce Development Board

This Local Workforce Development Board adopted this Report on _____, 2017.

Submission to the State Disability Access Committee

The Local Disability Access Committee submitted this report to the State Disability Access Committee on _____, 2017.