



## REGION 1 DISABILITY ACCESS COMMITTEE

# Focus Group Report

Date: October 18, 2017

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## 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 1 Disability Access Committee conducted a focus group of former, current, and potential one-stop center customers to gather customer feedback on October 18, 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.



















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## **Authors**

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## **Approval by Disability Access Committee**

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

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## **Adoption by the Local Workforce Development Board**

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

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## **Submission to the State Disability Access Committee**

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