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|  | Region \_\_ Disability Access Committee  **Focus Group Report** |
| Date: \_\_\_\_\_\_\_, 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 \_\_ Disability Access Committee conducted a focus group of former, current, and potential one-stop center customers to gather customer feedback on \_\_\_\_\_\_\_\_\_\_\_\_, 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.

# 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+).

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| Participant Cohort | Number of Participants |
| Total Participants |  |
| People with Vision Impairment |  |
| People Who Are Deaf or Hard of Hearing |  |
| People with Cognitive or Intellectual Disability |  |
| People with Other Disabilities |  |
| Family Members of People with Disabilities |  |
| Providers of Services to People with Disabilities |  |
| Past Recipients of Services Through the One-Stop Center |  |
| Current Recipients of Services Through the One-Stop Center |  |
| Potential Recipients of Services Through the One-Stop Center |  |
| People Age 16–24 |  |
| People Age 25–54 |  |
| People Age 55+ |  |
| Disability Access Committee Members Present |  |
| People Who Identify as White |  |
| People Who Identify as a Race Other Than White |  |

# 2. Physical Accessibility

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| 2.1. Getting to the One-Stop Center |
| 1. Comment 1 2. Comment 2 |
| 2.2. Transportation Used by Participants |
| 1. Comment 1 2. Comment 2 |
| 2.3. Ease of Access Outside and Entering the Building |
| 1. Comment 1 2. Comment 2 |
| 2.4. Ease of Access Throughout the Building |
| 1. Comment 1 2. Comment 2 |
| 2.4. Accessibility of Signs Posted Around the One-Stop Center |
| 1. Comment 1 2. Comment 2 |
| 2.5. Accessibility of Restrooms |
| 1. Comment 1 2. Comment 2 |
| 2.6. Identified Barriers |
| 1. Comment 1 2. Comment 2 |
| 2.7. Other |
| 1. Comment 1 2. Comment 2 |

# 3. Customer Service

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| 3.1. Welcome Upon Entering One-Stop Center |
| 1. Comment 1 2. Comment 2 |
| 3.2. Helpfulness of Staff |
| 1. Comment 1 2. Comment 2 |
| 3.3. Lack of Helpfulness of Staff |
| 1. Comment 1 2. Comment 2 |
| 3.4. Questions Answered by Staff in Helpful and Understandable Manner |
| 1. Comment 1 2. Comment 2 |
| 3.5. Other |
| 1. Comment 1 2. Comment 2 |

# 4. Accommodations and Communication

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| 4.1. Requesting an Accommodation |
| 1. Comment 1 2. Comment 2 |
| 4.2. Providing Accommodations |
| 1. Comment 1 2. Comment 2 |
| 4.3. Staff Responses to Accommodation Requests |
| 1. Comment 1 2. Comment 2 |
| 4.4. Ability of Staff to Communicate Effectively |
| 1. Comment 1 2. Comment 2 |
| 4.5. Accommodations That Would Be Most Useful |
| 1. Comment 1 2. Comment 2 |
| 4.6. Areas Where Help Is Needed at the Center |
| 1. Comment 1 2. Comment 2 |
| 4.7. Other |
| 1. Comment 1 2. Comment 2 |

# 5. Membership

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| 5.1. Help Completing Membership |
| 1. Comment 1 2. Comment 2 |
| 5.2. Type of Help Needed to Complete Membership |
| 1. Comment 1 2. Comment 2 |
| 5.3. Clarity of Questions Asked in Membership |
| 1. Comment 1 2. Comment 2 |
| 5.4. Explanation of Services Available |
| 1. Comment 1 2. Comment 2 |
| 5.5. Tour of One-Stop Center |
| 1. Comment 1 2. Comment 2 |
| 5.6. Other |
| 1. Comment 1 2. Comment 2 |

# 6. Workshops

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| 6.1. Experience Participating in Workshops |
| 1. Comment 1 2. Comment 2 |
| 6.2. Accommodations Needed to Participate in Workshops |
| 1. Comment 1 2. Comment 2 |
| 6.3. Ease of Understanding Information Presented in Workshops |
| 1. Comment 1 2. Comment 2 |
| 6.4. Recommendations on Presenting Information in Workshops |
| 1. Comment 1 2. Comment 2 |
| 6.5. Availability of Staff to Provide Assistance |
| 1. Comment 1 2. Comment 2 |
| 6.6. Other Potentially Helpful Workshops |
| 1. Comment 1 2. Comment 2 |
| 6.7. Other |
| 1. Comment 1 2. Comment 2 |

# 7. Complaint Process

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| 7.1. Awareness of Complaint Process |
| 1. Comment 1 2. Comment 2 |
| 7.2. Responsiveness of Staff to Addressing Complaint |
| 1. Comment 1 2. Comment 2 |
| 7.3. Follow-Up to Complaints |
| 1. Comment 1 2. Comment 2 |
| 7.4. Resolution of Complaints |
| 1. Comment 1 2. Comment 2 |
| 7.5. Additional Complaints |
| 1. Comment 1 2. Comment 2 |
| 7.6. Other |
| 1. Comment 1 2. Comment 2 |

# 8. Additional Feedback

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| 8.1. Topic 1 |
| 1. Comment 1 2. Comment 2 |
| 8.2. Topic 2 |
| 1. Comment 1 2. Comment 2 |
| 8.3. Topic 3 |
| 1. Comment 1 2. Comment 2 |
| 8.4. Topic 4 |
| 1. Comment 1 2. Comment 2 |
| 8.5. Topic 5 |
| 1. Comment 1 2. Comment 2 |
| 8.6. Misc. Topics |
| 1. Comment 1 2. Comment 2 |

# 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.

# 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.