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|  | Region 6 Disability Access Committee  **Focus Group Report** |
| Date: 9/14, 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 6 Disability Access Committee conducted a focus group of former, current, and potential one-stop center customers to gather customer feedback on 9/14/17, 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 | 3 |
| People with Vision Impairment | 1 |
| People Who Are Deaf or Hard of Hearing | 0 |
| People with Cognitive or Intellectual Disability | 0 |
| People with Other Disabilities | 2 |
| Family Members of People with Disabilities | 0 |
| Providers of Services to People with Disabilities | 0 |
| Past Recipients of Services Through the One-Stop Center | 0 |
| Current Recipients of Services Through the One-Stop Center | 3 |
| Potential Recipients of Services Through the One-Stop Center | 0 |
| People Age 16–24 | 0 |
| People Age 25–54 | 2 |
| People Age 55+ | 1 |
| Disability Access Committee Members Present | 2 |
| People Who Identify as White | 3 |
| People Who Identify as a Race Other Than White | 0 |

# 2. Physical Accessibility

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| 2.1. Getting to the One-Stop Center |
| 1. Not a problem getting to the One-Stop. 2. The bus doesn’t pull up to the building so there is still a block from the drop-off to the entrance. |
| 2.2. Transportation Used by Participants |
| 1. Friends, family, bus, self, vehicle sharing. 2. Uses Own Van. |
| 2.3. Ease of Access Outside and Entering the Building |
| 1. The ground is uneven, doors are too heavy and too close together. Automatic doors don’t work. There is a bump at one of the doors. 2. Better signage needed to mark doors and entrances clearly. |
| 2.4. Ease of Access Throughout the Building |
| 1. There are too many turns and twists inside the building. It is difficult to locate where you are supposed to be. It is intimidating. Downstairs is not wheelchair friendly. 2. Cords are on the floors and in pathways, but staff are helpful in recognizing the obstacles. The lobby is too crowded- struggle to get through, especially during interviews. Could the interviews be done upstairs? |
| 2.4. Accessibility of Signs Posted Around the One-Stop Center |
| 1. Restroom signage is helpful. Some signage around building good and some not helpful. No braille signage. 2. Adequate signage for parking. Internal signs pointing to main areas. |
| 2.5. Accessibility of Restrooms |
| 1. The upstairs restrooms are good. 2. No issues with the main level restrooms. |
| 2.6. Identified Barriers |
| 1. Power doors aren’t working, navigating the interior of building, especially when crowded. 2. Signage is inadequate. |
| 2.7. Other |
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# 3. Customer Service

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| 3.1. Welcome Upon Entering One-Stop Center |
| 1. Yes, I was greeted at the entrance. Staff always seem happy to see me. 2. Staff are friendly. |
| 3.2. Helpfulness of Staff |
| 1. Staff uses names as they get to know you which is helpful. 2. They go out of their way to help and accommodate needs. |
| 3.3. Lack of Helpfulness of Staff |
| 1. No issues or problems. 2. No negative interactions. |
| 3.4. Questions Answered by Staff in Helpful and Understandable Manner |
| 1. Staff are good at explaining things. 2. Staff go out of their way to help and explain things. |
| 3.5. Other |
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# 4. Accommodations and Communication

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| 4.1. Requesting an Accommodation |
| 1. I asked for accommodations for the NCRC. |
| 4.2. Providing Accommodations |
| 1. Able to enlarge screen on the computer. 2. Assisted with completing form. Slides were read out loud during resume class. |
| 4.3. Staff Responses to Accommodation Requests |
| 1. Staff are happy to help with accommodations. 2. Completed form for JAWS reading program. |
| 4.4. Ability of Staff to Communicate Effectively |
| 1. No problems communicating with staff. |
| 4.5. Accommodations That Would Be Most Useful |
| 1. Could use more large print materials. 2. Provide education on job keeping. |
| 4.6. Areas Where Help Is Needed at the Center |
| 1. Help to ensure training materials are available in a format for me in the classes. |
| 4.7. Other |
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# 5. Membership

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| 5.1. Help Completing Membership |
| 1. Yes, I received help completing the membership process and they answered my questions. 2. Yes, they provided a lot of guidance. |
| 5.2. Type of Help Needed to Complete Membership |
| 1. Good explanation of services and the process. 2. Too much Lingo, but they were helpful in explaining. |
| 5.3. Clarity of Questions Asked in Membership |
| 1. Too much lingo. 2. Staff sat with me to complete membership. |
| 5.4. Explanation of Services Available |
| 1. Staff were helpful in explaining services and answering questions. 2. Better communication of what classes are about would be helpful. |
| 5.5. Tour of One-Stop Center |
| 1. I didn’t have a tour. 2. No tour, but I knew where bathrooms were located. |
| 5.6. Other |
| 1. Explanation of classes on schedule would be helpful. I think a better display of flyers would be helpful and what is the black message board for? 2. More directions are needed about where key areas are located as well as the restrooms. The restroom sign downstairs is typically blocked by the staff that are helping customers. |

# 6. Workshops

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| 6.1. Experience Participating in Workshops |
| 1. Staff are helpful and accommodating in the workshops. 2. Workshops are helpful. |
| 6.2. Accommodations Needed to Participate in Workshops |
| 1. Larger print materials and info available ahead of time. Timeliness of accommodations so they are ready when workshop starts. 2. Workshops recorded. Language is an issue for some, more access to interpreters. |
| 6.3. Ease of Understanding Information Presented in Workshops |
| 1. Some of the materials were not usable due to the size of print, but the presenters read the slides aloud. 2. No problems |
| 6.4. Recommendations on Presenting Information in Workshops |
| 1. Provide workshops on tape as another option. 2. Be prepared with necessary interpreters. |
| 6.5. Availability of Staff to Provide Assistance |
| 1. Staff are helpful. 2. No problems |
| 6.6. Other Potentially Helpful Workshops |
| 1. Would like training on how to use search engines to do job search activities. 2. How to find work at home jobs and are they legitimate. |
| 6.7. Other |
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# 7. Complaint Process

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| 7.1. Awareness of Complaint Process |
| 1. No complaints were filed by participants. |
| 7.2. Responsiveness of Staff to Addressing Complaint |
| 1. NA |
| 7.3. Follow-Up to Complaints |
| 1. NA |
| 7.4. Resolution of Complaints |
| 1. NA |
| 7.5. Additional Complaints |
| 1. NA |
| 7.6. Other |
| 1. NA |

# 8. Additional Feedback

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| 8.1. Topic 1 |
| 1. Income is a problem and I can’t afford to always get to the center. Maybe a workshop on available transportation and funding would be helpful. This would also be helpful when getting a job. |
| 8.2. Topic 2 |
| 1. Workshops on keeping jobs would be helpful. |
| 8.3. Topic 3 |
| 1. Training on the difference between empowering and enabling. |
| 8.4. Topic 4 |
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| 8.5. Topic 5 |
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| 8.6. Misc. Topics |
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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.

# Adoption by the Local Workforce Development Board

This Local Workforce Development Board adopted this Report on 12/13, 2017.

# Submission to the State Disability Access Committee

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