

# REGION 1 DISABILITY ACCESS COMMITTEE Focus Group Report

Date: October 18, 2017

## Background:

- The State Workforce Development Board established a Disability Access Committee to lead a Statewide Disability Access Initiative to:
  - 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.

Region \_\_\_ Disability Access Committee Focus Group Report :: \_\_\_\_ Page **1** of **11** 

2017

### **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	2
People with Vision Impairment	1
People Who Are Deaf or Hard of Hearing	
People with Cognitive or Intellectual Disability	
People with Other Disabilities	1
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	2
People Age 55+	
Disability Access Committee Members Present	4
People Who Identify as White	2
People Who Identify as a Race Other Than White	

#### **Physical Accessibility** 2.

#### 2.1. GETTING TO THE ONE-STOP CENTER

- 1. As long as she takes the mini bus is fine but more difficult with city bus due to transfers
- 2. Gets here by rides and dropped off by the Town Clock.

#### 2.2. TRANSPORTATION USED BY PARTICIPANTS

- 1. Uses mini bus not city bus
- 2. Family

#### 2.3. EASE OF ACCESS OUTSIDE AND ENTERING THE BUILDING

- 1. Someone has always helped her. Sometimes the busses have a hard time getting in due to different events happening. Sometimes have to walk aways but the bus driver has assisted. Sheila or another person gets her to the elevator. Has been working Ron at IWD so when they are done he helps her to the bench outside to wait for the bus.
- 2. Used to take the bus but needs to go around the Town Clock. Not sure where the nearest bus stop is. Has taken the bus through the alley and then walked up along the side of NICC/IWD. Never used ramp entrance - not sure it was ever mentioned to her.

#### 2.4. EASE OF ACCESS THROUGHOUT THE BUILDING

- 1. Is it easy without someone walking with her? It would be okay but would have to spend more time getting acclimated. She and Ron will go into different rooms. Has anyone ever offered a tour? No.
- Inside the building is fairly easy to get around. For someone who can't get up the stairs, not sure there is 2. an elevator.

#### 2.4. ACCESSIBILITY OF SIGNS POSTED AROUND THE ONE-STOP CENTER

1. Has not paid attention to them and no one has posted them. Yes.

#### 2.5. **ACCESSIBILITY OF RESTROOMS**

- 1. Has always asked but has not been shown independently.
- 2. Knows where the bathrooms are.

#### 2.6. IDENTIFIED BARRIERS

- 1. Comment 1
- 2. Comment 2
- 2.7. OTHER
- 1. Comment 1
- Comment 2 2.

## 3. Customer Service

#### 3.1. WELCOME UPON ENTERING ONE-STOP CENTER

- 1. Yes.
- 2. Has to stand in line and wait and then is told they will be with you.

#### 3.2. HELPFULNESS OF STAFF

- 1. First few times no, but has made a pest of herself so they know her by name now
- 2. They could be more prompt in greeting.

#### 3.3. LACK OF HELPFULNESS OF STAFF

- 1. The first few times she came she wasn't educated and maybe they weren't' educated but now knows she needs to make appointments with staff. At first she was just coming in to get help but she needs to accommodate their needs as well.
- 2. They are helpful when they get to you.

#### 3.4. QUESTIONS ANSWERED BY STAFF IN HELPFUL AND UNDERSTANDABLE MANNER

- 1. Orientation as to how they could work together? The first time they met she thought it would be easy to get a job and thought as soon as she got signed up she could do from home but her computer acted up and she had to come in. Then she and staff had to get educated. Did they tell you at first how everything would work? The first time they told her what they had to do, fill out sheets, let them know what jobs she applied for, web sites, guite overwhelming and was irritated and depressed. Anything provided in braille or by email that she could go over at home? Lots in print but she asked for something electronic and received those when she asked. Helpful answer? Yes.
- 2. No.
- 3. Most of the time. Do you feel comfortable in asking them to repeat if you did not understand/ask for clarification? Yes.

#### 3.5. OTHER

1. Comment 1

Are they busy or does it vary? It varies – she does not come frequently, maybe once a month. Was working on something when there and needed to have someone to work with. Needs to continue practicing interviews. The interview stream was confusing. Was it a software issue? Maybe needs a little clarification on playback of interview stream.

When you come here and come in the door and make yourself known, do you know how to get to computer and know what needs to be done to get on sites? Depends on what sites needs to go to; asks for help. Worked with Jason for interview stream-needs clarification on how to play it back.

### 4. Accommodations and Communication

4.1.	REQUESTING AN ACCOMMODATION
1.	When asked for electronic information and she had to take the NCRC so they had to find reader. They don't have JAWS on their computers so Ron has been typing for her and helping her with applications.
2.	No. If you need one-on-one help, do they just touch base with you or sit down to show you how to do it? They show a little but not totally one-on-one. Maybe next time could ask for more one-on-one.
4.2.	PROVIDING ACCOMMODATIONS
1.	Yes. They send quite a few things by emails.
2.	Comment 2
4.3.	STAFF RESPONSES TO ACCOMMODATION REQUESTS
1.	Has had different sessions she had to attend and it was individualized as she asked what sessions she would go to (workshops) and did not have to ask again. Yes, just the first few times and it was just a matter of understanding and education.
2.	Comment 2
4.4.	ABILITY OF STAFF TO COMMUNICATE EFFECTIVELY
1.	Software on the computers or JAWS so it would speak what she types or what is on the screen and it would read it to her.
2.	Comment 2
4.5.	ACCOMMODATIONS THAT WOULD BE MOST USEFUL
1.	Is comfortable with asking and because she is here only 1 time a week or

every 2 weeks is not making a priority to learn her surroundings but maybe someone else would be or demands more independence. 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

Do you feel comfortable when a lot of people are around you when you are at IowaWORKS or be by yourself? Has never really spent a lot of time in computer area. Has been to the workshops and on computer. Few times used the computers for O\*net, it wasn't crowded.

### 5. Membership

#### 5.1. HELP COMPLETING MEMBERSHIP

- 1. Yes.
- 2. Has had to re-enroll. Came years ago for career readiness test. Did someone help you re-register? Yes.

#### 5.2. Type of Help Needed to Complete Membership

- 1. Someone had to write and type on computer.
- 2. Name and information were in there, had to look up old ID and password and someone assisted.

#### 5.3. CLARITY OF QUESTIONS ASKED IN MEMBERSHIP

- 1. Yes. But it was overwhelming.
- 2. Was able to understand.

#### 5.4. EXPLANATION OF SERVICES AVAILABLE

- 1. Is sure she knew that Amy has been sending her emails about open houses and job fairs. No one explained benefits planner.
- 2. Knew the computer area where you could do career exploration, work on resumes. How did you learn about those? Can't remember how found out

about career readiness-maybe VR. A few years later started coming back for workshops.

#### 5.5. TOUR OF ONE-STOP CENTER

- 1. NO
- 2. Was not shown around the center.

#### 5.6. OTHER

1. Any suggestions for the enrollment process? She should have let them know she was coming and they would have had more staff or someone available. Would it have been helpful to have material broken into different sessions? If you did call ahead, would you have wanted to get information ahead of time to review; what would have made the first time easier? She would like it in little chunks so she can understand better.

### 6. Workshops

#### 6.1. EXPERIENCE PARTICIPATING IN WORKSHOPS

- 1. She has attended a few and was the only one who attended the resume workshop and Andrea explained, went through her resume, made corrections which was helpful. Also worked with Andrea on interviewing.
- 2. Usually there were only a couple people in the workshops. Got one-on-one at that time.

#### 6.2. ACCOMMODATIONS NEEDED TO PARTICIPATE IN WORKSHOPS

- 1. Asked if she would send information which she did.
- 2. No accommodations at workshops.

#### 6.3. EASE OF UNDERSTANDING INFORMATION PRESENTED IN WORKSHOPS

- 1. All good presenters and were open to questions.
- 2. Did you feel information was understandable? Yes.

#### 6.4. RECOMMENDATIONS ON PRESENTING INFORMATION IN WORKSHOPS

1. Doesn't think anything was too hard to understand.

2. Comment 2

#### 6.5. AVAILABILITY OF STAFF TO PROVIDE ASSISTANCE

1. Yes.

2. Did they answer questions and take time to answer. Yes

#### 6.6. OTHER POTENTIALLY HELPFUL WORKSHOPS

- 1. Can't think of any.
- 2. Comment 2

### 6.7. OTHER

1. Comment 1

### 7. Complaint Process

#### 7.1. AWARENESS OF COMPLAINT PROCESS

#### 1. No. Does not know the direct steps.

2. No complaints and doesn't know how the complaint process to follow.

#### 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

When you do the Iowa Jobs website and it asks if you want to receive phone calls. She has not received any phone calls about job matches.

2.Comment 2

- 1. Comment 1
- 2. Comment 2

### 8. Additional Feedback

#### 8.1. GENERAL

Would a benefits planning workshop help? Yes but doesn't feel it would be for everyone.

Or knowing how to set it up.

Any other issues with finding a job that a workshop would help? Just hasn't found a job.

Attended one workshop that would help identify jobs that she would enjoy. Just hasn't found anything that she would be interested in.

Did an application to vision center for school district. Had help completing the application and has heard back from them.

Anything else she would like to share? She came in expecting more assistance and thinking it would be easy to find another job and it is not; frustrating.

We are hearing that it was very overwhelming. When she came it, was it really busy, could they have taken a number, root people out? How could they problem-solve that?

No suggestions from her. Didn't seem like it was overly busy when she came in. She sat down with someone to help her fill out paperwork and get ID. Ron and JoAnne sat down to explain things, was overwhelmed but they were very nice.

Did they follow up with her after that? No, she made an appointment.

IowaWORKS has helped her call DSM Unemployment.

Interview stream – wants more clarification on how to play the interview back, so

they can watch it again. Will ask the next time down here.

Wishes could come down more. What stops from coming down more? Could come more if parent could bring down. Could take the bus/mini. Trying to get appointments and other things done on days off.

Needs to work on interviews.

Since more individuals with autism spectrum, etc. may be a good idea to have someone who knows about Asperger's, autism at IowaWORKS as it relates to employment (get training).

Transportation with the City – needs to deal with getting more routes out to the west end. Wouldn't go to Asbury Library – only goes to Radford Road. Needs to get more connections to NICC-Peosta. Checked with RTA goes out at 8:30 a.m. and one at 2:45 p.m.

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

\_, 2017

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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.