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SYSTEMS CHANGE CODING SCHEME		Not Implemented (1)	Exploring (2)	Partially Implemented (3)	Fully-Implemented (4)								
(LWIA: _____) (DATE: _____)		No. - No evidence that this indicator is being met.	Not yet. Some evidence that an effort is underway to meet this indicator; that this LWIA is actively moving forward on the implementation of this indicator.	Yes. Evidence that implementation of this indicator has begun, or is partially in place in parts of the LWIA.	Yes. - This indicator has been fully implemented throughout the LWIA.								
<b>System Change Domains and Domain Indicators</b>													
<i>Notations in blue italics indicate questions in the DEI Site Visit / Interview Question Matrix that may yield relevant information. Notes on these may be referenced in considering the systems change indicators.</i>													
<b>Indicator Descriptions:</b> These are intended to explain and expand upon each indicator. They should be used holistically. They are not to be counted individually.													
<b>1. Capacity to achieve positive employment outcomes for customers with disabilities (CWD).</b>													
1A	LWIA has functional, integrated resource teams that facilitate the leveraging (e.g. blending and braiding) of resources for individual job seekers. <i>See DEI Question Matrix questions 10, 11, 12, 23, 26, 28, 30, 35, 37, 39</i>					IRT identifies job seekers with multiple challenges to employment and resource needs.	IRT maps resources across a wide-range of local generic and disability-specific service systems to identify employment resources for CWD.	IRT facilitates coordination and collaboration across multiple service systems for individual CWD seeking employment.	IRT leverages funds and resources with multiple service systems to benefit CWD seeking employment.	IRT goals are determined by the individual CWD.	CWD have positive perceptions of the IRT. They know what an IRT is and are involved in their IRTs' discussions about their service plan and employment situation.	CWD have a decision-making role in their IRTs.	
1B	LWIA One-Stops are accepting Tickets (with One-Stop, LWIA, or state as EN) and working with TTW holders. <i>13, 14, 15</i>					LWIA has a process in place for identifying and recruiting TTW holders.	LWIA has a process in place for facilitating co-enrollment of TTW participants in WIA.	LWIA has a tracking or follow-up system in place to help with TTW caseload.	One-Stop staff in the LWIA can facilitate the sharing of Tickets with VR or other Ens.				
1C	LWIA communications are inclusive and sufficient. <i>34, 48, 53, 54, 56</i>					LWIA and/or its One-Stop policy requires that all communication in all media (print, audio, visual, web-based, etc.) is universally accessible.	The One-Stop's communications, and information including Internet websites, are accessible (e.g. use of section 508 requirements).	Communications from the LWIA and One Stop staff use appropriate language when discussing individuals with disabilities / disability issues.	One Stop staff in this LWIA have received training on effective strategies for communicating with CWD.	Materials are available in formats that account for a variety of learning styles, and are also accessible to people who have limited or no reading skills (e.g., pictures, videos, audio-tapes)	As part of its efforts to provide universal accessibility, the One-Stop Center does outreach to people with disabilities, as required by WIA regulations. For example: the One-Stop holds Job Fairs, school-based events for youth, and/or disseminates information via brochures and social media.	Customers perceive the One-Stop communications as accessible. Data for this indicator will come from the Focus Groups.	One-Stop communications are accessible for CWD with different kinds of disabilities.
1D	LWIA's physical buildings are accessible. <i>53</i>					Individuals with Disabilities can use all physical portals of entry into the One-Stop system to the same extent as other customers.	One-Stops are in locations that provide optimal public transportation access so that people with disabilities and others who do not drive can easily reach the center.	One-Stop is accessible via public transit (i.e., it is on a bus/subway route).	One-Stop staff can tell customers how to get to the Center using public transit.	Facilities are entirely accessible, e.g., elevators, signage, emergency signals, etc.	Customers perceive the One-Stop as physically accessible.	The One-Stop is accessible for CWD with different kinds of disabilities.	
1E	LWIA One-Stops have full programmatic accessibility. Customers with disabilities can access all services (intensive and training) that are available to customers without disabilities. <i>10, 44, 45, 48, 49, 50, 53</i>					Staff are well trained in accommodating and working with customers with a range of different types of disabilities beyond those with mobility impairments, including those with sensory disabilities, cognitive disabilities and psychiatric disabilities.	CWDs are NOT offered a limited range of vocational/employment options because of limited access to training. For example, CWDs are not limited to food services, and cleaning.						
1F	LWIA staff have positive attitudes and good understanding of how to work with customers with disabilities to help them access employment services. <i>12, 33, 37, 39, 42, 47, 48, 49, 50, 59, 60</i>					LWIA and One-Stop staff attitudes towards CWDs appear to be positive, helpful, and supportive.	LWIA and One-Stop staff understand what accommodations are and work with CWD to ensure that they have equal access to all programs and services.	LWIA/One Stops have program of outreach and development activities to increase employers' and partners' ability to serve CWD.	All One-Stop staff know what services and resources are available to CWD. CWD are not 'funnelled' through a single person or DRC.				
1G	LWIA One-Stop staff regularly participate in training, so that there is continuous capacity-building. <i>40, 42</i>					One-Stop staff are aware of multiple opportunities throughout the year to participate in various trainings related to serving CWD. For example, they are aware of NDI or Workforce 3 trainings.	One-Stop staff participate in multiple opportunities throughout the year to participate in various trainings related to serving CWD. For example, they are aware of NDI or Workforce 3 trainings.						
<b>2. Coordination/Integration of Services</b>													
2A	The LWIA has partnerships (with public and/or private organizations) designed to facilitate the availability of services and employment opportunities for CWD. <i>6, 7, 11, 12, 16, 17, 18, 19, 20, 24, 25, 26, 27, 28, 29, 37</i>					LWIA, through its One-Stop, offers specific training and technical assistance to providers on effective strategies to help Individuals with disabilities obtain employment, including customized employment	The LWIA or One-Stop's partnerships that are designed to facilitate the availability of services & employment opportunities for CWD have current, active participation by all partners --the partnership does not exist on paper alone.						
2B	Within the LWIA/One-Stops, cross-agency training is used to maximize staff skills and knowledge about providing employment services to CWD (for example, WIA staff have access to VR staff trainings and vice-versa and do occasionally attend these trainings). <i>24, 25, 28, 42</i>					LWIA and/or its One-Stops use cross-agency training to instruct staff on effective strategies to help Individuals with Disabilities obtain employment, including how to refer customers.	Cross-agency training is conducted with partners or agencies outside the One-Stops, to maximize staff skills and knowledge about providing employment services to CWD (for example, WIA staff can attend a training sponsored by the MD school for the blind, and vice-versa).						
2C	Cross-agency technical assistance is conducted with partners or agencies within the One-Stops, to maximize staff skills and knowledge about providing employment services to CWD. <i>24, 25, 28, 42</i>					LWIA and/or its One-Stop use technical assistance to instruct partners on effective strategies to help Individuals with Disabilities obtain employment, including customized employment.							
2D	Cross-agency technical assistance is conducted with partners or agencies outside the One-Stops, to maximize staff skills and knowledge about providing employment services to CWD. <i>24, 25, 28, 42</i>					LWIA and/or its One-Stop use technical assistance to instruct partners on effective strategies to help Individuals with Disabilities obtain employment, including customized employment.							
2E	LWIA and One-Stops have policies and procedures in place that allow for blending and braiding, and/or leveraging of resources that facilitate access to employment services and employment opportunities for CWD. <i>6, 11, 16, 17, 18, 21, 23, 26, 28, 29</i>					LWIA and/or its One-Stops have written policies on blending resources (e.g. pooling dollars from multiple sources in a way that makes them indistinguishable) to increase access to employment services for CWD. For example,	LWIA and/or its One-Stops, have written policies on the braiding of resources (e.g. resources/funding streams from different agencies) to improve access to employment services for CWD. Braided funds remain identifiable and are used to create greater strength, efficiency or effectiveness in terms of access to employment services. For example,						
2F	LWIA's have policies and procedures in place that both facilitate and result in outreach to local employers regarding CWDs. <i>6, 7, 16, 17, 18, 19, 20, 21, 22</i>					LWIA and/or its One-Stops have written policies and known practices for reaching out to local employers. These may include: forums that provide information on the local workforce development system and its resources, position announcements for CWD, creating fair pay scales for available employment opportunities and providing job training services such as apprenticeship opportunities, job shadowing etc.							
<b>3. Customer Choice</b>													

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3A	LWIA offers flexible accommodation for CWD, regardless of disability type, in obtaining employment services. 6, 7, 10, 11, 12, 17, 33, 37, 39, 44, 45, 46, 47, 49, 50, 56, 57, 58, 59, 60				All One-Stop programs and services have been intentionally designed to be adaptable to accommodate a wide range of customers, including CWD.	LWIA and/or its One-Stops, use policies and practices that facilitate the customization of programs services to the needs of CWD.							
3B	Decisions about which employment services to use is customer-driven. 48, 49, 50, 52, 60				This item is about an active role for each CWD in his or her programming. Customers play an active role in identifying their own needs and the kinds of services necessary to become employed.	CWDs are consulted when strategies for the use of their existing subsidies are being discussed. LWIA and its One-stops have a systematic approach for collecting information (e.g. surveys, focus groups, small group discussions) from customers.	One-Stop administers customer surveys to collect information about their satisfaction with programs and services at least on an annual basis.	Customers know what to do if they have a complaint or a suggestion about their own service/programming.					
3C	CWD are involved and their input is considered during the design of products and services. 54				This item is about customers as a stakeholder group, having a voice in policy and program decisions at the One-Stop and/or LWIA level.	CWDs are consulted when new programs are being created or existing programs are being revised. LWIA and its One-stops have a systematic approach for collecting information (e.g. surveys, focus groups, small group discussions) from customers.	Information from customers is used for planning purposes.						
<b>4. Employer Support and Employer Partnerships</b>													
4A	There is active outreach by the LWIA and/or One-Stops to employers about the recruitment and hiring of CWD. 16, 17, 19, 20, 21, 27, 34				LWIA and/or its One-Stops, offers events for employers such as forums to discuss hiring needs and the LWIA's job candidate pool.	LWIA provides direct support through One-Stops or partners, for employers in developing position announcements, creating fair pay scales for available employment opportunities and providing job training services such as apprenticeship opportunities, job shadowing etc.	LWIA and its One-Stops have partnerships with local employers that facilitate access to workforce development system resources.	Outreach communications and One-Stop staff understand that IWDs have the same work ethic as other customers. They offer the same support and services to IWD that are available to other customers.					
4B	LWIA involves employers in strategic planning around CWDs and workforce development issues. 2, 3, 16, 17, 20, 28, 29				LWIA and its One-Stops engage local employers in their strategic planning processes to ensure that the workforce development system takes into account employer needs with regard to recruitment, workforce development system resources and the employment of CWD.	Employers perceive themselves as active partners in the local One-Stop's (or LWIB's) strategic planning activities?							
4C	LWIA has a communication protocol for reaching out to employers across a range of industries to engage them in CWD/workforce development issues, policies and practices. 7, 34, 54				LWIA and its One-Stop have a written communication plan that includes a protocol for communicating with local employers, the frequency and type of communications used as well as forums and other events that target employer needs.	LWIA and its One-Stops provide opportunities for employers to meet with workforce development staff to learn about arranging apprenticeship opportunities, subsidized employment, customized employment and other training opportunities.	LWIA communicates with employers on a regular basis about One-Stop services, employing people with disabilities, workplace accessibility and accommodation issues etc.	Employers are aware of One-Stop (or LWIB) outreach activities, and see themselves as playing an active role in developing workforce development policies and practices.	Outreach to employers about CWDs is not focused on particular industries (like food service and cleaning).				
<b>5. Development of new or enhancement of existing practices.</b>													
5A	LWIA identifies, develops and adopts practices and approaches in the use of customized employment. 9, 10, 12, 33, 44, 45, 46, 47				LWIA and its One-Stops use customized employment (e.g. individualizing the employment relationship between employees and employers in ways that meet the needs of both). It is based on an individualized determination of the strengths, needs, and interests of the person with a disability, and is also designed to meet the specific needs of the employer.	Customized employment may also include employment developed through job carving, self-employment or entrepreneurial initiatives, or other job development or restructuring strategies that result in job responsibilities being customized and individually negotiated to fit the needs of individuals with disabilities.	One-Stop staff have been trained to create employment positions for specific job seekers through customized employment and negotiation						
5B	LWIA identifies, develops and adopts practices and approaches in the use of IRTs. 9, 10, 12, 33, 39, 44, 45, 46, 47				IRTs work on behalf of customers with disabilities to increase access to employment and related services.	IRTs are customer focused, meaning that agencies collaborate through the blending and braiding of resources to increase access to employment and related services.	Each customer with a disability that registers at a One-Stop is assigned to an IRT.						
5C	LWIA identifies, develops and adopts practices and approaches in the use of blending and braiding/leveraging resources. 9, 10, 12, 33, 44, 45, 46, 47				Blending resources may include the coordination of community- and program-level strategies for using separate categorical funding streams together to support seamless services. This strategy is known as "braiding," because separate funding streams are wrapped together to support	Pooling is a strategy often used by public agencies in which funding streams are blended into one funding pool.	Decategorizing funds makes funding streams less "categorical" by removing, reducing, or aligning requirements and regulations. Funds from more than one program are "blended" into a unified funding stream.						
5D	LWIA identifies, develops and adopts innovative practices and approaches in the use of self-employment. 9, 10, 12, 33, 44, 45, 46, 47				Self-employment training programs include staff support to conduct a market analysis to determine the most appropriate type of business for individual customers. This process may include a business plan and discovery process.	Self-employment is used to customize a business idea so that it aligns with a customer's strengths and needs.							
5E	YOUTH STATES ONLY: LWIA identifies, develops and adopts practices and approaches in the use of Guideposts for Success. 9, 10, 12, 33, 44, 45, 46, 47				LWIA and its One-Stops offer career preparation and work-based learning experiences for youth with disabilities.	LWIA and its One-Stops offer youth development and leadership opportunities, existing workforce development resources, and family involvement to help youth seeking employment.	Do One-Stops use Career Assessments to identify school or post-school interests of youth?	Do One-Stops offer trainings or seminars that expose youth to different kinds of jobs, including information about educational requirements, income, and benefits from different careers?	Do One-Stops offer training for youth that is designed to improve job-seeking and job workplace skills?	Do One-Stops offer on-the-job training experiences and training for youth on how to request appropriate supports and accommodations from school staff, training instructors and employers?	What are youth customers' perceptions of the availability of these Guideposts? When they are available, how useful are they in terms of preparing youth for employment?		
5F	LWIA identifies, develops and adopts DEI strategies in the use of Disability Resource Coordinators (or, in comparison sites, other specialized positions, such as CWICs or DPNs). 3, 4, 5, 9, 10, 12, 33, 44, 45, 46, 47				To what extent do DEI strategies implemented by each grantee include the program components specified in their grantee applications?	To what extent do DEI strategies implemented by each grantee include the program components specified by DOL?	What are One-Stop staff perceptions of the quality and effectiveness of DEI strategies implemented by each grantee?						
5G	LWIA identifies, develops and adopts practices and approaches in the use of asset development programs. 9, 10, 12, 33, 44, 45, 46, 47				Asset development strategies include information and training in any of the following areas: Earned Income Tax Credit, Financial Literacy, use of SSA work incentives, individual development accounts, home ownership assistance and information, entrepreneurship, affordable financial services (taxes, book-keeping), family self-sufficiency training and information.								
5H	LWIA identifies, develops and adopts practices and approaches in the use of partnerships and collaboration. 9, 10, 12, 33, 44, 45, 46, 47				Includes coordination across multiple service systems, establishing and implementing written plans that describe strategies for partnership outreach.	Co-location along with integration of services, leveraging of available funds and sharing expertise across agencies.	Use of integrated case management and reporting systems that used by multiple agencies.						
<b>6. Dissemination of Effective Practices and Outreach to the Disability and Employer Communities</b>													
6A	Effective methods of communication to the disability (youth and/or adult) and employer (and educational-youth grantees) communities are used to achieve knowledge transfer. 3, 8, 24, 25, 34, 45				LWIA and its One-Stops develop and disseminate materials on effective practices related to workforce development. This may include: information for providers on effective practices (e.g. customized employment, self-employment, integration of resources), how to implement effective practices, research that includes customer outcomes tied to selected strategies.								








What are system members' views of the impact of the DEI on customer outcomes? Has the system contributed to better or worse customer outcomes? What are the key factors contributing to this better or worse outcomes? To what extent can the current situation be attributed to the workforce development system?
