

**Reviewing a Universal Access
Framework:
Improving Career Center Services
for Job Seekers with Disabilities**



Presentation Goals

- Overview of the Nashville Career Advancement Center (NCAC)
- Review of Work Incentive Grant services
- Discussion of a Universal Access Framework

What is NCAC

- **Member of Metropolitan Nashville Government**
- **Administrator of WIA funds for Nashville and three surrounding counties**
- **Recipient of a first round Work Incentive Grant**

Career Access Network Services

\$1 million ends June 30, 2003

- Special Services Facilitator
- Accessibility audits and assistive technology
- Transportation to One stops
- Employer education activities
- Soft Skills work with graduating youth with disabilities in transitioning classrooms

Grant Accomplishments

From 4/1/03- 2/28/03

- Over 1300 customers served
- 489 enrolled into WIA
- 55 received ITAs
- Over 100 Youth with disabilities served
- 65 employers served
- Assistive technology in all of our locations

Universal Access Framework

A Universal Access Framework is a way of reviewing the world of services to one stop users with disabilities, with a focus on meeting the needs of those customers.

Assumptions

- **The goal is to create a system for all users, not build a separate system.**
- **Customers will be coming in either by themselves or with an advocate**
- **Customers with disabilities are already using the one stops**
- **The purpose of the one stop is to serve all customers... but it is the funding stream that determines the level of service**

Aspects of the Universal Access Framework

- Facilities
- Technology
- Resources
- Service Systems
- Staff availability

Implementation tips:

- **Review is a continuous process**
- **Run on parallel tracks: It will take more time to improve in some areas than others, and time will be wasted if you wait.**
- **Include customers in the review process**
- **Keep in mind the broad range of disabilities in your review**
- **Bring “content experts” to the table**
- **Keep a “No guts no glory” attitude in confronting your system**

Outcomes of a more accessible One stop

- More customers with disabilities will utilize your services
- More issues will arise
- System will be better used to addressing issues
- Resources will be in place to meet ongoing needs

Contact information

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