

**2003 Heartland Symposium**  
**Employing People with Disabilities:  
Providing Integrated Services Through The  
Workforce Development System**

**Lessons Learned From the  
Work Incentive Grantees:**

**New Freedom and Economic Advancement  
For Persons with Disabilities**

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## **Work Incentive Grants (WIG)**

- ✦ Funded by the U.S. Department of Labor Employment and Training Administration (DOLETA)
- ✦ Improve One-Stop Services for People with Disabilities
- ✦ Forty-six Projects funded across the United States
- ✦ Law, Health Policy & Disability Center provides technical assistance to grantees, regional offices, and Department of Labor

## **WIG Reference Information**

- ✦ Round 1 Awarded WIG Grants:
  - <http://wdsc.doleta.gov/sga/awards/00-107award.asp> (List of Grantees)
  - <http://wdsc.doleta.gov/sga/sga/00-107sga.htm> (Background)
- ✦ Round 2 Awarded WIG Grants:
  - <http://wdsc.doleta.gov/sga/awards/02-101award.asp> (List of Grantees)
  - <http://wdsc.doleta.gov/sga/sga/02-101sga.htm> (Background)
- ✦ One-Stop Toolkit Website:  
<http://www.onestoptoolkit.org>  
The site provides tools, resources, and references to DOLETA grantees who are seeking to improve the breadth of services they offer in the area of employing people with disabilities and to support integration of these services within the One-Stop Center system, as well as others who are seeking to help improve employment outcomes for people with disabilities.
- ✦ National Center on Workforce and Disability/Adult (NCWD)  
<http://www.onestops.info/>  
NCWD provides training, technical assistance, policy analysis, and information to improve access for all in the workforce development system.

# **Workforce Development System**

## **Core Terms**

- ✦ Workforce Investment Boards (WIBs)
- ✦ Universal Access
- ✦ One-Stop
- ✦ Core, Intensive, Training Services
- ✦ Seamless
- ✦ Dual Customers
- ✦ Performance Driven

## **WIG Lessons Learned**

- ✦ One-Stop Accessibility
- ✦ Training and Education
- ✦ Marketing and Outreach
- ✦ Innovative Program Designs
- ✦ Interagency Coordination

## Outcomes

- ✦ Availability of accessible work stations for computer use
- ✦ Removal of physical and program access barriers
- ✦ Developed and implemented plans that removed many communication, physical and other program barriers
- ✦ Creation of Universal Access Working Groups to improve services and supports
- ✦ Recruitment of members with disability perspectives to be appointed to the Local WIB and State WIB
- ✦ Increase of traffic flow of customers with disabilities within One-Stops
- ✦ Improved service coordination
- ✦ Active involvement in evaluation of One-Stop access and customer satisfaction resulting in policy and procedural changes
- ✦ Established permanent links with the Benefits Planning, Assistance, and Outreach program
- ✦ Increased employer involvement through Business Leadership Networks
- ✦ Modified core training for all frontline One-Stop staff to include disability awareness
- ✦ Created Disability Resource Specialists to navigate maze of benefits and services
- ✦ Became Employment Networks for Ticket to Work program

## **New Freedom and Economic Advancement For Persons with Disabilities**

- ✦ Individual Training Accounts (ITAs)
- ✦ Individual Development Accounts (IDAs)
- ✦ Individual Budgets (Independence Plus Template)
- ✦ Individual Tickets (Ticket to Work)

### **Challenges**

- ✦ Brining together different philosophies and organizational beliefs
- ✦ Establishing and sustaining effective collaborators
- ✦ Blending financial support to customize solutions
- ✦ Ending disincentives implicit in current performance standards
- ✦ Establishing and maintaining employer interest and investment