

Work Incentive Narrative Report

Grantee Name: ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Date Submitted 1/24/2005	Grant No. WI133770360	Report Period 12/31/2004
Grant Status	<p>The implementation of the Grant continues to see significant change. We have had some disappointments with the 2 Navigators Helen Mills and Andrew Moody leaving their positions to take full time jobs with the State and Goodwill Industries. They both are missed and accomplished so much at their One Stops which set a standard for the next Navigator to reach for excellence.</p> <p>The Hiring process is very slow and having significant challenges because the State personnel is moving very slow on signing off on new hires. We have 3 new Navigators ready for hire but the Personnel office has been setting on all hires and this is effecting all State Hiring. We have been complaining to the Directors but in some cases it is taking a Month to hire someone.</p> <p>The good news. The Comprehensive One Stops have shown great interest and increasingly new interest and is requesting training and help with setting up more accessible sites. The training on Disability awareness and Assistive Technology has been a great success. I must praise Sue Lehew AT Specialist for the State RSA program with Statewide responsibility and BJ Bolenger from Arizona Center for Blind and Visual Impairment Technical Department who is doing the training in Each One Stop. We help to assess what is needed and explain that the training grant is a 3 year project because in the past we no realized that we can buy all the technology and place it in a resource room but if no one is trained to update and use the equipement and resources and there is not contining education the equipment becomes a waste.</p> <p>The navigators have become members of advisory boards. We have input to all Pvt. and Agency Boards. Business, NEPTA meetings are regularly attended and a discusion of services to persons with Disabilities is always included in the agenda. Numbers of participants with disabilities are coming to the One Stop. VR counselors are having a change in attitude about working at the One Stop. One Counselor who was reluctant to work at the One Stop just wrote to me about having 70 referral this year and the resources have helped the consumers benefit and find resources and go to work. He added, "I want to work here all the time it great place after learn what is here for the consumers". He continues to say the Navigator has been a great resource for him and the consumers and persons with disabilities are recieving quality services and work placements.</p> <p>Many One Stops are begining to ask for more participation. ACBVI BJ Bolenger and her co-workers have created a website that has become a show place to allow consumers to find resources on accessibility equipment and services. ATarizona.com links to Vitueal One Stop and allows enrollment to the One Stop Center, Access to all partners are linked to the website. With a click of a mouse a consumer and partners can check out what equipment is at the One Stop and see pictures of the One Stop facility. They can get directions and contacts to support services. There will be pictures of improvements and accessible doors and restrooms and resource room equipment. The have email and contacts and names of providers so consumers have someone personally to approach. The value is that One Stop can share and see what others are doing and how others are finding ways to share resources and make their One Stop accessible and have services ready for consumers. This is working to create systems change and</p>	

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	<p>show what and how this occurring around the state.</p> <p>We are so proud of YPIC Yuma One Stop which was the first One Stop feature on the website. Training was attended by 44 One Stop Staff and partners. The Administrator and staff made the training mandatory and said they have made a commitment to remove all barriers. The training staff had an 18 hour day to travel and teach two but the acceptance and the modification and the over-attitude chan</p>
<p>Grant Status Continue</p>	<p>ge was amazing we floated home know that a real impact was made. 3 Navigators were involved and must be praised for the organization and performance to make this real success. This has spread to Sierra Vista who has a new building and we the training was able to go the landlord to have parking signs and signage installed for accessible use. Nogales with the Grant Navigators (the Roxy's) have a fully accessible program (waiting for Video interpreting which is coming) and has connected with the Youth programs and Literacy program to make the Nogales Center a show place and a wonderful example of what can be done in rural sites. Yuma has become the busiest One Stop in the state of AZ. Goodwill in increasing its staff in Flagstaff, Yuma, and Phoenix as a satellite One Stop. There is huge investment into attending the training and purchasing equipment. We are still havin Obstacles and Barriers. The overall picture is we have done so much but we have so much more to do. We have started to talk with New Mexico and many Tribes about attempting to secure a grant to begin One Stop and Navigator activities on the Native American sites.</p> <p>The navigators attend and share with Employment Administration and EXPOS and Disability Awareness and Job EXPOS are always attended. The Navigators are increasing the outreach to consumer groups to spread the word on what happens at the One Stop Career Centers.</p> <p>We are seeing major construction to remove old physical barriers directly from Navigator influence. Navigtors have made significant changes and eagerly promote change and barrier removal. Mountain View NW Phoenix has started remodeling bathrooms which were not accessible. The Cost is \$60,000 dollars and the state has committed even more to remove barriers ending a 10 year fight to move away from the "we are grandfathered and don't have to make Changes" attitute. We have pictures on the website coming showing what is happening to really make significant change in the communities. We continue to say, "we have built it and they will come" to now we are adding "consumers are getting services and feel good to come". There isn't anywhere who hasn't heard of the Navigators. We are very proud of what we are doing and get very emotional about what we have accomplished. The current Navigators are doing a great job. We have trouble spots but we are making a Difference.</p>
<p>Obstacles</p>	<p>Space issues and sharing resources are some of the biggest barriers. The navigators have tried very hard to be recognized as One Stop Staff not RSA staff. We are promoting the idea of One Stop Identity. Still each County and City and Agency wants to toot their horn and keep their name on the front of cards, signage, and respectful areas. Other barriers are politics and administrations attempting to control each other and they maybe a One Stop but inside the partners are "together but seperate" boxed in and no working together. Unhappy staff make for poor customer services. Everyone needs</p>

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	<p>training on Caring is contagious and Customer Service. The Navigators meet the community with a smile, warmth, genuine integrity. Many managers are fearful of the WIA not being signed and WIA reauthorization not moving forward. Many workers have been put into the box and only respond when they need to meet their considered area. Some staff have no idea and do not talk to others about what they do. So if someone is not busy it creates hostile and negative work place. Attitudinal barriers are the biggest barriers to change. When someone does really great work there is no reward system. Money for resources and equipment to do the up grades, continued training, and installation plus legal aspects has been a barrier. I am lucky that RSA has made such a contribution to the Navigator program and lends support to the One Stops as a significant partner. We are seen as helpful, motivating, knowledgeable, team builders, and hard workers. We run into old negatives and old relations that seem to continue fostering negative and destructive to the One Stop. The failure to read the rules, to make things happen because change is needed and what many would call mean spirited attitudes exist too often and is a power struggle the creates long deep scars that have long lasting effects. The faith to go ahead spend the money and do the right thing is also a barrier that managers are afraid. When the Yuma office made such a commitment and became more open and aggressively went and spent the money the change was positive and relaxed and new partnering is occurring. We have been promoting the One Stop system to become Employment Networks. We see fear to take on more challenges and duties. We are continuing to educate and share with the partners and old barriers are hard to break but we are developing a Chisel award to break barriers and walls.</p>
<p>Obstacles Continue</p>	
<p>Sign Accomp</p>	<p>The grants are in place, Navigators are being included in significant meetings and boards. We see old buildings remodeled and restored and consumers coming to Access the career centers. New hope and new ideas are springing up. The times the Navigators meet the sharing of ideas and uninhibited discussions on problems and how to focus and approach trouble spots are wonderful. The services are seeing more participation of members and positive remarks that the One Stop is a good place to work. The communication is better and received without fear that someone is a spy or mystery shopper and that Navigators and the Staff are helping to teach, share and supply much needed experience, and equipment that are used by all consumers.</p>
<p>Sign Accomp Continue</p>	
<p>Short Term</p>	<p>It is clear that we have accomplished many goals and are on target to make signifant changes. We have our problems with space, timeliness of accomodations, assessments, long term bias, and workers who don't like any change. We have lost good employees but they were good employees and went on to better jobs for their growth and will continue to help others with the knowledge they gained as a navigator. We are so proud of the real achievements in the interest and realizations that a little sharing and kindness will change the world and make Access for All a reality for job seekers. We have so</p>

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	<p>much to brag about and proof that this is working. The Navigators also have some old tree roots that are only going to be moved by involving more than a Navigator and will take some big shoes, strong hearts, go sense, wisdom, and dynamite to break the negative influence of self serving politics and obstructionaries and allow these programs to grow. The Navigators are very pleased with the training and audio conferenceing. Thats to Laura and the whole staff the Navigators do not feel isolated or alone in there daily challenges. Get resources are at our finger tips.</p>
Short Term Continue	
Outst Questions	<p>Hoping the Re-authorization is signed to relax our WIA friends who are worried. We want to know about continued funding for Navigators. I want to know about sharing Ideas among other states and having cross training on what works. We need some feed back on how we are doing compared to other states. Is the Navigator program going to be expanded to other states.</p>
Outst Questions Continue	