

DISABILITY PROGRAM NAVIGATOR INITIATIVE

Navigator Demonstration: The DOL and SSA Vision

Disability Program Navigator (Navigator)

The Navigator initiative is:

- ❑ A demonstration project,
- ❑ Jointly sponsored by the U.S. Department of Labor's Employment and Training Administration (DOL) and the Social Security Administration's Office of Program Development and Research (SSA),
- ❑ Which includes training of Navigators, and
- ❑ An evaluation of the Navigator initiative.

Purpose

The Navigator initiative is designed to:

- ❑ Provide seamless and comprehensive services to persons with disabilities in One-Stop Career Centers.
- ❑ Increase employment and self-sufficiency for Social Security beneficiaries and others with disabilities.
- ❑ Facilitate access to programs and services.
- ❑ Facilitate linkage to the employer community.

Navigators

- There are approximately 227 Navigator positions. Of this number, Navigators cover approximately 214 One-Stops in seventeen states. Some Navigators are housed in the same One-Stop, and some Navigators serve as lead navigators and thus cover the state.
- The map on the next slide represents the seventeen states that have entered into cooperative agreements to implement the DOL-SSA jointly sponsored Disability Program Navigator demonstration initiative.

The seventeen states include:

- Arizona
- California
- Colorado
- Delaware
- Florida
- Illinois
- Iowa
- Maryland
- Massachusetts
- Mississippi
- New Mexico
- New York
- Oklahoma
- Oregon
- South Carolina
- Vermont
- Wisconsin

SSA Collaborations

- Benefits Planning, Assistance and Outreach (BPAO) Program
- Utilization of the Ticket to Work and Employment Networks
- SSA Field Offices

Law, Health Policy & Disability Center

The Department of Labor has contracted with the Law, Health Policy & Disability Center (LHPDC) of the University of Iowa College of Law, to help build system capacity through:

- Training
- Technical Assistance and Information
- Evaluation

Navigators are trained on:

- ❑ SSA employment support programs
- ❑ One-Stop partner funded programs
- ❑ Other programs that impact successful employment

The Navigator Experience

Navigator Evaluation

Results: Time Allocation

This review helps assess whether there are changes in Navigator's time allocation for specific activities during any given quarter.

- Over the course of the first three quarters—January through September 2004—Navigators reported allocating the majority of their time on the following activities:
 - a. Navigator Training and Development, b. Service Collaboration, c. One-on-One Customer Contact, and d. Information and Referral.

Time Allocation

- Between the first and third quarters, the amount of time allocated to activities such as Navigator Training and Development and Training and Education decreased, while the amount of time allocated to activities such as One-on-One Customer Contact, Information and Referral and Relationship Building with Employers increased.
- These results are to be expected since Navigators spent a majority of the first quarter on continuing to develop their own knowledge and skill areas, as well as to train and educate the One-Stop staff within the Centers that they cover.
- During the subsequent quarters, Navigators applied the skill sets they had developed and utilized their networks to make connections between partners both within and outside of the One-Stop system to identify strategies and resources to remove barriers to employment for job seekers with disabilities.

Time Allocation Composite									
	Jan	Feb	Mar	April	May	June	July	Aug	Sept
Service Collaboration	16.6%	19% (+2.4)	18.7% (-0.3)	17.3% (-1.4)	16.5% (-0.8)	16.7% (+0.2)	14.3% (-2.4)	15.4% (+1.1)	15.6% (+0.2)
Training and Education	11.9%	11.6% (-0.3)	12.4% (+0.8)	10.2% (-2.2)	10.8% (+0.6)	11.7% (+0.9)	8.3% (-3.4)	9.5% (+1.2)	8.9% (-6.6)
Relationship Building with Employers	9%	9.5% (+0.5)	11% (+1.5)	10.1% (-0.9)	9.9% (-0.2)	9.8% (-0.1)	6.2% (-3.6)	10.6% (+4.4)	7.3% (-3.3)
One-on-One Customer Contact	14%	15.2% (+1.2)	16.3% (+1.1)	16.7% (+0.4)	16.1% (-0.6)	17.3% (+1.2)	15.2% (-2.1)	16.7% (+1.5)	15.5% (1.2)
Accessibility Problem Solving	9.9%	10.2% (+0.3)	12% (+1.8)	9.6% (-2.4)	9.7% (+0.1)	9.5% (-0.2)	6.9% (-2.6)	5.9% (-1.0)	6.3% (+0.4)
Information and Referral	12.6%	13.4% (+0.8)	15% (+1.6)	14% (-1.0)	14.1% (+0.1)	14.5% (+0.4)	12.5% (-2.0)	14.1% (+1.6)	12.8% (-1.3)
Outreach to Consumers	12.1%	13% (+0.9)	15.2% (+2.2)	10.1% (-5.1)	11.1% (+1.0)	11% (-0.1)	9.7% (-1.3)	9.5% (-0.2)	9.5% (0)
Navigator Training and Development	24%	20.5% (-3.5)	18.9% (-1.6)	15.3% (-3.6)	16.1% (+0.8)	15% (-1.1)	14.3% (-0.7)	15.2% (+0.9)	13.9% (-1.3)

Systems Relationships: Improvement of Collaboration

This review helps us to learn the level of activity and outcomes/results Navigators experienced with the 24 identified areas for potential systems relationships.

- Over the course of the first three quarters—January through September 2004—Navigators reported they experienced the most “significant activity” with “significant outcomes” with the following entities:
 - a. One-Stop Front-Line Staff to provide Core Services,
 - b. Vocational Rehabilitation Counselors for developing systems relationships,
 - c. One-Stop Counselors to provide Intensive and Training Service,
 - d. Benefits Counselors from the Benefits Planning, Assistance and Outreach Project (BPAO), and
 - e. Other Disability Related Organizations for developing systems relationships.
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Linkages with Medicaid / Medicare Services

- Navigators report the following types of relationships/linkages with Medicaid/Medicare Services:
 - Provided training to all staff members on work incentive for individuals receiving SSI/SSDI benefits such as the (Ticket to Work), Plan for Self Support, Blind Work Expenses, Extended Period of Eligibility, Continuation of Medicare, Continuation of SSI, Continuation of Medicaid, IRWE, Disability Etiquette and Disability Sensitivity. Staff members are better equipped with regard to working with individuals with disabilities and the new initiatives to increase persons to use the Ticket to Work program. This has increased coordination of services and training in the One Stops through the local BPAO as well as Protection and Advocacy for Beneficiaries of Social Security (PABSS) in all three counties. (Navigator in Maryland)
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Linkages with Medicaid / Medicare Services, cont.

- I recently met a customer who is a concurrent beneficiary working 10 hours per week within a local bakery for which she is earning \$5.15 per hour and who is living within a congregate care living environment associated with our local mental health agency. She was referred to me because she is on the verge of moving into her own "non congregate care" apartment, which will eventually cause her SSI and SSI related Medicaid to cease. Therefore, she was justifiably concerned about not being able to access her medication because of loss of her Medicaid, but I assured her that the local Medicaid office will not discontinue her Medicaid without evaluating her eligibility for any other medical insurance programs. Thereafter, I contacted our local Medicaid Buy-In eligibility specialist and assisted the customer with filing an application for the Medicaid Buy-In. (Navigator in New York)₁₆

Linkages with Medicaid / Medicare Services, cont.

- Working closely with the Benefit Counselor from the BPAO program, joint training was performed at the Montpelier office of the CIL on Medicaid. Navigators, BPAO, Peer Advocates and others attended the two-day training 19-20 February 2004. The training was excellent and provided an opportunity for all to network with each other. (Navigator in Vermont)
- Met with 55-year old with paraplegia and SSDI of \$2,000. Had not worked for five years. Masters degree. Inquired about employment supports and upgrading computer skills. Shared work incentive education including Medicaid buy-in. He recognized power of benefits planning and decided to pursue as career. Referred to BPAO benefits planner. Linked to Social Security for training and certification. He purchased his own computer. Linked to new transportation project, One-Stop center, and BPAO for work. (Navigator in Iowa)

In Their Own Words

**What Navigators expressed
about the DPN Initiative**

Mary Lynn ReVoir

(Navigator in Iowa)

- As this position evolves and we continue to learn more information, it is evident the Navigator can play a significant role in the community! Having the opportunity to educate others about people who have disabilities and to erase myths is an extremely exciting venture and I enjoy this challenge every day! Being an “agent of change” is an awesome responsibility. It appears evident with all the contacts we are making and with all the areas we are offering our services, the Navigator holds the keys to open the door and positively impact change among the citizens of our communities.

Robert Van Fleet

(Navigator in California)

- Based on the responses I've heard from our One Stop staff and other community providers of services to people with disabilities, there is strong agreement that the DPN concept is a good way to address the complex challenges of achieving universal access to services, integrating "specialized" and "generic" services, and, ultimately, increasing the rate of employment of people with disabilities.

William Weeks

(Navigator in Maryland)

- I certainly feel a sense of purpose filling the role as a Navigator. I truly believe that this initiative should be an ongoing endeavor for the sake of the population we serve. When we wake up in the morning, and we can't find any other reason to come to work, think about the people you have empowered to become their own best change agents, and they have now gone on to find success. This reason alone should be enough to continue striving for the mark of perfection, understanding that your self worth isn't measured by money; however it is measured by the smiling faces of customers that have risen above their current circumstances to become successful in the workforce arena.

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Points for Discussion

- ❑ Dissemination of information about the Disability Program Navigator Initiative
- ❑ Opportunities for Collaboration