

New Disability Program Navigator Individualized and Self-Paced Training Assignments/Activities

All newly hired Disability Program Navigators in Colorado receive up to 16 hours of individualized training designed to familiarize them with the roles and responsibilities of the Disability Program Navigator. This training is provided by the Disability Program Navigator Coordinator usually within the first two weeks of being hired as a Disability Program Navigator. The individualized training topics include:

- The roles and responsibilities of the DPN

- Overview of the history of the DPN Initiative in Colorado

- Overview of the Colorado Workforce System

- Overview of key partners in the local community

- Disability Awareness Training

- Overview of tools and resources available to the DPN

- Review of the activities and progress made by previous DPN to insure continuation of existing projects and relationships

- Overview of Assistive Technology available in the Workforce Center

- E-Colorado web portal usage by DPNs

- Quarterly reporting requirements

- Initial Assignments

Upon completion of the individualized training the new DPN is provided with CD ROM containing additional information and resources. The DPN is also provided with additional self-pace training assignments and an agency contact assignment to familiarize them with community resource and begin building relationships with community partners. The initial assignments and the agency contact assignment are listed below.

New DPN Initial Assignments

- Go to the Colorado WIN Partners Website, Colorado DPN page <http://www.cowinpartners.org/colorado-dpn.asp> review the following information:

Colorado Department of Local Affairs Website
Colorado Workforce Development Council Website

Review the Colorado's Disability Program Navigators and Systems Change and Employment Initiatives: An Evaluation Report

Review the Assistive Technology available at the Workforce Center link after reviewing the link, locate the Assistive Technology in your Workforce Center and begin familiarizing your self with these items.

Review the entire Disability Program Navigator Resources section of the Colorado WIN Partners Website Disability Program Navigators Page.

- Contact the Workforce Centers in Boulder County, Durango, Fort Morgan, Rocky Ford, Arapahoe/Douglas County, Colorado Springs and Grand Junction. Introduce yourself to the DPN in each workforce center, find out who the director of their center is, who does the DPN work for, how long have they been a DPN and who is the Benefits Planner they refer customers to?
- Complete the **Online Web Course: "At Your Service: Welcoming Customers with Disabilities"**
<http://www.wiawebcourse.org/>
- **Navigator Resources Index**
<http://disability.law.uiowa.edu/lhpdc/projects/navigator/index.html>
Review all sections listed and book mark resources from the training manual that was distributed at the November 2003 and November 2004 training.
- **GAO Report--Workforce Investment Act: One-Stop Centers Implemented Strategies to Strengthen Services and Partnerships, but More Research and Information Sharing is Needed (June 2003)**
<http://www.gao.gov/new.items/d03725.pdf>
Review for a better understanding of the Workforce Investment Act and serving Persons with Disabilities
- Go to the Colorado WIN Partners Website, Resource Page
<http://www.cowinpartners.org/resources-guide.asp>

Review these resource guides:

Project WIN Resource Guide, third edition

Family-Directed Transition Planning Guide

Universal Access: A Resource Guide for Colorado's
Workforce Centers

- Review the recent quarterly reports from selected workforce centers to become familiar with past activities of DPNs and the report it's self. **(This information is on a CD provided to DPN during initial training with DPN Coordinator)**
- Review Tri-County Disability Awareness Manual **(This information is on a CD provided to DPN during initial training with DPN Coordinator)**
- Review Denver Assistive Technology Manual **(This information is on a CD provided to DPN during initial training with DPN Coordinator)**
- Review Colorado JobLink User's Guide, review DPN instructions MS Word Document 1st then review user's guide. **(This information is on a CD provided to DPN during initial training with DPN Coordinator)**

New DPN Agency Contact List

As a new DPN please contact the following agencies and introduce yourself to them. Please try to schedule a time to meet with a representative from these agencies to conduct an informational interview to gather information about the services that they provide for persons with disabilities and to the general public.

Try to gather information that will help you be able to coordinate services between these agencies and the customers that the workforce center will be serving. Some of the information you will want to learn is:

- What services are offered?
- What are the eligibility requirements?
- What are the hours of operation?
- When are applications accepted?
- What limitations are there on services?
- Is there a waiting list for services?
- How long does it take for an applicant for services to be determined eligible or ineligible for services?
- How does the agency prefer customer contact them?

- How would the agency like to handle the referral of customers between the workforce center and them?
- Does the agency have any regulations around the sharing of information or is a release of information required?
- Does the agency have any current memorandums of understanding between itself and the workforce center?
- Who is the person that the workforce center can contact at this agency when customers need to be referred?

From these contacts please begin creating a local resource referral list that you can share with the staff of the WFC and the customers of the WFC. This list should include the agency name, contact information, what services are provided, and how a customer can apply for services.

Agencies to Contact:

Workforce Center- Gather information about these Workforce Center Programs: Youth Program Director, Adult Services Director, WIA Program Manager, Resource Room Manager, Veterans Services Representatives.

Division of Vocational Rehabilitation

Department of Human Services/Social Services- Gather information about the following positions and programs:

- Medicaid
- Food Stamps
- Temporary Assistance to Needy Families
- Low Income Energy Assistance Program

Community Centered Board- The agency that provides services to persons with developmental disabilities in your community.

Housing Department and Homeless Shelters

Local Schools Special Education Departments to determine their activities with transition age youth.

Social Security Administration- Gather information about the following positions and programs:

- Local Area Office Contact
- Area Work Incentive Coordinator
- Local Work Incentive Coordinator
- Medicare
- PASS Cadre

Agencies in your community that provide job training and placement for persons with disabilities including: Goodwill, Cerebral Palsy of Colorado, The ARC, and others

Community Work Incentives Coordinators-

Employment Works-Benefits Planning, Assistance and Outreach
CP of Colorado
2200 S. Jasmine Street, Denver, CO 80222
1-877-772-2982

Transportation Assistance for persons with disabilities

Legal service/advocacy agencies

Faith Based agencies that provide assistance

Colorado Unemployment Benefits

Mental Health Agencies