

Disability Program Navigators
Recommended Self-Paced Training Ideas

(Revised 10-16-06)

The following list of recommended self-paced training activities was put together by the Law, Health Policy & Disability Center (LHPDC), TA and Evaluation Provider for the Disability Program Navigator projects. This list of suggested activities is based on discussions held with projects that are successfully utilizing Navigator positions within their workforce development system. The purpose of these recommended self-paced training activities is to provide a foundation for developing the capacity building strategies and knowledge base of new Navigators. These resources cover a broad array of areas of information that Navigators will need to know as they begin to build the capacity of the workforce development system to provide effective and meaningful participation to job seekers with disabilities. This list is not meant to be exhaustive by any means. This recommended list of self-paced training activities is provided to help supplement orientation and training activities at a local and state level

Several areas are shaded and highlighted using red font in the table of contents and again in the body of the document and represent the key areas that Navigators should review first when going through this document.

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I. TOOLS AND RESOURCES ON THE ONE-STOP SYSTEM AND SERVING CUSTOMERS WITH DISABILITIES
A. ETA Video On Services for People with Disabilities http://disability.law.uiowa.edu/dpn/video/index.html
Description. The DOL Employment & Training Administration worked with a few projects to produce a short video which portrays success stories showcasing how the One-Stop Centers are serving customers with disabilities obtain meaningful employment opportunities. Some of the footage highlighted Navigators and showed how the One-Stop system works successfully with customers, including both persons with disabilities and employers. This video, which is accessible over the Web, can serve as a training tool and strategy to share with front line staff and other collaborators. Access the URL and scroll down to "Serving People with Disabilities in One-Stop Centers." This video shows a Navigator in-action - so it provides a nice example for new Navigators.
B. At Your Service: Welcoming Customers with Disabilities http://www.wiawebcourse.org/
Description. This online self-paced course is designed to help those employees responsible for initial customer contact to develop a better understanding of the needs and experiences of people with disabilities. Present how to adjust general customer service standards to meet the needs of the customer with a disability. Develop basic etiquette for interacting with a customer who has a disability. Show how to comply with statutes regarding service to people with disabilities, particularly the ADA and Section 508. The course content is self-paced and organized into 11 "topics". Each topic consists of relative information and real-life examples and the last page contains multiple-choice or true/false questions to help "Enhance Your Knowledge". Where possible, relevant court cases and additional "Tell Me More" resources are cited. A "Glossary of Terms" and "Resources" are also available for reference. Although the At Your Service course was developed for front line staff in the One-Stop, it would be of great benefit to any Navigator to test their knowledge and build their understanding of working with customers with disabilities. There is no fee to take the course; however, when you access the website,

you will need to create a course user login.
C. One-Stop Toolkit for Serving People with Disabilities http://www.onestoptoolkit.org
Description. The DOL National Office developed the on-line toolkit to provide accessible and comprehensive tools and information to grantees who provide services that help individuals with disabilities. These resources will help grantees widen the array of services available to individuals with disabilities at One-Stop Centers, and integrate those services seamlessly into One-Stop operations.
<ul style="list-style-type: none"> ▪ Tools & Resources: Includes descriptions of and links to resources and organizations that can provide background information, guidance, strategies, interpretation of legal rights, equipment and services related to including people with disabilities in the workforce development system.
<ul style="list-style-type: none"> ▪ Glossary of Terms
<ul style="list-style-type: none"> ▪ State & Local Efforts: Includes reports, checklists, guides, tools and other resources produced by state and local agencies and organizations.
<ul style="list-style-type: none"> ▪ State & Local Resources By Topic: Sorts the state and local resources by topics. Access and Accommodation; Assessment Tools; Customer Satisfaction; Employer Resources: Marketing and Outreach; Program Coordination; and Staff Resources and Capacity Building.
<ul style="list-style-type: none"> ▪ Grantee Resources: The One-Stop Toolkit site includes a private password protected collaborative workspace for DPN grantees. The collaborative workspace features include announcements, address book, library repository and discussion board. If you do not have a username and password, send an e-mail to laura-farah@uiowa.edu to request one.
D. Career One-Stop Suite of Tools http://www.careeronestop.org/
Description: In line with the DOL's vision for America's Labor Market Information System, the CareerOneStop portal operates as a federal-state partnership. This powerful suite of tools includes America's Job Bank (AJB), America's Career InfoNet, and America's Service Locator. CareerOneStop, along with the National Toll-Free Helpline (1-877-US-2JOBS) and the local One-Stop Career Centers in each state, combine to provide a wide range of workforce assistance and resources.
E. Access for All: A Resource Manual for Meeting the Needs of One-Stop Customers with Disabilities http://www.communityinclusion.org/onestop/onestopmanual.html
Description: This comprehensive manual is designed to assist One-Stop Systems in meeting the needs of individuals with disabilities. The manual contains fourteen sections: Section 1: Meeting the Needs of People with Disabilities in the One-Stop; Section 2: One-Stop Systems - Complying with the Legal Requirements; Section 3: Ensuring Accessibility at a One-Stop; Section 4: Disability Overview; Section 5: Disability Fact Sheets; Section 6: Job Accommodation Information; Section 7: Job Placement for People with Disabilities; Section 8: Americans with Disabilities Act (ADA) & Employment; Section 9: Social Security Disability Benefits: The Impact of Employment; Section 10: Transition and Youth Services; Section 11: Disability Services: Structure and Funding; Section 12: Developing Transportation Options for People with Disabilities; Section 13: Disability Definitions and Acronyms; Section 14: Disability Related Resources This is a great guide for all Navigators to read through - it is easy-to-read and breaks down & explains a lot of different topics, like WIA legislation and accessibility & reasonable accommodation ideas in the One-Stops - by David Hoff who worked in the disability field for a long time and the workforce dev system for a while - has an excellent understanding of both.
II. UNDERSTANDING DISABILITY RIGHTS AND LAWS
A. Workforce Investment Act of 1998 Information and Tools http://www.doleta.gov/usworkforce/wia/
Description: The Workforce Investment Act of 1998 provides the framework for a unique national

workforce preparation and employment system designed to meet both the needs of the nation's businesses and the needs of job seekers and those who want to further their careers. Title I of the legislation is based on the following elements:

- Training and employment programs must be designed and managed at the local level where the needs of businesses and individuals are best understood.
- Customers must be able to conveniently access the employment, education, training, and information services they need at a single location in their neighborhoods.
- Customers should have choices in deciding the training program that best fits their needs and the organizations that will provide that service. They should have control over their own career development.
- Customers have a right to information about how well training providers succeed in preparing people for jobs. Training providers will provide information on their success rates.
- Businesses will provide information, leadership, and play an active role in ensuring that the system prepares people for current and future jobs.

B. WIA Section 188 Disability Checklist

<http://www.dol.gov/oasam/programs/crc/section188.htm>

Description: DOL's Civil Rights Center (CRC) has developed the "WIA Section 188 Disability Checklist" to ensure nondiscrimination and equal opportunity to persons with disabilities participating in programs and activities operated by Local Workforce Investment Area (LWIA) grant recipients that are part of the One-Stop delivery system. The WIA Section 188 Disability Checklist identifies the basic requirements under Section 188 of WIA, including portions of the regulations implementing Section 504 of the Rehabilitation Act. The Checklist covers requirements applicable to LWIA grant recipients in regard to the operation of their programs and activities. The Checklist also covers a recipient's employment practices. The Checklist also includes examples of policies, procedures and other steps that recipients of financial assistance under WIA may follow to ensure equal access to programs and services under WIA for people with disabilities. **This is really one of the first pieces of information that every Navigator should have and go through - they need to be able to refer to this checklist as they do a lot of their work and can use it to back up a lot of what they are trying to implement in their jobs.**

C. ADA Basic Building Blocks

<http://www.adabasics.org/>

Description. The ADA Basic Building Blocks is an introductory self-paced webcourse on the Americans with Disabilities Act of 1990 (that explores the legal requirements and spirit of the ADA. The specific course objectives are: to discuss the purpose of the ADA using a civil rights framework; Identify the five titles; Define general nondiscrimination requirements; Explain each nondiscrimination requirement using real-life examples; Identify the defenses or limitations of each nondiscrimination requirement; and Become familiar with various resources for information. You will need to register before using this web course. Registration is free and a login is needed each time the course is used.

D. ADA Game

<http://www.adagame.org/>

Description. This free, online game is available to play at anytime and simulates how advocacy can promote positive changes in communities. Players take on the role of advocates for disability rights and work together to improve compliance with the ADA in their virtual communities. The ADA Game is a fully accessible online game that is easy to play and a powerful training and advocacy tool for anyone interested in disability policy, personal advocacy, or community leadership. ***RECOMMEND NOT GOING THROUGH THE ADA GAME – Per new DPNs comments***

E. ADA & IT Regional Centers (also known as DBTACs)

<http://www.adata.org/centers.aspx>

Description: ADA&IT centers provide information, training, and technical assistance to employers, people with disabilities, and other entities with responsibilities under the ADA. Centers act as a "one-

stop" central, comprehensive resource on ADA issues in employment, public services, public accommodations, and communications. Centers work closely with local business, disability, governmental, rehabilitation, and other professional networks to provide ADA information and assistance. Programs vary in each region, but all centers provide: Technical Assistance, Education and Training, Materials Dissemination, Information and Referral, Public Awareness, Local Capacity Building. In addition, the Centers assist individuals and entities in better understanding related disability legislation which may impact their rights or responsibilities. Access the URL to connect with the ADA&IT Center in your region.

III. DOL, SSA AND OTHER KEY WEBSITES OF INTEREST

A. Department of Labor

1. Disability Online

<http://www.doleta.gov/disability/>

Description. Division of Disability and Workforce Programs (DDWP) home page, Disability Online, develops and implements workforce disability policy and program initiatives to address structural, programmatic, and systemic employment barriers for people with disabilities. DDWP supports the New Freedom Initiative to improve career and employment outcomes for people with disabilities.

2. Workforce Professionals

<http://www.doleta.gov/usworkforce/>

Description. Workforce professionals assist businesses, workers, and job seekers to help build a better workforce system. Tools and resources include: understanding the needs of local businesses; understanding local workforce; closing the gap between businesses and workers; state plans and reports; technical assistance resources including information on the Workforce Investment Act; what's new in workforce investment: state and local activities and research, laws & regulations, etc..

3. Business Relations Group: Business Solutions Initiative

http://www.doleta.gov/BRG/Business_Solutions/

Description: The Business Solutions team was created to assist businesses in connecting to the services of the publicly funded workforce system and assists large multi-state employers to connect to the network of state and local One-Stop Career Centers and Workforce Investment Boards.

B. Social Security Administration

1. SSA Benefits for People with Disabilities

<http://www.ssa.gov/disability/>

Description. Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) programs are the largest of several Federal programs that provide assistance to people with disabilities. SSDI pays benefits to individuals and certain members of a family to individuals who have worked long enough and paid Social Security taxes. SSI pays benefits based on financial need.

This site includes information for SSDI and SSI beneficiaries on: the process for applying for benefits; how to get benefits; health insurance; and program information. It also includes links to additional disability-related information and a Benefits Eligibility Screening Tool.

2. SSA Area Work Incentive Coordinator (AWIC)

Description: The AWIC coordinates work incentive initiatives and SSA's employment support programs in a specific geographic area. The AWIC will work with the SSA Regional Office Coordinator and the local Work Incentive Liaison (WIL) to arrange a meeting at the local SSA field office that would include the AWIC, WIL, and the manager, if available. A fact sheet describing the AWIC function is available at <http://www.ssa.gov/work/Beneficiaries/awic.html>.

To locate the AWIC office in your area, click on the link to the appropriate region for your state. Once on the region's site, the link to a list of AWICs can be found on the left hand side of the page.

- **Atlanta** (<http://www.ssa.gov/atlanta/index.htm>): Alabama, Florida, Georgia, Kentucky,

Mississippi, North Carolina, South Carolina, Tennessee

- **Boston** (<http://www.ssa.gov/boston/index.htm>): Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont
- **Chicago** (<http://www.ssa.gov/chicago/>): Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin
- **Dallas** (<http://www.ssa.gov/dallas/index.htm>): Arkansas, Louisiana, New Mexico, Oklahoma, Texas
- **Denver** (<http://www.ssa.gov/denver/index.htm>): Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming
- **Kansas City** (<http://www.ssa.gov/kc/>): Iowa, Nebraska, Kansas, Missouri
- **New York** (<http://www.ssa.gov/ny/index.htm>) New Jersey, New York, the Commonwealth of Puerto Rico, the U.S. Virgin Islands
- **Philadelphia** (<http://www.ssa.gov/phila/index.htm>): Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, West Virginia
- **San Francisco** (<http://www.ssa.gov/sf/index.html>): Arizona, California, Hawaii, Nevada, American Samoa, Guam, Saipan
- **Seattle** (<http://www.ssa.gov/seattle/index.htm>): Alaska, Idaho, Oregon, Washington

3. SSA Work Incentives Planning and Assistance (WIPA)
<http://www.ssa.gov/work/WIPA.doc>

Description: SSA, as authorized under the Ticket to Work and Work Incentives Improvement Act, awarded 99 cooperative agreements to a variety of community-based organizations called Work Incentive Planning and Assistance (WIPA) projects. These WIPA projects will provide SSA beneficiaries with disabilities (including transition-to-work aged youth) access to work incentive information, and benefit planning and assistance services.

- Contact the WIPA program by phone to arrange a visit to learn more about the services they provide.
- Ask whether the WIPA program currently has any linkages to any of the One-Stop offices. If yes, ask them to describe how they attempted to make these linkages. If not, you can help to make these connections to serve One-Stop customers with disabilities.

4. Employment Support for People with Disabilities
<http://www.ssa.gov/work/>

Description. This site provides information on promoting the employment of Social Security beneficiaries with disabilities and includes information for youth with disabilities, employers, beneficiaries, service providers, and advocates.

5. Ticket to Work Program
<http://www.yourtickettowork.com/>

Description. SSA has contracted with Maximus to conduct the day to day administration of the Ticket Program. This site includes information on: The Ticket Program; Employment Networks (including directories on ENs); Ticket Holders; and The Ticket Program and Youth in Transition; as well as other relevant resources.

C. DisabilityInfo
<http://www.disabilityinfo.gov/>

Description: DisabilityInfo.gov offers a broad range of valuable information for people with disabilities, family members, workforce development professionals, faith-based and community organizations, and employers. Easy to navigate, DisabilityInfo.gov is organized by subject areas that include benefits, civil rights, community life, education, employment, health, housing, technology and transportation. Areas of particular interest include assistive technology and accommodations resources; guides to work incentives and employment supports; and links to federal and state funded disability programs.

D. LHPDC: Disability Program Navigators and Work Incentive Grantees

<http://disability.law.uiowa.edu/dpn/>

Description: The Law, Health Policy & Disability Center (LHPDC) at the University of Iowa College of Law was awarded a contract from the Department of Labor to assist the DOL central office, regional Federal Project Officers (FPOs), and the Disability Program Navigator (DPN) Initiative and Work Incentive Grants (WIG) with information, training, evaluation and technical assistance activities that increase access and improve the effective and meaningful participation of youth and working age adults with disabilities in the One-Stop Career Centers and comprehensive workforce development system.

The LHPDC has devoted a section of its website, to the work of the DPN and WIG grantees. Access the URL and follow the Main Navigation bar on the right hand side of the page to learn more about the following resources and reference materials:

- Audio Conferences: Review information and, where available, listen to the audio archives of past audio conferences and learn about current and upcoming events.
- Video Training: Review materials and presentations from various grantee conferences.
- Grant Information: Review documents and reports relative to the DPN and WIG projects.
- Links and Resources: Review an index by subject matter of the One-Stop Toolkit Resources of the Week, as well as other resources of interest.
- Publications: Review related publications produced by the LHPDC.
- DPN FAQs: Review DPN Frequently Asked Questions, disseminated on a bi-weekly basis, which highlight a specific topic area, share best practices and provide resources for additional information.

I think, as a Navigator one of the most helpful learning tools is this website - new Navigators can watch past trainings and hear the vision of the DPN initiative right from Alex Kielty and Michael Morris. They can look at PPT's from past trainings on a wide variety of topics and listen to audio archives of past audio conferences - I know of many Navigators who spent their first week just on this website and felt like they understood the mission of their job much more clearly afterwards.

E. Other Employment Websites of Interest

1. National Center on Workforce and Disability/Adult (NCWD/Adult)

<http://www.onestops.info/>

Description: NCWD/Adult provides training, technical assistance, policy analysis, and information to improve access for all in the workforce development system. NCWD's areas of expertise include: Designing access for all; Accommodations & assistive technology; Developing employer relationships; Helping customers find jobs; Job-related support; Legal requirements & guidelines; Partnerships & funding; Disability policy; and Marketing & outreach.

2. National Collaborative on Workforce and Disability for Youth (NCWD/Youth)

<http://www.ncwd-youth.info/>

Description: NCWD/Youth assists state and local workforce development systems to better serve youth with disabilities to ensure they are provided full access to high quality services in integrated settings in order to maximize their opportunities for employment and independent living.

3. Workplace Support

<http://www.worksupport.com/>

Description: Work Support.com provides information, resources and research about work and disability issues that assist individuals with disabilities maintain employment and advance their careers.

IV. RESOURCES FOR WORKING WITH THE EMPLOYER/BUSINESS COMMUNITY

A. Job Accommodation Network (JAN)

<http://www.jan.wvu.edu/>

Description: JAN's mission is to facilitate the employment and retention of workers with disabilities by providing employers, employment providers, people with disabilities, their family members, etc. information on job accommodations, self-employment and small business opportunities and related

subjects plus information on the Americans with Disabilities Act.
B. DOL Disability Resources for Employers http://www.dol.gov/dol/topic/disability/hiring.htm
Description: This website includes links to Department of Labor disability resources and programs to assist employers on hiring people with disabilities, educate employers on the laws pertaining to the hiring of people with disabilities, as well as other useful disability resources for employers.
C. U.S. Chamber of Commerce Institute for a Competitive Workforce (ICW) http://www.uschamber.com/icw/strategies/disabilities/default.htm
Description: ICW develops workforce strategies for businesses, chambers of commerce, and communities to hire, train, retain, and advance skilled workers in the 21st century. One of ICW's current initiatives is the Employment of Individuals with Disabilities. Undertaken in collaboration with Virginia Commonwealth University, this five-year project focuses on barriers related to the employment of individuals with disabilities. ICW promotes materials, participates in national conferences and roundtables, convenes experts, and disseminates information to chambers and their business members so they can better understand the facts and the resources available to support the employment of individuals with disabilities.
D. U.S. Business Leadership Network (USBLN) http://www.usbln.com/
Description: The Business Leadership Network (BLN) is a national program led by employers in concert with state Governor's Committees and/or community agencies that engages the leadership and participation of companies throughout the U.S. to hire qualified job candidates with disabilities. The USBLN is the national organization that supports development and expansion of BLNs across the country. The USBLN recognizes and promotes best practices in hiring, retaining, and marketing to people with disabilities. Currently there are 43 BLN chapters in 32 states, including the District of Columbia. Access the following link: http://www.usbln.com/network/index.html and scroll down to the bottom of the page to get more information and links to the BLN state programs.
V. DISABILITY PROGRAM NAVIGATOR TRAINING RESOURCES
A. Disability Program Navigator Second Annual Training (November 2004) http://disability.law.uiowa.edu/dpn/video/dpn_112004/dpn_112004_index.html
Description. On November 15-17, 2004, DOL and SSA held the second annual orientation and training for the Disability Program Navigator Projects in Chicago, IL. The three-day training was designed to build Navigator's knowledge and skills to enhance systems relationships in support of jobseekers with disabilities. The training offered five learning tracks and over 25 concurrent sessions to translate new understanding of multiple programs and successful strategies to organizational change within and outside the workforce development system to advance employment and economic opportunities. The five tracks focused on: Relationship Building with Employers; Relationship Building with the Social Security Administration; Building Successful Partnerships; Navigator Skill Building; and Inside the Workforce Development System. All of the presentations from this training were videotaped. The link listed above allows you to access the three-day agenda and link to the online videos, along with electronic copies of presentation materials. Many of these presentations included representatives from DPN projects who shared the successful strategies and approaches they are utilizing to build system capacity. The plenary sessions are highlighted below.
DOL and SSA Welcome -- Vision and Values http://disability.law.uiowa.edu/dpn/video/dpn_112004/mov.asp?MediaName=dpn200411&AgendaNumber=1 Presenters: Alexandra Kielty, DOL, and Mary Ellen Kyle, SSA
Building Relationships - Sustaining Systems Change: Lessons Learned - Strategies that are Working http://disability.law.uiowa.edu/dpn/video/dpn_112004/mov.asp?MediaName=dpn200411&AgendaNumber=2

<p>Presenters: William Weeks, Senior Navigator, State of Maryland; Mary Lynn ReVoir, Navigator, State of Iowa; and Lisa Brack, Lead Navigator, State of Delaware</p>
<p>National Business Partnership http://disability.law.uiowa.edu/dpn/video/dpn_112004/mov.asp?MediaName=dpn200411&AgendaNumber=8 Presenters: Mason M. Bishop, DOL, and Branka Minic, Manpower, Inc.</p>
<p>Communicating with People Who are Deaf or Hard of Hearing http://disability.law.uiowa.edu/dpn/video/dpn_112004/mov.asp?MediaName=dpn200411&AgendaNumber=9 Presenter: Bette Mentz Powell, Bureau for the Deaf and Hard of Hearing, Wisconsin Department of Health and Family Services</p>
<p>Putting the Pieces Together - Building Sustainable Relationships in One Community - http://disability.law.uiowa.edu/dpn/video/dpn_112004/mov.asp?MediaName=dpn200411&AgendaNumber=15 Navigator, One-Stop and community partners from Arlington Heights, Illinois.</p>
<p>Closing Plenary - Vision and Values http://disability.law.uiowa.edu/dpn/video/dpn_112004/mov.asp?MediaName=dpn200411&AgendaNumber=31 Guest Presenter: Greg Smith, The Strength Coach</p>
<p>B. 2003 Disability Program Navigator Training: Online videos of the live training sessions http://disability.law.uiowa.edu/dpn/video/dpn_112003/dpn_112003_index.html</p>
<p>Description: On November 3-6, 2003, the DOL and SSA held its first annual orientation and training for the Disability Program Navigator Projects in Washington, D.C. The four-day training, Impacting Systems Change and Innovation in the Twenty-First Century Workforce, was designed to build knowledge about the multiple systems that impact a job seeker with a disability. Topical areas included understanding Social Security benefits and work incentives provisions; increasing partnership relationships within the workforce development system; integrating Ticket to Work strategies with other training and support programs; and enhancing disability access and accommodation strategies. Many of the live presentations from this four-day training were videotaped. The link listed above allows you to access the online videos of the live training sessions. We have selected 10 sessions that may be the most helpful to new Navigators as they begin to implement program objectives.</p>
<p>SSA and DOL Perspectives: What is a Navigator? http://disability.law.uiowa.edu/dpn/video/dpn_112003/dpn_112003_mov.asp?MediaIndex=2 Presenters: Alexandra Kielty from DOL and Pam Mazerski from SSA.</p>
<p>The Colorado Navigator Experience http://disability.law.uiowa.edu/dpn/video/dpn_112003/dpn_112003_mov.asp?MediaIndex=3 Presenter: Patrick Loeber</p>
<p>Understanding the Workforce Development System http://disability.law.uiowa.edu/dpn/video/dpn_112003/dpn_112003_mov.asp?MediaIndex=8 Presenter: Lynn Kinzer</p>
<p>Identifying and Working with Individuals with Disabilities in a One-Stop Environment http://disability.law.uiowa.edu/dpn/video/dpn_112003/dpn_112003_mov.asp?MediaIndex=9 Presenter: Judy Emery</p>
<p>Social Security at a Glance http://disability.law.uiowa.edu/dpn/video/dpn_112003/dpn_112003_mov.asp?MediaIndex=10 Presenter: Sharon Brent</p>
<p>SSA Work Incentives at a Glance http://disability.law.uiowa.edu/dpn/video/dpn_112003/dpn_112003_mov.asp?MediaIndex=11 Presenters: Linda Hamill, Sharon Brent, Cindy Duzan, Dee Braver</p>
<p>Ticket to Work at a Glance http://disability.law.uiowa.edu/dpn/video/dpn_112003/dpn_112003_mov.asp?MediaIndex=14 Presenter: Mary Satterfield</p>
<p>Effective Communication Strategies</p>

<p>http://disability.law.uiowa.edu/dpn/video/dpn_112003/dpn_112003_mov.asp?MediaIndex=21 Presenters: Judy Emery, Patrick Loeber, Miranda Thompson</p>
<p>Transportation: Challenges and Opportunities http://disability.law.uiowa.edu/dpn/video/dpn_112003/dpn_112003_mov.asp?MediaIndex=22 Presenter: Bryna Helfer</p>
<p>Using the Section 188 Checklist as a Tool for Systems Change http://disability.law.uiowa.edu/dpn/video/dpn_112003/dpn_112003_mov.asp?MediaIndex=23 Presenters: Bobby Silverstein and Denise Sudell</p>
<p>C. 2003 Disability Program Navigator Training: Navigator Resources Index http://disability.law.uiowa.edu/dpn/video/2003_navigator_resources/index.html</p>
<p>Description. This index includes links to electronic copies of all of the presentations, materials and resources that were part of the 2003 DPN Training that was held in Washington, D.C.</p>
<p>VI. BECOME FAMILIAR WITH THE FOLLOWING LOCAL/REGIONAL AGENCIES</p>
<p>A. ADA & IT Center (Local Disability and Business Technical Assistance Centers) http://www.adata.org/centers.aspx</p>
<p>The ten regional ADA & IT centers provide information, training, and technical assistance to employers, people with disabilities, and other entities with responsibilities under the ADA. The centers act as a "one-stop" central, comprehensive resource on ADA issues in employment, public services, public accommodations, and communications.</p>
<ul style="list-style-type: none"> • Contact your Regional ADA & IT center and learn more about the ADA services and resources that they provide including Technical Assistance; Education and Training; Materials Dissemination; Information and Referral; Public Awareness; and Local Capacity Building. Access the URL to access contact information for the Center in your region or call the toll free number (800) 949-4232.
<p>B. Center for Independent Living (CIL) http://www.ilru.org/html/publications/directory/</p>
<p>CILs, also known as Independent Living Centers (ILCs), are private, nonprofit corporations that provide services to maximize the independence of individuals with disabilities and the accessibility of the communities they live in. Centers are funded to provide, among other things, several core services: Advocacy; Independent living skills training; Information and referral; and Peer counseling. Access the URL to locate the Center in your area and find out answers to the following questions:</p>
<ul style="list-style-type: none"> • Does the CIL refer individuals to the One-Stop Career Center?
<ul style="list-style-type: none"> • If so, how would they rate their experiences with the One-Stop Career Center: <ul style="list-style-type: none"> ○ Positive, explain? ○ Negative, explain?
<ul style="list-style-type: none"> • If the CIL is familiar with the One-Stop, do they have any recommendations on how the Center can make improvements to be more responsive to the needs of individuals with disabilities?
<ul style="list-style-type: none"> • What services and supports does the CIL offer individuals with disabilities with significant barriers to employment?
<ul style="list-style-type: none"> • Is the CIL aware of the Navigator initiative? <ul style="list-style-type: none"> ○ Explain the purpose and the objectives of the project. ○ Provide the CIL with a copy of the DOL/SSA Fact sheet.