

Access and Technology Task Force
December 15th, 2015

Attendees in person: Mark Adreon, Eric Wolf, Terri Colbert, Amanda Dell, Kelly Lindseth, Jan Oswald, Jim Kenney, Elizabeth Laukea, Toby Olson, Joyce Beebe, Hope Stout

Attendees by phone: Dawn Karber, Elizabeth Gordon, Chelsea Chunn, Marcelle Wellington, David Morrison

Welcome and Introductions

Access and Technology Chapter of the State Strategic Plan (Eric)

- Update on state plan. Split into chapters including Access and Tech.
- Final call to put in comments. Official deadline by Thursday this week so they can be integrated and sent to partners before Jan 6 board meeting. Would like plan out a week before.
- Operational plan being written. Group meeting weekly to work out alignment details program to program.
- Public comment period approximately 45 days after it goes to board. This will be another opportunity to put comments in.
- Strategic portion is pretty well formed by this point, as it has gone out for several rounds of public comment. Will be used for state statutory component. Hoping to get final approval from board on 6th so it can advance to legislature.
- If changes need to be made during public forum period, will work with board for this.
- Email Eric with any questions or comments.
- Barriers map is referenced in the plan and housed on our website, not going to be an appendix. Would like new state Advisory group to use this document as guidance. This barriers document is a living document that can be added to as we go.
- Encourage people to revisit barriers document as we go and add to it. Document will help define people with barriers.
- Status of Steering Committee – not sure if will meet further since plan is so far along. Next step getting new state advisory board off the group. Standing committee to bring barriers to the table.
- This group could talk about who the best people might be to sit on this committee. Workforce Board Chair Perry England is open-ended regarding who will sit on committee. Wants good representation from all agency partners. Open to hearing what our vision would be for a group that would be meaningful.
- Timeline for getting committee up and running will be to begin in Spring. Probably after March, after plan goes in.
- Would like advisory committee at local level to work according to local need.
- Operational plan being worked on during weekly meeting with representatives from all partner agencies. Narrative draft will be available after 26th.

Monster Solutions Update – Kelly Lindseth and Jan Oswald, ESD

- Now being referred to as WorksourceWA.com (Worksource Washington)
- Partnership with Monster Government Solutions.
- Update on project, sending around picture of what new website will look like. More balanced now to focus equally on job seekers and employers. Also shows that this site is not only accessible from Worksource Centers (brick and mortar) but also home computer and mobile devices.
- Pushing for end of January implementation. Currently working on large amount of data migration from current system into new system and validating information. Challenge to do a seamless movement. This is current focus.
- Accessibility testing update – Mark had invited contacts to test using scripting to test accessibility tools. Monster also uses 3rd party to heavily exercise the program (84 incidents that were submitted by testers that had various concerns about interactions between website and accessibility technology) Only 24 bugs that have not yet been resolved. Have made huge improvements.
- Testing process– 3rd party company that tests accessibility, also tested within agency (ESD) with staff that were using accessibility tools, also assistive technology individuals as referred by DSB.
- Want to make sure testing process has accuracy and authenticity.
- Where are we with invisible disability labeling update? On a list of priorities of things that will happen post-go live. Some functionality added into system for person to identify as a person with a disability to become visible to employers. In future there will be ability to turn icon on and off based on conditional logic on employer side. For example if employer has certain conditions for being required to make active search for people with disabilities then icon will be turned on. On list of post-implementation requests.
- ESD has indicated this is a high priority request on a long list. How we rate the priority will be critical to manage work requests.
- Question in system will ask if they are a person with a disability and the options are no, yes or don't want to say. Question will let the user know what their answer will allow and what it will be used for in particular circumstances. This will happen after full functionality is established.
- Currently training end users of staff members in ESD and partners. This training is happening all over state through January. Train the trainers, retraining. Training around 700 or more people in the field.
- Different levels of service based on users need. Account includes job seeker profile and other self-service tools. User can use system self-service, use tools to find out what services might be available and engage with staff to access service. Combination of 2 integrated pieces of software (self-service & customer management) All data that flows through self-services will populate staff facing customer management system.
- Employer also has a few options. Must first establish an account. Will ensure it is a legitimate employer. Once registration is validated, they can post jobs. They can also have recruiters on their account (ie. give HR access to account to do candidate search) Can make contact number

public for people to apply directly, or hide contact details and do screening through system. Based on employers and job seekers preference for how they get into contact with each other.

- Employer can use assistance with screening applications.
- Will provide online tutorial for employers for learning how to register, navigate, post jobs, etc.
- Employer data being migrated = there are parameters for those being migrated based on open jobs etc.
- What is being done to notify businesses that this is going to be open and available? Just sent out first of several emails to all employers with current accounts. Multiple facets to this plan. Robust communications plan being executed including employer focused panels, commissioner and Governor having kick-off, etc. Plan is being developed by communication team at ESD. Plan is to let current employers know about it first, and then move onto employers we would like to work with and how to introduce and showcase it. Outreach to new employers will probably take place in February. Banners, promotional items will be available to announce new site.
- Is this going to be searchable by employers looking for specific certifications?
- Is there an alignment with strategic plan around employer engagement to reach past 8%? The high level portion of strategic plan is about the system being more proactive to reach out to employers. Will not name Monster specifically.
- All interaction the employer has with the tool is trackable.
- When ESD met with DVR, one question was when will their staff have access and what is timeline and expectation. Any staff that are currently associated with Worksource now will be part of the training as it rolls out. If you are not currently in the system, that training will be post-go live.
- Not everyone will have same permissions, but may have need to access reporting, etc.

Presentation of Grant for King and Snohomish Counties – Toby Olson

- Grant from US Department of Labor that is supporting services and outcomes to job seekers with disabilities with particular focus for job seekers to get into and be successful in career pathways programs which are training programs particularly offered in community college settings.
- Multiple entry points and stackable credentials.
- Pay close attention to input from local businesses and economy to provide training that meets specific demands.
- This is a follow-up to previous grant that focused on building capacity within Worksource system in King and Snohomish counties.
- Basic model of program is to provide wrap-around services and support to enhance particular services available to people with disabilities. Wrap around services have dramatic impact on outcomes for people with disabilities above and beyond training.
- Have brought in Washington Impact Fund that bring in financial competence, credit building types of services. Work incentives, planning and assistance programs to cope with misunderstandings about work incentives and benefits and about how these programs work that can become a barrier.

- Have also brought in Washington Business Alliance, who is focused on engaging and empowering businesses to have significant impact on social issues. Focus on developing incentives that work to get businesses active to address social issues. Will recruit and engage businesses that have particular interest in recruiting and hiring people with disabilities to participate in career pathways.
- Will be asking businesses offer workplaces for work based learning, actively participate in designing curriculum, use staff as instructors, and contribute financial resources.
- Strong input from participating businesses that said if they had opportunity to create pipeline to access candidates with certified soft skills, most would be perfectly happy training folks with job specific skills.
- Many employers (CAMPS, Alaska Airlines) have said they will contribute financially.
- Other elements are dedicated staff that help build capacity in system with providing training and resources to staff in system and also to help facilitate coordination between various partners and entities.
- In line with coordination, one element of the grant is integrated resources teams where disability resource coordinator helps with success of job seeker.
- Similar model to iBest model. Academic expert does instruction with facilitator.
- While developing this program, were also working with other partners to develop possible 2nd application for this round of grants. (along with Morningside, PacMtn, South Puget Sound Community College and some county DD programs) Grant in King/Snohomish counties focuses on adults. Other possibilities are youth and those with significant barriers to employment.
- Partners should not just be people working on unemployment. Should be all programs that ought to be supporting that person.
- 11 15 waiver - Center for Medicaid offers states opportunity to offer changes to Medicaid plan to do more creative things with expectation that it will be cost neutral. One focus area is expanding long term support services as a reimbursable Medicaid service beyond people with current access.
- Financial empowerment training has proved to be very beneficial.
- Idea to certify soft-skills would be very appealing to employers.
- Grant really goes to partnership in an active way that can be replicated.
- King County expects to start services early 2016.

Brainstorm – Value of Advisory Committee

- Conversation around state level standing committee. In preliminary discussion we have identified 9 potential chairs:
 - Business
 - Labor
 - 5 core partners (Title I, Title II, Title III, Title IV, DVR/DSB)
- Hoping standing committee does not become princess chair, but people asked to join are actively engaged in issues of working with barriers in the system and able to coordinate resources to aim towards solution.

- Committee designed to address barriers and provide solutions.
- Hoping local committees are also looking to address barriers and not just an audit committee.
- Who do people think should be on standing committee?
 - Local EO officer
 - Someone focused on state of broadband access in the state
 - Employment services committee (formerly WIA steering committee)
 - TANF
 - Individuals with barriers (at least some connection with these communities)
 - English language learners
 - Ex-offender group
 - Older population
 - Disadvantaged youth
 - Homeless
 - K12
 - Email Mandie with any further ideas to be incorporated into notes

Closing

Adjourn 11:54am