

Technology and Access Task Force

Meeting Notes – July 14, 2015

Attendees in person: Amanda Dell (Workforce Board), Mark Adreon (DSB), Monica Babine (WSU), Marcelle Wellington (SeaKing WDC), Toby Olson (GCDR), Kintu Nnambi (ESD), Eric Wolf (Workforce Board), Michael MacKillop (DSB), Elizabeth Iaukea (State Library-OSOS), Molly Onkka (Commerce), Joyce Beebe (Commerce), Dawn Karber (Spokane WDC), Lisa Pan (DSHS/ORIA), Anne Goranson (ESD/SW Region), Erin Blades (ESD/WS Pierce), Jim Kenney (DSHS/ALISA), James Walker (ESD/WS Pierce), Ryan Leisinger (WA Tech)

Attendees by phone: Louisa Erickson (DSHS), Elizabeth Gordon (Workforce Snohomish), Michael Mesa (Pierce CTC), Hope Stout (CPTC)

Welcome and introduction – Mark reminded the group that this task force is focusing on disabilities and barriers to the system. Big picture stuff, not just partners for WIOA, but the entire Workforce system. Definitions have been distributed for individuals with a barrier to employment as defined by WIOA.

Group went around the room and introduced themselves and each person gave an example of a group of people that might have a barrier in the One-Stop system and what the barrier might be. Examples included:

- Resume writing without a screen reader
- Customer with MS, door might be too heavy to open manually
- Working in an open area with too much background noise
- Work area has become cluttered, not easily negotiable
- Language barriers from diverse groups
- Handouts in print may not be accessible in other formats
- Missing skill needed to assess tech resources
- A lot of us of “jargon” in the system
- Possibility of environment being overwhelming for diverse people (income, DV, language)
- Assessment challenges that limit getting correct services (comfort to share/safety of sharing)
- Physical disabilities, getting to the location and discovering not all services are available (not all one-stop options) lack of co-location
- Language and cultural differences, barriers, presence of past trauma and experiences
- Learning disabilities, unrecognized or unaware
- Lack of staff resources available when people come into the office (diverse resources)
- Staff lack of training/knowledge of tech available, not prepared to offer choices that meet people’s best needs (knowledge of awareness of emerging technology)
- Emerging technology, use of phones and devices people might use
- TANF population – resource base, transportation, timing, childcare
- Non-apparent disability can appear as other concerns/issues
- Veterans – assumption that “other” services exist, use of services dogs by veterans
- Veterans and others that learn differently, skills needed to connect with customers

- Folks that come for hiring events and don't have access to proper clothing and/or transportation resources

Digital Footprint of the State, Issues, Opportunities – Powerpoint presentation by Monica Babine

- National broadband map – showing high access. Some limitations:
 - data primarily provided by telecom providers (self-report)
 - If any part touches census block, they can count whole block
 - Over reporting
- Really hard to keep track of coverage
- Broadband Issues – Access
 - Coverage data is difficult to secure
 - Availability in a community does not equal access
 - Last mile challenges
 - Costs of service
 - Expense of equipment
 - Other
- Broadband Issues – Awareness

Even when broadband is available, some people don't use it or have it:

 - Lack of relevance, don't think they need it
 - Too expensive
 - Can use elsewhere
 - Not available
 - Computer inadequate
 - Other reason
- Broadband issues – Adoption/Use
 - Demographic (education/income)
 - Broadband and equipment access needs
 - Training
 - Digital literacy
 - Workforce specific
 - Offer for multiple technologies
 - Don't limit to online options
 - Non-technical training
- Broadband issues – Other
 - Web resource considerations
 - No mandatory application/progress reporting
 - Design for limited broadband
 - Growth in mobile/portable technology
- Critical Elements regarding broadband

- Awareness
- Access
- Adoption
- Broadband Opportunities
 - Link WIOA efforts to broadband or other related initiatives
 - Federal
 - State
 - Local
 - Partner for access and adoption assistance
 - Work directly with potential users of the system
- Questions:
 - Computer security (viruses, etc.) is there anything that goes around that or are shown as secure? Make sure people are diligent with Malware and computer protection. All federal sites must have https certificate. Great step forward to secure site.
 - Is it more complex to access with older technology? If you have lightning speed access, an older processor can slow it down. Getting people off older technology has great benefits. Hardware can be a barrier for people who do not have access to newer technology.
 - Additional questions – send to Amanda to send through to Monica

General Case Review on Identified Complaints or Judgements – Presentation by Toby Olson and Kintu Nnambi

- Discrimination complaints regarding access:
 - No formal discrimination complaints regarding accessibility to WorkSource
 - Various WorkSource centers have called about outdated technology
 - Provide something effective, even if it isn't what they asked for. Sometimes can get funding from other sources.
 - Examples:
 - No listening system available for hearing impaired customers. Spoke to gentleman to make sure they have access.
 - Not sure what rooms have LOOP access
 - Customer said she didn't believe A.T. worked for her, could not provide her with everything she needed, as she wanted someone to sit with her and read emails and apply for jobs. They could only offer so much help at a time.
 - Hardware interfering with screen resolution.
 - New series of manuals developed in InDesign and not accessible had to be pulled off web so inaccessible for everyone.
 - Technology access an area of legal interest in what is required that is rapidly growing. Between the years 2011-2013, lawsuits increased by 300%. Department of Justice (DoJ) paying particular attention to this. Focusing energy on high-profile settlement agreements to prep people for their upcoming rules.

- Overview document provided to group that outlines settlement between DOJ and edX. Even after this settlement, they came back with new issues not covered despite how comprehensive it was.
- When thinking of Monster project, don't think of Monster, think of us. Any lawsuits would be against the State of Washington, not Monster.
- Examples of language in contracts about things needing to be accessibility, but contractor did not understand what that meant, even if they said it was accessible. Language alone with not work, need the kind of standards to explain what the accessibility means and it needs to be tested.
- How do we know we have done this right? The settlement says you need an accessibility manager and you need an outside contractor to monitor and evaluate. This is not something you do just once. Need policies in place for every change you make and need an auditing system.
- Require contractors or anyone that builds a website to have an accessibility policy.
- If we cannot afford to operate programs and services to be accessible, then we can't afford to offer the program. Do it if it can be successful, or don't do it at all. Priority to fix a bug that affects a person with a disability the same as one that affects everyone.
- Opportunities for recommendations for the state to be a leader in this area.
- Has the WIOA project looked at HIPPA? Subject for another discussion, as requirements are very complex.
- Additional questions – email to Amanda to pass on to Toby.

Discussion on Process to Measure and Quantify Underserved Populations Using Community Surveys and Other Data Sources – Presentation by Marcelle Wellington

- Talking about issue of data we collect and how we monitor the services we offer
- All 12 WDCs very committed to the people they serve
- Disability Initiative – provide universal access and reasonable accommodation
- Regularly hold orientations on how to best serve people with disabilities
- Partner with wide variety of agencies and partners to serve people with disabilities, Veterans, etc.
- Ticket to Work – funding source that helps people get back to work
- Local EO officers – mandated to provide regular ongoing training to all system partners. Subject matter experts and serve as a resource to staff and customers
- Determine all service providers are compliant
- Look at data in particular applications to WIOA and compare to overall labor force. If any anomalies, go out and investigate what is happening
- Review data with subcontractors and recommend any changes that need to be made.
- In PY12 only out of school youth was at 40%, but by PY14 can up to 53%
- Research done on level of accessibility at WorkSource centers. This was done nationwide. This study should be completed and available by 2016. This started before WIOA was passed, but will take it into account with recommendations.

- Ongoing strategic planning efforts continue to focus on what can be accomplished with shrinking budgets
- Questions:
 - Send through to Amanda to forward to Marcelle

Recommendations – Review voting process and majority and minority reports

1. Access and Barrier Solutions Advisory Committee (ABSAC)

- Mark gave summary about recommendation that was distributed to the group for review. It has been modified based on feedback from this task force and another committee.
- 2 biggest things came out about prescribed membership and teeth attached to connection to certification process. Modified to be an “aspirational list” and it is no longer attached to certification, but instead will be fed up to create state policies.
- Discussion about changing language from “Shall” to “May” or “Should”.
- Worry that the structure of the committee is too prescriptive.
- Suggestion to give WDCs flexibility to create their own plan.
- Ok to be strong on the “what” and weak on the “how” because this is going to be further refined down the line.
- The group was comfortable with the state advisory committee part of the recommendation and would like to see more flexibility at the local level.
- There will be an opportunity for the group to see in writing before going to Steering Committee
- Motion – Michael MacKillop, 2nd Toby Olson – Vote = Ayes carry
- Minority report – send any concerns/issues to Amanda

2. Disability user tag for Employers seeking job seekers with disabilities

- Steering committee has acknowledged that this task force will come up with the “how”
- 3rd option to only disclose disability tag only to people looking for people with disabilities, section 503 employers.
- Discussion about whether exposing yourself as a person with disability will be a way to be discriminated against.
- Offer to reframe recommendation to not only cover Monster, but all employment systems statewide
- Motion –Toby Olson, 2nd by Marcelle Wellington – After more discussion, Chair called the vote = Ayes carry.
 - Will be a majority and minority report - send information regarding your concerns to Amanda
 - Louisa Erickson abstained from voting. Didn’t feel she had enough information and said it was difficult to hear all of the discussion over the call-in line. Also requested

recommendations are sent to the group for review before forwarding to the Steering Committee.

Next steps

Next meetings need to be scheduled. Suggested dates to be sent to group to make sure majority can attend suggested dates:

- Tuesday 8/18/15 (10am-12pm)
- Tuesday 9/22/15 (10am-12pm)
- Tuesday 10/20/15 (10am-12pm)

Anyone with locations in mind, contact Amanda. We hope to find a room with video and phone conferencing if possible to make it easier for people attending from outside Olympia\

Adjourn 12:10pm