

## Tech and Access Meeting Notes

### September 22, 2015

**Attendees:** Marcelle Wellington, Joyce Beebe, Molly Onkka, Eric Wolf, Jim Kenney, Mark Adreon, Erin Blades, Dawn Karber, Amy Gimlin, Lisa Pan, Tom Berry, Agnes Balassa, Priscilla Benavides-Campos

**Introduction:** Copy of Barrier document distributed, we will talk about that and also the One-Stop experience. Went around the room asking members to talk about why they are on the Task Force (interest) and what they wish to achieve. It is helpful for us all to know why we are here. **Note: to talk to task force talking about Professional Development.**

There are two aspects: behind the desk and customer seamless experience. Customer gets what they need without knowing where they are getting it from. We all seem to be here for the same reasons.

#### **Barrier Mapping Document:**

- We want people to freely add input. Tool to start expressing what we feel, we are not going to edit. We want to work without stereotype barriers without being restricted at this point.
- Everyone did a great job with their submissions. Everything we received, was only edited for readability. Most bullet points line up. We would like to make sure we cover all areas.
- State strategic plan will have 2 components: state strategic plan (narrative summary) with 4 chapters and goals at end of each chapter. Technology and Accessibility will be one of the 4 chapters. This barrier document will help to form the chapter. Second component will be the operational part of the plan. This will be developed with all of the partners, whose plans will all align. Locals will also work to align their plans with those elements. Timeline is not so strict for the operational part of the plan, but we are trying to get the narrative part finished by the end of the year.
- We would like to keep adding comments to the document. We will probably send another Work version around for more comments.
- Creating surround service seems to be common barrier, how do we get to the point where we can form these comprehensive support teams that can work across systems, policy, process, leadership, etc.? No one person can provide all of the services people might need.
- Eric will bring a list of the operational elements that will affect the Tech and Access portion to the next meeting.
- We should try to reach out as far and wide as we can for this Mapping Barriers document. Encourage others to add input into this over the next couple of weeks to keep enriching this document.
- You can submit names of people who might be interested in adding to this document to Eric, Mark and Amanda and we will reach out to them.
- It is important to not lose sight that we are all the same wanting a better future and needing access.

- We really want to target those who are having trouble accessing a system that is supposed to serve everyone. The barriers are there for some folks.
- System is being designed to follow a career path for a lifetime, and not just get someone a job. Part of the conversation is about service redesign strategy to offer better service to the customer right from the start. System being designed to create portable portfolio to follow a customer throughout time. Not just a one-time deal.
- The need for support services continues way beyond getting that first job.
- Must also empower people to interact with the system. They should be thoughtful consumers of the resources available.
- Still a need for targeted and tailored services.
- The system has to serve a lot of people in different ways, but there need to be universal services available to all.
- Is there anything in the document that stood out that was really huge as a barrier? Childcare and transportation are huge.
- We have talked about virtual service delivery for rural customers, but this would also serve people with childcare/transportation issues.
- Another issue is once people start working, they have to figure out how to pay for the social services that were previously subsidized do to no/low income.
- Federal congress are interested in doing a reauthorization of TANF. They are being mindful of Hoping we might have more clarity on how to do this with WIOA implementation.
- In VR system, they insist on benefits planning with all of their customers. The customer needs to be at the center of the decision making.
- Will send follow up email with most current version for additional comments to be sent through to Amanda.

**Look at One-Stop from the Customer's perspective. From the point they walk in the door, what happens to them? Create clarity where the bottleneck might occur for some customers:**

- Will try to pull some data on the demographics of people accessing services and how (online/walk through the door).
- Gives us some opportunity to look at solutions that can be applied in addition to virtual services.
- Trying to get into the shoes of the populations we are talking about. Get aligned with what it would feel like to walk through the one-stop as a customer with a barrier. Wanting to understand the current state.
- With every center being different, we must remember that when talking about the one-stop experience. There is still a certain expectation of service delivery as a customer.
- Relying on people in one-stops or people who have used a one-stop.
- What happens when someone walks into the door?

Front Desk:

- Go to front desk, talk to receptionist to talk about what they are looking for

- If you are blind, you walk in and listen to see if you can hear anything that makes sense. Hopefully the person at the desk will recognize that the person with a cane or service animal will need to be directed to where they need to go. Someone at the front should greet a customer.
  - Does system expect customer to know what they want?
    - Brief discussion with the individual to see if they know what they want. See if there are any immediate needs that they can be connected to. There is also a 45 minute overview of services available depending on the time of day the customer arrives.
    - If customer needs further assistance (language etc) there are more services that can be provided. Staff can also do one-on-one or interpreter to be scheduled (not necessarily same day, but ASAP depending on interpreter availability or if staff speaks same language)
    - Try to serve people as soon as they come in, don't like to send them away.
    - There is a wide berth of language capability in staff. There is a list of bilingual staff and also language line available. Language line is a company where you call in and tell operator what language you need and connect you to someone who speaks the language. More immediate and personal than Google translate.
  - Is there confidentiality at the front desk?
    - Front desk is only doing triage to a degree and once they identify issues or conversations, the employment specialist takes the customer to a more private setting.
  - Does customer "check-in" at front desk?
    - Some places have numeric keypad to check-in, some places have online check-in, some just need to check-in once, some use SSMS to track who is coming in. Getting away from SSN since some people forget their number, have changed their name or do not have one.
    - Self-service who need language assistance will be helped by a staff member. There are also AmeriCorps volunteers to help in the resource room.
    - Spokane, King and Pierce have Wi-Fi. Spotty in affiliates.
- Apple Store concept: with integrated service delivery, it would be an open environment where there is no front desk and you can walk up to any staff member and get the service you need. The person that greets you starts your application and calls the next person to come out to serve you and you wait until someone is ready to see you.
- Some worry that customers would be uncomfortable with this modern approach. Some like to stand in line and do what they are familiar with. Would like to implement slowly enough so that the technology is there but can be used depending on the customer.
- Vancouver will be piloting the Apple Store concept. Will pass on feedback about how it goes.

- One solution doesn't solve the problem for all populations. Need to create a model for universal access. Goal is to remove as many barriers as possible so that the people not using the system because of these barriers will be able to access the system.

**Adjourn 11:55am**