

**Tech and Access Task Force Meeting**  
**October 20, 2015**

Attendees in person: Elizabeth Iaukea, Lars Nowack, Louisa Erickson, Eric Wolf, Tami Jacobs, Amanda Dell, Mark Adreon, Lisa Pan, Tony Olson, Jim Kenney

Attendees by phone: Marcelle Wellington, Molly Onkka, Joyce Beebe, Hope Stout, Elizabeth Gordon

**Introduction:** Relatively focused agenda. Talk about narrative Tech and Access chapter. Email of first draft will be going out to the group. Also have a recommendation to have some discussion about. Also, brief report in terms of accessibility testing at DSB on Monster system.

Library system, working toward having more libraries be designated connection sites. Timberland asked to be part of PacMtn board and looking to have many of their sites be connection sites. Also looking at challenges with rural and tribal communities. Every library in the state offer free Wi-Fi but not all libraries have broadband.

Connector sites can help expand the reach. There are 15 connection sites in Spokane. 11 of those are libraries (another to be added this year) 10 county and 2 city. There is a great partnership between libraries and WDC. Also have written grants for last 5 years and have funded staff person who serves as single point of contact after hours and weekends. Looking to expand to under-served part of town also.

**Discussion about Wi-Fi Recommendation:**

- Supporting Wi-Fi in all One-Stop centers
- Recommending a plan or strategy be submitted so we can look at funding and statewide strategic approach
- Wi-Fi is a precursor for bringing own technology to access paperless system
- Trying to create a consistency that it should be part of the plan for all one-stop centers
- Discussion about additional options for communication rather than specifically sign and language translation
- Maybe take out “shrinking” and instead say enhance the footprint of the one-stop center. No need to mention the loss of computer labs as an example. Make sure people without their own devices can still access from the center
- WDCs don’t have any issues with having this as a plan, but will have to think about resources when implementing
- Moving away from fixed desktops to more mobile devices
- First step to get all comprehensive centers to have Wi-Fi as part of the package
- Do we want to extend this to affiliate sites, or at this point keep with comprehensive?
- What is the definition of universal access? Is it the whole facility or only just public areas?
- Need to make the recommendation more clear. Perhaps change wording to say all public areas/spaces as this would include high traffic areas, meeting rooms, etc.

- Question regarding ESD providing wireless. Has been an issue in some areas such as King County. Hopefully the issues ESD was having will be diminished with the new MOU. New partners will be bringing funding. Monster is being developed to be accessible in that way.
- Changes to recommendation discussed. 4<sup>th</sup> paragraph taking out sign and language. Final paragraph taking out language about computer labs not needing to be as robust.
- **Motion to accept as amended made by Marcelle Wellington, 2<sup>nd</sup> by Lisa Pan. Motion carried unanimously**

#### Technology Narrative Draft Discussion:

- Eric discussed background behind the development of the first draft of the 1<sup>st</sup> draft of the chapter relating to Technology and Accessibility
- Will send out electronic copy of this draft chapter and the introduction
- Discuss what are the commonalities and issues that face the majority of the subcategories. Some barriers affect only small groups, but are big issues that should be a priority
- Still a lot of conversations our group should have about this information and how the state advisory group should be structured and how regularly they should meet
- As a group we should not lose sight of the most difficult barriers to serve
- Welcome additional comments and edits to barrier map
- OFM accessibility committee is separate from the state advisory group (standing committee of the Workforce Board)
- Question about if there has been any gap analysis to connect programs and services already in place to bring into the work we are doing. No great formal gap analysis that has been done, but some great informal work done in our task force. Document we are looking at is high level narrative and “tip of the iceberg” to the operational section of the plan. They will be meeting this Friday to get into the operational part and will look at the gaps at that stage. Wish we could have done the operational plan prior to the narrative, but the timeline was too condensed.
- When interagency operational group starts meeting, it will help put into focus the realm of what is possible
- In terms of goals, would like the group to identify what is a “win” for each population
- For this group, when it comes to operational portions, we really want to focus on increased access and barrier removal. Our goal to create as much of a barrier free environment for more people to access more services and become successful in the system to reach their goals
- Appreciate having populations right up front in the chapter. Would love to add more information about each population, but this is high level and we are limited in words for this chapter. These populations will be clearly identified specifically in certification tool for one-stops
- Timeline is very short, but would love any feedback from the group. Tight turn-around, if you could send edits back to Eric in the next 1-2 weeks

### Discussion about Monster Solutions system:

- Currently in testing phase. Has gone out to multiple users with scripts for getting user interface
- Not yet fully implemented, strategic plan for user testing
- Initial launch extremely critical, so found some time to do some script testing. Waiting for some results to come back and send through to Jan Oswald at Monster. Initial testing shows some major accessibility issues
- Challenge is at some point this Task Force may be called upon to emphasize the importance of user testing prior to launch
- Challenge is the program was purchased off the shelf and being tailored to our needs. Each change that takes place needs to be tested
- Resourcing some non-profit resources that can carry out user testing
- 3 phases of testing accessibility = software, non-accessible user, actual users of adaptive technology
- Concerns about releasing a system to the public that is not 100% accessibility. This committee needs to be advocate for making sure this system is accessible to everyone
- Make sure next meeting we invite ESD, Jan etc. to get their update to have conversation about our concerns
- Regarding barrier removal and access, many other groups besides disabled unable to access Monster. Are we addressing others such as language barriers? Need to bring some expertise to the table. Need solid foundation to take a stand and drive towards solutions
- As a group the task force needs to decide how firmly engaged we are with making sure the system is fully accessible
- If we have a dialogue with ESD about our concerns, they should be open to our suggestions. Our group needs to have a solution strategy for anything that needs to be changed. Give ESD the tools to enforce Monster's obligations under their contract with the state
- Also need to look at training staff to help people use the system (e.g. libraries) Professional development should not end at people just in the system
- How do we create training opportunities for people that are afraid or uneducated with technology?
- Next step to send off reports off to Jan and invite with ESD to next meeting
- Discuss possible site visit to the Vancouver one-stops
- Eric going this week to visit Portland one-stop, regarding Integrated Service Delivery
- Discussion about professional development, not only for front-line/managerial staff, but also places like the library. Challenge with professional development is system is not locked yet and there is no additional funding.
- Staff is very important for people to use the one-stop, even above technology and other infrastructure
- Would like to add professional development into this chapter. Need this group to help set some goals

- Need to think about how this fits in at local level and really identify what we need to make that work. Need to be clear about the reality of the day-to-day
- Currently work is being done regarding the re-certification tool for one-stops to make sure they are meeting all requirements for certification. Made sure barriers have been broken down way past just ADA requirements for accessibility
- Are we looking at this in big picture? At state-level what is the conversation that looks at if we are making these plans with multiple operators, what do we recommend or see already in place. There is a challenge to make sure all systems are working together even though they are in the same building.
- All WorkSource partners sign the partner agreement of policies, processes that they will agree to as a WorkSource partner
- Professional development and also comprehensive case management are important especially with staff turnover
- WIOA also requires local plans to be aligned with state plan
- Are there opportunities to utilize learning management tools? (E.g. training modules) This is on our radar
- Also King County has intranet with staff training modules for staff

**Next time:**

Hoping to start driving towards recommendations. Invite Jan and ESD and have conversations around Monster. Overview of Eric's ISD visit to Portland. Homework for group to read and comment on Tech and Access draft chapter. Report out on Operational Meetings or any other task force developments.

Send out some proposed dates for future meetings, possibly Tuesdays still, Nov, Dec, Jan

**Adjourn:** 12pm