

WIOA

Professional Development

american**job**center®

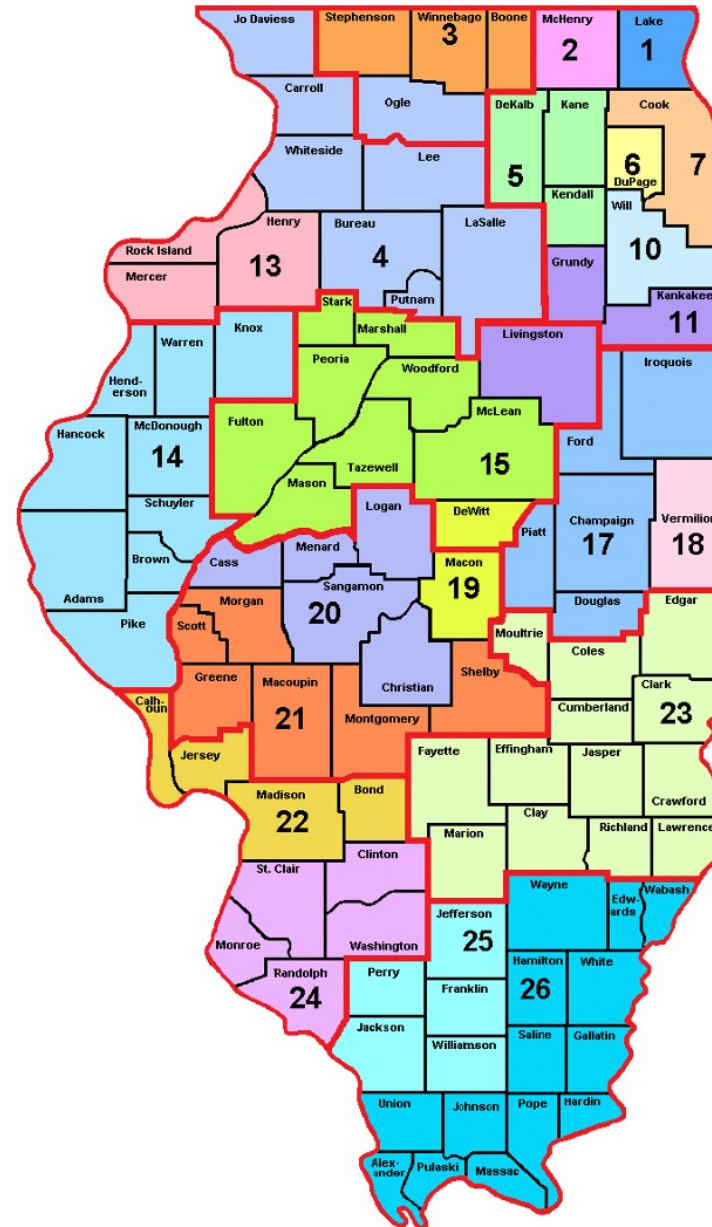
**Transitioning Individuals
with Disability into the
Workforce Development
System**



Kiersten Baer

- Digital Communications Manager
 - Illinois Center for Specialized Professional Support
- kmbaer@ilstu.edu
- 309-438-1838

Where is Your Local Area?



Which partner do you best represent?





Presented By:

Ingrid Halvorsen, Erik Hanson and John Marchioro

Illinois Department of Human Services, Division of Rehabilitation Services

Topics to Cover

- DRS Programmatic Overview
- Movement of a Case
- What is an “Outcome”
- Services to Secondary Education Students
- Post Secondary Education and Training
- The Business Value and Perspective
- Services to Businesses
- Testimonials

DRS Mission:

- DHS' Division of Rehabilitation Services (DRS) is the state's lead agency serving individuals with disabilities.
- DRS works in partnership with people with disabilities and their families to assist them in making **informed choices** to achieve full community participation through **employment, education and independent living opportunities**.



Configuration of DRS Field Offices and Regions

5 regions encompassing 47 field offices

Region 1N/S - Cook County, 14 offices

Region 2 – Chicago Suburbs, 10 offices

Region 3 – Rock Island to Danville, 8 offices

Region 4 – Quincy to Mattoon, 6 offices

Region 5 - South of Region 4, 9 offices



Who We Serve

An individual who:

- Is at least 14 years of age (no max age)
- Has a disability(ies)
- Intends to achieve an employment outcome with our assistance; and
- May need services provided by our WIOA partners



WIOA Core Partner

- DRS is one of the four core WIOA partners, in addition to:
 - Title 1 Adult, Dislocated Worker and Youth formula programs administered by Department of Labor (DOL);
 - Title 2 Adult Education and Literacy Act programs administered by the Department of Education (DoED); and
 - Title 3 Wagner-Peyser Act employment services administered by DOL
 - Title 4 Vocational Rehabilitation administered by DRS



Program Components

- Bureau of Field Services (BFS)
- Bureau of Blind Services (BBS)
- Bureau of Home Services (HSP)
- Bureau of Disability Determination Services (DDS)
- Education Services
- Independent Living (IL)

Poll Question #1

Currently, How many individuals are receiving Vocational Rehabilitation services?

15,728

23,913

24,591

27,385

And the answer is...

A total of 24,385 individuals with disabilities are currently receiving services which will assist them in obtaining competitive integrated employment.



Bureau of Field Services and Bureau of Blind Services

Assist persons with disabilities in achieving independent living, self-sufficiency and employment.

Overview of (VR) Process

- **Referral** – Walk in, call, web, email. Interest in pursuing DRS services in terms of an employment outcome.
- **Application**- referral made, initial interview conducted, gather documentation to determine eligibility.
- **Certification**- determine that applicant meets eligibility requirements and continue with services.
- **Individualized Plan for Employment** - provide counseling and guidance, information and referral, training, restorative and placement.
- **Placement**- applicant achieves stability in employment for a minimum of 90 days.

Referral

- Walk in
- Call
- Web
- Email
- Interest in pursuing DRS Services in terms of achieving an employment outcome
- Timeframe – officially recorded the date it is made, moved to application within 30 days.

Application

- Referral made,
- Initial interview conducted,
- Gather documentation to determine eligibility for DRS services, your documentation can be used. This can expedite the process!
- No determination made at this point on services that will be provided
- Timeframe- within 30 days of referral.

Eligibility for VR Services

- Individual has a physical or mental impairment that constitutes or results in a substantial impediment to any employment
- Individual requires VR Services to prepare for, secure, retain or regain employment
- Individual is presumed to be able to benefit from VR services in terms of an employment outcome
- Individual must want to go to work
- No Order of Selection/”wait list”

Functional Limitation Evaluation

- All customers must participate in this process
- Based on a review of medical/psychiatric and other types of documentation.
- Based on individual's ability to participate in major life activities, (i.e.. community, home, school, and work) as they impact **an employment outcome.**
- Timeframe- within 60 days of the completed application



Individualized Plan for Employment

- **Counseling and Guidance** - Career planning with customer
- **Information and Referral** - Referral to a different provider agency
- **Training** - Post Secondary Training
- **Restorative Service** - Psychiatric or Medical Procedures
- **Placement/Job Retention** - Employment connections
- Timeframe within 90 days of determining eligibility

Main Services Available to Secondary Education Students

Transition Service

- Secondary Transitional Experience Program (STEP)
- Transition Services (NON—STEP)
- Pre-Employment Transition Services (PTS)
- Fast Track Transition

Description

- Acquire work-based learning experiences, primarily in community employment
- Provide career guidance primarily focused on post secondary preparation
- Skills to prepare student for employment



Post Secondary Education and Training

- Major component of employability
- Available to DRS customers
- Must have an employment outcome that requires post secondary education or training that has not yet been achieved
- Must leads to a degree, certificate or other industry recognized credential



Types of Post Secondary Training DRS Supports

- Support can be provided at various levels, both public and private, in state and out of state institutions
 - Associates level
 - Community College Initiative (CCI)
 - Undergraduate and,
 - Advanced Degrees



Services Available to DRS Customers in Post Secondary Education and Training

- Assistive technology
- Career counseling and guidance
- Reasonable accommodations
- Job placement services once training is complete
- Financial support with the following:
 - Tuition and fees
 - Books and supplies
 - Room and board
 - Transportation
- ***these above items may be based on a financial review**

Restoration Services

- **Diagnosis of and treatment for mental or emotional disorders**
 - Therapy
 - Medication
 - Case management assistance and collaboration
 - Referral to local mental health agency
- **Medical services and treatment**
 - Prosthetic and orthotic devices
 - Visual services
 - Low vision devices
 - Assistive Technology
 - Physical and Occupational therapy
 - Hearing services
 - Hearing aids
 - Assistive listening devices

Deaf and Hard of Hearing

Rehabilitation Counselors specialize in services for individuals who are Deaf and hard of hearing.

These staff have the skills to communicate directly with individuals using American Sign Language

- Hearing Aids
- Assistive Listening Devices
- Community Resources

Blind and Visually Impaired

Rehabilitation Counselors specialize in services for individuals who are blind and visually impaired.

Rehabilitation Instruction

- Assistive Technology
- Braille
- Communication
- Health and Wellness
- Home Mechanics
- Independent Living
- Keyboarding

Orientation and Mobility

- Mobility
 - Cane training
 - Community
 - Campus
 - Workplace
 - Public transportation
- Orientation
 - Home
 - Workplace



Job Placement Services

- Direct Placement Services
- Milestone Contracts
- Supported Employment and Customized Employment
 - Employment that is competitive, integrated, individualized and customized, consistent with the individual's unique strengths, abilities, interests, and informed choice, which also includes ongoing support services for individuals with the most significant disabilities.

Job Retention Services

Services provided in order for a customer to retain his or her employment. This can include, but not be limited to:

- accommodations,
- job coaching,
- counseling and guidance,
- physical and mental restoration,
- etc.

Successful Employment Closure

- Applicant achieves stability in employment
- Employed a minimum of 90 days.
- Employment is consistent with their interests, abilities and capabilities
- Services listed in their Individualized Plan for Employment have been provided
- Timeframe – as long as it takes to complete the employment outcome

Poll Question #2

- In Fiscal Year 2022, DRS Business Engagement Consultants contacted _____ employers?
 - 1,425
 - 2,424
 - 3,474



And the answer is....

Collaboration, engagement, and networking with local employers is a significant activity resulting in assisting individuals with disabilities obtain and maintain employment

Last year DRS Employment Consultants initiated contact with 2,424 employers.

Business and VR Collaboration

- Business, both public and private, are looking to be more inclusive and diverse.
- Employers have different motivations
 - Personal
 - Business sensibility (talent matters)
 - State and federal requirements
- And, businesses would like assistance understanding our talent.....

Presumption of PWD Job Seekers

Often the thought is:

- Only a person who uses a wheelchair, or persons with significant intellectual disabilities.

Reality of DRS customers Job Seekers

Fact:

- amputation
- arthritis
- blindness
- burn injury
- cancer
- deafness
- heart disease
- sickle cell anemia
- specific learning disabilities
- Hemophilia
- respiratory or pulmonary dysfunction
- Mental Illness
- Substance Abuse

Services needed by DRS will differ based on disability(ies)

Common Concerns Regarding Accommodations

- Individuals with disabilities do not have the right skills for business.
- Co-workers will be uncomfortable, and their productivity will be negatively impacted.
- Serving people with disabilities will adversely affect a business' bottom line.
- Supports in the workplace would be too costly.



Facts About Accommodations

- Costs very little
- Variety of types
- Benefits to everyone

Services to Businesses

- Workplace review
- Disability training
- HR consultation
- Pre employment vetting
- On the job supports
- Ongoing monitoring and supports
- Tax incentives and reimbursements
- Talent Pipeline
- Onsite Walk-Thru
- WIOA & Business Partners
- WOTC (In-House Processing)
- Job Board
- Targeted Hiring Events
- Fidelity Bonding

Poll Question #3

In Fiscal Year 2022, DRS assisted _____ individuals with disabilities obtain and maintain competitive employment

- 3978
- 4432
- 4727

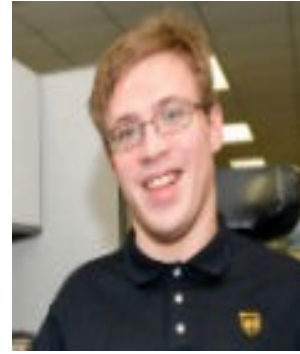


And the answer is....

Through vocational rehabilitation services, engagement with WIOA partners, and community agencies 4727 individuals with disabilities obtained competitive employment in FY2022.

4727 individuals are on their way to self-sufficiency and independence!

Meet Our Talent





Employer Testimonials

Charnetia Young

Manager of Workforce Development

CVS Pharmacies

“DRS has done a great job supporting our employees who have disabilities by making sure that they are (initially) ready for work. If they (our employees) need assistance while at work, we lean on our partners in that aspect.”

“At CVS, one of our goals is to educate our managers on diversity in the workforce and making sure they are equipped to handle the challenges that come with that. DRS has done a great job in making sure we know how to educate our employees.”



Employer Testimonial

Pamela Thurston

Store Manager

Lowe's Home Improvement

I have never in my 15 years of leading in a retail environment met someone who consistently lights up others around him with his enthusiasm and overall willingness to make every day a great day!

I have often said that every Lowe's store - and every business, needs a Daniel; someone who is thankful to have been given an opportunity and pays us back every day with his smile, and service, a hundred fold."



Thank You!

- [Apply for Rehabilitation Services](#)
 - Enter rehabilitation services under “type”
 - Enter the County
 - Office will pop up with contact info. If not sure, then;
 - 1-877-761-9780 (V) or 1-312-957-4881 (VP)
 - Ingrid.Halvorsen@illinois.gov
 - Erik.Hanson@illinois.gov
 - John.Marchioro@illinois.gov