

# Third WIOA Convening

Providing Opportunity for All Marylanders

#WIOAinMD

Friday • January 26, 2018 • Maritime Institute • Linthicum, MD



# Greetings!

On behalf of the WIOA Alignment Group, welcome to Maryland's Third WIOA Convening: Providing Opportunity for All Marylanders.

This is the third time that the Maryland Workforce System has come together in one space to discuss the implementation of the Workforce Innovation and Opportunity Act (WIOA). Our first two gatherings were successful in convening local, State, and Federal partners to break down silos and plan a unified path forward for the State of Maryland.

The purpose of this convening is to unpack WIOA Section 188 and subsequent guidance. Today, we will discuss topics such as the State's Draft Nondiscrimination Plan, target populations and priority of service, compliance deadlines, and language access.

The WIOA Alignment Group exists to facilitate the implementation and integration of workforce services through a collaborative approach, as envisioned in our State Workforce Plan. For this effort to be successful, strong communication and planning must occur among all partner organizations. We are excited to convene this group of stakeholders for the third time in the hope that meaningful discussions and relationship building will enhance service delivery for all populations across our great State.

Thank you for joining us!

## *The WIOA Alignment Group*

*Nichollette Smith-Bligen*

*Kimberly Bohnet*

*Jody Boone*

*Brandon Butler*

*Eric Collins*

*Lloyd Day*

*Michael Digiacomio*

*Terry Gilleland*

*Kim Lightfoot*

*Dan McDermott*

*Kirkland Murray*

*Suzanne Page*

*Erin Roth*

*James Rzepkowski*

*Linda Webb*

*Grason Wiggins*

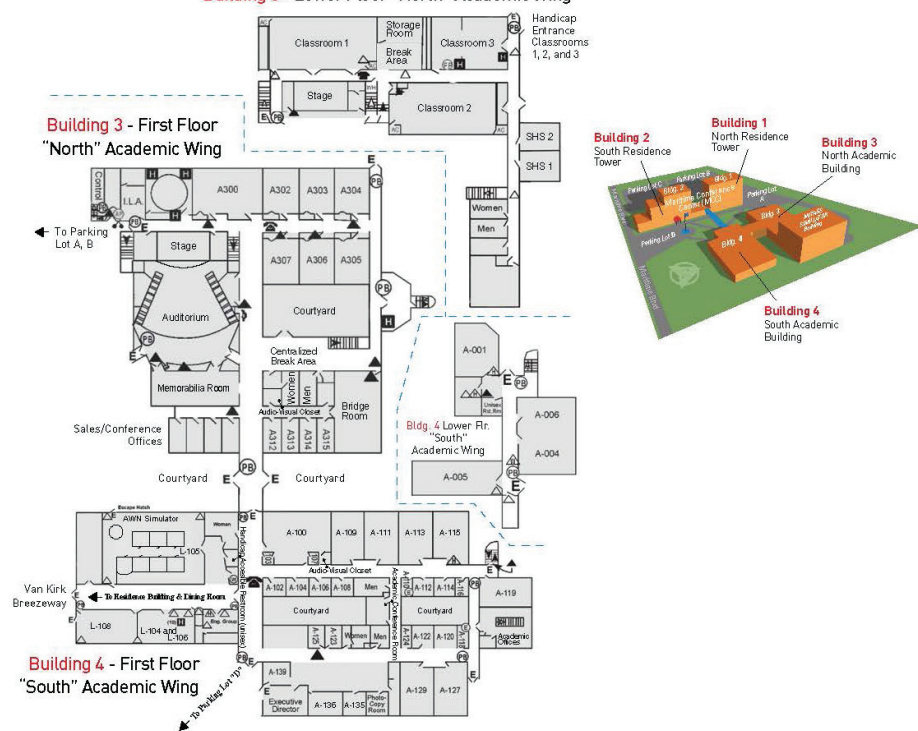
# SITE MAP



*Hospitality Focused, Technology Driven™*

## Academic Building Meeting/Classroom Layouts

### Building 3 - Lower Floor "North" Academic Wing



# AGENDA

8:00 a.m. - 9:00 a.m.

Registration and Continental Breakfast  
*Outside of the Auditorium*

9:00 a.m.- 9:45 a.m.

Welcome and Introductions  
*Auditorium*

9:45 a.m. - 11:00 a.m.

General Session  
*Auditorium*

*Nondiscrimination Plan "draft"*  
*Workforce System Survey*  
*Language Access Plan "draft"*  
*Monitoring and Compliance*

11:15 a.m. - 12:00 p.m.

Breakout Session #1

12:15 p.m. - 1:45 p.m.

Working Lunch  
*Chesapeake Dining Room*

2:00 p.m. - 2:45 p.m.

Breakout Session #2

3:00 p.m. - 3:45 p.m.

Breakout Session #3



# BREAKOUT SESSION MATRIX

	Auditorium	Classroom #3 (Lower Level)
<b>Breakout Session # 1</b> (11:15-12:00)	<i>Maryland's Nondiscrimination Plan Under WIOA at the American Job Centers</i>	<i>Understanding Key Documentation Requirements for WIOA Title I Eligibility and Work Authorization</i>
<b>Breakout Session # 2</b> (2:00-2:45)	<i>Enhancing AJC Services for Individuals with Disabilities: Lessons and Tools Learned through Cornell University's Yang Tan Institute "Diversity Partners" Program</i>	<i>Understanding Key Documentation Requirements for WIOA Title I Eligibility and Work Authorization</i>
<b>Breakout Session # 3</b> (3:00-3:45)	<i>Maryland's Disability Employment Initiative</i>	<i>Effective Case Management to Reduce Barriers to Employment for Special Populations</i>

<b>A300</b> (Upper Level)	<b>A-111/A-113</b> (Upper Level)	<b>A302</b> (Upper Level)
<i>THE ADA: What Businesses and Jobseekers Need to Know</i>	<i>Equal Opportunity Laws 101 for the AJsCs *EO Officers Only*</i>	<i>Towards Workforce Inclusion: Our Collective Enterprise of Integrating Immigrant Need into Workforce Service Provision</i>
<i>THE ADA: What Businesses and Jobseekers Need to Know</i>	<i>English Language Acquisition and Integrated Education and Training</i>	<i>Cultural Competency: Serving the LGBT Community Under WIOA</i>
<i>Oral Interpretation Services Best Practices</i>	<i>Testing Accommodations for Standardized and High Stakes Testing</i>	<i>Nondiscrimination and the Official Complaint Process</i>

# SESSION DESCRIPTIONS

## **Cultural Competency: Serving the LGBT Community under WIOA**

*Jennifer Reed (DLLR-OFP) and Yvette Dickens (DLLR-OFP)*

Staff from DLLR's Office of Fair Practices will discuss serving the Lesbian, Gay, Bisexual, and Transgender (LGBT) community in the State's WIOA-funded programs. This session will educate staff about sexual orientation, gender identity, and anti-discrimination requirements.

## **Effective Case Management to Reduce Barriers to Employment for Special Populations**

*Eric Collins (DHS) and Kenneth Jessup (DHS)*

The Office of Workforce Development at the Department of Human Services will share strategies for effective case management of jobseekers with disabilities, limited English proficiency, etc. The presentation will highlight the referral process and how connections with WIOA partners enhance services to customers.

## **English Language Acquisition and Integrated Education and Training**

*Melissa Zervos (DLLR-DWDAL)*

This presentation will define, and provide the history of, Integrated Education and Training (IET) and Integrated English Literacy and Civics Education (IELCE) under WIOA. Both Title I and Title II partners have responsibilities under IET and IELCE. The goal of this session is to promote opportunities for collaboration between adult education and workforce partners.

## **Enhancing AJC Services for Individuals with Disabilities: Lessons and Tools Learned through Cornell University's Yang Tan Institute "Diversity Partners" Program**

*Michelle Day (Frederick County Workforce Services)*

During this session, attendees will learn about Frederick County's participation in the "Diversity Partners" project, a pilot workforce solution developed by Cornell University's Institute on Employment and Disability. Topics will include the benefits of staff cross-training and how to strategically use system-wide resources to serve those with disabilities.

## **Equal Opportunity Laws 101 for the AJCs**

*\*EO Officers Only\**

*Roger Ocampo (USDOL-CRC)*

This session is open for state and local Equal Opportunity (EO) Officers only. Roger Ocampo, from the USDOL Civil Rights Center, will provide training on the responsibilities of EO Officers. These responsibilities include monitoring data and information collection, affirmative outreach, and handling complaints.



# SESSION DESCRIPTIONS

## **Maryland's Disability Employment Initiative**

*Carolynnette Scott (DLLR-DWDAL) and Teara Winmond (DLLR-DWDAL)*

DLLR was awarded the federal Disability Employment Initiative (DEI) grant in 2016 to enhance capacity and services of American Job Centers for people with disabilities. This presentation will provide an introduction to the purpose of the grant as well as a more in depth description of how DEI is being implemented in Maryland. This session will breakdown what DEI is and is not and how it will affect workforce system customers.

## **Maryland's Nondiscrimination Plan under WIOA at the American Job Centers**

*Brandon Butler (DLLR-DWDAL)*

Maryland's Draft Nondiscrimination Plan fulfills the requirements of WIOA Section 188 and 29 CFR Part 38. This session will include an in-depth discussion of the plan, including assurances, best practices, and future strategies for the State of Maryland. American Job Centers play a significant role in this plan, in notice and communication, language access, disability access, data collection, outreach, priority of service, and more.

## **Nondiscrimination and the Official Complaint Process**

*Jennifer Reed (DLLR-OFP) and Yvette Dickens (DLLR-OFP)*

The Office of Fair Practices (OFP) ensures nondiscrimination and equal opportunity within all programs and activities conducted by DLLR. The OFP will overview the discrimination complaint process for WIOA Title I programs. This session will provide a step-by-step description, with examples, of the process from complaint to resolution.

## **Overview: Benchmarks of Success for Maryland's Workforce System** (Working Lunch)

*James Rzepkowski (DLLR-DWDAL)*

This session will introduce the *Benchmarks of Success for Maryland's Workforce System*. The Benchmarks reflect a shared vision of excellence among the State's workforce system partners and provide a strategic tool for continuous improvement. The Benchmarks set forth a clear vision, goals, and measurable achievements that will help gauge success, as the WIOA partners work to lay the foundation of this new system.

## **Oral Interpretation Services Best Practices**

*Augustin Ntabaganyimana (DHS-MORA), Hanna Stocks (IRC), and Sebine Haile (IRC)*

The first part of this session will review Maryland's current Foreign Language Interpretation/Translation Services vendors and how to contact them. Then, members of the International Rescue Committee will demonstrate how to appropriately provide interpretation services.

# SESSION DESCRIPTIONS

## **Testing Accommodations for Standardized and High Stakes Testing**

*Helen Coupe (DLLR-DWDAL) and Ramona Kunkel (DLLR-DWDAL)*

Nondiscrimination legislation protects the rights of participants to receive equal access to educational and training opportunities including accommodations during testing. This presentation defines “testing accommodations” and what it means for adult education providers. This session will help identify learners who require accommodations as well as provide resources for understanding the different types of accommodations that may be used.

## **The ADA: What Businesses and Job Seekers Need to Know**

*Darlene Peregoy (MSDE-DORS)*

This presentation will define “disability” and the population covered under the Americans with Disabilities Act (ADA). Discussion will cover how regulations regarding individuals with disabilities affect employment. This session works to promote partnerships between DORS, State and local workforce partners, and federal contractors and businesses in order to increase and enhance job placement for qualified individuals with disabilities.

## **Towards Workforce Inclusion: Our Collective Enterprise of Integrating Immigrant Need into Workforce Service Provision**

*Allie Levinsky (Upwardly Global)*

Upwardly Global is a nonprofit that strives to eliminate skilled immigrants’ and refugees’ barriers to employment and integration. This presentation will define “culture” and discuss differences in cultural orientation that can potentially lead to workplace miscommunication. The goal of this session is to increase understanding to improve job placement outcomes.

## **Understanding Key Documentation Requirements for WIOA Title I Eligibility and Work Authorization**

*Erin Roth (DLLR-DWDAL) and Amanda Olmstead (DHS-MORA)*

Session participants will become familiarized with the ins and out of key source documentation requirements to WIOA Title I program eligibility as they relate to certain special populations, including immigrants, individuals with disabilities, and transgender individuals. This session will include a review of WIOA Title I Adult program eligibility basics and will offer an in-depth understanding of acceptable work authorization documents.

# Thank You...

On behalf of the WIOA Alignment Group we would like to thank you for attending the *Third WIOA Convening: Providing Opportunity for All Marylanders*. Our hope is that the discussions here will help the Maryland workforce system enhance service to special populations.

Thank you to the convening planning committee for organizing this event. Committee members are listed below:

## Department of Human Services

*Amanda Olmstead*

## Department of Labor, Licensing and Regulation

*Brandon Butler*

*Natalie Clements*

*Brittney Crisafulli*

*Lauren Gilwee*

*Erin Roth*

*Carolynnette Scott*

*Teara Winmond*

*Melissa Zervos*

## Maryland State Department of Education

*Derick Serra*

# Maryland's WORKFORCE SYSTEM

