

1. 4	Outreach
1.4. 1	Specific outreach activities attract a diverse group of customers, including customers with significant disabilities.
1.4. 2	Marketing materials include positive representations of a diverse group of customers who receive One-Stop services, including individuals with disabilities, and are available a variety of accessible formats.
1.4. 3	Information is collected and reviewed about the number of and demographic characteristics (including disability status) of customers who participate in the One-Stop as a result of outreach activities.
1.4. 4	Information is presented to employers regarding advantages and strategies for hiring a diverse workforce, inclusive of individuals with disabilities.

<u>Ratings and Comments:</u>	<u>Is Change Desired?</u>

3.0	Service Delivery
3.1	Staff Knowledge
3.1.1	Front line staff demonstrates an awareness of effective strategies (including counseling, employment and placement) that support employment outcomes for customers with disabilities.
3.1.2	Front line staff demonstrates an understanding of accommodations and supports, promoting equal access and participation in One-Stop activities for all customers.
3.1.3	Front line staff regularly participates in professional development opportunities (e.g., conferences, workshops and technical materials) that further equal access for One-Stop customers.
3.1.4	Front line staff understands how to maintain confidential information about customers, including the information about disability-related issues.
3.1.5	Front line staff is aware of procedures to obtain assistive devices through various funding sources (e.g., Vocational Rehabilitation, Medicaid, Social Security work incentives).

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3. 2	Partners	
3.2. 1	Customers are given the opportunity to choose between vocational service providers who have demonstrated support for a wide range of customers.	
3.2. 2	Employers demonstrate understanding about the limits of inquiry regarding the disability status of an employee or potential employee under the Americans with Disabilities Act.	
3.2. 3	Employers demonstrate understanding about effective accommodations for a variety of disabilities.	
3.2. 4	All One-Stop programs and services have been intentionally designed to be adapted to accommodate a wide range of customers, including customers with disabilities.	
3.2. 5	Public and private sector resources are combined through collaborative agreements to support the full participation of a diverse group of customers in One-Stop activities.	

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3. 3	Customer Direction	
3.3. 1	Directions are present, in a variety of formats, for customers who wish to access computer workstations or other One-Stop self-directed resources, outside of the formal intake/referral process.	
3.3. 2	All customers, with and without disabilities, have the opportunity to be the primary influence on the design, implementation and review of their plans for service delivery.	
3.3. 3	Alternative formats (e.g., Braille, audio tapes, large print) of materials used for programmatic and survey purposes are available in a timely manner per customer request and contain the same information across formats.	
3.3. 4	Private meeting space is always available and routinely offered to all customers to discuss confidential or disability-specific issues.	

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3. 4	Policy Issues
3.4. 1	The One-Stop annual policy review contains a written accessibility plan, developed by a formally established work group of One-Stop staff, partners, and customers who have disabilities.
3.4. 2	Written policy regarding access to information about One-Stop customers, with personnel identified to supervise the implementation of the policy, is available to all customers, including customers with disabilities.

3. 5	One-Stop Practices
3.5. 1	All customers, including customers with disabilities, have access to the full range of core, intensive, and educational services provided by the One-Stop, and not just through disability-specific partners.
3.5. 2	One-Stop center staff has knowledge of resources about technology and accommodations that exist to support the fullest participation of One-Stop customers with disabilities.
3.5. 3	All customers are informed verbally and in writing that personal information, including information about disabilities, will be kept confidential.
3.5. 4	All customers are informed verbally and in writing about the issues and implications of self-disclosure regarding one's disability to employers and potential employers.
3.5. 5	Customers are provided with their legal rights and a description of procedures for measuring customer participation in One-Stop activities and programs.

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4. 3	Procedures
4.3. 1	Youth with disabilities actively participate as members of the Youth Council in discussion and decision-making.
4.3. 2	The process for awarding Youth Council service contracts requires the inclusion of a broad array of youth, including youth with disabilities and youth with significant needs for support.
4.3. 3	A process for coordination exists between youth programs and has been established so that students who are not successful in one program may switch to another.
4.3. 4	The Youth Council blends multiple funding streams (WIA, Vocational Rehabilitation, SSA, TANF), to meet the aspirations and support needs of the broadest variety of youth.
4.3. 5	Methods of program evaluation measure the impact of programs on youth with specific disadvantages, including youth with disabilities.
4.3. 6	All youth who participate in work-based learning activities receive individualized support on the job site, to further their attainment of skills, building on the natural supports within each workplace.

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