

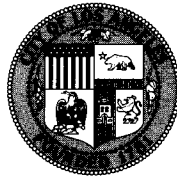
CITY OF LOS ANGELES

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Date: AUG 02 2001

To: All Workforce Development Full Service One-Stop Lead and Satellite, Youth Opportunity and Welfare-to-Work Contractors

From: Ann Giagni, Director
Workforce Development Division

Subject: **INFORMATION BULLETIN NO. 02-12**
NETWORK FOR SERVICE TO PERSONS WITH DISABILITIES
PROVISION OF INTENSIVE DISABILITY RELATED SERVICES
REQUEST FOR INFORMATION

The City of Los Angeles, Workforce Development Division (WDD) Disability Network is a collaborative group of professionals representing a diverse cross-section of agencies serving persons with disabilities. Established jointly by the Northeast Los Angeles Satellite (Goodwill Industries of Southern California) and Chatsworth-Northridge One-Stop (Build Rehabilitation) in partnership with WDD, its role is to promote and enhance the quality of workforce development services offered through the City of Los Angeles' One-Stop system, to ensure accessibility to persons with disabilities.

As part of a continued effort by the City of Los Angeles to provide services to persons with disabilities, performance goals for the Los Angeles City One-Stop System are currently being developed to encourage outreach to persons with disabilities. This will directly impact One-Stop Centers, as the responsibility will fall on each center to outreach to and serve customers with disabilities in their community.

In order to help meet the performance goals that will be established by the City of Los Angeles and to better serve customers with disabilities, Build Rehabilitation and Goodwill Industries of Southern California will be working together to provide a training certification program (Build) for all One-Stop staff as well as on-site intensive services (Goodwill) to those One-Stop Centers who are interested in receiving assistance.

The Legacy Certification program will enable each One-Stop employee to better serve clients with disabilities, and to accelerate his or her career growth by earning an industry-recognized credential as a Disability Service Specialist (DSS). There will be three certification levels:

- DSS I – delivers Core Services: orientation, intake/eligibility, customer service, etc;
- DSS II – delivers Intensive Services: assessment, career counseling, case management, and job development;
- DSS III – delivers Intensive Services, supervises/trains other staff, and conducts outreach to job seekers and employers.

The Legacy training will be offered via several methods, to provide maximum flexibility:

- 1) On-line modules over the internet, completed on the employee's schedule;
- 2) Live classroom training to demonstrate skills application;
- 3) Monthly Disability Network training;
- 4) On-the-job training to demonstrate competency in the "real world".

Build Rehabilitation is presently in the process of obtaining endorsement for the Legacy Certification program, and of meeting requirements for continuing education credits through California State University, Northridge. If endorsement is received, the DSS certification will be a professional credential recognized by vocational rehabilitation associations.

The goal is for each Full Service and Satellite One-Stop Center to have a designated Level III trained DSS either directly located at their center or assigned to the center through the DSS Team. If a One-Stop Center elects to have a member of the DSS Team assist their center in lieu of training their employees, a DSS team member will be assigned to provide intensive services for your One-Stop based on geographic area. The DSS team members (floaters) are a part of the Disability Network and will be utilized for each One-Stop on an as needed basis.

This highly skilled individual can assist the One-Stop Center(s) in including the monitoring of: performance goals and staff training, facility and program accessibility, and marketing and community outreach. The DSS will also be expected to be actively involved in Disability Network meetings and trainings.

Although participation is not mandatory, each One-Stop is highly encouraged to participate in these programs. These services are designed to not only enhance program accessibility to customers with disabilities, but to also assist One-Stop Centers in meeting performance goals.

Please take the time to fill out the attached survey. This will inform our staff of your current needs as well as your interest in these services. If you have any questions, please feel free to call **Lisa Jordan of Goodwill Industries at (323) 223-1211 ext. 2398**. All Full Service and Satellite Centers locations should complete the attached survey regardless of interest. **The surveys can be faxed to (323) 343-9927, ATTN: Lisa Jordan**. Please fax the attached survey no later than **August 17, 2001**.

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