STATE OF MARYLAND
DLLR
DEPARTMENT OF LABOR, LICENSING AND REGULATION

POLICY ISSUANCE 2017-07

Maryland's Disability Employment Initiative | July 17, 2017

TO: Division of Workforce Development and Adult Learning (DWDAL) staff; Local Workforce Development Area Directors

FROM: Division of Workforce Development and Adult Learning
Maryland Department of Labor, Licensing and Regulation

SUBJECT: Maryland's Disability Employment Initiative

PURPOSE: To provide policy guidance on Maryland's Disability Employment Initiative

ACTION: Local Workforce Development Area directors, American Job Center labor exchange administrators, and central office managers will ensure all employees are aware of and receive copies of this policy. DWDAL policies are available on the DLLR website.

EXPIRATION: April 1, 2020

QUESTIONS:

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GENERAL INFORMATION

WORKFORCE INNOVATION & OPPORTUNITY ACT (WIOA)

The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014, and went into effect July 1, 2015. WIOA supersedes the Workforce Investment Act of 1998 (WIA) and amends the Adult Education and Family Literacy Act, the Wagner Peyser Act, and the Rehabilitation Act of 1973. By design, the workforce system established under WIOA is integrated to help both businesses and jobseekers. WIOA envisions connecting businesses with job seekers, through meaningful partnerships among workforce, education, human services, and economic development entities to ensure optimum results and leveraging of resources. The law addresses the needs of job seekers through establishing a workforce system that helps them access employment, education, training and support services to succeed in the labor market. Through the American Job Centers (AJCs), WIOA works to address employer needs by matching them to the skilled workers they need to compete in the global economy.

WIOA drives the workforce system to focus its efforts on serving individuals with barriers to employment, including those with disabilities. Through Section 188 of WIOA and the related final regulations, the Act also strengthens the importance of nondiscrimination and equal opportunity provisions, prohibiting discrimination in participation, benefits, and employment because of race, color, religion, sex, national origin, age, disability, or political affiliation or belief.

MARYLAND'S COLLABORATIVE APPROACH TO WIOA IMPLEMENTATION

Maryland has taken a collaborative approach to implementing WIOA. The Department of Labor, Licensing and Regulation (DLLR), the Department of Human Services (DHS), and the Maryland State Department of Education's Division of Rehabilitation Services (DORS) worked collaboratively, alongside the Governor's Workforce Development Board, to develop a strategic and operational WIOA State Plan. This plan serves as Governor Hogan's blueprint for the creation of an effective and efficient workforce system.

As detailed in the WIOA State Plan, Maryland recognizes that every working age Marylander with a disability, including those with significant disabilities, should have access to opportunities that lead to employment in competitive, integrated settings. While Marylanders with disabilities contribute to the state's economic growth and are able to achieve financial self-sufficiency, historically, they have experienced a low level overall of workforce participation. The State envisions a workforce system that embraces nationally recognized best practices through a collaborative, systems approach that effectively strengthens employment outcomes for Marylanders with disabilities. Maryland's Disability Employment Initiative (DEI) is a collaborative stride towards implementing the WIOA State Plan.

THE U.S. DEPARTMENT OF LABOR'S DISABILITY EMPLOYMENT INITIATIVE

The U.S. Department of Labor (USDOL)'s Employment and Training Administration and Office of Disability Employment Policy jointly fund Disability Employment Initiative (DEI) projects to provide an opportunity for states to improve meaningful participation of youth and adults with disabilities, including individuals with significant disabilities, in the workplace. Through funding DEI projects, USDOL aims to: (1) foster improved coordination and collaboration among employment and training programs, including the Ticket to Work program[1]

[1] The Ticket to Work Program is a program established by the Social Security Administration that helps people who receive Social Security Disability

to effect meaningful systems change; (2) build effective community partnerships that leverage public and private resources, and (3) improve employment outcomes for individuals with disabilities by promoting physical and programmatic accessibility and increasing their participation in existing career pathway systems and programs.

Projects previously funded through the DEI have resulted in significant improvements in service delivery to individuals with disabilities through the workforce system. Through the DEI, other states have been able to increase accessibility of the American Job Center (AJC) network, expand the WIOA system's capacity to serve individuals with disabilities, train front-line and partner staff, and increase partnerships.

For this round of DEI awards, USDOL sought to fund projects that built on the existing successes by refining and verifying delivery strategies through a job-driven, "Career Pathway" approach.

Career Pathways

WIOA defines "Career Pathway," as a combination of rigorous and high-quality education, training, and other services that:

- Aligns with the skill needs of industries in the economy of the State or regional economy involved;
- Prepares an individual to be successful in any of a full range of secondary or post-secondary education options, including apprenticeships;
- Includes counseling to support an individual in achieving the individual's education and career goals;
- Includes, as appropriate, education offered concurrently with, and in the same context as, workforce preparation activities and training for a specific occupation or occupational cluster;
- Organizes education, training, and other services to meet the particular needs of an individual in a manner that accelerates the educational and career advancement of the individual to the extent practicable;
- Enables an individual to attain a secondary school diploma or its recognized equivalent, and at least one recognized postsecondary credential; and,
- Helps an individual enter or advance within a specific occupation or occupational cluster.

The U.S. Departments of Labor and Education have outlined six key elements necessary for successful Career Pathway customization, all of which are relevant to Maryland's Disability Employment Initiative (DEI):

1. Build cross agency partnerships and clarify roles;
2. Identify sector or industry and engage employers;
3. Design programs;
4. Identify funding needs and sources;
5. Align policies and programs; and,
6. Measure system change and performance.

Career pathways systems capitalize on the flexibility that the model provides to use innovative service delivery strategies and to support job-driven approaches. Through the DEI, USDOL expands upon WIOA's focus and calls for States to increase career pathway opportunities for individuals with disabilities.

Ticket to Work & the Employment Network

USDOL requires all DEI grantees to operate as part of an "Employment Network" at the state and/or local

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Insurance or Supplemental Security Income to return to meaningful work, maintain employment, and to pursue ongoing career advancement up to and including economic self-sufficiency.

workforce level. An Employment Network is an entity that is approved by the Social Security Administration (SSA) to serve individuals under its Ticket to Work program. Once approved by SSA, an Employment Network can accept a Ticket from any individual who qualifies for the Ticket to Work program and local workforce staff are trained and approved by the Employment Network to conduct analyses of SSA benefits.[2]

Operating as an Employment Network under the Social Security Administration's Ticket to Work program is an important, strategic approach to sustainability and collaboration in addressing the needs of people with disabilities receiving Supplemental Security Income (SSI) and/or Social Security Disability Insurance (SSDI) cash benefits. USDOL requires the Employment Networks under the DEI to have outcomes for Social Security disability beneficiaries that lead to economic self-sufficiency and their leaving the SSI or SSDI rolls.

[2] All individuals on SSI or SSDI between the ages of 18-64 qualify for SSA's Ticket to Work program.

MARYLAND'S DISABILITY EMPLOYMENT INITIATIVE

In late 2016, the U.S. Department of Labor awarded the Maryland Department of Labor, Licensing and Regulation's Division of Workforce Development and Adult Learning (DWDAL) nearly $2.5 million to implement the state's Disability Employment Initiative. Maryland's DEI has a grant period spanning October 1, 2016 through April 1, 2020.

Employing the career pathways model, Maryland's DEI will meet the USDOL's goals and aims to equip individuals with disabilities with the skills, competencies, and credentials necessary to help them obtain in-demand jobs, increase earnings, and advance their careers. When designing Maryland's Disability Employment Initiative, the State had the following goals in mind:

- Increase the number of individuals with disabilities entering competitive integrated employment via services within the American Job Centers (AJC);
- Improve accessibility of the AJCs involved;
- Increase the competency level and number of skilled staff in the AJCs to serve individuals with significant disabilities;
- Develop career pathways systems and programs to equip individuals with disabilities with skills, competencies, and credentials necessary to help them be competitive in the workforce; and,
- Create a more robust workforce system to serve individuals with disabilities within the state of Maryland, by addressing the needs of businesses

Maryland's DEI grant is administered locally in Anne Arundel and Montgomery counties by Anne Arundel Workforce Development Corporation and WorkSource Montgomery, the Local Workforce Development Areas for those counties. Anne Arundel Workforce Development Corporation has selected the Glen Burnie American Job Center as its pilot site and WorkSource Montgomery has selected the Wheaton American Job Center as its pilot site. Through funding made possible by the grant, these centers will be fully accessible for individuals with disabilities.

To increase the workforce system's capacity to effectively serve individuals with disabilities, Maryland's DEI provides for an array of professional development opportunities. Throughout the DEI grant period, Local Workforce Development Area staff will receive professional development and technical assistance opportunities, including the Association of Community Rehabilitation Educators (ACRE) Competency-based Certificate Training, which places an emphasis on Customized Employment.

Customized Employment allows for an individualized approach to supporting jobseekers and employers in meeting their goals and typically involves four components: (1) discovery and assessment; (2) job search planning; (3) job development and negotiation; and (4) post-employment support. Depending on the needs of the jobseeker, accommodations or recognition of jobseeker limitations may take place at any point in the training process.

In addition, to ensure the DEI's success in Maryland, DLLR has:

- Hired a DEI program manager for the State;
- Established a statewide Cohesive Resource Committee;
- Encouraged Anne Arundel and Montgomery counties to establish local Cohesive Resource Committees;
- Made resources available locally to hire Disability Resource Coordinators in Anne Arundel and Montgomery counties; and,

- Encouraged the pilot counties to support individuals through an Integrated Resource Team approach.

DISABILITY EMPLOYMENT INITIATIVE PROGRAM MANAGER

The DEI Program Manager serves in a critical role and is responsible for identifying and coordinating between DLLR, the Local Workforce Development Areas, and other state-level agencies, institutions and partners to ensure that issues and challenges are addressed and that common DEI goals are achieved.

DLLR expects that the state and local Cohesive Resource Committees will identify modifications to existing AJC and career pathway programs; and in those cases, the DEI Program Manager is responsible for communicating timely recommendations to leadership within the DWDAL Office of the Assistant Secretary and Office of Workforce Development to initiate change. The DEI Program Manager is also responsible for facilitating implementation of data collection and evaluation activities, as required by the USDOL and DLLR.

STATEWIDE COHESIVE RESOURCE COMMITTEE

The State's Cohesive Resource Committee exists to support the local implementation of the DEI through leveraging State resources, identifying policy needs, and troubleshooting challenges that local DEI implementers may face. This committee is comprised of leadership from:

- DLLR, Division of Workforce Development and Adult Learning (DWDAL);
- The Governor's Workforce Development Board;
- Maryland State Department of Education, Division of Rehabilitation Services (DORS);
- Maryland Department of Disabilities;
- Department of Health, Behavioral Health Administration (BHA); and,
- Department of Health, Developmental Disability Administration (DDA).
- Maryland State Department of Education, Early Intervention/Special Education;
- Anne Arundel Workforce Development Corporation;
- WorkSource Montgomery; and
- Other partners, as appropriate.

LOCAL COHESIVE RESOURCE COMMITTEES

As the local implementers of Maryland's DEI, Anne Arundel Workforce Development Corporation and WorkSource Montgomery have each established local Cohesive Resource Committees to provide a platform to discuss local jobseeker needs, opportunities to share and leverage resources, and to identify short- and long-term barriers faced by program participants at the local level. Each local committee should be led by the local Disability Resource Coordinator and, at a minimum, must be comprised of local leadership representing the following:

- Local Workforce Development Area staff, including the local Disability Resource Coordinator;
- Local Business Solutions Services Team;[3]
- DLLR DWDAL;
- DORS;
- Local Department of Social Services;
- Local WIOA Title II Adult Education service provider(s);

[3] See page 12 for details on the Business Solutions Services Team.

- DLLR Jobs for Veterans State Grant (JVSG) Disabled Veterans' Outreach Program (DVOP) specialists and Regional Local Veteran Employment Representatives (LVERs);
- Department of Disabilities;
- Department of Health, Developmental Disabilities Administration;
- Department of Health, Behavioral Health Administration; and,
- Local non-profit organizations on contract with DDA and/or BHA to provide resources and services to individuals with significant disabilities.

LOCAL DISABILITY RESOURCE COORDINATORS

DLLR recognizes the critical role that the local Disability Resource Coordinators play in ensuring a successful DEI project in Maryland and, therefore, expects the local Disability Resource Coordinators in each of the participating Local Workforce Development Areas to:

- Assist in identifying and leveraging disability-related resources and partners to support collaboration on career pathway efforts for individuals with disabilities;
- Coordinate the Integrated Resource Team;
- Lead the local Cohesive Resource Committee;
- Advise the statewide Cohesive Resource Committee on how to effectively promote the participation of individuals with disabilities in career pathways systems and programs;
- Coordinate with existing Career Pathway programs' direct service delivery staff, including career coaches;
- Assist Local Workforce Development Areas, American Job Center staff, community colleges, businesses, and other partners to successfully support individuals with disabilities via offering professional development opportunities;
- Assist in the recruitment of individuals with disabilities to participate in Career Pathways programs and to take advantage of the services available through the American Job Center system; and,
- Ensure that the Local Workforce Development Area's pilot American Job Center site is certified with the Employment Network[4] to help expand access to WIOA services for Ticket to Work participants.

INTEGRATED RESOURCE TEAM MODEL

An Integrated Resource Team is a key strategic service delivery component of the DEI. The approach involves multiple service systems and agencies coordinating services and leveraging funding to meet the unique needs of an individual jobseeker with a disability who is seeking employment. An Integrated Resource Team begins with a customer who is determined eligible for services in multiple systems and has established an individualized employment goal that requires resources from multiple systems. When an Integrated Resource Team model is deemed appropriate to a participant's goals, the local Disability Resource Coordinator should support the participant in approaching and coordinating the various services to ensure that the plan is fully resourced and has the best chance of a successful outcome. Due to the individualized nature of this approach, the composition of each individual's Integrated Resource Team varies based on any given customer's needs and goals.

DEI EVALUATION

Maryland recognizes that program evaluation and research are two key components of achieving overall system improvement. As detailed in the WIOA State Plan, Maryland's workforce partners are broadly committed to

[4] See page 5 for details on the Employment Network.

working with evaluation teams to design and coordinate projects that inform sound WIOA policy making that is refined to appropriately meet shared customer needs. Evidence provided by research and evaluations can inform policymakers on whether or not to adopt or scale-up programs or initiatives that are found to have net social benefits.

As such, the U.S. Department of Labor, through Social Dynamics and Abt Associates, will measure Maryland's DEI success through a quasi-experimental evaluation. Anne Arundel and Montgomery AJCs will serve as treatment sites, whereas Southern Maryland and Prince George's AJCs are designated comparison sites. Evaluation results will allow for a deeper understanding of the initiative's success.

To evaluate the outcomes between the treatment and comparison sites, Social Dynamics and Abt Associates created a survey tool. Both the comparison and treatment site participants will voluntarily fill out the same survey questions. Staff from participating sites will receive training from Social Dynamics to ensure information on the survey is effectively and accurately conveyed to AJC customers who are 18 years or older, self-disclose a disability, and receive AJC services. To compensate comparison site participants for their time in completing the survey, Social Dynamics will provide each survey participant with a $15.00 stipend.

The evaluation method enables Social Dynamics to account for alternative variables that factor into the success of DEI program activities by matching AJC participants who receive DEI services with those that do not.

JOB SEEKERS: PROGRAM PARTICIPANTS & OUTREACH

ELIGIBLE JOB SEEKERS

To qualify for participation in the DEI, an individual must be at least 14 years old and:

- A job seeker who is currently receiving Supplemental Security Income (SSI); or,
- A job seeker who is currently receiving Social Security Disability Insurance (SSDI); or,
- A job seeker with a physical, sensory, mental, cognitive, intellectual, or developmental disability that requires at least one of the following to obtain and maintain competitive integrated employment at or above minimum wage:
    - Significant accommodations[5];
    - Significant supports;[6] or,
    - Customization of job responsibilities[7].

Priority of Service

Veterans' Priority of Service provisions shall apply to DEI. This means that covered persons who meet all eligibility requirements must receive Priority of Service over all other program participants. To receive Veterans' Priority of Service, a Veteran or eligible spouse must meet the statutory definition of a "covered person" and also must meet any other eligibility requirement applicable to the program.

For additional information on Veterans' Priority of Service contact LeRoy Thomas, DLLR Veterans Program Manager, at LeRoy.Thomas@maryland.gov or 410-767-2015.

After Veterans' Priority of Service provisions are applied, priority should be given to individuals who reside in Anne Arundel and Montgomery Counties.

JOB SEEKER OUTREACH METHODS

DLLR and Local Workforce Development Area staff should identify potential participants by building upon existing customer relationships, organization partnerships, and other resources. Examples of resources that could help to identify participants include, but are not limited to: State and local DEI Cohesive Resource Committee partners,[8] local Department(s) of Social Services, local adult education service providers, local schools, nonprofit, community-based organizations, and community rehabilitation programs.

Staff are encouraged to use the DEI Fact Sheet, provided as ***Attachment A – Disability Employment Initiative Fact Sheet***, when introducing the opportunity.

[5] A modification to the classroom or workplace setting qualifies as an accommodation. Examples of modifications can be found at: https://odr.dc.gov/book/manual-accomodating-employees-disabilities/types-reasonable-accomodation.
[6] Examples of work place supports can be found in the Q&A on customized employment at: http://fhfjefferson.org/wp-content/uploads/2015/02/workplace-supports.pdf.
[7] Customized employment involves the customization of job responsibilities for individuals with disabilities. The Office of Disability and Employment Policy has a customized employment Q&A fact sheet at: https://www.dol.gov/odep/ietoolkit/publications/138.pdf.
[8] See pages 7-8.

PARTICIPATION

In order to effectively leverage partnerships and resources to ensure the participant's success, Local Workforce Development Areas are required to co-enroll DEI participants into complementary services available via WIOA Title I (Adult, Dislocated Worker, and/or Youth program), trade adjustment assistance for workers program, or Wagner Peyser. Additionally, Local Workforce Development Areas are encouraged to co-enroll DEI participants in other WIOA partner programs, including adult education, vocational rehabilitation, temporary assistance for needy families, and/or jobs for veterans State grant program.

Once approved for participation in the Disability Employment Initiative, the local Disability Resource Coordinator must work alongside the Cohesive Resource Team and other American Job Center staff to ensure that participants are supported through the four components of a "customized employment model," as detailed below.

Attachment B – Sample DEI Flow through the American Job Center illustrates the order of services that a DEI program participant will receive.

EMPLOYERS: PARTICIPATING BUSINESSES & OUTREACH

TARGET EMPLOYERS

Maryland's DEI focuses on developing customized career pathway opportunities with Maryland businesses in the following sectors:

- Retail/Trade;
- Professional, Scientific, and Technical Services;
- Health Care and Social Assistance; and,
- Construction.

DLLR has identified these industries as the focus industries for DEI due to the fact that these sectors have already established opportunities for career pathways customization in Maryland. DLLR does not, however, limit the Local Workforce Development Areas to working with employers from these industries alone. Other employers may participate in the DEI so long as there is a demonstrated hiring need and a willingness to modify or adapt positions to ensure the participant's success along a career pathway.

BUSINESS SERVICES

To successfully execute the Disability Employment Initiative, the Business Solutions Services teams in Anne Arundel and Montgomery counties (including various State and Local staff who engage with businesses for the purpose of advancing workforce development initiatives) will expand their memberships to include the Disability Resource Coordinator and representatives from the Department of Health's Behavioral Health Administration and Developmental Disabilities Administration. Including BHA and DDA staff who provide workforce services to individuals with disabilities will be an asset to the system and will ensure that business services staff can fully communicate the advantages of hiring a diverse workforce, inclusive of individuals with disabilities.

DLLR expects that the Business Solutions Services Team will be better prepared to negotiate with business on employment opportunities for people with significant disabilities through the various disability related training that will be offered to all American Job Center staff in Anne Arundel and Montgomery counties.

DLLR requires participating Local Workforce Development Areas to work alongside the State and local DEI Cohesive Resource Committees to educate employers on the DEI opportunity to ensure the initiative's success. DLLR also encourages partners, including the Governor's Workforce Development Board, to conduct outreach to ensure Maryland's businesses are aware of the opportunities available to them via participation in the Disability Employment Initiative.

PERFORMANCE & REPORTING REQUIREMENTS

PERFORMANCE OUTCOME EXPECTATIONS

To measure Maryland's success with the Disability Employment Initiative, USDOL will assess DLLR and its Local Workforce Development Areas' success by using the following mutually agreed upon performance measures and outcome expectations. Therefore, DLLR expects its participating Local Workforce Development Areas to contribute equally to the State's achievement of these DEI performance goals.

Disability Employment Initiative – Performance Outcome Expectations	
Indicator of Performance	**Minimum Performance Expectation**
Total # of individuals with disabilities to be served	150
Total # of Maryland AJCs certified as Employment Networks	2
Total # of Ticket to Work participants served	50
Total # of individuals receiving career services	150
Total # of individuals entering occupational training in a career pathway program	90
Total # of individuals completing training in a career pathway program	75
Total # of individuals receiving industry recognized certifications	75
Total # of individuals entering unsubsidized employment	85
Participants' average hourly wage rate	at or above State minimum wage[9]
Participants' rate of retention[10]	65%

To comply with DLLR's reporting requirements and to determine the success of the Disability Employment Initiative's investments, participating Local Workforce Development Areas **must** report the following data into the Maryland Workforce Exchange (MWE) system:

- Participant characteristics;
- Participant services received;
- Participant outcomes.

Local Workforce Development Area staff must fully enroll DEI participants into the MWE as DEI participants. Staff from the participating Local Workforce Development Areas must ensure that all reporting data are entered into the Maryland Workforce Exchange within 14 calendar days of activity, in the manner prescribed in ***Attachment C – MWE Instructions for the DEI***. Participating Local Workforce Development Areas are responsible for ensuring that the instructions detailed in this attachment are disseminated to staff, reviewed with staff, and followed.

Participating Local Workforce Development Areas must ensure that all DEI activities end by April 1, 2020.

[9] In Maryland, the current minimum wage is $9.25/hour. The rate will increase to $10.10, effective July 1, 2018; to $12 effective July 2019; and then the rate will increase by $1 each year until reaching $15 in July 2022.

[10] Retention is defined as the number of participants who are employed in the first, second and third quarters after the exit quarter. This is in accordance with the employment retention definition in TEGL 17-05.

REPORTING REQUIREMENTS

Both participating Local Workforce Development Areas must submit timely fiscal and programmatic reports to DLLR.[11]

Fiscal Reporting

Participating Local Workforce Development Areas must submit monthly fiscal reports to the DLLR DWDAL central office no later than the 10th of the month following the month of reported activity. DLLR additionally requires participating Local Workforce Development Areas to send monthly invoices, or cash requisitions, to DLLR DWDAL. See ***Attachment D – Sample Fiscal Template for DEI Monthly Report*** for an example of the required report.

Grant recipients must provide all signed reports by email to Dorothee Schlotterbeck at: dorothee.schlotterbeck@maryland.gov.

Programmatic Reporting

Participating Local Workforce Development Areas must submit monthly programmatic reports by email to the DEI Program Manager, Teara Winmond, at teara.winmond@maryland.gov no later than the 10th of the month following the month of reported activity. These reports are important, for they capture information on the DEI's participating jobseekers and businesses, best practices, and challenges within the program. See ***Attachment E – Sample Administrative Template for DEI Monthly Reporting*** for an example of the required report.

CONSEQUENCES OF NON-COMPLIANCE

The U.S. Department of Labor has expectations that the State of Maryland will use the DEI funding to provide the quality service that has been outlined within this policy. DLLR also has expectations that the participating Local Workforce Development Areas will have performance results that demonstrate that the grant goals are being met. DLLR will take corrective action with any Local Workforce Development Area that is not meeting the State's expectations in terms of performance, tracking data in the MWE, in the monthly administrative reports, or in the monthly and quarterly fiscal reports.

Initially, DLLR DWDAL will provide increased support and monitoring with the performance area of concern. After receiving increased assistance, however, if the Local Area is unable to show improvement, the Local Area will be removed from the DEI program, and the area will be required to close-out early. In this case, remaining funds, along with the remaining participants to be served, will be reallocated.

[11] DLLR may change reporting requirements as necessary to comply with reporting requirements for the Disability Employment Initiative Grant.

MONITORING & RECORD RETENTION

MONITORING

As Maryland's DEI is funded federally through the U.S. Department of Labor, the State acknowledges that the U.S. Department of Labor or its evaluation partner, Social Dynamics, may conduct fiscal and/or programmatic monitoring. DLLR, as it deems necessary, may supervise, evaluate, and provide guidance in the conduct of activities performed under this grant. Monitoring may include desk and/or on-site monitoring. Failure of DLLR to supervise, evaluate, or to provide guidance and direction shall not relieve the Grantee of any liability for failure to comply with the terms of the grant award.

RECORD RETENTION

In accordance with the Code of Federal Regulations, Maryland requires participating programs to retain DEI records for at least three years following the date on which the final cost report charged to a program year's allotment is submitted, or until all audit and litigation issues are resolved, whichever is later. If any litigation, claim, or audit is started before the expiration of the three-year period, the records then must be retained until all litigation, claims, or audit findings involving the records have been resolved and final action has been taken.

REFERENCES

LAW

- Workforce Innovation and Opportunity Act (Public Law 113-128; 128 Stat. 1425), dated July 22, 2014;
- The Ticket to Work and Work Incentives Improvement Act of 1999 (Public Law 106-170).

REGULATION

- 29 CFR Part 38, "Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act;"
- 29 CFR 97.42, "Retention and access requirements for records;"
- 29 CFR 95.53, "Retention and access requirements for records;"
- 20 CFR Part 411, "The Ticket to Work and Self-Sufficiency Program;"
- 29 CFR Parts 29 and 30, "Labor Standards for the Registration of Apprenticeship Programs, and Equal Employment Opportunity in Apprenticeship and Training;"
- WIOA Final Regulations (Federal Register Vol. 81, No. 161, August 19, 2016);
- Code of Maryland Regulations 21.11.12 - Socioeconomic Policies.

FEDERAL GUIDANCE

- Training and Employment Notice (TEN) 04-15, "Expanding Registered Apprenticeships and Pre-Apprenticeships to Create a Pathway to Good Middle Class Jobs for Youth and Adults with Disabilities," dated July 31, 2015;
- TEN 01-15, "Promising Practices in Achieving Universal Access and Equal Opportunity: A Section 188 disability reference guide," dated July 6, 2015;
- TEN 32-14, "Release and Availability of a Report, "Services for Youth with Disabilities Provided under Title I of the Workforce Investment Act: Results from a Survey of Local Workforce Investment Boards," dated June 2, 2015;
- TEN 17-14, "Announcement of the Web-Based Survey and Site Visits for the Evaluation Study of the Accessibility of American Job Centers to Individuals with Disabilities," January 13, 2015;
- Training and Employment Guidance Letter (TEGL) 11-14, "Update on Complying with Nondiscrimination Provisions: Credit History Restrictions and Possible Disparate Impact Based on Race, National Origin, Sex, and Disability," dated October 17, 2014;
- TEGL 10-14, "Update on Complying with Nondiscrimination Provisions: Unemployment Status Restrictions and Possible Disparate Impact Based on Race, National Origin, Sex, and Disability," dated October 17, 2014;
- TEGL 39-11, "Guidance on the Handling and Protection of Personally Identifiable Information (PII)," dated June 28, 2012;
- TEGL 31-10, "Increasing Enrollment and Improving Services to Youth with Disabilities," dated June 13, 2011;
- TEN 06-11, "Increasing the Public Workforce Development System's Participation in the Ticket to Work (TTW) Program for Disability Beneficiaries," dated August 24, 2011;
- TEN 16-11, "Availability of Assistive Technology (AT) Resources for Persons with Disabilities," dated November 15, 2011;
- TEN 01-10, "Release and Availability of Employment and Training Administration quantitative evaluation report: Use of One-Stops by Social Security Disability Beneficiaries in Four States Implementing Disability Program Navigator Initiatives," dated July 7, 2010;
- TEN 29-29, "Announcement of Employment and Training Administration's New Video and Information Brief on Promoting Employment of Disabled Veterans through the One-Stop Career Centers," dated January 29, 2010;
- TEN 10-09, "Toolkit and White Paper on Improving Transition Outcomes of Youth with Disabilities through Apprenticeship," dated September 21, 2009;
- TEGL 05-08, "Policy for Collection and Use of Workforce System Participants' Social Security Numbers," dated

November 13, 2008;

- TEGL 19-16, "Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act Employment Service (ES), as amended by title III of WIOA, and for Implementation of the WIOA Final Rules," dated March 1, 2017;
- TEGL 21-16, "Third Workforce Innovation and Opportunity Act (WIOA) Title I Youth Formula Program Guidance," dated March 2, 2017;
- TEGL 16-16, "Change 1 to Training and Employment Guidance Letter (TEGL) 16-16 One-Stop Operations Guidance for the American Job Center Network," dated June 16, 2017;
- TEGL 08-15, "Second Title 1 WIOA Youth Program Transition Guidance," dated November 17, 2015;
- TEGL 10-09, "Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in whole or in part by the U.S. Department of Labor (DOL)," dated November 10, 2009;
- TEGL 17-15, "Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker and Youth Activities Program Allotments for Program Year (PY) 2016; Final PY 2016 Allotments for the Wagner-Peyser Act Employment Service (ES) Program Allotments; and Workforce Information Grants to States Allotments for PY 2016," dated April 5, 2016;
- TEGL 13-16, "Guidance on Registered Apprenticeship Provisions and Opportunities in the Workforce Innovation and Opportunity Act (WIOA)," dated January 12, 2017;
- TEN 20-16, "Announcing the publication and effective date of the Section 188 WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38) Final Rule in the Federal Register," dated December 2, 2016;
- TEN 25-16, "Release and Availability of the Technical Assistance Resource, Career Pathways Toolkit: An Enhanced Guide and Workbook for System Development," dated December 22, 2016;
- TEN 23-16, "Announcing the release and publication of the Apprenticeship Programs; Equal Employment Opportunity final rule in the Federal Register," dated December 19, 2016.

OTHER RESOURCES

- Maryland WIOA Combined State Plan;
- WIOA Technical Document 2016-01, "Definitions for WIOA Implementation;"
- Maryland Temporary Cash Assistance State and Workforce Development Area Profiles;
- Innovations in Maryland's Local Workforce Plans: A Best Practices Guide, dated January 2017.
- "Evaluations the Accessibility of American Job Centers for People with Disabilities," dated January 13, 2017;
- Spark Policy Institute's, Colorado Guide 1: Blending and Braiding: Step by Step Instructions to Develop and Expand Fiscal Coordination, dated January 2011;
- WorkforceGPS online portal for the Disability Employment Initiative.

ATTACHMENTS

Attachment A – Disability Employment Initiative Fact Sheet
Attachment B – Sample DEI Flow through the American Job Center
Attachment C – MWE Instructions for the DEI
Attachment D – Sample Template for DEI Monthly Fiscal Reporting
Attachment E – Sample Template for DEI Monthly Programmatic Reporting

DEI Disability Employment Initiative

Working for Marylanders with Disabilities

Fact Sheet

What is the Disability Employment Initiative?

The Disability Employment Initiative (DEI) was established to expand the capacity of assisting individuals with significant disabilities by improving education, training, and employment outcomes for individuals with significant disabilities. DEI will be implemented in both Anne Arundel and Montgomery counties to leverage partnerships promoting the participation of individuals with disabilities in the currently-offered American Job Center programs. American Job Center staff will provide flexible approaches to designing and providing training, supportive services, and innovative workplace strategies to job seekers with significant disabilities. The goals are (1) to expand the workforce system's capacity to become an Employment Network for beneficiaries under the Social Security Administration's Ticket to Work program, and (2) to create systemic change.

Who Qualifies?

DEI supports jobseekers with significant disabilities who reside in Anne Arundel County or Montgomery County and who receive/have:

- Supplemental Security Income,
- Social Security Disability Insurance, and/or
- A physical, sensory, mental, cognitive, intellectual, or developmental disability requiring at least one of the following to obtain and maintain competitive integrated employment at or above minimum wage:
  - Significant accommodations,
  - Significant supports, and/or
  - Customization of job responsibilities.

How do Jobseekers Benefit?

Both the Anne Arundel and Montgomery counties' American Job Centers (AJCs) will have Disabilities Resource Coordinators (DRCs) to assist qualified jobseekers as they integrate into the full range of services and incentives offered through the AJCs. Such services include but are not limited to:

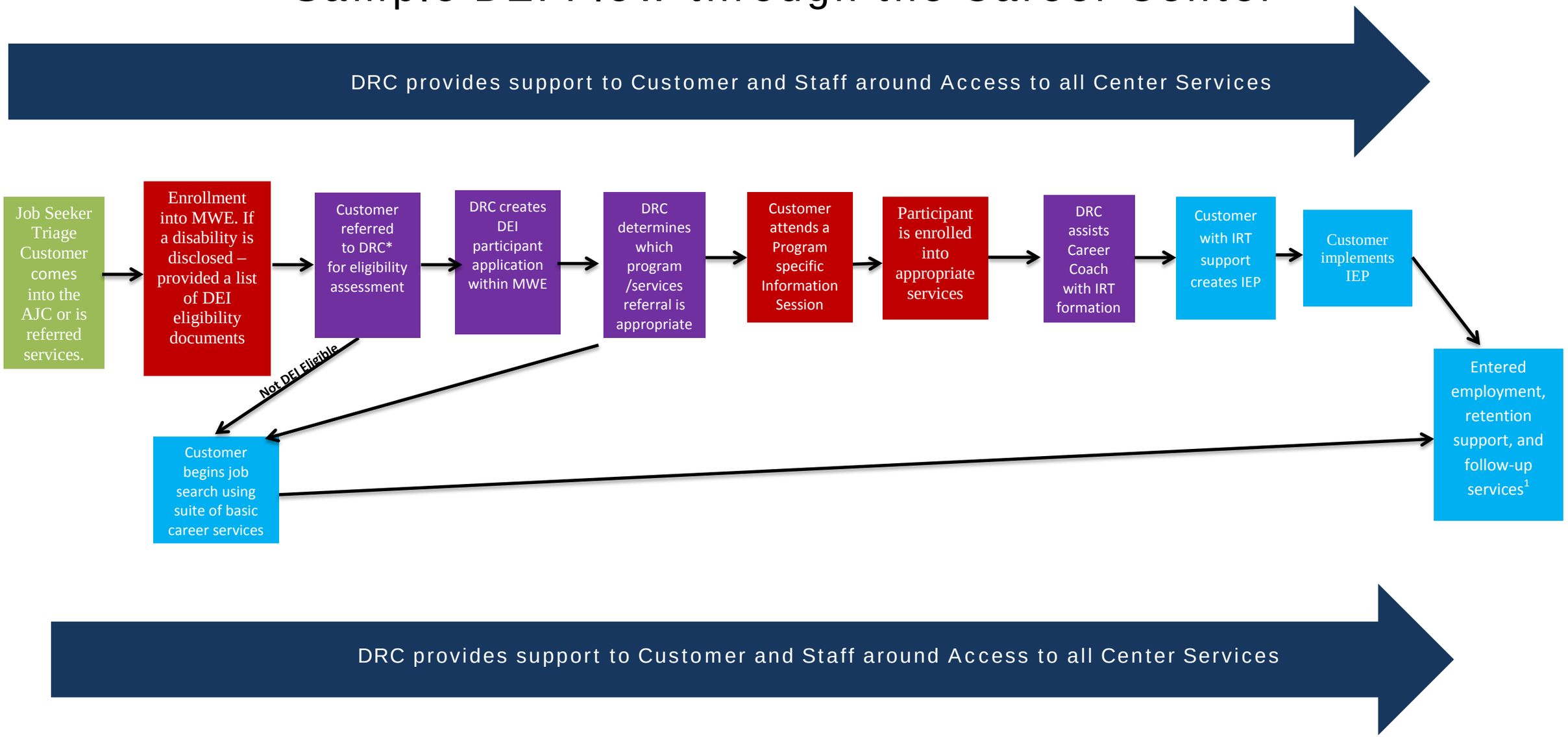
- Enhanced case management,
- Job Search workshops,
- Linkage to Ticket to Work Assistance/Benefits Counseling, and/or
- Job Placement Assistance.

DRCs will provide individualized services to qualified DEI participants in need of more significant support for job placement. They will help to determine necessary services needed for jobseekers to achieve their employment goals. In other words, the DRC's role is to:

- Act as an advocate for the individual job seeker,
- Increase access to all of the services offered at the AJC,
- Assist with coordinating services with AJC staff,
- Coordinate an Integrated Resource Team, if needed,
- Provide referral assistance as needed, and
- Collaborate with local partners to coordinate services for job seekers.

ATTACHMENT B

Sample DEI Flow through the Career Center



Key Code

Recommendation –

Customer Activity –

DEI Support –

DRC = Disability Resource Coordinator
ARC = Active Resource Coordination (Needs Assessment)
IRT = Integrated Resource Team

[1]Follow-up services are provided up to 12 months after the first day of employment.

ATTACHMENT C

STATE OF MARYLAND
DLLR
DEPARTMENT OF LABOR, LICENSING AND REGULATION

Department of Labor, Licensing and Regulation

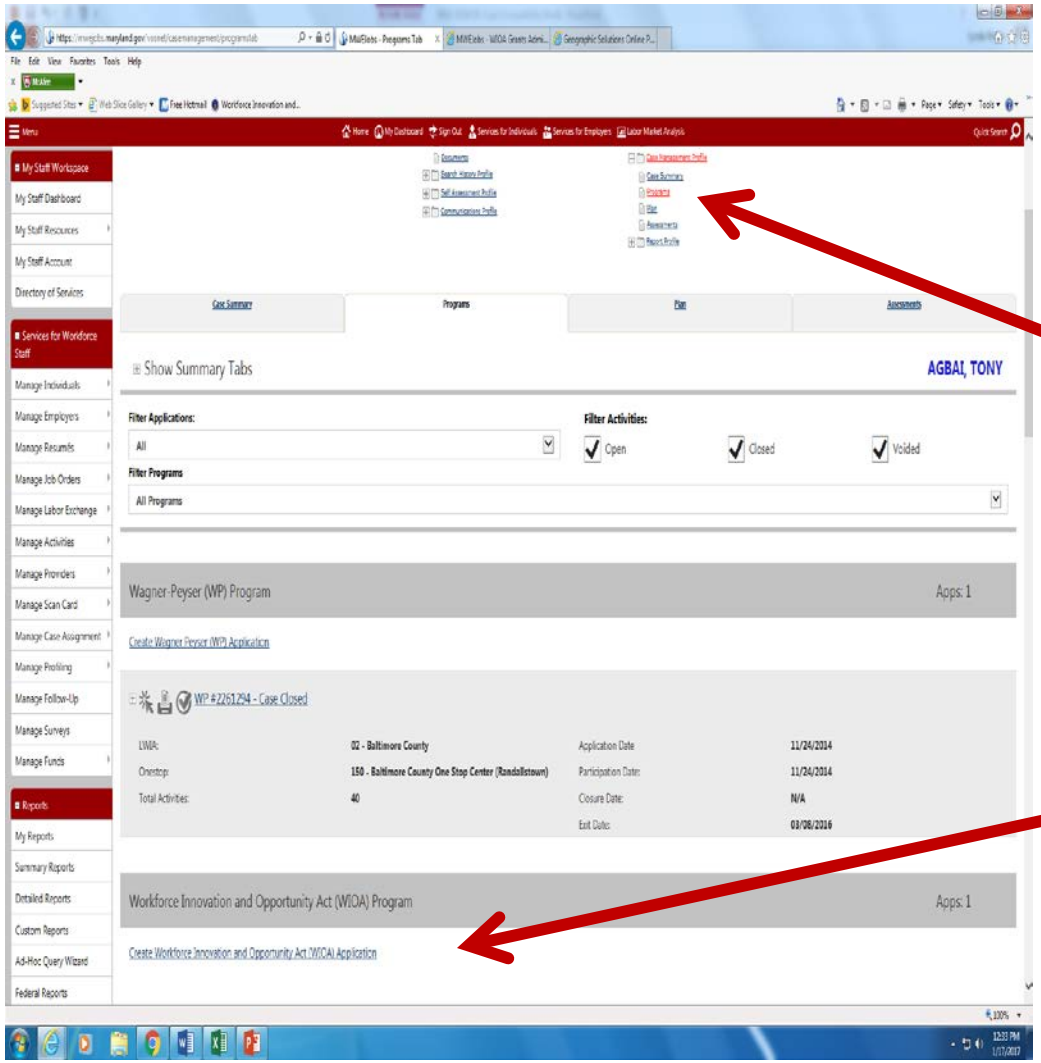
Division of Workforce Development and Adult Learning

MARYLAND JOBS NOW

A proud partner of the americanjobcenter networks

How to enter the "DEI Working for Marylanders With Disabilities Grant" in the Maryland Workforce Exchange

Creating a **WIOA** Application



- Assist a Jobseeker
- Go to **Staff Profiles**
- Then pick **Case Management**
- Click on **Programs**

- Click in the Grey Area to expand the Workforce Innovation and Opportunity Act Program

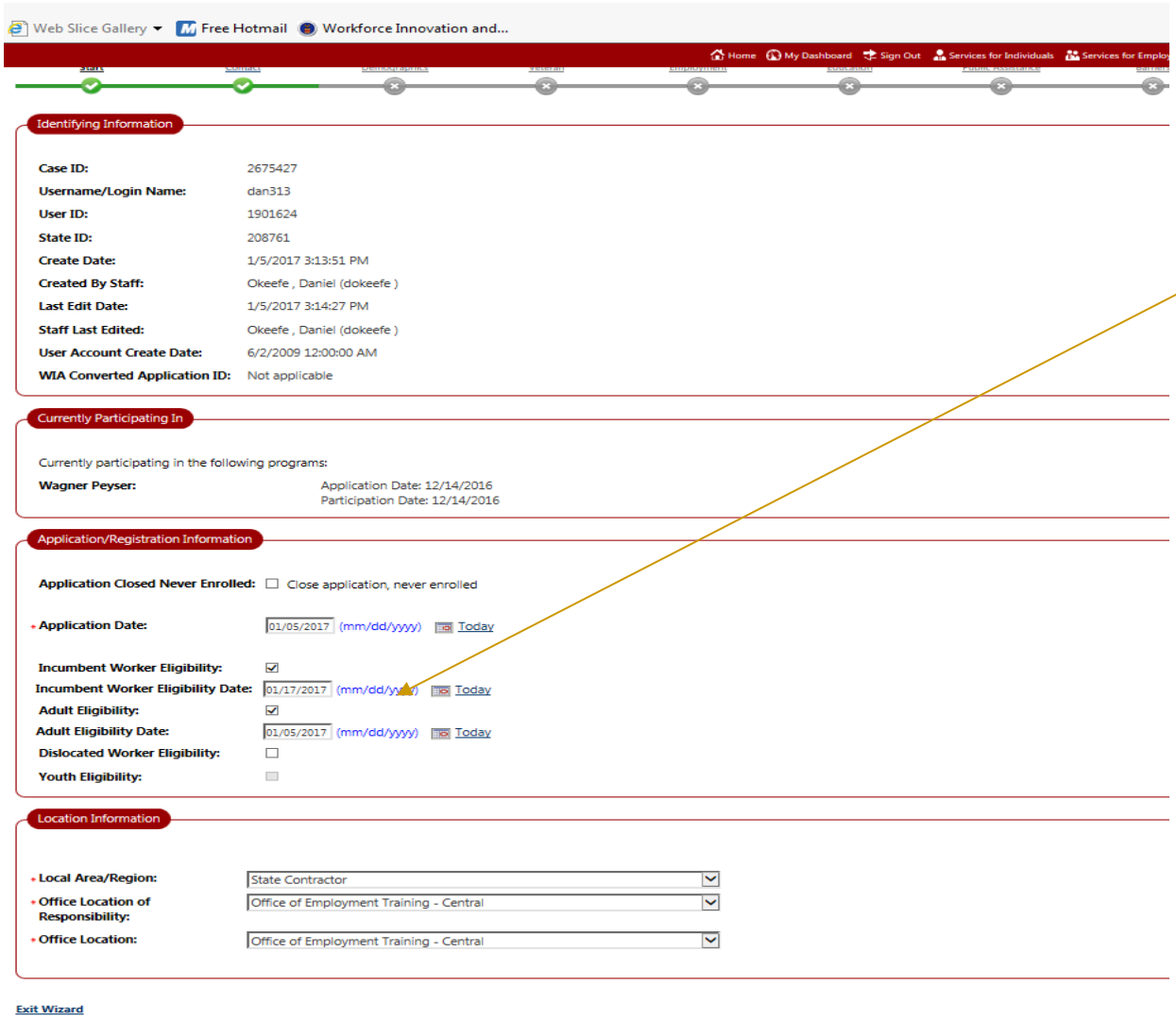
- Finally Click Create Workforce Innovation and Opportunity Act Program to open a new WIOA application

WIOA Application: The Wizard

- The Wizard will take you through the application. It is **lengthy** and **time consuming.**
- * A Red Asterisk indicates mandatory fields such as Application dates, LWIA and Office location
- When

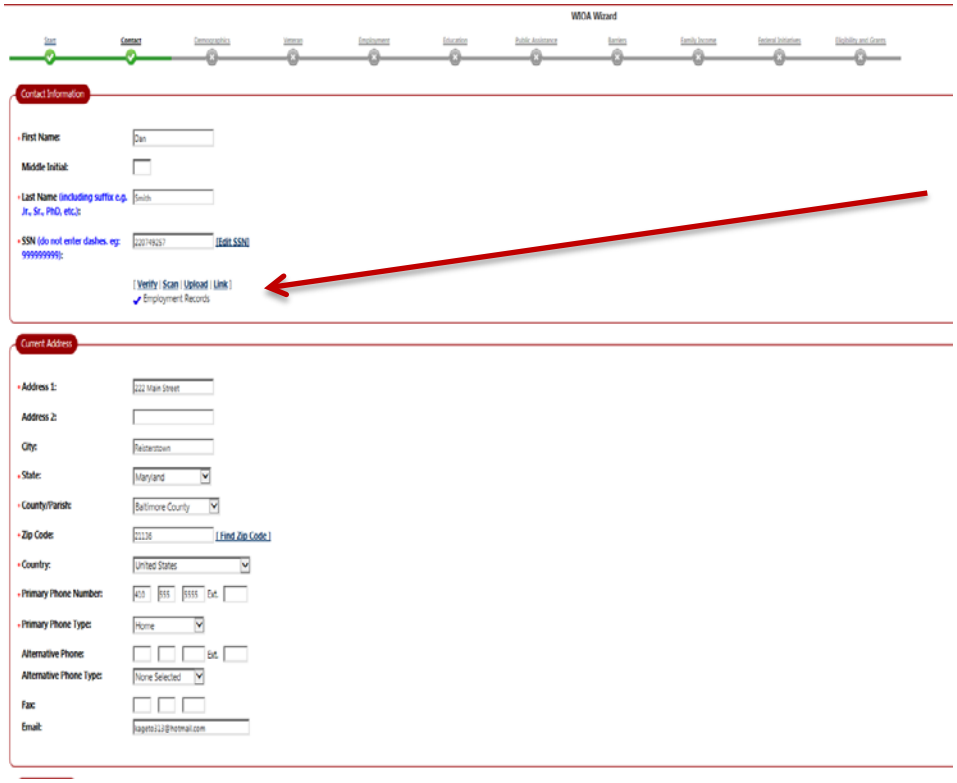
is selected the system saves and applies the program rules
- To quit the application, click on Exit Wizard

WIOA Application: Start (Eligibility)



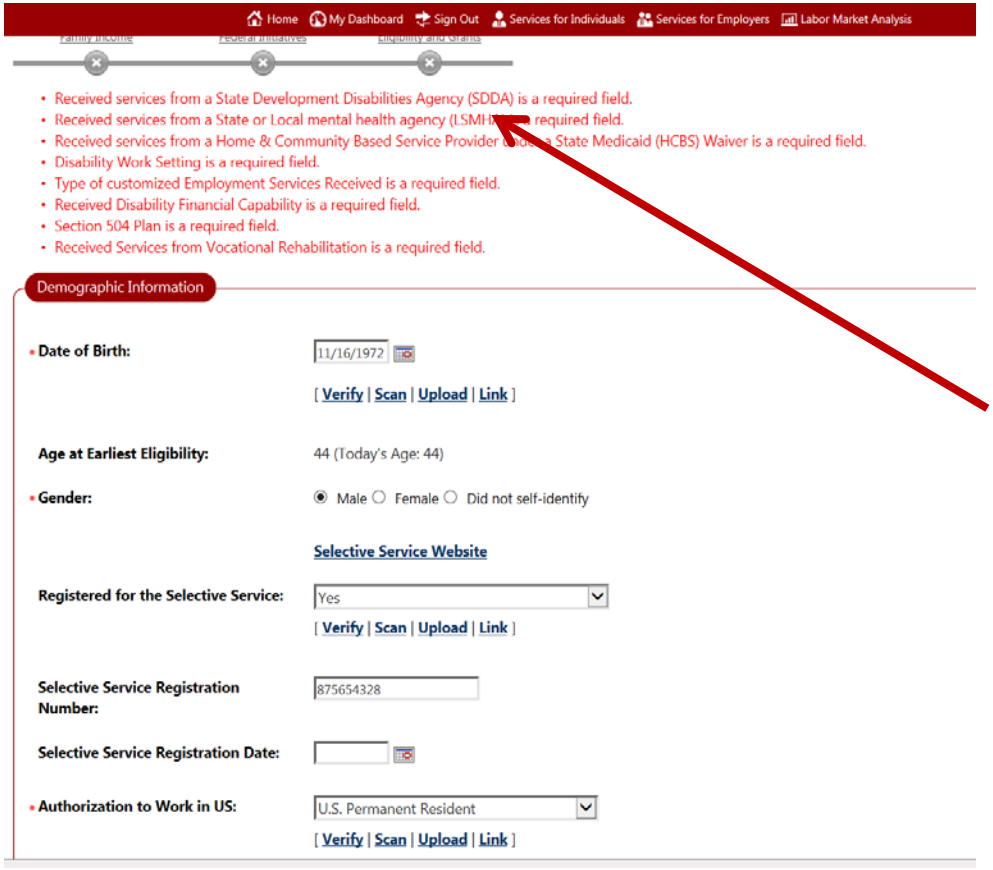
Date Adult and/or DW Eligibility and or Youth is displayed with checked Adult or DW or Youth is checked

WIOA Application: Contact Information



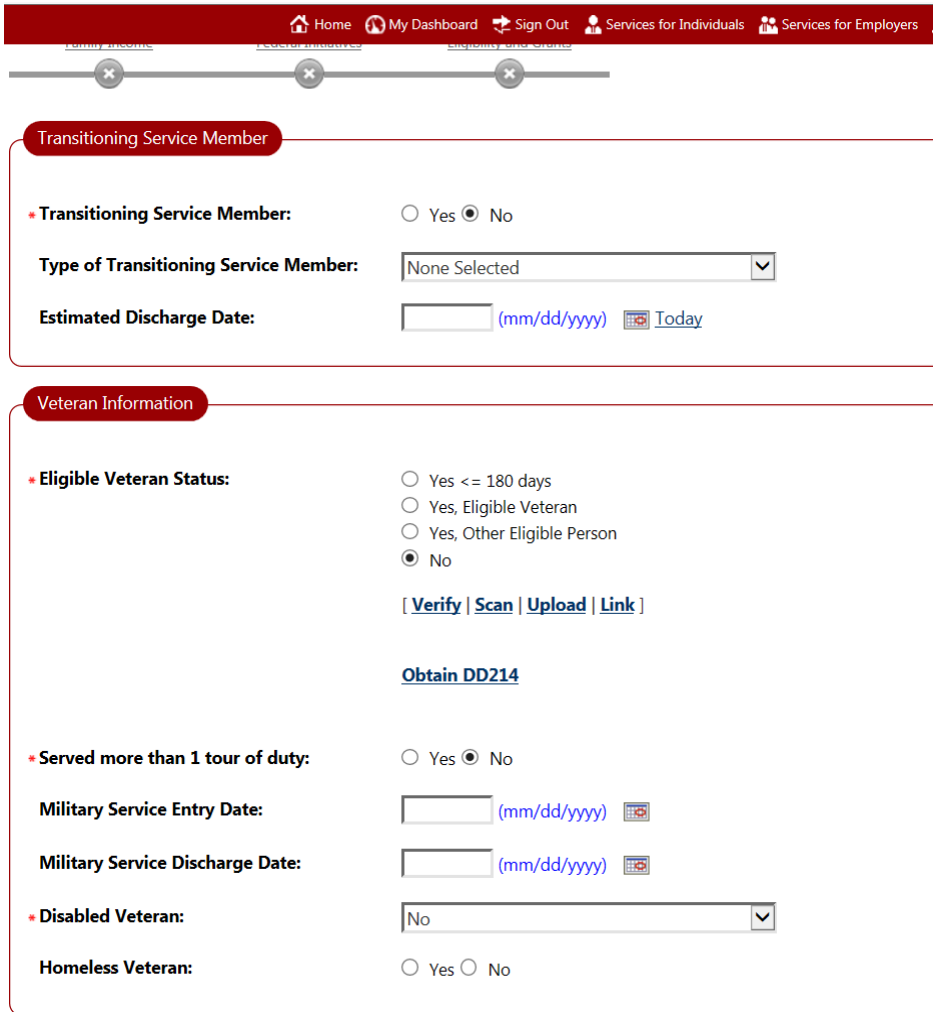
- Complete all mandatory fields
- Select [Verify] to open the list of valid verification documents and choose the appropriate
- When completed, a ✓ will display beneath [Verify] with the name of the field to its right

WIOA Application: Demographics



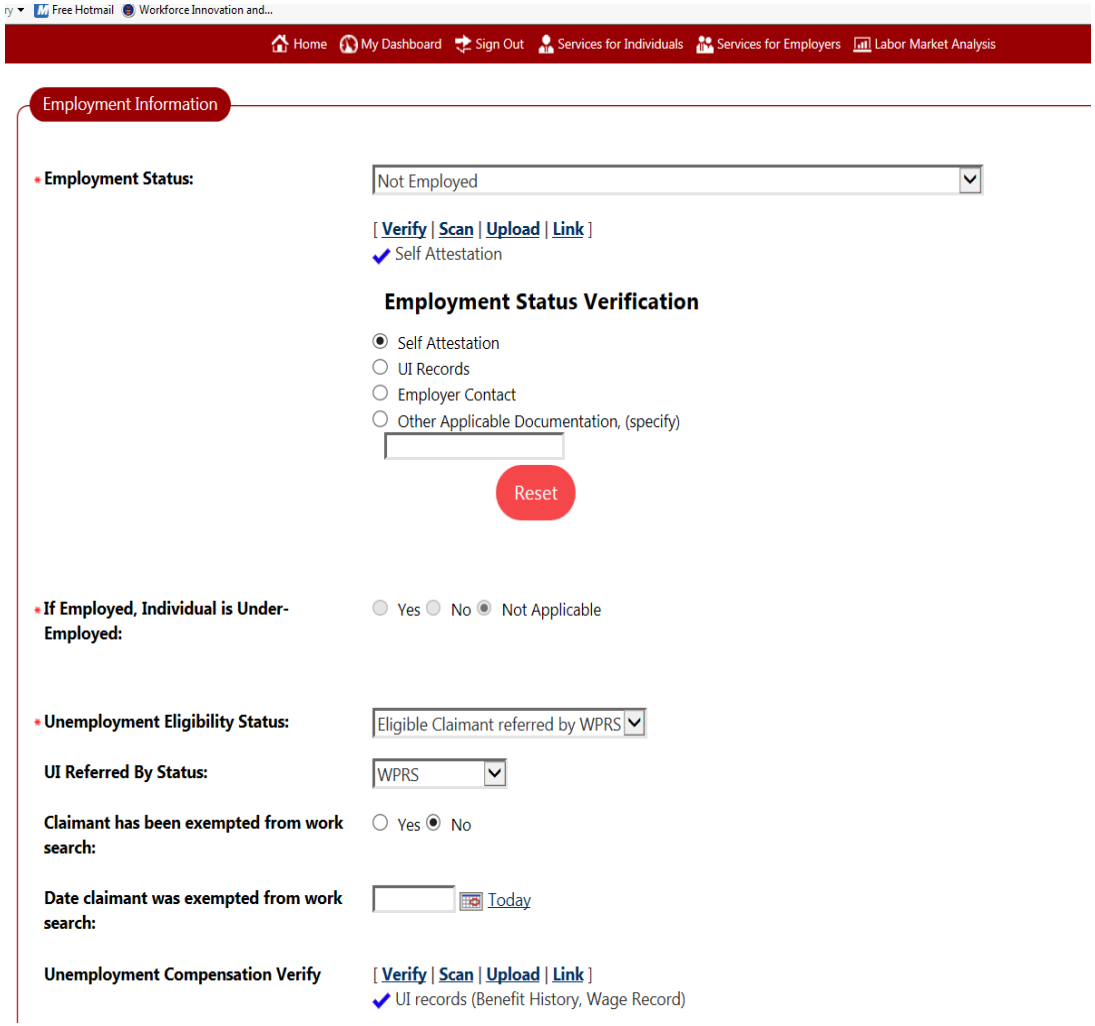
- Complete all mandatory fields
- If there is a problem on the app after hitting "**Next**", Red text will appear at the top of the screen
- Some common reasons would be missing a mandatory field or missing a verify.

WIOA Application: Veteran



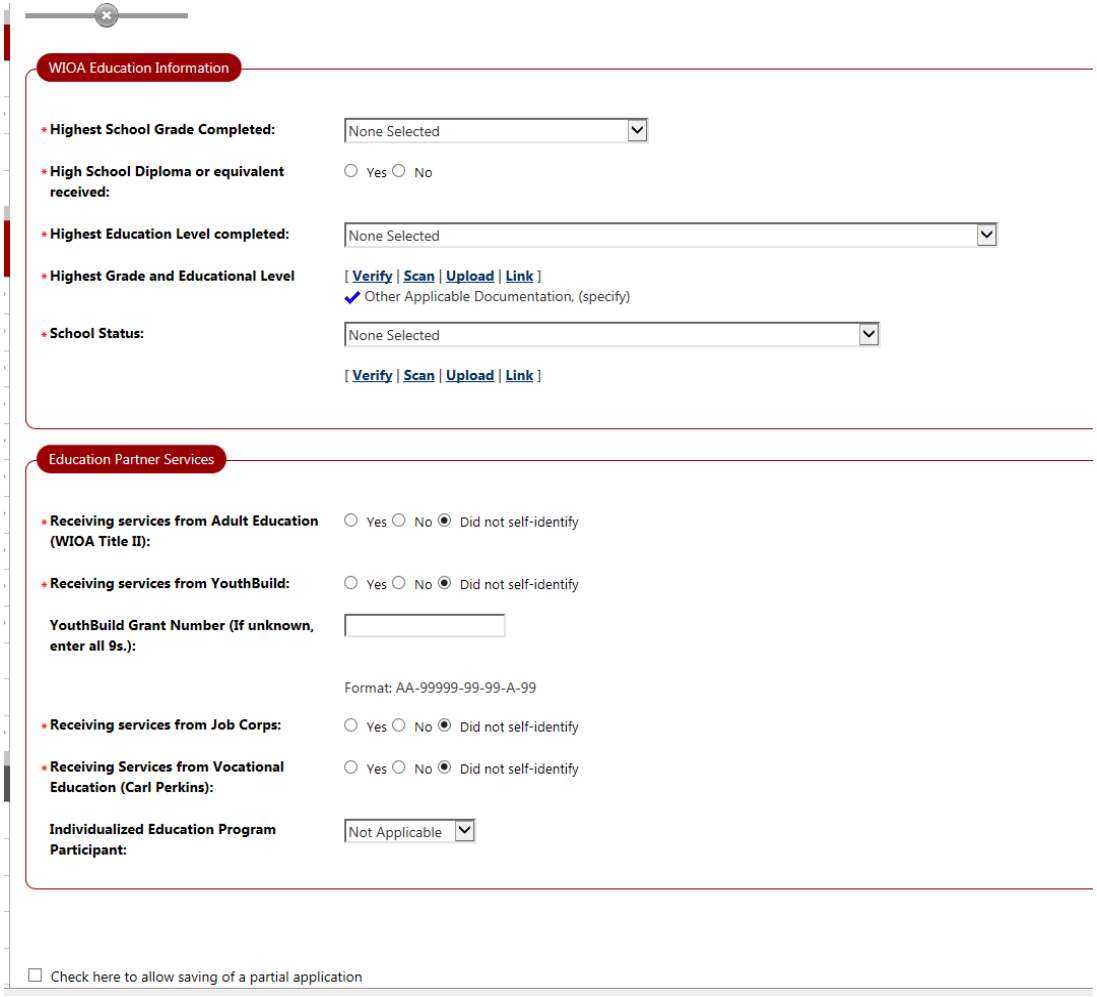
- Section should only be filled out if jobseeker is a veteran
- If jobseeker is not a veteran then jobseeker should press Next >> at the bottom of the screen

WIOA Application: Employment Information



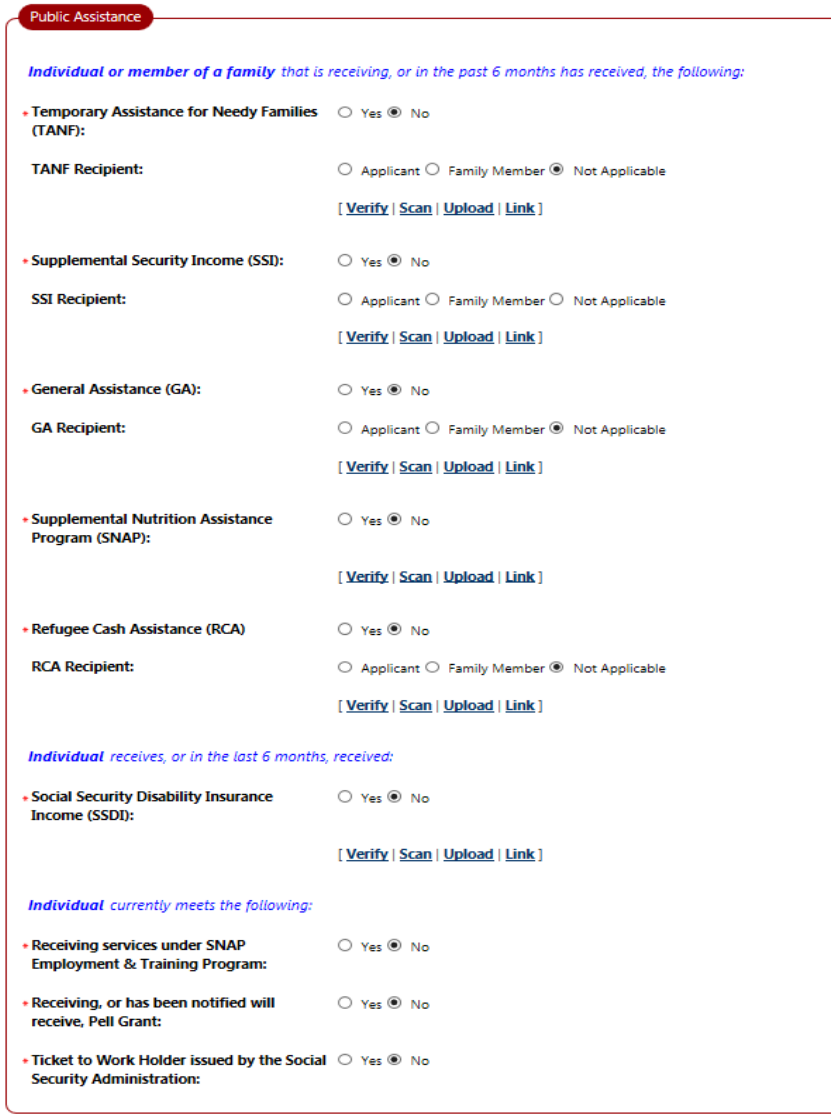
Jobseeker should complete all fields that needs to be completed

WIOA Application: Education



Be sure to complete all fields and [Verify] if needed

WIOA Application: Public Assistance



Public Assistance

Individual or member of a family *that is receiving, or in the past 6 months has received, the following:*

* **Temporary Assistance for Needy Families (TANF):** ○ Yes ◉ No

TANF Recipient: ○ Applicant ○ Family Member ◉ Not Applicable

[Verify | Scan | Upload | Link]

* **Supplemental Security Income (SSI):** ○ Yes ◉ No

SSI Recipient: ○ Applicant ○ Family Member ○ Not Applicable

[Verify | Scan | Upload | Link]

* **General Assistance (GA):** ○ Yes ◉ No

GA Recipient: ○ Applicant ○ Family Member ◉ Not Applicable

[Verify | Scan | Upload | Link]

* **Supplemental Nutrition Assistance Program (SNAP):** ○ Yes ◉ No

[Verify | Scan | Upload | Link]

* **Refugee Cash Assistance (RCA)** ○ Yes ◉ No

RCA Recipient: ○ Applicant ○ Family Member ◉ Not Applicable

[Verify | Scan | Upload | Link]

Individual *receives, or in the last 6 months, received:*

* **Social Security Disability Insurance Income (SSDI):** ○ Yes ◉ No

[Verify | Scan | Upload | Link]

Individual *currently meets the following:*

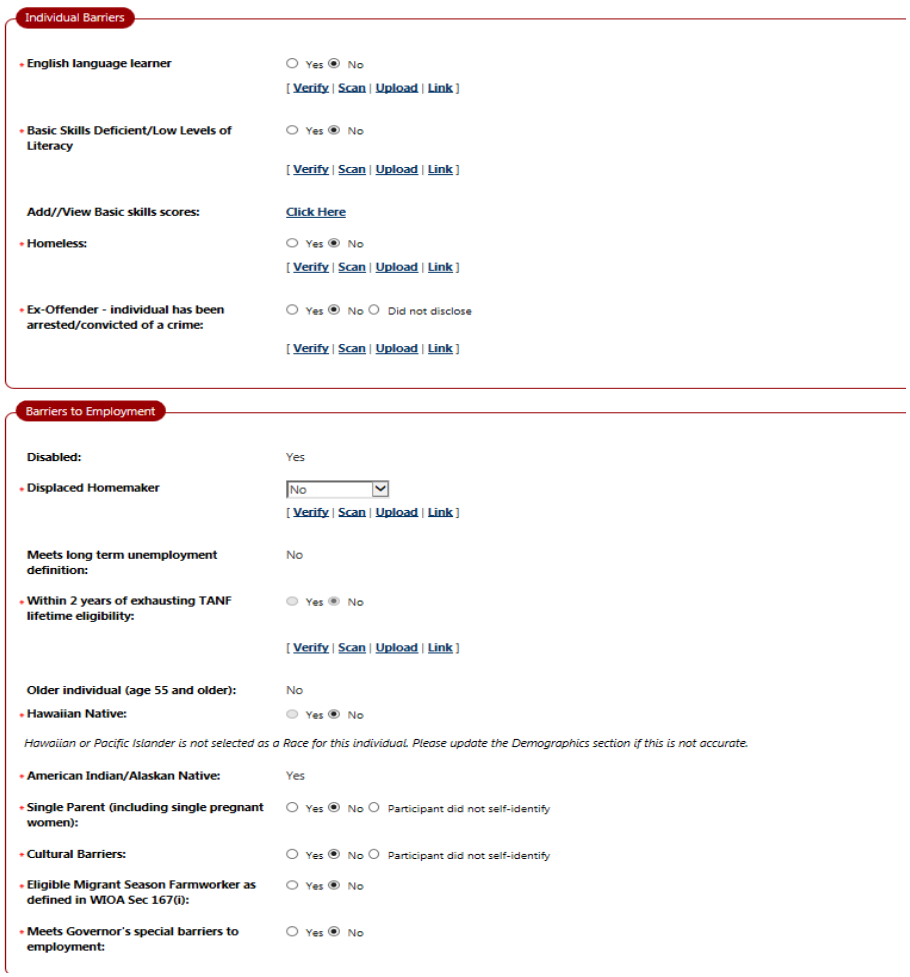
* **Receiving services under SNAP Employment & Training Program:** ○ Yes ◉ No

* **Receiving, or has been notified will receive, Pell Grant:** ○ Yes ◉ No

* **Ticket to Work Holder issued by the Social Security Administration:** ○ Yes ◉ No

- Complete all fields that has a *

WIOA Application: Barriers



Individual Barriers

- **English language learner** — Yes / No — [Verify | Scan | Upload | Link]
- **Basic Skills Deficient/Low Levels of Literacy** — Yes / No — [Verify | Scan | Upload | Link]
- **Add//View Basic skills scores:** — Click Here
- **Homeless:** — Yes / No — [Verify | Scan | Upload | Link]
- **Ex-Offender - individual has been arrested/convicted of a crime:** — Yes / No / Did not disclose — [Verify | Scan | Upload | Link]

Barriers to Employment

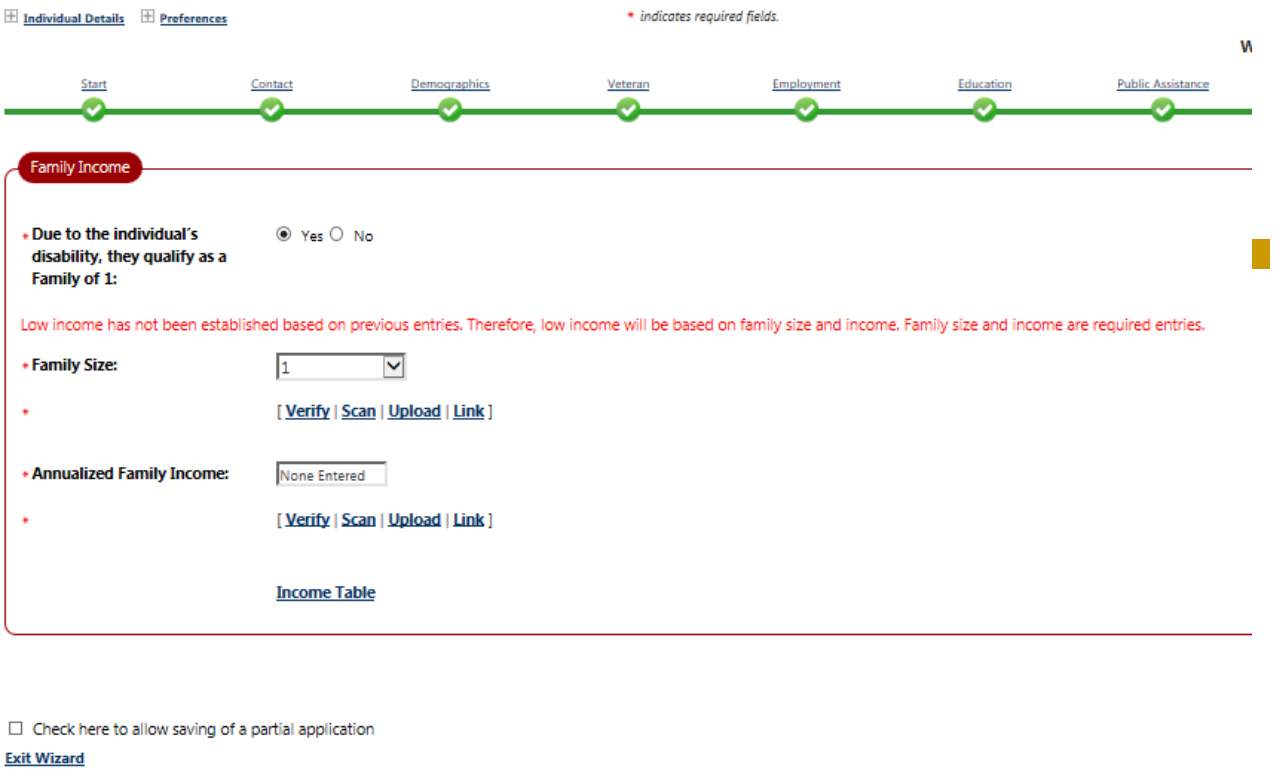
- **Disabled:** — Yes
- **Displaced Homemaker** — No — [Verify | Scan | Upload | Link]
- **Meets long term unemployment definition:** — No
- **Within 2 years of exhausting TANF lifetime eligibility:** — Yes / No — [Verify | Scan | Upload | Link]
- **Older individual (age 55 and older):** — No
- **Hawaiian Native:** — Yes / No

Hawaiian or Pacific Islander is not selected as a Race for this individual. Please update the Demographics section if this is not accurate.

- **American Indian/Alaskan Native:** — Yes
- **Single Parent (including single pregnant women):** — Yes / No / Participant did not self-identify
- **Cultural Barriers:** — Yes / No / Participant did not self-identify
- **Eligible Migrant Season Farmworker as defined in WIOA Sec 167(i):** — Yes / No
- **Meets Governor's special barriers to employment:** — Yes / No

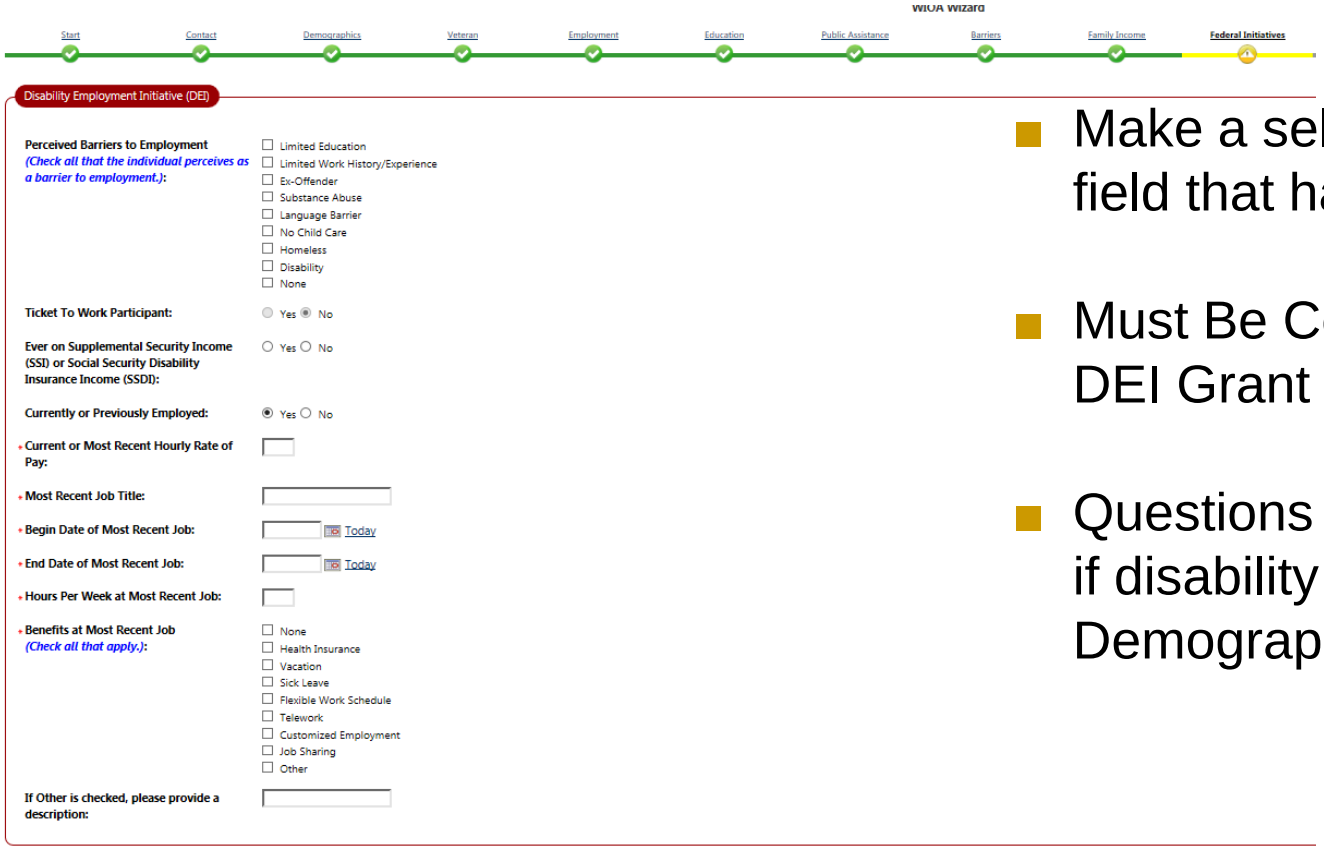
- Make a selection for each field that has a *
- Be sure to [Verify] if needed

WIOA Application: Family Income



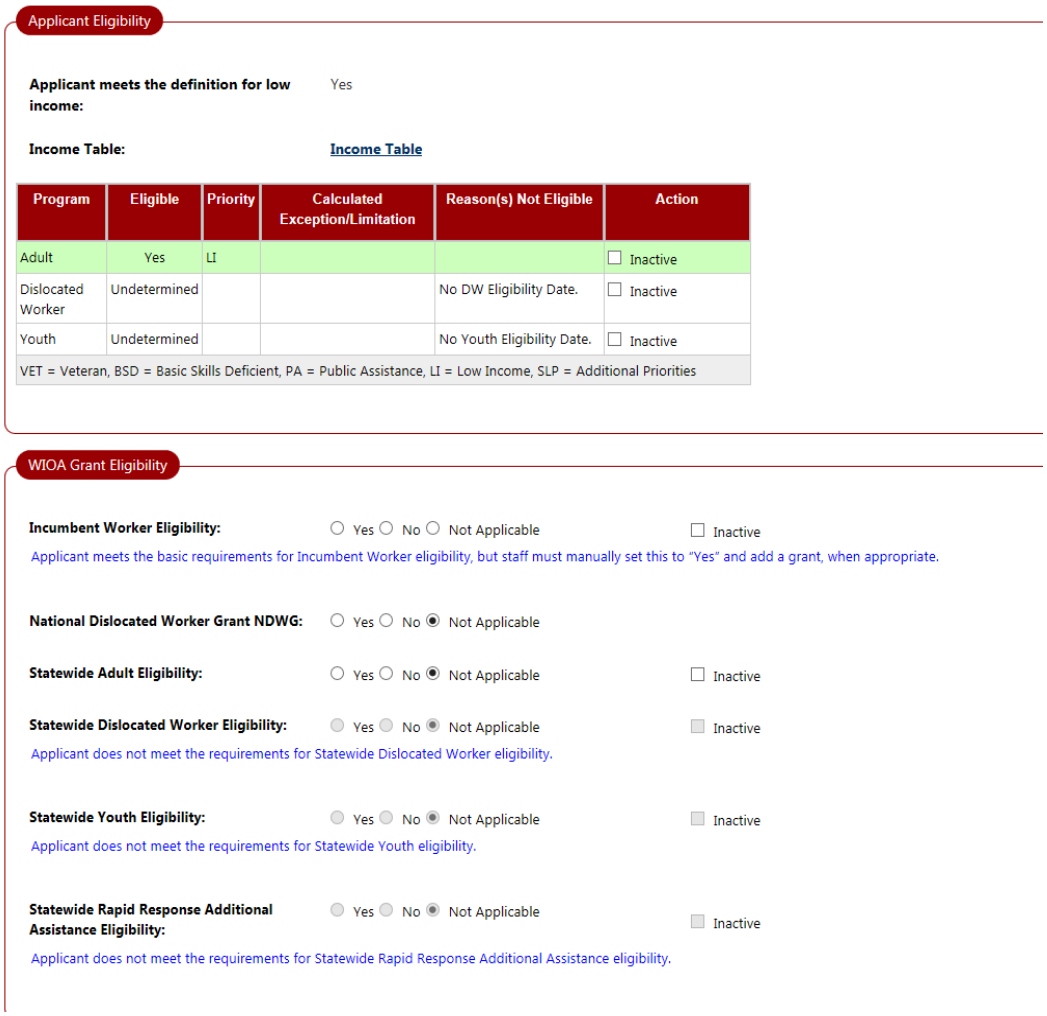
- Complete all sections that are needed, if any of the public assistance section is yes, family size and income will not be required

WIOA Application: Federal Initiative



- Make a selection for each field that has a *
- Must Be Completed for DEI Grant
- Questions will only appear if disability is “yes” on Demographic Tab

WIOA Application: Eligibility and Grants



Applicant Eligibility

Applicant meets the definition for low income: Yes

Income Table: Income Table

Program	Eligible	Priority	Calculated Exception/Limitation	Reason(s) Not Eligible	Action
Adult	Yes	LI			☐ Inactive
Dislocated Worker	Undetermined			No DW Eligibility Date.	☐ Inactive
Youth	Undetermined			No Youth Eligibility Date.	☐ Inactive

VET = Veteran, BSD = Basic Skills Deficient, PA = Public Assistance, LI = Low Income, SLP = Additional Priorities

WIOA Grant Eligibility

Incumbent Worker Eligibility: ○ Yes ○ No ○ Not Applicable ☐ Inactive

Applicant meets the basic requirements for Incumbent Worker eligibility, but staff must manually set this to "Yes" and add a grant, when appropriate.

National Dislocated Worker Grant NDWG: ○ Yes ○ No ◉ Not Applicable

Statewide Adult Eligibility: ○ Yes ○ No ◉ Not Applicable ☐ Inactive

Statewide Dislocated Worker Eligibility: ○ Yes ○ No ◉ Not Applicable ☐ Inactive

Applicant does not meet the requirements for Statewide Dislocated Worker eligibility.

Statewide Youth Eligibility: ○ Yes ○ No ◉ Not Applicable ☐ Inactive

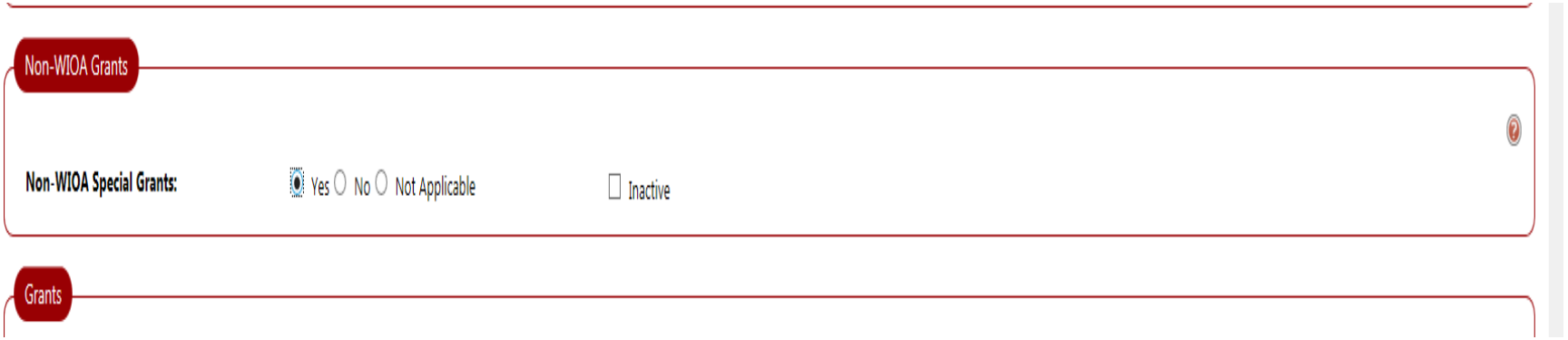
Applicant does not meet the requirements for Statewide Youth eligibility.

Statewide Rapid Response Additional Assistance Eligibility: ○ Yes ○ No ◉ Not Applicable ☐ Inactive

Applicant does not meet the requirements for Statewide Rapid Response Additional Assistance eligibility.

- Programs eligibility for are indicated in green highlight

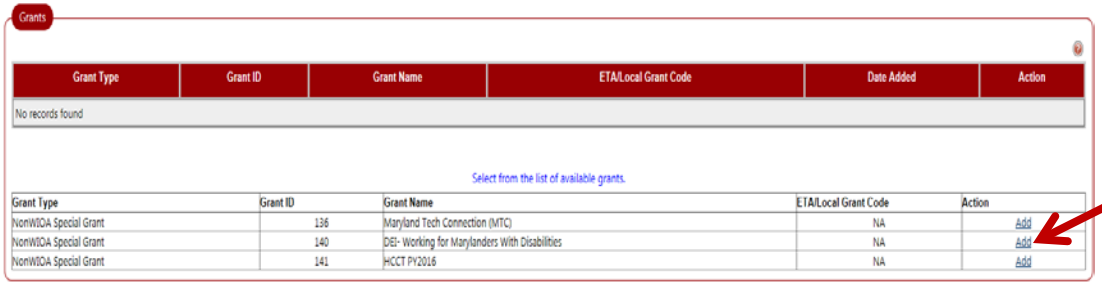
WIOA Application: Eligibility and Grants



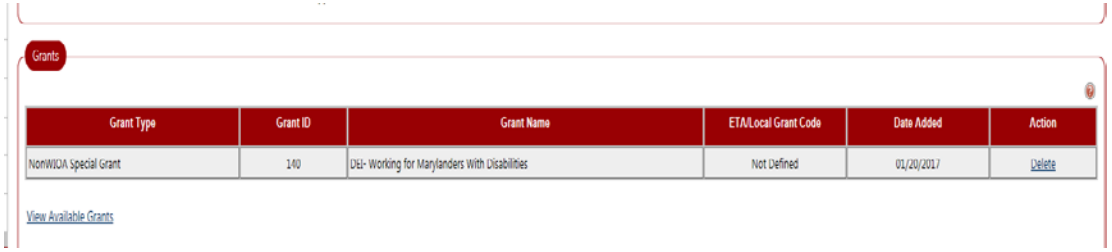
Non WIOA Special Grant must be set to yes

WIOA Application: Grant

- By selecting View Available Grants, DEI can be chosen.

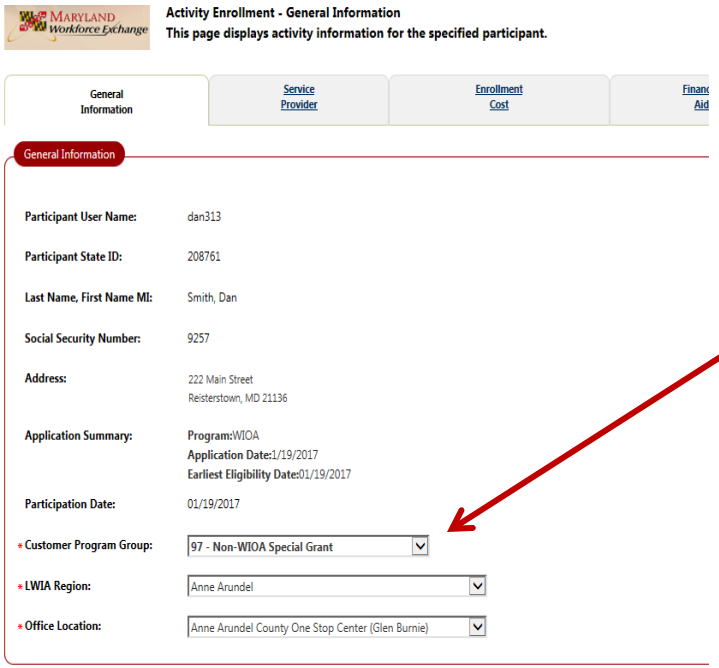


- Next to the DEI Grant, you press Add



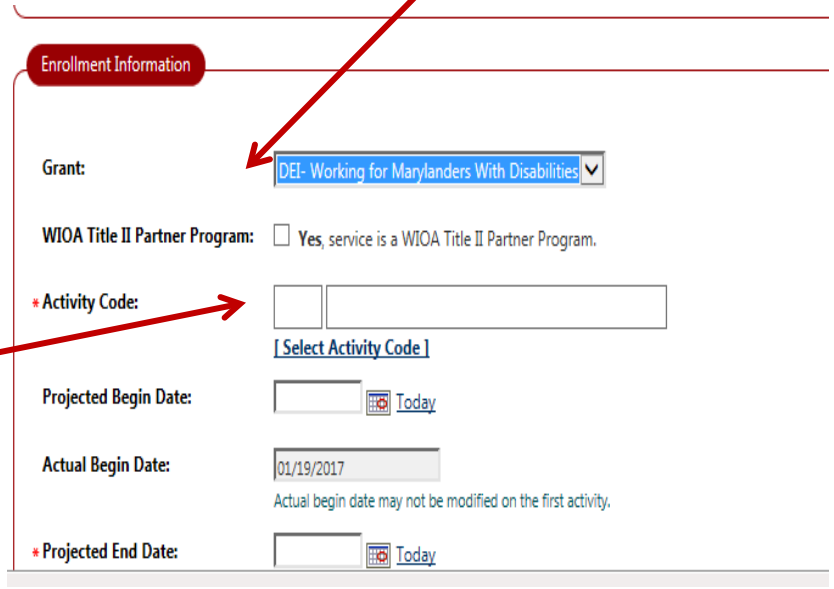
- Click Next >> to proceed to Participation

Activity Enrollment: General Information



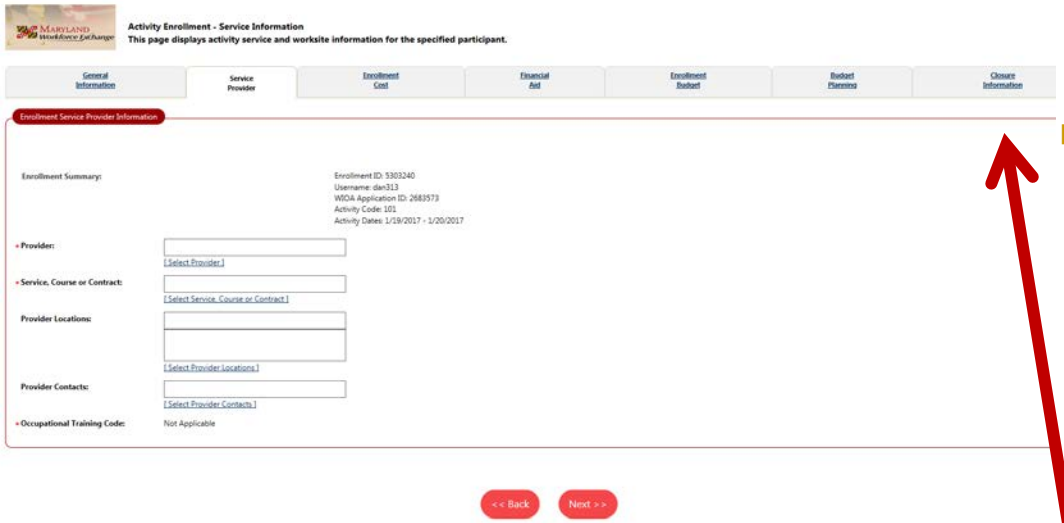
Under General Information go to the **Customer Group** pull down

- Jobseeker must select a Customer Program Group, Non WIOA Special Grant
- For Non WIOA Special Grant, the grant



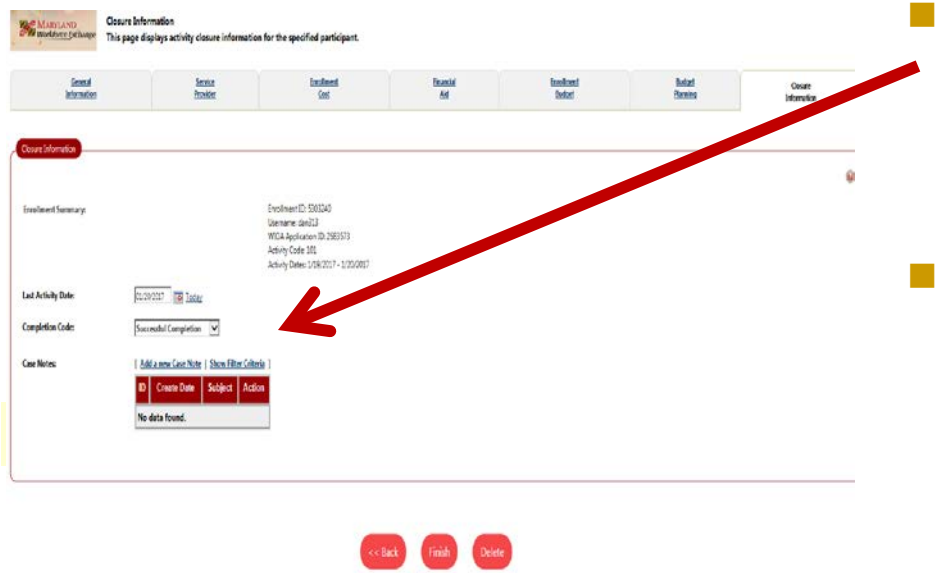
- Select an Activity Code by clicking on the link
- Click Next >> to proceed

Activity Enrollment: Service Provider



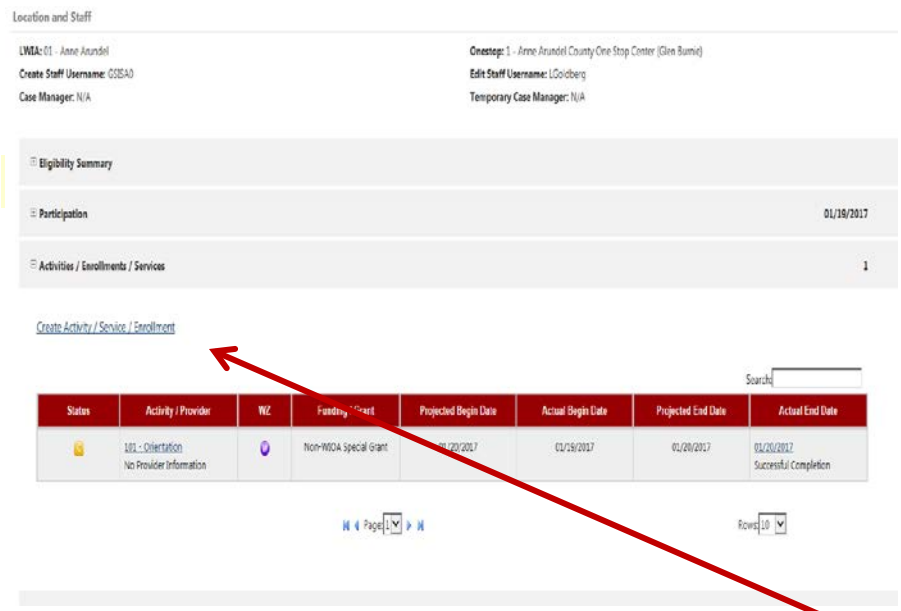
- Next is the **Service Provider** screen
- This tab is **not required** for DEI. If you have this information you may fill it out by clicking on the links under each entry.
- To proceed to the next section hit **Next >>**
- To proceed straight to the "Closure" click on the **Closure Information tab**

Activity Closure Information



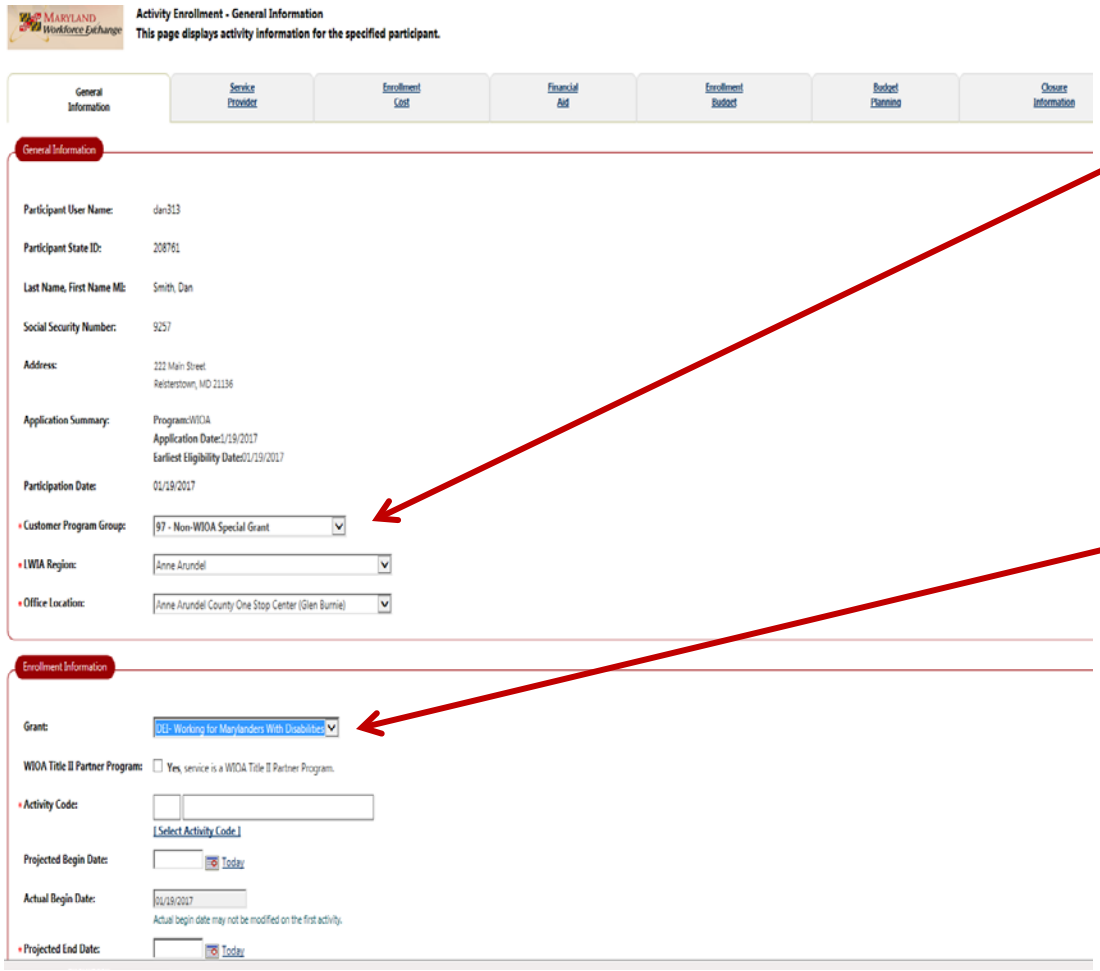
- Enter a Completion code (if appropriate)
- If you missed your chance previously to enter a case note, you may do so here
- When you are ready Click **Finish**

Creating Additional Activities:



- Head back in the **Programs** under Case Management
- Expand your Newly created WIOA app
- The activities you created now displays in the activities list
- Click "**Create Activity**" to add additional services

Activity Creation: Revisited



Under General Information go to the **Customer Group** pull down

- Using the pull down select **Non-WIOA Special Grant**

Under the Enrollment Information go to the Grant question

- In the pull down choose **DEI-Working for Marylanders With Disabilities**
- Select an Activity Code by clicking on the link
- Click **Next >>** to proceed, Then go to Closure

Tips:

- Remember that case notes can be added directly from the application and during service assignment

- Your area may wish to set up a Case Management Group for DEI Working for Marylanders with Disabilities

- Here is one example of a tracking report:

Go to **Detailed Reports** → Then pick **Enrolled Individual**
Choose either **List** or **by Non-WIOA Special Grant, DEI Working for Marylanders with Disabilities**

For the Future…

- Remember to list the Actual Start Date for your customer's activity(s) after you verify they have started

- Remember to update and/or close your activities. Do not let the system close an activity for you. Case managers must keep track of when services actually end!

- Remember to List any Credential received when you close a training activity if available, otherwise enter it in at case closure.

Further Information or Guidance

If you need further assistance…….

Contact the PM help desk with any performance related questions at pmhelp@dllr.state.md.us

Contact the MWE Help Desk if you have technical issues or question about creating the WIOA app at wehelp@dllr.state.md.us

ATTACHMENT D

MARYLAND DEPARTMENT OF LABOR, LICENSING AND REGULATION
DIVISION OF WORKFORCE DEVELOPMENT AND ADULT LEARNING
MONTHLY FINANCIAL STATUS REPORT

Revised 8/30/2016

SECTION I. - GRANT AWARD INFORMATION

			(If Applicable)
		REVENUE SOURCE	Disability Employement Initiative (DEI)
GRANT TITLE/YEAR (FY or PY)	Disability Employment Initiative (DEI)	CFDA#	17.207
GRANTEE NAME		FEDERAL CONTRACT #	MI-29687-16-60-A-24
GRANTEE ADDRESS		STATE GRANT #	
CITY/STATE/ZIP		LOCAL GRANT #	
REPORT PERIOD	From To	TOTAL AWARD	$ -

SECTION II. - SUMMARY OF EXPENDITURES

ADMINISTRATIVE EXPENDITURES	TOTAL ADMINISTRATIVE BUDGET/ ADJUSTMENTS	TOTAL ADMIN ACCRUED EXPENDITURES	VARIANCE UNDER (OVER)
Staff Salary/Wages	-	-	$ -
Staff Fringes	-	-	$ -
Staff Travel/Training	-	-	$ -
Equipment	-	-	$ -
Supplies and Materials	-	-	$ -
Contractual	-	-	$ -
Other*	-	-	$ -
Totals	$ -	$ -	$ -

(Itemize "Other" in "Remarks" Section Below)

Admin Unliquidated	-	% OF TOTAL GRANT	
TOTAL ADMIN	$ -	#DIV/0!	$ -

PROGRAM EXPENDITURES	TOTAL PROGRAM BUDGET/ ADJUSTMENTS	TOTAL PROGRAM ACCRUED EXPENDITURES	VARIANCE UNDER (OVER)
Staff Salary/Wages	-	-	$ -
Staff Fringes	-	-	$ -
Staff Travel/Training	-	-	$ -
Participant Training	-	-	$ -
Participant Wages & Fringes	-	-	$ -
Supportive Services	-	-	$ -
Equipment	-	-	$ -
Supplies and Materials	-	-	$ -
Contractual	-	-	$ -
Other*	-	-	$ -
Totals	$ -	$ -	$ -

(Itemize "Other" in "Remarks" Section Below)

Program Unliquidated	-	$ -
TOTAL PROGRAM	$ -	

	Budget	**Accrued Exp.**	**Unliquidated**	**Total Obligations**	**Variance**
TOTALS	$ -	$ -	$ -	$ -	$ -

OTHER INCOME		PROGRAM INCOME BALANCE	
Program Income Earned	$ -		
Program Income Expense	$ -	$ -	
Leveraged Funds	$ -	Source	
Leveraged Funds	$ -	Source	
Leveraged Funds	$ -	Source	
Local Stand-In Costs	$ -		

SECTION III. - SUMMARY OF RECEIPTS

TOTAL FUNDS AVAILABLE	TOTAL CASH RECEIVED	TOTAL CASH DISBURSEMENTS	CASH ON HAND	Note/Explanation for Cash on Hand
$ -	$ -	$ -	$ -	

REMARKS:

*Explanation for 'Other' categories

CERTIFICATION: By signing this report, I certify to the best of my knowledge and belief that the report is true, complete and accurate and the expenditures, disbursements and cash receipts are for the purposes and intent set forth in the award document. I am aware that any false, fictitious or fraudulent information may subject me to criminal, civil or administrative penalties. (U.S. Code, Title 18, Section 1001)

Authorized Signature: Date

Print Name and Title: Telephone #

****Closeout packages are due 90 days after fully expended or 60 days after expiration date, whichever comes first****

ATTACHMENT E

Maryland's Disability Employment Initiative

Monthly Programmatic Report

Please complete the following information for the Disability Employment Initiative Grant and submit to Teara Winmond at teara.winmond@maryland.gov no later than the 10th of the month following the month of reported activity.

LOCAL AREA INFORMATION			
Local Area	POC NAME:	Phone:	Email:
Total Funding Amount:	Grant Start Date: 10/1/2016	Grant End Date: 04/01/2020	Reporting Month:

PROJECT OVERVIEW

1. Describe the status of your Local Area's implementation of the Disability Employment Initiative. Include major activities that address grant requirements (Accessibility of your American Job Center and staff acquisition).

2. Have any additional resources been leveraged for the project this month? If so, please explain.

3. How often did your local Cohesive Resource Committee meet this month?

STAFF TRAINING

4. Provide an overview of the training related to the Disability Employment Initiative that occurred this month. Include the number of staff that have started and/or completed training (i.e., ACRE training, training on the assistive technology, other trainings as relevant, etc.)

	Assistive Technology	Association of Community Rehabilitation Educators (ACRE)	Customized Employment (not ACRE)	Disability Awareness	Behavioral/Mental Health, including Substance Abuse	Social Security Benefits (Ticket to Work etc.)
Training Agency Name						
Total Staff						
Completed						
In Process						
Total						

CAREER PATHWAYS

5. Describe the industry sectors and partnerships that were explored by participants or staff this month. Include details on the team/teams that were involved.

SUMMARY OF GRANT ACTIVITIES

6. Provide a summary of this month's grant activities (Ex. Outreach efforts to reach eligible job seekers and businesses. etc).

SUB-GRANTEES

7. If using a sub-grantee in the project, please list the organization's name, location, and describe activities accomplished during this month of reported activity.

OUTCOMES

8. Complete chart and enter the total number of individuals served this month through the Disability Employment Initiative.

NOTE: If an individual has more than one disability, report the primary only on this form.

Number of Participants by Disability Category

Eligibility / **Significant Needs**		Accommodations	Supports	Customization of Job Duties
SSI				
SSDI				
Ticket to Work				
Physical				
Sensory				
Mental				
Cognitive				
Intellectual				
Developmental				

BEST PRACTICES

9. Provide a summary of "Best Practices" or "What's Working."

CHALLENGES & CONCERNS

10. Provide a summary of issues, challenges and concerns.

SUCCESS STORIES

11. Provide a narrative describing program or participant success stories .

TECHNICAL ASSISTANCE

12. Identify technical assistance needs (if any).