



<b>Policy No.</b> 004	<b>Subject:</b> Requirements in Working with the Statewide Workforce System
<b>Section:</b> IVRS Overview	<b>Revised:</b> 09/2016
<b>Signature:</b> Brandy McOmber, Resource Manager	<b>Version:</b> FINAL

Workforce Innovation and Opportunity Act (WIOA), which was signed into law on July 22, 2014, is designed to assist job-seekers access employment, education, training and support services to succeed in the labor market. There is an expectation that IVRS will match employers with the skilled workers who have disabilities that they need so that business and industry can compete in the global economy. WIOA amends the Rehabilitation Act of 1973 and ushers in a new era for IVRS to make great strides in working with and across the various systems so individuals with disabilities can and will be successful in obtaining [competitive integrated employment](#).

The purpose of this policy is to align the work of IVRS with the technical assistance provided by the Rehabilitation Services Administration (RSA), which laid out a vision for the one-stop delivery system under WIOA to link key technical assistance and resources to integrate the vision. The vision reflects the long-standing and ongoing work of Iowa Vocational Rehabilitation Services (IVRS), Iowa Workforce Development, Adult Literacy, and the Office of Career and Technical Education to align a wide range of programs to provide high quality customer service to job seekers with disabilities and businesses through the One-Stop delivery system. America’s Job Centers, formerly known as One-Stop Delivery Centers, and IVRS are reformed in the service delivery models due to the WIOA legislation, creating a more integrated, job-driven service delivery system. This system is one that links the State’s diverse talent with employers and businesses.

WIOA strengthens the role of IVRS in the America’s Job Centers by emphasizing results for job-seekers with disabilities, employers and workers. It reinforces the partnerships and strategies necessary for America’s Job Centers to provide high-quality career services, education, training and support services to individuals with disabilities that are needed to obtain good jobs and maintain employment. It focuses the work of the partnership on



## IOWA VOCATIONAL REHABILITATION SERVICES

assisting businesses to find skilled workers and access the supports they need for their current and newly hired workforce. This is accomplished by providing all customers of the America's Job Centers access to a range of high-quality services available in their community. This requires IVRS to be an integral partner and be jointly responsible for workforce and economic development, educational, training, and supports to create a seamless customer-focused American Job Center that integrates service delivery across all programs and enhances access to the programs and services.

Through the American Job Centers the core partners ensure that businesses and job seekers are a shared customer and they have access to information and services that lead to positive [employment outcomes](#). IVRS staff provide the guidance and expertise on disability-related issues and accessibility so that the promise of the legislation materializes into a comprehensive system of service and support. IVRS' role is focused on disability and respects the expertise and authority of the other partners to achieve the common measures. Under WIOA, the partnership:

- Provides job-seekers with the skills and credentials necessary to secure and advance in employment with family sustaining wages;
- Provides access and opportunities to all job seekers to prepare for, obtain, maintain, and advance in high-quality employment and high-demand careers;
- Enables businesses and employers to easily identify and hire skilled workers and access other supports for their current workforce;
- Participates in rigorous evaluations that support continuous improvements in the American Job Centers by identifying strategies that work for different populations; and
- Ensures that high-quality integrated data inform decisions made by IVRS and the core partners, employers and IVRS job-seekers.

WIOA encourages the establishment of American Job Center certification criteria with common policies and procedures related to operation and delivering of services. The following characteristics are consistent with the scope of the core programs and are designed to reflect the elements of a high-quality American Job Center:

IOWA VOCATIONAL REHABILITATION SERVICES

510 E. 12<sup>TH</sup> STREET

DES MOINES, IA 50319



## IOWA VOCATIONAL REHABILITATION SERVICES

1. Provides excellent customer service to job-seekers, workers, and businesses by:
  - a. Reflecting a welcoming environment to all who are served by the center and all staff respectfully are sensitive to the unique needs of individuals with disabilities and are prepared to provide necessary accommodations.
  - b. Develops, offers, and delivers quality business services that assist industry sectors in overcoming challenges of recruitment, retention, and staff development for the regional economy.
  - c. Improves the skills of job seekers and workers through access to education and training that leads to an industry recognized credential through the use of career pathways, etc.
  - d. Creates opportunities for individuals at all skill levels and experiences by providing timely labor market, and job-driven information to make informed choices.
  - e. Provides career services that support and empower individuals with disabilities.
  - f. Values the development of skills by assessing and improving those essential skills for employment.
  
2. American Job Centers reflect innovative and effective service design and:
  - a. Use an integrated and expert intake process for all customers entering the center;
  - b. Design and implement practices that actively engage industry sectors;
  - c. Balance traditional labor exchange services with strategic talent development as needed by the regional economy;
  - d. Ensure meaningful access to the center by all customers through physical and programmatic accessibility;
  - e. Include both virtual and center-based service delivery for job-seekers, workers, and businesses; and
  - f. Incorporate innovative and evidence-based delivery models.
  
3. Centers operate with integrated computer systems and high-quality staffing. High quality centers:
  - a. Reflect robust partnerships across programs that are not only co-located but are integrated seamlessly;
  - b. Organize and integrate services by function, coordinating staff communication, capacity building, and training efforts through functional alignment where center

IOWA VOCATIONAL REHABILITATION SERVICES

510 E. 12<sup>TH</sup> STREET

DES MOINES, IA 50319

515-281-4211 / 515-281-7645 (FAX) / 1-800-532-1486 (VOICE/TTY)

PAGE | 3



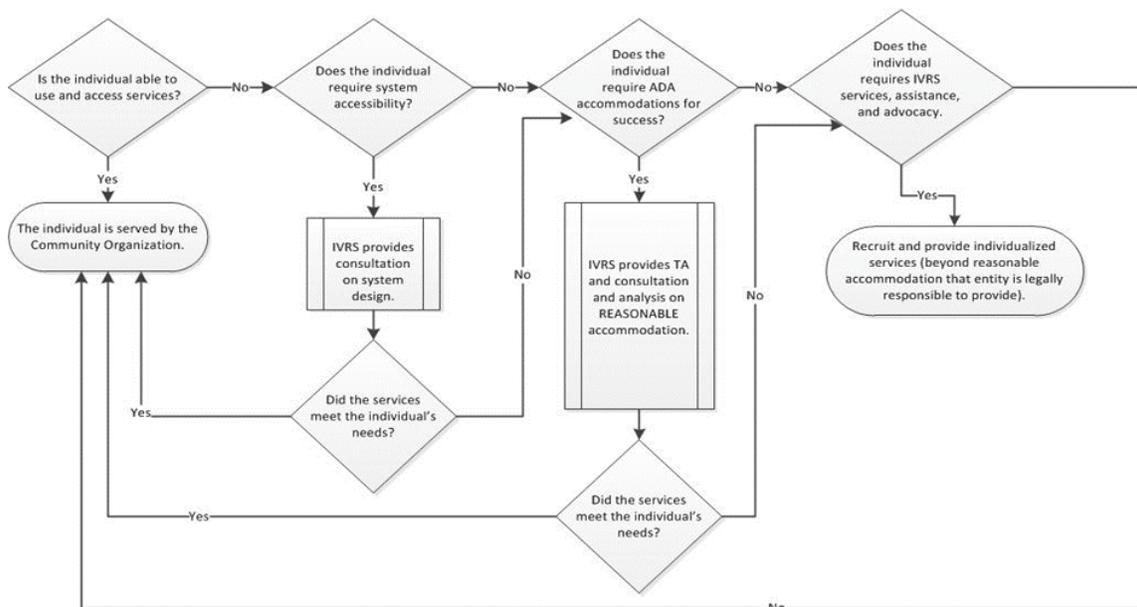
# IOWA VOCATIONAL REHABILITATION SERVICES

- staffs perform similar tasks serving on relevant functional teams (i.e. Skill Development Team, Business Services Team). The focus is on service integration and serving all customers seamlessly by providing a full range of staff by cross-functional teams, consistent with the purpose, scope and requirements of each program;
- c. Develop and maintain integrated case management systems;
  - d. Train and equip center staff with the knowledge, skills, and motivation to provide superior services to job seekers, businesses, and workers so that differing programs understand every program and share their expertise about specific needs per population served so all staff can better serve individuals with disabilities. All staff are keenly aware of how their particular function supports and contributes to the overall vision and outcomes; and
  - e. Staff the center with highly trained career counselors skilled in developing workers' skill sets for employment success.

## Summary

The following model depicts how IVRS staff will work with organizations and Job Centers in providing technical expertise and services pertaining to individuals with disabilities:

## Community/Organization



IOWA VOCATIONAL REHABILITATION SERVICES

510 E. 12<sup>TH</sup> STREET

DES MOINES, IA 50319

515-281-4211 / 515-281-7645 (FAX) / 1-800-532-1486 (VOICE/TTY)

PAGE | 4



### **362.23—Requirements Related to the Statewide Workforce System**

As a partner of the One-Stop delivery system, IVRS must carry out the following functions:

1. Make available to participants through the One-Stop service delivery system the core services that are provided to all job candidates of IVRS;
2. Follow the methods of referral as described and agreed to in the Memorandum of Understanding;
3. Participate in the operation of the One-Stop service delivery system;
4. Provide representation on the Regional Workforce Investment and Opportunity Board;
5. Provide information, training, and technical assistance regarding:
  - a. The availability and benefits of, and information on eligibility standards for vocational rehabilitation services;
  - b. Promote the meaningful and effective participation by individuals with disabilities in the One-Stop service delivery system and other workforce partner activities through the promotion of accessibility consistent with the requirements of the Americans with Disabilities Act (ADA) and Section 504 of the Act, the use of nondiscriminatory policies and procedures, and the provision of reasonable accommodations, auxiliary aids and services, and rehabilitation technology for individuals with disabilities;
  - c. The use of information and financial management systems that link all of the partners of the One-stop service delivery system to one another and to other electronic networks specifically as it pertains to employment statistics and labor market information, job vacancies, career planning, and workforce partnership activities;
  - d. The use of customer service features such as common intake and referral procedures, customer databases, resource information, etc;
  - e. Establishment of cooperative efforts with employers to facilitate job placement and carry out other activities that employers determine to be useful; and
  - f. Resolve conflicts and disputes among staff according to the MoU agreement.

#### **EXCEPTIONS:**

1. None.



IOWA VOCATIONAL REHABILITATION SERVICES

510 E. 12<sup>TH</sup> STREET

DES MOINES, IA 50319