

# Updating Your Service Strategies to Better Serve People with Disabilities

*Better Training + Better Collaborations =  
Better Service Resulting in Better Performance*

LaJuana Thompson, Disability Employment Initiative State Lead

Kasia DeMauri, State-Level Disability Resource Coordinator/Trainer

Patrick Regan, Local Area Disability Resource Coordinator



Things that make you say,  
“hmmm...”



The background of the slide is white with a light blue header bar at the top. Scattered across the white background are several question marks of various colors, including orange, yellow, light blue, purple, and pink. The question marks vary in size and opacity, creating a subtle, decorative pattern.

**What process have you implemented at the first point of contact to serve people with disabilities (PWD)?**

**What is your actual working relationship with DOR?**

**Do your business partnerships include hiring people with disabilities?**

# Today's Discussion Includes

- Taking a new approach – from the top, down.
- Building strong business relationships/connections.
- Transforming program designs.
- Linking WIOA and your new approach.
- Considering what doesn't work.
- Sustaining your new approach.

# Taking a New Approach

- Management buy-in on serving PWD.
- Disability Resource Coordinator (DRC).
- Local Area strategy within a regional strategy.
- Service delivery that is accessible for PWD, may also create a better experience for all.
- Working partnerships vs MOU partnerships.
- Concurrent vs sequential services.



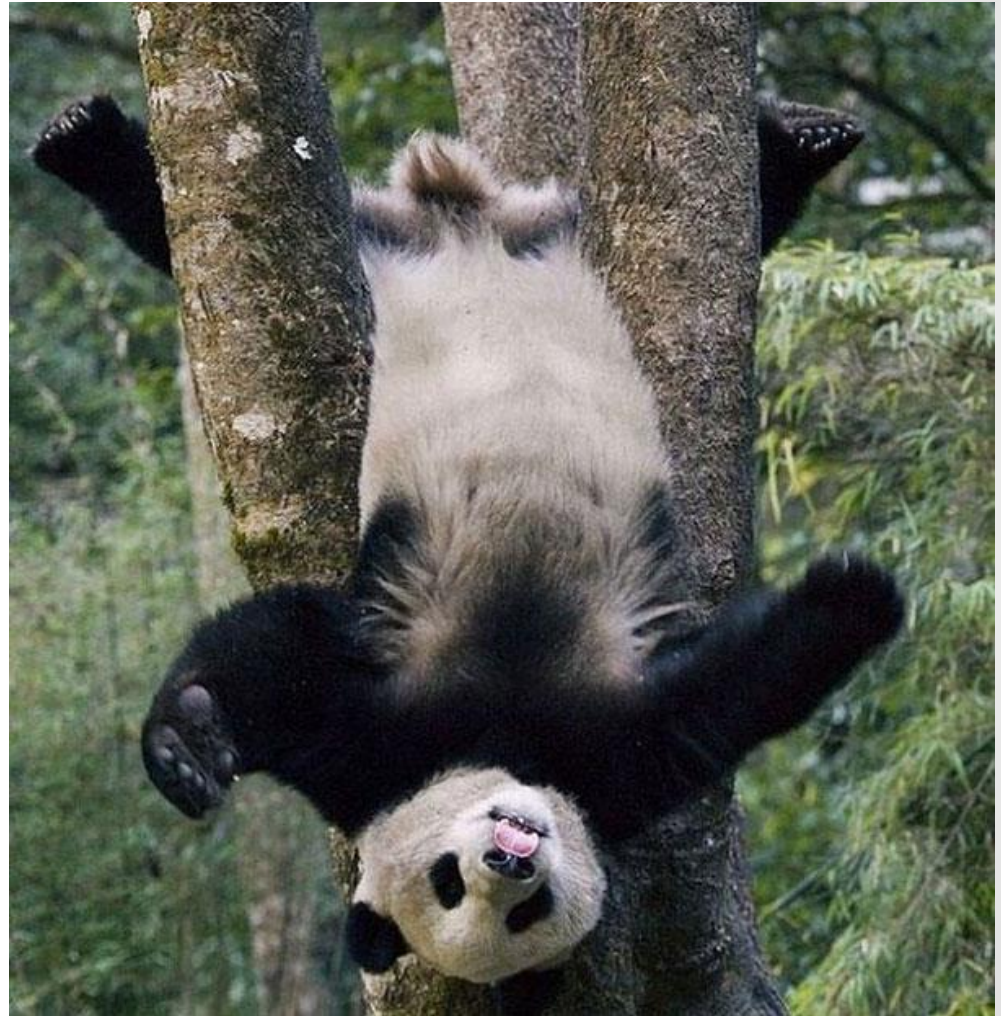
# Building Strong Business Relationships/Connections

- Strengthen current relationships and use business-to-business referrals.
- Fill a need.
- Consider offering businesses candidates without risk – work-based, earn-and-learn activities.
- Offer businesses educational opportunities through workshops.



# Transforming Program Designs

- Start with “Yes!”
- Review Customer Flow
- Try Something New



# Existing Models

## WIOA and Your New Approach

- Workforce Innovation and Opportunity Act (WIOA) and State of CA Regional Approach
  - Career Pathways, Partnerships, Leveraging Resources, Integrated Resource Teams (IRT)
- Disability Employment Initiative (DEI) and Disability Employment Accelerator (DEA)
  - Disability Resource Coordinator (DRC)
  - IRT



# What Doesn't Work



- Silos
- Simple Referrals/Sequential Services
- Assuming the Needs of PWD
- Not Braiding and Blending Funds
- Lack of Management Support

# Sustaining Your New Approach

- Local Area funding.
- Explore becoming a DOR vendor.
- Partnerships for other funding.
- Consider geographical areas.
- Become an Employment Network for the Ticket to Work (TTW) program.



# Next Steps –

## Developing and Implementing Your Own Best Practices

- Training and Support (EDD, DOR, CWA, RTOs)
- Traveling DRC Trainer
- Local DRCs
- Funding



# Today's Take Aways

- New approaches to serving PWD.
- The value in working partnerships.
- The benefit of the DRC, training and support



# Q and A

LaJuana Thompson  
lajuana.thompson@edd.ca.gov  
(916) 657-5280

Kasia DeMauri  
kasia.demaury@edd.ca.gov  
(916) 654-7422

Patrick Regan  
pregan@toolworks.org  
(415) 733-0990 ext. 604

# Thank you.