

# **NMONE Training Project For One Stop Career Centers**

## **Supporting Diverse Customers to Employment Success: An On-Line Manual**

**By**

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**Funded by the United States Department of Labor  
Employment Training Administration**

## **NMONE Training Project for One Stop Career Centers Supporting Diverse Customers to Employment Success**

### *Welcome and Introduction*

Welcome to this on-line, downloadable manual about how One Stop Career Centers can support diverse customers, including customers with developmental disabilities, to employment success. The manual gives simple guidelines for success for One Stop Career Center staff and customers. An illustrated, view-only, manual is also available on-line.

The guidelines were developed by the NMONE Training Project and are based on:

- Best practice research
- Current law\*
- Guidance from the NMONE Key Stakeholder Training Team that included representatives of self-advocates with disabilities, advocates, family members of people with disabilities, Workforce Investment Boards, Vocational Rehabilitation counselors, Native American Rehabilitation, Independent Living Centers, Community Providers.
- Input from 20 “Mystery Shoppers” who visited New Mexico One Stop Career Centers using a best practice based observation checklist.
- Input from the four regions of New Mexico included representatives from: One Stop Career Centers, Workforce Investment Boards, self-advocates with disabilities, school to adult transition specialists, the Governor’s Committee on Concerns of the Handicapped, Community Schools, Independent Living Centers, Community Providers, and others.

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\* Note: All One Stop Career Centers should meet the following user accessibility access standards and guidelines:

- [ADA Title II](#) – 28 CFR Part 35 – 28 CFR Part 35.150 & 35.151
  - [ADA Accessibility Guidelines \(ADAAG\)](#)
  - [Rehabilitation Act](#) – Section 508 – 36 CFR Part 1194 for E/IT Accessibility Standards.
  - [Telecommunications Act](#) – Section 255 – 36 CFR Part 1193 for E/IT Accessibility Standards.
- Implementation of the Non-Discrimination and Equal Opportunity Provisions, Section 188 of the Workforce Investment Act (WIA) of 1998--29 CFR Part 37

## *Contents*

### **1. The One Stop Career Center is accessible to diverse customers.**

#### **1. A. Location**

##### **How easy is it to find out about One Stop Career Centers?**

- 1.1. One name and symbol is used and publicized.
- 1.2 One Stop Career Centers are marketed to the public.
- 1.3 Basic information about One Stop Career Centers is easily available (for example: link to other websites, information packets in a variety of formats, drive-by pickup of information from outside information slots, toll-free phone number).
- 1.4. One Stop Career Centers offer orientation to services available to the community.

##### **Where is the One Stop Career Center located?**

- 1.5. The One Stop Career Center is geographically located in an easy to find, central location in the heart of the town.
- 1.6. The number and geographic location of One Stop Career Centers matches the number of potential customers.
- 1.7 Rural customers have access to One Stop Services.
- 1.8 Locations of One Stop Centers are linked to other community resources (for example: Community Schools)

##### **How easy is it to locate a specific One Stop Career Center?**

- 1.9 Accurate information about One Stop Career Center locations, phone numbers and email addresses is available over a website and through a toll-free phone number.
- 1.10. There is a sign on the street that says that this is the “One Stop Career Center”.
- 1.11. The One Stop Career Center external sign is big enough to see and be read from the street.
- 1.12. The lettering and pictures on the One Stop Career Center external sign is big enough to see and be read from the street.

## **1. The One Stop Career Center is accessible\* to diverse customers.**

### **1. A. Location *Continued***

#### **How easy is it to get to and from the One Stop Career Center?**

- 1.13 The One Stop Center is in an easy to find, central location in the heart of the community.
- 1.14. If public transportation is available, the One Stop Career Center is located on a bus (or other accessible public transportation) route.
- 1.15 The One Stop Career Center identifies and shares transportation options for customers.
- 1.16 The One Stop Career Center offers flexible hours to meet the needs of diverse customers.
- 1.17 All One Stop Career Center services are offered at one location.

#### **Does the location feel safe?**

- 1.18. The neighborhood where the One Stop Career Center is located feels safe to customers (for example: no bars on windows, gang tagging, or need for staff to be behind a glass partition).
- 1.19 The One Stop Career Center offers safety information for customers (for example: escort to transportation, buddy system, well lighted passageways).
- 1.20 Outside areas of the Center are well lit.

### **1. B. Getting into the building**

#### **Can a customer enter easily from the street?**

- 1.21 Customers can enter the building without having to cross a busy street.
- 1.22 A safe area exists for customers who will be dropped off at the One Stop Career Center (for example: by taxi, family members, or service providers)

#### **Is parking adequate?**

- 1.23. There are parking spaces (including Handicapped parking spaces) sufficient to accommodate the projected number of customers.
- 1.24. The surface of the parking lot is level and smooth.

#### **Are there sidewalks and ramps?**

- 1.25 Ramps have smooth surfaces, are built at a correct angle and are close to the main entrance.
- 1.26 There is a sidewalk that leads to the front door that is level, smooth and wide enough for a wheelchair.

## **1. The One Stop Career Center is accessible to diverse customers.**

### **1. C. Entrance and the Space Inside the Building**

#### **Can diverse customers move around easily?**

- 1.27 Doors are easy to open and close slowly; they open at 70° and close within seven seconds.
- 1.28 The doorways are wide enough for all persons, including wheelchair users to enter: 32 inches wide minimum.
- 1.29 The front door(s) is power operated.
- 1.30 The One Stop Career Center is on one level or provides an elevator with adequate control heights, signage and space.
- 1.31 The restroom door is wide enough for all persons, including wheelchair users to enter: 32 inches wide minimum.
- 1.32 There is a restroom stall easily accessed by people in wheelchairs, for example: grab bars surround the toilet area and the area is at least 60 X 56 inches; sink height and space underneath is open.
- 1.33 The number of accessible stalls matches the number of projected customers.
- 1.34 The hallway is wide enough for all persons, including wheelchair users: 36 inches wide minimum.
- 1.35 Chairs are available for people waiting in line: for example, if someone becomes tired, there is a place for the person to sit down.
- 1.36 The One Stop Career Center has ample uncluttered, unobstructed space for customers, including those in wheelchairs, to move around; 60 X 60 inches, for example: there is space that is empty of desks and chairs in which a person using a wheelchair or walker can move safely to needed destinations.
- 1.37 There are signs inside the One Stop Career Center that say where customers should go.
- 1.38 The signs inside the One Stop Career Center use simple symbols, pictures, words, Braille and raised lettering.
- 1.39 The floor surface is smooth and level; any carpet is thin: no more than ½ inch thick.
- 1.40 Doorway thresholds are low: no more than 1 ½ inches.
- 1.41 One Stop Centers have a uniform layout so that the public is oriented no matter which center is visited.

## **1. The One Stop Career Center is accessible\* to diverse customers.**

### **1. C. Entrance and the Space Inside the Building** *continued*

#### **Is the building big enough?**

1.42 The One Stop Career Center square footage is adequate for the projected number of customers in the area served by the Center, for activities and quiet work spaces.

### **1. D. Equipment and Forms**

#### **Are equipment and forms easy to use?**

1.43 The One Stop Career Center equipment (for example: computers, fax, phone) is easy for diverse customers to use.

1.44 The One Stop Career Center forms are easy for diverse customers to fill out (both in print and electronic format).

1.45 Customers can take forms home with them if they want to do so or receive them through the mail, on request.

1.46 There is universal access to resources through the electronic technology (for example: maps of One Stop Career Center locations, registration, orientation, training, forms are available over the Internet, on computer, by phone).

1.47 Furniture and equipment meet the needs of diverse customers: surface height of tables/desks is 27 inches from floor to table bottom for accessible computers, copiers, fax. There is at least 30”x 48” clearance around and underneath the desks/tables. TTY is available with phone.

1.48 Adaptive software is available, for example, talking programs for people who are blind or who cannot read).

1.49 Heights of displays for pamphlets, brochures and job order displays are accessible from 9” to no more than 48” side access.

### **1. E. Language**

#### **Are services and information available in diverse languages and media?**

1.50 Diverse customers can be served in their language of choice.

1.51 Alternate language formats are available (for example: Braille, sign language, TTY and electronic).

1.52 Translation resources are accessed (for example: local translators, “America’s Job Bank” and [www.google.com](http://www.google.com)).

1.53 Information (including orientation) is available in a variety of media (for example: electronically, CD-ROM, tapes, video, closed captions).

## **2. The One Stop Career Center offers assistance that meets the needs of diverse customers.**

### **2. A. Assistance (Universal Accommodations)**

**Do staff assist customers immediately and help them get their needs met?**

2.1 The One Stop Career Center entry process is streamlined and user-friendly.

2.2 One Stop Career Center staff members greet, direct and accommodate (as the customer indicates accommodations are needed) customers immediately as they arrive at the Center.

2.3 One Stop Career Center staff members help customers find where they need to go as they move through services.

2.4 One Stop Career Center Staff wear nametags.

2.5 One Stop Career Center staff members help customers:

2.5.a Fill out forms.

2.5.b Use computers.

2.5.c Get on-line.

2.5.d Use the fax.

2.5.e Make phone calls.

2.5.f Write resumes.

2.5.g Learn about jobs.

2.5.h Immediately (right then and there).

## **2. The One Stop Career Center offers assistance that meets the needs of diverse customers.**

### **2. A. Assistance *Continued***

#### **Are attitudes as well as resources individualized and capability based?**

##### 2.6 One Stop Career Center staff members:

- 2.6.a Are trained as active listeners with questions to ask diverse customers (for example: “is there something I can do for you to make this easier?”, “What will help you be successful at this job?”)
- 2.6.b Build rapport and then assess individual capabilities compared to requirements of job desired.
- 2.6.c Educate customers about career options that may be of interest.
- 2.6.d Make referrals to appropriate resources.
- 2.6.e Use language and behaviors appropriate to people with differing abilities (for example: customize services to the person as an individual with unique capabilities and needs rather than as a disability stereotype).
- 2.6.f Include some staff members who are bilingual in languages customers prefer (for example: sign language, Spanish).
- 2.6.g Include staff with disabilities.
- 2.6.h Have knowledge and information about a broad range of disabilities, rights, issues and resources.
- 2.6.i Offer and/or arrange follow-up support.
- 2.6.j Minimize intrusive environmental issues (for example: chemical smells, noise, flashing lights, clutter) and provide quiet areas.
- 2.6.k Use simple language in instructions and explanations.
- 2.6.l Offer individuals extra time to complete processes and training as needed.

##### 2.7 One Stop Career Centers offer jobs:

- 2.7.a In diverse locations in the geographic area served.
- 2.7.b That match varying capabilities (determined through job sampling and work assessments as needed).
- 2.7.c With a range of hours (both part-time and full-time).
- 2.7.d Include job sharing options where a customer can perform a specific task.
- 2.7.e That include job descriptions describing essential job functions.

## **2. The One Stop Career Center offers assistance that meets the needs of diverse customers.**

### **2. A. Assistance *Continued***

#### **Are attitudes as well as resources individualized and capability based?**

- 2.8 One Stop Career Centers link with disability resources (for example: Division of Vocational Rehabilitation, Commission for the Blind, Independent Living Centers, school to adult transition programs, People First self-advocate groups, community providers).
- 2.9 One Stop Career Center staff develop job networks (for example: employers, personal contacts and natural supports in rural areas).
- 2.10 One Stop Career Centers offer mentorship and job shadowing options.
- 2.11 One Stop Career Centers offer training in basic job seeking skills.
- 2.12 One Stop Career Centers provide career advancement options and make sure people progress to living wages tied to standard of living for the local community.

#### **Do staff members protect confidentiality?**

- 2.13. One Stop Career Center staff members clearly and simply explain customer confidentiality protection.
- 2.14 One Stop Career Center staff members assure that identifying information such as Social Security Numbers is protected from identity theft.

#### **Do staff members offer complete, accurate information about additional resources?**

- 2.15 One Stop Career Center staff members explain the additional resources available to eligible customers through the Division of Vocational Rehabilitation, tribal resources, partnership and other resources.
- 2.16 Each One Stop Career Center includes a DVR Counselor on site at least some of the time.
- 2.17 One Stop Career Center staff members make referrals to appropriate resources.

### **3. The One Stop Career Center improves quality through actively seeking feedback from diverse customers.**

#### **3. A. Feedback**

**Does the One Stop Career Center continuously solicit and implement customer feedback in a user friendly way?**

- 3.1. The One Stop Career Center collects comparable (see 3.7) immediate feedback using a variety of methods (for example: exit surveys, survey tied to computer use written surveys, talking with the person providing assistance [family]).
- 3.2 One Stop Career Centers invite people with disabilities to assess quality of services on an unannounced, unidentified, drop-in basis (mystery shopper).
- 3.3 One Stop Career Centers collect feedback information following the visit (for example: follow-up interviews, phone survey, 1-800#, on-line feedback).
- 3.4 One Stop Career Centers collect feedback from the community (for example: town hall forum).
- 3.5 One Stop Career Centers collect longitudinal follow-up information (for example: job retention studies [including wages tied to living standards])
- 3.6 One Stop Career Centers publicize how suggestions for improvement are implemented.
- 3.7 All One Stop Career Centers ask the same feedback questions (for example: “Did you get help?” “Were you treated fairly?” “Did people listen to you?” “Were you provided with the accommodations you need?”) across formats (see 3.1) in simple, concise language with the location being commented on identified so that data collected is comparable.
- 3.8 Feedback questions are developed, field-tested and periodically refined with input from “mystery shoppers” (see 3.2).
- 3.9 One Stop Career Centers collect data about missing resources needed by diverse customers.
- 3.10 All data collected by One Stop Career Centers is reported regularly to WIA Boards.
- 3.11 One Stop Career Centers statewide have uniform, person-centered policy to assure that quality indicators are implemented.
- 3.12 One Stop Career Centers identify where best practice is occurring and offer mentorship to other One Stop Career Centers.
- 3.13 WIA Boards include people with disabilities and advocates to give feedback on service quality.