

Supporting Diverse Customers to Employment Success: Project Description and Outcomes

Project Period: July 1, 2003 – June 30, 2005

Project Scope: Statewide

Funded By: Employment and Training Administration, U.S. Department of Labor

Purpose: Knowledgeable and skillful New Mexico One-Stop Career Center staff will support customers with diverse abilities to achieve their employment goals.

Comprehensive Strategy: Guided by a statewide key stakeholder Steering Committee*, this project has four goals to increase the ability of One-Stop Centers to provide appropriate services to people with disabilities leading to job placement success (**Outcomes are in Bold**):

- 1) **Build One Stop disability expertise and capacity** through the development of a Navigator System. The three rural regions will have a dedicated Navigator who will also provide assistance to satellites within the region. The Central region project efforts will supplement the Navigators paid through Central and DVR Project NEON.
- 2) **Increase employment outcomes for people with disabilities**, including job retention and career advancement at each site. This will include strengthening employment contacts, knowledge of specific career planning and job placement techniques that are effective for people with diverse abilities and identification of implementation techniques that increase placement. CDD's Information Center and LINC will provide information and resources.
- 3) **Develop and implement an on-going external quality assurance process** using "Mystery Shoppers" who are trained individuals with diverse abilities.
- 4) **Develop a mentoring process to assure on-going disability expertise** in the four regions covered through this initiative, through the use of three person Mentor Teams that include a person with a disability, the Navigator, and an existing One-Stop Career Center staff member.

For more information, contact:

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