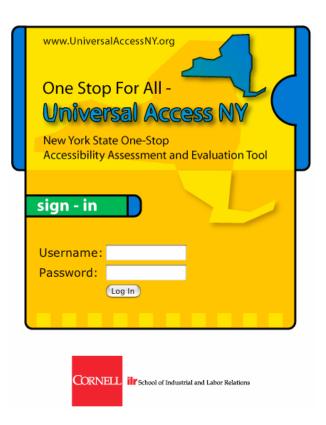# _Universal Access-NY_
Overview

What is Universal Access-NY?

Universal Access-NY is a complete online planning toolkit, where a One-Stop Delivery System can assess its practices, and develop work plans to improve physical and programmatic accessibility for all One-Stop customers. This web site was developed by Cornell University's Employment and Disability Institute, through the support and guidance of the New York State Department of Labor, with funding from two U.S. Department of Labor Work Incentive Grants (WIG 1 and 2).

This web site was designed for use in a collaborative manner, bringing together One-Stop personnel, agency partners, business leaders and customers with disabilities.

Create New Universal Access Survey

● **Closed Survey(s)**

January , 2004 [70]
· Team Members
· Preliminary Questions
· Indicators
· Work Plans
START: 1/16/04
CLOSE: 1/16/04

Survey: Jan, 2004
Team Member Names and Affiliations:

Teresa Hopkins, Customer
Ramon Rodriguez, RCIL
Lucero Carvajal, FMCC
Frank Valiante, Private Insustry Council, Inc.
Ryan Kindar, Private Industry Council, Inc.
James O'Connor, VESID
Daniel Steen, NYS DOL
Connie Glover, Workforce Development Board
Denise Stafford, Private Industry Council, Inc.

Close

Universal Access-NY supports continuous improvement, with features that encourage multiple uses and incremental systems change.

For more information, contact:
David Brewer, Senior Extension Associate
Employment and Disability Institute
Cornell University   (607) 255-7727
201 ILR Extension   (607) 255-2891 (TTY)
Ithaca, NY 14853   drb22 @cornell.edu

Features of Universal Access-NY…

Password-Protected Accounts – Each One-Stop has its own unique account. When a One-Stop planning team signs in, they view their contact information, team members, and the results of previous planning efforts.

Collaborative Self-Assessment – The self-assessment portion of the online toolkit is made up of 76 indicators, which have been sorted into 5 categories:

1. **Outreach and Intake**
2. **Physical Access**
3. **Service Delivery**
4. **Youth**
5. **Technology**

One-Stop planning teams have the opportunity to select one or more of these areas for further study. Planning teams quickly prioritize one or more indicators for work plan development.

Work Plan Development – Once an indicator has been selected for work plan development, Universal Access-NY brings the planning team to a work plan development web page.

When a work plan is completed and saved, the planning team has a printer-friendly document for distribution to team members and other stakeholders.

One-Stop:	Brooklyn
Survey Date:	April, 2004
Today's Date:	May 10, 2004
Topic:	1.0 Outreach and Intake
Indicator:	1.2.2 Partners A common process exists for i resulting in a seamless referra
Current Rating:	2

Current Status:

There is a good working relationship with Goodwill and tl

Desired Outcome:

The Career Center wants to see more of these relationsh

Desired Rating:

5

Overall Strategy:

To have an orientation kick-off process with each partner philosophy of seamless service delivery.

List Major Tasks:

	Task:	Person(s) R
1.	Meet with DOL representative.	L. Battle
2.	Invite Partners to weekly staff meetings.	L. Battle

Help and Discussion Forums

Universal Access-NY planning teams can navigate to a list of Internet links, organized by the 5 categories above, of effective national practices and resources.

Teams may also engage in threaded discussions to make announcements or pose questions to a growing online community of end-users.
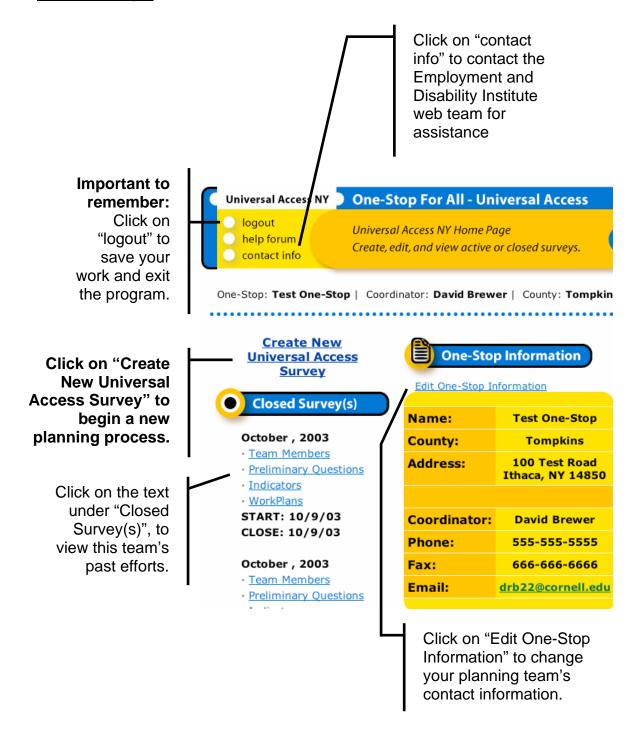
Universal Access-NY
Directions

Sign-On Page
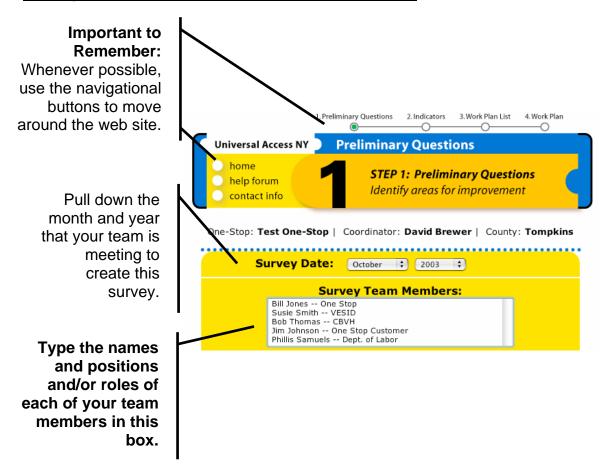
Once your team has entered a Username and Password, provided by Cornell University's Employment and Disability Institute, the planning process can begin…

Point your browser to the following Internet address:

http://www.universalaccessny.org

Enter your username and password, provided by Cornell University's Employment and Disability Institute, to gain entry to your account.

Home Page

Click on "contact info" to contact the Employment and Disability Institute web team for assistance

Important to remember: Click on "logout" to save your work and exit the program.

Universal Access NY

One-Stop For All - Universal Access

logout
help forum
contact info

Universal Access NY Home Page
Create, edit, and view active or closed surveys.

One-Stop: **Test One-Stop** | Coordinator: **David Brewer** | County: **Tompkin**

Click on "Create New Universal Access Survey" to begin a new planning process.

Click on the text under "Closed Survey(s)", to view this team's past efforts.

Create New Universal Access Survey

Closed Survey(s)

October , 2003
· Team Members
· Preliminary Questions
· Indicators
· WorkPlans
START: 10/9/03
CLOSE: 10/9/03

October , 2003
· Team Members
· Preliminary Questions

One-Stop Information

Edit One-Stop Information

Name:	**Test One-Stop**
County:	**Tompkins**
Address:	**100 Test Road Ithaca, NY 14850**
Coordinator:	**David Brewer**
Phone:	**555-555-5555**
Fax:	**666-666-6666**
Email:	**drb22@cornell.edu**

Click on "Edit One-Stop Information" to change your planning team's contact information.

Navigational Links and Team Members

Important to Remember: Whenever possible, use the navigational buttons to move around the web site.

Pull down the month and year that your team is meeting to create this survey.

1. Preliminary Questions	2. Indicators	3. Work Plan List	4. Work Plan

Universal Access NY **Preliminary Questions**

- home
- help forum
- contact info

1 **STEP 1: Preliminary Questions**
Identify areas for improvement

One-Stop: **Test One-Stop** | Coordinator: **David Brewer** | County: **Tompkins**

Survey Date: October   2003

Survey Team Members:
Bill Jones -- One Stop
Susie Smith -- VESID
Bob Thomas -- CBVH
Jim Johnson -- One Stop Customer
Phillis Samuels -- Dept. of Labor

Type the names and positions and/or roles of each of your team members in this box.

Examples of Potential Team Members:
One Stop Staff
One Stop Customers with Disabilities
NYS Department of Labor Personnel
Disability Program Navigators
Vocational Rehabilitation Counselors
Commission for the Blind and Visually Handicapped
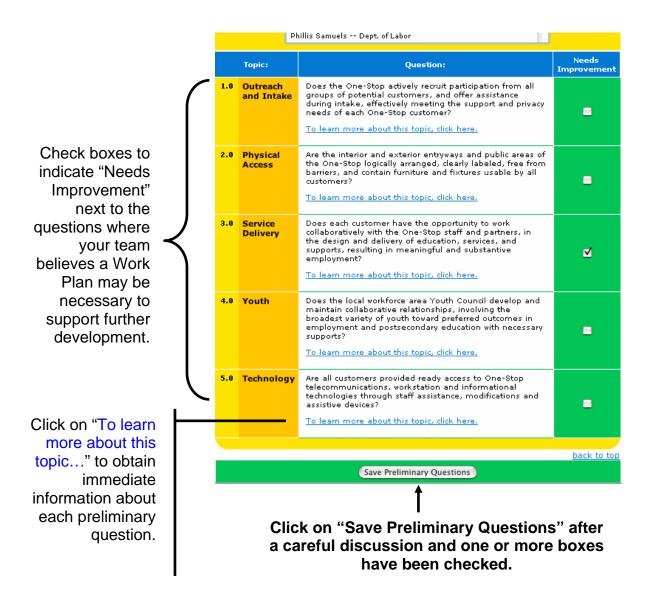Center for Independent Living
Education
Local Rehabilitation Agencies, other agencies
Department of Social Services
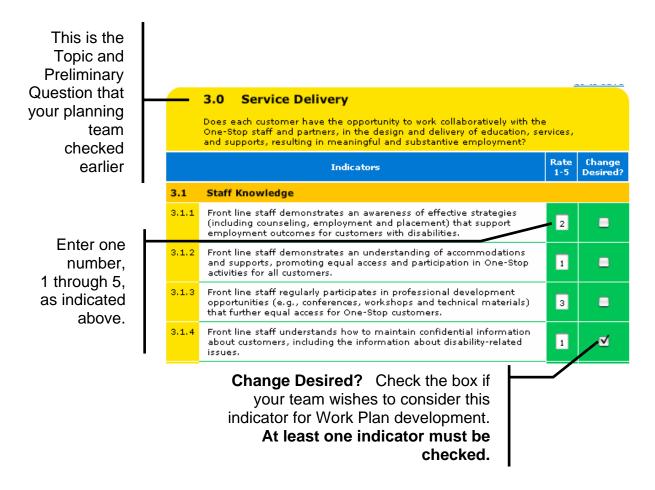Office of the Aging
Business Leaders

Preliminary Questions

	Topic:	Question:	Needs Improvement
		Phillis Samuels -- Dept. of Labor	
1.0	**Outreach and Intake**	Does the One-Stop actively recruit participation from all groups of potential customers, and offer assistance during intake, effectively meeting the support and privacy needs of each One-Stop customer? _To learn more about this topic, click here._	☐
2.0	**Physical Access**	Are the interior and exterior entryways and public areas of the One-Stop logically arranged, clearly labeled, free from barriers, and contain furniture and fixtures usable by all customers? _To learn more about this topic, click here._	☐
3.0	**Service Delivery**	Does each customer have the opportunity to work collaboratively with the One-Stop staff and partners, in the design and delivery of education, services, and supports, resulting in meaningful and substantive employment? _To learn more about this topic, click here._	☑
4.0	**Youth**	Does the local workforce area Youth Council develop and maintain collaborative relationships, involving the broadest variety of youth toward preferred outcomes in employment and postsecondary education with necessary supports? _To learn more about this topic, click here._	☐
5.0	**Technology**	Are all customers provided ready access to One-Stop telecommunications, workstation and informational technologies through staff assistance, modifications and assistive devices? _To learn more about this topic, click here._	☐

back to top

(Save Preliminary Questions)

Check boxes to indicate "Needs Improvement" next to the questions where your team believes a Work Plan may be necessary to support further development.

Click on "To learn more about this topic…" to obtain immediate information about each preliminary question.

Click on "Save Preliminary Questions" after a careful discussion and one or more boxes have been checked.
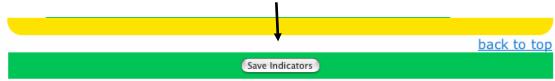
Universal Access Indicators

Your planning team must rate all of the Indicators presented on this web page before a Work Plan can be developed. The ratings are as follows:

5 = *Exemplary, can educate others about this issue*
4 = *Indicator evident across all situations*
3 = *Indicator evident across some, but not all, situations*
2 = *Indicator not evident, planning is underway*
1 = *Indicator not evident, no planning has been initiated*

This is the Topic and Preliminary Question that your planning team checked earlier

3.0 Service Delivery

Does each customer have the opportunity to work collaboratively with the One-Stop staff and partners, in the design and delivery of education, services, and supports, resulting in meaningful and substantive employment?

Indicators	Rate 1-5	Change Desired?
3.1 Staff Knowledge		
3.1.1 Front line staff demonstrates an awareness of effective strategies (including counseling, employment and placement) that support employment outcomes for customers with disabilities.	2	☐
3.1.2 Front line staff demonstrates an understanding of accommodations and supports, promoting equal access and participation in One-Stop activities for all customers.	1	☐
3.1.3 Front line staff regularly participates in professional development opportunities (e.g., conferences, workshops and technical materials) that further equal access for One-Stop customers.	3	☐
3.1.4 Front line staff understands how to maintain confidential information about customers, including the information about disability-related issues.	1	☑

Enter one number, 1 through 5, as indicated above.

Change Desired? Check the box if your team wishes to consider this indicator for Work Plan development. **At least one indicator must be checked.**

Complete all of these ratings and click on the "Save Indicators" button at the bottom of the page to proceed to the Work Plan Selection page.

back to top

Save Indicators

The Strategic Work Plan

The Strategic Work Plan is the means through which your planning team will turn prioritized areas of concern into meaningful actions. Features of an effective Work Plan include:
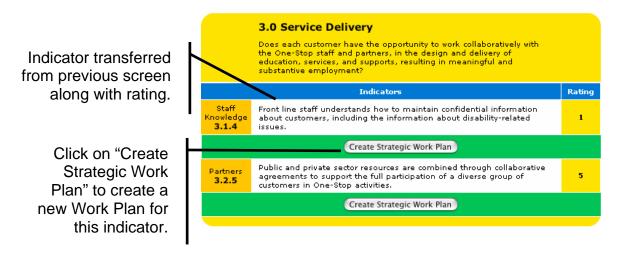
- Collaborative Implementation – the team shares responsibility for the tasks and outcomes of the Work Plan;
- Measurable Results – the Work Plan describes how its impact on customers will be captured;
- Reflection – timelines and actions include a description of how the team will review the ongoing results of the Work Plan.

Your team should indicate how and when future Work Plans will be developed.

Work Plan Selection

After your planning team has selected one or more indicators to improve, each of those selected will be gathered onto one screen. Your team must now review each indicator to decide which one(s) should be chosen for Work Plan development.

Your team can return to this web page to prioritize and develop more indicators, or edit existing Work Plans.

Indicator transferred from previous screen along with rating.

Click on "Create Strategic Work Plan" to create a new Work Plan for this indicator.

3.0 Service Delivery

Does each customer have the opportunity to work collaboratively with the One-Stop staff and partners, in the design and delivery of education, services, and supports, resulting in meaningful and substantive employment?

	Indicators	Rating
Staff Knowledge 3.1.4	Front line staff understands how to maintain confidential information about customers, including the information about disability-related issues.	1
	Create Strategic Work Plan	
Partners 3.2.5	Public and private sector resources are combined through collaborative agreements to support the full participation of a diverse group of customers in One-Stop activities.	5
	Create Strategic Work Plan	

Click on at least one indicator to move on to the Strategic Work Plan.

Strategic Work Plan (continued)

At the top of the plan are: the topic area, name, current rating, and description of the indicator your team has selected. Your Work Plan should directly support improvement of this indicator.

The Strategic Work Plan is divided into text boxes. The following section provides questions that your planning team should consider when completing each text box.

Strategic Work Plan

One-Stop:	TEST ONE_STOP
Survey Date:	September, 2003
Today's Date:	Sep 25, 2003
Topic:	1.0 Outreach and Intake
Indicator:	1.2.2 Partners A common process exists for intake between partners, resulting in a seamless referral of customers for services.
Current Rating:	4

Current Status:

How would your team describe your One-Stop and this indicator at your One Stop?
What exactly is the problem?

Desired Outcome:

What is the desired outcome of your plan, in measurable terms?
What will be different after your plan is completed?

Desired Rating: ☐   _1-5, compared to your current rating_

Overall Strategy:

Summarize in one sentence the overall strategy your team will take.
What will you do, overall?

Strategic Work Plan (continued)

Your planning team must create a "to-do" list of observable steps toward your desired outcome. For each step fill in the task description, who will be responsible for the task, and the completion date. Click on "ADD TASK" to add each additional step
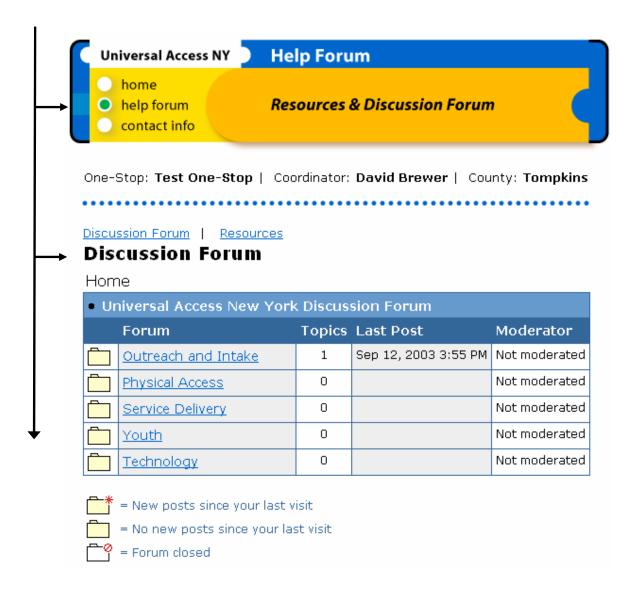
List Major Tasks:

Task:	Person(s) Responsible:	Completion Date:
		mm/dd/yyyy ADD TASK

Funding Sources:

How will your team support each Major Task?
List at least one resource for each Major Task that requires funding.

How results will be measured and documented:

How will your team evaluate your Work Plan activities?
Describe the measurement process your team will use?

How results will be used to revise strategies:

How will your team respond to the outcomes of this project?
Describe your reflective process.

How results will be shared internally and externally:

Celebrating success is a good way to get support for future endeavors.
How will your community know of your collaborative efforts?

(SAVE STRATEGIC WORKPLAN)

Click on SAVE STRATEGIC WORK PLAN to create a draft Work Plan and return to the Home Page.

Help Forum

Discussion Forum
At the top of the Help Forum web page, teams can ask questions and discuss issues with teams from other One-Stops.   This area is organized by the five Preliminary Question topics.   All discussions are archived for future reference.

Help Forum (continued)

Resources
The Resource list is located at the bottom of the Help Forum page and contains Internet links to resources organized by each of the five Preliminary Question topic areas.

Resources

Subject:	**OUTREACH AND INTAKE**
Title: **Link:** Description:	**WIA Section 188 Disability Checklist** http://www.dol.gov/oasam/programs/crc/section188.htm The U.S. Department of Labor, Civil Rights Center, which is organizationally located within the Office of the Assistant Secretary for Administration and Management, has developed this "WIA Section 188 Disability Checklist" to ensure nondiscrimination and equal opportunity to persons with disabilities participating in programs and activities operated by Local Workforce Investment Area (LWIA) grant recipients that are part of the One-Stop delivery system.
Title: **Link:** Description:	**Independence: Program on Employment and Disability** http://www.ilr.cornell.edu/ped/il/independence/default.htm This web-based resource brings together a wealth of information, with sections about public employment policy, research, and enabling programs and supports for people with disabilities. Here you will also find an on-line primer on public policy as it relates to employment of people with disabilities. In addition, statistical information about the progress being made in full employment, especially incidence of disability, employment status of people with disabilities, and their household incomes on a state by state basis is now available on-line.
Subject:	**PHYSICAL ACCESS**
Title: **Link:** Description:	**One-Stop Toolkit** http://www.onestoptoolkit.org/ This website provides accessible and comprehensive tools and information to grantees who provide services that help individuals with disabilities find and keep good jobs. The resources on this website will help grantees widen the array of services available to individuals with disabilities at One-Stop Centers, and integrate those services seamlessly into One-Stop operations. This website is targeted toward state and local One-Stop service providers, but it contains resources that will be useful to a broader audience as well. Individuals with disabilities, advocates, parents, counselors and other professionals should find a rich source of information here.
Title: **Link:** Description:	**Northeast ADA and IT Center** http://www.northeastada.org/ The Northeast ADA & IT Center offers a variety of training programs and on site technical assistance services to One Stop System Partners and providers. On site technical assistance can include access reviews for service provision areas and computer workstations with suggestions and resources for improvement. All training curriculums are designed to be comprehensive yet flexible to meet the needs of our clients. Training can last from one hour to multiple days depending on your requirements.

Universal Access-NY
Facilitator Tips

Assigning a Team Facilitator: Designating a team facilitator will enhance the quality of the collaborative planning process. The team facilitator should:
- Establish team meeting times and locations
- Distribute copies of planning documents to all team members before each meeting
- Share responsibilities for gathering information and data
- Validate team members' concerns and ideas during the planning process to build consensus
- Incorporate language provided by team members into the narrative of the Work Plan
- Share responsibilities for implementing and monitoring Work Plan activities

Select a Diverse Team: Develop a planning team that reflects the spectrum of services and people in your community. Include agency representatives, customers with disabilities, business leaders, along with One-Stop staff.

Multiple Planning Meetings: It is important to remember that any information you enter into the web site will be saved by clicking the buttons on the bottom of each page, clicking on the Home Page button, and logging out. Because your ongoing progress can be saved, your team can complete this process over a period of time to encourage flexibility and collaborative planning.

Common Courtesy: Team members should consider themselves individually and collectively responsible to maintain a productive and open atmosphere for discussion. Complements paid to each other for participation and work completed can only move this process forward.

Preliminary Questions: By spending more time considering each Preliminary Question and narrowing your focus, your team will spend less time rating Indicators.

Rating Indicators: It is best to use objective data assembled by your planning team when determining indicator ratings. If your team cannot reach consensus on a 1-5 rating for an indicator, remind the group that the team can come back to this at a future time. Suggest the lowest rating offered by a team member to move things along.

Team Member worries: Some team members will feel cautious or defensive about rating their One-Stop. Remind team members that rating indicators is a way to prioritize areas for needed improvement. This is a quality improvement tool, and not a means to monitor the One-Stop for compliance.