September 29, 2009

Work Incentives Infrastructure Resource Center:

- What
- Who
- How

BRAINSTORMED IDEAS from August 2009 meeting:

Purpose of a Virtual Center: Consistent and accurate information to help people to go to work and to be economically successful-

    - For families, self advocates, paraprofessionals, employment staff
    - Employers (including a link to an online source for recruiting workers)
- The center would be:
    - A clearinghouse for information materials
    - A place to access meeting a training schedules, such as the Benefits Planners Group
    - Challenge: How to operationalize at the local level? Perhaps the virtual center can help to facilitate networking locally with CWICS, One Stops, Providers, etc.- online calendars, resource guides, etc.

1. End User: Individuals with Disabilities

- Consumers need help pulling their financial information together
- Consumers need help accessing on-line information so they can eventually do it themselves
- The staff and consumers need online access but written confirmation of their information
- We need to break down the perceptual barriers (consumers and families)- the messaging need to be consistent

2. End User: Staff members

- There is a need for individual staff capacity that is embedded in the community (ability to do one-on-one counseling)
- There should be a clear and concise "Scope of Practice" articulated at all 3 tiers and a system for awarding certification to those who achieve the competencies
- Provide on line calculators for individuals to access "scenarios" and case studies
- Provide on line training, webcasts, and teleconference calls
- Provide secure sites for different work groups

- A place for referrals for employment services
- A place for Ticket to Work ENs
- "No wrong door" – emphasis on choice…
- The Virtual Center Structure, Training and capacity Building activities:
    - For beginners… a user friendly format
    - Multiple ways to access information: videos, PPTs, concrete examples, testimonials, face to face support, case studies
    - FAQs
    - Who to contact, how to keep updated, who qualifies
    - Different format and contents for different audiences
    - Need a continuum of information
    - MYTH de-bunking
- <u>Features needed for online resource center:</u>
    - Case Studies
    - Info (both simple and detailed)
    - Training Info
    - FAQ
    - "Live" Q&A
    - Tiered Structure according to level
    - Links & Resources

<u>Points Raised:</u>

- Physical presence is important. How do folks access info if they don't have online access?

    - How do we outreach to consumers?
    - How do we deal with the technology divide?
    - How we drive traffic to the online resource center?
    - How do we foster believability in the information?
    - Information needs to put into layman's terms.
    - Info will be needed in other languages and accessible formats.