

Project Name: TAP Implementation Committee on Barrier and Accessibility Solutions (BASC)

Sponsor: Workforce Training and Education Coordinating Board (Workforce Board)

Project Leader: LouOma Durand, DSB; Teesha Kirschbaum, WA State Rehabilitation Council

MISSION STATEMENT

The mission of the **Barrier and Access Solutions Committee (BASC)** is to support an accessible and usable workforce system for all.

Our work focuses on identifying barriers to access for jobseekers and employers in the workforce system; developing and supporting access solutions for the 14 Workforce Innovation and Opportunity Act (WIOA) populations facing barriers to employment; and identifying strategies and resources to achieve equal access for all.

BACKGROUND

The Workforce Board was named by the Governor as Washington's State Workforce Development Board under the Workforce Innovation and Opportunity Act of 2014 (WIOA). The Workforce Board's role is to provide policy recommendations and coordination among the Workforce system's 17 partners (20 plus programs and funding streams), evaluate system effectiveness, and to advocate for policy improvements on behalf of the system. The Workforce Board is responsible for convening system partners to fully implement the state's strategic workforce development plan, Talent and Prosperity for All (TAP) within its four strategic priority areas: enhanced business engagement, access and barrier removal, performance accountability, and integrated service delivery. The Board established six implementation committees to bring the voices of the system's multiple stakeholders and partners together to ensure attainment of TAP's goals.

WIOA reenacts and strengthens the non-discrimination requirements of the Workforce Investment Act's Section 188 and requires the one-stop career centers to provide physical and programmatic accessibility to individuals with disabilities. WIOA allows local area boards to establish standing committees to work on issues specifically faced by individuals with disabilities, including Section 188 and ADA compliance, ensuring equal access to all services and appropriate staff training on providing accommodations and finding employment opportunities for individuals with disabilities.

Although WIOA only specifically calls out standing committees focusing on access issues for people with disabilities, the Workforce Board has embraced a more expansive goal of improving access for all jobseekers and employers. This requires identifying and removing a wide variety of barriers to access, including economic barriers, geographic barriers, physical barriers, and mental and behavioral health barriers. The Workforce Board achieved consensus that a standing committee of the Board should be charged to develop strategies for improving accessibility for all throughout the state workforce system, informed by local advisory committees assessing barrier issues at the ground-level. In August 2015, the state Workforce Board adopted a

recommendation from the state's WIOA Implementation Steering Committee that the Board convene a formal standing committee to tackle ongoing systemic accessibility issues.

The state Barrier and Access Solutions TAP Implementation Committee was subsequently charged by the Workforce Board to implement TAP goals related to accessibility, to help build consensus on strategies to make systemic improvement to the system, informed by local advisory committees that assess accessibility issues at the ground-level, improve the service experience for populations with barriers and will help local area boards prioritize projects and track progress towards improved customer service for those populations. This committee will additionally serve as a forum for sharing best practices and strategies to improve access and as an advocate for resources and policy development that will improve services for all populations with barriers.

TAP Plan Goals Assigned to BASC

- Implement universal wireless Internet access in high-traffic areas of all comprehensive one-stop (WorkSource) centers in Washington by 2020.
- Establish the state-level advisory committee on accessibility and barrier solutions and ensure the designation of local advisory committees during the first two years of the plan. By the fourth year of the plan, ensure that the state-level advisory committee has received multiple years of progress reports on barrier removal projects at the local level from each local area.
- Identify and encourage local pilot programs that use technology as a means of facilitating and improving an integrated service delivery for customers, including programs that are designed to improve access to the system.

SCOPE OF COMMITTEE WORK

The BASC will work in an ongoing collaborative committee forum, with operating agencies, community based organizations, local WDC advisory committees and public stakeholders, and will inform the development of a periodic state work-plan to address system barriers, approved by the BASC's voting members and the Board itself. We will accomplish our work by:

- Drafting recommendations for strategies and solutions in collaboration with the 14 communities facing barriers to employment, identified in WIOA;
- Forwarding recommendations from the BASC standing committee to the Workforce Board for their input and consideration;
- Developing implementation strategies, as needed;
- Engaging appropriate stakeholders in the implementation process;
- Assessing whether the solution works to improve access.

Recommendations could include:

- Policy changes;
- Strategic system changes;
- Recommendations for process or procedures;

- Technology or human resource solutions;
- Resource development;
- Appropriate statutory reforms.

The BASC is committed to working in partnership with the local WDC advisory committees and welcomes feedback early and often. We will accomplish this by:

- Valuing two-way communication;
- Providing technical support to help local WDCs achieve their local barrier and access goals.

WORKPLAN AND SCHEDULE

The work of this Committee will proceed as follows:

1. BASC committee leadership will complete a listening tour at local advisory committee meetings to introduce themselves and the state-level BASC as a partner, and learn where local WDCs are in the development of their advisory group.
2. Establishing voting members (the Standing Committee) to develop resources and solutions strategies that address barrier and accessibility issues identified locally.
3. Develop a communications strategy that connects the twelve local WDC barrier and accessibility solutions advisory groups to each other and the statewide Barrier and Accessibility Solutions Committee (BASC)
4. Implement the approved TAP Accelerator Projects.

TAP ACCELERATOR PROJECTS

Add table

<i>Complete?</i>	MILESTONE	START DATE	FINISH DATE
	Adopt project charter	August 2016	September 7, 2016
X	Contact Local WDCs to set up BASC committee leadership “listening tour” visits; establish listening tour schedule and send confirmation letters	August 2016	September 30, 2016
X	Convene BASC for first meeting	Late October 2016	
X	Continue to Convene BASC Monthly	October 2016	Ongoing
X	BASC Leadership Listening Tours	October 2016	May 2017

X	Submit Proposal to Workforce Board on Standing Committee of Voting Membership	May 2017	June 2017
	Recruit Standing Committee of Voting Membership Based on Board Recommendations; Submit Roster for Board Approval	June 2017	Late September 2017
	Convene Standing Committee Approximately Quarterly	Winter 2017	Ongoing
	Draft and Finalize RFP for Communications Consultant Funded by TAP Accelerator	July 2017	August 2017
	Award RFP for Communications Consultant	n/a	September 2017
	Communications Consultant Interviews Local WDCs Advisory Committees	September 2017	December 2017
	Communications Consultant Interviews Newly Seated Standing Committee Members	Winter 2017	Winter 2017
	Communications Consultant Drafts Communications Strategy, Develops Summation/Report of Learning from Locals, Creates Materials for BASC Convening	October 2017	March 2018

OUTCOMES AND MEASURES

OUTCOMES	MEASURES OF SUCCESS
Committee Charter adopted by Committee and approved by Workforce Board	<ul style="list-style-type: none"> • Membership signs agreement to support charter
Organize formal listening tours to solidify partnership between state and local barrier removal efforts	<ul style="list-style-type: none"> • BASC leadership will attend 12 local advisory committee meetings. Establish protocols for annual communication of barrier removal efforts

	to state BASC.
TAP Accelerator Fund: Local-State Communications Plan	<p>TAP Accelerator Funding is sought to engage a communications consultant to develop a communications strategy that connects the twelve local WDC barrier and accessibility solutions advisory groups to each other and the statewide Barrier and Accessibility Solutions Committee (BASC). The consultant will additionally establish a communications strategy for the statewide BASC to work with the public stakeholders and community partners for the purpose of identifying and collaborating on barrier solutions.</p> <p>The contactor will consult local advisory committees and the state-level standing committee and deliver a communications strategy that will include:</p> <ul style="list-style-type: none"> • A method for sharing best practices among advisory groups; • A forum for local advisory groups to talk to each other and ask questions of each other; • A protocol for highlighting relevant issues and solutions to each other to the statewide BASC; • A plan for structured outreach to stakeholders and the public. <p>The contractor should deliver their strategy by early 2018, with the expectation of presenting the communications strategy and related tools and resources to the network of local advisory committees and the state-level standing committee at an anticipated convening in March 2018.</p>
Report on Local Barriers	<p>Contractor will synthesize information received from local WDC advisory committees obtained during local interviews to share at the March 2018 convening in a report to stakeholders. The report will be used by the Standing Committee to build their knowledge of system barriers, and will inform the facilitated development of their first work plan at the convening.</p>
BASC Convening	<p>To that end, TAP Accelerator Funding is sought to organize a day-long convening in Spring 2018 that brings together:</p> <ul style="list-style-type: none"> • Members of the 12 local barrier and access solutions advisory committees based at local workforce development councils; • Voting members and their designees from the Workforce Board’s Barrier and Access Solutions Advisory Committee;

	<ul style="list-style-type: none"> • Subject-matter experts in barrier removal; and • Other stakeholders. <p>The event will give local advisory committee members, staff, and subject-matter experts a forum to share information on their programs and local barrier mitigation practices, leading to:</p> <ul style="list-style-type: none"> • Cementing the establishment of a cross-regional community of practice at the local advisory committee level focused on barrier removal; • Ensuring local advisory committee members, of the Workforce Board’s Barrier and Access Solutions Committee, are well-informed about the experiences of communities facing common or particularly impactful barriers present in the workforce system; • Achieving consensus on 2-3 barriers that impact multiple communities and regions, which the state Barrier and Access Solutions Committee will prioritize for the system to address in the coming year; <p>A professionally facilitated discussion with the state standing committee designed to produce their first work-plan tackling barrier removal projects that resonate across the system in their annual report.</p>
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COMMITTEE MEMBERSHIP ROLES AND RESPONSIBILITIES

ROLE	RESPONSIBILITY/AUTHORITY
Co-Chairs	<ul style="list-style-type: none"> • Facilitate BASC committee meetings • Work with staff to create agendas and work plans • Represent committee activities and draft recommendations to the Workforce Board. • Facilitate strategies for committee recommendations to community partners and stakeholders. • Create and assign leadership for needed taskforces. • Co-chairs only cast a vote in the case of a tie. Should a tie vote occur among Standing Committee members, Co-Chairs must agree to break the tie together.
Committee Staff <ul style="list-style-type: none"> • Part of executive team 	<ul style="list-style-type: none"> • Assist Co-Chairs in developing agenda. • Assist in facilitating meetings, as requested. • Develop and provide support materials, as

	<p>appropriate.</p> <ul style="list-style-type: none"> • Speak on behalf of committee, with approval by co-chairs.
<p>Standing Committee of Voting Members</p> <ul style="list-style-type: none"> • Eight voting members representing the principals of state agencies operating significant workforce development efforts (<ul style="list-style-type: none"> • Authority to allocate resources for barrier solutions. • Represent WIOA operating agencies interests or represent the interests of identified barrier communities. • Commit to providing resources and human capital and/or operational change. • Provide statewide perspective on the workforce system. • Participate in meetings approximately quarterly, and ensure that designees attend whenever principal is unable. • Exercise voting rights. One vote per seat.
<p>Non-Voting Members</p> <ul style="list-style-type: none"> • Meetings and topic discussions are open to all who want to attend. • Stakeholder participation is valued and encouraged. 	<ul style="list-style-type: none"> • Explore and develop statewide and local resource solutions, as appropriate. • Actively participate in meeting discussions and activities. • Participate in assigned taskforces and subcommittees. • Represent constituency issues. • Provide subject matter expertise. • Communicate committee work to targeted or represented communities. • Communicate committee work to stakeholders for input and feedback.

CONSTRAINTS AND DEPENDENCIES

Work must be coordinated with the other five SWB Implementation Committees to ensure consistency and continuity in approach. Work must be in accordance with local strategic plans and the state TAP Plan. Committee must understand legal limitations and evaluate where to invest energy in statutory or regulatory reform. The success of this systemic effort is dependent on a concerted communication between the state BASC and local barrier removal advisory committees to ensure that the state committee is receiving accurate and timely information to identify barrier removal priorities.

COMMITTEE MEMBERSHIP

Co-Chairs:

- LouOma Durand, Director, Department of Services for the Blind
- Teesha Kirschbaum, Executive Director, Washington State Rehabilitation Council

Staff Support:

- Mark Adreon, Program and Partnership Specialist, Department of Services for the Blind
- Eric Wolf, Director of Policy and Programs, Workforce Board

Admin. Support:

- Rebecca Reule, Workforce Policy Associate, Workforce Board

Committee Members/Subject Matter Experts

*Per the Board's adopted recommendation, the BASC will be seated with 8 voting members that can advance committee recommendations to the Board, but **all meetings are open for all to participate.***

Committee Leadership and Staff

- LouOma Durand, Department of Services for the Blind
- Teesha Kirschbaum, Washington State Rehabilitation Council
- Mark Adreon, Department of Services for the Blind
- Eric Wolf, Workforce Training and Education Coordinating Board

The standing committee will consist of the principals or their designees from the following agency partners:

Employment Security Department
Department of Social and Health Services
State Board for Community and Technical Colleges
Department of Commerce
Department of Veterans Affairs
Department of Services for the Blind
Office of Superintendent of Public Instruction
Department of Corrections

GOVERNANCE AND GUIDING PRINCIPLES

Core Guiding Principles

- Access for All
- User equity for programs and services.
- Opportunity and Innovation.

Core Governance Principles:

- Co-chairs facilitate meeting agenda and will only vote to break a tie.
- Co-Chairs have the ability to call for a discussion and ask for a motion.
- Quorum is required to vote on a motion; proxies held by Standing Committee designees count towards quorum.
- Simple “Roberts Rules” used for motion, second, and votes.
- Voting decisions based on number of voting seats present.
- All individuals attending meetings are encouraged to participate in discussions.
- Meetings should model accessibility.

Governance in Depth. The structure, membership, and roles of the BASC were set by the Workforce Board in their August 2015 recommendation to form the committee.

- (1) **Purpose:** The state BASC shall provide a forum for sharing best practices and developing statewide guidance on improving accessibility throughout the workforce development system, advocate for resources to make recommended systemic changes, and to assist local WDCs in recruiting effective members to local board advisory groups on access. The state BASC shall have the ability to report to the Board at regularly scheduled meetings and to advise the Board on issues related to access for populations with barriers at one-stop centers and will advise the full Board on strategies to improve accessibility and generate better outcomes among populations with barriers.
- (2) **Consultation on Planning:** The state BASC shall be consulted in the development of the state technology plan for workforce development and any elements of the state strategic plan(s) for workforce development that address accessibility issues.
- (3) **Membership of State Committee:** The state Board chair shall designate the BASC chair and members of the committee. Members of the state BASC should have a statewide footprint and be able to bring resources and solutions to the table. They could include of experts in access issues for populations with barriers, drawn from agency and system partners.

The same recommendation of the Board set out the establishment of local WDC advisory groups on accessibility, and detailed their reporting responsibilities to the BASC:

- (1) **Establishing/Designating Local Advisory Groups:** Each WDC may establish a local committee modeled after the state BASC, or will designate another advisory group that

informs the local board on issues related to access in the workforce development system and at one-stop centers, including but not limited to accessibility issues for people with disabilities. The advisory group utilizes data gathered by the WDCs on populations with barriers and will make recommendations on how to improve services, collaborate with key stakeholders to recommend solutions to remove access barriers in the system, and develop universal access solutions for all. *(Note: Local WDCs were to discuss the formation or designation of a local advisory group on accessibility in their local strategic plans.)*

- (2) **Required Membership on Advisory Committees:** Each WDC may establish procedures for designating an advisory group chair, as well as the length of term of service for advisory group members, if appropriate. The advisory group should consist of representatives of community and agency partner programs that serve people with potential access barriers, reflecting the broad spectrum of local communities served by the WDC. The communities should include, but are not limited to:
- a. People with physical disabilities;
 - b. People with sensory disabilities (blind and low-vision, deaf and hard of hearing);
 - c. People with behavior or mental health disabilities;
 - d. People with cognitive disabilities;
 - e. Economically disadvantaged communities;
 - f. English Language Acquisition (ELA) or bilingual communities;
 - g. Disadvantaged youth;
 - h. Long-term unemployed;
 - i. Community college disability specialists; and
 - j. A representative from a certified one-stop in the local area.

The listed communities above will serve as a guideline for recruiting members to local advisory groups. Local areas are not required to have an advisory group that always includes representation from each listed community. To the extent local areas have difficulty identifying and recruiting advocates for any of the listed communities, the state BASC shall assist local areas in recruiting representatives from those communities.

- (3) **Recruiting Members to Local Advisory Groups:** In the event a local WDC has difficulty recruiting advisory group members from communities listed in Section 2(2), the local WDC may request assistance from the state BASC in identifying and recruiting potential members.
- (4) **Reports to Boards:** The advisory group should have the ability to report to the WDC at regularly scheduled meetings of the local Board and to advise the Board on issues related to access for populations with barriers.
- (5) **Annual Barrier Report and Progress Update:** The advisory group will produce an annual report to their WDC Board outlining and discussing:
- a. Issues, accomplishments, and deliverables as they relate to the WDC's local strategic plan;
 - b. Concerns and challenges faced by populations with access barriers, as seen from the advisory group's perspective;

- c. A work-plan containing recommendations for improving accessibility in the coming year;
and
- d. A progress report on recommendations for improving accessibility that have been
previously issued by the advisory group.

Each local advisory group will submit their report on an annual basis to the state BASC, on a timeline yet to be designated. The state BASC shall examine the advisory groups' reports and incorporate the findings and strategies into the ongoing development of statewide strategies to improve access.

The BASC may inquire about the progress local WDCs have made to establish a local advisory group pursuant to Section 2 above, and whether the local WDC would like additional assistance from the state BASC in recruiting members to their local advisory group that represent communities listed in "Required Membership of Advisory Committees" above.