## Delaware (DE) WIOA Matrix

### Employment First State Leadership Mentoring Program (EFSLMP)

DVR’s Director participates in the Governors Employment First Taskforce, which is responsible to monitor implementation of Delaware’s Employment First Legislation. (Page 213) Title I

Delaware’s Employment First Initiative requiring that state agencies that provide services and support to persons with disabilities shall consider, as their first option, competitive employment in an integrated setting for persons with disabilities. (Page 344) Title IV

### Customized Employment

The Division of Vocational Rehabilitation (DVR) has a strong relationship established with many transition stakeholders throughout the state. DVR collaborates with the Delaware Department of Education (DOE), including the Exceptional Children Resources and Career & Technical Education Work Groups as well as with the Local Education Agencies and Charter Schools. DVR continues to participate in the Statewide Transition Council, the Delaware Community of Practice on Transition and the monthly DOE Cadre meetings. The Division of Vocational Rehabilitation works closely with the DOE and other organizations on a variety of other initiatives to facilitate the transition process for students with disabilities. Some of these initiatives include the annual Transition Conference, Customized Employment Bootcamp, Project SEARCH, the Start on Success program (SOS), Early Start to Supported Employment (ESSE) and Intensive Technical Assistance from the National Technical Assistance Center on Transition (NTACT). (Page 215) Title I

DVR continues to work with the Division of Developmental Disabilities (DDDS) and the Division of Substance Abuse and Mental Health (DSAMH) to maintain good inter-agency relationships. DVR, DDDS and DSAMH have Memorandums of Understanding to address program integration, shared staff and employer training, customized employment, the overall shared serving of our mutual consumers and post-employment follow along services. The collaborative efforts with DDDS and DSAMH have enhanced integrated competitive employment and wrap around support services for persons with significant mental illness and cognitive disabilities statewide. (Page 231) Title IV

DVR is currently meeting semi-annually with all ACT team community partners, specifically front line workers and supervisors, DSAMH ACT management and DVR front line workers to share best competitive integrated employment practices and to apply consistency across providers and agencies. All new community partner employment specialists experience
Delaware (DE) WIOA Matrix

customized employment training via DVR. Quarterly meetings are held with community partners to review contractual employment responsibilities. Contracts with community partners have been modified to require all job ready consumers be registered with DOL one-stop Employment and Training JobLink web based career pathways focused case management system. Progress reports are required monthly. DVR and community partners also work closely with the Business Leadership Network, the Workforce Development Board and with DOL Employment and Training to maximize competitive, integrated employment opportunities for participants of the ACT team programs. (Page 232) Title IV

The DSU is estimating supported employment services will be provided to approximately 10 most significantly disabled individuals requiring supported employment services resulting from severe on developmental delays, traumatic brain injuries, and/or severe and persistent mental health impairments. Title I funds will be utilized to supplement Title VI part B funds as deemed necessary to provide supplemental disability related support services that facilitate successful employment outcomes. Supplemental support services may include, but are not limited to, adjustment counseling, adaptive devices, transportation, interpreter services, personal attendant services, and maintenance. To identify individuals requiring such intensive job support services, the state unit will engage in comprehensive community based assessments, including the use of customized employment strategies, to determine the nature and scope of the individual’s rehabilitation needs prior to plan development. (Page 302) Title IV

Performance Measure 2.3: Continue to enhance transition model for services by, which includes direct coordination with DVI’s education program and independent living services unit in establishing agency protocol for the provision of services under the expanded core curriculum, as well as incorporating the use of customized employment by all DVI team members for individuals with significant disabilities who would benefit from this service delivery strategy. DVI achieved this goal by continuing to refine the transition model for services by, which includes direct coordination with DVI’s education program and independent living services unit in establishing agency protocol for the provision of services under the expanded core curriculum, as well as incorporating the use of customized employment by all DVI team members for individuals with significant disabilities who would benefit from this service delivery strategy. (Page 310) Title IV

DVI has begun to educate our business partners on the possibilities of curving out employment for supported individuals through customized employment strategies. The DVI staff has conducted trainings with various management teams throughout the state to educate and establish a relationship with hiring managers as an avenue of potential employment opportunities for our supported consumers. (Page 313) Title IV

The scope and extent of contracted supported employment services for individuals with intellectual and developmental disabilities shall include: 1. Assessment services to evaluate the needs, strengths, skills and job preferences through 3—5 community based work assessments, inclusive of the discovery process under customized employment. (Page 315) Title IV
DVR leverages long—term extended services that are funded by the Division of Developmental Disabilities Services or, for transition students and youth with mental health disabilities, the Division of Substance Abuse and Mental Health. By leveraging the long—term supports through DDDS and DSAMH, DVR is able to expand supported employment services to youth with the most significant disabilities. DVR also uses Title I funds to supplement Title VI funds for supported employment. When extended services are not available through the support of DDDS or DSAMH, DVR will support extended services for a period not to exceed four (4) years. During the four years of DVR—supported extended services, alternate sources of extended services supports will be pursued, including the development of natural supports. (Page 251) Title IV

Individuals with disabilities served through other components of the statewide workforce investment system also participate in DVI. DVI has currently developed an agreement with the Division of Employment and Training, the sole contractor responsible for implementation of the Delaware Workforce Development Board’s Job Centers. Within this agreement DVI shall enroll all employment ready customers into the Delaware Job Link System to seek job matches, build resumes, and to improve upon the blending/braiding of systems/funding in Delaware with respect to workforce funding. In establishing the 2019-2020 State Plan it is undetermined and to what extent that individuals with visual impairments are benefitting from other components of the Statewide Workforce Development System. In establishing the combined State Plan DVI entered into a Memorandum of Understanding (MOU) with the Division of Employment and Training to track and share data on a quarterly basis of how many individuals are being referred between program partners and utilizing their services. (Page 296) Title IV

DEI/Disability Resource Coordinators

No disability specific information found regarding this element.

Financial Literacy/Economic Advancement

No disability specific information found regarding this element.

School to Work Transition

9. All Providers will provide effective connections to employers, including small employers, in in-demand industry sectors and occupations of the local and regional labor markets in order to: a. Explore careers and industries;

a. Explore careers and industries;

b. Provide work based learning where participants have the opportunity to engage and learn from employers. This can include job shadowing, paid/unpaid work experience/internship, and clinical; (Page 84) Title I

Delaware has a long history of collaboration between DVR and Education. The DVR Transition Coordinator works closely with the DOE Education Associate to facilitate meetings, develop
## Delaware (DE) WIOA Matrix

Training, and plan for transition services statewide. There are many opportunities for DVR to interact with DOE and LEAs/Charters whether through meetings, training, email or phone calls. In addition, DVR often participates in outreach events through the schools and other state agencies to insure students and families are familiar with a variety of transition related services and resources including pre—employment transition services for potentially eligible transition students who have IEPs and 504 plans. (Page 219) Title IV

The LEAs and Charter Schools will coordinate with and invite DVR Counselors to IEP and other transition planning meetings to develop, implement and monitor the transition process. Although DVR maintains no absolute lower age limit for eligibility, vocational rehabilitation services are generally offered to students between the ages of 16 and 21 with the exception of pre-employment transition services which may begin at age 14. LEAs and Charter Schools will ensure informed written consent for release of information is obtained from students and/or parents prior to referring a student to DVR or inviting DVR to an IEP or planning meeting and typically will make referrals to DVR in a student’s Junior year of High School, or 2 years prior to exit for students participating in an 18-21 year old program. When special circumstances warrant, LEAs and Charters may refer a student prior to the Junior year. (Page 219) Title IV

- DVR has had liaison counselors in all of the public and private/parochial school programs in Delaware, and served home—schooled students that are identified for 20 years. In addition to participating in IEP meetings for many of the students, the liaison counselors and DVR statewide transition staff participate in school and district level meetings to make presentation about transition to parents and school staff. (Page 243) Title IV

Performance Measure 2.6: The Division for the Visually Impaired does not concur with the SRC recommendation “benchmark the assistive technology proficiency through the IEP and discussion with the TVI and then conduct subsequent assistive technology assessments through the IPE process because this is an external benchmark set by the LEA’s (Local Education Agency) of which we are only a collaborative partner. DVI/VR can suggest an AT assessment be performed as part of the IEP process but cannot require as such. DVI/VR can refer internally for AT assessments as part of the IPE (Individual Plan for Employment) process. (Page 279) Title IV

DVI has assessed there are currently 90 students within DVI’s education program age 14 or older that may require pre—employment transition services. The pre-employment transition services that DVI offers are coordinated between multiple entities including those staff from within the agency such as teachers of students with visual impairments, vision rehabilitation therapists, orientation and mobility specialists, assistive technology specialists, employment services specialists, and vocational rehabilitation counselors. In addition, these DVI team members coordinated with Delaware school district staff are members of the students’ IEP teams in the coordination of services under IDEA. (Page 297) Title IV

Performance Measure 2.6: Ensure that 100% of students are referred for AT evaluations related to AT that is consistent to their IPE goals. DVI/VR can suggest an AT assessment be performed as part of the IEP process but cannot require as such. DVI/VR can refer internally for AT
Delaware (DE) WIOA Matrix

assessments as part of the IPE (Individual Plan for Employment) process. (Page 300) Title IV

DVI continues to refine delivery of pre-employment transition services array for all students age 14-21 in public education systems in Delaware that are classified as having an IEP with a primary or secondary classification of visual impairment. Within the year prior to a student’s graduation the DVI VR unit also reviews any remaining needs of students for assistive technology, orientation and mobility, and independent living in order to prepare them for postsecondary education or employment needs prior to graduation. The agency also continues to implement transition skills development programs with Beach House weekend, a braille enrichment summer camp (NFB BELL), Camp Abilities Delaware, and Mission Transition College/Postsecondary Exploration week. In addition, the DVI/VR unit is a partner in the statewide Transition Cadre meetings which are held quarterly and in which we are a standing agenda item. This allows us to disseminate information about our services and the activities we are providing to students ages 14-21. On an annual basis we provide a presentation with a focus on DVI/VR services and activities to school personnel and others who are in attendance of the cadre meetings. (Page 305) Title IV

Performance Measure 2.6: Evaluate the current level of exposure to AT that transition students currently receive and ensure that 100% of students are referred for AT evaluations related to AT that is consistent to their IPE goals. DVI offers exposure to AT that transition students currently receive and ensures all students are referred for AT evaluations related to AT that is consistent to their IPE goals. All students are evaluated by the DVI Technology Center to determine what assistive technology is needed to support their career path. Assistive Technology Training is monitored on a regular basis by the VR Counselor. (Page 311) Title IV

Career Pathways

DVR - DVR also works to address skills gaps through its relationships with other agencies, both public and private, that provide services to individuals with disabilities. DVR maintains cooperative agreements with public and private non-profit agencies such as programs that serve individuals with developmental disabilities, individuals with mental health and/or substance abuse disabilities, and community rehabilitation programs. Moreover, DVR works closely with its own providers to mitigate skills gaps and ensure clients meet employer requirements. The pathways initiative includes the DVR client population for in-school students and adult students. Moreover, the Division of Vocational Rehabilitation (DVR) has a strong relationship established with the Delaware Department of Education (DOE) and many other transition stakeholders throughout the state. (Pages 26-27) Title I

Delaware Department of Labor Division of Vocational Rehabilitation (DVR) Weakness Assessment. DVR’s focus is to help Delawareans with disabilities overcome barriers to employment. The employment gap between Delawareans with and without disabilities is 38.7% and research suggests that a best practice to close this gap is Career Pathways focused counseling strategies, which DVR will be implementing. (Page 28) Title I

DVR has crafted an MOU with the Division of Employment and Training around shared responsibilities. Career Pathways assessment and career counseling is DVR’s best practice
Delaware (DE) WIOA Matrix

standard and were implemented across office locations following counselor and staff training in FY16. (Page 38) Title I

Core programming for DVR consumers centers around individualized plans for employment that use Career Pathways counseling and assessments and OOLMI data and business/educational partnerships. This process allows for and supports the goal of all eligible DVR consumers attaining meaningful integrated employment. DVR is working with core partners to develop a single referral process for clients to access multiple support services simultaneously as they work to complete training and employment goals. (Page 43) Title I

DVR is employing Career Pathways counseling strategies as both an assessment and planning tool for every consumer moving forward. Recognized certificates and credentials are integral parts of consumers’ plans for employment. DVR is working with our training and education providers to insure wherever possible, certificated and credentialed postsecondary education happens. (Page 51) Title I

Career pathways and informed choice are keys to assisting students and youth to identify steps in building the credentials to meet their goals. Programs at the postsecondary level, both at community rehabilitation facilities and postsecondary education institutions, are being given DVR support to develop and offer industry—recognized credentials that coordinate with career pathways in the local economies. DVR participates in the planning and development of the Annual Career Pathways Conference that encourages professionals, including DVR staff, WIOA

DVI/VR collaborates with local education agencies to provide such activities as Career Mentoring Day, participation in Jr. Partners in Policy Making, participation in the Delaware Career Pathways Conference and the Annual Transition Conference. (Page 287) Title IV

Apprenticeship

Utilizing the current practices in place, the Division of Vocational Rehabilitation will also: • Engage employers in activities as strategic partners and not use them only in an advisory capacity. • Use employers to help identify high demand industries and occupations in Delaware • Utilize their expertise to develop career options and credentialed programs for individuals with disabilities who want to work. • Promote and encourage their expertise in activities such as apprenticeships, OJT, internships, and other work—based learning opportunities where employer input is valued. (Pages 227-228) Title IV

Performance Measure 2.7: DVI shall develop and provide internships, short term employment, apprenticeships, and fellowships to at least 75% of all students enrolled in DVI’s transition program prior to graduation from high school. (Page 277) Title IV

DVI will work with employers to: (A) provide opportunities for work—based learning experiences (including internships, short—term employment, apprenticeships, and fellowships), and opportunities for pre—employment transition services; (B) recruit qualified applicants who are individuals with disabilities; (C) Train employees who are individuals with disabilities; and (D) promote awareness of disability—related obstacles to continued employment. DVI shall
Delaware (DE) WIOA Matrix

Develop and provide internships, short term employment, apprenticeships, and fellowships to at least 75% of all students enrolled in DVI’s transition program prior to graduation from high school. (Page 286) Title IV

DVI VR staff engaged in conversations and collaborative activities with employers for internships, short term employment, apprenticeships and fellowship opportunities. They use this to identify students who participated in the summer internships offered through county and city locations. Those students who are identified are matched up to internships, paid and unpaid, by their employment outcomes on their Individualized Employment Plan. DVI VR staff arranges for 100% of the students to be engaged in an internship, volunteer opportunity or short term employment prior to graduating from high school. Although the CSNA did not identify gaps for establishment, development, or improvement of community rehabilitation programs within the state, the agency recognizes the need to continue to work with Community Rehabilitation Programs to further build their capacities to provide services to individuals who are blind and visually impaired which remains a continuous objective of the agency. (Page 296-297) Title IV

Performance Measure 2.7: DVI shall develop and provide internships, short term employment, apprenticeships, and fellowships to at least 75% of all students enrolled in DVI’s transition program prior to graduation from high school. DVI offers interested students internships, short term employment, apprenticeships, and fellowship opportunities. All students enrolled in DVI’s transition program prior to graduation from high school if they were interested in a workplace opportunity. DVI VR staff engaged in conversations and collaborative activities with employers for internships, short term employment, apprenticeships and fellowship opportunities. They use this to identify students who participated in the summer internships offered through city and county locations and through partnerships with community summer employment programs. (Page 311) Title IV

Work Incentives and Benefits

While individuals with unidentified disabilities usually receive services within the general population due to personal choice, when disabilities are identified specific services are available. DOL—DET is a Ticket to Work Employment Network provider. Through signage, videos and discussion with one stop staff, individuals who are receiving social security and want to learn more about this program with are offered an initial assessment with a case manager. (Page 109) Title I

Under the Ticket—To—Work Initiative, DVR has contacted all Employment Networks (EN) that have agreed to serve Delaware. Currently, eight community rehabilitation facilities contracted through DVR are registered as ENs. The Delaware Department of Labor’s Division of Employment and Training became registered as an EN in 2011 and began receiving Ticket to Work referrals. There have been no changes in this contracted service from FY16 to present. (Page 224) Title IV
The Start on Success Program (SOS) is a collaboration among a variety of partners including DVR, DOE, community businesses, local school districts and Humanim, a community rehabilitation program. The 2016—2017 school—year marked the fourth year of SOS which is a successful employment assistance program targeting three main factors for finding and keeping employment: 1) Career Readiness, 2) Experience, and 3) Job Retention. The major focus is a four—month paid internship in a business where students learn on site experience through various work opportunities. (Pages 215-216) Title IV

Project SEARCH is another example of a strong collaboration with DVR, DOE, local schools, businesses and a community rehabilitation provider. It was expanded to 4 businesses and all three counties in the 2017-2018 school year including Christiana Care Health Services (CCHS) in New Castle County, Bayhealth Hospital and the Delaware Department of Transportation in Kent County and Nanticoke Hospital in Sussex County. (Page 216) Title IV

In order to reach more transition students at a younger age (summer prior to senior year or younger), DVR has worked with many of the CRPs, training vendors, local businesses and a local university to develop summer and school-year programs specifically related to Pre—Employment Transition Service activities. In 2017, twelve providers were funded by DVR to offer 16 different programs including activities related to paid or unpaid internships and job shadows, career preparation, skills training and college exploration activities. These programs have the capacity to serve over 400 students statewide with most of them reaching their capacity. (Page 216) Title IV

SE providers are able to include information from the schools and observations of the students in the SE discovery and assessment process and begin job development while the student is still in school. The providers also share information with the schools to help them better understand how they can support students with more targeted skill development and employment preparation related to the student’s employment goals and the needs of the businesses. (Pages 225-226) Title IV

Co—located within the Delaware Department of Labor, the Delaware Division of Vocational Rehabilitation has enriched connections to workforce information, resources, and other advantages for serving individuals with disabilities. Career exploration, employer engagement, and assisting our job seeker population to go to work are at the forefront of DVR’s strategic goals. Consequently, working with employers and employer engagement is not a new role for DVR staff but has become an enhanced focus. Since September of 2007, the Delaware Division of Vocational Rehabilitation has operated with an in—house Business Relations Unit to help guide business practices. The unit consists of one Statewide Business Relations Manager, five full—time and 2 part—time Business Relations Specialists, all of whom have post—secondary degrees with concentrations in areas such as of marketing, communications, or human resource management. Unit team members consistently receive training in job development and placement, labor market and career information, marketing to business customers, employment readiness, soft skills training, the Americans with Disabilities Act and other areas required to
### Delaware (DE) WIOA Matrix

Bring proficiency to the job. The Business Relations Unit uses information from the Delaware Office of Occupational and Labor Market Information such as the Delaware Career Compass, the Delaware Monthly Labor Review and other labor market information as a guide for creating career opportunities for people with disabilities who want to go to work and for establishing linkages with business. Utilization of Delaware Job Links, the States free job matching and workforce information service for job seekers and business from the Division of Employment and Training, is also a resource used by the unit for serving its dual customer population. (Pages 226-227) Title IV

In addition, to offering business the advantage of national qualified applicants, DVR will facilitate business demonstrations of and access to the Talent Acquisition Portal (TAP), an online system that includes both a national talent pool of Vocational Rehabilitation (VR) candidates looking for employment and a job posting system for businesses looking to hire individuals with disabilities. The DVR in-house Business Relations Unit will utilize labor market information and work with businesses to identify those jobs considered in-demand and high growth sectors. This information will be provided to DVR counselors for developing career pathways in addition to creating training and work opportunities for individuals with disabilities. In partnership with business, DVR will gather real-time labor market information based on current conditions, industry and skills segments to identify workforce needs and supports and align credentialed training with community programs to meet those needs and demands. DVR will work cooperatively with business and industry and education to determine business recognized training opportunities that meet workforce demands and creates employment opportunities for people with disabilities in the community. In collaboration with workforce partners who serve the business community, DVR will create a standard needs assessment to initially determine what business and industry need in terms of resources, information and services, and then follow-up with survey tool(s) for the level of customer satisfaction derived from the workforce services received. The survey will serve to gage areas of best practices, met and unmet business needs, and areas of improvement for providing future workforce supports. DVR will collaborate and engage in training opportunities with WIOA core partners for how to better serve the business community based on their needs. (Pages 228-229) Title IV

DVR works with businesses and schools statewide to coordinate and sponsor disability mentoring days as a way of raising awareness of employment opportunities for students and youth with disabilities and the talents they bring to the workplace. Disability awareness training and lunch-time learning is also offered to business partners who are interested in creating a diverse workforce to learn on topics such as specific aspects of disabilities, assistive technology, workplace accommodations, tax credits and workforce incentives, etc. (Page 229) Title IV

Pursuant to section 603(d), DVR recognizes the requirement to reserve 50% of its supported employment allocation on transition—age consumers with the most significant disabilities and will achieve that requirement through the Early Start to Supported Employment program (ESSE). The Division of Vocational Rehabilitation, the Department of Education and the Division of Developmental Disabilities Services (DDDS) collaborate with the local education agencies, community rehabilitation providers, businesses, families and students with disabilities to implement ESSE. The ESSE philosophy is that all persons, regardless of disability, are able to...
be employed and be successful, active, participating members of their communities. The ESSE program starts two years prior to the student exiting high school through the identification of students and assistance and encouragement to apply for services under DVR and DDDS. The program offers students an opportunity to gain exposure to work in the community and assists them with learning and retaining employment related skills. It provides a more seamless transition from school to work and alleviates student and family stress during the transition to life after high school. (Pages 251-251) Title IV

Measure 1.4: DVI shall continue a “business champions” program to highlight the successful partnerships established between the agency and local businesses offered. Business Champions activities will occur at least bi-annually throughout the state. Business Champions are recognized for their hiring of talent from the pool of individuals whom we serve. (Page 299) Title IV

The DVI staff has conducted trainings with various management teams throughout the state to educate and establish a relationship with hiring managers as an avenue of potential employment opportunities for our consumers. The current tool kit includes business service, business support and accommodation information. The goal of the business resource guide is to provide businesses with “how to manual “on working with individuals with disabilities. (Page 308) Title IV

Data Collection

DVR has established memoranda of understanding with other workforce partners that will enable the division to calculate the common performance accountability measures under Title I, section 116 of WIOA. DVR has completed memoranda of understanding with the Division of Employment and Training and the Division of Unemployment Insurance. (Page 255) Title IV

511

No disability specific information found regarding this element.

Equal Opportunity and Nondiscrimination: Section 188

As part of the One Stop MOU agreement process, VR will certify the One—Stop system addressing any accessibility issues. Relying on VR’s expertise in this area, it will make recommendations and assist in program development when applicable. In addition to VR’s technical assistance for One—Stop certification, each One Stop has updated Equal Opportunity posters with several persons to contact in the event they believe they have been subjected to discrimination under WIOA. Each screen in Delaware JobLink has a link to the One Stop’s non—discrimination policy and individuals to contact if they believe they have been subjected to discrimination. (Page 109) Title I

All One Stop locations are compliant with ADA. This includes either an elevator or ramp access to building and automatic doors. There is one location which does not have automatic doors, and that location is scheduled to be relocated in the summer of 2016 at which time automatic doors will be included. All One Stop locations are on fixed and paratransit bus routes. Each One Stop has a designated computer in the resource room which has JAWS and a screen reader to serve
**Delaware (DE) WIOA Matrix**

individuals who are blind and visually impaired. For the deaf we have interpreter services available. The Division of Vocational Rehabilitation, or other certified disability accessibility evaluation entity, will conduct an accessibility checklist at least bi-annually. (Page 110) Title I

All locations of the Division of Vocational Rehabilitation are physically and programmatically accessible for all DVR consumers seeking services from both the State Vocational Rehabilitation Services Program and the State Supported Employment Services Program. Each location has accessible parking designated for individuals with disabilities. DVR locations have accessible entrances and restrooms. If DVR identifies a barrier to providing services to a specific individual, the agency moves quickly to accommodate that individual’s need for physical or programmatic access. Examples of barrier removal may include changing the location of the meeting to accommodate transportation barriers, the format of the printed materials, or provision of interpreter services (sign or foreign language). DVR permits and encourages advocates, including parents and guardians, who, with the permission of the consumers, attend meetings with DVR in order to assist the individual with a developmental or intellectual disability to make decisions in their best interest. DVR requires that its vendors also be physically and programmatically accessible and works with them to provide accommodations when barriers are identified. (Pages 258-259) Title IV

### Vets

Veterans and eligible spouses (covered persons) are given priority of service for the receipt of employment, training, and placement services provided under all Delaware Division of Employment and Training (DDET) funded programs. Veterans and eligible spouses are entitled to precedence for such services.

This means that a veteran or eligible spouse either receives access to a service earlier than others, or if resources are limited, the veteran or eligible spouse receives access to the service instead of others.

Veterans must first meet program eligibility requirements in orders to obtain priority of service. (Page 107) Title I

It is important to note that the definition of veteran in the Jobs for Veterans Act (JVA), the Priority of Service Regulations and TEGL 10-09 and 3-14 differs from the definition of veteran that applies to reporting of Wagner-Peyser services and to eligibility to receive services from a Disabled Veterans’ Outreach Program (DVOP) specialist or a Local Veterans’ Employment Representative (LVER) staff member. (Page 107) Title I

Individuals eligible for priority of service will be notified by:

- Priority of Service signs will be prominently displayed near the entrance of all America Job Centers (AJC) and in all resource rooms to encourage veterans and eligible spouses to self-identify.

- Veterans’ Priority Statement is posted at the home page of Delaware JobLink (DJL). It can be
Delaware (DE) WIOA Matrix

found at https://joblink.delaware.gov.

- Verbally for any new work registrant who comes into any of our four local AJC offices and satellite office/s.

- Priority of Service handouts is given to all veterans who come into any of our four local AJC offices and satellite office/s.

- Giving Veterans first preference on all job orders entered by DET staff in Delaware JobLink.

- Only registrants identified as veterans WITH Significant Barriers to Employment (SBE) and eligible spouses are referred to the Disabled Veterans Outreach Person (DVOP) who will provide them with individual career services. (Page 108) Title I

In accordance with 38 U.S.C. § 4102A(b)(5) and § 4102A(c), the Assistant Secretary for Veterans' Employment and Training (ASVET) makes grant funds available for use in each State to support Disabled Veterans' Outreach Program (DVOP) specialists and Local Veterans' Employment Representatives (LVER) staff. As a condition to receive funding, 38 U.S.C. § 4102A(c)(2) requires States to submit an application for a grant that contains a State Plan narrative (Pages 367-368) Title IV

In order to effectively and efficiently facilitate the provision services to eligible veterans and eligible persons, a full-time DVOP is assigned to each of our American Job Centers (Wilmington, Newark, Dover, and Georgetown). Within the parameters of the current, and any future State of Delaware hiring freeze, DOL-DET will make every effort to keep each grant position filled and to expeditiously fill any vacancies. DOL-DET is required to follow the formal guidance of the State Office of Budget and Management (OMB) regarding all personnel matters, policies and procedures in its entirety.

Upon intake at any Delaware AJC, veterans who have significant barriers to employment, eligible persons or any additional groups designated by the Secretary as eligible for services will be encouraged to engage and be referred to a DVOP staff for direct assistance and case management. These groups may self-declare their status through the AJC Client Intake Form which list SBE’s for their convenience, (see attached). Veterans with SBE’s and eligible persons who elect not to see a DVOP may receive services from any AJC staff member. The AJC staff have been trained to provide direct assistance to any veteran and eligible person. Upon request at any time a veteran with SBE’s and eligible person may be referred to a DVOP for services by an AJC staff member as well.

DVOP specialists will continue to provide employment services to veterans enrolled in or who have completed training or education, under the Department of Veterans Affairs (VA) Vocational Rehabilitation and Employment (VR&E) Program, upon referral will also be encouraged to engage with DVOP specialists whenever their circumstances or barriers impede their success in gaining employment.
DVOP specialists are fully integrated into the AJC service delivery system and their clients have complete access, on a priority basis, to all core, intensive, and training services. DVOP specialists are cross trained in all programs and services available at the AJC and through their case management efforts facilitate the provision of services to eligible veterans and eligible persons as they move from core services to intensive services, career training services (Pages 368-369) Title IV

DVOP Specialists in accordance with 38 U.S.C. 4103A and 4104, use a case management approach, as taught by the National Veterans’ Training Institute, DVOP specialists will focus staff-assisted intensive services to meet the needs of veterans with Significant Barrier to Employments (SBE). Individuals in these categories are considered to have an SBE.

Delaware DVOPS provide intensive services and facilitate placements to meet the employment needs of veterans, prioritizing service to special disabled veterans, other disabled veterans, and other categories of veterans in accordance with priorities determined by the Secretary of Labor (Secretary) (Page 369) Title IV

DVOPs and LVERs are fully housed at local AJCs. Each AJC has a minimum of one DVOP and each county has an LVER assigned to it. DVOPs and LVERs report directly to the Area Office Manager who is responsible for the operations of the local AJC. Each Through their outreach efforts to employers, LVER staff will develop hiring opportunities for veterans by making employers aware of LVER Services as well as promoting the benefits of hiring and retaining veterans. As we continue to improve our web—based, talent/job bank, Delaware JobLink (DJL), LVERs will continue to play a key role in recruiting employers to utilize our system. We will coordinate these outreach activities with LVER staff in order to target their efforts to Federal contractors and subcontractors. LVER staff shall increase employer contacts annually. Subsequently LVER staff shall enter the employer contacts in the Delaware Job Link job order system. We expect these efforts to result in more viable job orders, increased employment placement of veterans, and possible certification opportunities for veterans and placement of veterans in apprenticeships. (Page 370) Title IV

VOP specialists will continue to provide employment services to veterans enrolled in or who have completed training or education, under the Department of Veterans Affairs (VA) Vocational Rehabilitation and Employment (VR&E) Program, and veterans who have significant barriers to employment. Veterans within these targeted groups seeking services at AJCs will be encouraged to engage with DVOP staff. Veterans within these targeted groups participating in AJC services will also be encouraged to engage with DVOP specialists whenever their circumstances or barriers impede their success in gaining employment. DVOP specialists are fully integrated into the AJC service delivery system and their clients have complete access, on a priority basis, to all core, intensive, and training services. DVOP specialists are cross trained in all programs and services available at the AJC, and through their case management efforts facilitate the provision of services to eligible veterans and eligible persons as they move from core services to intensive and, when necessary, training services. (Page 371) Title IV

The State provides services to veterans with Significant Barriers to Employment, eligible persons and any additional populations specifically designated by the Secretary as eligible for services,
Delaware (DE) WIOA Matrix

and any additional populations targeted for services as identified by our system partners. These could include but not be limited to:

Native American veterans or others.

A special disabled or disabled veteran, as those terms are defined in 38 U.S.C § 4211(1) and (3); Special disabled and disabled veterans are those:

• who are entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary of Veterans’ Affairs; or,

• were discharged or released from active duty because of a service connected disability;

• Homeless, as defined in Section 103(a) and (b) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11302(a) and (b));

• A recently-separated service member, as defined in 38 U.S.C § 4211(6), who at any point in the previous 12 months has been unemployed for 27 or more consecutive weeks;

• An offender, as defined by WIOA Section 3 (38) who is currently incarcerated or who has been released from incarceration.

• A veteran lacking a high school diploma or equivalent certificate; or• Low-income (as defined by WIOA at Sec. 3 (36)). (Pages 371-372) Title IV

The State currently monitors compliance and Gold Standard case management of intensive services provided to veterans and eligible persons in internal monthly reports queried from DJL to include but not be limited to:

1. Job and job training individualized career services,

2. Employment placement services, and

3. Job-driven training and subsequent placement service program, e.g. (OJT/NEG programs)

4. Random weekly case file audits (Page 373) Title IV

Mental Health

DVR - DVR also works to address skills gaps through its relationships with other agencies, both public and private, that provide services to individuals with disabilities. DVR maintains cooperative agreements with public and private non-profit agencies such as programs that serve individuals with developmental disabilities, individuals with mental health and/or substance abuse disabilities, and community rehabilitation programs. (Page 26) Title I

The Division of Vocational Rehabilitation (DVR) maintains relationships with other agencies, both public and private, that provide services to individuals with disabilities. DVR maintains
cooperative agreements with public and private non-profit agencies such as programs that serve individuals with developmental disabilities, individuals with mental health and/or substance abuse disabilities, and community rehabilitation programs. Some of these agreements have been in effect for more than 20 years. The agreements provide for cooperation in key areas such as respective roles related to joint constituents, agency financial responsibilities including terms of reimbursement, liaison relationships to promote information flow, joint referral processes, and dispute resolution. DVR maintains ongoing relationships with several councils throughout the state that have missions related to individuals with disabilities including the State Council for Persons with Disabilities (SCPD), the Developmental Disabilities Council (DDC), the Governor’s Commission for Community Alternatives, the University of Delaware Center for Disability Studies, the Division of Substance Abuse and Mental Health, and the Governor’s Committee on Equal Employment Opportunity (GCEEO). These councils address issues of common concern to the disability community. (Page 213) Title IV

DVR and DSAMH collaborate on the implementation of the Evidence-Based Supported Employment Project. The goal of the collaboration is for mental health services organizations to provide integrated mental health and supported employment services. The project uses a team approach to respond to the employment needs of individuals with the most significant mental health disabilities by creating a system of services and supports. Since 2012, the Division of Substance Abuse and Mental Health (DSAMH) has built its mental health services upon an ACT/ICM Team model. A Request for Proposal was published and new providers were secured, offering multiple teams in each County. Two existing providers also made the transition to the new model. The model was refined further in 2014, eliminating ICM Teams and assigning those individuals to ACT Teams. DVR and DSAMH are continuing to work with the new and continuing providers to develop integrated mental health and supported employment services using ACT team model, throughout the state. While the program has experienced some participation and outcome setbacks during the transition to the ACT team model, both DVR and DSAMH are committed to moving forward and engaging more individuals with significant mental illness in employment. Per the cooperative agreement, DSAMH provides extended services to youth and adults who have obtained employment through supported employment and have reached employment stabilization. (Page 226) Title IV

DVR continues to work with the Division of Developmental Disabilities (DDDS) and the Division of Substance Abuse and Mental Health (DSAMH) to maintain good inter-agency relationships. DVR, DDDS and DSAMH have Memorandums of Understanding to address program integration, shared staff and employer training, customized employment, the overall shared serving of our mutual consumers and post-employment follow along services. The collaborative efforts with DDDS and DSAMH have enhanced integrated competitive employment and wrap around support services for persons with significant mental illness and cognitive disabilities statewide. (Page 231) Title IV

DVR is currently meeting semi-annually with all ACT team community partners, specifically front line workers and supervisors, DSAMH ACT management and DVR front line workers to share best competitive integrated employment practices and to apply consistency across providers and agencies. All new community partner employment specialists experience
customized employment training via DVR. Quarterly meetings are held with community partners to review contractual employment responsibilities. Contracts with community partners have been modified to require all job ready consumers be registered with DOL one-stop Employment and Training JobLink web based career pathways focused case management system. (Page 232) Title IV

The Division of Vocational Rehabilitation and the Division of Substance Abuse and Mental Health (DSAMH) jointly administer an Evidence—Based Supported Employment Program to individuals with mental illness. This supported employment program has struggled since DE transitioned their services to an ACT model, however leadership at both agencies continue to see it as a priority, and effort has been focused on identifying and training the staff on the ACT teams to provide the supported employment supports. As staff is learning the new model of providing services, supported employment supports have been difficult for them to incorporate into other responsibilities and many staff members are not trained on providing employment supports. Due to this transition, DVR has developed an agreement with additional service providers to ensure job development, placement, and supports are provided to individuals with mental illness who qualify for supported employment services. The DVR and DSAMH have also collaborated efforts and funds to assist providers in hiring employment staff who will assist the ACT teams in doing job development and placement for individuals with mental health disabilities. The DVR Transition Coordinator provides technical assistance and administrative support for the supported employment program for individuals with DD/ID and the DVR Deputy Director oversees supported employment for individuals with mental health disabilities. (Page 251) Title IV

DVR leverages long—term extended services that are funded by the Division of Developmental Disabilities Services or, for transition students and youth with mental health disabilities, the Division of Substance Abuse and Mental Health. By leveraging the long—term supports through DDDS and DSAMH, DVR is able to expand supported employment services to youth with the most significant disabilities. DVR also uses Title I funds to supplement Title VI funds for supported employment. When extended services are not available through the support of DDDS or DSAMH, DVR will support extended services for a period not to exceed four (4) years. During the four years of DVR—supported extended services, alternate sources of extended services supports will be pursued, including the development of natural supports. (Page 251) Title IV

For adults with most—significant disabilities, DVR provides supported employment services for individuals who have developmental/cognitive disabilities and individuals who have mental illness. Adults with developmental/cognitive disabilities receive services from the same vendors as the youth participants. Adults with mental illness are served through the mental health ACT teams. DVR has liaison counselors who are present at the ACT team locations in order to coordinate services. (Page 262) Title IV

At least quarterly, representatives from the Division of Developmental Disabilities Services (DDDS) and the Division of Substance Abuse and Mental Health (DSAMH) meet with DVR program staff to address issues related to the smooth transition from DVR services to the
Delaware (DE) WIOA Matrix

extended services provided by the other divisions. (Page 263) Title IV

Individuals with the most significant mental health or cognitive disabilities who are identified as appropriate for supported employment services will have the following services available: 1. Assessment services to assist the individual in selecting an appropriate vocational goal consistent with the individual’s unique strengths, resources, interests, priorities, concerns, abilities, capabilities and informed choice. 2. Job development and job placement in an integrated work environment based on the results of the assessment. 3. Intensive job coaching services on—site and/or off—site to enable the individual to become stabilized in his or her employment. 4. Upon stabilization, DVR and the agency identified to provide extended services commence the transition to extended services. DVR will be the lead service provider, facilitating communication with the individual, the employer, and the extended service provider for a minimum of 90 days following stabilization. 5. The individual will be eligible for post—employment services for those services unavailable through the extended service provider for a time period not to exceed four (4) years. (Pages 264-265) Title IV

The Division for the Visually Impaired (DVI) has Memorandum of Understanding agreements with the Division for Developmental Disabilities Services (DDDS), the Department of Education (DOE), the Department of Labor’s Vocational Rehabilitation Division (DOL DVR) and with the Department of Substance Abuse and Mental Health Services (DSAMH) to provide wrap around Supported Employment and coordinate extended services for folks with most significant disabilities in DVI. Specific supported employment vocational rehabilitation services best practices are provided as per the Dartmouth Psychiatric Research Center Evidence Based Supported Employment model. (Page 285) Title IV

Individuals with mental health support needs receive similar services through a different, comprehensive Medicaid authority: 1115 waiver entitled PROMISE through the Division of Substance Abuse and Mental Health; this program offers an array of services such as career exploration, on the job supports, transportation, personal care, orientation and mobility training, assistive technology, and other services to help individuals gain and maintain employment based on their specific needs and tailored to their interests; stretch limited State dollars by partnering with the federal government, increasing individual independence, and strengthening the State’s workforce; and, provide a strong foundation for Delaware’s ongoing efforts to ensure that transition aged individuals with disabilities have a clear path to employment. DVI actively partners and consults with DSAMH on the implementation of the PROMISE program to ensure that individuals with visual impairments, including mental health disabilities, are provided with employment services to the greatest extent available. (Page 289) Title IV

RTW/SAW

DVR has established memoranda of understanding with other workforce partners that will enable the division to calculate the common performance accountability measures under Title I, section 116 of WIOA. DVR has completed memoranda of understanding with the Division of Employment and Training and the Division of Unemployment Insurance. (Page 255) Title IV
DVR continues to move forward towards the ability to report on the measures in section 116 of WIOA. The casework management system, AWARE, has been updated to gather additional required data. DVR has formalized, through a Memorandum of Understanding, its relationship with the Division of Unemployment Insurance for the purpose of obtaining employment data in the second and fourth quarters following closure. (Page 262) Title IV

*All enclosed information is cited directly from final state plan as of June 30, 2019

Find your local state plans here:

https://www2.ed.gov/about/offices/list/osers/rsa/wioa/state-plans/index.html