

2007

## Maine ABLEME Project Outline, 2007

Maine Bureau of Rehabilitation Services

Follow this and additional works at: [https://digitalmaine.com/rehab\\_docs](https://digitalmaine.com/rehab_docs)

---

### Recommended Citation

Maine Bureau of Rehabilitation Services, "Maine ABLEME Project Outline, 2007" (2007). *Rehabilitation Services/Disability Services Documents*. 75.  
[https://digitalmaine.com/rehab\\_docs/75](https://digitalmaine.com/rehab_docs/75)

This Text is brought to you for free and open access by the Labor at Digital Maine. It has been accepted for inclusion in Rehabilitation Services/Disability Services Documents by an authorized administrator of Digital Maine. For more information, please contact [statedocs@maine.gov](mailto:statedocs@maine.gov).

# Maine ABLEME Project Outline

## 2007

Maine Department of Labor  
Division of Vocational Rehabilitation



# I Program Summary





## AbleME Summary

The *AbleME* goal is to improve the *CareerCenter* system for jobseekers with disabilities, improve access to *CareerCenter* services, facilitate coordination and collaboration of multiple providers, and improve employment outcomes for jobseekers with disabilities. *AbleME* is funded for two years by the U.S. Department of Labor. *AbleME* is a statewide initiative that includes the Maine Jobs Council (SWIB), all 23 one-stop *CareerCenters* and all four local Workforce Investment Boards. *AbleME* will be supported by a Leadership Council, Access Committee, two Program Navigators and the Project Lead in Division of Vocational Rehabilitation.

### Strategies

- Implementation of Program Navigator Strategies;
- Increase outreach and marketing to citizens with disabilities;
- Outreach to business organizations;
- Increase capacity of non-VR staff to more effectively serve consumers with disabilities;
- Increase access to *CareerCenter* programs through updated assistive technology;
- Increase capacity to assist consumers with disabilities in understanding employment and benefits;
- Expand relationships with emerging ENs as a result of the TTW rollout.

### Issue Areas

Physical Accessibility: Overall, Maine's *CareerCenters* provide architectural accessibility in compliance with the ADA. Maine's ADA Accessibility Coordinator in coordination with the MeDOL Accessibility Coordinator will complete a survey of the *CareerCenter's* architectural access by Summer 2004.

Programmatic Accessibility: Maine's *CareerCenter* system has made various accommodations to increase programmatic access to people with disabilities. Unfortunately programmatic supports are not consistent throughout the system. Through *AbleME*, Maine will create a standard for all *CareerCenters* with regard to accessibility. Assistive technology needs will be assessed and new or upgraded technology will be purchased and installed and staff will be trained on utilization. Staff will participate in training and awareness building activities which will challenge them to ask: *How does what I am doing affect access?*

Communication Accessibility: *AbleME* partners recognize that customers should have a choice regarding the communication access that is best for them. Unfortunately communication supports are not available in all *CareerCenters*. Communication supports that will be implemented under the *AbleME* initiative include:

- Alternate formats of materials made available in ALL *CareerCenters*.
- Reception and Information Center staff will receive a refresher training use of the TTY and a copy of *FAQs and General TTY Etiquette Tips for New TTY Users* will be distributed to all staff.
- Basic ASL training will be provided for Reception and Information Center Staff.
- Assistive listening devices will be purchased for each *CareerCenter* and staff will be trained in their use and demonstrate competency.
- Assess the capacity to support video interpreting services and make the necessary system changes to support service delivery.

## ORGANIZATIONAL PLAN

### MAINE DEPARTMENT OF LABOR

**MeDOL** will be the grant recipient and is responsible for overall coordination of grant activities and fiscal oversight.

### **AbleME LEADERSHIP COUNCIL**

The Leadership Council will oversee all grant activities and ensure state-level coordination between **CareerCenter** partners, LWIBs and community organizations. Key members include:

Jill Duson, Director, Bureau of Rehabilitative Services

Larinda Meade, Director, Bureau of Employment Services

Penny Plourde, Project Lead, Director, Division of Vocational Rehabilitation

Patricia Boucher, Director, Local Area 1 Workforce Investment Board

Susan Percy, Maine Jobs Council

### ACCESS COMMITTEE

The Access Committee will oversee access to **CareerCenter** services.

Key members include:

Two Program Navigators, TBH

Michaela Loisel, **MeDOL** EO Coordinator

Eric Dibner, ADA Accessibility Coordinator

Four **CareerCenter** staff, TBD

### PROGRAM NAVIGATORS

Two Program Navigators will be hired and report to the Project Lead.

## **AbleME Program Navigators**

Through the U.S. Department of Labor, Maine Department of Labor has received a two-year Workforce Investment Grant for a statewide initiative to improve access to the CareerCenter system. The project is called AbleME. It is a cooperative effort of the Workforce Investment Boards, Maine Jobs Council, Bureau of Employment Services, and Bureau of Rehabilitation Services.

The AbleMe grant includes two Program Navigators, who will be catalysts for change and will build capacity within the CareerCenters. One Program Navigator, Tracy Hotham, works out of the Houlton CareerCenter. The other is Jim McManus and he will work out of the Portland CareerCenter.

The Program Navigators will work cooperatively with all 23 CareerCenters. They will be a resource to the CareerCenter staff regarding accessibility for people with disabilities and will strengthen linkages between CareerCenter staff, employers, customers and community organizations. They will provide information on assistive technologies, accommodations, referral resources, and complaint resolution procedures. Additionally, they will organize peer-to-peer staff training to enhance the effectiveness of service delivery.

An important component of the AbleME grant is an assistive technology fund that will be used as needs are identified. An outside evaluator will assess the assistive technology needs of the CareerCenters and develop a recommendation for acquisition of equipment or training.

The AbleME project is an opportunity for Maine's CareerCenters to showcase our successes and improve access to Department of Labor programs for all citizens.

**CareerCenter Consultant / Program Navigator  
Task Statement**

- 1. Carries out the strategies of the AbleME project as described in the U.S. Department of Labor Grant Agreement.**
- 2. Reports to the AbleME Project Lead weekly, meets quarterly with the AbleME Leadership Council, and meets regularly with the other Program Navigator.**
- 3. Develops goals and objectives in order to evaluate and measure performance.**
- 4. Develops and maintains cooperative working relationships with Workforce Investment Act stakeholders, including CareerCenter staff, customers, community organizations and employers in the Workforce Investment Area to ensure maximum participation in strategies to improve accessibility of CareerCenters.**
- 5. Identifies how to make services more accessible and implements activities designed to increase the capacity of the CareerCenter system to serve people with disabilities.**
- 6. Acts a catalyst for change, builds capacity within the system, and builds or strengthens linkages among CareerCenter staff, customers, community organizations and employers in the Workforce Investment Area to improve cooperation and access to employment services for people with disabilities.**
- 7. Serves as a resource to the CareerCenter staff in the Workforce Investment Areas to ensure availability of comprehensive information on federal, state, local, and private programs and current issues and policies that impact the ability of persons with disabilities to enter and remain in the workforce.**
- 8. Provides information on assistive technologies and/or referral to organizations that can serve as a resource.**
- 9. Provides information on complaint procedures established under the non-discrimination provisions of the Workforce Investment Act and Ticket to Work.**
- 10. Determines disability-related areas of expertise among current staff, leverages existing resources on staff and from CareerCenter partners, and organizes peer-to-peer staff training.**
- 11. Develops an accommodation policy of the CareerCenter system in partnership with the ADA Accessibility Coordinator, and organizes management and staff trainings on policy implementation.**
- 12. Provides ongoing monitoring of CareerCenter facilities, services, programs and equipment to ensure they are accessible.**
- 13. Facilitates the collection of participant data regarding how people with disabilities are accessing CareerCenter services and achieving successful employment outcomes.**

## **AbleME Program Navigators**

### **What is a Navigator?**

- **A Resource**
- **A Facilitator**
- **A Problem Solver**
- **A Systems Change Agent**
- **A Relationship Builder**

### **A Program Navigator is Not:**

- **A Case Manager**
- **A Front-Line Person**
- **A Benefits Planning Specialist**
- **A Vocational Rehabilitation Specialist**

## AbleME Training Program – 2007

### **PURPOSE:**

Conduct a training program to build the capability and knowledge of all CareerCenter staff about accessible services and accommodations for customers with disabilities.

### **CONTACT:**

Eric Dibner  
State ADA Accessibility Coordinator  
(207) 624-5956 voice  
(207) 624-5965 tty

### **PROGRAMS AND COURSES:**

#### **Introduction to CareerCenter Accessibility**

➤ Group Training 3 hours

Adaptive Technology and Customer Service – a comprehensive overview of the equipment and software available in the Information Centers, welcoming customers with all types of disabilities, and finding product/vendor/specialist resources for further assistance. Training is partially hands-on in the Information Center and partially classroom setting. Includes how to use the Resource Manual.

➤ Group Training 1 hour

Adaptive Technology and Customer Service – a brief overview highlighting the topics above and how to use the Resource Manual.

➤ Videoconference 3 hours

Adaptive Technology and Customer Service – one of the Group Trainings will be broadcast to locations with videoconference equipment, date to be arranged.

➤ Videotape 1 hour programs

- Adaptive Technology Overview
- Services for Customers with Disabilities
- Resources for Further Assistance

## **Self-Paced Learning Modules**

These online courses and resources are available for staff, individually or in groups, to study at their computers or to download. The AbleMe Manager or ADA Accessibility Coordinator (624-5956) is available to walk staff through a module, provide technical assistance, and respond to questions about the material. Time commitment varies from 1 hour to several hours.

- At Your Service – [www.wiawebcourse.org](http://www.wiawebcourse.org)
- Reaching Out to Customers with Disabilities - <http://www.ada.gov/reachingout/intro1.htm>
- Disability Etiquette – <http://www.unitedspinal.org/pages.php?catid=7&pageid=472>
- Learn about Learning Disabilities – <http://www.ldpride.net/ldexplained.htm>
- ADA Basic Building Blocks – <http://www.adabasics.org/>
- One-Stop Resource Manual –  
<http://www.communityinclusion.org/onestop/onestopmanual.html>
- Links to Disability Resources –  
<http://www.accessmaine.org/index.htm>  
<http://www.disabilityresources.org/>  
<http://www.blvd.com/>
- Assistive Technologies and the Web –  
[http://www.csufresno.edu/webaccess/learningmodules/what\\_is\\_accessibility/index.htm](http://www.csufresno.edu/webaccess/learningmodules/what_is_accessibility/index.htm)  
[http://www.csufresno.edu/webaccess/learningmodules/assistive\\_technologies/index.htm](http://www.csufresno.edu/webaccess/learningmodules/assistive_technologies/index.htm)  
<http://www.w3.org/WAI/Resources/>



## **Specialized Topics**

Small Groups or Webinars 1-6 hour programs

The learning focuses for these sessions are specific disability-related issues and training methods. Staff and managers can arrange for small groups on an as needed basis to build internal capacity and improve knowledge about accessibility of services.

1. ADA Rights and Responsibilities
2. Diverse Populations in the Workforce
3. Disability Etiquette, Terminology, and Awareness
4. Services and Technology for People with Cognitive Disabilities
5. Services and Technology for People who have Mobility Impairments
6. Services and Technology for People who are Deaf or Hard of Hearing
7. Services and Technology for People who have Vision Impairments
8. Accessible Documents, Presentations, and Websites
9. Accommodations and Accessibility for Job Seekers
10. Service Animals in the Workplace
11. Coordinating Service Delivery for Customers of BRS/BES
12. Designing a Cross-Learning Activity
13. Distance Learning Equipment and Modalities

August 28, 2006

## **ACCESS FOR DEAF AND HARD-OF-HEARING PEOPLE AT CAREER CENTERS**

- **NexTalk** - State staff who have NexTalk installed on their work stations (see <http://www.maine.gov/phone/Nextalk/nextalknumbers.htm>) can talk with TTY users. Each CareerCenter has NexTalk and can respond to incoming calls.

*To do:* Review with Michaela Loisel to ensure NexTalk numbers are allocated and listed for optimum functionality.

*To do:* Management responsibility should be reinforced to ensure consistent answering of incoming calls and to require staff training and performance.

*To do:* Develop ongoing refresher training and routine practice sessions for staff.

- **Interpretype** - Interpretype (ITY) is a keyboard communicator and a text screen allowing front desk staff to converse with Deaf or hard-of-hearing folks who have English skills and can use a keyboard. The functionality is the same as writing on a notepad, except the receptionist sees the conversation on a computer screen and the ITY-user sees it on an LCD screen. The seven larger CareerCenters\* have Interpretype.

*To do:* Publicize availability.

- **TTY** - Text telephone for customers to make outgoing calls to potential employers. All Information Centers have TTY's for outgoing calls. A few staff also have TTY's for incoming or outgoing calls.
- **Videophones** - Equipment includes a D-Link camera, an LCD monitor, and a standard speakerphone. The D-Link call requires an IP line. D-Link allows anyone to make video calls to other locations that also have videophones, using the speakerphone for audio quality if required. The camera is only large enough to capture one or two people on-screen. Videophones are installed at Portland and Augusta CareerCenters (three staff also have videophones) and are usable for the following:
  1. For two-way video conversations, particularly between sign language users, like a phone call.
  2. To make outgoing calls, particularly for sign language users to contact potential employers, going through the Video Relay Service (VRS) which translates American Sign Language (ASL) into speech and vice versa.
  3. To hold a conversation or a small meeting (two people) at the CareerCenter, using a remote interpreter on-screen, called Video Remote Interpreting (VRI).

4. To speak with an ASL user who is at another location, using an on-site interpreter.

The problems of videophone usage have included difficulty connecting consistently, loss of picture quality, and need to learn how the system works.

*To do:* Research other types of equipment or other methods to improve videophone capability and the comparative costs.

*To do:* Purchase videophone equipment where needed for CareerCenter accessibility, possibly five more systems for the larger CareerCenters.

*To do:* Establish VRI contract (see Interpreters, below).

*To do:* Train staff in using videophone for VRI.

*To do:* Publicize availability.

- **Videoconference** - The Polycom equipment allows audiovisual meetings with people at remote sites, using IP lines. We have videoconference equipment in twelve locations, four of which\* can connect four sites at a time. Three sites also have People+Content software that allows visual content, such as a PowerPoint presentation, to be transmitted easily. A videoconference could include dozens of participants and requires a knowledgeable equipment manager at each site.

A videoconference, like any meeting, must have interpreters or closed captioning if a participant is Deaf. Many people with hearing impairments cannot utilize the audio that is transmitted on videoconferencing equipment. Anyone who would need the captioning to understand television programs would have the same need with videoconference events. Polycom equipment can transmit closed captioning or sign language when a captionist or interpreter has been hired.

The Polycom videoconference system can be used as follows:

1. For two-way, three-way, or four-way meeting or conversation between hearing participants or between sign language users. If participants who are Deaf or hard of hearing and hearing participants meet together, an interpreter or captionist would be needed.
2. For ASL users to call potential employers through the Video Relay Service (VRS). Using Polycom for VRS is not possible when the equipment is already in use, so it requires being scheduled in advance.
3. To hold a meeting at the CareerCenter, using a remote interpreter on-screen, called Video Remote Interpreting (VRI).
4. To speak with an ASL user who is at another location, using an on-site interpreter.

The problems of Polycom usage have included the need to learn how the system works and the necessity to schedule the system in advance. Technological problems have included transmission speed and firewall issues.

*To do:* Research additional equipment needs and purchase equipment to complete the Vocational Rehabilitation training set-up.

*To do:* Research bridging with the University to connect more than four sites.

*To do:* Install directory of common numbers.

*To do:* Test captioning functionality for videoconferences.

*To do:* Establish VRI contract (see Interpreters, below).

*To do:* Train staff in using videoconferencing, especially with VRI or captioning.

*To do:* Publicize availability.

- **Interpreters and Captioning** – Interpreting, C-Print, CART, and captioning services are available by contracting with vendors. These types of services allow people who are Deaf or hard-of-hearing to participate in meetings or conversations, either in person or via video equipment, when audio is an integral part of the event. Computer Assisted Real-time Transcription (CART) can be fed into a broadcast or videoconference transmission. CareerCenter staff are familiar with getting interpreters and/or CART.

Problems include availability, cost, and staff knowledge about how to use these services. Using interpreters via videoconference equipment or videophone would lower the cost (and ease availability) by eliminating travel time, but there can be transmission problems (see Videoconference, above). Although interpreters can be hired event-by-event, the lack of an open contract with a vendor or of an on-staff interpreter is a disincentive to getting interpreters and may limit how available they are for VRI.

*To do:* Identify funding sources for interpreters in use by CareerCenters.

*To do:* Develop a request for proposals and establish a contract with a vendor of interpreter services.

*To do:* Test captioning functionality for videoconferences.

*To do:* Train staff in using VRI and captioning.

*To do:* Publicize availability.

- **Assistive listening systems** – Two types of assistive listening systems are in place. Users of both types of systems can listen on headphones or may use a neck-loop which amplifies sound in a hearing aid. These systems help those people who have residual hearing that can be improved by amplification.

At each CareerCenter there is a Pocketalker Pro personal listening system, which allows one person who is hard of hearing to amplify via microphone what speakers nearby are saying, as in a one-on-one conversation. For meetings of more than a few people, the Williams Sound FM system allows broadcast from a microphone input to any number of personal receivers. The Williams Sound FM systems are housed at the seven larger CareerCenters and are available by arrangement for all CareerCenter locations.

*To do:* Publicize availability.

- **Computer software** – Equipment and software was installed at all CareerCenters or on the Citrix system, allowing people with various mobility, vision, cognitive, and hearing impairments to have better access to the Information Centers' services. One product, TextHelp! Read & Write Gold, is designed to assist people with language difficulties, such as some individuals who are Deaf, to write and read.

*To do:* Publicize availability.

- **Introductory video** (not yet in place) – This is a short videotape and DVD aimed at Deaf customers, describing services and assistive technology available at CareerCenters. The information is in ASL, with captioning and audio, as well.

*To do:* Acquire services of actor(s).

*To do:* Acquire production services from State Audiovisual Office in BGS.

*To do:* Produce document, distribute, and publicize availability.

---

\*

Augusta	ITY	FM	D-Link	Polycom multipoint, People+Content
Bangor	ITY	FM		Polycom multipoint
Lewiston	ITY	FM		Polycom multipoint, People+Content
Portland	ITY	FM	D-Link	Polycom
Presque Isle	ITY	FM		Polycom, People+Content
Rockland	ITY	FM		Polycom multipoint
Saco	ITY	FM		Polycom
Bath				Polycom
Dover-Foxcroft				Polycom
Ellsworth				Polycom
Skowhegan				Polycom
Wilton				Polycom
Calais				Polycom (older system)
Machias				Polycom (older system)

## II Assistive Technology Specification



## **AbleME Project ASSISTIVE TECHNOLOGY SPECIFICATION**

To assist people who have mobility impairments:

- 22 - ergonomic keyboard (GoldTouch) - adjustable angle keyboard and a separate 10-key keypad
- 22 - trackball (Kensington) - "turboball" larger than a standard mouse
- 22 - mouse alternative (SmartNav) - direct the cursor using head movement
- 7 - adjustable height workstation (Infinity) - electric powered

To assist people who are Deaf or hard of hearing:

- 22 - assistive listening devices (Pocketalker Pro) - handheld for personal use
- 7 - FM assistive listening system (Williams Sound) with headphones and neckloops - for group meetings
- 7 - keyboard communicator (Interpretype) - like writing on a notepad between two people
- 9 - videophone (D-Link) and 19" monitor - to call relay service or interpreter
- 12 - videoconferencing (Polycom) and 32" monitor - for calling interpreter or holding meetings at a distance

To assist people who have vision limitations:

- 11 - videomagnifiers (Merlin CCTV) - enlarge print documents onto monitor
- Screen Reader (Jaws) - audio output of computer text
- Screen Magnifier (ZoomText) - enlargement and color changes for computer
- 22 - reading system (Premier Programming) - optical character recognition to read documents into computer
- 22 - printer/scanner/fax Dell 924 All-In-One
- 22 - 19" LCD Monitor - enhanced resolution screen

To assist people who have cognitive disabilities:

- Read and Write software (TextHELP!) - cues for writing and understanding on the computer





### III Technology Report



Mainely Access Inc.

Mainely Access Inc.

89 Auburn Street #1182 Portland Maine 04103

---

Amended Report on Adaptive Technology for Maine  
Career Centers  
For AbleME Project  
January 27, 2006

The purpose of this report is to make specific recommendations regarding the adaptive technologies necessary to render Maine's 22 Career Centers accessible to those citizens with disabilities. According to the 2000 Census, 258,000 citizens of Maine (nearly 20%) are disabled. In addition, the Bureau of Rehabilitation Services currently provides statewide vocational rehabilitation (VR) services to 6,500, and approximately 1,435 are waiting for services. Unemployment ranges from 3% in the southern part of the state to 11% in its northeastern region. Statistics show that 165,120 are disabled and are unemployed or underemployed.

In 2003, the Maine Ability Partnership (MAP), utilized community forums, targeted outreach with specific disability groups, staff discussion, physical evaluations, and employer outreach, to gain an understanding of the current deficits in accessibility present in the Career Centers. While MAPs primary recommendations focused on attitude and culture changes within the Career Centers, they also presented recommendations on the general direction that access should take within the Career Centers. These technology based recommendations were:

1. Complete a full evaluation of access technology in the first half of the first year to better

assess the specific needs of CareerCenters. Implement all recommended changes and provide training to staff regarding all equipment changes.

2. Create a "how-to" guide in various formats that will instruct a person in the use of each type of equipment used in the center. These guides should be provided in several formats including pictograph, audio, and others.
3. Provide voice tours of the Information Center, similar to that of a museum tour, which can be pre-recorded for people who are blind or who have visual disabilities as well as for those who may have memory or learning disabilities.
4. Complete a full evaluation of access technology in the first half of the first year to better assess the specific needs of CareerCenters. Implement all recommended changes Provide screen-reader technology that is compatible with the thin client technology used in CareerCenters in order to enable independent access for screen reader users to those customer software applications available only through the thin client environment and advertise that this technology is now available.
5. Add printed text-to-synthesized voice output equipment for persons with visual or learning disabilities.
6. Review all assessment tools used in CareerCenters and update methods for access.
7. Assess all software programs, including those for assessment and exploration, used by CareerCenters, especially those intended for independent use by CareerCenter customers, to ensure their ability to work with access technologies designed for people with disabilities such as screen readers, screen magnifiers, voice recognition, etc. Replace or

- update programs that do not work with these technologies.
8. Provide a minimum of one assistive listening device in every CareerCenter and several in high population area CareerCenters for use in a workshop setting.
  9. Provide a TTY (teletypewriter) for public use in every CareerCenter where a voice telephone is provided for public use.
  10. Add a camera and applicable software to at least one computer in each CareerCenter so that Video Relay can be used for business calls.
  11. Evaluate technology a minimum of twice each year during implementation in collaboration with Access Technology experts to ensure that CareerCenters keep up with new and developing technology.
  12. Provide additional training on an ongoing basis and following each technology update to ensure that staff retains the ability to effectively use and assist others in the use of all available technology.
  13. Routinely measure staff ability to assist with the use of equipment and programs and work with staff to increase skill sets accordingly.
  14. Set up and maintain accessible on-line access to CareerCenter services.

**Physical:**

1. Continue on-going physical site evaluations by the State Accessibility Coordinator and follow recommendations.
2. Conduct a new assessment of lighting and other issues related to the safe and effective use of CareerCenters by people with low vision at target centers, including Lewiston, Portland, Augusta, Houlton, and Presque Isle. Assess other centers as needed. All recommended

changes should be in affect before the end of the second year.

3. Relocate or refurbish certain CareerCenter sites to ameliorate accessibility issues.
4. Public transportation programs linked to CareerCenters and CareerCenter computers will include access for people with disabilities.
5. Post policy regarding service animals and provide training to staff members regarding service animal rights.
6. Evaluate snow removal methods with regard to physical access to CareerCenter sites in winter months and make changes accordingly.

As the access technology specialists charged with implementing these recommendations, as well as other accessibility deficits we have identified through our assessment of the Career Centers ourselves, we have developed a specific list of equipment recommendations designed to eliminate all identified barriers to access for individuals with disabilities within the Career Centers. While we recognize the differences in numbers served by each Career Center, we are nonetheless recommending the acquisition of each piece of access technology for each of the 22 Career Centers, so that Maine citizens with disabilities can be fully and accessibly served regardless of their geographic proximity to the major population centers of the state.

As a result of the changes initiated here, the following groups of people will now have vastly improved access to the various resources provided by the Department of Labor through the Career Centers: Consumers who are blind or visually impaired will gain access to electronic information through the use of screen readers and screen magnifiers, and access to hard copy materials through the use of Videomagnification and the employment of scanners and optical character

recognition software. Consumers who are deaf or hard of hearing will have their communications options within the Career Centers broadened, through the use of assistive listening devices, videophones, Video Relay, FM transmitters and receivers, and interactive communications systems. Consumers with impairments to their mobility will be served through the employment of an electric powered adjustable height workstation as well as a variety of alternative input devices. Those with learning differences or cognitive delays will be accommodated through the implementation of special software which will supplement their deficits in the area of literacy and provide more ready access to the resources already contained within the Career Centers

As we performed our initial assessments of the Career Center technological infrastructure, we discovered that the entire infrastructure was in transition. In addition to our meetings with Career Center staff, the following recommendations are based on collaboration with staff from the State of Maine Office of Information Technology (OIT) and are based on the new systems currently being implemented, in addition to those planned for the Career Centers in the upcoming 6 to 10 months.

These changes include a switch from 9 local servers serving the current 22 Career Centers, to a single, centralized; Windows Terminal Server 2003 based in Augusta at the OIT offices. This server will run Citrix Metaframe v. 4.0 and serve as a host for 600 terminals in the 22 Career Center locations (200 of these to be placed in the Information Centers). Additionally these 600 pc's, currently running a Windows 95 OS, will be converted, in stages, to Wyse WinTerm 941GXL client terminals running Citrix client ver. 9.1. An initial deployment of 200 terminals will be installed in the next several months. These terminals will have



sound cards, USB access and 512mb Flash Drives of which 200mb will be available for application (access) software.

Citrix accessibility for adaptive software has long been a significant barrier to access for users of a large variety of adaptive technology. Research into advances in accessibility indicates that while it is currently possible to utilize any one of several screen readers for access to a Citrix thin client network, other adaptive technology packages such as screen magnifiers, voice recognition packages and learning disability continued to present considerable challenges to accessibility. Following extensive work with Craig Locke of OIT, it became apparent that there were, in fact, "work arounds" for many of the Citrix accessibility issues presented by the use of these thin client systems. These solutions are largely attributable to the fact that very high end clients had been purchased, which contained memory and internal slots which would enable further memory to be added, thus allowing adaptive technology to be installed both on the server systems and directly on the terminals.

**Recommendation:** Modifications to each of the Wyse WinTerm 941GXL client terminals to include an additional 512mb of flash ram and Creative Labs noise canceling headsets. Additional recommendations include equipping at least one system per Information Center with a 19" LCD monitor, and a Dell 924 All-In-One printer/scanner/fax, with USB cable,

**Rationale:** While I initially discussed with Craig Locke of OIT the potential for using the vacant IDE slot in each terminal for including an internal USB port for adaptive software, this concept needed to be shelved due to another Career Center partner's requests for use of that slot for installing CD-

writers on some of the terminals. Consequently, the installation of additional flash memory should meet the need for installing adaptive software on the individual terminals.

While many different TFT/LCD monitors should meet the need for access in the Career Centers, the Dell E196FP 19-inch Flat Panel Monitor contains a 500:1 contrast ratio which will assist those consumers requiring alternative color settings to access the computer, an 8 ms response rate which will assist in the elimination of jagged edges on the characters when enlarged by screen magnification programs, and a 25° tilt ability which will assist both those with visual needs and those with mobility needs which would require an alteration in the height of the desk.

Additionally, a variety of multifunction machines would meet the access needs in the Career Centers, among them, the Dell 924 All-In-One can act as a scanner for those with visual impairments as well as literacy issues and an additional printer which will not require traveling to a network printer for those whose mobility or visual issues might make traveling to, and locating a specific print document a challenge.

The noise canceling headset will facilitate the use of screen reading software as well as ocr and learning disabilities software without disturbing other Career Center patrons.

**Approximate Price (before discounts):** 512 MB flash  
ram @ \$200 x 200 systems = \$4,000  
19" LCD monitors @ \$250 x 22 = \$5500  
All-in-one machines @ \$100 x 22 = \$2,200  
Noise canceling Headset @ \$30 x 200 = 6,000  
Total = \$17,700

\$40,000

**Additional Considerations:** While these modifications to the proposed thin client system will not provide 100% access to all Information

Center applications, it will allow access to most applications within the Information Center without significant variation from the standard architecture to be implemented by OIT.

**Recommendation:** Jaws Professional ver. 7.0 Screen reader with Remote Desktop Support and Software Maintenance Agreement (SMA).

**Rationale:** Access to Career Center applications via a screen reader has long been a major stumbling block for Maine consumers who are blind. It is perhaps the single best known, and best documented barrier to accessibility within the system. While there are certainly applications which will require modification to make them screen reader friendly, (such as the self registration application), acquisition of screen reader software package that will be readily accessible in all Career Centers seems a pressing need. While screen readers such as Window Eyes from GWMicro, and HAL from Dolphin systems, have had their compatibility with a thin client environment more thoroughly documented, **JAWS Professional with Remote Desktop Support** (version 7.0) from Freedom Scientific, is the screen reader product with which Maine consumers are most familiar. They have, in fact, requested that it be installed in the Career Centers via the opportunities they have had to share information with the MAP, and with us via consumer groups and internet forums. While there are a few individuals within the state who have voiced a preference for WindowEyes as their personal screen reader of choice, all of these individuals are also familiar with JAWS as it is the product used by in excess of 95% of all screen reader users within the state of Maine. Consequently, it seems apparent that in order to accommodate the knowledge base of the majority of screen reader users, JAWS should be the

screen reader installed on the Career Center network. Testing has demonstrated that this product can be installed both on the server and on the thin client terminals.

Additionally, because both the general infrastructure of the Career Center network is in a state of flux, and JAWS compatibility with thin client architecture continues to be enhanced, it seems essential to include the **Jaws Software Maintenance Agreement (SMA)** in an effort to keep screen reader accessibility current within the Career Centers.

**Approximate Price (before discounts):**

JAWS 7.0 professional 25 User District License with Remote Access, \$19,162.50 (offered discount price \$17,000)

SMA for a JAWS professional 25 User District License, \$3,832.50.

**Additional Considerations:** Freedom Scientific, manufacturer of JAWS, has been adamant that we cannot purchase any of their products through Enablemart, our partner in the AbleME venture. Therefore the State of Maine will likely have to purchase it directly from an alternative source.

**Recommendation:** Zoomtext Screen Magnifier with Screen Reader version 9.0 (5 user network license) and Extended Service Plan

**Rationale:** While the 19" LCD monitors listed above will assist with visual access for low vision consumers, screen magnification software is a necessary component for consumers who are legally blind as well as those with a variety of visual difficulties. Unfortunately, research into the most popular screen magnification products, Zoomtext, Magic, Lunar, and iZoom reveal that none currently supports screen magnification within a

Citrix environment. Consequently, because it is the most commonly used package within the state of Maine, we will recommend the acquisition of **Zootmext screen magnifier with screen reader version 9.0.** to be installed on the terminals themselves rather than the server for general large print access. Zoomtext contains a function called XFont which smoothes all edges as it enlarges. It magnifies up to 36x which greatly exceeds the capabilities of other screen magnifiers, and it contains NeoSpeech, human sounding speech and a number of features which make web browsing considerably easier.

The Extended Service Plan offers

- The next two ZoomText upgrades
- A dedicated toll-free phone number for ESP users only
- Premium technical support (phone and email)
- Large-print keyboard labels and mouse pad
- Remote support using state of the art technology from WebEx

**Approximate Price (before discounts):** 5-User  
Network License \$2395 + ESP \$799

**Additional Considerations:** Aisquared offers a multiple versions of multi-user licensing: A *site license* for multiple products used at one geographic location, a *district license* for a single organization using the product at multiple locations, and a *network license*, which would include the Career Centers, as the product is available over a single network on a limited number of seats. As it is unlikely that more than 5 Zoomtext users might be attempting to access the product at a single time, considerable cost savings can be achieved by purchasing a 5 user network license rather than a 25 user district license.



**Recommendation:** Merlin 19" LCD videomagnifier from Enhanced Vision Systems.

**Rationale:** Enhanced Vision Systems has a reputation for combining reliable engineering with low cost. The 19" LCD Merlin offers a 8 ms response rate, thus eliminating shadowing when the tray is moved during reading. It is a one piece unit which allows the monitor to be moved to a variety of positions, including lower than the base of the monitor stand. This makes it ideal for use in a public location. The magnification range extends from 5x to 68x. This autofocus system is warranted for 3 years.

**Approximate Price (before discounts):** @\$2,995 + \$99 shipping x 11 = \$34,034.

**Additional Considerations:** Of the 22 Career Centers, currently 11 have Videomagnification systems. These are primarily older systems which are no longer manufactured, and range from being regularly used to existing in a closet at a center where no one knows how to operate them. We are recommending the acquisition of 11 new systems, so that all of the hard copy materials within the Centers can be made accessible to any low vision consumer seeking to use the Career Center.

**Recommendation:** Complete Reading System - Optical Character Recognition package from Premier Programming.

**Rationale:** The Complete Reading System from Premier Programming when coupled with the scanner from the All-In-One system would enable the pc to act as a reading system for those for whom a videomagnifier would not provide access to hard copy materials.

This product utilizes very simple commands, making it an access tool for print, for those with learning disabilities. It will work with any USB scanner, included the recommended Dell 924 all-in-one system. It's cost is approximately 1/5 that of other stand alone OCR packages (such as Open Book or Kurzweil 1000) and it performs all of the functions likely to be utilized in a public location such as the Career Centers. Additionally, this product is not dependent upon use of the NumPad for navigation.

**Approximate Price (per Ken Grisham):** 22 copies  
\$4,179 (no shipping).

**Recommendation:** No discussion of adaptations for the visually impaired would be complete without a mention of braille access. Because of the cost of equipment, knowledge of braille formatting necessary for its proper production, and noise associated with the production of braille in an individual Career Center, we are recommending that production of braille materials be contracted out on an as needed basis. In state, Mainely Access will produce small quantities of braille documents, and on a larger level, the National Braille Press, in Boston, will provide a national listing of braillists who can produce a wide variety of materials.

Electronic braille displays are devices which would provide braille access to information on the computer screen. The downside of their use is the expense of each individual braille display (ranging from \$2,000 to \$12,000) and the necessity for both braille and computer knowledge to train a consumer in its use. Consequently, due to these factors and what we perceive to be a lack of demand within the state, we are not recommending the acquisition of electronic (refreshable) braille displays.

**Recommendation:** The Pocketalker Pro assistive listening device

**Rationale:** . The Pocketalker Pro accessorized with both headphones and a neckloop (for those using a hearing aid with a T-switch) would provide an assistive listening device which would facilitate the intake process as well as other simple one-to-one communication opportunities within the Career Center. The competitive product (the Listen LR-300 from Listening Technologies) is slightly less expensive, but has more electronic components and is more complex to use successfully, thus creating an additional challenge for Career Center personnel. The Pocketalker Pro appears to be the benchmark for the industry; it is an inexpensive product, widely in use, that provides access to the hard of hearing in a variety of different situations.

**Approximate Price (before discounts):** @\$115 + HED  
021 folding headphones \$10.99 + NKL01 Neckloop  
\$37.00 = \$3,674.00 +shipping

**Recommendation:** Williams Sound PPA 275 FM System for use in classes with upgrade to 2 pair HED 021 folding headphones and 2 NKL01 Neckloop per Center.

**Rationale:** In a classroom situation we would recommend the acquisition of an FM transmission system for each Career Center. In the preliminary version of this report, we had recommended the Listen LS-01-72 from Pro Audio. Since that report had been disseminated several individuals had requested that we investigate further the Williams Sound equivalent, as this was the product that was more commonly available. Further investigation into the PPA 275 revealed it to be generally about



\$300 less expensive per system of a single transmitter and 3 receivers. While the range on the Williams Sound system is considerably smaller, it is still more than adequate to provide assistance in any of the Career Center classrooms. Additionally it would have the advantage of being compatible with the Pocketalker Pro and consequently sharing headsets and neckloops between the 2 systems.

**Approximate Price (before discounts):** @\$679 + 2 HED 021 folding headphones @\$10.99 + 2 NKL01 Neckloops @ \$37.00 + Earphone covers (pkg. of 30) \$9.50

**Recommendation:** Interprettype (ITY) interactive communication device

**Rationale:** During the assessment period when considering the need for this device, it appeared that it was a high tech product whose purpose could be met in lower tech ways. (Such as with a white board or paper and pen). However since the release of our preliminary report, we have heard from several Vocational Rehabilitation Counselors indicating that they hoped that we would consider this device as it presented a positive image to employers as a method of making communication with a deaf employee appear more professional.

Interprettype consists of a pre-programmed laptop style computer device which has the ability to send and display typed messages to other ITY devices or a computer. Once you log on, you have the ability to have a conversation by simply reading and typing. Each Interprettype device is configured to communicate directly with any Windows PC utilizing Interprettype software. This allows Interprettype to become a computer peripheral device for communicating with the user of any workstation.

It also gives the user the ability to capture and print conversations if desired.

As each reception desk in each Career Center is equipped with a pc, we are recommending the acquisition of a single unit accompanied by the pc software for each system.

**Approximate Price (before discounts): @\$650**

**Recommendation:** One of the recommendations of the MAP report referred to the provision and promotion of TTY's within the Career Centers. While all Career Centers currently have TTY's available for consumer use, TTY use by Career Center staff has been supplanted by the use of Nextalk software. This is freeware that allows for the making and receiving of TTY calls through the pc. A concern is that there is clearly a need for further training in the use of this package, as several Information center workers reported that the calls are routed directly to VR and are not received in the information center because they feel uncertain of their skill level in attempting to respond to a call.

**Recommendation:** Further adaptive technology aimed at making the Career Centers more accessible to consumers who are deaf, include the installation and implementation of two video devices, D-Link computer-based video phones and Polycom video communication service to enable the use of video relay calls between Career Center patrons who use ASL and employers who do not. As these products had been researched and decisions about their implementation made prior to our beginning with AbleME, we will not make specific recommendations here, but will include the training in the use of these devices in the curriculum for the Career Center staff.

**Recommendation:** Infinity 4830 electric-powered, adjustable height workstation.

**Rationale:** To better accommodate Career Center patrons who use wheelchairs, we would recommend the acquisition of an adjustable height workstation. While hand crank models and pneumatic gas spring models are both readily available, neither seems most appropriate for a public accommodation like the Career Centers. Instead, we would recommend the acquisition of an electric powered adjustable height workstation such as the Infinity 4830.

This workstation adjusts with the push of a button from 27-39 inches, powered by an extremely quiet motor. The dimensions of the work surface are 48" wide x 30" Deep Two-Year Warranty. Durable laminate, heavy 3mm PVC edgebanding, solid hardwood feet, advanced motorized hydraulic lift system, floor levelers, lift capacity 450 lbs. While this device lacks a keyboard shelf, it can be adjusted so that the keyboarding height is ergonomically correct, and similarly sized motorized workstations with keyboard drawers start at approximately \$2,000.

**Approximate Price (before discounts):** @\$1,215

**Recommendation:** SmartNav 3 AT Package (mouse alternative coupled with the Win XP on screen keyboard).

**Rationale:** We reviewed the potential for use of voice recognition software within the Career Center environment, however the problems associated with the need for training, coupled with the background noise of the Centers and the lack of availability of a network version made this an impractical choice.

Instead we would recommend the acquisition of the **SmartNav 3** mouse alternative, coupled with the Windows XP on-screen keyboard.

Smart Nav consists of a small sensor which sits on top of your computer monitor (or can be clipped over a laptop screen) and a small reflective dot. The movement of this dot is picked up by the sensor, and moves the cursor around the screen.

- Mouse clicks can be performed in one of three ways:
  - Using "dwell" software which is included with SmartNav3 AT package. With this option there is no need to click, just hold the mouse cursor steady and it automatically clicks after a preset time. Left or right clicks, double click or click and drag can also be selected.
  - Using one or two external switches which plug into the sensor. A dual switch adaptor is included. This option is available in the AT and EG packages.
  - Using keyboard keys - you can nominate which keys using the software provided. This option is available in all packages.
- Adding an on-screen keyboard allows the user to enter all keyboard keys using head movement. The Click'n'Type on-screen keyboard is included in the AT package, or you can choose from the range of other on-screen keyboards available separately.
- Smart Nav software which is included in the package provides a range of options to assist you to optimize the system for each user.

It is our belief that this keyboard/mouse alternative has a shorter learning curve than voice recognition and will likely accommodate the largest number of Career Center Patrons who are unable to utilize a standard keyboard or mouse.

**Approximate Price (before discounts): @\$375**

**Recommendation:** Kensington Turboball Trackball

**Rationale:** For those with mobility issues, as well as anyone prone to hand or wrist strain, we would like to recommend the acquisition of a **Turboball Trackball** in lieu of a more conventional mouse. The large ball coupled with the multiple buttons make the device a more accessible and comfortable option. Comparison with the ergonomic scores of other trackballs (Microsoft Trackball Explorer, IOGear GME322R, ITAC Evolution Mouse Trak) found the Kensington Turbo Trackball to be most comfortable for the largest number of users. Staff of the Career Centers have specifically requested that a trackball and an adjustable keyboard be installed in the Career Center as part of this contract.

**Approximate Price (before discounts):** @\$30.99

**Recommendation:** GoldTouch Ergonomic Keyboard with 10-key keypad.

**Rationale:** Career Center staff, when queried about the needs for access within their Centers, relate anecdotes regarding the need for a keyboard with a transferable keypad to better accommodate the needs of those who cannot comfortably operate the keypad when it is placed on the right side. As the GoldTouch keyboard readily accommodates this goal while also meeting the needs of many individuals who are troubled by repetitive motion injuries, it seems a reasonable accommodation to make on a public workstation.

**Approximate Price (before discounts):** @\$119

**Recommendation:** textHELP! Read and Write (ver. 7.1E) Gold



**Rationale:** Many patrons of the Career Centers reportedly have learning differences and Read & Write GOLD is a comprehensive application toolbar which includes scanning and speech input. It provides outstanding literacy support synonymous within textHELP! products in ANY windows application. It is a simple to use toolbar that "floats" on top of any open application. Assistance can then easily be called upon as you work.

Other software packages designed to be of assistance to those with learning differences were considered. These include Wynn from Freedom Scientific, and Inspiration. Neither of the other products presented nearly as many facets to assist as wide a variety of learning disabilities as the textHELP! Product. These features include:

**Speech** - Read & Write GOLD color highlights and reads the words, sentences or paragraphs in your document providing audio-visual reinforcement and helping to develop recognition of new words and vocabulary. Speech is also an integral part of the other support features, for example, you can have the Word Prediction suggestions read to you. The RealSpeak® voice is now provided as standard and provides the most human-sounding voice available today

**Spelling** - Read & Write GOLD incorporates a fast advanced spellchecker specifically designed to solve the most complex of phonetic errors. The spellchecker can be customized to suit individual needs and provides audible definitions of alternative suggestions to help you choose the correct one.

**Homophone Support** - work. Read & Write GOLD will identify and provide audible definitions for like sounding words to improve the accuracy of your

**Scanning** - Scan any text document into Word or any other major word processor enabling on screen

editing and text reading. Scanned material will be incorporated into a familiar mainstream environment, allowing the document to be made easily available to other Users. This is key to inclusive education and integration. There is also the option to scan any text document into Internet Explorer for "near perfect" image generation or a text only image to which a User defined style sheet can be applied.

**Word Prediction** - This will aid in sentence construction by suggesting and predicting words. Word predictor will learn as correct text is typed, dramatically aiding the development of literacy and increasing accuracy. With context and phonetic based word prediction.

**Dictionary** - 180,000-word talking dictionary and dictionary will benefit you by helping to increase your literacy and creative writing skills.

**Speech Maker** - converts selected text into speech, which can be saved as an audio file (.wav, MP3, .wma) capable of being played on any suitable device

**Fact Folder** - This desk research tool allows you to capture text from any application, classify it, attach pictures and bibliography information and record its source. This information can be converted to a slide show and document to help studying and revision.

**Speech Input** (only available with USA version) - speak into your computer and have what you say converted to text on the screen. Help is provided to assist you to train the software to recognize your voice.

**Simple and Scientific Calculator** - On screen calculator provides all the main functions of a simple or scientific calculator with audible feedback and audit trail.

**Word Wizard** - Word wizard assists in developing creative sentences by offering solutions for vocabulary. When you are searching for the word you

want to use Word Wizard takes you through a simple step by step process till you find the word you are looking for.

**Pronunciation Tutor** - The Pronunciation Tutor will break words into syllables allowing easy recognition and pronunciation. Includes a moving mouth, to aid the development of more accurate speech.

**Daisy Reader-** Read&Write GOLD contains Daisy Reading technology and allows Users to read their Daisy Books while working within the Read&Write program. An added feature incorporated in the Daisy Reader is a dual color highlighting option. Dual color highlighting allows Users with disabilities such as dyslexia to enjoy their reading experience in a format and style they are comfortable with.

**Web Highlighting-** The Web highlighting feature of Read&Write (v7.1E) GOLD allows the user to experience dual color highlighting with audible feedback in HTML documents. This is of particular use for users with literacy difficulties when accessing information online and also aids the users' concentration and comprehension. This feature can be used as part of workplace accommodations initiatives.

**Clipboard History-** The Clipboard History feature of Read&Write (v7.1E) GOLD allows the storage of any item viewed in the clipboard for use at a later time. The clipboard stores the last ten pieces of information accessed in a visible list for easy retrieval.

**Approximate Price (before discounts):** Unlimited  
Higher Ed site license for >10 users \$7,895

**Additional Considerations:** Unfortunately, it is not possible to purchase a software maintenance plan for this product. Additionally, it is not possible at this time to run this program within or against Citrix, although the manufacturers understand the



desire for this and will be working on a Citrix solution in the future. At this time the addition of additional memory to the WYSE terminals should allow the functioning of this product in terminal environment.

All of the prices listed above are list prices and are generally subject to deep discounting when multiple copies of a single program or piece of hardware are purchased.

In addition to the recommendations listed above, we will be working with the State of Maine OIT to make specific recommendations with regard to the accessibility of software packages which have been written "in-house" so that all customers of the Career Center may access all applications available.

Please feel free to contact us with any questions you may have with regard to this report.

Michael L. Adams and  
Mary Beth Walsh  
Computer Access Specialist

### **Equipment Recommendations**

1. 512 MB Wyse Terminal flash memory upgrade, 19" LCD monitor and Dell 924 All-In-One printer/scanner/fax, USB cable, and Creative Labs noise canceling headset.
2. Jaws Professional ver. 7.0 Screen reader with Remote Desktop Support and Software Maintenance Agreement (SMA).
3. Zoomtext Screen Magnifier with Screen Reader version 9.0 (5 user network license) and Extended Service Plan

4. Merlin 19" LCD videomagnifier from Enhanced Vision Systems.

5. Complete Reading System - Optical Character Recognition package from Premier Programming.

6. The Pocketalker Pro assistive listening device.

7. Williams Sound PPA 275 FM System for use in classes with upgrade to 2 pair HED 021 folding headphones and 2 NKL01 Neckloop per Center.

8. Interpretype (ITY) interactive communication device

9. Infinity 4830 electric-powered, adjustable height workstation.

10. SmartNav 3 AT Package (mouse alternative coupled with the Win XP on screen keyboard).

11. Kensington Turboball Trackball

12. GoldTouch Ergonomic Keyboard with 10-key keypad

13. textHELP! Read and Write (ver. 7.1E) Gold

**Equipment total before discounts = \$179,359.50**



## IV Quarterly Progress Reports



## WORK INCENTIVE GRANTEES FORMAT FOR QUARTERLY NARRATIVE REPORTING

Grantee Name: MAINE DEPARTMENT OF LABOR	Grant Number: WI141900460
Report Period: 06/30/2006	
Contact: Eric Dibner	
Phone: 207-624-5956	E-mail: eric.dibner@maine.gov

<b>Status of Grant Implementation and Progress To-Date</b>
Continued articles in MDOL newsletter and updates to CareerCenter liaisons. Staff met bi-weekly with Mainely Access to complete plan for training CareerCenter staff. Completed installation of videoconferencing equipment. Continued work with Office of Information Technology to install AT on the Citrix server for use with thin clients. Worked with Bureau of Employment Services for accelerated installation of thin client terminals at all sites. Program Navigators and consultant EnableMart installed suite of twelve types of assistive technology hardware in all 22 CareerCenters, conducted initial training, and completed AT Manuals. Mainely Access conducted subsequent trainings for each CareerCenter and identified staff expertise to do future trainings. Consultants prepared maintenance and upgrade plan and marketing plan. Staff planned and implemented training workshops on AT at statewide employee conference of Bureau of Rehabilitation Services. Met with IT staff and Accessibility Committee and with Commissioner's staff re adoption and implementation of "Accessible Documents" policy and re web accessibility. With Muskie Institute, presented videoconference workshop regarding benefits counseling system.
<b>Obstacles/Barriers to Grant Implementation, if applicable:</b>
Scanner/printer equipment did not work with Complete Reading System and will be replaced.
<b>Other Significant Accomplishments:</b>
Staff assisted in Mission Transition day to make high school students aware of CareerCenter accessibility. Project Manager attended National ADA Symposium & Expo and participated in IT accessibility training. Met with AT Consortium and IT Accessibility Committee to discuss new CareerCenter accessibility. Planned ongoing cross-learning events with MDOL staff at all levels and a how-to resource guide to be built online. Reviewed common file management issues between Bureaus of Employment and Rehabilitation Services. Finalized budget modification with federal office.
<b>Short-term Grant Goals (three - six months):</b>
Ensure maintenance and upgrade procedures are in place for AT. Continue marketing CareerCenter accessibility to customers (and staff). Continue building training modules to expand service capabilities and coordination between Bureaus for improved efficiencies.
<b>Outstanding Questions:</b>

**Note: If you want to print this page press the PRINT button in the browser!**

[Back](#)

## WORK INCENTIVE GRANTEES FORMAT FOR QUARTERLY NARRATIVE REPORTING

Grantee Name: MAINE DEPARTMENT OF LABOR	Grant Number: WI141900460
Report Period: 03/31/2006	
Contact: Eric Dibner	
Phone: 207-624-5956	E-mail: eric.dibner@maine.gov

### **Status of Grant Implementation and Progress To-Date**

Met bi-weekly with contractor Mainely Access to refine assistive technology (AT) recommendations. Contractor and Office of Information Technology (OIT) piloted the installation of screen reader software on Citrix server. Identified and resolved necessary hardware upgrades to support adaptive equipment on thin client terminals. Reviewed CCTV, screen reader, FM assistive listening, and audio headset choices with contractor and vendors. Mainely Access submitted "Amended Report on Adaptive Technology." Through State purchases system, developed bid packages and contract specifications for all AT, videoconferencing, and hardware upgrades. Developed plan for deployment of 190 thin client terminals with adaptive software to all CareerCenters. Completed installation and setup of adaptive software on terminals. Gave regular progress reports to Bureau Directors and to CareerCenter Managers meetings. Built team of liaisons in all CareerCenters and initiated weekly email AbleME Update to 160+ liaisons and managers. With Mainely Access and EnableMart, developed plan for installation of AT and for staff trainings. Revised AT installation and training schedule and signed contract with EnableMart. Continued installation, testing, and training re videophones in Information Centers. Did final accessibility review of new Rockland CareerCenter.

### **Obstacles/Barriers to Grant Implementation, if applicable:**

Terminals for the Citrix computer system must be in place for all CareerCenters in order to operate the AT software. Delay in delivery of terminals means delay in start date for EnableMart to install and train on all the AT. Installation of equipment using the State data lines, such as videophones and videoconferencing, requires coordination with OIT. DOL and OIT management worked with AbleME and OIT staff to help remove these obstacles.

### **Other Significant Accomplishments:**

At an ultra-accessible event, Governor Baldacci signed "Executive Order Regarding Maine State Government as a Model Employer of People with Disabilities" with coordination between Maine DOL, Bureau of Human Resources, and the Commission on Disability and Employment. AbleME worked with Office of the CIO on adoption of "Accessible Documents and Effective Communications Policy and Standards," including best practices resource manual. Worked with Bureau of Rehabilitation Services to plan a statewide training conference, using the accessibility and effective communications standard as a guide. With federal contract officer, made revisions to budget modification request detailing the AT purchase as "supplies" rather than "equipment," and resubmitted it for review.

### **Short-term Grant Goals (three - six months):**

Receive federal approval for budget modification. Complete purchase and installation of AT at all CareerCenters. Issue RFP and establish contract for Video Remote Interpreter services. Complete production of training materials and long-term curriculum design. Initiate training

program in CareerCenters. Produce short video to introduce Deaf customers to CareerCenter services and accessibility. Complete design of marketing and outreach program.
--

<b>Outstanding Questions:</b>
-------------------------------

**Note: If you want to print this page press the PRINT button in the browser!**

**Back**



## WORK INCENTIVE GRANTEES FORMAT FOR QUARTERLY NARRATIVE REPORTING

Grantee Name: MAINE DEPARTMENT OF LABOR	Grant Number: WI141900460
Report Period: 12/31/2005	
Contact: Eric Dibner	
Phone: 207-624-5956	E-mail: eric.dibner@maine.gov

### **Status of Grant Implementation and Progress To-Date**

Entered contract with MainelyAccess for assistive technology (AT) consultancy, conducted evaluation of CareerCenter Information Centers and services, reviewed available AT, and completed "Report on Adaptive Technology for Maine CareerCenters." Tested AT functionality with Office of Information Technology. Met with vendors of AT and distance learning equipment. Reviewed State and University distance learning systems and CareerCenter training facilities. Purchased and tested two prototype videophone set-ups for CareerCenters. Studied State purchase procedures and drafted specifications for distance learning and AT equipment. Worked with developer of Rockland CareerCenter and recommended accessibility improvements, and reviewed relocation process and accessibility of three CareerCenters. Met with consumer representative of head injury community for guidance on training of staff. Continued planning for Mission Transition event in May. Staff attended "We Want to Work" conference, project management training, and presentation on captioning.

### **Obstacles/Barriers to Grant Implementation, if applicable:**

The State's computer system is being converted to Citrix, which uses "think client" terminals; testing of AT on this system at first seems to show incompatibility of AT with the system. The contractor selected to purchase AT cannot use State procurement system; rather, purchases must be done by staff. Videoconferencing/distance learning technology taxes the State bandwidth; Office of Information Technology does not have a plan for installation of these systems.

### **Other Significant Accomplishments:**

Initiated plan for DOL Training Coordination Group. Held meetings of AbleME Access Advisory Committee, Vocational Rehabilitation counselor supervisors, several CareerCenter groups, and Local Workforce Investment Board directors for updates and direction re AbleME. Through State IT Accessibility Committee and communication directors group, initiated an "Accessible Documents and Effective Communication Policy" applicable to DOL programs; met with State training staff to plan class on accommodations. Trained several new rehabilitation counselors on ADA requirements. Submitted budget modification request to federal contract officer; discussed equipment definitions for budget.

### **Short-term Grant Goals (three - six months):**

Purchase and install distance learning and assistive technology equipment. Enter contract with AT consultant for equipment installation and training. Develop and conduct customer service training programs for all CareerCenter staff. Attend ADA Symposium. Complete and adopt accommodations policies and "How-to Guide." Conduct Mission Transition event. Identify and plan for ongoing maintenance and upgrade needs with equipment and with staff training.

## WORK INCENTIVE GRANTEES FORMAT FOR QUARTERLY NARRATIVE REPORTING

Grantee Name: MAINE DEPARTMENT OF LABOR	Grant Number: WI141900460
Report Period: 09/30/2005	
Contact: Eric Dibner	
Phone: 207-624-5956	E-mail: eric.dibner@maine.gov

<b>Status of Grant Implementation and Progress To-Date</b>
<p>Advertised RFP for assistive technology (AT) consultancy. Assembled review team with CareerCenter partners, scored consultants and selected two, met with each and negotiated scope of work. Reviewed videophone technology with Office of Information Technology (OIT) and acquired equipment to test. Met with OIT to establish work to be done. Met with CareerCenter managers group and discussed issues for rolling out the AT consultancy and training. One Program Navigator participated in continuous improvement training for facilitation of CareerCenter activities. AbleME staff consulted with orientation and mobility instructors for the blind to identify accessibility issues. Finalized NexTalk implementation and prepared directory listing of new TTY numbers. Staff met with State IT Accessibility Committee to coordinate work of AbleME AT consultant with Statewide AT initiatives, to begin improvements to CareerCenter and DOL websites, and to see Apple Tiger demonstration.</p>
<b>Obstacles/Barriers to Grant Implementation, if applicable:</b>
<p>Careful work with OIT is required to ensure preparedness and assistance with implementation of AT evaluation and installation. OIT is going through reorganization and scheduling new projects can be a problem.</p>
<b>Other Significant Accomplishments:</b>
<p>Worked with core team on design of two new CareerCenters, reviewing construction and accessibility punchlist of one and assisting with RFP for another. In third location, where CareerCenter facility is closing, helped arrange continuation of services for the area through itinerant work spaces. Asked Commissioner's staff to address outstanding facility issues identified in audit. Met with federal project officer to review project, identify priorities for remainder of grant. Met with AbleME Leadership Council to review progress and coordination issues.</p>
<b>Short-term Grant Goals (three - six months):</b>
<p>Complete purchase of distance learning equipment, assistive listening devices, videophones, and video remote interpreting equipment and service. Complete AT evaluation with consultants, prepare list of needed AT equipment, install and train on equipment. Develop long-term training design and begin training. Improve CareerCenter websites for accessibility.</p>
<b>Outstanding Questions:</b>

**Note: If you want to print this page press the PRINT button in the browser!**

[Back](#)

## WORK INCENTIVE GRANTEES FORMAT FOR QUARTERLY NARRATIVE REPORTING

Grantee Name: MAINE DEPARTMENT OF LABOR	Grant Number: WI141900460
Report Period: 06/30/2005	
Contact: Eric Dibner	
Phone: 207-624-5956	E-mail: eric.dibner@maine.gov

<b>Status of Grant Implementation and Progress To-Date</b>
<p>Program Navigators coordinated with IT and ADA staff and provided technical assistance and training for CareerCenter roll-out of NexTalk software. Program Navigators worked closely with staff to complete At Your Service training module. Program Navigators worked with other agencies to present Mission Transition day-long program for career readiness for high school students. Program Navigators and Project Manager worked with technical staff to install and trouble shoot videophone hookups for deaf CareerCenter staff, researched resources and costs of remote interpreting, and analyzed computer capability in Information Centers. One Program Navigator attended RSA conference on Guiding Youth with Disabilities to Employment, gathered and distributed materials from the workshops. Program Navigator met with Benefits Specialists and Rehabilitation Services staff to clarify services in CareerCenters. Project Manager worked with core team for new CareerCenter to design a model Information Center.</p>
<b>Obstacles/Barriers to Grant Implementation, if applicable:</b>
<p>Computer system in CareerCenters will require upgrade to be able to run Microsoft Accessibility program. NexTalk system required extensive troubleshooting, and some agencies/localities continue to need assistance. Youth with disabilities who are transitioning to employment age are not receiving introduction to CareerCenter services.</p>
<b>Other Significant Accomplishments:</b>
<p>Identified content for Assistive Technology consultancy and prepared draft RFP. One Program Navigator received training as a Continuous Improvement Practitioner to facilitate systems change activities. Project Manager worked with IT Accessibility Committee to identify CareerCenter website barriers and process for correcting them.</p>
<b>Short-term Grant Goals (three - six months):</b>
<p>Submit a budget modification request to Federal Project Officer to reprogram funds and correct low expenditures. Compare D-link videophone equipment with Polycom systems for providing remote interpreting; initiate VRI service contract. Establish distance learning facilities to present training programs. Issue RFP and hire the services of assistive technology consultant. Design, install, and test the model Information Center technology. Continue correcting website barriers.</p>
<b>Outstanding Questions:</b>

**Note: If you want to print this page press the PRINT button in the browser!**

**[Back](#)**



## WORK INCENTIVE GRANTEES FORMAT FOR QUARTERLY NARRATIVE REPORTING

Grantee Name: MAINE DEPARTMENT OF LABOR	Grant Number: WI141900460
Report Period: 03/31/2005	
Contact: Eric Dibner	
Phone: 207-624-5956	E-mail: eric.dibner@maine.gov

<b>Status of Grant Implementation and Progress To-Date</b>
<p>Program Navigators met with CareerCenter Managers to introduce PN program and conducted diversity training. PN's worked with the 23 CareerCenters to orient staff to AbleME objectives, discuss implementation issues, collect assistive technology survey data, encourage use of At Your Service, identify captioned videos in Information Centers, and continue to identify community and State resources. Staff met with Deaf Rights Group and with Rehabilitation Counselors for the Deaf group to identify communication access needs. PN's researched accessible distance learning capabilities and tested Polycom system. Access Committee met and fine-tuned a multi-tiered training plan. PN's coordinated with community agencies providing services for at-risk youth and developmentally disabled populations, with potential community trainers, and with Medicaid Infrastructure Grant recipient project. In weekly Maine DOL newsletter, PN's continued publishing web-links to resources.</p>
<b>Obstacles/Barriers to Grant Implementation, if applicable:</b>
<p>Staff participation in AbleME activities would improve with increased management buy-in and emphasis. Data for measuring outcomes is not easily available and only captures a portion of the population with disabilities served by CareerCenters. Benefits Specialists contracts are inconsistent with grant.</p>
<b>Other Significant Accomplishments:</b>
<p>PN's joined NexTalk implementation team and helped prepare CareerCenters for May roll-out of DOL-wide TTY call response system. Staff worked with deaf CareerCenter staff and installed two videophone hookups to test applicability for public access to video relay interpreting. PN's joined Mission Transition planning team for career readiness program for high school students. Applied for and received pilot program for Microsoft Accessibility Resource Center at Portland CareerCenter.</p>
<b>Short-term Grant Goals (three - six months):</b>
<p>Implement NexTalk throughout CareerCenter system. Meet with Leadership Council to reassert implementation priorities for staff. Meet with Labor Management Information Systems to identify meaningful data collection possibilities. DOL staff participate in training programs regarding transition of youth to employment. Complete Mission Transition program. Work with Benefits Specialists providers to build presence in CareerCenters. Complete Accommodation Policy and begin trainings. Hire consultants for AT review.</p>
<b>Outstanding Questions:</b>

**Note: If you want to print this page press the PRINT button in the browser!**

## WORK INCENTIVE GRANTEES FORMAT FOR QUARTERLY NARRATIVE REPORTING

Grantee Name: MAINE DEPARTMENT OF LABOR	Grant Number: WI141900460
Report Period: 12/31/2004	
Contact: Eric Dibner	
Phone: 207-624-5956	E-mail: eric.dibner@maine.gov

<b>Status of Grant Implementation and Progress To-Date</b>
Two Program Navigators were oriented, researched materials and resources at CareerCenters and in DOL, outlined implementation steps, contacted key players, met with AT Consortia, developed training curriculum for CareerCenters, began identifying training methods/modalities. Access Committee held first full meeting; membership expansion was planned. Leadership Council met with PN's. PN's began articles and web-links in DOL weekly newsletter.
<b>Obstacles/Barriers to Grant Implementation, if applicable:</b>
Benefits Specialists component of project requires clarification of roles and responsibilities for coordination of several agencies and contracts. Access to AbleME grant funds from USDOL has not been finalized.
<b>Other Significant Accomplishments:</b>
NexTalk installation to provide communication for TTY callers went ahead with IT staff and all Departments, presentation to the Commissioner's staff, and initiation of training plan.
<b>Short-term Grant Goals (three - six months):</b>
Expand contacts with all CareerCenter staff. Clarify Benefit Specialists roles and responsibilities. Complete design of CareerCenter training program and begin trainings. Establish Accommodation Policy, publish on web site with online resources and "how-to" library. Identify consultant(s) for AT review and training. Complete NexTalk and Video Relay Interpreting installations. Continue facility audits.
<b>Outstanding Questions:</b>
As reported to Rochelle Hagler, AbleMe budget needs detail modification to account for staffing and other changes.

**Note: If you want to print this page press the PRINT button in the browser!**

**[Back](#)**

**WORK INCENTIVE GRANTEES  
FORMAT FOR QUARTERLY NARRATIVE REPORTING**

Grantee Name: MAINE DEPARTMENT OF LABOR	Grant Number: WI141900460
Report Period: 09/30/2004	
Contact: Eric Dibner	
Phone: 207-624-5956	E-mail: eric.dibner@maine.gov

<b>Status of Grant Implementation and Progress To-Date</b>
The Leadership Council held its first meeting with the Project Lead. Fiscal accounts for managing the AbleME grant have been activated. Project Lead is completing the hiring of two Program Navigators who are beginning work 10/25 and 11/15/04, establishing their work space and ordering equipment. The Access Committee was formed and held an initial planning meeting. Surveys of CareerCenters for physical accessibility continue to be conducted.
<b>Obstacles/Barriers to Grant Implementation, if applicable:</b>
None.
<b>Other Significant Accomplishments:</b>
Staff is working on improvements to the TTY answering at CareerCenters and throughout Department of Labor, which will be the NexTalk system, and is establishing a pilot installation of the Video Relay Interpreting.
<b>Short-term Grant Goals (three - six months):</b>
Complete orientation for Program Navigators. Identify plan for deploying Benefits Specialists in CareerCenters. Map detailed strategy for implementing AbleME goals. Acquire and install necessary equipment for NexTalk and VRI; conduct training and debugging.
<b>Outstanding Questions:</b>
None.

**Note: If you want to print this page press the PRINT button in the browser!**

**[Back](#)**



## V Project Budget







JOHN ELIAS BALDACCI  
GOVERNOR

STATE OF MAINE  
DEPARTMENT OF LABOR  
19 UNION STREET, P.O. BOX 259  
AUGUSTA, MAINE  
04332-0259

LAURA A. FORTMAN  
COMMISSIONER

August 3, 2006

Ms. Eileen E. Banks  
Grants Management Specialist  
U.S. Department of Labor ETA/OGCM  
Division of Federal Assistance  
200 Constitution Avenue, N.W. Room N-4716  
Washington, D.C. 20210

Subject: **WI 14190-04-60** Modification No. **02**

Dear Ms. Banks:

Enclosed are five (5) signed copies of the budget modification to our grant WI 14190-04-60. Included are the Part II – Budget Information form (which has been filled out to show the changes to the grant budget) and the four-page Modification Notification.

If you have questions, please contact Eric Dibner, Project Manager, at (207) 624-5956.

Sincerely,

Laura A. Fortman  
Commissioner

LAF:nll

## PART II - BUDGET INFORMATION

### SECTION A - Budget Summary by Categories

	(A)	(B)	(C)
	\$	\$	\$
1. Personnel	235,555	( 76,555)	159,000
2. Fringe Benefits (Rate %)	112,635	( 34,635)	78,000
3. Travel	29,300	( 9,300)	20,000
4. Equipment	--	--	--
5. Supplies	9,400	179,600	189,000
6. Contractual	26,800	63,200	90,000
7. Other	155,000	144,948	10,052
8. Total, Direct Cost (Lines 1 through 7)	568,690	( 22,638)	546,052
9. Indirect Cost (Rate %)	31,302	22,638	53,940
10. Training Cost/Stipends	--	--	--
11. TOTAL Funds Requested (Lines 8 through 10)	\$ 599,992	\$ 0	\$ 599,992

### SECTION B - Cost Sharing/ Match Summary (if appropriate)

	(A)	(B)	(C)
1. Cash Contribution	\$		
2. In-Kind Contribution	\$		
3. TOTAL Cost Sharing / Match (Rate 100%)	\$		

**NOTE:** Use Column A to record funds requested for the initial period of performance (i.e. 12 months, 18 months, etc.); Column B to record changes to Column A (i.e. requests for additional funds or line item changes; and Column C to record the totals (A plus B).

# BUDGET INFORMATION - Non-Construction Programs

OMB Approval No. 0348-0044

SECTION A - BUDGET SUMMARY						
Grant Program Function or Activity (a)	Catalog of Federal Domestic Assistance Number (b)	Estimated Unobligated Funds		New or Revised Budget		
		Federal (c)	Non-Federal (d)	Federal (e)	Non-Federal (f)	Total (g)
1. WI-14190-04-60	17.266	\$	\$	\$	\$	\$ 0.00
2.						0.00
3.						0.00
4.						0.00
5. Totals		\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00

SECTION B - BUDGET CATEGORIES					
6. Object Class Categories	GRANT PROGRAM, FUNCTION OR ACTIVITY				Total (5)
	(1)	(2)	(3)	(4)	
a. Personnel	\$ 159,000.00	\$	\$	\$	\$ 159,000.00
b. Fringe Benefits	78,000.00				78,000.00
c. Travel	20,000.00				20,000.00
d. Equipment	0.00				0.00
e. Supplies	189,000.00				189,000.00
f. Contractual	90,000.00				90,000.00
g. Construction	0.00				0.00
h. Other	10,052.00				10,052.00
i. Total Direct Charges (sum of 6a-6h)	546,052.00	0.00	0.00	0.00	546,052.00
j. Indirect Charges	53,940.00				53,940.00
k. TOTALS (sum of 6i and 6j)	\$ 599,992.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 599,992.00

7. Program Income	\$	\$	\$	\$	\$ 0.00
-------------------	----	----	----	----	---------

Authorized for Local Reproduction

ABLE ME GRANT WI-14190-04-60  
BUDGET REVISION PROPOSAL FOR BUDGET PERIOD 2005 AND 2006

	Original Budget & Grant Award	Variance	Proposed Revised Budget	Comments
Personnel	235,555.00	-76,555.00	159,000.00	Due to State Policies: 1) personnel were hired at salary lower than in original budget and 2) hire did not occur until October 2004. Also: 3) personnel did not require accommodations, so the support position was not filled.
Fringe Benefits	112,635.00	-34,635.00	78,000.00	
Travel	29,300.00	-9,300.00	20,000.00	
Equipment	0.00	0.00	0.00	Supplies were incorrectly listed as equipment in previous budget modification request.
Supplies	9,400.00	179,600.00	189,000.00	Assistive technology and distance learning supplies were incorrectly listed under "Other" in original budget. List of supplies to be purchased is attached, "Assistive Technology Specification."
Contractual	26,800.00	63,200.00	90,000.00	Consultants will augment technology assessment by Program Navigators, install assistive technology equipment, provide staff training, and develop ongoing CareerCenter training capability.
Other	155,000.00	-144,948.00	10,052.00	Supplies were incorrectly listed under "Other" in original budget.
Total Direct Cost	568,690.00	-22,638.00	546,052.00	
Indirect Cost 8.99%	31,302.00	22,638.00	53,940.00	Original budget calculation was incorrect. Indirect should equal 8.99%.
TOTALS	599,992.00	0.00	599,992.00	

**Maine Department of Labor  
AbleME Project  
ASISTIVE TECHNOLOGY SPECIFICATION**

	<u><b>Item Cost</b></u>	<u><b>Total</b></u>
22 - GoldTouch ergonomic keyboard and 10-key keypad	118	2596
22 - Kensington Turboball trackball	25	550
22 - Pocketalker Pro assistive listening devices	100	2200
36 - HED021 Folding headphones	13	468
36 - NKL01 neckloops	39	1404
7 - PPA 275 Williams Sound FM System	625	4375
7 - ITY Interpretype Single Unit Package	820	5740
11 - DVC 1000 i2eye Express broadband videophone	200	2200
9 - Toshiba 19A24 19" TV monitor	349	3141
11 - Merlin 19" LCD videomagnifiers	2627	28897
Jaws ver. 7.0 Screen Reader with remote desktop support 25 - User District License	1025	25625
ZoomText Screen Magnifier w/Screen Reader ver. 9.0 5 - User Network License	445	2225
TextHELP! Read and Write ver. 7.1E Gold 10 - User Higher Ed Site License	429	4290
22 - SmartNav 3 AT Package mouse alternative	206	4532
22 - Premier Programming-Complete Reading System with OCR	124	2728
22 - Dell 924 All-In-One printer/scanner/fax	135	2970
22 - Dell 19" LCD Monitor #E196FP	299	6578

135 - Creative Labs HN-505 noise canceling headsets	36	4860
200 - 2Gb flash memory and hub for WYSE terminals	100	20000
7 - Infinity #4830 electric powered, adjustable height workstation	1335	9345
2 - Stryker Models 6253 and 6250 evacuation chair	1992 + 827	2820
4 - Polycom VSX 7000 videoconference system	4950	19800
2 - Polycom multipoint connector and RS-232 control	2162	4324
1 - People+Content IP data presenter	1511	1511
12 - Totalcom Solutions installation	1084	13008
12 - LCD or CRT monitors with cart/cabinet	868	10412
2 - Elmo HV-100XG document camera	898	1796
2 - Smart Tool 24" digital level	145	290
1 - Sylvania 19" Model SRC 2419 monitor	150	150
1- Memorex 19" Model MT1194 monitor	105	105
2 - Netgear 5-port fast Ethernet switch	30	60

**ASSISTIVE TECHNOLOGY TOTAL COST**

**\$ 189,000**



## VI Award



**U.S. Department of Labor**

Employment and Training Administration  
200 Constitution Avenue, N.W.  
Washington, D.C. 20210

*Copies: 4 - Bill Whitty  
3 - Eric D. Brer  
Setup a file*

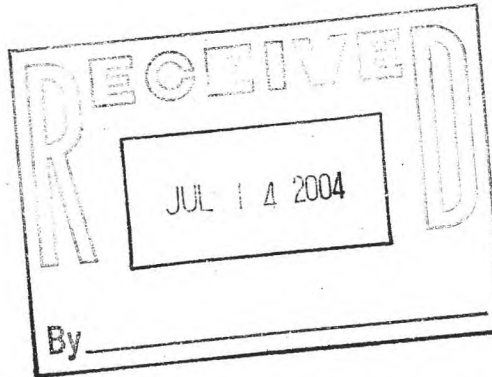


JUN 29 2004

In Reply Refer To:  
Grant No. WI-14190-04-60

Ms. Laura Fortman  
Maine Department of Labor  
54 State House Station  
Augusta, ME 04333

Dear Ms. Fortman:



*"Able Ma"*  
REC'D EXEC. DIRECTOR  
JUL 12 2004  
BUREAU OF  
EMPLOYMENT SERVICES

Enclosed is an executed copy of your recently awarded grant or agreement with the U. S. Department of Labor (DOL), Employment and Training Administration (ETA). This copy is being forwarded for your files. Please be advised that this grant award provides approval for the purchase of equipment solely on the amount identified in the grant award document.

This letter is to provide information on accessing funds via the Payment Management System (PMS) and accessing ETA's On-line Electronic Reporting System to file a SF-269, Financial Status Report.

**Payment Management System**

If you now use PMS (**Smart-Link**), and your five digit Account Number (PIN) ends with **B or B1** (e.g. 6H10**B** or A1070**B1**), your new grant funds will be in a sub-account under your current Account Number (PIN). If you need to establish a PMS account, please submit a Direct Deposit Sign-up Form (**SF-1199A**) to:

Ms. Delma James  
US Department of Labor/ETA  
OFAM/Office of Comptroller  
200 Constitution Avenue NW Rm. N4702  
Washington, DC 20210

Your bank will provide you with the SF-1199A. (A sample of a completed form is enclosed.) Upon receipt of your SF-1199A, our PMS Associate will provide you with an Account Number and Password to access the PMS.

**Electronic Reporting**

If you currently have a grant for this program and have a Password and PIN for On-line Electronic Reporting they can be used to access the system for the new grant. (This Password and PIN are different from the Password and PIN associated with the PMS disbursement of funds.)

For grantees without a current Password and PIN, you will need to select two individuals for financial reporting. The primary contact is responsible for certifying data accuracy. The secondary contact is responsible for data entry. Please provide names and phone numbers for both individuals, the grant number, and an e-mail address for the primary contact **only** to: Elizabeth Norris at [norris.elizabeth@dol.gov](mailto:norris.elizabeth@dol.gov) or Shantay Logan at [logan.shantay@dol.gov](mailto:logan.shantay@dol.gov). Please e-mail Ms. Norris or Ms. Logan if either individual needs to be changed.

You will then be provided with a Password for data entry and a PIN for data certification. Upon accessing the electronic reporting system, the menu selection will include the grant or agreement for which you are reporting and others if you have more than one ETA grant/agreement. Reporting Instructions are embedded in the electronic reporting format to facilitate data entry.

If you have any problems regarding the SF-1199A or Sub-Account information, please call Delma James (202) 693-2828 or Julia Murray (202) 693-2821. For On-line Electronic Reporting questions, contact Thomas C. Martin on (202) 693-2989. For grant/agreement questions, contact the Federal Project Officer (FPO) in the grant/agreement. For all inquiries, please use your grant/agreement number.

Sincerely,

*Eric D. Luetkenhaus*

Eric D. Luetkenhaus  
Grant/Contracting Officer

Enclosures

**U.S. DEPARTMENT OF LABOR  
EMPLOYMENT AND TRAINING  
ADMINISTRATION**

**GRANT / AGREEMENT  
NOTIFICATION OF  
AWARD/OBLIGATION**

Under the authority of the *Workforce Investment Act, the Wagner-Peyser Act and the Department of Labor Appropriations Act, 2003*, this grant or agreement is entered into between the above named **Grantor Agency** and the following named **Awardee**, for a project entitled – **Work Incentive Grant**

Name & Address of Awardee:

**Maine Department of Labor  
54 State House Station  
Augusta, Maine 04333**

Agreement #: **WI-14190-04-60**

CFDA #: 17.266

Accounting Code: 03-A182-V9CA-4123-5WI00-000

EIN: **01-6001805**

DUNS #: 16-020-8815

- < The Period of Performance shall be from **July 1, 2004 thru June 30, 2006**.
- < Total Government's Financial Obligation is **\$599,992** (unless other wise amended).
- < Payments will be made under the *Payments Management System*, and can be automatically drawn down by the awardee on an as needed basis covering a **forty-eight (48) hour** period.

In performing its responsibilities under this grant agreement, the awardee hereby certifies and assures that it will fully comply with the following regulations and cost principles, including any subsequent amendments:

**Uniform Administrative Requirements:**

- < 29 CFR Part 97, for State/Local Governments and Indian Tribes; OR
- < 29 CFR Part 95, for Institutions of Higher Education, Hospitals and other Non-Profit Organizations and Commercial Organizations.

**Cost Principles:**

- OMB Circular A-87, for State/Local Governments and Indian Tribes;
- OMB Circular A-21, for Institutions of Higher Education; OR
- < OMB Circular A-122, for Non-Profit Organizations.
- < 48 CFR Part 31.

**Other Requirements:**

- < 29 CFR Part 96 and 99, Single Audit Act
- < 29 CFR Part 93, Lobbying Certification
- < 29 CFR Part 37, Nondiscrimination and Equal Opportunity Requirements
- < 29 CFR Part 98, Debarment and Suspension; Drug Free Workplace
- < 20 CFR Part 652 et al., Workforce Investment Act
- < Wagner-Peyser Act
- < Grant Award Document, Parts I through IV, and attachments.

The awardee's signature below certifies full compliance with all terms and conditions as well as the above stated grant regulations and certifications, and that this document has not been altered.

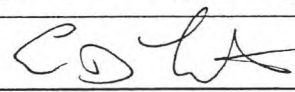
Signature of Approving Official – **AWARDEE**

Signature of Approving Official - **DOL / ETA**

SEE PAGE 2 (SF424) FOR GRANTEE'S SIGNATURE

\_\_\_\_\_  
(Signature / Date)

\_\_\_\_\_  
(Type Name and Title)

 6/29/04  
(Signature / Date)

Eric D. Luetkenhaus Grant/Contracting Officer  
(Type Name and Title)

APPLICATION FOR  
FEDERAL ASSISTANCE

1. TYPE OF SUBMISSION: Application <input type="checkbox"/> Construction <input checked="" type="checkbox"/> Non-Construction		2. DATE SUBMITTED <b>MAY 7, 2004</b>		Applicant Identifier	
Pre-application <input type="checkbox"/> Construction <input type="checkbox"/> Non-Construction		3. DATE RECEIVED BY STATE		State Application Identifier	
		4. DATE RECEIVED BY FEDERAL AGENCY		Federal Identifier	
5. APPLICANT INFORMATION					
Legal Name: <b>Maine Department of Labor</b>			Organizational Unit: Department:		
Organizational DUNS: <b>16-020-8815</b>			Division:		
Address: Street: <b>54 State House Station</b>			Name and telephone number of person to be contacted on matters involving this application (give area code) Prefix: <b>Ms</b> First Name: <b>Larinda</b>		
City: <b>Augusta</b>			Middle Name		
County: <b>Kennebec</b>			Last Name <b>Meade</b>		
State: <b>ME</b>		Zip Code <b>04333</b>		Suffix:	
Country: <b>USA</b>			Email: <b>larinda.meade@maine.gov</b>		
6. EMPLOYER IDENTIFICATION NUMBER (EIN): <b>01-6001805</b>			Phone Number (give area code) <b>207-624-6390</b>		Fax Number (give area code) <b>207-624-6499</b>
8. TYPE OF APPLICATION: <input checked="" type="checkbox"/> New <input type="checkbox"/> Continuation <input type="checkbox"/> Revision If Revision, enter appropriate letter(s) in box(es) (See back of form for description of letters.) Other (specify) <input type="checkbox"/> <input type="checkbox"/>			7. TYPE OF APPLICANT: (See back of form for Application Types) <b>A - state</b> Other (specify)		
10. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER: <b>17-266</b>			9. NAME OF FEDERAL AGENCY: <b>US Department of Labor</b>		
TITLE (Name of Program): <b>Work Incentive Grant</b>			11. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: <b>Able ME</b>		
12. AREAS AFFECTED BY PROJECT (Cities, Counties, States, etc.): <b>State</b>					
13. PROPOSED PROJECT Start Date: <b>7/1/04</b> Ending Date: <b>6/30/06</b>			14. CONGRESSIONAL DISTRICTS OF: a. Applicant <b>ME01, ME02</b> b. Project <b>ME01 ME02</b>		
15. ESTIMATED FUNDING:			16. IS APPLICATION SUBJECT TO REVIEW BY STATE EXECUTIVE ORDER 12372 PROCESS?		
a. Federal	\$	<b>599,992</b>	a. Yes. <input type="checkbox"/> THIS PREAPPLICATION/APPLICATION WAS MADE AVAILABLE TO THE STATE EXECUTIVE ORDER 12372 PROCESS FOR REVIEW ON		
b. Applicant	\$	.00	DATE:		
c. State	\$	.00	b. No. <input checked="" type="checkbox"/> PROGRAM IS NOT COVERED BY E. O. 12372		
d. Local	\$	.00	<input type="checkbox"/> OR PROGRAM HAS NOT BEEN SELECTED BY STATE FOR REVIEW		
e. Other	\$	.00	17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT?		
f. Program Income	\$	.00	<input type="checkbox"/> Yes If "Yes" attach an explanation. <input checked="" type="checkbox"/> No		
g. TOTAL	\$	<b>599,992</b>			
18. TO THE BEST OF MY KNOWLEDGE AND BELIEF, ALL DATA IN THIS APPLICATION/PREAPPLICATION ARE TRUE AND CORRECT. THE DOCUMENT HAS BEEN DULY AUTHORIZED BY THE GOVERNING BODY OF THE APPLICANT AND THE APPLICANT WILL COMPLY WITH THE ATTACHED ASSURANCES IF THE ASSISTANCE IS AWARDED.					
a. Authorized Representative					
Prefix <b>Ms.</b>		First Name <b>Laura</b>		Middle Name	
Last Name <b>Fortman</b>				Suffix	
b. Title				c. Telephone Number (give area code) <b>207-287-3787</b>	
Signature of Authorized Representative <i>Laura Fortman</i>				e. Date Signed <b>5/7/04</b>	

# ***PART I***

## ***STATEMENT OF WORK***

(The awardee's proposal is incorporated  
as the Statement of Work)



## STATEMENT OF WORK

### A. Statement of Need

**Level of Expertise:** In 1997, to more effectively meet the employment needs of people with disabilities, the state of Maine relocated the Bureau of Employment Services (**BRS**) to the Maine Department of Labor (**MeDOL**). **BRS** administers the Federal VR program and is fully integrated in the One-Stop system through co-location in eleven of the 23 **CareerCenters** and by maintaining itinerant offices in the remaining twelve Centers. Within the system, the **BRS** works with **CareerCenter** partners and the local and state WIBs to ensure that all partners are aware of the specific barriers to employment faced by most people with disabilities, and to ensure workforce development policies are inclusive. **BRS** partners with over fifty, CARF accredited, community and faith-based organizations to provide job readiness training, job coaching, job development and other employment supports for people with disabilities. **BRS** currently provides services to a caseload of over 6,500 clients and **an additional 1,400 consumers are waiting for services.**

The Maine Jobs Council's (SWIB) committee on Disability and Employment examines the employment issues facing people with disabilities statewide and recommends strategies to address the barriers impacting individuals with disabilities in getting and keeping employment. Maine's four LWIBs use these recommendations to develop unique programs which increase employment and training opportunities for people with disabilities. All WIA partners, LWIBs and the Maine Jobs Council are committed to increasing access to workforce programs with people with disabilities.

Although Maine is recognized as a leader in WIA implementation and integrated service delivery, this proposal identifies several areas where systemic improvements will enhance **CareerCenter** services and encourage more people with disabilities to seek out the **CareerCenter** as a provider of choice. Systemic deficiencies include: assumption regarding the skills and abilities of customers with disabilities; wait list for **BRS** programs; outdated assistive technology; and physical, programmatic and communication barriers.

**Overall status:** When the **CareerCenters** were first designed, significant efforts were made to ensure accessibility in all aspects of the facilities, and in 2001, the Maine **CareerCenter** system was recognized by



the Institute for Community Inclusion (ICI) as model of accessibility and profiled in ICI's *Case Studies on the Implementation of the Workforce Investment Act* in Fall 2002.

In general **CareerCenters** support the employment of people with disabilities by: conducting integrated orientations for clients; sharing common information at intake; developing staff skills that support customer use of adaptive equipment; establishing linkages with employers; conducting customized job development; advocating to employers to take advantage of services that support people with disabilities; and conducting cross information and training sessions for **CareerCenter** staff. However, these activities are inconsistent and not available at all one-stops. **AbleME** will give Maine the opportunity to integrate ALL of these activities consistently across all 23 **CareerCenters** statewide.

In June of 2003, **BRS** hired a Ticket to Work (TTW) Program Coordinator to prepare for the national mailing of an estimated 52,872 tickets by September 2004, and to provide outreach and capacity building statewide. During the first six months of TTW roll out, the Coordinator has established of a toll-free number for ticket holders, developed informational materials, trained BRS staff, developed partnership agreements with participating Employment Networks, and provided presentations to a wide range of stakeholders.

**Participation in Core, Intensive and Training Services:** In PY '01, 529 people with disabilities received Core Services (17% of total); 395 participants with disabilities received Intensive Services (16% of total); and 355 people with disabilities received Training Services (20% of total). In PY '02, 531 people with disabilities received Core Services (18% of total); 416 customers with disabilities received Intensive Services (15% of total); and 384 people with disabilities received Training Services (20% of total).

**Statewide Participation Rates in WIA Title I and Wagner-Peyser Programs:** For PY 2001 and 2002, Maine exceeded the GPRA goals for **percentage of customers served** in WIA Title I programs who are people with disabilities. In PY 01, 19.5% (1,172) of total participants (5,982) served in WIA Title I Programs were people with disabilities; in PY 02, 18% (1,194) of total WIA Title I participants (6,649) were people with disabilities. In PY 01, 4% (3,604) of total participants (98,189) in Wagner-Peyser programs were people

with disabilities; in PY 02, 6% (2,234) of total participants (36,235) in Wagner-Peyser programs were people with disabilities. Maine had mixed success in **employment outcomes** for people with disabilities. In PY 01, 73% (864) of participants with disabilities (1,172) entered employment upon exiting WIA Title I programs – exceeding GPRA goals. In PY 02, 58% (697) of participants (1,194) entered employment. Entered employment rates were only slightly higher – 76% and 60% in PY 01 and 02 for all participants.

**Previous WIG Award:** In October 2000, Alpha One, in partnership with the Coastal Counties WIB was awarded a Round I WIG. This project exceeded expectations in building capacity, expanding relationships, and providing creative resources that increased access in the seven Southern Maine **CareerCenters**.

**AbleME** will provide an opportunity to expand services at **CareerCenters Statewide**.

**Program Navigator Implementation:** Disability Program Navigators have not been implemented in Maine.

**Previous ODEP Awards:** MeDOL received an ODEP Workforce Coordinating Grant in October 2002 to establish the Maine Ability Partnership (**MAP**). The **MAP** identified specific barriers people with disabilities face when attempting to access services at the **CareerCenters**. The **MAP** made recommendations to improve services to people with disabilities in the **CareerCenters**. **AbleME** addresses many of the findings of the **MAP** and will implement several of the **MAPs** recommendations to ensure that Maine's **CareerCenters** are the employment resource of choice for ALL consumers – regardless of ability.

The Central/Western WIB was the recipient of an ODEP Mentoring grant in October 2003. The LWIB, in partnership with the Maine Mentoring Partnership and **BRS**, provides mentoring opportunities to youth with disabilities age 16-24 through local community and faith-based organizations.

**Physical Accessibility:** Overall, Maine's **CareerCenters** provide architectural accessibility in compliance with the ADA. Some of the **CareerCenters** are located in older buildings in rural areas and have some physical barriers including: incomplete snow and ice removal, inadequate lighting for people with low vision and visual impairments, cramped space limiting wheelchair mobility, and poor sight lines for signage. Maine's ADA Accessibility Coordinator in coordination with the **MeDOL** Accessibility Coordinator will

complete a survey of the **CareerCenter's** architectural access by Summer 2004. **CareerCenters** where barriers are not corrected by the landlord will be relocated.

**Programmatic Accessibility:** Maine's **CareerCenter** system has accommodations to increase programmatic access to people with disabilities including the installation of assistive technologies such as mouse alternatives, voice output and input screen reading programs, and text magnification programs in computer labs and information centers. Unfortunately assistive technology is not consistent throughout the system. Staff knowledge and understanding of how to access the technology, as well as show customers how to use it, varies widely from Center to Center and person to person.

The programmatic assistive technology currently available in most of **CareerCenter** Information Centers was installed when the system was initially designed and is out of date, broken, or under utilized. Some people who have disabilities and would benefit from assistive technologies report that they were unaware of the services available in **CareerCenters**. Examples of issues related to programmatic access include: technology is available but staff do not know how to use it; touch screen system is challenging for people with sensory or cognitive disabilities, and completely inaccessible to people who are blind; not all Information Centers have mouse alternatives; and many **CareerCenter** materials are not available in alternate formats. Through **AbleME**, the **CareerCenter's** assistive technology needs will be assessed and new or upgraded technology will be purchased and installed and staff will be trained on utilization.

**Communication Accessibility:** **CareerCenter** partners recognize that customers should have a choice regarding the communication access that is best for them. Unfortunately services such as ASL interpreters, CART, C-print, oral interpreters, and assistive listening devices are not available in all **CareerCenters**. Interpreters for people who are deaf or hard of hearing are available but must be scheduled days, if not weeks, in advance and cannot be accessed "on demand." Currently assistive listening devices are not available at any of the **CareerCenters**. A survey conducted by the Division of Deafness found that calls made to the **CareerCenter** TTY machines often go unanswered, due to a lack of training.

Through **MeDOL**'s Division of Deafness and Maine's Accessible IT Committee, all TTY lines in Maine are being evaluated, problems are being tagged, staff will be trained on TTY and relay use, and follow-up monitoring is ongoing. Assistive listening devices will also be purchased for all **CareerCenters**.

**Significant Deficiencies:** Within the system, there is a lack of understanding of how WIA services can support the needs of people with disabilities. **CareerCenter** staff often assume that people with disabilities should be referred to **VR** as the best and only resource. While the **BRS** is one provider of employment services, not all customers who have disabilities need, require or want VR services.

A **MAP** survey of **CareerCenter** staff revealed that only 38% of staff feel comfortable serving someone who might have a disability. Staff who reported feeling uncomfortable identified their most significant areas of discomfort in working with people who have sensory, intellectual, memory related, and psychiatric disabilities. There is also a misperception within the **CareerCenters** that ALL people with disabilities are poor, have substantial support needs and will require significant resources to gain or return to employment.

The strategies of **AbleME** will address the programmatic, communication and physical barriers identified above. These strategies include hiring Program Navigators, assessing technology, linking Benefits Specialists to the system, and improving access in all areas of service.

**Other State Funds and Resources:** Over \$200,000 in state and local resources will be leveraged to support the objectives of **AbleME**. **BRS** will fund two statewide Benefits Specialists to better link community-based Employment Networks and the **CareerCenters** as well as provide benefits counseling to people with disabilities who are considering returning to or entering the workforce. **MeDOL** is supporting a survey of architectural access for all **CareerCenters**. The Ticket to Work coordinator is supported by **BRS** and provides information and training, capacity building and systems development to meet the employment needs of people with disabilities who access the **CareerCenters**. Under TWWIA, Maine received a Medicaid Infrastructure Grant (MIG). **MeDOL** actively participates in the MIG Advisory Group to ensure that optimal use is made of this resource to improve opportunities for people with disabilities to go to work.



## **B. Workplan to Increase Comprehensive Services and Enhance CareerCenter Services**

**MeDOL**, in partnership with Maine's SWIB and four LWIBs, will implement a combination of Workplans I and II. **MeDOL** will implement Program Navigator Strategies statewide and will implement activities such as staff training, benefits counseling, improving access, and outreach to consumers and employers, to enhance **CareerCenter** services to better meet the employment needs of all people – regardless of ability.

### **WORKPLAN ONE.**

**AbleME** will implement activities to improve integration of **CareerCenter** programs to provide seamless service delivery to customers with disabilities who are accessing the workforce investment system. These activities include:

**Staff Training and Development.** **CareerCenter** staff will participate in monthly professional development activities to increase their knowledge and understanding of various types of disabilities and how to meet the employment needs of people with these and other disabilities. Staff will learn alternative ways to serve people with disabilities – not simply refer them to **BRS**. Information Center and Reception staff will complete the online course, *At Your Service: Welcoming Customers with Disabilities*, available through **USDOL's One Stop Toolkit**. While ALL **CareerCenter** staff will not be expected to become experts in the range of disabilities and disability services, all staff will be cross-trained and show competence in the following areas: interacting with people with disabilities in a way sensitive to individual needs; basic rights of people with disabilities; information on where to find resources for assistance when an individual's needs go beyond the knowledge base of the **CareerCenter** staff; skills to recognize "hidden" disabilities, and how to find creative solutions within the existing workforce development system.

**Integrate existing Benefits Specialists into the CareerCenter system.** **BRS** supports two statewide Benefits Specialists at two community-based Employment Networks. As part of **AbleME**, Benefits Specialists will schedule regular office hours at **CareerCenters** around the state. Customers with

disabilities can make appointments to meet with the Benefits Specialists to discuss the affect on their benefits should they return to work.

**Assessment, upgrade and implementation of assistive technology.** MeDOL will subcontract with a provider to assess the status of assistive technology in the **CareerCenters**. Through **AbleME** a fund will be set up for the purchase of new technology or to upgrade existing technology as identified by the sub contractor. The subcontractor will also develop an in-service training program, including a "How to Guide" for **CareerCenter** staff and customers on the use of the technology. This guide will be made available in alternate formats and will be kept up to date by the Program Navigators. At least one representative from each **CareerCenter** will receive an extensive training on the application of assistive technology. This staff person will be the point person within each Center responsible for trouble shooting technology issues and for training other staff members.

**Assessment and improvement of physical accommodation.** Maine's ADA and MeDOL Accessibility Coordinators will complete a survey of the **CareerCenter's** physical access by summer 2004 and make recommendations for improvements. This effort will be completely support by MeDOL. No WIG funds will be allocated to this effort.

**Linking transportation initiatives to the CareerCenters.** Transportation is a key issue that impacts access to the **CareerCenters**, as well as to employment, for people with disabilities. The **AbleME** Access Committee will examine the feasibility of linking **CareerCenter** computers with a public transportation program called *GoMaine*. The Committee will also create partnerships with organizations such as the Department of Transportation, Maine Turnpike Authority and local school systems to leverage existing transportation services during off-peak times.

**Targeted Outreach to People with Disabilities and Business Organizations.** Education and outreach will be targeted at community organizations in a coordinated and effective manner following the implementation of enhanced **CareerCenter** services to encourage more people with disabilities to access

the system. Outreach will also be conducted to employer groups to provide education on employment of people with disabilities. **CareerCenter** Employer Service staff will provide employers with information and resources to hire people with disabilities including recruitment sources, reasonable accommodations, tax incentives, and links to employment support providers.

**Plans to address accessibility needs:** The **MeDOL**, the LWIBs and **CareerCenter** partners recognize that changes that provide more physical, communication and programmatic access, as well as an attitude that is genuinely welcoming of consumers with differing abilities, is essential to the successful employment of people with disabilities. **AbleME** will support Maine's efforts in developing an *exemplary* workforce system; not just a *compliant* system.

**Programmatic Access.** Through **AbleME**, Maine will create a standard for all **CareerCenters** with regard to accessibility. Staff will participate in training and awareness building activities which will challenge them to ask: *How does what I am doing affect access?* For example, every **CareerCenter** hosts job fairs. Clients have reported that job fairs are often inaccessible to people with various disabilities. Through training, staff will recognize the need to ask such questions as: Is there adequate space and sight lines? How can communication access be provided? Can alternate formats be made readily available? Is the site physically accessible?

**Physical Access.** As already mentioned, **MeDOL** is currently conducting a physical access audit of Maine's **CareerCenters**. Maine's ADA Accessibility Coordinator and **MeDOL**'s Accessibility Coordinator have worked closely on the development of this project and will continue to work with the **AbleME** Leadership Council, Access Committee, Project Lead and Program Navigators to insure that the physical barriers identified are addressed and that access is continuously maintained and upgraded as needed.

**Communication Access.** Training regarding the variety of effective communication strategies will be conducted for all **CareerCenter** staff during this two-year project. Awareness of a variety of communication



issues and strategies are vital for staff members who deal directly with the general public. Communication supports that will be implemented during year one include:

*Alternative Format.* Alternate formats of Information Center materials will be made available in ALL

**CareerCenters** where they are currently lacking. A minimum of one newly updated Braille copy, one voice copy, and one diskette copy of **CareerCenter** brochures will be available at each site; staff will be trained in procedures for assisting customers to access alternative format materials as needed.

*TTY Training.* Reception and Information Center staff will receive refresher training from the Division of Deafness on how to use the TTY and a copy of **FAQs and General TTY Etiquette Tips for New TTY Users**, from the **One Stop Toolkit**, will be distributed to all staff. A policy that addresses TTY use and practice by staff will be in effect by the first quarter of the first year of implementation and **CareerCenters** that increase answer rates of the TTY will be recognized.

*ASL Training.* Basic ASL training will be provided for Reception and Information Center Staff. Staff members will be encouraged to access more in depth ASL training through continuing education programs.

*Assistive Listening Devices.* Assistive listening devices are needed for workshops, job fairs, meetings and one-on-one assistance in the Information Centers. Devices will be purchased for each **CareerCenter** in the first Quarter of the **AbleME** initiative. Staff will be trained in the use of Assistive Listening Devices and demonstrate competency in Quarter Two.

*Video Interpreting Services.* In Year One of this project, **MeDOL** will assess the capacity of Maine's video conferencing capability to support Video Interpreting Services. ASL Interpreting services are constantly in short supply, creating a barrier to obtaining employment services. **MeDOL** recognizes the need to implement Video Interpreting Services and will use this project as the catalyst to make the necessary system changes to support service delivery.

**Plan to procure and implement accessible technologies:** Through a competitive process, **MeDOL** will select a service provider to complete a technology evaluation of the **CareerCenters** and identify areas for

technology upgrade or the purchase of new technology to support the employment and training needs of people with disabilities. **AbleME** does not anticipate that all 23 **CareerCenters** will need assessment. The needs of one or two Centers will provide insight into the needs of all Centers. The **AbleME** Access Committee will be established and will review recommendations made by the evaluator. This committee, in partnership with the **AbleME** Leadership Council, will utilize the Access Technology Fund – established by **AbleME** - to purchase new technology and technology upgrades. The evaluator will also help design a program for staff training and create a “How to Guide” for staff and customers on the utilization of assistive technologies. This Guide will support the philosophy of “self-directed” services and increase the ability of staff and customers to access **CareerCenter** resources.

**Plans to improve access to CareerCenter services for customers with disabilities involving:**

**Inclusion in core, intensive and training services:** Training will increase the capacity of **CareerCenter** staff to serve more people with disabilities in core, intensive and training services without sending people with disabilities immediately to **BRS** services. **BRS** staff will review their current waiting list of over 1400 consumers to determine which clients could immediately benefit from WIA services and not continue to wait for VR.

**Referral processes for VR services and other agency programs:** Currently most customers who self identify as having a disability are sent by **CareerCenter** staff to VR. There is not a “formal” referral process between VR and other **CareerCenter** programs so a procedural guide will be created in the first quarter of **AbleME**. Training for all **CareerCenter** staff will help staff to better identify which programs can most appropriately serve customers – regardless of ability.

**Joint funding of training and support services with VR or other available resources:** Clients can be co-enrolled in WIA and VR services. Customers may be able to meet most of their employment needs through the use of WIA services but may need to access resources through VR to purchase specific

assistive technology or support services. WIA and VR counselors will be cross-trained on how to meet the employment needs of people with disabilities through multiple funding resources.

**Plans for establishing common intake or other administrative procedures that reduce duplication:**

Currently all **CareerCenters** do not have a consistent, integrated intake process for **BRS** and other **CareerCenter** programs. Over the next year, **CareerCenter** staff will implement an integrated customer database.

**Plans to implement assessment tools to identify individuals with learning disabilities** Specialized

assessment tools to identify individuals with learning disabilities are not currently in use in the **CareerCenter** system. Program Navigator staff will consider implementing the assessment tool from *Access for All* into **CareerCenter** services.

**Outreach and Marketing:** The **MAP** determined that many people with disabilities were unaware of the services available in **CareerCenters** and that current marketing efforts have not reached some disability populations. Several people with disabilities who were aware of the **CareerCenters** believed that the services were inaccessible to them. The Program Navigators will conduct outreach to and coordinate with community service providers who work with people with disabilities such as Maine's independent living center, and public and private mental health and developmental disability organizations. The Program Navigators will also foster linkages between these organizations and the programs operating through the **CareerCenters**.

Since many of these organizations reported that their constituents do not consider the **CareerCenter** accessible and would not use them as a resource, outreach will need to be conducted back at these organizations once changes are made to improve accessibility. Representatives of these organizations will be invited to tour the **CareerCenter** and offer feedback and reaction to program enhancements. Community representatives will be identified to act as liaisons between their agencies and the

**CareerCenters**, encouraging people with disabilities to utilize the employment services and report to staff, management or Program Navigators when something is determined "inaccessible" for immediate attention.

**Employment Network under the Ticket to Work:** MeDOL's Division of Vocational Rehabilitation and Division of the Blind and Visually Impaired are both Employment Networks under TTW and are two of eleven ENs located in Maine.

**Medicaid / Medicare, Transportation and Support Services:** Supports implemented by the State of Maine encourage people with disabilities to obtain employment. Maine is the first state in the nation to implement the Dirigo Health plan which, by providing health care to ALL eligible consumers, removes the cultural barriers to work and lessens the burden on employers to provide supports. Maine has adopted a Medicaid "buy-in" program that enables consumers to retain their insurance even after returning to work. This "buy-in", developed by the Maine Department of Human Services in consultation with consumers and community-based organizations, provides real time living supports, i.e. PCA services and the Kim Wallace Adaptive Loan Program. Maine's Benefits Specialists are knowledgeable about this program and inform consumers of its potential and impact as they consider employment options and the impact on benefits.

Maine is a largely rural state and public transportation in most areas outside of cities is limited or non-existent. **BRS** has a formal agreement with Maine's Regional Transportation system to provide transportation to people with disabilities to and from work. **BRS** supports the cost of this arrangement. Maine is currently expanding light rail service from Portland up the I-295 and I-95 corridor which will increase transportation options and begin to shift Maine from a "car-dependent" culture.

As a part of the Benefits Counseling activities currently underway in Maine, the full range of available benefits and impacts on these benefits, including housing and programs such as food stamps and fuel assistance have been considered. Benefits Specialists have developed comprehensive checklists for consumers to identify the full range of assistance and delineate impacts to such assistance as the result of employment.

## WORKPLAN II – Implement Disability Program Navigator Position

*Administrative support:* If a Navigator is hired who needs additional employment supports, funds have been allocated within the **AbleME** budget.

*The hiring process:* People who are familiar with the barriers to employment confronting people with disabilities will be encouraged to apply for the Program Navigator positions. The **AbleME** Leadership Council, comprised of the Directors of the Bureau of Rehabilitation and the Bureau of Employment Services, one LWIB Director, member of the SWIB and the Project Lead will manage the hiring process.

*Management and supervision responsibility:* Program Navigators will report to the Director of Vocational Rehabilitation (Project Lead) and meet quarterly with the **AbleME** Leadership Council. Program Navigators will also be supported by an “on-site” supervisor at the **CareerCenter** to which they are assigned.

*Workforce Investment Area(s) that will include Navigators:* One Navigator will build linkages among **CareerCenter** staff, customers, community organizations and employers in Maine’s two northern Workforce Investment Areas – Tri-County and Aroostook/Washington. The second Navigator will focus on developing partnerships in the southern and western Workforce Investment Areas: Coastal Counties and Central/Western.

*CareerCenter(s) to which Navigators will be assigned:* The Northern Area Program Navigator will be assigned to the Houlton **CareerCenter**. Houlton is equidistant from the Northern, Eastern and Southern most **CareerCenters** in the Northern Region. The Houlton **CareerCenter** is in a rural part of Maine and this Navigator will focus on improving employment services for people with disabilities in rural areas. The Southern Area Program Navigator will be assigned to the Portland **CareerCenter**. Portland is the largest **CareerCenter** in Maine and serves a very diverse clientele. This Navigator will identify how to make services more accessible to people with disabilities in more urban areas of Maine including the cities of Augusta, Lewiston/Auburn and Portland. The Program Navigators can hold joint meetings at the Bangor **CareerCenter** – a reasonable drive between Maine’s other **CareerCenters**.



*Anticipated role of the Program Navigators will fill:* The Program Navigators will be the catalyst for change necessary for improving access to employment services for people with disabilities in Maine's **CareerCenter** system. Program Navigators will leverage existing resources and integrate them into **CareerCenter** services. The Program Navigators will focus on building the capacity of the system - and not on direct service to customers - to better serve people with disabilities. By not providing direct service, the Program Navigator will encourage management, staff and community organizations to rely on each other and work together to improve services to people with disabilities. Specific functions of the Program Navigators include:

- Develop an accommodation policy for the **CareerCenter** system in partnership with the ADA Accessibility Coordinator. Organize management and staff trainings on policy implementation.
- Survey existing **CareerCenter** staff to determine disability-related areas of expertise. Utilize information to organize peer-to-peer staff training in areas such as different types of disability, utilization of assistive technology; disability law; etiquette and communication expectations; awareness of service animals; employment resources for people with disabilities; and community supports. This is not an exhaustive list.
- Leverage employment and job development resources between **CareerCenter** partners to expand employment and training opportunities for people with disabilities.
- Serve as a resource to the **CareerCenter** staff in the Workforce Investment Areas to ensure that availability of comprehensive information on federal, state, local and private programs that impact the ability of persons with disabilities to enter and remain in the workforce.
- Outreach to schools, LWIB Youth Councils and Committees on Transition to facilitate the transition of in or out of school youth with disabilities to secure employment and economic self-sufficiency.

- Serve as a **CareerCenter** resource on pertinent workforce development issues and policies for job seekers with disabilities who seek employment, skill development, job retention assistance, or career advancement through the **CareerCenter** system.
- Provide on-going monitoring of **CareerCenter** facilities, services, programs and equipment to ensure these are accessible to people with disabilities, including ensuring that information materials on the TTW program, PASS and other programs are available in alternate formats.
- Provide information on assistive technologies and/or referral to organizations that can serve as a resource.
- Provide information on complaint procedures established under the nondiscrimination provisions of WIA as well as those provided in TTW.
- Facilitate the collection of participant data to help determine how many people with disabilities are accessing **CareerCenter** services and how many are achieving successful employment outcomes.

**Project Lead:** Penny Plourde, the Director of Vocational Rehabilitation, is the Project Lead for this initiative. She will supervise the Program Navigators and work closely with DOL/ETA and the University of Iowa.



### C. Annotated Project Timeline

**Goal #1:** Improve the CareerCenter system for jobseekers with disabilities through improving access to services, and facilitating coordination and collaboration of multiple providers.

**Objective. #1:** *Implement Program Navigator Strategies (Y1, Q1-4; Y2 Q1-4)*

*Responsibility:* Project Lead; **AbleME** Leadership Council.

*Strategy:* Hire two Disability Program Navigators who will implement activities designed to increase the capacity of the **CareerCenter** system to serve people with disabilities.

*Outcomes:* **CareerCenter** staff prepared to serve people with disabilities; people with disabilities can, and choose to, access **CareerCenter** services; linkages are strengthened between the **CareerCenters** and community organizations that provide employment supports to people with disabilities.

*Indicators:* Participants in WIA Title I programs who are people with disabilities increased to 20% of total participants in Y1 and 25% of total participants in Y2; Wait list for **BRS** services reduced by 10% in Y1 and by 20% in Y2; **CareerCenter** staff who report that they feel comfortable serving people with disabilities increased from 38% to 50% in Y1, and from 50% to 65% in Y2.

**Objective. #2:** *Establish and Convene Access Committee (Y1, Q1)*

*Responsibility:* Project Lead; **AbleME** Leadership Council

*Strategy:* Leadership Council will identify representatives from staff, management and community partners to establish an **Access Committee**. The Committee will determine provisions necessary for programmatic, physical and communication access to **CareerCenters**. The Committee will include **MeDOL's** Accessibility Coordinator and EO Coordinator.

*Outcomes:* Committee members will meet monthly and share recommendations for access improvement with other management and staff. **CareerCenter** management and leadership implement recommendations.

Customers report fewer barriers to **CareerCenter** services.

*Indicators:* Participants in WIA Title I programs who are people with disabilities increased to 20% of total participants in Y1 and 25% of total participants in Y2

**Objective. #3: Improve physical accessibility of Maine's CareerCenters. (Y1,Q1-4; Y2,Q1-4)**

*Responsibility:* Access Committee; **AbleME** Leadership Council.

*Strategy:* The Maine's ADA and MeDOL Accessibility Coordinators will conduct an assessment of Maine **CareerCenters** and make recommendations for necessary improvement.

*Outcomes:* Recommended improvements are made.

*Indicators:* Customers report fewer physical barriers to accessing **CareerCenters**.

**Objective. #4: Procure and Implement Accessible Technologies. (Y1, Q1-4; Y2, Q1-4)**

*Responsibility:* **AbleME** Leadership Council, Access Committee; Program Navigators.

*Strategy:* Contract with access technology provider (Y1, Q1). Conduct technology audit of **CareerCenters** and make recommendations for improvement (Y1, Q2-Q3). Assess capacity to support Video Interpreting Services (Y1, Q1) Review recommendations and utilize Access Technology Fund to purchase technology (Y1, Q4). Train staff on use of assistive technologies (Y2, Q1-Q3). Create "how to guide" in multiple formats for staff and customers. (Y2, Q1).

*Outcomes:* **CareerCenter** programs ARE universally accessible; staff are knowledgeable about assistive technology; customers with disabilities choose the **CareerCenter** as their employment resource.

*Indicators:* Staff can explain to customers how to use assistive technology; customers can access **CareerCenter** programs with little or no staff assistance; Participants in WIA Title I programs who are people with disabilities increased to 20% of total participants in Y1 and 25% of total participants in Y2.

**Objective. #5: Customers with disabilities are welcomed to the CareerCenter by courteous, knowledgeable staff. (Y1, Q1-4)**

*Responsibility:* Access Committee; **CareerCenter** Managers; Program Navigators.

*Strategy:* Information Center and Reception staff will complete the online course, *At Your Service: Welcoming Customers with Disabilities*. (Y1). Information Center and Reception staff will receive refresher training in using the TTY (Y1, Q1).

*Outcomes:* 100% of **CareerCenter** Information Center and Reception staff complete *At Your Service* in Y1.

100% of staff will complete TTY refresher training in Y1, Q1.

*Indicators:* People with disabilities report higher customer service satisfaction. TTY phone answered "live"

100% in all 23 **CareerCenters** by end of Y1.

**Goal 2. Improve employment outcomes for jobseekers with disabilities through increased participation in CareerCenter programs.**

***Objective #1: Outreach to Consumers with Disabilities (Y1, Q1-4; Y2 Q1-4)***

*Responsibility:* Program Navigators

*Strategy:* Target outreach through multiple formats – mail stuffers, UI, websites - to people with disabilities; send notices about **CareerCenter** activities to community groups, organizations and associations people with disabilities participate in; cultivate relationships with community organizations about how outreach and services to people with disabilities can be improved.

*Outcomes:* More people with disabilities report that they are aware of the **CareerCenter**, have used the **CareerCenter** services and would recommend the services to others.

*Indicators:* Participants in WIA Title I programs who are people with disabilities increased to 20% of total participants in Y1 and 25% of total participants in Y2

***Objective #2: Increase Awareness of Employment Supports (Y1, Q1-4; Y2 Q1-4)***

*Responsibility:* Benefits Specialist; Program Navigators

*Strategy:* Existing Benefits Specialists hold office hours in the **CareerCenters** and regularly meet with customers who have disabilities.

*Outcomes:* People with disabilities entering and retaining employment.

*Indicators:* Entered employment rate for people with disabilities increases from 57% to 70% in Y1 and from 70% to 75% in Y2. Retention rate for people with disabilities increases from 79% to 84% in Y1, and from 84% to 89% in Y2.

***Objective #3: Increase Ability of Non-VR Staff to Serve People with Disabilities.***

*Responsibility:* Program Navigator; **CareerCenter** Managers

*Strategy:* **BRS** and non-**BRS CareerCenter** staff will participate in monthly cross-training activities.

*Outcomes:* **CareerCenter** staff demonstrate basic competency in disability rights; etiquette and communication; assessment tools to identify "hidden disabilities;" and identifying appropriate community and **CareerCenter** resources for customers with disabilities.

*Indicators:* Staff "comfort level" serving people with disabilities increases from 38% to 50% in Y 1; to 65% in Y 2. Reduction in **BRS** wait list by 10% in Y1, and by 20% in Y2. Participants enrolled in WIA Title I services increases to 20% of total in Y1; and increases to 25% of total in Y2.

***Objective. #4: Increase Employer Awareness of Hiring People with Disabilities (Y1, Y2 )***

*Responsibility:* Program Navigators; Employer Assistance Staff

*Strategy:* Program Navigators and **MeDOL** Employer Assistance staff will incorporate information on hiring people with disabilities into their current employer outreach and education activities.

*Outcomes:* Employers recognize that people with disabilities are an under utilized employment resource. Employers understand the legal issues related to hiring people with disabilities as well as the various resources available to support employment.

*Indicators:* Entered employment rate for people with disabilities increases from 57% to 70% in Y1 and from 70% to 75% in Y2. Retention rate for people with disabilities increases from 79% to 84% in Y1, and from 84% to 89% in Y2.

## ORGANIZATIONAL PLAN

### MAINE DEPARTMENT OF LABOR

**MeDOL** will be the grant recipient and is responsible for overall coordination of grant activities and fiscal oversight.

### *AbleME* LEADERSHIP COUNCIL

The Leadership Council will oversee all grant activities and ensure state-level coordination between

**CareerCenter** partners, LWIBs and community organizations. Key members include:

Jill Duson, Director, Bureau of Rehabilitative Services

Larinda Meade, Director, Bureau of Employment Services

Penny Plourde, Project Lead, Director, Division of Vocational Rehabilitation

Barry Martin, Director, Tri-County Workforce Investment Board

Susan Percy, Maine Jobs Council

### ACCESS COMMITTEE

The Access Committee will oversee access to **CareerCenter** services.

Key members include:

Two Program Navigators, TBH

Michaela Loisel, **MeDOL** EO Coordinator

Eric Dibner, ADA Accessibility Coordinator

Four **CareerCenter** staff, TBD

### PROGRAM NAVIGATORS

Two Program Navigators will be hired and report to the Project Lead.

D. Improve Participation and Employment Outcomes for Persons with Disabilities

**Statewide Levels of Planned Service and Outcomes in WIA Title I Services:** In PY 2004, 20% (1,330) of the total participants (6,650) in WIA adult, dislocated worker and youth programs statewide will be people with disabilities. Of the participants with disabilities who exit WIA adult, dislocated worker and youth programs, 70% (931) will enter employment. Of the participants with disabilities who enter employment, 84% (782) will retain employment for at least one year.

In PY 2005, 25% (1,662) of the total participants in WIA adult, dislocated worker and youth programs statewide will be people with disabilities. Of the participants with disabilities who exit WIA adult, dislocated worker and youth programs, 75% (1,246) will enter employment. Of the participants with disabilities who enter employment, 89% (1,108) will retain employment for at least one year.

Substantially increasing the employment and retention of people with disabilities served through the **CareerCenter** system in Maine is the highest priority of this initiative. This can be accomplished through the combination of capacity building for existing staff, the addition and upgrade of assistive technology and services, and leveraging community partnerships that provide essential services for people with disabilities. The strategies of **AbleME** will encourage more people with disabilities to seek out the **CareerCenter** as their one-stop employment resource, leading to a natural increase in participation in WIA funded programs.

**Coordination of services:** Disability Program Navigators will be responsible for identifying resources and programs both in the **CareerCenter** system and in the community that support the employment of people with disabilities. Program Navigators will create a *Resource Guide to Employment Services* which will be distributed to all **CareerCenter** direct service staff. Training provided to **CareerCenter** staff will also be used to identify services for which people with disabilities are eligible and staff will be trained on the referral process and procedures for accessing these services.



**Sustainability:** Project sustainability is discussed in depth in Section E. In summary, WIG funds are primarily being used to leverage existing resources in the **CareerCenter** system and community, and to expand and strengthen partnerships to enhance employment services to people with disabilities. Funds will be used for capacity building – not direct service.

**Strategy for Achieving GPRA Goals:** As stated earlier in this section, Maine is currently meeting the GPRA goal for serving people with disabilities in WIA Title I programs. Maine is also not far from reaching the GPRA goal of people with disabilities placed into unsubsidized employment. As federal policy changes eliminate the traditional barriers to employment for people with disabilities, efforts must be expanded to promote greater participation in the world of work for people with disabilities. The strategies of **AbleME** will ensure that Maine meets and exceeds the GPRA goals for PY 2004 and PY 2005. These strategies include:

- Implementation of Program Navigator Strategies to bridge Vocational Rehabilitation and other **CareerCenter** employment services;
- Increased outreach and marketing to citizens with disabilities through partnerships with disability service providers;
- Outreach to business organizations by **CareerCenter** Employer Assistance Staff;
- Increased capacity of non-VR staff to more effectively serve consumers with disabilities as a result of on-going staff training and development;
- Increased access to **CareerCenter** programs through the updated assistive technology;
- Increased capacity to assist consumers with disabilities in understanding employment and benefits issues as a result of scheduling the Benefits Specialists on site at the **CareerCenters**;
- Expanded relationships with emerging ENs as a result of the TTW rollout.

This combination of activities and the application of targeted resources through this initiative will produce the results of increased participation and retention of people with disabilities in competitive unsubsidized employment in Maine.



**Leveraging of Funding for Training and Employment Services:** In the existing **CareerCenter** system, there is not a consistent policy for co-enrolling clients with disabilities in WIA, VR and other services. In certain instances, **CareerCenter** staff co-enroll clients but this is the exception rather than the norm. Under the **AbleME** initiative, the Leadership Council will develop a policy which encourages direct service staff to leverage funding for employment and training activities across programs. Program Navigators will work with the Leadership Council to develop staff trainings on this policy and be available as a resource to staff during implementation.

**Meeting Employer Needs:** Program Navigators will attend quarterly Local Workforce Investment Board meetings to hear directly from the employer community about employment needs. Program Navigators will also attend regular statewide meetings of Employer Assistance staff. Employer Assistance staff, with support from the Program Navigators, will communicate employer needs and requirements to direct service staff to ensure that people with disabilities are aware of opportunities and training plans are developed to prepare people with disabilities to fulfill high demand occupations. Wherever possible, skill training will be targeted to the High Growth Industries of the state, including health care, hospitality, retail, advanced manufacturing and information technology.

There is presently a range of incentives available to employers interested in hiring individuals with a disability. In addition to the existing federal tax credits for the expenses associated with structural and technological accommodation needs, the State of Maine has the Kim Wallace Adaptive Equipment Loan Fund that makes available low interest loans for assistive technologies. Both businesses and individuals are eligible to apply for these funds.

**Training accessed through the community college system:** Maine's Community College system is represented on all four LWIBs and the Maine Jobs Council. The Community College system is one of the main providers of training services for **CareerCenter** customers. **CareerCenter** customers who are eligible for training, will have the option utilizing their ITA at a community college. The Community College system,

through a formal agreement with **MeDOL**, will provide the necessary supports to students with disabilities who access training.

**Plan for identifying growth occupations and their education and training requirements:** Maine's LWIBs and the Maine Jobs Council have identified high growth occupations and the education and training requirements of these occupations as part of their state plans. Maine's high growth industries include: health care, advanced manufacturing, information technology, hospitality and retail. The basic skills required for these occupations include reading and writing proficiency, math, computer knowledge and a variety of "soft skills." Industry specific training is provided through a variety of methods: OJT, apprenticeship, community college, adult education, etc.

People with disabilities will be encouraged to access training in these high growth areas and will not be served separately from the general population. **CareerCenter** staff will receive training on how to support the employment needs of people with disabilities in all areas of employment and not to "steer" customers into low-skilled occupations or volunteer activities strictly based on their perceived abilities.

**Sustainability of benefits and services following successful job placement:** People with disabilities who want to work should not be discouraged from doing so because they fear losing their benefits. Consumers with disabilities who access **CareerCenter** services will have the option of making an appointment with a Benefits Specialist who will explain to them how employment will affect their benefits. Maine has implemented a Medicaid "buy-in" program which allows consumers who are receiving SSI or SSDI to maintain their health coverage and still obtain employment. Program Navigators will partner with the Benefits Specialist to train **CareerCenter** staff on the relationship between benefits and employment.

**Providing skill training and employment opportunities through CareerCenter Programs:**

**AbleME** is founded on the belief that all **CareerCenter** programs should be made available to all consumers regardless of ability. Anecdotal information indicates that people with disabilities are not taking advantage of the wide range of employment and training opportunities available through the **CareerCenters** and their

mandated and non-mandated partners. Employers do not seem to be aware of this untapped labor pool or the resources available to support the employment of people with disabilities

*Developing employer relationships.* Employer Assistance staff will develop linkages and collaborate on an ongoing basis with employers and employer organizations to promote the hiring of people with disabilities and to identify supports which can facilitate job placement. Employer Assistance staff will partner with **CareerCenter** staff to identify *on-the-job training, individualized or customized job development* and *apprenticeship* opportunities for people with disabilities.

*Mentoring:* **AbleME** will collaborate with the C/W LWIB's ODEP Mentoring Program to expand opportunities for youth with disabilities who are served within the **CareerCenter** system.

*Entrepreneurial and self-employment:* **MeDOL** partners with the US Small Business Administration through SMDC to develop specialized self-employment and counseling services for people with disabilities who are interested in starting their own businesses.

*Ticket to Work:* Program Navigators will facilitate linkages between ticket holders and employers.

*Sustainability:* **See Section E.**

## E. Plans to Sustain the Activities Beyond WIG Funding

### **Achievement of Permanent, Systemic Change:**

The Maine Department of Labor, in partnership with Maine's four Local Workforce Investment Boards, is strategically targeting WIG funds to support activities which focus on capacity building and not on direct service. The activities of **AbleME** will strengthen the capacity of the **CareerCenter** system, increasing access to employment services and employment outcomes for people with disabilities.

#### *Leadership*

Permanent, systemic change is dependent on strong and committed leadership. **AbleME** is driven by individuals in leadership positions in the Maine Department of Labor and the Local Boards. The **AbleME** Leadership Council will oversee all of the grant activities. The Leadership Council will be responsible for policy development, grant oversight, statewide coordination, and implementation of activities such as staff training and access improvements, and post grant sustainability. The Leadership Council will ensure that the activities set forth under **AbleME** become part of the culture of Maine's **CareerCenter** system.

Permanent, systemic change can also not occur without buy-in and support from **CareerCenter** staff and managers who will be expected to integrate the activities of **AbleME** into their daily work. Representatives from **CareerCenter** staff and management will be invited to join the Access Committee. Through this Committee, staff and managers will identify deficiencies and make recommendations for enhancing access for people with disabilities to **CareerCenter** services. It is the expectation of this project that recommendations made by the Access Committee will be taken seriously and implemented to every extent possible in a timely fashion.

#### *Continuous Cross-Training*

Permanent, systemic change will occur in how the needs of people with disabilities are met by the **CareerCenter** system because direct service staff will be prepared to serve customers with disabilities and assist them with connecting to appropriate employment resources. Increasing the capacity of non-VR staff to more effectively serve consumers with disabilities as a result of on-going staff training and development will

ensure that the **CareerCenters** make people with disabilities feel welcome and that the employment needs of people with disabilities are more immediately and effectively addressed. By the end of the grant period, cross training between VR and non-VR staff will be integrated into staff development plans and regular staff meetings. Because only limited WIG funds will be used to support staff training, and most of the training will be conducted peer-to-peer and by existing staff, Maine will not have to rely on grant resources to sustain this vital activity.

#### *Leveraging Existing Resources*

Due to the limited duration of this grant, every effort has been made to use WIG funds to leverage existing resources and integrate those resources into **CareerCenter** services. Integrating other funds and resources will ensure sustainability of grant activities at the end of the two-year period.

- Benefits Specialists, supported by **BRS**, will conduct regular office hours at the **CareerCenters** to provide benefits and employment counseling to people with disabilities who are considering returning to work.
- Maine's TTW Coordinator will provide training to **CareerCenter** staff on Ticket utilization, create informational materials to display at the **CareerCenters**, and link the resources of Maine's Employment Networks to the **CareerCenter**
- Maine's ADA and **MeDOL** Accessibility Coordinators will complete accessibility surveys of the **CareerCenters** and participate on the **AbleME** Access Committee to ensure that the activities of the Committee are integrated with the accessibility improvement goals of **MeDOL**. They will continue to monitor access issues after the grant ends.

All of these staff are supported through various non-WIG resources and will continue to provide services to Maine's **CareerCenters** long after June 30, 2006.

Specific WIG funds will be used for one time activities - technology assessment and assistive technology purchase; and to support staff – Program Navigators – who will conduct capacity building activities that will be



integrated into the culture of the **CareerCenter** and may not require additional, on-going staff support to maintain.

#### **Increased Coordination of Partner Programs:**

Through the **CareerCenter** system, the Local Workforce Investment Boards and the **MeDOL** have established strong partnerships with mandated partners as well as with other community organizations and service providers. The strategies set forth under **AbleME** will expand and enhance those partnerships and increase coordination of services for people with disabilities who are seeking employment. These strategies include: seamless service delivery, outreach and marketing to consumers and employers, and strengthening relationships between the **CareerCenters** and Maine's Employment Networks.

##### *Seamless Service Delivery*

The Maine Department of Labor is in the process of implementing a seamless and integrated services model within the **CareerCenter** system. As a seamless system, the needs of the customer are addressed based on their level of employment, work experience and education. Customers are no longer classified by discrete program: veterans, youth, dislocated worker, or person with a disability. Staff are expected to have the capacity to explain the variety of services offered by all of the programs in the **CareerCenter**. Under this model, vocational rehabilitation services become one more item on the "menu" of **CareerCenter** services – instead of a separate silo. In those **CareerCenters** where vocational rehabilitation is already integrated as a core service, attitudes about disability reflect genuine change. Education and shared experience are an essential element in the transformation of the **CareerCenters** into centers of universal access, seamless service delivery and inclusion.

##### *Outreach and Marketing*

As enhancements are made to the **CareerCenter** system and accessibility deficiencies are addressed, customers will be the sustaining vehicle for outreach and marketing. The Program Navigators will target outreach and marketing materials to organizations, associations and providers that serve people with

disabilities and encourage them to access the **CareerCenter** services. As was discovered during the Maine Ability Partnership, word of mouth is a powerful marketing tool. Potential customers reported that they would not choose to utilize the **CareerCenter** services because they had “heard” from a friend that the **CareerCenter** services are inaccessible to “people like us.” It is the intention of **AbleME** to reverse this trend. People with disabilities will be invited to tour the **CareerCenter**, test out the enhancements and give feedback. It will be the experience of these and other customers that will be the most powerful marketing tool and the catalyst for sustaining the increased number of people with disabilities accessing **CareerCenter** services and gaining employment.

Outreach to business organizations will be sustained through the efforts of Employer Assistance Staff. Employer Assistance staff will include employer resources on hiring people with disabilities in their “tool kits.” Employer Assistance staff will make regular presentations to LWIBs, Chambers of Commerce and other business groups on hiring people with disabilities.

#### *Strengthening Relationships with Employment Networks.*

Maine’s eleven Employment Networks already partner with the LWIBs and **CareerCenters** in their local areas. These connections will be strengthened as Maine continues to roll out Ticket to Work and **CareerCenters** and LWIBs become more familiar with the services available to support the employment of people with disabilities in their area.

#### **Sustainability of Program Navigators:**

The Program Navigators are the catalysts for systemic change under this initiative. These positions have deliberately been designed to create sustainable activities - not provide direct service which would need to continue after the grant ends. The Program Navigators are responsible for policy development, leveraging resources, facilitating training, and building connections between **CareerCenter** partners, community organizations and employers. At the end of two years, the Program Navigators will have established a peer-to-peer training curriculum; developed a *Guide to Employment Resources for People with Disabilities*; developed



accessibility policies; identified financial resources from various programs to support the employment of people with disabilities; and strengthened employer connections through the education of Employer Services staff.

At the end of the grant, the **AbleME** Leadership Council may determine that certain aspects of the Program Navigator positions need further staff support. That support will either come from existing staff – for example, the need to continually assess the programmatic, communication and physical access of the **CareerCenters** will be the responsibility of Maine's Accessibility Coordinators – or new resources will be identified to support specific staffing functions.

## ***PART II***

# ***BUDGET INFORMATION***

## **PART II - BUDGET INFORMATION**

### **SECTION A - Budget Summary by Categories**

	(A)	(B)	(C)
1. Personnel	235,555		
2. Fringe Benefits (Rate %)	112,635		
3. Travel	29,360		
4. Equipment	—		
5. Supplies	9,400		
6. Contractual	26,800		
7. Other	155,000		
8. Total, Direct Cost (Lines 1 through 7)	568,690		
9. Indirect Cost (Rate %) 8.99%	31,302		
10. Training Cost/Stipends	—		
11. TOTAL Funds Requested (Lines 8 through 10)	599,992		

### **SECTION B - Cost Sharing/ Match Summary (if appropriate)**

	(A)	(B)	(C)
1. Cash Contribution			
2. In-Kind Contribution			
3. TOTAL Cost Sharing / Match (Rate %)			

**NOTE:** Use Column A to record funds requested for the initial period of performance (i.e. 12 months, 18 months, etc.); Column B to record changes to Column A (i.e. requests for additional funds or line item changes; and Column C to record the totals (A plus B).

## ***PART III***

# ***ASSURANCES / CERTIFICATIONS***

***(Refer to face sheet of award document)***

## ASSURANCES - NON-CONSTRUCTION PROGRAMS

**NOTE:** Certain of these assurances may not be applicable to your project or program. If you have questions, please contact the awarding agency. Further, certain Federal awarding agencies may require applicants to certify to additional assurances. If such is the case, you will be notified.

As the duly authorized representative of the applicant, I certify that the applicant:

- (1) Has the legal authority to apply for Federal Assistance, and the institutional managerial and financial capability (including funds sufficient to pay the non-Federal share of project costs) to ensure proper planning, management and completion of the project described in this application.
- (2) Will give the awarding agency, the Comptroller General of the United States, and if appropriate, the State, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the award; and will establish a proper accounting system in accordance with generally accepted accounting standards or agency directives.
- (3) Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain.
- (4) Will initiate and complete the work within the applicable time frame after receipt of approval of the awarding agency.
- (5) Will comply with the Intergovernmental Personnel Act of 1970 (42 U.S.C. 4728-4763) relating to prescribed standards for merit systems for programs funded under one of the nineteen statutes or regulations specified in Appendix A of OPM's Standards for a Merit System of Personnel Administration (5 C.F.R. 900, Subpart F).
- (6) Will comply with all Federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88.352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. 1681-1683, and 1685-1686), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. 6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92.255) as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91.616) as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) 523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. 290 dd.3 and 290 ee-3), as amended, relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. 3601 et seq.) as amended, relating to nondiscrimination in the sale, rental or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made; and (j) the requirements of any other nondiscrimination statute(s) which may apply to the application.
- (7) Will comply, or has already complied, with the requirements of Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91.646) which provides for fair and equitable treatment of persons displaced or whose property is acquired as a result of Federal or federally assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of Federal participation in purchases.
- (8) Will comply with the provisions of the Hatch Act (U.S.C. 1501-1508 and 7324-7328) which limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds.
- (9) Will comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. 276a to 276a 7), the Copeland Act (40 U.S.C. 276c and 18 U.S.C. 874, and the Contract Work Hours and Safety Standards Act (40.327-333), regarding labor standards for federally assisted construction subagreements.
- (10) Will comply, if applicable, with Flood Insurance Purchase Requirements of Section 102(A) of the Flood Disaster Protection Act of 1973 (P.L. 93.234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is \$10,000 or more.
- (11) Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91.190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in flood plains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. 1451 et seq.); (f) conformity of Federal actions to State (Clear Air) Implementation Plans under Section 176(c) of the Clear Air Act of 1955, as amended (42 U.S.C. 7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended, (P.L. 93.523); and (h) protection of endangered species under the Endangered Species Act of 1973, as amended, (P.L. 93.205).
- (12) Will comply with the Wide and Scenic Rivers Act of 1968 (16 U.S.C. 1271 et seq.) related to protecting components or potential components of the national wide and scenic rivers system.
- (13) Will assist the awarding agency in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. 470), EO 11593 (identification and protection of historic properties), and the Archaeological and Historic Preservation Act of 1974 (16 U.S.C. 469a.1 et seq.).
- (14) Will comply with P.L. 93.348 regarding the protection of human subjects involved in research, development, and related activities supported by this award of assistance.
- (15) Will comply with the Laboratory Animal Welfare Act of 1966 (P.L.) 89.544, as amended, 7 U.S.C. 2131 et seq.) pertaining to the care, handling, and treatment of warm blooded animals held for research, teaching, or other activities supported by this award of assistance.
- (16) Will comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. 4801 et seq.) which prohibits the use of lead based paint in construction or rehabilitation of residence structures.
- (17) Will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act of 1984.
- (18) Will comply with all applicable requirements of all other Federal laws, executive orders, regulations and policies governing this program.

## Lobbying Certification (29 CFR Part 93)

### Instructions for Completion of SF-LLL, Disclosure of Lobbying Activities

This disclosure form shall be completed by the reporting entity, whether subawardee or prime Federal recipient, at the initiation or receipt of a covered Federal Action, or a material change to a previous filing, pursuant to title 31 U.S.C. section 1352. The filing of a form is required for each payment or agreement to make payment to any lobbying entity for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with a covered Federal action. Use the SF-LLL-A Continuation Sheet for additional information if the space on the form is inadequate. Complete all items that apply for both the initial filing and material change report. Refer to the implementing guidance published by the Office of Management and Budget for additional information.

1. Identify the type of covered Federal action for which lobbying activity is and/or has been secured to influence the outcome of a covered Federal action.
2. Identify the status of the covered Federal action.
3. Identify the appropriate classification of this report. If this is a followup report caused by a material change to the information previously reported, enter the year and quarter in which the change occurred. Enter the date of the last previously submitted report by this reporting entity for this covered Federal action.
4. Enter the full name, address, city, state and zip code of the reporting entity. Include Congressional District, if known. Check the appropriate classification of the reporting entity that designates if it is, or expects to be, a prime or subaward recipient. Identify the tier of the subawardee, e.g., the first subawardee of the prime is the 1st tier. Subawards include but are not limited to subcontracts, subgrants and contract awards under grants.
5. If the organization filing the report in item 4 checks "Subawardee", then enter the full name, address, city, state and zip code of the prime Federal recipient. Include Congressional District, if known.
6. Enter the name of the Federal agency making the award or loan commitment. Include at least one organizational level below agency name, if known. For example, Department of Transportation, United States Coast Guard.
7. Enter the Federal program name or description for the covered Federal action (item 1). If known, enter the full Catalog of Federal Domestic Assistance (CFDA) number for grants, cooperative agreements, loans, and loan commitments.
8. Enter the most appropriate Federal identifying number available for the Federal action identified in item 1 (e.g., Request for Proposal (RFP) number; Invitation for Bid (IFB) number, grant announcement number, the contract, grant, or loan award number, the application/proposal control number assigned by the Federal agency). Include prefixes, e.g., "RFP-DE-90-001."
9. For a covered Federal action where there has been an award or loan commitment by the Federal agency, enter the Federal amount of the award/loan commitment for the prime entity identified in item 4 or 5.
10.
  - (a) Enter the full name, address, city, state and zip code of the lobbying entity engaged by the reporting entity identified in item 4 to influence the covered Federal action.
  - (b) Enter the full names of the individual(s) performing services, and include full address if different from 10 (a). Enter Last Name, First Name, and Middle Initial (MI).
11. Enter the amount of compensation paid or reasonably expected to be paid by the reporting entity (item 4) to the lobbying entity (item 10). Indicate whether the payment has been made (actual) or will be made (planned). Check all boxes that apply. If this is a material change report, enter the cumulative amount of payment made or planned to be made.
12. Check the appropriate box(es). Check all boxes that apply. If payment is made through an in-kind contribution, specify the nature and value of the in-kind payment.
13. Check the appropriate box(es). Check all boxes that apply. If other, specify nature.
14. Provide a specific and detailed description of the services that the lobbyist has performed, or will be expected to perform, and the date(s) of any services rendered. Include all preparatory and related activity, not just time spent in actual contact with Federal officials. Identify the Federal official(s) or employee(s) contacted or the officer(s), employee(s), or Member(s) of Congress that were contacted.
15. Check whether or not a SF-LLL-A Continuation Sheet(s) is attached.
16. The certifying official shall sign and date the form, print his/her name, title, and telephone number.

Public reporting burden for this collection of information is estimated to average 30 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Office of Management and Budget, Paperwork Reduction Project (0348-0046), Washington, D.C. 20503.



# DISCLOSURE OF LOBBYING ACTIVITIES

Complete this form to disclose lobbying activities pursuant to 31 U.S.C. 1352

(see reverse for public burden disclosure)

<b>1. Type of Federal Action:</b> a. contract b. grant c. cooperative agreement d. loan e. loan guarantee f. loan insurance		<b>2. Status of Federal Action:</b> a. bid/offer/application b. initial award c. post-award		<b>3. Report Type:</b> a. initial filing b. material change For Material Change Only: year _____ quarter _____ date of last report _____	
<b>4. Name and Address of Reporting Entity:</b> _____ Prime _____ Subawardee Tier _____, if known.  Congressional District, if known: _____			<b>5. If Reporting Entity in No.4 is Subawardee, Enter Name and Address of Prime:</b>  Congressional District, if known: _____		
<b>6. Federal Department/Agency:</b> _____			<b>7. Federal Program Name/Description:</b> _____  CFDA Number, if applicable: _____		
<b>8. Federal Action Number, if known:</b> _____			<b>9. Award Amount, if known:</b> \$ _____		
<b>10. a. Name and Address of Lobbying Entity</b> (if individual, last name, first name, MI): _____  (Attach Continuation Sheet(s) SF-LLL-A, if necessary)			<b>b. Individuals Performing Services</b> (including address if different from No. 10a) (last name, first name, MI): _____  (Attach Continuation Sheet(s) SF-LLL-A, if necessary)		
<b>11. Amount of Payment (check all that apply):</b> _____ actual _____ planned \$ _____			<b>13. Type of Payment (check all that apply):</b> _____ a. retainer _____ b. one-time fee _____ c. commission _____ d. contingent fee _____ e. deferred _____ f. other, specify: _____		
<b>12. Form of Payment (check all that apply):</b> _____ a. cash _____ b. in-kind; specify: _____ nature _____ value _____					
<b>14. Brief Description of Services Performed or to be Performed and Date(s) of Service, including officer(s), employee(s), or Member(s) contacted, for Payment Indicated in item 11:</b>  (attach Continuation Sheet(s) SF-LLL-A, if necessary)					
<b>15. Continuation Sheet(s) SF-LLL-A attached:</b> _____ YES _____ NO					
<b>16. Information requested through this form is authorized by title 31 U.S.C. section 1352. This disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when this transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will be reported to the Congress semi-annually and will be available for public inspection. Any person who fails file the required disclosure shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.</b>				<b>Signature</b> Print Name: _____ Title: _____ Telephone Number: _____ Date: _____	

DISCLOSURE OF LOBBYING ACTIVITIES  
(Continuation Sheet)

Reporting Entity:

Page \_\_\_\_\_ Page

## **PART IV**

# **SPECIAL CLAUSES AND CONDITIONS**

Should there be any inconsistency between these Clauses / Conditions and the Awardee's proposal, these Clauses / Conditions shall govern; and if between the Statement of Work and the Awardee's proposal, the Statement of Work shall govern.

# ***PART IV - SPECIAL CLAUSES***

## **General Special Clause**

The following terms and conditions apply to the Round IV Work Incentive Grant awards:

- Work Incentive Grantees will assure that their One-Stop Career Centers are universally accessible to persons with disabilities, including assurance that Centers are physically, communication wise, and programmatically accessible, or will have done so by the end of the first year of the grant.
- States and/or local workforce investment areas will provide semi-annual data related to the workforce investment area(s) served by the Work Incentive Grant that includes Wagner-Peyser and WIA Title I data on individuals with disabilities who are registered, enter employment, are retained in employment, and the average wage gain compared to the same data for those individuals without disabilities.
- Disability Program Navigators hired under the Work Incentive Grant will actively participate in training, conference calls and working groups (as applicable) chaired by Department of Labor's Employment and Training Administration and their contractor, the Law, Health Policy and Disability Center, throughout the period of performance of the grant.
- If applicable, Work Incentive Grantees understand that Disability Program Navigators are not:
  - Not a case manager
  - Not a front-line staff person in a workforce center
  - Not Benefits Planning and Outreach (BPAO) Specialist
  - Not a Vocational Rehabilitation Specialist or Counselor
- If applicable, Work Incentive Grantees understand that Disability Program Navigators are:
  - A resource to the One-Stop Career Center staff
  - A facilitator
  - A problem solver
  - A systems change agent
  - A relationship builder

## **PART IV - SPECIAL CLAUSES**

### **Clause #1:- BUDGET LINE ITEM FLEXIBILITY**

- < Flexibility is allowed within the grant budget (*except wages, salaries and fringe benefits*), provided no *single line item* is increased or decreased by more than **20%**. Changes in excess of 20% and any changes in wages, salaries and fringe benefits, **MUST** receive prior written approval from the Grant Officer.
- < Any changes in mix or match within the wages and salaries line **do not** require a grant modification. However, these changes must be reviewed by your assigned DOL Federal Project Officer (FPO) prior to implementing these changes.

### **Clause #2 - INDIRECT COST RATE AND COST ALLOCATION PLAN**

This clause is applicable to all awardees receiving funds from multiple sources. (Fill in as appropriate)

- < An approved Cost Allocation Plan dated \_\_\_\_\_ has been provided. (Copy Attached)
- < An Indirect Cost / Rate of **\$31,302** has been applied for activities under this agreement based on the grantee's budget with no written documentation received. (**Indirect Cost Rate Agreement documentation must be submitted within 30 days of receipt of grant or you will be placed on a temporary billing rate for 90 days ONLY**).
- < An Indirect Cost Rate of \_\_\_\_\_ % has been applied under this agreement based on the grantee's written documentation received.
- < An Indirect Cost of \$ \_\_\_\_\_ has been applied under this agreement based on the grantee's budget and written documentation received.
- < A Temporary Billing Rate/Cost of \_\_\_\_\_ has been approved for the first **90 days** of the grant period. This rate is based on the fact that your organization has not established an Indirect Cost Rate. Within this 90-day period, you must submit an acceptable indirect cost proposal to your cognizant agency for a **provisional rate**. **Failure on your part to submit an indirect proposal within this 90 day period means that you shall not receive further reimbursement for your billing rate.** If DOL is your cognizant agency, proposals shall be sent to the appropriate DOL Regional Office or the following:

Division of Cost Determination  
U.S. Department of Labor, OASAM  
200 Constitution Avenue, N.W. Room S-5518  
Washington, D.C. 20210

Call 202-693-4100 for questions on Indirect Cost Rates

The total amount of DOL's financial obligation under this award **will not be** increased to reimburse awardee organizations for higher negotiated indirect cost rates than those rates identified in this clause.

## ***PART IV - SPECIAL CONDITIONS***

1. Federal Project Officer: The DOL/ETA Federal Project Officer (FPO) for this grant/agreement is:

James Downing

U.S. Department of Labor/ETA

200 Constitution Avenue, NW, Room S-4203

Washington, D.C. 20210

(202) 693-3821

The FPO is not authorized to change any of the terms or conditions of the grant/agreement. Such changes, if any, will be accomplished by the Grant Officer by the use of a properly executed grant/agreement modification.

2. Equipment: Awardees must receive ***prior approval*** from the DOL/ETA ***Grant Officer*** for the purchase and/or lease of any equipment with a ***per unit acquisition cost of \$5,000 or more, and a useful life of more than one year***. This includes the purchases of ADP equipment. A detailed description of equipment to be purchased should be included with the awardees proposal. If not, awardees must submit this required detailed description list to the FPO for review within 30 days of the grant/agreement award date. Failure to do so will necessitate the need for approval of equipment purchase on an individual basis.
3. Program Income: The awardee is authorized to utilize the addition method if any ***Program Income*** is generated throughout the duration of this grant/agreement. The awardee is allowed to deduct costs incidental to generating Program Income to arrive at a net Program Income [29 CFR Part 95.24(c)]; or [29 CFR Part 97.25(c)(g)(2)].
4. Pre-Award: The awardee hereby agrees that any allowable costs incurred by the awardee pursuant to this grant/agreement, prior to the obligation of funds by the Department are ***incurred at the awardee's own risk***.
5. Reports: The awardee shall submit the following QUARTERLY reports not later than 30 days after the end of the calendar year quarters; and FINAL reports not later than 90 days after all funds have been expended, or the period of grant funds availability has expired:

### **(A) QUARTERLY FINANCIAL STATUS REPORT - (SF-269)**

- (1) The awardee shall report program outlays (expenditures and program income on an accrual basis.
- (2) The awardee shall utilize ETA's On-line Electronic Reporting System.

**Instructions to be followed for accessing and utilizing this system are contained in the letter transmitting this official grant agreement.**



## (B) QUARTERLY PROGRESS REPORTS

If unable to report electronically, the awardee shall submit two copies to the FPO identified in Item #1 above, in accordance with the time frames provided in this Item. **(DO NOT MAIL REPORTS DIRECTLY TO THE GRANT OFFICER).**

**NOTE:** Utilization of the electronic reporting system for A and B above requires "no" submittal of hard copy reports. {It is imperative that the required data be entered directly into the Enterprise Information Management System (EIMS) by the awardee}.

(C) The Final Reports must be submitted no later than 90 days after the grant expires.

6. Consults: **Consultant** fees paid under this grant/agreement shall be limited to \$450 per day without additional DOL Grant Officer approval.
7. Rebates: The awardee agrees to advise the Grant Officer, in writing, of any **forthcoming** income resulting from lease/rental rebates or other rebates, interest, credits or any other monies or financial benefits to be received directly or indirectly as a result of or generated by these award dollars. Appropriate action must be taken to ensure that the Government is reimbursed proportionally from such income.
8. Publicity: No funds provided under this grant shall be used for publicity or propaganda purposes, for the preparation, distribution or use of any kit, pamphlet, booklet, publication, radio, television or film presentation designed to support or defeat legislation pending before the Congress, except in presentation to the Congress itself. Nor shall grant funds be used to pay the salary or expenses of any grant or agreement awardee or agent acting for such awardee, related to any activity designed to influence legislation or appropriations pending before the Congress.
9. Public Announcements: When issuing statements, press releases, requests for proposals, bid solicitation, and other documents describing project or programs funded in whole or in part with Federal money, **all awardees** receiving Federal funds, shall clearly state (1) the percentage of the total cost of the program or project which will be financed with Federal money, and (2) the dollar amount of Federal funds for the project or program.
10. Executive Order 12928: In compliance with Executive Order 12928, the Grantee is strongly encouraged to provide subcontracting/subgranting opportunities to Historically Black Colleges and Universities (HBCUs) and other Minority Institutions (MIs) such as Hispanic Serving Institutions and Tribal Colleges and Universities; and to Small Businesses Owned and Controlled by Socially and Economically Disadvantaged Individuals (SDBs).

11. PROCUREMENT: Except as specifically provided, DOL/ETA acceptance of a proposal and an award of federal funds to sponsor any program(s) does not provide a waiver of any grant requirements and/or procedures. For example, the OMB circulars require an entity's procurement procedures must require that all procurement transactions shall be conducted, as practical, to provide open and free competition. If a proposal identifies a specific entity to provide the services, the DOL/ETA's award does not provide the justification or basis to sole-source the procurement, i.e., avoid competition.
12. VETERAN'S PRIORITY PROVISIONS: This program is subject to the provisions of the "Jobs for Veterans Act," Public Law 107-288, which provides priority of service to veterans and spouses of certain veterans for the receipt of employment, training, and placement services in any job training program directly funded, in whole or in part, by the Department of Labor. Please note that, to obtain priority service, a veteran must meet the program's eligibility requirements. ETA Training and Employment Guidance Letter (TEGL) No. 5-03 (September 16, 2003) provides general guidance on the scope of the veterans priority statute and its effect on current employment and training programs. DOL anticipates updating this guidance at the time of WIA reauthorization and issuing individual guidance on each affected employment and training program.

# ***ATTACHMENTS***

## ***#1 - FINANCIAL STATUS REPORT (SF269)***

# FINANCIAL STATUS REPORT

(Long Form)

(Follow instructions on the back)

1. Federal Agency and Organizational Element to Which Report is Submitted		2. Federal Grant or Other Identifying Number Assigned By Federal Agency		OMB Approval No. 0348-0039	Page of pages
3. Recipient Organization (Name and complete address, including ZIP code)					
4. Employer Identification Number		5. Recipient Account Number or Identifying Number		6. Final Report <input type="checkbox"/> Yes <input type="checkbox"/> No	7. Basis <input type="checkbox"/> Cash <input type="checkbox"/> Accrual
8. Funding/Grant Period (See instructions) From: (Month, Day, Year)		9. Period Covered by this Report From: (Month, Day, Year)		To: (Month, Day, Year)	
10. Transactions:		I Previously Reported	I This Period	III Cumulative	
a. Total outlays					
b. Refunds, rebates, etc.					
c. Program income used in accordance with the deduction alternative					
d. Net outlays (Line a, less the sum of lines b and c)					
Recipient's share of net outlays, consisting of:					
e. Third party (in-kind) contributions					
f. Other Federal awards authorized to be used to match this award					
g. Program income used in accordance with the matching or cost sharing alternative					
h. All other recipient outlays not shown on lines e, f or g					
i. Total recipient share of net outlays (Sum of lines e, f, g and h)					
j. Federal share of net outlays (line d less line i)					
k. Total unliquidated obligations					
l. Recipient's share of unliquidated obligations					
m. Federal share of unliquidated obligations					
n. Total Federal share (sum of lines j and m)					
o. Total Federal funds authorized for this funding period					
p. Unobligated balance of Federal funds (Line o minus line n)					
Program income, consisting of:					
q. Disbursed program income shown on lines c and/or g above					
r. Disbursed program income using the addition alternative					
s. Undisbursed program income					
t. Total program income realized (Sum of lines q, r and s)					
11. Indirect Expense	a. Type of Rate (Place "X" in appropriate box) <input type="checkbox"/> Provisional <input type="checkbox"/> Predetermined <input type="checkbox"/> Final <input type="checkbox"/> Fixed				
	b. Rate	c. Base	d. Total Amount	e. Federal Share	
12. Remarks: Attach any explanations deemed necessary or information required by Federal sponsoring agency in compliance with governing legislation.					
13. Certification: I certify to the best of my knowledge and belief that this report is correct and complete and that all outlays and unliquidated obligations are for the purposes set forth in the award documents.					
Typed or Printed Name and Title				Telephone (Area code, number and extension)	
Signature of Authorized Certifying Official				Date Report Submitted	

**FINANCIAL STATUS REPORT**  
(Long Form)

Public reporting burden for this collection of information is estimated to average 30 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0039), Washington, DC 20503.

**PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE OFFICE OF MANAGEMENT AND BUDGET.**

Please type or print legibly. The following general instructions explain how to use the form itself. You may need additional information to complete certain items correctly, or to decide whether a specific item is applicable to this award. Usually, such information will be found in the Federal agency's grant regulations or in the terms and conditions of the award (e.g., how to calculate the Federal share, the permissible uses of program income, the value of in-kind contributions, etc.). You may also contact the Federal agency directly.

Item	Entry	Item	Entry
1, 2 and 3.	Self-explanatory.	10b.	Enter any receipts related to outlays reported on the form that are being treated as a reduction of expenditure rather than income, and were not already netted out of the amount shown as outlays on line 10a.
4.	Enter the Employer Identification Number (EIN) assigned by the U.S. Internal Revenue Service.	10c.	Enter the amount of program income that was used in accordance with the deduction alternative.
5.	Space reserved for an account number or other identifying number assigned by the recipient.	Note:	Program income used in accordance with other alternatives is entered on lines q, r, and s. Recipients reporting on a cash basis should enter the amount of cash income received; on an accrual basis, enter the program income earned. Program income may or may not have been included in an application budget and/or a budget on the award document. If actual income is from a different source or is significantly different in amount, attach an explanation or use the remarks section.
6.	Check <i>yes</i> only if this is the last report for the period shown in item 8.	10d.	e, f, g, h, i and j. Self-explanatory.
7.	Self-explanatory.	10k.	Enter the total amount of unliquidated obligations, including unliquidated obligations to subgrantees and contractors.  Unliquidated obligations on a cash basis are obligations incurred, but not yet paid. On an accrual basis, they are obligations incurred, but for which an outlay has not yet been recorded.  Do not include any amounts on line 10k that have been included on lines 10a and 10j.  On the final report, line 10k must be zero.
8.	Unless you have received other instructions from the awarding agency, enter the beginning and ending dates of the current funding period. If this is a multi-year program, the Federal agency might require cumulative reporting through consecutive funding periods. In that case, enter the beginning and ending dates of the grant period, and in the rest of these instructions, substitute the term "grant period" for "funding period."	10l.	Self-explanatory.
9.	Self-explanatory.	10m.	On the final report, line 10m must also be zero.
10.	The purpose of columns I, II, and III is to show the effect of this reporting period's transactions on cumulative financial status. The amounts entered in column I will normally be the same as those in column III of the previous report in the same funding period. If this is the first or only report of the funding period, leave columns I and II blank. If you need to adjust amounts entered on previous reports, footnote the column I entry on this report and attach an explanation.	10n.	o, p, q, r, s and L. Self-explanatory.
10a.	Enter total gross program outlays. Include disbursements of cash realized as program income if that income will also be shown on lines 10c or 10g. Do not include program income that will be shown on lines 10r or 10s.  For reports prepared on a cash basis, outlays are the sum of actual cash disbursements for direct costs for goods and services, the amount of indirect expense charged, the value of in-kind contributions applied, and the amount of cash advances and payments made to subrecipients. For reports prepared on an accrual basis, outlays are the sum of actual cash disbursements for direct charges for goods and services, the amount of indirect expense incurred, the value of in-kind contributions applied, and the net increase or decrease in the amounts owed by the recipient for goods and other property received, for services performed by employees, contractors, subgrantees, and other payees, and other amounts becoming owed under programs for which no current services or performances are required, such as annuities, insurance claims, and other benefit payments.	11a.	Self-explanatory.
		11b.	Enter the indirect cost rate in effect during the reporting period.
		11c.	Enter the amount of the base against which the rate was applied.
		11d.	Enter the total amount of indirect costs charged during the report period.
		11e.	Enter the Federal share of the amount in 11d.
		Note:	If more than one rate was in effect during the period shown in item 8, attach a schedule showing the bases against which the different rates were applied, the respective rates, the calendar periods they were in effect, amounts of indirect expense charged to the project, and the Federal share of indirect expense charged to the project to date.

## **AbleME**

### **Budget Narrative Worksheet**

The following budget narrative reflects a 24 month budget period

#### **1. Personnel**

Name/Position	Computation	Cost
<b>Program Navigators</b>		
Year One	\$36,685 x 100% x 2 staff	\$73,370
Year Two	\$38,500 x 100% x 2 staff	\$77,000
<b>Program Navigator Support</b>		
Year One	\$36,685 x 100%	\$36,685
Year Two	\$38,500 x 100%	\$38,500
<b>Project Lead</b>		
Year One		\$5,000
Year Two		\$5,000
<b>TOTAL</b>		<b>\$235,555</b>

The Director of Vocational Rehabilitation is the Project Lead for **AbleME**. 5% of her time will be supported by this grant. Two Program Navigators will be hired to implement the activities of **AbleME**. Program Navigators will receive a 5% performance-based salary increase in year two. If someone with a disability is hired as a Program Navigator, they may need full time support. For example, someone who is deaf would require a full time ASL interpreter.

#### **2. Fringe Benefits**

Fringe benefits are for personal listed in budget category (1) and for only the percentage of time devoted to the project.

Name/Position	Computation	Cost
<b>Fringe Benefits</b>		
Year One	\$110,055 x 49.9%	\$55,000
Year Two	\$115,500 x 49.9%	\$57,635
<b>TOTAL</b>		<b>\$112,635</b>

Fringe benefits are calculated at 49.9% of salary and include employer's FICA, retirement, worker's compensation, unemployment compensation, health insurance, and dental insurance.



### 3. Travel

Travel Purpose	Location	Item	Computation	Cost
<b>Year One:</b>				
<b>Local Travel</b>				
Program Navigator	Varies	Mileage	1000 miles per month	\$4,500
Program Navigator	Varies	Mileage	1000 miles per month	\$4,500
Benefits Specialist	Varies	Mileage	350 miles per month	\$1,500
Benefits Specialist	Varies	Mileage	350 miles per month	\$1,500
<b>Grantee Meeting in Washington D.C.</b>		Airfare	\$400 x 3 staff	\$ 1,200
		Hotel	2 nights x \$175 x 3 staff	\$ 1,050
		Per Diem	3 days x \$45 x 3 staff	\$ 400
<b>Year Two:</b>				
<b>Local Travel</b>				
Program Navigator	Varies	Mileage	1000 miles per month	\$4,500
Program Navigator	Varies	Mileage	1000 miles per month	\$4,500
Benefits Specialist	Varies	Mileage	350 miles per month	\$1,500
Benefits Specialist	Varies	Mileage	350 miles per month	\$1,500
<b>Grantee Meeting in Washington D.C.</b>		Airfare	\$400 x 3 staff	\$ 1,200
		Hotel	2 nights x \$175 x 3 staff	\$ 1,050
		Per Diem	3 days x \$45 x 3 staff	\$ 400
<b>TOTAL</b>				<b>\$ 29,300</b>

Local travel will be conducted by the Project Navigators throughout Maine to outreach to employers, people with disabilities, providers and other stakeholders to establish linkages and build capacity of the CareerCenter system. Benefits Specialist will travel to CareerCenters to and from community-based organizations to provide benefits information to consumers. IRS mileage rate will be utilized to calculate reimbursement.

The Project Lead and Program Navigators will attend the grantee meetings in Washington, DC.

### 4. Equipment

**AbleME** does not anticipate that any non-expendable personal property that has a useful life of more than one year with a per unit cost greater than \$5,000 will be purchased with this grant.

### 5. Supplies

Items	Computation	Cost
<b>Laptops</b>	\$1,200 x 2 Program Navigators	\$2,400
<b>CareerCenter Materials</b>	Varies	\$7,000

<b>TOTAL</b>	<b>\$9,400</b>
--------------	----------------

Laptop computers will be purchased for each Program Navigator.

Alternative formats of various CareerCenter materials will be purchased as needed to enhance programmatic access for people with disabilities.

## 6. Contractual

The Maine Department of Labor will sub-contract for the following services to fulfill the goals of **AbleME**:

	Cost
<b>Staff Development and Training</b>	\$ 12,800
<b>Technology Assessment</b>	\$ 14,000
<b>TOTAL</b>	<b>\$ 26,800</b>

The majority of cost associated with staff development and training will be supported by the Maine Department of Labor. A small fund will be set aside to pay for facilitators or outside trainers.

MeDOL will contract with an external evaluator to assess the assistive technology needs of Maine's Career Centers.

## 7. Other Costs

Items		Cost
<b>Assistive Technology Fund</b>		\$140,000
<b>Rent</b>	\$3,750 x 2 years x 2 staff	\$15,000

As needs for Assistive Technologies are identified in the CareerCenter system, funds from the Technology Fund will be used to support acquisition and implementation of resources.

Program Navigators will be housed in rented CareerCenter space.

<b>TOTAL</b>	<b>\$155,000</b>
--------------	------------------

<b>TOTAL DIRECT COSTS</b>	<b>=</b>	<b>\$568,690</b>
---------------------------	----------	------------------

## J. Indirect Costs

Description	Computation	Cost
<hr/>		
<b>Maine Department of Labor Indirect Cost</b>	<b>= 8.99%</b>	
Year One	\$170,000 x 8.99%	\$15,283
Year Two	\$178,190 x 8.99%	\$16,019
<b>TOTAL</b>		<b>\$31,302</b>

Maine Department of Labor Indirect Cost rate is only applied to the Project Manager salary and fringe cost.

**TOTAL PROJECT COST = \$599,992**

