



# **LOS ANGELES COUNTY**

## **WIA Adult and Dislocated Worker BULLETIN**

**NUMBER: B-DWA-02-001 SUBJECT: EmployAbility Partnership-Legacy  
Training**

**DATE: 03/03/03 EFFECTIVE DATE: Immediately PAGE 1 of 2**

**TO: ALL WORKSOURCE CENTER DIRECTORS**

I am very pleased to announce that the **Legacy Training and Skills Certification Program** will officially launch on March 1, 2003. Legacy is the culmination of a two-year effort through the EmployAbility Partnership to build the capacity of the WorkSource system staff to serve customers with disabilities. The program has now been expanded to include all WorkSource Centers funded by the Los Angeles County Workforce Investment Board (LACWIB). Legacy training is a core strategy for accomplishing the Workforce Investment Act (WIA) mandated goal of providing universal access to everyone seeking workforce development services.

Both the California Workforce Investment Board and the Department of Labor have reviewed this program as a possible model for certifying Disability Services Specialists. In order to further our efforts to implement this program, I am requesting that all Executive Directors support and commit staff time to this certification program. Legacy program staff has mechanisms in place to evaluate staff core competencies and ensure that Center staff will be trained in an effective and efficient manner. Your comments and suggestions will help strengthen our model and will be solicited during this certification process.

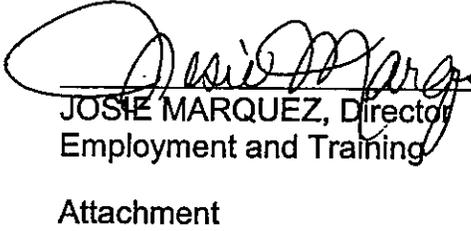
In preparation for the March launch, Empowerment Team Members will be contacting the Disability Coordinator and Information Technology contact for each Center in order to schedule an appointment to provide additional information regarding program implementation.

I have attached a Legacy fact sheet to assist in your communication to staff. If you have any additional questions, please contact Angela Gentry at (213) 738-3865.

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I encourage you to take a proactive role in meeting the needs of our customers with disabilities by actively promoting the Legacy Training and Skills Certification program to your staff.



JOSIE MARQUEZ, Director  
Employment and Training

Attachment

JM:AG

## ATTACHMENT

### **What is the Goal of Legacy?**

Legacy training will equip WorkSource center employees with the skills needed to meet the needs of persons with disabilities, as well as enhance their ability to deliver quality services to customers without disabilities. This training will also enable participants to acquire new skills to advance their careers. Through LEGACY, each WorkSource employee can earn certification as a Disability Services Specialist I (DSS-I).

### **There will be three DSS certification levels:**

- DSS I** Skills needed to deliver Core Services: orientation, intake/eligibility, customer service, etc.
- DSS II** Skills needed to deliver Intensive Services: assessment, career counseling, case management, job development
- DSS III** Advanced skills for employees who deliver Intensive Services, and also perform other duties such as staff training and outreach to businesses and community based organizations.

DSS I certification requires completion of 11 courses, including nine on-line courses and a minimum of two live courses. DSS II & III certification requirements will be disclosed at a future date.

### **Who is eligible to participate in the Legacy program?**

LEGACY is available to all staff of Los Angeles WorkSource Centers and EmployABILITY Partnership members.

### **How long will it take to complete Legacy training?**

Depending on each person's learning style and familiarity with the subject matter, the amount of time needed to complete Legacy courses will vary. It is estimated that each course will take about two to three hours to complete, but there is no time limit. Students may log on for a few minutes at a time, logout, and then log back on to continue where they left off.

### **When will Online Legacy Courses be Available?**

Online Legacy courses will be available to County of Los Angeles WorkSource staff on the EmployABILITY Network web site ([www.employ-ability.org](http://www.employ-ability.org)) starting **Monday, March 10<sup>th</sup>**. The Empowerment Team is in the process of scheduling appointments at the WorkSource centers throughout the month of March. For more information, please contact Lisa Jordan at (323) 539-2098.

The online system allows students to complete courses at their own convenience and at their own pace, minimizing disruptions to their daily job duties. The system automatically scores test results and tracks credit. Program Managers will receive a monthly report showing staff progress. County Community and

Senior Services and Workforce Investment Board will be furnished a summarized report as well.

The curriculum for the Disability Services Specialist I certification includes a total of 9 online courses:

**Module #1: WorkSource Accessibility Strategies:** Introduction to barriers to employment of persons with disabilities, and WorkSource strategies for helping overcome those barriers by providing "universal access" access to services.

**Modules #2 through #9: Individual Types of Disability:** series on major types of disability: Vision Impairments; Communications (speech & hearing impairments); Mobility: fine & gross motor control; Repetitive stress & other work-related injuries; HIV/AIDS and other medical conditions; Cognitive & Learning Disabilities; Mental Illness; and Alcohol & Drug Addiction.

Each online course addresses these issues related to a specific type of disability: myths and misperceptions (real versus perceived barriers to employment); functional impact on a person's ability to work; service provider Issues – guidelines on etiquette, legal disclosure, assessment, and service strategies; WorkSource accessibility strategies; and employer concerns. Each course also includes examples of successful employment outcomes for persons with this disability, and resources for information and assistance in providing specialized services. At the completion of each module, a test will be given and if the enrollee answers 70% of the questions correct, a certificate of completion from the EmployABILITY Partnership will be generated. At the completion of the program, enrollees will receive a Disability Specialist I Certificate.

### **Live Training**

In addition to completing the nine on-line courses, participants must attend a minimum of two live training sessions.

A specialist in the field teaches each live course. Classroom training provides opportunities to apply the knowledge students learned, through the online training, to address "real life" situations. Students will participate in team activities, hear from actual WorkSource customers, and have questions answered by experts in the specific area of disability addressed by that course.

### **Special Conditions:**

Under this contract, the nine on-line modules will be available to County WorkSource California staff. Because of time limitations, two live training topics have been selected by the County WIB. The selected topics are WorkSource Accessibility Strategies and Vision Impairments. County centers will be advised when additional live training topics will be made available to County Staff.

### **Where will the Live Training be Held?**

To make the training as convenient and accessible as possible to County WorkSource employees, there will be an opportunity to attend each live training at three different locations between March 10, 2003 and June 30, 2003. An additional training for each module may be added based on staff needs. This will provide flexibility in scheduling staff attendance. The three regional training sites are currently under consideration.

### **Live Training Schedule**

A complete schedule for live training sessions and training sites will be distributed to the designated disability coordinator and program manager at each WorkSource center by March 24, 2003.

### **Registration**

Live Legacy courses can only be taken after the successful completion of the related on-line module. Registration must be arranged by contacting Maria Silva at (323) 223-1211, TTY (323) 539-2081 or by e-mail at: [msilva@lagoodwill.org](mailto:msilva@lagoodwill.org). Because of the limited seating, enrollment will be on a first-come, first served basis.