



Maturity Model Inventory

Local Level

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Maturity Model Inventory Local Level

Introduction and Instructions

The Maturity Model Inventory – Local Level is designed to help local One-Stop Career Center staff (a) identify the phase of implementation of the DPN Initiative as defined by the key areas in the Maturity Model Matrix, (b) educate partners about the growth of the program, (c) orient new staff, (d) provide policy direction, and (e) identify priorities for technical assistance.

You may not know how to respond to all the items in the inventory and may need to get information from others at the One-Stop Career Center. Taking the time to gather this additional information will provide you with a more accurate picture of where the One-Stop Career Center fits on the Maturity Model Matrix. A good guide for making this determination is if you have three or more items in a section that you do not know the answer to, then stop and gather the information before scoring the assessment. If you don't know the answer, leave the item blank.

Local Maturity Model Inventory

Local Level Staff for DPN Initiative

Version 1

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- ◆ The DPN;
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EXPERTISE

Breadth and Depth

For the following statements please estimate how many of the One-Stop Career Center staff (not including the DPN):	None	Less Than Half	About Half	More Than Half	All
1. Understand disability groups well enough to adequately provide services to job seekers with disabilities (e.g., know about challenges to employment, know how to communicate with, know how to access resources).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Are familiar with community resources that would assist them in serving job seekers with disabilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Contacted the DPN for resources or information in the past 6 months.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Are knowledgeable about accommodations and assistive technologies needed to provide services for job seekers with disabilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Can assist job seekers with disabilities with accommodations in the workplace.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Know how to serve job seekers with all types of disabilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Knowledge Transfer

7. Please rate the availability of local community resources at the One-Stop Career Center for staff to learn about and assist job seekers with disabilities. These resources include information at the One-Stop (either electronic or paper) that One-Stop Career Center Staff know how to access.
- No resources are currently available at the One-Stop Career Center.
 - A few resources are available at the One-Stop Career Center.
 - Some resources are available at the One-Stop Career Center.
 - Many resources are available.
 - A complete list of local community resources is available at the One-Stop Career Center.

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8. Please rate how frequently resources are updated.

- No resources are currently available at the One-Stop Career Center.
- Local community resources have not been updated in over a year.
- Local community resources were updated 6 months to a year ago.
- Local community resources were updated within the past 6 months.
- Local community resources are regularly and continuously updated as needed.

Staff Knowledge

	None	Less Than Half	About Half	More Than Half	All
9. How many One-Stop Career Center staff have attended at least one training (provided by anyone, including the DPN) on how to serve job seekers with a disability?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. How many One-Stop Career Center staff regularly access resources for providing services to job seekers with disabilities through the internet or other outside agencies?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. How many One-Stop Career Center staff use One-Stop Career Center resources for providing services to job seekers with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Is there a system or plan in place for making sure the resources are up-to-date and available on an on-going basis for all One-Stop Career Center Staff?

- No.
- A system or plan is being created but is not yet finalized.
- A system or plan is finalized but not yet implemented for keeping the resources up-to-date.
- A system or plan has been developed but not fully implemented (only some staff regularly access the resources).
- There is a system or plan in place and implemented for making sure the resources are up-to-date and available on an on-going basis for all One-Stop Career Center staff.

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13. Indicate which of the following One-Stop Career Center methods are used to share information about how to serve job seekers with disabilities. Check all that apply.

- Library
- Newsletter
- Website resource list
- Desk aids
- Email
- Committees
- Meetings

14. Indicate which of the following methods are used to share information about how to serve job seekers with disabilities. Check all that apply.

- On-line training
- Interactive internet based training
- Conference calls
- National conferences

Think about how new One-Stop Career Center staff are trained on how to assist job seekers with disabilities. Indicate how often each of the following occurs:						
	There Is No Training	Almost Never	Sometimes	Almost Always	Always	
15. How often are new One-Stop Career Center staff required to be trained on how to assist job seekers with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
16. How often does this training take place within a few months of the new employee being hired at the One-Stop Career Center?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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17. Does the One-Stop Career Center provide training for all new One-Stop staff on where to find resources so that they can learn how to serve job seekers with disabilities?

- There is no formalized training for new One-Stop Career Center staff on how to assist job seekers with disabilities.
- New One-Stop Career Center staff are informally trained by the DPN or other designated staff.
- Training is offered up to three times a year for new staff. They attend the first available training.
- New staff are trained within a few months of joining the One-Stop Career Center.
- New staff are trained within a few weeks of joining the One-Stop Career Center.

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ACCESSIBILITY

The next three sections address accessibility. Some job seekers are better able to use the One-Stop Career Center and participate in the programs when barriers are removed and/or accommodations are made. Remember, accommodations can include, but are not limited to:

- making devices like the “Pocket Talker”, a personal sound amplification device available during programs;
- text magnification software for computers;
- holding meetings in settings that provide privacy and limit distractions;
- asking the customer to rephrase what is communicated to ensure that it is understood;
- providing instructions, expectations, and goals in writing so that the individual can review the information for greater clarity;
- providing sign-language interpreters;
- providing materials on computer discs so that persons can access the information from their own computers;
- providing software programs such as Wynn Wizard which can read scanned documents;
- allowing individuals to take notes from documents;
- providing instructions in writing or on audiotape; or
- using step by step detailed instructions of what is expected for the individual to be able to complete a task.

The items in this section refer to the **Physical Accessibility** of the One Stop Career Center. Items in the next section refer to **Programmatic Access** and the items on the following section refer to **Attitudinal Access**.

Physical Accessibility

Physical Access relates to use of items such as electronic doors, ramps, table height, and signage to get customers into the building, help them get where they need to go, and let them participate in services.

	Almost		Somewhat		
	Never	Never	Sometimes	Regularly	Regularly
18. How frequently does a DPN or designated One-Stop Career Center Staff check to make sure the One-Stop Career Center is physically accessible?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you answered Never to question #18, then please skip to question #21.

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	Not At All Likely	A Little Likely	Somewhat Likely	Likely	Very Likely
19. What is the likelihood that management at the One-Stop Career Center will pay attention to the results of the physical accessibility assessment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. What is the likelihood that any issues raised by the physical accessibility check/assessment will be addressed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please rate how easy it is for job seekers with disabilities to do each of the following:	Not At All Easy	Not Very Easy	Easy	Very Easy	Completely Easy
21. enter the building.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. navigate through the public areas of the building.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. use signs (signage) to get where they want to go.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. get around the One-Stop Career Center in a wheelchair.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. get through doors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. park in an accessible parking space.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. get around on the side walks (curb cuts).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. use the resource room.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Accessibility – Program

Programmatic Access relates to use of assistive technology, adaptive equipment, alternative formats and accommodations, etc. to allow customers full access to every level of service – core, intensive and training.

	Never	Almost Never	Sometimes	Somewhat Regularly	Very Regularly
29. How frequently does a DPN or designated One-Stop Career Center staff check to make sure the programs offered at the One-Stop Career Center are accessible?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you answered Never to question #31, then please skip to question #34.

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	Not At All Likely	A Little Likely	Somewhat Likely	Likely	Very Likely
30. What is the likelihood that management at the One-Stop Career Center will pay attention to the results of the program accessibility assessment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31. What is the likelihood that any issues raised by the program accessibility check will be addressed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Accessibility – Attitudinal

Attitudinal accessibility – addresses the extent to which staff attitudes promote customer access to services and opportunities, as when One-Stop Career Center staff fails to co-enroll customers with disabilities into WIA in order to protect staff performance metrics.

For the following statements please estimate how many of the One-Stop Career Center staff:	None	Less Than Half	About Half	More than Half	All
32. are comfortable serving all job seekers regardless of whether they have a disability or not.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33. are comfortable serving job seekers with disabilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34. serve job seekers with disabilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35. ask ALL customers if they need an accommodation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36. expect that job seekers with disabilities will be present at all activities, including job fairs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37. value learning about what barriers exist to using the One-Stop Career Center.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38. value eliminating barriers to using the One-Stop Career Center that have been identified.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39. feel that all job seekers with disabilities should have access to all One-Stop Career Center programs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In your view, how many of the job seekers who have disclosed that they have a disability feel	None	Less Than Half	About Half	More Than Half	All
40. they can comfortably use the One-Stop Career Center services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
41. welcome at events hosted by the One-Stop Career Center including meeting with employers and attending job fairs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Almost Never	Almost Never	Somewhat Sometimes	Somewhat Regularly	Very Regularly
42. How often does your One-Stop Career Center collect data to assess staff attitudes about working with job seekers with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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	Not At All Likely	A Little Likely	Somewhat Likely	Likely	Very Likely
43. What is the likelihood that management at the One-Stop Career Center will pay attention to the results of an assessment or other form of data collection of staff attitudes about working with job seekers with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
44. What is the likelihood that any issues raised by an assessment of staff attitudes about working with job seekers with disabilities will be addressed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For the following statements please estimate how many of the One-Stop Career Center staff:	None	Less Than Half	About Half	More Than Half	All
	45. feel that only designated staff (e.g. DPN) should serve job seekers with a disability.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
46. think that some job seekers with disabilities can be served, but not all.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
47. feel that serving job seekers with disabilities will get in the way of meeting their programmatic goals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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PROBLEM SOLVING

Rate how often each of the following occur.	Almost		Almost		Always
	Never	Never	Sometimes	Always	
48. All job seekers with disabilities are automatically referred to another agency that serves job seekers with disabilities (such as VR).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
49. All job seekers with disabilities are automatically referred to the DPN or another staff designated to work with job seekers with disabilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50. The DPN works one-on-one with staff to provide services for individual job seekers with disabilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51. The DPN creates an integrated resource team of internal One-Stop Career Center staff and external community agency staff to provide services for individual job seekers with disabilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
52. One-Stop Career Center Staff (other than the DPN) create an Integrated Resource Team (IRT) of internal One-Stop Career Center staff (may or may not include the DPN) and external community agency staff to provide services for individual job seekers with disabilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

53. Are there policies or procedures in place for One-Stop Career Center staff to work with community agencies for providing seamless services for job seekers with disabilities?

- There are no policies and/or common practices for One-Stop Career Center staff to work with community agencies on barriers to employment for job seekers with disabilities.
- Policies and/or common practices are being developed but are not consistently practiced.
- One-Stop Career Center staff work with community agencies on barriers to employment for job seekers with disabilities depending on how pressed for time they feel and/or their familiarity with outside community agencies.
- Policies and/or common practices are developed and are becoming common practice.
- Policies and/or common practices are developed and commonly practiced.

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	Never	Almost Never	Sometimes	Almost Always	Always
54. How often do One-Stop Career Center staff (other than the DPN) work with outside agencies to provide seamless services for job seekers with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
55. How often do One-Stop Career Center staff (other than the DPN) "blend and braid" or share resources with other federal, state, and local community agencies for job seekers with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
56. How often does the DPN facilitate a meeting between a One-Stop Career Center staff member and a jobseeker with a disability?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Who is most likely to do the following the majority of the time:	No one	DPN Only	DPN & Some Staff	More than Half Of Staff	Most/All Staff
57. Get trained on how to use an individualized approach to work with job seekers with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
58. Use an individualized approach when working with job seekers with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
59. Create an Integrated Resource Team (IRT) to help a specific jobseeker with a disability?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
60. Use an Integrated Resource Team (IRT) to work with job seekers with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
61. Collaborate with other One-Stop Career Center staff to resolve challenges to employment of job seekers with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
62. Work directly with job seekers with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
63. Address non-job seeking challenges to employment (such as transportation) with community agencies <i>outside</i> the One-Stop Career Center.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
64. Address non-job seeking challenges to employment (such as transportation) with community agencies <i>within</i> the One-Stop Career Center.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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65. How are challenges to employment for job seekers with disabilities addressed by the One-Stop Career Center? Check the appropriate box.

- The One-Stop Career Center does not have any common practices to problem-solve identified barriers to employment for job seekers with disabilities.
- One person at the agency is appointed to problem-solve identified barriers to employment for job seekers with disabilities. (may or may not be DPN)
- Barriers to employment are handled on an individual basis; One-Stop Career Center staff consult the DPN occasionally.
- A committee or Integrated Resource Team of people at the One-Stop Career Center is created by the DPN or designated One-Stop Career Center staff to problem-solve identified barriers to employment of job seekers with disabilities.
- An Integrated Resource Team of multiple community agencies is created by any One-Stop Center Career staff to problem-solve identified barriers to employment of job seekers with disabilities.

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SPHERE OF INFLUENCE

Connection to Other Agencies

	No One	DPN	A Few Staff	Some Staff	Most Staff
66. Who does the majority of the outreach to local agencies so that they are aware that the One-Stop Career Center serves job seekers with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	None	Less Than Half	About Half	More than Half	All
67. How many One-Stop Career Center staff, not including the DPN, serve on community committees that address challenges to employment of job seekers with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
68. How many One-Stop Career Center staff, not including the DPN, have been invited to serve on community committees that address challenges to employment of job seekers with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
69. How many One-Stop Career Center staff, other than the DPN, do outreach to local agencies so that they are aware that the One-Stop Career Center serves job seekers with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Never	Almost Never	Sometimes	Almost Always	Always
70. How often does the One-Stop Career Center (not including the DPN) do outreach informing local agencies that the One-Stop Career Center serves job seekers with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
71. How often does the DPN do outreach to local agencies so that they are aware that the One-Stop Career Center serves job seekers with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
72. How often is the DPN at your One-Stop Career Center invited to help problem solve or educate others on how to serve job seekers with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
73. How often is One-Stop Career Center staff (other than the DPN) invited to help problem solve or educate others on how to serve job seekers with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
74. How often have challenges to employment for job seekers with disabilities been brought up by others (not the DPN) on committees that are looking at issues for all job seekers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Serving Businesses

If you do not know the answers for this section, you can ask others in the One-Stop Career Center who may know and then fill in the answers.

	None	Less Than Half	About Half	More Than Half	All
75. How many of the businesses that work with the One-Stop Career Center understand how hiring people with disabilities can help meet their workforce needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
76. How many of the businesses that work with the One-Stop Career Center know what a reasonable accommodation is?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
77. How many of the businesses that work with the One-Stop Career Center have a good understanding of providing accommodations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
78. How many of the businesses who work with the One-Stop Career Center have come to the One-Stop to get assistance with an accommodation for an employee?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
79. How many of the businesses who work with the One-Stop Career Center automatically make all hiring events accessible?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
80. How many of the businesses who work with the One-Stop Career Center view people with disabilities as part of the workforce and include them in forecasting job market trends?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
81. How many businesses provide accommodations so that all job seekers (including job seekers with disabilities) can participate in hiring events?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
82. How many of the community agencies that your One-Stop Career Center works with are aware that the One-Stop Career Center can serve job seekers with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
83. How many community agencies that your One-Stop Career Center works with refer job seekers with disabilities to the One-Stop Career Center?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Outreach/Marketing

	0	1	2	3	4
	Never	Almost Never	Sometimes	Almost Always	Always
84. How often does the One-Stop Career Center formally market their services for job seekers with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
85. How often does the One-Stop Career Center emphasize specific services (such as AT workstations) or services for job seekers with disabilities in marketing materials?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
86. How often do marketing campaigns show the One-Stop can serve all groups with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

87. Which best describes your role?

- DPN
- One-Stop Career Center Director and/or DPN Direct Supervisor
- One-Stop Career Center Staff (not director or DPN supervisor)

88. Which best describes your geographic region?

- Rural
- Urban/suburban
- Mixture of rural and urban

89. Are you a circuit rider?

- Yes
- No

Local Maturity Model Inventory
Local Level Staff for DPN Initiative
Version 1

RESOURCES

For additional information or technical assistance on utilizing these tools contact:

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Emery, J., & Bryan, M.C. (2006, December). Disability Program Navigator Implementation Maturity Model. 2005: Four-State Study: National Overview Report. Retrieved mm/dd/yy from <http://cowinpartners.org/>

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