



NAVIGATOR PROGRAM FOR PEOPLE WITH DISABILITIES

PROCEDURES



Estado Libre Asociado de Puerto Rico
Alianza Municipal de Servicios Integrados
September 2008

INTRODUCTION

In September 2002, the Employment and Training Administration (ETA) of the Federal Department of Labor (DOL) and the Social Security Administration (SSA) signed an interagency agreement to implement and evaluate the Navigator initiative. This initiative responds to the concern of people with disabilities of losing their benefits as they explore the different aid programs.

In November 2006, the Council for Organization and Human Resources Development (OHRD) presented a \$ 1.2 million proposal to develop the Initiative in Puerto Rico. In May 2007, the ETA announced Puerto Rico was one of the 16 new jurisdictions with approved funds to develop the Navigator initiative, with a total allocation of \$ 529,802.00. Of that, a total of \$30,022.00 was assigned to the AMSI for the 2007, 2008, and 2009 fiscal years.

The Navigator initiative aims to help participants benefit from the different services offered at AMSI. They will also receive individualized assistance to access integrated and comprehensive services by providing the necessary tools to identify their needs through interviews with the Navigator, and the Occupational Counsel and evaluations to help identify the services need to ensure quality training. Participants will benefit from careers selection services and other offerings of

the Satellite Career Centers or One-Stop Centers such as referrals for training services and employment services, among others. Participants will also be able to benefit, via referrals, from other services that meet their needs and are offered by other aid agencies.

I. PURPOSE

1. The main purpose of the Navigator Initiative is to provide information to people with disabilities about training and employment services available to them in the One-Stop Centers and to aid in their search for services, considering they may be facing barriers and challenges in the job search process, making it difficult to ultimately land a job. This will facilitate the process to find appropriate and adequate training or employment, and overcoming different barriers or obstacles that may arise. Ultimately the main intent of the Disability Program Navigator (DPN) initiative is to help people with disabilities gain access to integrated and comprehensive services.



II. DEFINITIONS

1. Barrier- Fixed or mobile obstacle that prevents the passing through a place; difficulty that prevents the achievement of an objective or a goal.
2. Benefit- Good that is done or received.
3. OHRD- Council for Organization and Human Resources Development.
4. ETA- Employment and Training Administration.
5. Impediment- Prohibition, setback, inconvenience, delay, interruption, obstacle, difficulty, limitation, complication, hindrance, entanglement.
6. Navigator- Person who takes a path through a medium.
7. SSA- Social Security Administration.
8. USDOL or DOL - United States Department of Labor.

III. NAVIGATOR'S FUNCTIONS

1. The Navigator must identify the needs of participants with limitations and refer them through the One-Stop Centers (OSC).
2. Develop partnerships to achieve systematic change and expand capacity to offer services to participants with disabilities.
3. Facilitate the transition of youngsters with disabilities in or out of school to help them find employment and economic self-sufficiency, including the identification of schools, by designing and coordinating individualized support.
4. Establish contacts with agencies and organizations offering services to people with disabilities.
5. Guide the OSC staff on how to help people with disabilities access programs that impact their ability to obtain and retain a job.
6. Develop contacts and collaborate with employers to facilitate employment opportunities for people with disabilities.
7. Be a link or resource on matters related to Federal Social Security, Employment Incentive and Support Programs, Ticket to Work, the Protection and Support System, Vocational Rehabilitation and pilot projects related to employment.

8. Be a resource in programs that will have an impact on the participant's ability to enter and stay in the workforce.
9. Provide specialized services and serve as a resource for people with limitations.
10. Lead on efforts to increase the employment rate and self-sufficiency among people with limitations by referring them to employers, facilitating access to services and providing them with the necessary support in the transition to the labor market.



IV. SERVICES

The services will be offered in the One-Stop Centers. The services to be offered include:

1. Information on training and other employment-related services in a single location.
2. Preparation or update of resume.
3. Information on the labor market (offers in demand).
4. Guidance on labor requirements.
5. Access and referral to direct job offers.
6. Case Management and follow-up.
7. Orientations and pre-employment interviews.
8. Job and recruitment fairs.
9. Other services offered by Mandatory WIA Members.



V. PROCEDURE

1. The Navigator will prepare a quarterly report for the OHRD indicating the services offered to participants with disabilities by the AMSI One-Stop Centers and Satellite Centers.
2. Each AMSI One-Stop Center and Satellite Center will keep a record of all people with disabilities receiving services. Centers will use the same visitor registry being used to date.
3. The Navigator will request the Receptionist of each OSC or Satellite Center to clearly identify in the registry of visitors the name of the participants with disabilities who are receiving services.
4. On the first business day of each month, the receptionist of each Center will send by email to the Navigator the list of participants with disabilities served during the past month including the name, date of visit and service received.
5. The Case Managers will enter the details of all participants in the SAC WIA, including those with disabilities, as required by the system.
6. The Information Systems and Mechanization Area will provide this information to the Navigator, who will use it to prepare the quarterly report for the OHRD.
7. The Navigator will work in coordination with the Case Managers of the Centers to provide services to people with disabilities.
8. The available services will be offered with the purpose of helping participants in their search for employment or training.

Participants may be directed to available services offered by Mandatory Members.

9. The Case Manager will refer participants with disabilities to the Navigators if their intervention is needed to facilitate service.

10. The Navigator will make the necessary contacts or referrals with agencies or service entities to facilitate the provision of services needed.

11. After job placement, the participants will go through a follow-up process over a three-quarter period, which their Case Manager will lead.

VI. VALIDITY

This procedure will take effect immediately after its approval.

VII. APPROVAL

This procedure is approved today, September 30, 2008.

Joaquín Santiago Santos
Executive Director

Vicky Cintrón de Azize
President, Local Board