



# A NEW DAY: WE'RE LISTENING



**A New Day: We're Listening  
Office of Disability Employment Policy**

**U.S. Department of Labor Region II  
Summary**

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## **A New Day: We're Listening**

### **U.S. Department of Labor Region II**

#### **INTRODUCTION**

On January 27, 2010, the U.S. Department of Labor's Office of Disability Employment Policy (ODEP) held the second of a series of six Listening Sessions in Philadelphia, PA. The purpose of the Listening Session was to provide a forum to collect information and comments from stakeholders about best practices and key issues to be addressed by Federal systems regarding the employability, employment, retention and promotion of people with disabilities.

Noting that "the employment figures for people with disabilities are way too low," ODEP Assistant Secretary Kathleen Martinez invited representatives from other Federal agencies to participate on the listening panel. Assistant Secretary Martinez said, "I am pleased to announce that the Department of Labor (DOL) is working in tandem with other Federal agencies to change this picture as we strive for good jobs for everyone, including those of us with disabilities."

Assistant Secretary Martinez invited stakeholders to provide input in three key areas: (1) More effective ways to increase employment of women, Veterans and minorities with disabilities; (2) identification of Federal and state systems effectively collaborating to achieve successful employment outcomes for people with disabilities; and (3) identification of three top issues on which the Federal government should focus to support an increase in labor force participation of people with disabilities.

Thomas Earle, CEO of Liberty Resources, the Philadelphia Independent Living Center, welcomed the panelists and attendees to Philadelphia.

#### **EXECUTIVE SUMMARY**

Of 183 stakeholders who registered for the Philadelphia Listening Session, 75 attended. These stakeholders included individuals, service providers and employers from Delaware, the District of Columbia, Maryland, Pennsylvania, Virginia, and West Virginia. Through advance registration, individuals were slotted to present formal presentations. As time permitted, ODEP also invited comments from the audience. A total of 23 attendees presented formal remarks or made comments from the audience. ODEP invited online comments from those who were unable to attend, or wished to make additional comments. The online comment period remained open for 48-hours after the Listening Session, and resulted in comments from an additional 17 individuals.

In addition to ODEP, representatives from the following agencies comprised the listening panel: Rehabilitation Services Administration, U.S. Department of Education; Office of Employment Support Programs, U.S. Social Security Administration; Women's Bureau, U.S. Department of Labor; Office of Federal Contract Compliance Programs, U.S. Department of Labor; and the Employment and Training Administration, U.S. Department of Labor.

Topics addressed as significant included mental health supports, assistive technology, coordination of programs and services, collaboration, issues related to chemical and environmental exposures, transition from family to work as well as from school to work, "Employment First" policies, asset management, accessibility of One-Stop Centers, issues specific to the deaf community, disincentives to work, understanding the employer perspective, and systems change.

Participants identified effective Federal programs, as well as private-sector and non-profit programs with effective practices related to the employment of people with disabilities.

Recommendations by the attendees focused on the following areas: alternative financing programs, coordination and collaboration, policies related to chemical and environmental sensitivities, raising expectations, employer-driven job development, "Employment First" policies, integration into professional disciplines and grant opportunities, disability-friendly public policy, disincentives, special wage provision, transition from school to work, Workforce Recruitment Program, communications and outreach, increased funding for vocational rehabilitation, Business Leadership Networks, and Disability Program Navigators.

## KEY ISSUES

The **key issues** identified by this group of stakeholders were the following:

- The need for **mental health supports** that include community integration, recovery principles, employment support, and a wellness action plan. Individuals with psychiatric disabilities need structured programs to get back into society and the workplace, which include peer support, employer understanding of accommodation needs, and collaboration between employer and employee. Many individuals remain isolated from their communities and everyday experiences. Only 27 percent of adults with mental health disabilities are employed. The state of Pennsylvania spends approximately \$2 billion in mental health services.
- The need for **more education on hidden disabilities**, such as epilepsy, autism, diabetes and traumatic brain injury (TBI). One participant described her experience after experiencing a TBI following an automobile accident. She had a degree in engineering, had been gainfully employed for more than 10 years in engineering and managerial positions. She continued to work for two years before her disability was diagnosed. Yet, after her disability was diagnosed, and

she disclosed her disability, the company told her it could not support her accommodations and terminated her.

- The need for **coordination of programs and services and collaboration** among programs and agencies. Collaboration of efforts where key individuals know each other and each other's programs results in more effective outcomes for the customer.
- The need to develop **effective policies** related to individuals disabled by **chemical and environmental exposures**. Up to one-third of the U.S. population may react to low level exposures, and up to six percent of the population is chronically ill and disabled. EEOC statistics show a high rate of failure to accommodate individuals with chemical and environmental sensitivities.
- The need to **incorporate transition principles at a much earlier age** for young people with disabilities. Expectations of both family and schools have a significant impact on the success of the person.
- The need to **support entrepreneurship** as an effective employment outcome.
- The need to **refocus services to an "Employment First" model**. Too many programs either do not take employment into account, or view it as the last step in preparation for full integration into the community.
- The need to prepare individuals with disabilities with **financial asset management tools**. People with disabilities generally lack viable financial management tools to save for future expenses and long-term needs.
- The need to ensure that both **One-Stops (the buildings themselves) and their services are accessible** to people with disabilities. Too many of these centers are located in inaccessible buildings or fail to have the assistive technology necessary to ensure that people with disabilities can use their services.
- The need to **incorporate people who are deaf into all aspects of employment and all levels of jobs**. To effectively do so requires a commitment to making appropriate accommodations.
- The need to **eliminate disincentives to work in the Social Security programs**. Individuals who successfully get off these programs are often less financially secure than if they had stayed on the programs.
- The need to **understand the employer's perspective**. Understanding the business environment, how the business operates, and the type of jobs needed is key to successful placements. Too often, those charged with making the placements know only the qualifications of the potential employee, but not the needs of the business.
- The need for **systems change**. It's time to evaluate the outcomes of the service systems. Removing people from public institutions may have created new forms of isolation and exclusion. Fewer than 20 percent of adults in the state systems are employed, and those who are generally work part-time, averaging four hours a week. Sub-minimum wage allowances keep people in sheltered workshops, earning, on average, \$5 per day. Even when employers express openness to support people with disabilities in the general workforce, the service system is unable to find the resources needed to change from a segregated programs approach. There is too much emphasis on using Medicaid dollars to help people get ready to work, rather than helping them to learn how to get and maintain

employment. Strategic plan and service outcome measurements should lead to ensuring real life outcomes for people with disabilities. One speaker asserted, “The limitations of the service system, not a disability, are what’s keeping people from jobs.”

## WHAT’S WORKING

The following were identified as beneficial to improving the employment opportunities of people with disabilities:

- **Centers for Independent Living (CIL):** CILs provide a variety of resources to assist individuals with disabilities in being fully integrated in community life. They are excellent venues for employment assistance as well.
- **Personal Assistance Services (PAS):** These are critical for many people with disabilities, both at home and on the job. One speaker singled out the Center for Personal Assistance Services at the University of California, San Francisco, as an important resource on PAS. This Center promotes research, training, technical assistance and dissemination of information about personal assistance services. The Center’s mission is to ensure that people with self-care limitations can find information that will help them live independently.
- **Disability Program Navigators (DPNs):** DPNs provide resource coordination. They can identify and bring to the table all service providers as well as non-disability organizations that provide services, employment assistance, or other critical knowledge.
- **Supported Employment and Customized Employment:** These programs have proven themselves to be able to integrate people with significant disabilities into competitive employment. Yet, one speaker pointed out, “county-based services and Medicaid waiver dollars in many states continue to funnel people into day-wasting, segregated settings that offer little hope of employment.”
- **Ticket to Work and Work Incentives Act:** This work incentive assistance program for beneficiaries of SSI and SSDI does work. One person who testified gave total credit to this program for the competitive employment she currently enjoys.
- **Workforce Recruitment Program for College Students with Disabilities (WRP):** Several participants praised the WRP as resulting in very positive employment outcomes. For example, since 1996, over 100 students at Temple University have received professional development training in preparation for the WRP, and 59 have had paid internships. In 2009, nine of the 10 students who interviewed in the program were selected as interns. Four seniors from that group were offered full-time jobs in the Federal government.
- **The Center for Disease Control’s (CDC) Indoor Environmental Policy and Environmental Quality Guidelines** for its workplace, and the **Census Bureau’s fragrance-free policy** and implementing language. These policies were singled out as models for addressing issues related to individuals with chemical and environmental sensitivities.

## **STRATEGIES IDENTIFIED BY PHILADELPHIA PRESENTERS**

### **Effective Practices at the Pennsylvania Assistive Technology Foundation (PATF), King of Prussia, PA**

PATF is a non-profit organization that provides low-interest loans to people with disabilities and older adults so that they can buy the assistive technology devices and services they need. This program is consumer-driven and consumer-directed. Services include:

- Education about possible assistive technology funding resources in Pennsylvania
- Low-interest loan program with extended repayment terms (often reflecting the life cycle of the assistive technology device)
- Information on credit-scoring and financial management
- Support for ensuring timely repayment of loans
- Guarantees for loans made to people with poor credit or no credit (decisions on these types of loans made by the Board of Directors)
- Monthly reports to the Credit Builders Alliance, thus helping to increase an individual's credit score with each payment
- Collaboration with AgrAbility, a program that helps farmers with disabilities and farm families get the equipment they need to continue farming

Individuals who take out the loans use them for vehicle purchase (with adaptation often covered by either Vocational Rehabilitation or the Veterans Administration), hearing aids, CCTVs, Braille readers, and other assistive devices. Over the past 10 years, PATF has extended more than \$21 million in loans, with a default rate of only 1.4 percent.

### **Effective Practices at the Center for Excellence in Disabilities (CED), West Virginia University, Morgantown, WV**

CED provides resources and supports for people with developmental and other disabilities in all 55 counties in the state. West Virginia has the highest percentage of people with disabilities in the nation – 24 percent, which is double the national average.

- The Center currently has three Federally funded programs related to employment: Work Incentive Planning and Assistance (WIPA), Disability Program Navigator (DPN), and a Medicaid Infrastructure Grant. Program coordinators work closely with each other, help promote each of the programs, and make appropriate referrals to each others programs.
- Over 1000 people in West Virginia are in the Medicaid buy-in program.
- “West Virginia Youth Works,” a demonstration transition-from-school-to-work program, has over 400 participants between 15 and 25 years of age. The program includes extended work incentives and customized employment. It also has the most active PASS program in the region.
- The Center works with TANF families to provide work assessment to those who are temporarily ill or who experience mental health issues.

- Even though only 20 percent of the people in the program get jobs, there are 875 waiting to get assessments.
- The Center also houses the AgrAbility and Assistive Technology Project (ATP).
- ATP is now a line item in the governor's budget and no longer needs Federal funding.

### **Effective Practices at AT&T**

AT&T has taken a variety of steps to create a disability-friendly workplace. These include:

- Incorporating disability into the diversity program, and making the expectation of full-integration the responsibility of all parts of the company, including Human Resources, Public Policy, Customer Care, and Product Development.
- Ensuring that application processes are accessible.
- Involving employees with disabilities on advisory panels within the organization
- Showing people with disabilities in marketing materials.
- Supporting full inclusion in corporate communications.
  - Inclusion must be pervasive.
  - Inclusion must be “business as usual.”
- Supporting and working with community organizations, which, in turn, support the company. For example, when a hearing loss conference was scheduled near AT&T headquarters, the company advertised the conference to its employees and talked about how important customers with hearing loss are to the company.
- Encouraging people with diverse ethnicities and backgrounds to contribute to the company's internal blog.
- Showing leadership in disability integration at the top of the company but also insuring that others throughout the company are vested in the issue, including hiring, retention and promotion processes.
- Incorporating accommodations as “productivity tools.”
- Supporting the UCLA Anderson School of Management's Leadership Institute for Managers with Disabilities.
- Commitment to universal design.
- Providing leadership opportunities for vendors – tool for universal design and how to incorporate universal design into products.

### **“Employment First” -- Effective Practices endorsed by the National Association of Councils on Developmental Disabilities (NACCD), Philadelphia, PA**

NACCD represents 54 State and Territorial Councils on Developmental Disabilities. The Council works to enhance members' efforts to develop and sustain inclusive communities and self-directed services and supports for the more than 5.4 million Americans with developmental disabilities.

The Council has played a significant role in supporting and shaping “**Employment First**” policies, which begin with the expectation that a person with a developmental or other disability can and should work, and that a successful outcome is finding these individuals meaningful and gainful employment that meets their needs and interests by

tailoring services to help them succeed in the workforce. Successful implementations of “Employment First” include:

- **Washington State:** Adoption of this policy has resulted in employment rates of people with developmental and other disabilities that far exceed the national average.
- **California, Alaska and Oregon:** These states have also adopted this policy, and the member councils in the states have served as catalysts to planning and convening forums that bring together self-advocates, parents, providers, state advocacy groups and policy makers.
- **Virginia:** The Virginia Board for People with Disabilities funded the “Virginia State Government Employment Initiative,” a project to promote private and public partnerships to increase the employment of people with disabilities in state government agencies. State policies are now in place to make disability awareness training a permanent part of human resources and management training for state employees.
- **Delaware:** The Delaware Council on Developmental Disabilities funded a project to train 75 public sector hiring managers (state, county and municipal) on assistive technology and how to acquire such technology for public employees with disabilities.
- **Maryland:** The Maryland Developmental Disabilities Council partnered with public and private sector service providers on a project to optimize employment opportunities for people with significant disabilities. Strategies included identifying systemic changes needed to implement “Employment First,” improving the skills and capacity of agency staff to provide customized employment, and creating additional relationships with businesses in St. Mary’s County.
- **Pennsylvania:** The Pennsylvania Developmental Disabilities Council funds the Pennsylvania Business Leadership Network, an employer-led organization that promotes hiring people with disabilities. The Council has also awarded a three-year grant for an Employment Reform Resource Project to create a sustainable technical assistance and training resource group to help further community employment options in the Lehigh Valley.
- **West Virginia:** The West Virginia Developmental Disabilities Council developed a Direct Support Workforce Plan to address the growing shortage of direct support professionals in West Virginia, and brought together a Workforce Development Team that includes policy leaders, providers, self-advocates and family members.

**Real Economic Impact Tour – Effective Practices developed by the National Disability Institute (NDI), Washington, DC**

NDI is funded by the National Institute on Disability and Rehabilitation Research (NIDRR) and charged to address asset management, accumulation and tax preparation for low and moderate income people with disabilities. Fifty-one percent of people with disabilities earn less than \$21,000 per year, and fewer than 21 percent earn more than \$40,000.

People with disabilities lack viable investment tools to save for future expenses and long-term needs, and face additional barriers due to eligibility requirements of many Federal and state entitlement programs. As a result, people with disabilities and their families often do not take advantage of tax savings available to them. To address this issue, five years ago, NDI launched the Real Economic Impact Tour (REIT) to assist people with disabilities in tax preparation. Results to date include:

- Advised people with disabilities about the earned income tax credit, how SSI works, and when adult children with disabilities may be claimed on the parent's tax return.
- In the first year, visited 11 cities and helped 7,600 taxpayers.
- During the past year, visited 82 cities and helped 181,000 taxpayers.
- Over the past five years, saved \$66 million in paid preparer fees for taxpayers with disabilities.

**Certified Peer Specialist Program – Effective Practices of the Mental Health Association of Southeastern Pennsylvania (MHASP), Philadelphia, PA**

MHASP is a non-profit organization that develops supports and promotes innovative education and advocacy programs and mental health services in five counties in Southeastern Pennsylvania. Approximately 60 percent of the jobs at the association are filled with people with a diagnosis of serious mental illness.

The organization has had particular success in training individuals in recovery as **Certified Peer Specialists**. Originally developed in the 1980s, this program is now active in 10 states. MHASP's program has provided employment to its graduates within the association itself. To date, nearly 1,000 Peer Specialists have been trained in Pennsylvania.

After undergoing a two-week training program, which culminates in a certificate, these individuals provide peer support to other people with psychiatric disabilities. The association "walks the walk" by employing the Peer Specialists. The program is eligible for Medicaid funding.

Successful outcomes include:

- Upon graduation, Certified Peer Specialists are employed.
- Peer Specialists serve as role models for others with psychiatric disabilities who are in recovery.
- Peer Specialists have become advocates both for themselves and others.
- Peer Specialists are bringing about system change in that they are working directly with consumers and professionals and demonstrating and modeling recovery values to the providers and other networks.
- Program serves as a model for one being developed by the Veterans Administration.

## RECOMMENDATIONS

Speakers and those who provided online comments made a variety of recommendations, which covered the following categories:

- **Increased funding for alternative financing programs.** Currently there are 33 alternative financing programs throughout the United States and the Territories, and some are underfunded. These programs have proven effective in providing loans for assistive technology, thus helping people with disabilities to work, and should be extended to all states and territories.
- **Coordination and collaboration of programs and services.** It is important that agencies within a state know each other's key personnel, key contact information and services. In this way, each service provider can promote every program and more easily refer people with disabilities directly to other programs.
- **Research, policy development, patient support and public education related to chemical and environmental sensitivities.** Although a Congressionally funded expert panel recommended additional funding for this purpose in 1993, no funding has been made available. There needs to be a government-wide effort to promote healthy indoor environmental quality. Multiple agencies, including those dealing with disability, health issues, environmental issues, and Veterans issues should work with disability researchers, clinicians and advocates to develop and promote best practices guidelines for healthy indoor workplace environmental quality.
- **Raising family and school expectations.** Many families believe their son or daughter will not be employed after graduation. Part of this issue needs to be addressed through the school system. Transition and career planning should begin with children when they are 10 or 11 years old, rather than in high school.
- **Employer-driven job development.** Current vocational rehabilitation and other services related to employment focus on the job-seeker's needs. These programs should be refocused on the employer's needs. By understanding the job market and employer needs, the job developer can more effectively match job candidates to the jobs available.
- **Adoption of "Employment First" Policies.** Federal and state policy should affirm "Employment First" – a general expectation that citizens with developmental disabilities can and should attain meaningful employment, preferably in integrated settings at competitive wages. The policy framework should be around employment, rather than services. It costs \$700,000 per program per group home. It would be much more effective to spend this money making individuals employment-ready. Specific recommendations within this context include:
  - Remove barriers that create disincentives for people with developmental disabilities to find and maintain competitive employment. Such barriers include lack of transportation and flexible options for on-the-job support.
  - Increase funding for state vocational rehabilitation programs.
  - Engage the private sector to raise awareness about and support for inclusion of people with developmental disabilities in the workforce, and provide training, incentives and other supports to the business community.

- Increase funding for successful transition to work programs. Ensure accountability at the local level to assure that students have jobs when they graduate.
- Strengthen funding for self-employment initiatives.
- Adopt proactive policies by Federal, state and local government agencies to recruit, hire, train and mentor people with developmental disabilities.
- Provide incentives to employers to phase out segregated workshops in favor of integrated community employment at minimum wage or above.
- **Employment at disability service-related organizations.** The Federal government should urge networks of disability service organizations to become employers of people with disabilities. One participant noted that at a retreat of a large network of organizations that provide services for people with disabilities, he found himself to be the only upper level administrator with a disability.
- **Integration into professional disciplines.** It is important that people with disabilities be integrated in the academic environments that impact them, such as clinical therapies, medicine, social work and health care. Understanding the perspective of people with disabilities comes into play in the way services are delivered.
- **Integration into grant opportunities and implementation.** Major Federal funding agencies, including NIH, NEA, NEH and others, should follow the NIDRR model and include people with disabilities in grant opportunities and implementation. Applicants should get additional points by demonstrating inclusion of people with disabilities in their advisory councils, grant implementation and project evaluation.
- **Development of disability-friendly public policy.** Build a conceptual framework that presumes employment for all individuals with disabilities. Promote productivity and advance economic self-sufficiency. Progressive, disability-friendly public policy is crucial to encouraging individuals with disabilities to work, generate income and participate in the nation's economy.
- **Elimination of disincentives to employment.** Eliminate policies or regulations that impede employment for people with disabilities and continue dependence on government supplements. Revisit asset and income limitations tied to public assistance programs.
- **Revision of special wage provision.** The special wage provision (Section 14a of the Fair Labor Standards Act) needs to be revised and updated. The concept is outdated, originally based on the post World War I manufacturing economy. Services, supports and assistive technology have changed the landscape. It is inappropriate to single out and stigmatize workers with disabilities.
- **Leading by example.** Government should lead by example in hiring people with disabilities at all levels. OPM needs to take the lead in better publicizing the Schedule A Hiring Authority among Federal human resource personnel and in better training Federal colleagues to more effectively implement this hiring authority.
- **Enforcement of “order of selection” in transition services.** While both the Rehabilitation Act of 1973 and IDEA have prescriptive language, requiring service providers to serve individuals with the most significant disabilities first,

- this order is not being followed, nor enforced. Priority generally goes to individuals who may be able to get their needs met at One-Stop Centers.
- **Expansion of the Workforce Recruitment Program (WRP).** Expand WRP internship opportunities by:
    - Increasing the number of colleges voluntarily participating by offering incentives for state, regional or national recognition.
    - Forming collaborative partnerships among college, vocational and technical career personnel to establish sustainable recruitment outcomes to the Federal workforce.
    - Including more people with disabilities as recruiters so that students with disabilities can better see themselves in the workforce.
    - Collaborating more strategically with OVR placement counselors to identify college-sponsored applicants when they are ready to enter the job market.
    - Creating training opportunities for people with disabilities to advance their careers once employed in the Federal workforce.
  - **Continuing dialogue and collaboration with employers.** The employer community, disability community and government need to work together in a continuing three-part partnership around government oversight and government guidance, as well as barriers and bridges for employment in different types of companies. There needs to be a dialogue on how to maximize participation from a workforce point of view, from a county growth point of view. The issue of **self-identification should be revisited for Federal contractors** since not all disabilities are visible. One participant pointed out that in business, “what get’s measured gets done, what is measured or what is seen gets done.”
  - **Effective communication regarding how eligibility for benefits is affected by employment.** There needs to be a simplification of the information that helps people receiving SSI, SSDI and Veterans benefits get access to information on what impact working will have on those benefits. One speaker pointed out that if the IRS can simplify the tax code so that people can file tax returns online, there should be a similar way to simplify the benefits information and provide it online.
  - **Effective outreach to employers.** More effective government outreach is needed to let employers know about tax benefits for companies that hire people with disabilities. Accurate language using business terms is also important. For example, rather than stressing a 70 percent unemployment figure, employers need to know that people with disabilities are unemployed at a rate that is three times higher than those without disabilities.
  - **Emphasis on employment as a civil right issue.** Neither the general public nor the media understand that people with disabilities are the largest minority of unemployed Americans and that not hiring people with disabilities is a civil rights issue.
  - **Emphasis on workforce training.** Educational and social systems emphasize getting services if someone is eligible, not if someone needs the services. The emphasis should be on workforce training that leads to independence. SSI and SSDI should be the safety net, not the first course of action.

- **Increased funding and professionalization of employment services through vocational rehabilitation.** The current structure of the Vocational Rehabilitation system does not work efficiently. Vocational rehabilitation professionals are not sufficiently compensated, thus leading to extensive turnover. Employment services should be contracted out to those who are trained in working with employers. It would be better to use staffing companies or nonprofits experienced in or committed to job placement than vocational rehabilitation professionals.
- **Increased funding for Business Leadership Networks and Disability Program Navigators.** Together these organizations are critical to keeping a consistent message in the community. They have a vast knowledge bank at the regional, state, national and international levels, and regularly communicate timely disability employment issues to the public and private sectors. They are also constantly networking and building their contacts.

## **PHILADELPHIA LISTENING PANEL**

- Kathleen Martinez, Assistant Secretary, Office of Disability Employment Policy, U.S. Department of Labor
- Lynnae Ruttledge, Commissioner, Rehabilitation Services Administration, U.S. Department of Education
- Dan O'Brien, Acting Associate Commissioner, Office of Employment Support Programs, U.S. Social Security Administration
- Karen Furia, National Office Coordinator, Women's Bureau, U.S. Department of Labor
- Naomi Levin, Branch Chief, Policy Development and Procedures, Office of Federal Contract Compliance Programs, U.S. Department of Labor
- Claude Schrader, Federal Project Officer, Employment and Training Administration, U.S. Department of Labor

## **INDIVIDUALS WHO PRESENTED COMMENTS TO THE PANEL**

A total of 40 individuals made comments in person or on-line.

### **In-Person Comments (in order of presentation)**

[A total of 23 people spoke during this session. They included 9 individuals, 8 service providers, and 6 employers.]

- Fred McLaren, Glenside, PA, Service Provider
- Keith Williams, Scranton, PA, Service Provider
- Susan Tachau, Bala Cynwyd, PA, Individual/Parent
- Ramona Ward, Penndel, PA, Individual
- Jennifer Tenney, Morgantown, WV, Service Provider

- Mary Lamielle, Voorhees, NJ, Service Provider
- Carol Marfisi, Philadelphia, PA, Individual
- Jill Gross, Philadelphia, PA, Service Provider
- Susan Mazrui, Washington, DC, Employer
- Rich Davis, Philadelphia, PA, Employer
- Bret Li-Vaks, Philadelphia, PA, Service Provider
- Michael Brogioli, Washington, DC, Individual
- David Mitchell, Philadelphia, PA, Employer
- Johnette Hartnett, Washington, DC, Service Provider
- Samuel Hawk, Philadelphia, PA, Individual
- Cheryl Bates-Harris, Washington, DC, Individual
- Joseph Rogers, Philadelphia, PA, Employer
- Renee Kirby, Philadelphia, PA, Service Provider
- Dana Olsen, Harrisburg, PA, Individual
- Tanya Lewis, Arlington, VA, Employer
- Theresa Ellis, Bangor, PA, Individual
- Janet Fiore, King of Prussia, PA, Employer
- John Merkins, Jr., Philadelphia, PA, Individual

### **On-line Comments**

[On-line comments were received from 17 people, representing the following categories: individuals (13), employers (2), and service providers (2). One person self-identified in two categories.]

- Janet Gast, Salisbury, MD, Employer
- Stephanie T. Summers, Sterling, VA, Individual
- Karen Krubeck, Elizabethtown, PA, Parent
- Corey Smith, Bethlehem, PA, Service Provider
- Thomas Kisling, Reading, PA, Individual
- Betty Burris, Harrisburg, PA, Individual
- Dorothy Lanasa, Baltimore, MD, Individual
- Shelly Mosley, Harrisburg, PA, Individual
- John Murphy, Plymouth Meeting, PA, Service Provider/Employer
- Becky Sterling, Saluda, VA, Individual
- Michael Cowley, Philadelphia, PA, Individual
- Deborah Miller, Danville, VA, Individual
- Ruth Molyne, Newport News, VA, Individual
- Cecelia Thompson, Philadelphia, PA, Individual
- Bonnie Iorfido, Dover, PA, Individual
- Robert Huff, Coatesville, PA, Individual
- Drinda Franzen, Harpers Ferry, WV, Individual