



National Center on Leadership for the Employment
and Economic Advancement of People with Disabilities

Policy in Action: State-Level Innovation with Deaf and Hard of Hearing Job Seekers at American Job Centers

July 30, 2025
LEAD Center

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Subject Matter Expert on
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(Facilitator)

LEAD Center

National Disability Institute (NDI)

Housekeeping I: Captioning and Recording

Captions - If you wish to personalize the captioning:

- Click the **“Show Captions”** option in Zoom control to view Captions.
- Alternatively, you may **open a captioning web page** in a new browser tab. **Click the link** posted in the Chat box to [access captions](#).
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Webinar Archive – This webinar is being recorded and the archive and supporting materials will be placed on the LEAD Center website under [Recent & Upcoming Events](#) within 10 business days.

Housekeeping II: Questions

Content questions?

Click on the Q&A button and type in your question.

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Welcome and Opening Remarks

Tawny Holmes Hlibok, Esq.

White House Fellow

Office of Disability

Employment Policy (ODEP)

U.S. Department of Labor





ODEP

Office of Disability
Employment Policy

ODEP is the only non-regulatory Federal agency that promotes policies and coordinates with employers and all levels of government to increase workplace success for people with disabilities.



ODEP

Office of Disability
Employment Policy

ODEP's mission is to develop and influence policies and practices that increase the number and quality of employment opportunities for people with disabilities, that meet the needs of America's employers.

LEAD WIOA Technical Assistance (TA) Center

- The **National Center on Leadership for the Employment and Economic Advancement of People with Disabilities (LEAD)** is a Workforce Innovation and Opportunity Act (WIOA) TA center, grant funded by the Office of Disability Employment Policy, U.S. Department of Labor.
- The LEAD Center helps states, workforce development professionals, and American Job Centers implement WIOA, in service to Americans with disabilities.
- Through its resources, tools and TA, the LEAD Center:
 - increases career pathways and economic self-sufficiency for people with disabilities;
 - matches employers with the skilled workers they need to compete in the global economy; and
 - improves disability data reporting by WIOA programs.



***Meet Today's
Presenters***

- **David Evans**, Placement Specialist - Employment Services, Greater Los Angeles Agency on Deafness (GLAD)
- **Stacey Bragg**, Deputy Director, Delaware Division of Vocational Rehabilitation
- **Robert Cooper**, Executive Director, Kansas Commission for the Deaf and Hard of Hearing

Learning Objectives



Through this webinar, participants will:

- Discover how state-level leadership and coordinated efforts can improve communication access and service consistency for Deaf and hard of hearing job seekers.
- Learn about effective statewide strategies and partnerships that support consistent, reliable service delivery.
- Examine real-world examples of policy implementation, including California's work with GLAD, Kansas' Communication Access Fund, and Delaware's approach to video remote interpreting.

National Policy Context

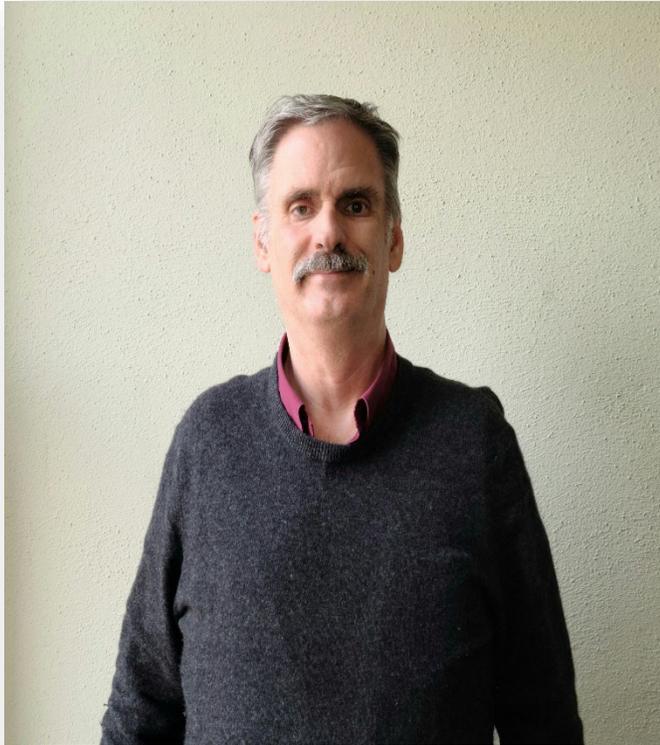


LaMia Chapman

Senior Policy Advisor, Office of
Workforce Investment

Employment and Training
Administration

U.S. Department of Labor



Improving service delivery for Deaf and hard of hearing job seekers

California Employment Development Department (EDD) & Greater Los Angeles Agency on Deafness Employment Services (GLAD-ES)

GLAD Pathway to Success



David Evans, Placement Specialist - Employment Services, Greater Los Angeles Agency on Deafness-Employment Services (GLAD-ES)

GLAD-ES Structure

Annual grant funding through Wagner-Peyser 10% Governors Discretionary funds via State of California.

Primary partner is California's Employment Development Department (EDD).

Eight offices (4 in Los Angeles County, 2 in Orange County, 2 in Inland Empire) with 16 staff (one Placement Specialist, one Job Connection Interpreter per office)

Additional partners include:

- Vocational Rehabilitation
- Regional Centers
- Goodwill
- Helen Keller National Center
- Independent Living Skills Centers

How GLAD-ES Works

Free interpreters for interviews and orientations.

Job leads and referrals.

Free use of CalJOBS and Labor Market Information (LMI).

Assistance writing resumes, applications, and cover letters.

Practice interview

Advice on communication access on the job.

Document translation for filing unemployment insurance or state disability insurance.

Follow up and support for 60 days after placement.

Best Practices

Hire Deaf people to lead / guide programs.

Partner with local Deaf and Hard of Hearing agencies.

Caption/subtitle all materials, provide ASL versions of all documents / materials.

Train unemployment agencies and workforce centers and introduce them to DHH agencies/programs.

Provide interpreters and educate employers about interpreters.

Use social media for workshops, vlogs, etc.

Work with local K-12 and postsecondary institutions to provide services to people entering workforce.

Follow up and support for 60 days after placement.

Challenges and Solutions

Communication access. Each office has one interpreter who functions as a “staff interpreter:” supplement with agency interpreters.

Lack of “job readiness.” One-on-one and workshop sessions to introduce and bolster skills.

- Refer to Pathways to Success Lead (fee for service) program through Department of Rehabilitation.

Networking. Conduct soft skills. Plus make contact with employers through cold calls, after interviews, orientations, etc.

Post hire support. Collaborate with VR: offer 60-day follow up support.



Workforce Systems on Serving Individuals who are Deaf and Hard of Hearing

Delaware Division of Vocational Rehabilitation

Delaware Department of Labor



Stacey Bragg, Deputy Director, Delaware
Division of Vocational Rehabilitation

Delaware's Experience with Access

- Statistics
- Background
- Delaware's Agency Structure
- Available Access
- Outreach

Signage Sample

***Video Remote
Interpreting Provider***

Need an ASL interpreter?

Service available at this location.



- 1 Scan the QR code with your phone's camera app.
- 2 Follow the instructions to connect with an interpreter.

Conversations made possible by

DELAWARE
DEPARTMENT OF
LABOR
Division of Vocational Rehabilitation



[Robert Cooper](#), Executive Director, Kansas Commission for the Deaf and Hard of Hearing

Communication Access Fund to support interpreter and captioning services

Kansas Commission for the Deaf and Hard of Hearing



Kansas Commission for the Deaf and Hard of Hearing (KCDHH) Communication Access Fund (CAF)

- KCDHH = state agency providing advocacy and coordination support
- Pilot CAF 2 years then State Legislature allocated funding to start July 1
- Largest parts of allocation reserved for courts, court-related services, to enhance state services and partners
- Smaller parts of allocation include support for private practice attorneys, special health access, community needs
- KCDHH coordinates access needs, including interpreters, captioning & DeafBlind services
- CAF cannot be used to replace existing budgets or current level of access, but can be used to enhance or increase access
- Job or career fairs, mass recruitment events, etc.
- Assistance to employers, provide resources for future access needs



Improving Access for Deaf or Hard of Hearing Job Seekers - Tip Sheet for American Job Centers



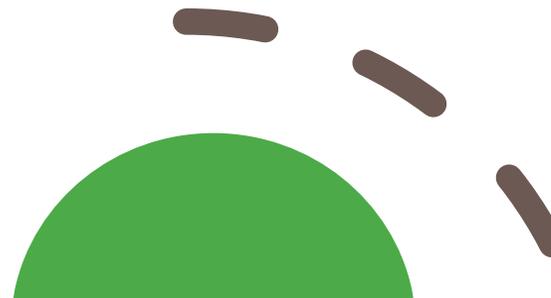
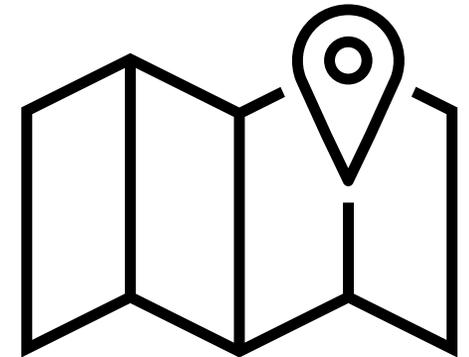
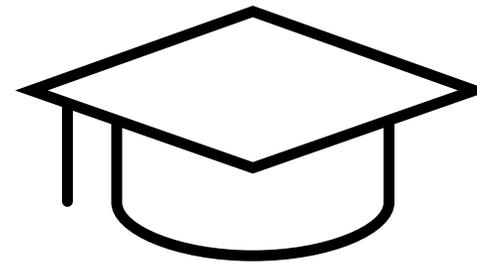
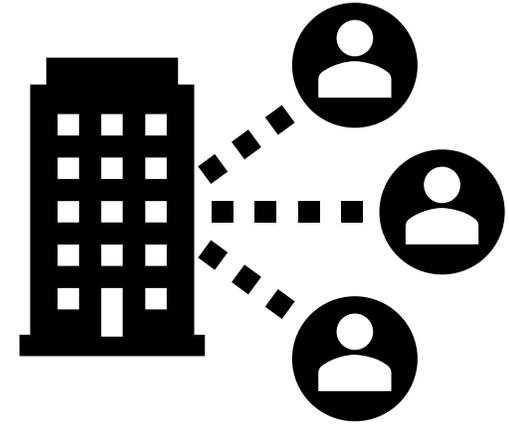
Tips for Communication Access

- *Effective and accessible*
- Varied approaches based on the client's needs- always ASK
- Technology and in-person approaches
 - Cost varies
 - Convenience varies
- Have information available for both the client and staff (update training/device protocol and have devices/contracts in place)

Tips for Collaborative Outreach

- State agencies/ offices/ commissions like GLAD and KCDHH
 - [National Association of State Agencies of the Deaf and Hard of Hearing](#) to see full list
- Schools and programs for the deaf
 - [Conference of Educational Administrators of Schools and Programs for the Deaf, Inc.](#) to see list
- Vocational rehabilitation counselors

Think Braiding, Blending, and Sequencing





LEAD Center State Specific Policies and Data

[Explore](#) state-specific policies, initiatives, and services to better understand how your state supports opportunity and participation for people with disabilities.

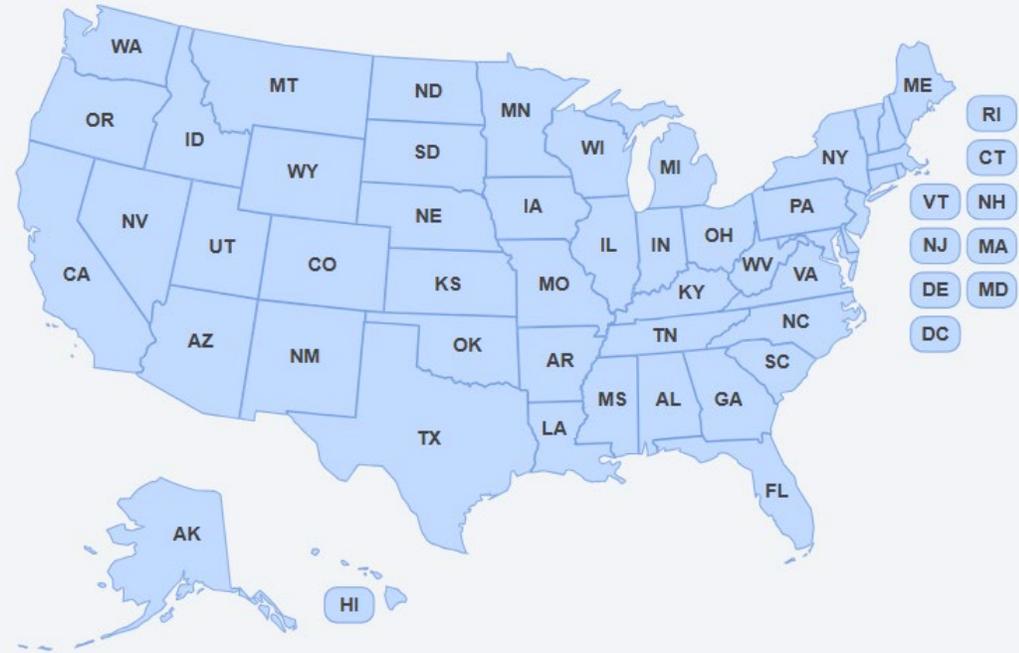
With easy navigation, you can select any state to explore its unique approach to policies and data.



State Specific Policies and Data

Every state sets a course to ensure that workplace systems provide equal opportunity and full participation for those with disabilities.

In this section, find links to labor, health, vocational rehabilitation (VR) and other agencies for each state, along with relevant policies, initiatives, and services. Select a state to learn about their policies and initiatives.



Select a State to Begin ▼

LEAD Center Website

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National Center on Leadership for the Employment
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LEADCenter.org

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Thank You for Joining!