

Promoting Access to Individuals with Disabilities (PAID) Council Goals

- A. Ensure accessibility of online services--Must be perceivable, operable, understandable, robust, and interactive.
 - 1. Website (careerdepot.org) accessibility
 - 2. Social Media accessibility
 - 3. Create an interactive page (on careerdepot.org)

- B. Seamless customer service for individuals with disabilities across WIOA and partner programs
 - 1. Use expertise and funds of all partners to best provide a variety of services and supports for customers
 - 2. Refer customers to partner agencies, as appropriate

- C. Provide customer-focused information and resources (employers and individuals) through continued input to the local workforce area.
 - 1. HDCI/iWORKS
 - 2. Necessary supports
 - a. Transportation
 - b. Housing
 - 3. Veterans
 - 4. A "packet" to distribute and also place on the website.
 - 5. SHRM
 - 6. Virtual Employer Panel

- D. Assist in providing an integrated approach to the system's overall performance management
 - 1. Continuous improvement
 - a. Work sessions with council members, WDB, CCEO, business representatives, employer committees, chambers of commerce, CIL, interested parties, and individuals with disabilities to continuously improve services and support a culture of high performance.
 - b. Identify current and future organizational needs
 - c. Make recommendations to the WDB