

DEI Question Matrix

#	REVISED QUESTION	NOTES
	...ABOUT WHAT YOU DO...	
SL1	What are the roles and responsibilities of the DEI State Lead?	
SL2	What are the roles and responsibilities of the DRC?	
SL3	What are the differences between the roles of the DPN and the DRC?	Only for state/LWIB that still have Disability Program Navigators (DPNs)
SL4	Describe the interaction between the DEI state lead and the DRCs. PROBES: How do they work together for the benefit of customers with disabilities? What is the nature and frequency of their collaborations? (3rd year) How has this evolved over the project period?	
	...ON BECOMING AN EN...	
SL5	Walk me through the process of your DEI site(s) becoming (an) EN(s). What was difficult? Why? What was easy? Why?	Only for states that had non-EN sites.
SL6	Is there any thing in particular that helped you through the EN application process?	Only for states that had non-EN sites.
SL7	What challenges, if any, does the One-Stop experience in participating in Ticket To Work?	
	...ABOUT PARTNERSHIPS...	
SL8	What partnerships and collaborations that supported the employment of people with disabilities, existed in your state prior to DEI? PROBE: Describe the involvement of stakeholders, partners, and collaborators and how they helped shape the services provided.	
SL9	Since DEI began, what partnerships have been developed? PROBE: Required WIA partners? State and local programs/agencies? Faith-based and community organizations?	
SL10	How does the region define who is a partner? PROBE: what about less traditional partners, like Medicaid, small business development centers, work incentive coordinators for Social Security, economic development programs, etc.	
SL11	Are there mechanisms in place at the state-level that stimulate or provide an incentive for partnerships collaboration or teamwork?	
SL12	Have the partners changed over time? Why?	Not for year 1.
SL13	What are the challenges the workforce system encounters in collaborating with other agencies? PROBE: w/ general assistance agencies (transportation, housing, etc.)? w/ local workforce development agencies (e.g. community college work initiatives, Job Corps, etc.)? w/ disability-specific agencies? SUBQUESTION: How have these challenges been addressed?	

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SL14	How much are the VR agencies integrated with the LWIB and one-stop centers? PROBES: Are they co-located? Is there a full time VR staff member on-site? How is co-enrollment handled?	
SL15	How has the initiative improved the coordination and delivery of services and the level of alignment between agencies and service providers?	Not year 1.
SL16	How have the partnerships been coordinated to ensure sustainability now that the funding will be ending? PROBE: Sharing, leveraging, of expertise and funds.	Not year 1.
SL17	What elements of this collaboration will extend beyond the life of the grant? SUBQUESTION: What have you done to ensure that these elements are sustained?	Not year 1.
...ABOUT STRUCTURE & POLICIES...		
SL18	Does the state Workforce Investment Agency have any policies that specifically impact the implementation of DEI? SUBQUESTION: What are they and how do they affect DEI?	
SL19	Do the LWIBs have any policies that specifically impact the implementation of DEI? SUBQUESTION: What are they and how do they affect DEI?	
SL20	Describe any structural changes (i.e., organizational structure, policies, and procedures) that are being made or should be made to improve service delivery and integration under DEI.	Not year 1.
...LEVERAGING RESOURCES...		
SL21	How are you leveraging resources and being creative with your funding to improve your services for CWDs? PROBES: Blending and braiding...systems leveraged...amount/type of funds/resources? What are the possibilities for (for example) leveraging technology resources (tech act programs, revolving funds...) or transportation (state transportation...united we ride...)etc.?	
SL22	What are some of the lessons you've learned about leveraging your resources? What has worked? What has not worked?	
SL23	How do IRTs facilitate services for CWDs across your multiple service delivery systems? SUBQUESTIONS: What challenges have IRTs helped address? In what ways have IRTs contributed to the leveraging of resources?	Not for year 1. Relevant to states using BOTH the IRT and B&B strategies only.
...SERVING CWDs...		
SL24	What are the unique challenges of serving youth with disabilities? PROBE: those in the foster system? Juvenile Justice system?	

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SL25	What programs and/or services were offered to people with disabilities prior to the DEI project? PROBES: <i>Benefits Counseling, ticket to work, customized employment, DPN (how many? How long? roles?</i>	
SL26	Before DEI did your WIB/LWIBs employ any of the seven strategies outlined in the SGA? SUBQUESTIONS: What were they? Which of the seven strategies were chosen to implement for DEI and why were they chosen?	
SL27	What services and strategies that haven't been covered are used by DEI grantees to help CWD improve their employability, or become employed? PROBE: <i>Transportation, on-the-job training, apprenticeship, self-employment, customized employment etc.</i>	
SL28	How are social and professional networks for youth identified and developed? PROBES: <i>How are they engaged? How are the youth involved in this process?</i>	Talked about dropping or getting clarification...
SL29	How do you monitor One-Stops' compliance with Section 188? SUBQUESTIONS: What systems are in place to monitor physical, programmatic, and communications accessibility (e.g. compliance with Section 188)? What role does the EEO Officer have in this process? What are ways that DEI sites have incorporated universal design?	
SL30	What kind of outreach has been done to potential customers with disabilities?	
SL31	Do you have any reports, proposals, self-evaluations, or examples of products we can have? PROBE: <i>Including reports on outreach efforts?</i>	This information should be accessible from Quarterly reports

#	REVISED QUESTION	NOTES
	...ABOUT WHAT YOU DO...	
DRC1	What are the challenges that you encounter with serving CWDs? How are these challenges handled?	Could be a good opening question so OK if it is a little generic
DRC2	Could you walk me through some of your main responsibilities? What does your day consist of? PROBES: What kinds of workshops and other educational activities (e.g. financial literacy, asset development, employment related training, skill-development, job seeking, benefits eligibility) do you coordinate for the LWIB(s)? How do you coordinate services for CWDs? How do other One-Stop staff help coordinate services? How do you and other One-Stop staff help CWDs with taking advantage of employment and educational opportunities?	
DRC3	What are the differences between the roles of the DPN and the Disability Resource Coordinator (DRC)?	Only for state/LWIB that still have Disability Program Navigators (DPNs)
DRC4	Describe the interaction between the DEI state lead and the DRCs. PROBES: How do they work together for the benefit of clients with disabilities? What is the nature and frequency of their collaborations? (3rd year) How has this evolved over the project period?	
	...ON BECOMING AN EN...	
DRC5	Walk me through the process of your DEI site(s) becoming (an) EN(s). What was difficult? Why? What was easy? Why?	Only for states that had non-EN sites.
DRC6	Is there any thing in particular that helped you through the EN application process?	Only for states that had non-EN sites.
DRC7	What challenges, if any, does the One-Stop experience in participating in Ticket To Work?	
	...ABOUT STRUCTURE & POLICIES...	
DRC8	Does the state Workforce Investment Agency have any policies that specifically impact the implementation of DEI? SUBQUESTION: What are they and how do they affect DEI?	
DRC9	Do the LWIBs have any policies that specifically impact the implementation of DEI? SUBQUESTION: What are they and how do they affect DEI?	
DRC10	How is the DEI program being communicated to One-Stop staff, mandated partners, job seekers?	
DRC11	Describe any structural changes (i.e., organizational structure, policies, and procedures) that are being made or should be made to improve service delivery and integration under DEI.	Not year 1.
	...ABOUT PARTNERSHIPS...	

DRC12	What partnerships and collaborations that supported the employment of people with disabilities, existed at the LWIB prior to DEI? PROBE: <i>Describe the involvement of stakeholders, partners, and collaborators and how they helped shape the services provided.</i>	
DRC13	Since DEI began, what partnerships have been developed? PROBE: <i>Required WIA partners? State and local programs/agencies, faith-based and community organizations?</i>	
DRC14	How does the region define who is a partner? PROBE: <i>what about less traditional partners, like Medicaid, small business development centers, work incentive coordinators for Social Security, economic development programs, etc.</i>	
DRC15	Are there mechanisms in place at the state-level that stimulate or provide an incentive for partnerships collaboration or teamwork?	
DRC16	Have the partners changed over time? Why?	Not for year 1.
DRC17	What impact has do your partnerships have on serving CWDs who are co-enrolled with WIA?	
DRC18	What are the challenges LWIBs encounter in collaborating with other agencies? PROBES: <i>w/ general assistance agencies (transportation, housing, etc.)? w/ local workforce development agencies (e.g. community college work initiatives, Job Corps, etc.)? w/ disability-specific agencies? SUBQUESTION: How have these challenges been addressed?</i>	
DRC19	How do DRCs or other staff engage the school systems and incorporate their learning plans into the VR services they provide youth with disabilities?	
DRC20	How much are VR agencies integrated with the LWIB and one-stop centers? PROBES: <i>Are they co-located? Is there a full time VR staff member on-site? How is co-enrollment handled?</i>	
DRC21	How has the initiative improved the coordination and delivery of services and the level of alignment between agencies and service providers?	Not year 1.
DRC22	How have the partnerships been coordinated to ensure sustainability now that the funding will be ending? PROBE: <i>Sharing, leveraging, of expertise and funds.</i>	Not year 1.
DRC23	What elements of this collaboration will extend beyond the life of the grant? SUBQUESTION: <i>What have you done to ensure that these elements are sustained?</i>	Not year 1.
...LEVERAGING RESOURCES...		

DRC24	How are you leveraging resources and being creative with your funding to improve your services for CWDs? PROBES: <i>Blending and braiding...systems leveraged...amount/type of funds/resources? What are the possibilities for (for example) leveraging technology resources (tech act programs, revolving funds...) or transportation (state transportation...united we ride...)etc.?</i>	
DRC25	What are some of the lessons you've learned about leveraging your resources? What has worked? What has not worked?	
DRC26	How do IRTs facilitate services for CWDs across your multiple service delivery systems? SUBQUESTIONS: What challenges have IRTs helped address? In what ways have IRTs contributed to the leveraging of resources?	Not for year 1. Relevant to states using BOTH the IRT and B&B strategies only.
DRC27	How have you and the One-Stop staff used the DEI TA Center? SUBQUESTIONS: What has been helpful about the DEI TA Center? What do you think could be improved?	
...SERVING CWDs...		
DRC28	What are the unique challenges of serving youth with disabilities? PROBES: <i>those in the foster system? Juvenile Justice system?</i>	
DRC29	How do DRCs and other staff involve family members and others in the service process? PROBES: What is the nature of their involvement?	
DRC30	What programs and/or services were offered to people with disabilities prior to the DEI project? PROBES: <i>Benefits Counseling, ticket to work, customized employment, DPN (how many? How long? roles?</i>	
DRC31	Before DEI did your WIB/LWIBs employ any of the seven strategies outlined in the SGA? SUBQUESTIONS: What were they? Which of the seven strategies were chosen to implement for DEI and why were they chosen?	
DRC32	What services and strategies that haven't been covered are used by DEI grantees to help CWD improve their employability, or become employed? PROBE: <i>Transportation, on-the-job training, apprenticeship, self-employment, customized employment etc.</i>	
DRC33	What trainings did you, other DRCs, Case Managers, and other One-Stop staff complete that relate to the implementation of DEI and working with CWDs? SUBQUESTIONS: Were any of these sponsored by NDI? What other ways did staff prepare for the implementation of DEI?	

DRC34	Describe the customer intake process. In what way has the project changed the intake process at the One-Stop Career Center? PROBE: <i>new materials, forms, VR's role in intake?</i> SUBQUESTION: Will these changes be made permanent? How?	Only ask to DRCs who work on the local level.
DRC35	How are customers' disability-related service needs identified? By whom? SUBQUESTION: Is there anything you do to encourage someone to disclose their disability?	
DRC36	How do DRCs and other One-Stop staff work with customers with disabilities in exploring their vocational options, assessing their existing occupational skills, training needs, and job seeking skills?	
DRC37	How are social and professional networks for youth identified and developed? PROBE: <i>How are they engaged? How are the youth involved in this process?</i>	Talked about dropping or getting clarification...
DRC38	How do you monitor One-Stops' compliance with Section 188? SUBQUESTIONS: What systems are in place to monitor physical, programmatic, and communications accessibility (e.g. compliance with Section 188)? What role does the EEO Officer have in this process? What are ways that DEI sites have incorporated universal design?	
DRC39	What kind of outreach has been done to potential customers with disabilities?	
DRC40	Which services do you think are most effective for CWDs? SUBQUESTION: Why?	
DRC41	Do you have any reports, proposals, self-evaluations, or examples of products we can have? PROBE: <i>Including reports on outreach efforts?</i>	This information should be accessible from Quarterly reports

#	REVISED QUESTION	NOTES
	...ABOUT WHAT YOU DO...	
WIB1	How does your role in the DEI initiative mesh with the State Lead's role and the DRC's role?	
	...ON BECOMING AN EN...	
WIB2	Walk me through the process of your DEI site(s) becoming (an) EN(s). What was difficult? Why? What was easy? Why?	Only for states that had non-EN sites.
WIB3	Is there any thing in particular that helped you through the EN application process?	Only for states that had non-EN sites.
WIB4	What challenges, if any, does the One-Stop experience in participating in Ticket To Work?	
	...ABOUT PARTNERSHIPS...	
WIB5	What partnerships and collaborations that supported the employment of people with disabilities, existed at the LWIB prior to DEI? PROBE: Describe the involvement of stakeholders, partners, and collaborators and how they helped shape the services provided.	
WIB6	Since DEI began, what partnerships have been developed? PROBE: Required WIA partners? State and local programs/agencies? Faith-based and community organizations?	
WIB7	How does the region define who is a partner? PROBE: what about less traditional partners, like Medicaid, small business development centers, work incentive coordinators for Social Security, economic development programs, etc.	
WIB8	Are there any mechanisms in place that stimulate or provide an incentive for partnerships collaboration or teamwork? SUBQUESTION: Please describe.	
WIB9	Have the partners changed over time? Why?	Not for year 1.
WIB10	What are the challenges LWIBs encounter in collaborating with other agencies? PROBES: w/ general assistance agencies (transportation, housing, etc.)? w/ local workforce development agencies (e.g. community college work initiatives, Job Corps, etc.)? w/ disability-specific agencies? SUBQUESTION: How have these challenges been addressed?	
WIB11	How do DRCs or other staff engage the school systems and incorporate their learning plans into the VR services they provide youth with disabilities?	
WIB12	How much are the VR agencies integrated with the LWIB and one-stop centers? PROBES: Are they co-located? Is there a full time VR staff member on-site? How is co-enrollment handled?	

WIB13	How has the initiative improved the coordination and delivery of services and the level of alignment between agencies and service providers?	Not year 1.
WIB14	How have the partnerships been coordinated to ensure sustainability now that the funding will be ending? PROBE: <i>Sharing, leveraging, of expertise and funds.</i>	Not year 1.
WIB15	What elements of this collaboration will extend beyond the life of the grant? SUBQUESTION: What have you done to ensure that these elements are sustained?	Not year 1.
...ABOUT STRUCTURE & POLICIES...		
WIB16	Does the state Workforce Investment Agency have any policies that specifically impact the implementation of DEI? SUBQUESTION: What are they and how do they affect DEI?	
WIB17	Do the LWIBs have any policies that specifically impact the implementation of DEI? SUBQUESTION: What are they and how do they affect DEI?	
WIB18	Describe any structural changes (i.e., organizational structure, policies, and procedures) that are being made or should be made to improve service delivery and integration under DEI.	Not year 1.
...LEVERAGING RESOURCES...		
WIB19	How are you leveraging resources and being creative with your funding to improve your services for CWDs? PROBES: <i>Blending and braiding...systems leveraged...amount/type of funds/resources? What are the possibilities for (for example) leveraging technology resources (tech act programs, revolving funds...) or transportation (state transportation...united we ride...)etc.?</i>	
WIB20	What are some of the lessons you've learned about leveraging your resources? What has worked? What has not worked?	
WIB21	How do IRTs facilitate services for CWDs across your multiple service delivery systems? SUBQUESTIONS: What challenges have IRTs helped address? In what ways have IRTs contributed to the leveraging of resources?	Not for year 1. Relevant to states using BOTH the IRT and B&B strategies only.
WIB22	How have you used the DEI TA Center? SUBQUESTIONS: What has been helpful about the DEI TA Center? What do you think could be improved?	
...SERVING CWDs...		
WIB23	What are the unique challenges of serving youth with disabilities? PROBE: <i>those in the foster system? Juvenile Justice system?</i>	

WIB24	What programs and/or services were offered to people with disabilities prior to the DEI project? PROBES: <i>Benefits Counseling, ticket to work, customized employment, DPN (how many? How long? roles?</i>	
WIB25	Before DEI did your WIB/LWIBs employ any of the seven strategies outlined in the SGA? SUBQUESTIONS: What were they? Which of the seven strategies were chosen to implement for DEI and why were they chosen?	
WIB26	What services and strategies that haven't been covered are used by DEI grantees to help CWD improve their employability, or become employed? PROBE: <i>Transportation, on-the-job training, apprenticeship, self-employment, customized employment etc.</i>	
WIB27	How do you monitor One-Stops' compliance with Section 188? SUBQUESTIONS: What systems are in place to monitor physical, programmatic, and communications accessibility (e.g. compliance with Section 188)? What role does the EEO Officer have in this process? What are ways that DEI sites have incorporated universal design?	
WIB28	Have you generated any reports, proposals, or self-evaluations of the efficacy of your outreach efforts? SUBQUESTION: How can we get copies of these?	
WIB29	Do you have any reports, proposals, self-evaluations, or examples of products we can have? PROBE: <i>Including reports on outreach efforts?</i>	This information should be accessible from Quarterly reports

#	REVISED QUESTION	NOTES
	...ABOUT WHAT YOU DO...	
1SM1	What are the challenges that your One-Stop encounters in serving CWDs? How have you tried to resolve these challenges?	
1SM2	Before DEI, what challenges did you face related to starting programs and partners? Related to leveraging resources?	
1SM3	Since DEI began, what challenges have you faced related to starting programs and partners? Related to leveraging resources?	
1SM4	How do the DEI State Lead and DRC(s) support your efforts?	
1SM5	What trainings did you and your One-Stop staff complete that relate to the implementation of DEI and working with CWDs? SUBQUESTIONS: Were any of these sponsored by NDI? What other ways did staff prepare for the implementation of DEI?	
	...ABOUT STRUCTURE & POLICIES...	
1SM6	What challenges, if any, has your One-Stop faced in participating in Ticket To Work?	
1SM7	Does the state Workforce Investment Agency have any policies that specifically impact the implementation of DEI? SUBQUESTIONS: What are they and how do they affect DEI?	
1SM8	Does your LWIB have any policies that specifically impact the implementation of DEI? SUBQUESTIONS: What are they and how do they and how do they affect DEI?	
1SM9	How is the DEI program being communicated to One-Stop staff, mandated partners, job seekers?	
1SM10	Describe any structural changes (i.e., organizational structure, policies, and procedures) that are being made or should be made to improve service delivery and integration under DEI.	Not year 1.
	...ABOUT PARTNERSHIPS...	
1SM11	What partnerships and collaborations that supported the employment of people with disabilities, existed here prior to DEI? PROBE: Describe the involvement of stakeholders, partners, and collaborators and how they helped shape the services provided.	
1SM12	Since DEI began, what partnerships have been developed? PROBE: Required WIA partners? State and local programs/agencies, faith-based and community organizations?	

1SM13	How does the region define who is a partner? PROBE: <i>what about less traditional partners, like Medicaid, small business development centers, work incentive coordinators for Social Security, economic development programs, etc.</i>	
1SM14	Have the partners changed over time? Why?	Not for year 1.
1SM15	What impact has do your partnerships have on serving CWDs who are co-enrolled with WIA?	
1SM16	What are the challenges the One-Stop encounters in collaborating with other agencies? PROBE: <i>w/ general assistance agencies (transportation, housing, etc.)? w/ local workforce development agencies (e.g. community college work initiatives, Job Corps, etc.)? w/ disability-specific agencies?</i> SUBQUESTION: <i>How have these challenges been addressed?</i>	
1SM17	How much are VR agencies integrated with Center? PROBES: <i>Are they co-located? Is there a full time VR staff member on-site? How is co-enrollment handled?</i>	
1SM18	How has the initiative improved the coordination and delivery of services and the level of alignment between agencies and service providers?	Not year 1.
1SM19	How have the partnerships been coordinated to ensure sustainability now that the funding will be ending? PROBE: <i>Sharing, leveraging, of expertise and funds.</i>	Not year 1.
1SM20	What elements of this collaboration will extend beyond the life of the grant? SUBQUESTION: <i>What have you done to ensure that these elements are sustained?</i>	Not year 1.
...LEVERAGING RESOURCES...		
1SM21	How do IRTs facilitate services for CWDs across your multiple service delivery systems? SUBQUESTIONS: <i>What challenges have IRTs helped address? In what ways have IRTs contributed to the leveraging of resources?</i>	Not for year 1. Relevant to states using BOTH the IRT and B&B strategies only.
1SM22	How have you and your staff used the DEI TA Center? SUBQUESTIONS: <i>What has been helpful about the DEI TA Center? What do you think could be improved?</i>	
...SERVING CWDs...		
1SM23	What are the unique challenges of serving youth with disabilities? PROBE: <i>those in the foster system? Juvenile Justice system?</i>	

1SM24	How do DRCs and other staff involve family members and others in the service process? PROBES: What is the nature of their involvement?	
1SM25	What programs and/or services were offered to people with disabilities prior to the DEI project? PROBE: <i>Benefits Counseling, ticket to work, customized employment, DPN (how many? How long? roles?</i>	
1SM26	What services and strategies are now used by DEI grantees to help CWD improve their employability, or become employed? PROBE: <i>Transportation, on-the-job training, apprenticeship, self-employment, customized employment etc.</i>	
1SM27	How do you monitor One-Stops' compliance with Section 188? SUBQUESTIONS: What systems are in place to monitor physical, programmatic, and communications accessibility (e.g. compliance with Section 188)? What role does the EEO Officer have in this process? What are ways that DEI sites have incorporated universal design?	
1SM28	What kind of outreach has been done to potential customers with disabilities?	
1SM29	Which services do you think are most effective for CWDs? SUBQUESTION: Why?	
1SM30	Do you have any reports, proposals, self-evaluations, or examples of products we can have? PROBE: <i>Including reports on outreach efforts?</i>	This information should be accessible from Quarterly reports

#	REVISED QUESTION	NOTES
	...ABOUT WHAT YOU DO...	
1SS1	Could you walk me through some of your main responsibilities? What does your day consist of? PROBE: What kinds of workshops and other educational activities (e.g. financial literacy, asset development, employment related training, skill-development, job seeking, benefits eligibility) do you participate in? How do you coordinate services for CWDs? How does your work overlap with other One-Stop staff? How do you and other One-Stop staff help CWDs with taking advantage of employment and educational opportunities?	
1SS2	What are the challenges that you encounter with serving CWDs? How are these challenges handled?	Could be a good opening question so OK if it is a little generic
1SS3	What are the unique challenges of serving youth with disabilities? PROBE: those in the foster system? Juvenile Justice system?	
1SS4	Describe the client intake process. In what way did the project change the intake process at the One-Stop Career Center (e.g., new materials, forms, VR's role in intake)? Will these changes be made permanent? How?	
1SS5	How are disability-related service needs identified? By whom? SUBQUESTION: Is there anything you do to encourage someone to disclose their disability?	
1SS6	How do you involve family members and others in the service process? PROBE: What is the nature of their involvement?	
1SS7	How do you work with customers with disabilities in exploring their vocational options, assessing their existing occupational skills, training needs, and job seeking skills?	
1SS8	How are social and professional networks for youth identified and developed? PROBE: How are they engaged? How are the youth involved in this process?	
1SS9	What approaches does the One-Stop employ to reach out to CWDs?	
	...ABOUT STRUCTURE & POLICIES...	
1SS10	How are the One Stop staff being informed about the DEI changes or implementation?	
1SS11	What trainings did One-Stop staff complete that relate to the implementation of DEI and working with CWDs? SUBQUESTIONS: Were any of these sponsored by NDI? In what other ways did you prepare for DEI?	
1SS12	What challenges have you and other One-Stop staff had in implementing DEI?	
1SS13	Are there any LWIB policies that impact the implementation of DEI? SUBQUESTION: What are they? How do they impact the implementation?	

1SS14	What are the challenges do you encounter in collaborating with other agencies? PROBE: <i>w/ general assistance agencies (transportation, housing, etc.)? w/ local workforce development agencies (e.g. community college work initiatives, Job Corps, etc.)? w/ disability-specific agencies?</i> SUBQUESTION: How have these challenges been addressed?	
1SS15	How do DRCs or other staff engage the school systems and incorporate their learning plans into the VR services they provide youth with disabilities?	
1SS16	Which services do you think are most effective for CWDs? SUBQUESTION: Why?	
1SS17	How have you used the DEI TA Center? SUBQUESTIONS: What has been helpful about the DEI TA Center? What do you think could be improved?	

#	REVISED QUESTION	NOTES
	...ABOUT WHAT YOU DO...	
PA1	What are the challenges that you encounter with serving CWDs? How are these challenges handled?	Could be a good opening question so OK if it is a little generic
PA2	What are the unique challenges of serving youth with disabilities? PROBE: <i>Those in the foster system? Juvenile Justice system?</i>	
PA3	What type of services and or supports does your organization provide to assist customers with disabilities in obtaining and retaining employment (e.g. on-the-job training, apprenticeship, self-employment, customized employment etc.)?	
PA4	Has DEI changed the services you provide or the way you work with people with disabilities?	Changed for relevance
	...ABOUT PARTNERSHIPS...	
PA5	How would you define "being a partner" with the DEI site/LWIB(s)?	
PA6	Describe how you came to be a collaborative partner in the DEI project? PROBE: How was the partnership developed and formalized/not formalized?	
PA7	What is the nature of the relationship between your agency and the LWIB/One Stop? PROBES: <i>What is the extent to which your agency is integrated into the LWIB/One-Stop centers? Describe how co-enrollment is handled.</i>	
PA8	How are changes in strategies and service processes being communicated to the One-Stop Career Center staff, mandated partners, other systems, and job seekers?	
PA9	How are services for CWDs coordinated between your agency and the One-Stop(s)? PROBES: <i>What does the process typically look like? Are customers referred to you? Co-enrolled?</i>	
PA10	What are the challenges that you and your agency staff have encountered with the partnership? SUBQUESTION: How has your agency and the One-Stop staff tried to resolve these challenges?	
PA11	How does being in partnership with the One-Stop(s) change your agency's order of business? PROBE: <i>In what ways have your agency's procedures changed as a result of working with the One-Stop(s)?</i>	

PA12	Are there any policies in your agency or the One Stop that have hindered the partnership? SUBQUESTION: Have there been any efforts to resolve this?	
PA13	How are disability-related service needs identified? By whom? SUBQUESTION: Is there anything you do to encourage someone to disclose their disability?	
PA14	How do you think the relationship between your agency and the LWIB/One-Stop has impacted amount or quality of services for your CWDs?	
PA15	Which DEI services do you think are most effective for CWDs? SUBQUESTION: Why?	
PA16	Describe any structural changes (i.e., organizational structure, policies, and procedures) that are being made or should be made to improve service delivery and integration under DEI.	
PA17	How has your partnership with the LWIB(s) changed over time? What were the reasons for the changes?	Not in year 1.
PA18	How have the developed or preexisting partnerships been coordinated so as to ensure sustainability now that the funding will be ending? PROBE: <i>on sharing, leveraging, and exploitation of expertise and funds.</i>	Later site visit
PA19	What elements of this collaboration will extend beyond the life of the grant? What have you done to ensure that these elements are sustained?	Later site visit

#	REVISED QUESTION	NOTES
E1	What services or interaction did you have with your local WIB or one-stops prior to DEI?	Changed for relevance.
E2	What are the challenges your company has encountered working with people with disabilities?	
E3	What are the unique challenges of serving youth with disabilities? PROBE: those in the foster system? Juvenile Justice system?	
E4	What is the nature of the relationship between your company and the One-Stop(s)? SUBQUESTIONS: How has this collaboration affected your business? What has been its impact/results thus far?	
E5	What services or approaches did your local one-stop, DRC, or WIB provide to help match your company needs with potential workers with disabilities?	Changed for relevance
E6	Did the Local one-stop, DRC or WIB provide any supports or services to facilitate your hiring of, or subsequent employment of an individual with disabilities? SUBQUESTION: If so how? Please describe	Changed for relevance
E7	Describe any structural changes (i.e., organizational structure, policies, and procedures) that are being made or should be made to improve service delivery and integration under DEI.	
E8	How has your partnership with the LWIB/One-Stop enhanced your ability to employ individuals with disabilities?	
E9	What challenges has your company encountered in collaborating with the One-Stop(s)? SUBQUESTION: How have these challenges been addressed?	
E10	Which DEI services do you think are most effective for CWDs? SUBQUESTION: Why?	

#	REVISED QUESTION	NOTES
AC1	How do One-Stop staff help you or people you know find employment? PROBES: <i>Exploring vocational options, assessing existing occupational skills, identifying training needs, teaching job seeking skills...</i>	
AC2	What kind of workshops and activities do they have? PROBES: <i>Financial literacy, asset development, employment related training, skill-development, job seeking, benefits eligibility...</i>	
AC3	Please walk us through your experience when you first came to this Center. If you can, try to tell us what happened in the order of when it happened. PROBES: <i>Describe the intake process. How did you go about getting assistance from the One-Stop Career Center?</i>	Combined with CE question
AC4	How do One-Stop staff help determine your disability-related service needs?	WE NEED A PROMPT/EXAMPLE FOR THIS ONE.
AC5	What has been the result of your experience with this Center?	CE question
AC6	In general, are you satisfied with the help you receive from the Center?	CE question
AC7	Do you feel like you have a say in the help you received?	CE question
AC8	Which DEI services do you think are most effective for CWDs? SUBQUESTION: <i>Why?</i>	

#	REVISED QUESTION	NOTES
YC1	How did you hear about the DEI program? Can you describe your initial experiences coming to your local one-stop?	
YC2	Please walk us through your experience when you first came to this Center. If you can, try to tell us what happened in the order of when it happened. PROBES: Describe the intake process. How did you go about getting assistance from the One-Stop Career Center?	Combined with CE question
YC3	How do One-Stop staff help you or people you know find employment? PROBES: Exploring vocational options, assessing existing occupational skills, identifying training needs, teaching job seeking skills...	
YC4	What kind of workshops and activities do they have? PROBES: Financial literacy, asset development, employment related training, skill-development, job seeking, benefits eligibility, Youth Council...	
YC5	Can you describe how staff addressed you and your needs upon your interest in their services? PROBES: How did they explore your career goals? Did you feel your options were evaluated adequately?	
YC6	Did you work with your one-stop to identify social and professional networks that would help you with your education or career goals?	Changed for appropriateness
YC7	How was your family involved in the services you were provided?	
YC8	What has been the result of your experience with this Center?	CE question
YC9	In general, are you satisfied with the help you receive from the Center?	CE question
YC10	Do you feel like you have a say in the help you received?	CE question