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3-1-2004

### MassWorks: Massachusetts Launches the Disability Program Navigator Initiative

Institute for Community Inclusion, University of Massachusetts Boston

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#### Recommended Citation

Institute for Community Inclusion, University of Massachusetts Boston, "MassWorks: Massachusetts Launches the Disability Program Navigator Initiative" (2004). *MassWorks Series, Institute for Community Inclusion*. 6.

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# MassWorks

*Focusing on the integration of disability, workforce development, & employment services*

## From the Editor

Welcome to MassWorks, our newsletter for disability, workforce development, and employment professionals in Massachusetts. All too often, it seems, we work towards the same goals from different sides. With the many day-to-day demands of our jobs, it's easy to miss opportunities to share ideas and resources across agencies. The aim of MassWorks is to bring information to workforce and disability professionals who have the goal of improving employment outcomes for Mass. residents with disabilities.

Future issues of this newsletter will highlight new, interesting resources for workforce and disability professionals. Please feel free to contact us with your suggestions, success stories, and events that may be of interest to our readers.

—Cindy Thomas  
Project Coordinator  
Institute for Community Inclusion

## RESOURCES

### Find your local One-Stop Career Center:

[www.detma.org/DETOOfficeList.asp](http://www.detma.org/DETOOfficeList.asp)

### U.S. Department of Labor fact sheet on the Disability Program Navigator initiative:

[www.doleta.gov/usworkforce/whatsnew/navigator-fact-sheet.pdf](http://www.doleta.gov/usworkforce/whatsnew/navigator-fact-sheet.pdf)

### ICI publications on One-Stops and disability:

[www.onestops.info](http://www.onestops.info)

Visit

[www.communityinclusion.org](http://www.communityinclusion.org)

to read this newsletter online;  
find other publications on this topic; or  
sign up for ICI's email announcement list

## Massachusetts Launches the Disability Program Navigator Initiative

In July 2003 Massachusetts was one of fourteen states awarded funds to hire Disability Program Navigators to work in the state's 32 One-Stop Career Centers. Funded jointly by the U.S. Department of Labor and the Social Security Administration, this initiative is designed to help individuals with disabilities access the services and supports they need to reach their employment goals within the One-Stop system.

"We must do whatever we can to level the playing field to ensure that individuals with disabilities can access One-Stop Career Center services," said Jane C. Edmonds, Director of the Massachusetts Department of Workforce Development. Founded on a principle of universal access, One-Stop Career Centers are required to serve all job seekers, including people with disabilities. One-Stop Career Centers also help employers with their recruitment needs.

The Disability Program Navigator initiative is designed to strengthen connections between disability resources and Career Centers. "The Navigator is a valuable position for our center," says Rosemary Chandler, Director of the Career Center of North Central Massachusetts. "Our Navigator, Donna, is cultivating and solidifying relationships with the key disability partners while promoting our services and resources."

The Mass. Department of Workforce Development/Division of Career Services is awarding funds to local workforce boards, which hire the Navigators. As of January 2004, 12 Navigators had come on board.

Working within Career Centers, Navigators will:

- ▶ Assist individuals with disabilities to access the services that can help them find, return to, or keep a job
- ▶ Develop links with employers to aid job placement
- ▶ Conduct outreach to organizations that serve people with disabilities
- ▶ Serve as a resource on Social Security Work Incentives and assist people with disabilities to access benefits planning and related services
- ▶ Serve as a resource to the workforce development community for information about federal, state, and local programs that impact the ability of individuals with disabilities to work
- ▶ Ease the transition of in- and out-of-school youth with disabilities into employment

## EVENTS

### 3/9: Social Security Work Incentives training.

Boston Center for Independent Living. RSVP to [aforman@bostoncil.org](mailto:aforman@bostoncil.org) or 617/338-6665 x217

### 4/1: "Working Connections"

Massachusetts Association for Persons in Supported Employment conference. Marlborough, MA, [www.mapse.org](http://www.mapse.org)

### 4/7: MassHealth information session.

Boston Center for Independent Living. RSVP to [aforman@bostoncil.org](mailto:aforman@bostoncil.org) or 617/338-6665 x217

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## Disability Program NAVIGATORS

We encourage you to contact your area Navigator to learn more about how you can work together to improve employment outcomes for the individuals with disabilities in your community.

**Sharon Tulchinsky**  
617-338-0809  
stulchinsky@detma.org  
JobNet, Boston

**Jamie Robinson**  
508-730-5063  
JRobinson@Bristolwib.org  
Taunton Career Center  
Attleboro Career Center  
Fall River Career Center

**Liza Tobojka**  
508-990-4000  
Gr. New Bedford Career Ctr  
Wareham Career Center

**Daniel Meehan**  
508-786-0928  
Emp. & Training Resources  
• Marlborough  
• Norwood  
• Newtonville

**Beverly Stopyra**  
978-722-7000  
ValleyWorks Career Center  
• Lawrence  
• Haverhill

**Jennifer Hinde**  
781-932-5500  
jhinde@detma.org  
Career Place, Woburn  
Career Source, Cambridge

**Dennis Gonsalves**  
508-862-6600  
dgonsalves@detma.org  
Career Opportunities Hyannis  
Career Opportunities Orleans

**Thelma Williams**  
617-745-4000  
twilliams@southcoastalwib.org  
Plymouth Career Center  
Quincy Career Center


**Sandra Efstratiou**  
978-825-7200  
seftstratiou@detma.org  
North Shore Career Center  
• Salem  
• Gloucester  
• Lynn

**Bruce Wright**  
508-513-3400  
Career Works, Brockton

**Dawn Beati**  
978-458-2503  
Career Center of Lowell

**Donna Thibault**  
978-534-1481  
Career Center of North  
Central Massachusetts  
• Leominster  
• Gardner

For job seekers, the Navigator will be an additional support person within the workforce development system who can help them to access services and overcome barriers. The Navigator will collaborate with disability agencies and providers, working to strengthen the link between that network and the Career Centers. The Navigator will be an important resource for Career Center staff as well. Says Rosemary, "Donna is a mentor for Career Center staff. She is developing a series of trainings for staff to improve their comfort level when working with customers who have disabilities. Our Navigator works full-time at the center so she is available to answer staff questions as they arise."

With all segments of the workforce, employment, and disability systems experiencing demands for more services with fewer resources, the Navigator initiative provides an exciting opportunity to improve coordination and help individuals achieve better employment outcomes. 

### NEW PROJECTS AND INITIATIVES:

The Mass. Department of Workforce Development has been awarded the **Massachusetts Partnership for Youth in Employment** State Alignment grant by the Office of Disability and Employment Policy (U.S. Department of Labor). The project will conduct statewide resource mapping and help local areas access resources for youth with disabilities to succeed in postsecondary education or employment. Contact Deb Hart at ICI for information.

The Center for Health Policy Research/UMass Medical School and the Institute for Community Inclusion/UMass Boston in collaboration with the Mass. Executive Office of Health and Human Services has been awarded the **Medicaid and Comprehensive Employment Opportunities Infrastructure** grant from the federal Centers for Medicare and Medicaid Services. The grant will focus on state services and employment for people with disabilities.

For more information, contact:

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The MassWorks newsletter is funded in part by the U.S. Department of Labor, Employment and Training Administration, under agreement number No. WI-13385-03-60. The opinions contained in this publication are those of the Institute for Community Inclusion and do not necessarily reflect those of the U.S. Department of Labor.

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