The Arizona Work Incentives Information Network at AZ DB101, WIIN

WIIN Placeholder Proposal Narrative:
Period 10/1/2016- 12/31/2016 - 3 months

WIIN is requesting funding for 3 months (10/1/2016 thru 12/31/2016). These funds will be used to sustain WIIN program until the maintenance agreement between Vocational Rehabilitation and World Institute on Disability (WID) is reissued. Upon reissuing of the maintenance agreement (anticipated for mid-January 2017) , WID will amend their contract with Vocational Rehabilitation to include the subcontracting of the WIIN services stated below; therefore sustaining the WIIN funding on an ongoing basis.

The Work Incentive Information Network (WIIN) provides outreach, technical assistance and training support for systems change in Arizona aimed at increasing the employment outcomes (new job, progressive move and/or pay raise) of Arizonans who have disabilities. WIIN creates demand for DB101 that supports informed decision making regarding employment and self-sufficiency options.

The WIIN conducts DB101 outreach statewide including unserved and underserved populations and areas of the state. Through the WIIN, individuals with disabilities, their families and the service professionals who support them have direct phone access to a certified Work Incentive Coordinator who is available to provide guidance regarding the use of DB101 and connect them to WIPA (Work Incentive Planning and Assistance) services and employment is imminent.

The WIIN provides technical assistance to the community. Specifically, the WIIN conducts train the trainer sessions for service professionals in order to support them to train and conduct outreach to their peers and others in the community on DB101. The training also includes technical assistance on how to incorporate DB101 into day-to-day business practices. Once trained, the partners become part of a regional trainer network managed by the WIIN to dispatch trainers when DB101 training is requested by a community member or partnering organization. WIIN creates tools, resources and information to promote the use of DB101 that can be accessed by WIIN trainers. Lastly, the WIIN serves as the Subject Matter Expert for DB101 enhancements and state to state information sharing.

The WIIN, in partnership with the Employment First initiative, is facilitating efforts to identify and capture collective employment outcomes for Arizona systems and partners by centralizing data collection through the DB101 online infrastructure.

Increased DB101 monthly usage, statewide

- 1,800 visitors (75% new and 25% returning) – July 2012
- 7,100 visitors (79% new and 21% returning) – June 2015
- 9,565 visitors (77% new and 23% returning) – August 2016

It is important to note that the data analytics have identified the monthly visitors as high as 8,500. The data analytics also show that, on average, a total of 1,000 – 1,500 people visit

the Spanish site. The August 2016 report shows a total of 2,691 monthly visitors (82% new and 18% returning).

OUTCOME REPORTING – UPDATED AUGUST 2016		
Outcomes		Cumulative
1	250-Service Professionals trained by the WIIN Trainers	2416 Providers. A total of 233 are WIIN Trainers.
2	75-Service Professionals engaged in the WIIN	96 Professionals 41 Unique Agencies
3	9-New WIIN identified and implemented policies and practices around work and healthcare incentives outreach	15
4	50-Individuals with developmental disabilities are employed	47
5	450-Individuals with other disabilities are employed	273

WIIN Coordinator/Trainer[1], 35% Time FTE:
The WIIN Coordinator is the Subject Matter Expert on AZ DB101 and manages all aspects of WIIN activities. The WIIN Coordinator is responsible for the hands integration of DB101 into statewide systems, services, and initiatives that work to support and increase self-sufficiency for people who have disabilities. The WIIN Coordinator:

- Provides technical assistance on incorporating and utilizing DB101 to drive the demand for DB101
- Develops outreach strategies for DB101
- Provides regional train-the-trainer sessions to increase regional trainer networks to provide and sustain training in their communities
- Develops new tools, resources and information for the WIIN portal and sections on AZ DB101
- Responds to technical assistance inquiries to customize DB101 workshops/trainings

[1] ABILITY 360 is currently in the process of restructuring the staffing and management of the WIIN (and other) programs. Nicholas Love currently serves in the role of WIIN Coordinator/Trainer. That said, over the course of the contract extension period, Nicholas' role may transition into a management role and hire another person to serve in the WIIN Coordinator/Trainer role. It should also be noted that Nicholas' time reported on future financial reports may be less than .35 FTE during this transition.

- Provides technical assistance to regional trainers
- Identifies, advises, and reviews enhancements of DB101 on a local and national level
- Evaluates outcomes and usage of DB101 with WID and other partners
- Promotes DB101 as the tool to increase employment outcomes in Arizona
- Participates in ongoing initiatives that promote employment, such as Employment First
- Completes reporting requirements to funders
- Manages the budget
- Supervises additional staff

Intake Specialist – 35% Time FTE:
The Intake Specialist is the first one on one contact people have with AZ DB101 and Benefits 2 Work. The Intake Specialist is a fully Certified Work Incentive Coordinator (CWIC) with active listening skills who assesses the needs of the callers. The Intake Specialist refers callers to appropriate services including WIPA services. Intake Specialist responsibilities:

- Manages "Need More Help" calls and emails
- Provides guidance on DB101
- Provides current and accurate community information and resources
- Completes intake process with people who require WIPA or other Benefits 2 Work services
- Directs calls to WIIN Coordinator or Program Specialist when appropriate
- Assists in developing new tools, resources and information for the WIIN portal

Program Specialist - 30% Time FTE:
The Program Specialist is responsible for the coordination of WIIN regional trainer networks and activities. Program Specialist responsibilities:

- Organizes regional trainer networks to provide and sustain training in their communities
- Maintains regional trainers data base
- Coordinates and dispatch regional trainers when training is requested
- Coordinates with regional trainers to collaborate on training opportunities to maximize training impact
- Provides technical assistance to regional trainers
- Assists in developing new tools, resources and information for the WIIN portal

WIIN Budget proposal								
Period 10/01/16 - 12/31/16- 3 months								
			PROPOSAL					
	Line Item		3 months 10/1/16-12/31/16	Match Funds	Grand Total			
1	Personnel	FTE						
	a. WIIN Coordinator/Trainer	0.35	5,056		5,056			
	b. Intake Specialist	0.35	3,316		3,316			
	c. Program Specialist	0.30	2,228		2,228			
	d. WIIN Network Volunteer Hours			308	308			
	e. Program Director			1,575	1,575			
	f. Senior Accountant			729	729			
2	Employee Related Expenses (ERE)		4,163	636	4,798			
3	In State Travel		875		875			
4	Operating/Supplies		625	480	1,105			
5	Rent/Office Space			1,641	1,641			
	Total	**1.00**	**$ 16,262**	**$ 5,369**	**$ 21,631**	0.33		

	Budget Narrative
1a	Annual salary for the position of WIIN Coordinator/Trainer (0.35 FTE)
1b	Annual salary for the position of Intake Specialist - Certified Work Incentive Coordinator (0.35 FTE)
1c	Annual salary for the position of WIIN Program Specialist (0.3 FTE)
1d	Projected average of 8 participants in the WIIN every other month meetings for a period of two hours. Volunteer average hourly wage calculated at $19.23 per hour and based on $40,000 per year annual salary.
1e	Program Director's match funding is 8% of current salary for admin oversight
1f	Senior Accountan's match funding is 5% of current salary.
2	Employee Related Expenses (ERE) is comprised of FICA, Retirement, Unemployment Compensation, Worker's Compensation, Liability Insurance, Health/Dental,and Life Insurance.
3	Travel associated with the WIIN Coordinator and Intake Specialist to provide training and network support
4	Cell phone monthly fees, general office supplies, and printing/postage costs. Match funds are the provision of land lines, fax and internet access.
5	The match funds includes provisions for office space and associated costs (utilities, landscaping, janitorial service and security).