**MONITORING REPORT**

**PACER CENTER**

**BLOOMINGTON, MN**

**OCTOBER 11. 2017**

Person Interviewed: Gretchen Godfrey, Assistant Director, PACER Center

Period Reviewed: October 2016 –October 2017

Name of Monitor: Larry Eisenstadt

**GENERAL INFORMATION**

PACER is a recipient of a grant ($488,000) from DEED as part of the Disability Employment Initiative (DEI). PACER is responsible for providing technical assistance and training to local staff in three Workforce Development Areas (WDAs) who are serving youth with disabilities. PACER has specialized staff who can assist local providers in working with multi-cultural individuals.

EXPENDITURES (Through September 30, 2017)

Budget Amount: $488,000

Expended in September 2017: $11,967

Expended to Date: $108,914 (22.31%)

Balance Available: $379,086

TRAINING PARTICIPANTS (Through September 30, 2017)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Date | Name | Location | Parent Count | Professional/Other | Youth Count | Total Attendees |
| 6/8/17 | Supporting Youth on the Pathway to Employment: How Assistive Technology Can Help | Bloomington | 0 | 2 | 0 | 2 |
| 6/8/17 | Livestream: Supporting…. | Online | 3 | 25 | 0 | 28 |
| 6/13/17 | What Families Need to Know about Career Pathways and Workforce Centers | Monticello | 17 | 3 | 5 | 25 |
| 6/14/17 | Guideposts for Success | Monticello | 0 | 13 | 0 | 13 |
| 9/13/17 | What Families Need to Know About Career Pathways and Workforce Centers | Marshall | 15 | 4 | 2 | 21 |
| 9/13/17 | An Introduction to the Guideposts for Success | Online | 0 | 38 | 0 | 38 |

**TRAINING/TECHNICAL ASSISTANCE ACTIVITIES**

PACER has conducted parent workshops that have been “well received” in Rural Minnesota CEP, Monticello, and Marshall. The approved workplan calls for PACER to conduct these workshops in these areas twice a year.

Among the training and technical assistance activities provided by PACER are:

“Supporting Youth on the Pathway to Employment: How Assistive Technology Can Help” (June 8, 2017), Bloomington, MN

Live Stream: “Supporting Youth on the Pathway to Employment: How Assistive Technology Can Help” (June 8, 2017), Online

“What Families Need to Know about Career Pathways and Workforce Centers” (June 13, 2017), Monticello, MN

“Guideposts for Success” (June 14, 2017), Monticello, MN

“What Families Need to Know about Career Pathways and Workforce Centers (September 13, 2017), Marshall, MN (newspaper article from area newspaper available)

“An Introduction to the Guideposts to Success: A Framework for Serving Youth With and Without Disabilities” (September 13, 2017), on line

(Note: Printed slides of the Power Points are available with this report.)

**NEEDS ASSESSMENT**

PACER assesses the needs for training and technical assistance through various means:

* On-line assessment with the Disability Resource Coordinators (DRC) (assessment tool available);
* Individual conferences with DRCs;
* Parent and youth participant input secured after training sessions

PACER gathers the data from each of these inputs and based on resources (e.g. time, staff availability, urgency of need, budget) plans training activities.

In providing training/technical assistance to WDAs, associated parents/youth, and other appropriate individuals, PACER reaches out informally to National Disability Institute (NDI) and National Collaborative on Workforce and Disability (NCWD) for additional materials and advice. There is an ongoing informal discussion among PACER, NDI and NCWD. However, PACER uses its own staff to provide needed/requested training and technical assistance.

PACER conducts an on-going assessment of training and technical assistance needs and, if appropriate, adjusts its resources to accommodate the need.

**OUTREACH**

In recruiting individuals for its training, PACER uses its “extensive mailing list” to inform individuals of its coursework. In addition, PACER makes a special effort to involve individuals who would gain from training session attendance. PACER also uses it periodical, “Pacesetter,” to inform its readership of pending training sessions.

PACER has had more success having parents of school-age youth at their parent trainings. It is more challenging to reach parents who would benefit from the information but have youth who have graduated or are not in school.

**TRAINING AND TECHNICAL ASSISTANCE SCHEDULING**

The scheduling of training and technical assistance activities has been done with the assistance and advice of WDA DRC’s based on availability and need. A change was made in the original workplan submitted by PACER as part of subgrantee agreement with DEED: the development of an individual planning tool for DRCs & IRTs based on Guideposts and career pathways and associated guide has been rescheduled to take place in the first quarter of Year 2 (Oct-Dec 2017).

There are no other DEI activities being delivered by PACER that are not described in the revised workplan.

**TRAINING AND TECHNICAL ASSISTANCE EVALUATION**

PACER has developed an evaluation form that it uses to measure customer satisfaction with its training and technical assistance. (The instrument is available).

Previous evaluations have indicated the two parent trainings have been very positively received, with 96 percent reported learning something new, and 100 percent saying the trainings were “good,” “very good,” or “excellent.” All participants also reported that they would use the information learned to help their young adult work towards reaching their employment goals and to explore additional services.

The professional in-services have also been generally well-received. At the June 14 training in Monticello, 100% of participants indicated that the training had “improved [their] capacity to provide services that will help youth with disabilities achieve their education and employment goals.” For the online in-service on September 13, 84% of evaluation respondents, indicated the training improved their capacity to provide services that will help youth with disabilities.

An interview with a training and employment specialist who participated in PACER’s training and technical assistance activities indicated that the programs were very useful and relevant in her work. She indicated that participating parents in her area also found the material being presented very useful in their roles of parenting youth with disabilities. The specialist stated that she would like to see more PACER led activities in the future in her area.

**FINANCIAL RECONCILIATION**

PACER expenditures reported on July and August, 2107 Reimbursement Payment Requests ($10,437; $9,998) were examined to determine whether they were supported by the general ledgers, receipts, invoices, etc. A careful review of the financial documents indicated that such requests were accurate and were supported by the records.