



**NEMO WORKFORCE DEVELOPMENT BOARD**

## Accessibility Policy – Persons with Disabilities

Issuance No.: 24-2020  
 Issuance Date: 07/01/2020

The NEMO Workforce Development Board ensures the full array of Job Center services is available and fully accessible for individuals with disabilities. We strive to offer a welcoming environment to all individuals. An extensive list of products and services is available to assist individuals with disabilities in their job search, career planning, and life-long learning pursuits.

This policy sets forth the minimum standards to ensure that programs and services delivered through the Northeast Region One-Stop Job Centers and Affiliate Job Centers are physically and programmatically accessible to all, including individuals with disabilities as described in the Part 38 rules, which include a new subpart regarding accessibility requirements and an expansion of the previous subpart on communications with individuals with disabilities.

All Workforce Innovation and Opportunity Act (WIOA) Title I-financially assisted programs and activities must be programmatically accessible. This includes providing reasonable accommodations for individuals with disabilities and communicating with persons with disabilities as effectively as with others. The Comprehensive Job Centers in Northeast Missouri provide appropriate auxiliary aids or services, including Assistive Technology devices and services, upon request, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity.

Assistive Technologies are mitigating measures to aid people with disabilities that substantially limit their abilities to receive or to communicate information about themselves, programs, or services. Assistive Technologies usually take the form of auxiliary aids or services, but also may include modifications to the physical environment related to the use of devices.

Job Center staff ensures that the assistive technology listed below is functional by testing on a regular basis to identify any technology that is not operational. Listed below is the accessible assistive technology equipment available at each of the Comprehensive Job Centers in the Northeast Region:

|  |   |                              |
|--|---|------------------------------|
| Telephone Amplifier  | Flatbed Scanner   | 19 inch Monitors             |
| Big Keys Keyboard  | Trackball Mouse   | Ubi-Duo Communication Device |
| TTY and Relay Service  | Window Eyes Screen Reader                                 | Height Adjustable Table      |
| Windows 10 Software loaded on Resource Computers that have accessibility features built in | Assistive Listening Device (Telephone Handset Amplifier ) |                              |

Our staff will also offer reading and note taking assistance. Another accommodation that we are able to offer is a quiet space for our clients.

OWD and its WIOA State agency partners have requested that Local WDBs strive toward 100 percent competency of Missouri Job Center staff on the availability and uses of Assistive Technologies. Their availability and the staff expertise to use them successfully with Job Center customers are also requirements for Job Center certification. It is also the intent of the Statewide WIOA partner agencies that Assistive Technologies be fully integrated into the customer resource areas of Job Centers, to the extent practical. Offering “separate but equal” resources is contrary to the programmatic accessibility requirements of the regulations (“administering programs in the most integrated setting appropriate”). The Local EO officer, along with the Supervision of the Job Centers will ensure that all staff are trained on all aspects of Assistive Technology. The Local EO Officer will keep a log of all training held at each job center that will outline the training provided and a sign in sheet to indicate who was present at the training.

This policy not only pertains to the customers of the job center, but includes all employees and applicants for employment.

DOL has stipulated that providing unsolicited offers of information in alternative formats is contrary to the ADA because it reflects another’s perception or stereotype about particular disabilities. An individual is always free to request an accommodation of auxiliary aids and services, and the obligation to provide such is only triggered upon such a request. Posters placed around the Job Centers will provide notice of the general availability of auxiliary aids and services to all participants and a notice will be placed in the Orientation Packet to be given to all registrants at the Job Centers.

It is not feasible for the Job Centers to have all Assistive aids at the location, but they must know the process to acquire the aids in a timely manner.

- Sign Language Interpreters: The State of Missouri contracts to provide interpretive (ASL) services at all locations upon request. Specifics for these services are found at: [https://jobs.mo.gov/sites/jobs/files/sign\\_language\\_interpreter\\_desk\\_aid\\_checklist\\_11-12-2019\\_user.pdf](https://jobs.mo.gov/sites/jobs/files/sign_language_interpreter_desk_aid_checklist_11-12-2019_user.pdf)
- Missouri Assistive Technology operates the Equipment Technology Consortium (ETC), which is a short-term assistive technology equipment loan program for agencies and school districts in Missouri. The equipment loan program is for adults and children of all ages. Agencies, districts, and other organizations can borrow equipment on behalf of individuals with disabilities to try out the equipment before purchasing, for use during the time equipment is in repair, or for other short-term needs.

Each loan period is up to five weeks. The program includes a wide range of equipment including switches and mounts, computer access devices, environmental controls, hearing devices, home modifications, visual aids and augmentative communication devices. For more information: contact Missouri Assistive Technology: website <https://at.mo.gov> or Contact: David Baker, Director at (818) 655-6707, or email at [dbaker@mo-at.org](mailto:dbaker@mo-at.org).

- Vocational Rehabilitation Program, Missouri Department of Elementary and Secondary Education, Division of Learning Services, Office of Adult Learning and Rehabilitation Services is another resource for assistance. You may contact them through their website at <https://dese.mo.gov/adult-learningrehabilitation-services/vocational-rehabilitation/rehabilitation-technology>, at (573) 751-3251, or email at [info@vr.dese.mo.gov](mailto:info@vr.dese.mo.gov). or contact your local office.
- Our partnership with Missouri Rehabilitation Services for the Blind, will provides each Job Center with the EO Notice in Braille and "large print" formats for the individual as well as other services for customers with low vision or who are blind. You may contact them at 1-800-592-6004.
- Family Support can sometimes assist financially for eligible clients. Contact your local office.

Reasonable accommodations will be made in policies, practices or procedures when modifications are necessary to avoid discrimination on the basis of disability, unless making the modifications would fundamentally alter the nature of the service, program or activity. In the event of a grievance complaint, procedures, forms and any other necessary information will be made available to individuals with disabilities.

The NEMO WDB continues to actively seek additional projects and funding that will improve the overall accessibility of the public workforce system throughout Northeast Missouri. The WDB recently formed an Access Committee that includes individuals with expertise in assisting the disability community, and other core partners to evaluate the referral processes and program and training services to ensure quality access for all individuals. The Job Center Supervisors should take advantage of the staff training available through our core partners.

The NEMO WDB's annual review monitors each Job Center and satellite site for accessibility to individuals with disabilities, including wheelchair accessible entrances, signs indicating the nearest accessible entrance, and accessible restrooms.

The region is committed to providing the disability community with a conduit to training, employment, and supportive services that will enable them to become contributing members of the community. The Region ensures equal opportunity for individuals with disabilities in the administration of programs and activities. This includes:

- Applying nondiscrimination prohibitions;
- Providing reasonable accommodations and reasonable modifications;
- Administering programs in the most integrated setting appropriate;
- Engaging in effective communication;
- Ensuring accessibility of programs, facilities, and information and communication technology.
- Having an Equal Opportunity Officer on staff to train and assist the staff in NE region.