Provision of Reasonable Accommodation, Reasonable Modification, and Auxiliary Aids and Services to Persons with Disabilities

Purpose:
To ensure customers with disabilities are afforded the same opportunities, streamlined services and universally accessible services.

Overview:
This policy, applies to individuals with disabilities with regard to aid, benefits, services, and training offered by West Central WI One Stop Career Centers (WCW One Stop Centers) and will provide reasonable accommodations to qualified individuals with disabilities who utilize center services unless providing the accommodation would cause undue hardship.

This policy encompasses:

- All WIOA required services and all other mandated, federally funded programs
- All mandated, federally funded WIOA/other partner programs operating in the WCW One Stop Center
- Continuous Quality Improvement that ensures the WCW One Stop Center and its programs remain legally compliant and universally accessible
- WCW One Stop Center 's oversight responsibilities with non-mandated partners providing services out of the WCW One Stop Center
- WCW One Stop Center's oversight responsibilities with private business using a WCW One Stop Center for recruiting

Responsibility of:
All WCW One Stop Center Staff

Clarification of Reasonable Accommodation:
1.0 REASONABLE ACCOMMODATION, REASONABLE MODIFICATION, AND AUXILIARY AIDS AND SERVICES
Accommodations, modification, providing effective communication, and auxiliary aids and services will hereinafter be referred to as "accommodations".

1.1 NOTICE OF THE AVAILABILITY and RIGHT TO RECEIVE REASONABLE ACCOMODATIONS
The WCW One Stop Center will post notice of the availability of reasonable accommodations. This notice is directed to all users, seeking services within the center.

1.2 AUXILIARY AIDS AND SERVICES
Taking steps to ensure effective communication: WCW One Stop Center personnel will take steps to ensure that communications with individuals with disabilities are as effective as communications with others.

Furnishing Auxiliary aids and services: WCW One Stop Center personnel will furnish appropriate auxiliary aids and services where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of services offered through WIOA or other programs. Attachment A identifies auxiliary aids and/or services for individuals with disabilities. Not all may be available at the Job Center. This document may be used to identify aids and/or services needed to provide equal opportunity in programs and services.

Providing appropriate signage: WCW One Stop Center personnel will ensure that interested individuals can obtain information as to the existence or location of accessible services, activities, and facilities, including the provision of appropriate signage at the primary entrances to its inaccessible facilities.

The Process Description:

1.3 RECEIVING REQUESTS FOR ACCOMMODATIONS

When a person with a disability makes a request for a reasonable accommodation to any WCW One Stop Center representative, the representative is required to respond to that request. WCW One Stop Center personnel will ask the customer to complete an Accommodation Request form (located at the front desk in the Resource Folder or on the W Drive, Equal Rights Resources, Accommodations) and self identify the area of assistance that is needed. The staff person will respond accordingly or refer to the appropriate staff to meet the customers need(s).

Request for accommodations, modifications, and/or effective communication are requests that include the following two elements:

1. A request for an adjustment or assistance; and
2. An indication that the request might be related to a medical condition or disability.

A request can be made after a customer has already begun to receive the services for which the accommodation is requested. Requests may also be made by a third party such as a relative, friend, counselor or job coach. This is particularly likely when a customer's disability might make it difficult for the individual to make the request independently. However, staff must directly verify with the customer is in agreement with the request.

1.4 INQUIRIES ABOUT DISABILITY

If it appears that a qualified individual with a disability may need an accommodation, staff may ask the individual if he or she can participate in a specific aid, benefit, service, or training with or without an accommodation. The individual's response must determine the Center's actions. If the individual indicates that an accommodation is not needed, no further inquiries about the disability may be made. An individual is not required to accept an accommodation, aid, benefit, service, training or opportunity that the individual chooses not to accept. If an accommodation is offered but denied, log denied accommodation on Accommodation Log.

1.5 REASONABLE ACCOMMODATION / MODIFICATION TO SERVICE DELIVERY

WCW One Stop Center staff will provide appropriate assistance to individuals with disabilities so that they can effectively benefit from WIOA/other mandated program services. In order to ensure that individuals with disabilities have the same opportunity to benefit from services that are as effective as those provided to non-disabled customers, modifications may be made to how services are accessed, registration process, etc.

2.0 RESPONSIBILITIES OF INDIVIDUALS WITH DISABILITIES AND ONE STOP PERSONNEL TO PROVIDE REASONABLE ACCOMMODATIONS, MODIFICATIONS AND AUXILIARY AIDS AND SERVICES

The WCW One Stop Center personnel will be able to communicate the responsibilities of both the staff and the qualified individual with a disability and act accordingly in collecting information in order to provide accommodations.

2.1 NOTICE OF NEED FOR ACCOMMODATIONS

A qualified individual with a disability seeking reasonable accommodations, modifications, auxiliary aids and services must inform WCW One Stop Center personnel on a timely basis of a need for such

accommodation and must submit, upon request, to the WCW One Stop Center any reasonable and necessary medical documentation (see 3.0 below).

2.2 NOTICE OF RIGHT TO FILE A GRIEVANCE/COMPLAINT

Individuals who believe that they have been discriminated against because the WCW One Stop Center failed to provide accommodations/modifications may file a complaint with the Equal Opportunity Coordinator, Amanda Gohde 715-645-7042.

2.3 WORKSOURCE PREPAREDNESS TO RESPOND

WCW One Stop Center personnel must be informed on how to proceed if an accommodation is requested.

2.4 UNDUE HARDSHIP

Requests that cannot be provided or which are believed to pose an undue burden or fundamental alteration must be reviewed by the EO Coordinator or Executive level designee. The EO Coordinator or Executive level designee are the only persons with authority to determine undue hardship/fundamental alteration on behalf of the WCW One Stop Center. The EO Coordinator or Executive level designee can make the decision that the accommodation would result in undue hardship/fundamental alteration only after considering all factors listed in the federal regulations (29 CFR 37.4).

2.5 WRITTEN STATEMENT OF DENIAL

A written statement of the reasons for reaching these conclusions will accompany the decision that an accommodation would result in undue hardship/fundamental alteration. The WCW One Stop Center will provide a copy of the statement of reasons to the individual who requested the accommodation, modification, auxiliary aid or service. The statement will be mailed within 10 working days of the request to the person and address identified on the Accommodation Request form.

3.0 DOCUMENTATION OF REQUESTS FOR REASONABLE ACCOMODATIONS/ VERIFYING A DISABILITY

Requesting documentation for a disability can be an impediment to expedient and customer friendly service and therefore should usually be avoided.

Documentation of a disability underlying a request for an accommodation should not be requested when:

1. The request for accommodation falls within the range of adjustments that staff would normally make in providing good customer service for any WCW One Stop Center customer.

2. The disability is apparent.

However, there are some instances when such documentation may be necessary.
Documentation of the disability underlying a request for an accommodation may be appropriate when:

1. The disability is not apparent AND the accommodation requested could be of benefit to an individual who does not have a disability.

2. There is reason to suspect an individual may be attempting to abuse the reasonable accommodation/modification/effective communication process to disrupt or harass the program.

3. The connection between the disability and the accommodation requested is unclear.

Attachment A

Auxiliary Aids or Services



Access for Individuals Who Are Blind or Have Low Vision

This access symbol indicates access for individuals who lack either partial or complete visual ability.

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Symbol of Wheelchair Accessibility

This sign or symbol signifies access for individuals whose mobility is limited.



Audio Description
This symbol is of great use to individuals who are visually impaired.

With the use of headphones or a surround-sound stereo, the concerned individual can listen to detailed audio commentary or narration of the visual production, as rendered by a trained audio describer.



Telephone Typewriter
This symbol has several titles, including Telephone Typewriter (TTY), Text Telephone (TT), or Telecommunications Device for the Deaf (TDD). The symbol signifies the availability of a nearby device that could aid interactions and conversations between two individuals, one or both of whom is speech- or hearing-impaired.



Volume Control Telephone

This symbol indicates the availability of a telephone with adjustable handset volumes or the ability to amplify sound. It is primarily of use to individuals with hearing impairments.



Assistive Listening Systems

This image is a symbol of an assistive listening system. These systems help transmit sounds to audibly impaired individuals through the use of headsets or hearing aids, and may include infrared systems, loop systems, and FM systems.

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Sign Language Interpretation

The symbol indicates the availability of an interpreter at the venue who could help the audibly impaired to understand the proceedings by interpreting the proceeding into sign language.



Accessible Print

This access symbol, which reads “Large Print,” identifies that a printed copy of the text is also available to be printed with a font size of 18 or higher. In addition to the larger print, the fonts used for the accessible print will be either sans serif or modified serif. In addition, the material will be printed with a high contrast between the text and the background.



Information Symbol

The Information Symbol indicates the availability of required information that is specific to the location where it the symbol is found. For instance, the information symbol might lead the way to other accessibilities, including large print texts, audio devices, recorded material for visual interpretation, sign interpretation, and guided tours.



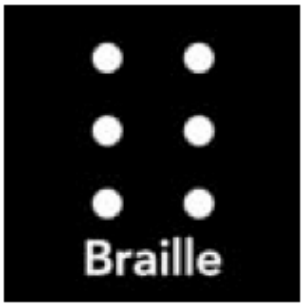
Closed Captioning

The Subtitles or Closed Captioning access symbol helps individuals identify that the visual to be played can also be enjoyed by those with hearing disabilities. The subtitles or closed captions allow viewers to read the proceedings through text captions that appear on the screen.



Open Captioning

The Open Captioning symbol indicates that text captions, interpreting dialogues, and other audio cues to a visual presentation have been included in the video, film, exhibit, or television program. The difference between open and closed captioning is that in closed captioning, the subtitles or text captions can be turned on or off, based on viewer discretion. On the other hand, open captions continue to appear on screen.



Braille Symbol

When this access symbol is posted on a facility or in printed material, it indicates that the additional signage or printed material is also available in Braille.

West Central WI Workforce Development Board BABEL NOTICE

IMPORTANT! This document contains important information about your rights, responsibilities, and/or benefits. It is critical that you understand the information in this document, and we will provide the information in your preferred language at no cost to you. Call 715-645-7042 or WI Relay 711 or 800-947-3529 for assistance in the translation and understanding of the information in this document.

Spanish ¡IMPORTANTE! Este documento contiene información importante sobre sus derechos, responsabilidades y/o beneficios. Es importante que usted entienda la información en este documento. Nosotros le podemos ofrecer la información en el idioma de su preferencia sin costo alguno para usted. Llame al 715-645-7042 or WI Relay 711 or 800-947-3529 para pedir asistencia en traducir y entender la información en este documento.

Chinese - Traditional 重要須知！本文件包含重要資訊，事關您的權利、責任，和／或福利。請您務必理解本 文件所含資訊，而我們也將使用您偏好的語言，無償為您提供資訊。請致電715-645-7042 or WI Relay 711 or 800-947-3529洽詢翻譯及理解本文件資訊方面的協助。

Vietnamese LƯU Ý QUAN TRỌNG! Tài liệu này chứa thông tin quan trọng về quyền hạn, trách nhiệm và/hoặc quyền lợi của quý vị. Việc hiểu rõ thông tin trong tài liệu này là rất quan trọng, và chúng tôi sẽ cung cấp miễn phí cho quý vị thông tin này bằng ngôn ngữ mà quý vị ưa dùng. Hãy gọi 715-645-7042 or WI Relay 711 or 800-947-3529 để được hỗ trợ về việc thông dịch và hiểu thông tin trong tài liệu này.

Tagalog MAHALAGA! Naglalaman ang dokumentong ito ng mahalagang impormasyon tungkol sa iyong mga karapatan, responsibilidad at/o benepisyo. Napakahalaga na nauunawaan mo ang impormasyong nakapaloob sa dokumentong ito, at ibibigay namin nang libre ang impormasyon sa pinili mong wika. Tumawag sa 715-645-7042 or WI Relay 711 or 800-947-3529 upang humingi ng tulong sa pagsasalingwika at pag-unawa sa impormasyong nasa dokumentong ito.

French IMPORTANT! Le présent document contient des informations importantes sur vos droits, vos responsabilités et/ou vos avantages. Il est essentiel que vous compreniez les informations figurant dans ce document, et nous vous fournirons gratuitement les informations dans la langue de votre choix. Appelez au 715-645-7042 or WI Relay 711 or 800-947-3529 pour obtenir de l'aide pour la traduction et la compréhension des informations contenues dans le présent document.

Haitian Creole ENPÒTAN! Dokiman sa a gen enfòmasyon enpòtan ladan konsènan dwa, responsablite ak/oswa avantaj ou yo. Li ap vrèman enpòtan pou ou konprann enfòmasyon yo ki nan dokiman sa a, epi n ap ba ou enfòmasyon sa yo nan lang ou prefere a gratis. Rele 715-645-7042 or WI Relay 711 or 800-947-3529 pou jwenn asistans pou tradui ak pou konprann enfòmasyon ki nan dokiman sa a.

Portuguese IMPORTANTE! Este documento contém informações importantes sobre os seus direitos, responsabilidades e/ou benefícios. É essencial que compreenda as informações constantes neste documento, as quais disponibilizaremos, gratuitamente, na língua à sua escolha. Contacte o número 855-792-5439 or WI Relay 711 or 800-947-3529 para solicitar ajuda para traduzir e compreender as informações contidas neste documento.

Arabic -855 مهف بمكان مهلا الأهمية نم. فوائدك و/أو ومسؤولياتك كقوقح حول ةمهم معلومات ىلع يوتحي هذا المستند! مهم
792-5439 or WI Relay 711 or 800-947-3529 دون كتغلب المفضلة المعلومات وسنوفر هذا المستند، يف الواردة
كلمحت أي ةفلكت. اتصل ىلع الرقم للحصول ىلع مساعدة يف ةمجرت المعلومات الواردة يف هذا المستند وفهمها.

Russian ВАЖНО! В настоящем документе содержится важная информация о ваших правах, обязанностях и/или преимуществах. Крайне важно, чтобы вы поняли информацию, содержащуюся в данном документе, а мы бесплатно предоставим вам эту информацию на выбранном вами языке. Позвоните по телефону 855-792-5439 or WI Relay 711 or 800-947-3529 для получения помощи в переводе и понимании информации, содержащейся в данном документе.

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Hmong Tseem Ceeb heev! Daim ntawv tseem ceeb no muaj koj txoj cia, tes haujlwm uas yuav ua thiab/los yog kev pab cuam. Nws yog tseem ceeb heev uas koj yuav tau paub txog daim ntawv no, thiab peb yuav pab nrhiav koj cov lus rau koj uas tsis tau them nyiaj. Hu rau 855-792-5439 rau tus tsis hnov lus hu rau 800-947-3529 rau kev pab txhais lus kom to taub daim ntawv no.

Somali MUHIIM AH! Warqadan waxaa ku jira macluumaad muhiim ah oo ku saabsan xuquuqdaada, masuuliyadahaaga, iyo/ manaafacaadkaaga. Waa muhiim in aad fahamtid macluumaadka ku yaala warqadan, iyo waxa kale oo aan ku siin doonaa macluumaad luuqadda aad doorbideyso oo aynan kaaga baxeynin wax lacag ah. Wac 855-792-5439 ama WI Relay 711 ama 800-947-3529 si laguu caawiyo tarjumada iyo fahamka macluumaad waraqadan.

3-2018; R3.22.2021

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