ATTACHMENT 21. Accessibility Policy – Persons with Disabilities

KANSAS CITY & VICINITY
WORKFORCE DEVELOPMENT BOARD

Serving the city of Kansas City, Mo. and Cass, Clay, Platte, and Ray counties.

The Full Employment Council, Inc. (FEC) is the fiscal agent and workforce support organization for the Kansas City & Vicinity Workforce Development Board.

Workforce Innovation and Opportunity Act (WIOA) Policy

ACCESSIBILITY POLICY

POLICY NUMBER: 2017-015, Modification 1

EFFECTIVE DATE: 12-01-2017

MODIFICATION DATE: 1-29-2020

APPROVED BY

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Kansas City and Vicinity Workforce Development Board

INQUIRIES
Questions about this issuance should be addressed by email to Latrina Collins, Director of Planning, at lcollins@feckc.org who shall disseminate the agency response after consulting with Full Employment Council Officers.

PURPOSE
The purpose of this issuance is to establish guidelines for access to program services for persons with disabilities and special needs. The Workforce Development Board will follow the OWD Issuances No. 12-2017, Minimum Standards for Assistive Technology in Missouri Job Centers, and No. 06-2014, Access to Meaningful Services for Individuals with Limited English Proficiency (LEP) which this Policy is based on.

BACKGROUND
This Issuance addresses guidelines for compliance with the Americans with Disabilities Act of 1990 (ADA), as amended, WIOA guidelines, and State DWD policy.

ACCESSIBILITY POLICY

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POLICY

This Issuance follows OWD Issuance No. 12-2017, Minimum Standards for Assistive Technologies in Missouri Job Centers, and OWD Issuance No. 06-2014, Access to Meaningful Services for Individuals with Limited English Proficiency (LEP), or other current guidance on the topic located at jobs.mo.gov/dwdissuances.

The Full Employment Council shall assure program and physical access to persons with disabilities, including communication access.

This includes the availability and use of assistive technologies, following practices associated with service delivery, making the public aware of the availability of such technology and practices, Staff training, and implementation of the Accessibility policy.

I. ASSISTIVE TECHNOLOGY

In the public resource computer center, there shall be at least one adjustable height table to accommodate customers who use wheelchairs, as well as those small or large in stature.

For individuals with low vision, there shall be screen-enlargement software on computers and at least one large screen monitor.

Where computer assess is required, a trackball and alternative keyboard shall be available for use by individuals who have difficulty using a traditional mouse and/or keyboard.

Staff will be trained on accessibility practices and technology and will communicate with customers regarding the availability of accessibility practices and technology, as appropriate. This includes familiarity with Relay Missouri as an alternative telecommunications tool for individuals who are deaf, hard-of-hearing, deaf/blind, or have a speech impairment

Accessibility technology includes:

- Features built into the Microsoft Operating System (i.e., on-screen keyboard, voice input, sticky keys, bounce keys, other Microsoft software features).

- For individuals with a mild to moderate hearing loss, an assistive listening device (ALD) available for use in one-on-one and group settings. The Full Employment Council utilizes UbiDuo communication technology for typed captioned communication at each of its sites.

- Captioning display for viewing of videos.

- Amplified Telephone. Consumers will have access to telephones with high-grade amplification in areas with a suitable environment to utilize the telephone without noise interference.

- Telecommunications Device for the Deaf (TDD) with Printout. Individuals will have access to TDD devices that have message taking capabilities.

- Hands-Free Speakerphone with Large Keypad. Customers will have access to telephones that have speaker capabilities and can be used hands-free and have enlarged keypads.

- Flatbed Scanner. Customers will have access to flatbed scanners that are connected to computers that can convert an image from a printed page to a computer file.

- Speech Synthesizer and Screen Reading Software.

II. ASSISTIVE TECHNOLOGY USES: DEVICES AND COMPUTER-BASED

The following tables provide information into devices and their uses (Table 1), and the accessibility features built into the Windows Operating System (OS). Staff should use these to understand assistive technology availability and uses.

Table 1: Devices and Associated Uses and Benefits

Device	Benefits
Assistive Listening Device	Hard-of-hearing individuals
Trackball (wired or wireless)	Mobility/dexterity impairments
Adapted keyboard	Mobility/dexterity impairments
Height Adjustable Table (with hand crank or motorized adjustment)	Mobility/dexterity impairments
Phone amplifier (in-line)	Hard-of-hearing individuals
Large screen monitor (22"–24")	Low vision individuals

Table 2: Windows OS Built-in Accessibilities Features for Inclusion

Feature	Benefits	Description
Magnifier	Low vision individuals	Enlarges portions of the screen making it easier to view text and images and see the whole screen. Has multiple levels of magnification and 3 magnification options: full-screen mode, lens mode and docked mode.
On-screen keyboard	Mobility/dexterity impairments	Displays a visual keyboard with all the standard keys. Used in conjunction with a mouse to select keys. Includes a text prediction feature that can be turned on and which speeds process up for users.
High contrast	Low vision individuals	If it's hard to read text on

Feature	Benefits	Description
		your screen, you can change the theme of your PC to a color combination that's easier to read.
Mouse keys, sticky keys, filter keys	Mobility/dexterity impairments	Alternative methods available for users who need a work around for common keyboard actions. When activated, Mouse Keys uses the arrow keys on the numeric keypad to move the pointer. Sticky Keys prevents someone from having to press three keys at once (e.g.,Ctl+Alt+Del). When Sticky Keys is turned on, the user can do these functions by pressing one key at a time. Filter Keys will ignore keystrokes that occur in rapid succession and keystrokes that are held down several seconds unintentionally.

III. SERVICE DELIVERY

People with disabilities shall be served in integrated settings and participate in programs and services of the Job Center alongside people without disabilities.

All customers are made aware of the availability of various types of accommodations or special assistance that enable everyone to take full advantage of Job Center services. Staff shall not single out individuals and offer specific aids based on their own intuitions or perceptions.

Printed publications are available (immediately or in a timely manner) in alternative formats such as Braille, large print, electronic text, and/or audio. Alternative methods shall be available, such as sign language interpreters certified at intermediate or above and assistive listening devices. The Full Employment Council shall have request a one-day notice should alternative methods be requested.

Should a customer request other materials, the staff member receiving a request for alternate formats shall be directed to the Manager of Equal Opportunity/Community Recruitment. These alternative formats, as appropriate, shall be delivered to the customer in a reasonable amount of time.   If further assistive technological devices are required to assure access to

services, the Full Employment Council shall secure these devices or technology.

The Job Center has a procedure for responding in a timely manner to requests for auxiliary aids and services not readily available in the center (i.e., specialized assistive technology). The Job Center has identified a source for certified American Sign Language interpreters and can respond to interpreter requests.

IV. PUBLIC AWARENESS

A list or notice that auxiliary aids and services for communication, assistive-technology devices, and materials in accessible formats are available shall be made known in writing or verbally to all customers, regardless of whether they disclose, or appear to have, a disability. Customers should be uniformly informed that they have a right to request accommodations, however unsolicited offers of specific formats or devices to individual customers shall be avoided. Such unsolicited offers can be perceived as a reflection of staff perceptions or stereotypes about particular disabilities and are contrary to the Americans with Disabilities Act (ADA).

V. STAFF TRAINING

Quarterly training will occur to assure Staff recognize the importance of making people with disabilities feel welcome, have a basic awareness on how to meet the needs of customers with disabilities, understand that they are required to provide reasonable accommodations to customers with disabilities.

Staff members shall be aware of, know how to access, and have a basic understanding of how to use assistive technologies, both stand-alone devices and accessibility options built into the computer operating system, and how to assist customers in their use. Functional Leaders will coordinate with the Job Center Disability Navigators to arrange trainings on a quarterly basis.

VI. IMPLEMENTATION

- Architectural access in compliance with the ADA shall be maintained at all locations.

- Training and/or technical assistance on an on-going basis shall be provided to staff regarding the use of basic assistive technology, procedures and local resources available for the arrangement of access services such as sign language, interpreting, braille transcription, how to respond to specific requests for auxiliary aids and services, and guidance on disability etiquette and culture.

- The Full Employment Council shall have materials, in a variety of accessible formats and media, to market the availability of accessible technologies.

VII. CUSTOMERS WITH LIMITED ENGLISH PROFICIENCY

If a customer with limited English proficiency whose primary language is other than English presents for services, Staff should serve this person with respect to the appropriate workforce

resources of the Job Center. Staff Members, in providing services, may also make referrals to partner agencies (e.g. Guadalupe Center) in assisting the customer.

Staff Members should also communicate with the customer utilizing the Language Link.

If the Staff Member is not able to communicate proficiently with the customer in the customer's primary language. The Language Link is a telephonic source for interpreters and is accessible at (800) 208-2620.

The babel notices are listed on our website linked to the State site in English and Spanish - https://www.feckc.org/eeo