



Workforce Innovation and Opportunity Act (WIOA) Administrative Policy #111

Date: 11/27/2019

Subject: Procedure for Providing Auxiliary Aids for Persons with Disabilities

POLICY:

The Workforce Innovation and Opportunity Act (WIOA) maintains a primary focus on assisting job seekers with and without disabilities in succeeding in the labor market, matching employers with skilled workers who benefit from education, skills training, and career services from the workforce development system.

A. AUXILIARY AIDS AND SERVICES FOR PERSONS WITH DISABILITIES

The Virginia Career Works- Capital Region will take appropriate steps to ensure that persons with disabilities, including persons who are deaf, hard of hearing, or blind, or who have other sensory or manual impairments, have an equal opportunity to participate in our services, activities, programs and other benefits. The procedures outlined below are intended to ensure effective communication with customers involving their access to self-directed resources, program services and training. The procedures also apply to, among other types of communication, communication of information contained in program and services documents, including customer rights, consent to services forms, grievances, and referral forms, etc. All necessary auxiliary aids and services shall be provided without cost to the person being served.

All staff will be provided written notice of this policy and procedure, and staff that may have direct contact with individuals with disabilities will be trained in effective communication techniques, including the effective use of interpreters.

PROCEDURES:

1. Identification and assessment of need:

Virginia Career Works- Capital Region provides notice of the availability of and procedure for requesting auxiliary aids and services through notices in our display boards, website, monthly calendar, brochures and any other outreach and recruitment materials. Notices will also be displayed in resources center, breakrooms and/or hallways. When an individual self-identifies as a person with a disability that affects the ability to communicate or to access or manipulate written materials or requests an auxiliary aid or service, staff will consult with the individual to determine what aids or services are necessary to provide effective communication in particular situations.

2. Provision of Auxiliary Aids and Services:

Virginia Career Works- Capital Region shall provide the following services or aids to achieve effective communication with persons with disabilities:

A. For Persons Who Are Deaf or Hard of Hearing

(i) For persons who are deaf/hard of hearing and who use sign language as their primary means of communication, the *One-stop Operator team* is responsible for providing effective interpretation or arranging for a qualified interpreter when needed.

Each center has access to assistive technologies such as captioning, enhanced listening and real-time transcriptions.

In the event that an interpreter is needed, the *One-Stop Operator and or program service providers* is responsible for:

Maintaining a list of qualified interpreters on staff showing their names, phone numbers, qualifications and hours of availability;

Contacting the appropriate interpreter on staff to interpret, if one is available and qualified to interpret; or

Obtaining an outside interpreter if a qualified interpreter on staff is not available
Commonwealth Catholic Charities has agreed to provide interpreter services.

Note: video interpreter services are provided via computer, contact the One-stop operator for the procedures for accessing the service.

(ii) Communicating by Telephone with Persons Who Are Deaf or Hard of Hearing

[Listed below are two methods for communicating over the telephone with persons who are deaf/hard of hearing. Select the method(s) to incorporate in your policy that best applies/apply to your facility.]

Virginia Career Works- Capital Region utilizes a Telecommunication Device for the Deaf (TDD) for external communication. The telephone number for the TDD is 711. The TDD and instructions on how to operate it are located in each Center; OR

Virginia Career Works- Capital Region utilizes relay services for external telephone with TTY users. We accept and make calls through a relay service. The state relay service number is 711.

(iii) For the following auxiliary aids and services, staff will contact One-stop Operator, who is responsible to provide the aids and services in a timely manner:

Note-takers; computer-aided transcription services; telephone handset amplifiers; written copies of oral announcements; assistive listening devices; assistive listening systems; telephones compatible with hearing aids; closed caption decoders; open and closed captioning; telecommunications devices for deaf persons (TDDs); videotext displays; or other effective methods that help make aurally delivered materials available to individuals who are deaf or hard of hearing.

(iv) Some persons who are deaf or hard of hearing may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the person will not be used as interpreters unless specifically requested by that individual and after an offer of an interpreter at no charge to the person has been made by the Center. Such an offer and the response will be documented in the person's file. If the person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided.

NOTE: Children and other residents will not be used to interpret, in order to ensure confidentiality of information and accurate communication.

B. For Persons Who are Blind or Who Have Low Vision

(i) Staff will communicate about types of formats to access information contained in written materials about services. Staff will do this by reading out loud and explaining these forms to persons who are blind or who have low vision.

The following types of large print, taped, Braille, and electronically formatted materials are available: JAWS, ZOOM Text and Peril. These materials may be obtained by access staff at front desk.

(ii) For the following auxiliary aids and services, staff will contact staff at front desk, who is responsible to provide the aids and services in a timely manner:

Qualified readers; reformatting into large print; taping or recording of print materials not available in alternate format; or other effective methods that help make visually delivered materials available to individuals who are blind or who have low vision. In addition, staff are available to assist persons who are blind or who have low vision in filling out forms and in otherwise providing information in a written format.

C. For Persons With Speech Impairments

To ensure effective communication with persons with speech impairments, staff will contact center navigators, who is responsible to provide the aids and services in a timely manner:

Writing materials; typewriters; TDDs; computers; flashcards; alphabet boards; communication boards; and other communication aids.

D. For Persons With Manual Impairments

Staff will assist those who have difficulty in manipulating print materials by holding the materials and turning pages as needed, or by providing one or more of the following:

Note-takers; computer-aided transcription services; speaker phones; or other effective methods that help to ensure effective communication by individuals with manual impairments. For these and other auxiliary aids and services, staff will contact Center Navigators who is responsible to provide the aids and services in a timely manner.