



# Mississippi Valley Workforce Development Board

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## Accessibility Plan

**Approved:** August 15, 2022

**Effective Date:** August 15, 2022

**Modified Date:** N/A

### A. Purpose

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1. The Mississippi Valley Workforce Development Board (MVWDB) oversees WIOA programs and activities provided at the American Job Centers (AJC) or Iowa*WORKS* Centers in the Mississippi Valley Workforce Area (MVWA). AJCs and Iowa*WORKS* Centers will be referred to as MVWA Center or Center(s) in this plan.
2. In order to comply with the Code of Federal Regulations (CFR), specifically as it relates to Part 38.12 “Discrimination prohibited based on disability”, the MVWDB has established this Accessibility Plan to ensure reasonable accommodations are available to support full accessibility of programs and services for individuals with disabilities.
3. One Stop Certification also requires both availability of assistive technology and staff’s ability to effectively utilize these technologies in a way that ensures accessibility of our services.
4. It is the intent of the MVWDB through the development and dissemination of this plan that assistive technologies be fully integrated into all operations, especially those utilized by program participants administered by and through the MVWA Iowa*WORKS* Centers.

### B. Background

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1. 29 CFR Part 38 Implementation of the Nondiscrimination and Equal Opportunity Provisions of WIOA “prohibits discrimination on the basis of race, color, religion, sex, national origin, age, disability, or political affiliation or belief, or, for beneficiaries, applicants, and participants only, on the basis of citizenship status or participation in a WIOA Title I-financially assisted program or activity.”
2. This means that “no individual in the United States may, on the basis of race, color, religion, sex, national origin, age, disability, or political affiliation or belief, or, for beneficiaries, applicants, and participants only, on the basis of citizenship or participation in any WIOA Title I-financially assisted program or activity, be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with any WIOA Title I-financially assisted program or activity.”
3. 29 CFR Part 38.2 Applicability “Programs and activities that are part of the one-stop delivery system and that are operated by one-stop partners listed in section 121(b) of WIOA, to the extent that the programs and activities are being conducted as part of the one-stop delivery system”.

## C. Requirements

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1. In order to meet the requirements outlined above, Iowa*WORKS* Center employees must not intentionally or unintentionally impair an individual with disabilities' access or participation in programs or activities including any aid, benefit, service, or training provided in any of the following ways.
2. They must take care not to:
  - a. Deny the individual any aid, benefit, service, or training,
  - b. Provide to the individual any aid, benefit, service, or training that is different, or is provided in a different manner, from that provided to others,
  - c. Subject an individual to segregation or separate treatment,
  - d. Restrict an individual in any way in the enjoyment of any advantage or privilege enjoyed by others receiving the same or similar services
  - e. Treat an individual differently from others in determining whether the individual satisfies any admission, enrollment, eligibility, membership, or other requirement or condition for services,
  - f. Otherwise limit an individual enjoyment of any right, privilege, advantage, or opportunity enjoyed by others.
3. It is important that careful consideration of accessibility requirements be implemented when administering the following processes, practices, programs and services in the MVWA Iowa*WORKS* Centers:
  - a. Outreach and recruitment;
  - b. Registration;
  - c. Counseling and guidance;
  - d. Testing;
  - e. Selection, placement, appointment, and referral;
  - f. Training; and
  - g. Promotion and retention.

## D. Administration

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1. **Disability Access Committee (DAC).** The MVWDB has a Disability Access Committee (DAC) that includes individuals with expertise in assisting people with disabilities, and other workforce partners to evaluate the referral processes and program and training services to ensure quality access for all individuals. The Disability Access Committee (DAC) will ensure that all staff are trained on all aspects of assistive technology. The DAC is also consulted to identify and address gaps in accessibility within their Iowa*WORKS* Centers. If gaps in accessibility are found, the DAC also documents steps taken to address identified deficiencies.
2. **One Stop Operator (OSO).** The MVWDB has a One Stop Operator (OSO) whose responsibility is to coordinate service delivery in a way that supports compliance with accessibility requirements and this accessibility plan.
3. **Equal Opportunity (EO) Officer.** The MVWDB Equal Opportunity (EO) Officer monitors and evaluates compliance with equal opportunity laws, guidelines, and policies. As such, any

complaints or areas of non-compliance found related to equal opportunity requirements and this accessibility plan will be submitted to, reviewed and addressed by either the local EO Officer, or, in their absence, the designated state EO Officer.

## **E. Accessibility Requirements**

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1. MVWA Iowa*WORKS* Centers must ensure physical and programmatic accessibility.
  - a. **Physical accessibility** means that facilities must be accessible and usable by individuals with disabilities. MVWA Iowa*WORKS* Centers must also ensure that new facilities or alterations of facilities that began construction after January 26, 1992, comply with the applicable federal accessible design standards, such as the ADA Standards for Accessible Design (1991 or 2010) or the Uniform Federal Accessibility Standards.
  - b. **Programmatic accessibility** means that reasonable accommodations for individuals with Disabilities must be made if needed and/or requested to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity. These types of reasonable accommodations include but are not limited to:
    - i. making reasonable modifications to policies, practices, and procedures,
    - ii. administering programs in the most integrated setting appropriate,
    - iii. communicating with persons with disabilities as effectively as with others, and
    - iv. providing appropriate auxiliary aids or services, including assistive technology devices and services, where necessary. (29 CFR 38.13)

### **Programmatic Accessibility Standards**

## **F. Auxiliary Aids and Services**

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1. MVWA Iowa*WORKS* Centers are required to “furnish appropriate auxiliary aids and services where necessary to afford individuals with disabilities, including beneficiaries, registrants, applicants, eligible applicants/ registrants, participants, members of the public, and companions, an equal opportunity to participate in, and enjoy the benefits of, a WIOA Title I-financially assisted service, program, or activity of a recipient” (29 CFR 38.15(a)(2)(i)) and programs and activities that are part of the one-stop delivery system
2. “The type of auxiliary aid or service necessary to ensure effective communication will vary in accordance with the method of communication used by the individual; the nature, length, and complexity of the communication involved; and the context in which the communication is taking place.” (29 CFR 38.15(a)(2)(ii))
3. Auxiliary is an adjective describing something that provides additional help. The terms auxiliary aid and auxiliary service describe communications tools or assistance offered to someone with a sensory disability. (A sensory disability is sometimes also called a communications disability.)
4. In determining what types of auxiliary aids and services are necessary, MVWA Iowa*WORKS* Center staff must give primary consideration to the requests of individuals with disabilities.
5. The types of disabilities that may substantially limit an individual’s ability to access or participate in a MVWA Iowa*WORKS* Center services include, but are not limited to:
  - a. Deafness substantially limits hearing.

- b. Blindness substantially limits seeing.
  - c. Intellectual disability substantially limits brain function.
  - d. Partially or completely missing limbs or mobility impairments requiring the use of a wheelchair substantially limit musculoskeletal function.
  - e. Autism substantially limits brain function.
  - f. Cancer substantially limits normal cell growth.
  - g. Cerebral palsy substantially limits brain function.
  - h. Diabetes substantially limits endocrine function.
  - i. Epilepsy, muscular dystrophy, and multiple sclerosis each substantially limits neurological function.
  - j. Human Immunodeficiency Virus (HIV) infection substantially limits immune function.
  - k. Major depressive disorder, bipolar disorder, post-traumatic stress disorder, traumatic brain injury, obsessive compulsive disorder, and schizophrenia each substantially limits brain function.
6. In order to be effective, the threshold issue of whether an impairment substantially limits a major life activity should not demand extensive analysis and auxiliary aids and services must be provided:
- a. in accessible formats,
  - b. in a timely manner, and
  - c. in such a way as to protect the privacy and independence of the individual with a disability.

**G. Use of Assistive Technology**

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- 1. 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.
- 2. Assistive technologies include products, equipment, and systems that enhance learning, working, and daily living for persons with disabilities, specifically those disabilities that substantially limit their ability to receive or to communicate information about themselves, programs, or services.

**H. Assistive Technology at MVWA IowaWORKS Centers**

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- 1. Listed below is the minimum assistive technology equipment available at each of the MVWA IowaWORKS Centers.

Minimum Assistive Technology Requirements		
Trackball Mouse	Adjustable Keyboard Tray	Headphones
Large Print Keyboard	Large Computer Monitor	Alternative Materials
Adjustable Height Table	Text to Speech Device	Language Line
Magnifiers	Assistive Listening System	Readers
Screen Reader	Virtual Lobby	Virtual Appointments
Screen Magnifier	ASL / LEP Remote Services	Closed Captioning
Note Taking Assistance	Private Spaces	

2. MVWA Iowa*WORKS* Center staff ensure that the assistive technology listed is functional by testing on a regular basis to identify any technology that is not operational.
3. It is not feasible for the MVWA Iowa*WORKS* Centers to have all assistive aids available at their location, but staff must know the process to acquire the aids in a timely manner.
4. If a participant needs an accommodation not provided through the MVWA Iowa*WORKS* Centers, staff will make referrals to Iowa Vocational Rehabilitation Services, the Iowa Department for the Blind or through one of the agencies listed in the [Assistive Technology Resource List. \(Attachment A\)](#)

## **I. Grievance Process**

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1. In the event of a grievance complaint, procedures, forms and any other necessary information will be made available to individuals with disabilities and submitted to:
  - a. the One Stop Operator to coordinate an appropriate response on behalf of the MVWA Iowa*WORKS* Center
  - b. The Local EO officer to oversee corrective action and appropriate and timely reporting to the MVWDB and if necessary, the state EO Officer and the DAC for assessment and corrective action.

## **J. Monitoring**

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The MVWDB meets their requirements for oversight of MVWA Iowa*WORKS* Center physical and programmatic accessibility by tasking the DAC with conducting a full ADA assessment that includes a summary of findings and corrective actions annually as outlined in the MVWDB monitoring policy.

*Equal Opportunity Programs/Employer  
Auxiliary aids and services available upon request for individuals with disabilities*

## **Attachment A.**

### **Assistive Technology Resource List**

#### **K. Interpretation Services**

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1. HandsUp Communication
  - a. Fees are charged per interpreter based on the contracted time (ask your local Operations Manager or One Stop Operator for account information).
  - b. ASL or Foreign/Spoken Language On-site, Translation, and Live Captioning: email [scheduling@handsupcommunications.com](mailto:scheduling@handsupcommunications.com) or call 319-213-9920
  - c. ASL VRI: email [aslvri@handsupcommunications.com](mailto:aslvri@handsupcommunications.com)
  - d. Spoken Language VRI: email [vrispoken@handsupcommunications.com](mailto:vrispoken@handsupcommunications.com)
  - e. Submit an interpreter request on their website at [www.handsupcommunications.com](http://www.handsupcommunications.com)

#### **L. EasterSeals**

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1. EasterSeals offers a lending library with a variety of assistive devices through a loaner program free of charge to qualified individuals. Some of these include activities of daily living, from bathing to eating, memory aids, devices to assist with medication management, computer adaptations, from one-handed keyboards to voice activated software, safety devices from anti-fall devices to wander notification alarms and many more items to help in the home, the car, and the office.
  - a. Contact information:
  - b. Phone: 515-289-1933 | TTY: 515-289-4069
  - c. [info@eastersealsia.org](mailto:info@eastersealsia.org)
  - d. [www.easterseals.com/ia/](http://www.easterseals.com/ia/)