



Mississippi Valley Workforce Development Board

Disability Access Committee Agenda

Monday, July 25, 2022, at 3:00 p.m.

Join Zoom Meeting

<https://us02web.zoom.us/j/86145435825?pwd=O5kYhromv8bEQsRYhSJDcgh5ikusXJ.1>

Meeting ID: 861 4543 5825

Passcode: 926209

One tap mobile: [+13126266799](tel:+13126266799).,[86145435825#](tel:+13126266799)

Called to Order	Cynthia Whalen	
Roll Call	Phyllis Wood	
*Excused Absences	Cynthia Whalen	
*Approval of Agenda	Cynthia Whalen	page 1
*Approval of Previous Minutes	Cynthia Whalen	pages 2-3
*ADA Accessibility Evaluation Reports	Cynthia Whalen	pages 5 - 9
*Limited English Proficiency Plan	Cynthia Whalen/Liz Rodriguez	pages 11 - 14
*Accessibility Plan	Cynthia Whalen/Liz Rodriguez	pages 16 - 21
*Chair/Vice Chair	Cynthia Whalen	NONE
AT List Update	Phyllis Wood	pages 23-27
Meeting Schedule	Phyllis Wood/Cynthia Whalen	page 29
Upcoming Meeting	Cynthia Whalen	
Other Business		
Public Comment		
Adjourn	Cynthia Whalen	

*Items Requiring a Vote ** Items Requiring a Roll Call Vote

Accommodations

Accommodations are available upon request for individuals with disabilities. If you need an accommodation, please contact: Miranda Swafford director@mississippivalleyworkforce.org or at 319-759-8980



Mississippi Valley Workforce Development Board

Disability Access Committee (DAC) Meeting Minutes

Monday, April 18, 2022, at 3:00 p.m.

Members Present: Cynthia Whalen, Lanae Greene, Chad Pratz, Travis Robinson, Eva Castillo, Joy Szewczyk, Carolyn Farley, Erika Clark, Martha Bell, and Maria Gonzales

Members Absent: James Stout

Staff Present: Elizabeth Rodriguez, Associate Director

One-stop Operator: Robert Ryan

Equus Staff: Shannon Weaver, Operations Supervisor, Kendra Schaapveld, Project Director

CALL TO ORDER

Whalen called the meeting to order at 3:00 p.m.

QUORUM

The committee had a quorum to conduct business.

EXCUSED ABSENCES

Stout absence noted as excused.

APPROVAL OF AGENDA

Clark made a motion to approve the agenda, seconded by Greene, the motion carried.

APPROVAL OF MINUTES

Szewczyk made a motion to approve the previous meeting minutes, seconded by Bell, the motion carried.

ADA PHYSICAL/PROGRAMMATIC ACCESSIBILITY EVALUATION

Whalen reported the ADA evaluation will take place May 18th 8AM-Noon at the Burlington Center, and Davenport's evaluation will take place on June 7th 2PM-4PM. Whalen went on to summarize the priority areas of the evaluation. Each center has their own ADA Accessibility Tool Kits with the necessary tools for completing the evaluation. They will try to have multiple tool kits at each location to split up the priority areas into groups to complete the evaluation. Pratz asked if all the areas need to be evaluated or just the areas that had issues from last years evaluation. Whalen said they will be pulling the measurements and data from the previous assessment to compare to this year's measurements.

CENTER ASSISTIVE TECHNOLOGY UPDATE

Whalen recapped meeting with Easter Seals covering the lending library and will share out information to access the library. Whalen reviewed the devices shared by Easter Seals with several devices replacing the devices originally on the AT list because of cost and functionality. They are working with Brian Dennis to put forms, events, job leads on the iPads to create a virtual lobby. The iPads will be purchased and services through IVRS. Whalen has a list of apps that will potentially go on the iPads. Clark requested the app list be sent via email so the committee could review and provide her feedback. C-Pen readers are recommended by Swafford. Ryan asked if there was a AT device not available that would have helped a participant. Clark relayed Stout had used a program to read the computer screen, she thought it would be helpful to have a C-Pen available to read the printed papers. Szewczyk liked the idea of having them on hand but since she doesn't work in the center not sure how useful they would be. Ryan concerned about stock piling devices that won't get used. Bell echoed Szewczyk sentiment and felt having one or two in each center would be reasonable. Schaapveld echoed they would be nice to have in the center because they could be used as a translation device for those with language barriers. Whalen said there would need to be a system or process in place to check out devices. Whalen stated down the road there would be an outreach campaign to inform people the tools are available at the centers. Whalen shared the ICT Services training available for creating website and PDFs that are accessible.

UPCOMING MEETING

Next meeting date will be July 18th at 3PM via Zoom.

OTHER BUSINESS

There was no other business discussed.

PUBLIC COMMENTS

There were no public comments.

ADJOURNED

Szewczyk made a motion to adjourn, seconded by Bell, the motion carried, and Whalen adjourned the meeting at 3:36 p.m.

ADA ASSESSMENT REPORTS

Burlington page 5

Davenport page 8



Mississippi Valley Workforce Development Board

TO: Mississippi Valley Workforce Development Board

FROM: Cindy Whalen, Rehabilitation Supervisor

DATE REPORT SUBMITTED: 6/16/2022

SUBJECT: Burlington IowaWorks Location Accessibility Assessment Summary

DATE OF ASSESSMENT: 05/18/2022

INDIVIDUAL(S) CONDUCTING ASSESSMENT: Cindy Whalen, Rehabilitation Supervisor, Aleena Garr, Rehabilitation Counselor, Ashley Banes, Rehabilitation Counselor, Brandi Mullen, Rehabilitation Assistant, Eva Castillo, Hope Haven Employment Services Coordinator

PURPOSE

This report is to provide Mississippi Valley Workforce Development Board (MVWB) with an overview of the process used to assess accessibility for the Burlington IowaWORKS Center as well as the results of the assessment including findings and solutions/corrective actions taken to address those findings. The completion and submission of this report to the MVWB allows for appropriate oversight over center operations and compliance with Americans with Disabilities Act (ADA) to provide equal access to services and programs offered.

PROCESS

Our team conducted the assessment using the ADA Checklist for existing Facilities based on the 2010 ADA Standards for Accessible Design. Please note the mall construction took place prior to 03/15/2012 and would comply with the 1991 standards are not required to be modified to specifications of the 2010 Standards. The team assessed Approach & Entrance to mall/center (including parking lot); Center Interior-Access to Services; Toilet Rooms (Public Mall Food Court); & Additional Access to include alarm systems and drinking fountains in order to complete the tool and determine where there exist any significant accessibility barriers.

SIGNIFICANT ACCESSIBILITY BARRIERS FOUND

Finding 1: Accessible spaces identified with a sign that includes the International Symbol of Accessibility bottom of the sign measures 58 inches above the ground-Standard is 60 inches.

- a. **Solution/Corrective Action:** Review recommendation with Landlord and report back to board on results.

Finding 2: Center Fire Alarm- there is not a clear floor space at least 30 inches wide by at least 48 inches long for a forward or parallel approach. Display boards for center materials blocking the pathway to the fire alarm.

- b. **Solution/Corrective Action:** Discuss with center manager moving displays from in front of the fire alarm.



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Finding 3: Does at least one telephone have a TTY?

- c. **Solution/Corrective Action:** Review recommendation with DAC committee to determine steps to obtaining a TTY phone for the center

Finding 4: Public Phone- The volume control is not identified by a pictogram of a telephone handset with radiating sound waves

- d. **Solution/Corrective Action:** Review with IowaWorks Center manager-get a sticker to with the pictogram to add to the phone.

Finding 5: Public Restroom-Food Court Women's The handicapped accessible stall is out of order.

- e. **Solution/Corrective Action:** Center customers will use the staff designated restrooms that were constructed in compliance with ADA. Center staff were notified of the restroom closure. Discussion and follow up took place with the mall maintenance worker who stated they are waiting for a part to come in to repair the toilet in the accessible stall. Bi-weekly checks on progress with maintenance.

Finding 6: Public Restroom-Food Court Women's & Men's Door requires 9#'s (Women's) and 20#'s (Men's) of pressure to be opened (standard is 5# or less) Door closer does not take at least 5 seconds to close from an open position of 90 degrees to a position of 12 degrees from the latch-the door is very heavy and closes in 3 seconds (Women's and Men's) from an open position

- f. **Solution/Corrective Action:** Discuss with landlord/maintenance to determine feasible solution potentially adjust the closer.

Finding 7: Public Restroom-Food Court Women's & Men's The pipes below the lavatory are not insulated or otherwise configured to protect against contact.

- g. **Solution/Corrective Action:** Discuss with landlord/maintenance to determine feasible solution which may include installing insulation or a cover panel.

Finding 8: Public Restroom-Food Court Women's & Men's Are the operable parts of the soap dispenser are not within specified ranges. Soap dispenser operable parts should be no higher than 44 inches above the floor- Soap dispenser measures 49.5 in (Women's) and 52 in (Men's)

- h. **Solution/Corrective Action:** Discuss with landlord/maintenance to determine feasible solution which may include adjusting the dispenser or replace/provide additional dispenser

Finding 9: Public Restroom-Food Court Men's Handicapped Stall-the centerline of the water closet no less than 16 inches and no greater than 18 inches from the side wall or partition-Measures 21 inches



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- i. **Solution/Corrective Action:** Discuss with landlord/maintenance to determine feasible solution. This would require toilet to be moved, replaced, or the partition moved.



Mississippi Valley Workforce Development Board

TO: Mississippi Valley Workforce Development Board

FROM: Chad Pratz

DATE REPORT SUBMITTED: 6/17/22

SUBJECT: 1801 E Kimberly RD Davenport, IA 52806 Accessibility Assessment Summary

DATE OF ASSESSMENT: 6/7/22

INDIVIDUAL(S) CONDUCTING ASSESSMENT: Chad Pratz, IVRS supervisor

PURPOSE

This report is to provide Mississippi Valley Workforce Development Board (MVWB) with an overview of the process used to assess accessibility for the Davenport Iowa *WORKS* Center as well as the results of the assessment including findings and solutions/corrective actions taken to address those findings. The completion and submission of this report to the MVWB allows for appropriate oversight over center operations and compliance with Americans with Disabilities Act (ADA) to provide equal access to services and programs offered.

PROCESS

Our team conducted the assessment using the ADA Checklist for existing Facilities based on the 2010 ADA Standards for Accessible Design. We assessed Approach & Entrance to the center (including parking lot); Center Interior-Access to Services; Toilet Rooms; Additional Access to include alarm systems and drinking fountains in order to complete the tool and determine where there exist any significant accessibility barriers.

SIGNIFICANT ACCESSIBILITY BARRIERS FOUND

Finding 1:

Approach and Entrance

1.5

- The parking lot does not have a minimum of one van accessible space.
 - Recommendation: Add a van accessible space or make the current accessible space Van Accessible. Van accessible spaces must be at least 11 feet wide with an adjacent access aisle at least 5 feet wide OR the van accessible space must be at least 8 feet wide with an adjacent access aisle at least 8 feet wide.
 - Appropriate signage indicating the Van Accessible space must be installed at the appropriate height.

1.10

- The signs in the parking lot are low. They measured 43 and 55 inches.
 - Recommendation: The signs needs to be raised to 60in

Solution/Corrective Action: Review recommendation with the landlord and discuss with the center manager.



Finding 2: Access to Goods and Services

2.43

- 27 doorknobs need to be replaced throughout the building. The doors should be equipped with hardware that is operable with one hand that *does not* require tight grasping, pinching, or twisting of the wrist.
 - Recommendation: Replace inaccessible knob with lever, loop or push hardware.

Solution/Corrective Action: Review recommendation with Landlord and discuss with the center manager

Finding 3: Toilet Room

3.11

- Bathroom door takes 28 pounds of force to open and needs to be 5 at 5 pounds
 - Recommendation: Adjust or replace closers, install a lighter door or add an automatic door

3.28

- Towel dispenser is too high at 56.5 inches and needs to be max of 48
 - Recommendation: Adjust dispenser height or replace or provide additional accessible dispensers

Solution/Corrective Action: Review recommendation with Landlord and discuss with the center manager

LIMITED ENGLISH PROFICIENCY PLAN



Mississippi Valley Workforce Development Board

Limited English Proficiency (LEP) Plan

Approved:

Effective Date:

Amended Date:

A. Purpose

The purpose of this plan is to establish and affirm the full commitment of the Mississippi Valley Workforce Development Board (MVWDB) to ensure customers, regardless of their national origin or language barriers, shall receive, free of charge, the language assistance necessary to afford them meaningful access to the programs, services and information of the IowaWORKS Centers 29 CFR 37.35. This plan provides the framework to ensure Limited English Proficiency (LEP) individuals will be provided meaningful and equitable access to all programs and services offered through Mississippi Valley Workforce Area (MVWA) One Stop, IowaWORKS Centers.

B. Background

1. The MVWDB oversees WIOA programs and activities provided at the American Job Centers (AJC) or IowaWORKS Centers in the MVWA. AJCs and IowaWORKS Centers will be referred to as MVWA IowaWORKS 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 38.9 “Discrimination prohibited based on national origin, including limited English proficiency”, the MVWDB has established this LEP Plan to ensure no individual is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination due to any of the following:
 - a. they (or their families or ancestors) are from a particular country or part of the world,
 - b. their ethnicity or accent (including physical, linguistic, and cultural characteristics), or
 - c. a perception that the individual is of a certain national origin.

C. Requirements

1. LEP individuals are those individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.
2. Center staff must take reasonable steps to ensure meaningful access to each LEP individual served or encountered so that LEP individuals are effectively informed about and/or able to participate in the program or activity.
 - a. Reasonable steps to provide meaningful access to training programs may include, but are not limited to, providing:
 - i. Written training materials in appropriate non-English languages by written translation or by oral interpretation or summarization; and
 - ii. Oral training content in appropriate non-English languages through in-person interpretation or
 - iii. telephone interpretation.

3. For languages spoken by a significant number or portion of the population eligible to be served, or likely to be encountered, the IowaWORKS Center must have available translation of vital information in written materials into these languages and make the translations readily available in hard copy, upon request, or electronically such as on a website.
 - a. Vital information is defined as information whether written, oral or electronic, that is necessary for an individual to understand how to obtain any aid, benefit, service, and/or training; necessary for an individual to obtain any aid, benefit, service, and/or training; or required by law. 29 CFR 38.9 (g).
4. In order to full fill the requirements in this section, the MVWDB has established the following local LEP Plan.

LEP Plan

D. Administration of Plan

Disability Access Committee (DAC). The MVWDB has a Disability Access Committee (DAC) to support efforts that ensure quality access for all individuals. The Disability Access Committee (DAC) will ensure that all staff are trained on all aspects of LEP individual Center access and support.

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 this LEP individual plan.

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 policy/plan will be submitted to, reviewed and addressed by either the local EO Officer, or, in their absence, the designated state EO Officer.

E. Interpreter Limitations

1. LEP individuals are not required to provide their own interpreter and there should be no expectation on the part of the service provider(s) at the Center that the LEP individual will provide their own interpreter, this includes the LEP individual's minor child or adult family or friend(s).
 - a. An LEP individual's minor child or adult family or friend(s) may interpret or facilitate communication in emergency situations while awaiting a qualified interpreter; or
 - b. An accompanying adult (but not minor child) may interpret or facilitate communication when:
 - i. the information conveyed is of minimal importance to the services,
 - ii. the LEP individual specifically requests that the accompanying adult provide language assistance,
 - iii. the accompanying adult agrees to provide assistance, and
 - iv. reliance on that adult for such assistance is appropriate under the circumstances.
2. When the accompanying adult is permitted to provide such assistance, Center staff must make and retain a record of the LEP individual's decision to use their own interpreter.
3. Local Procedure:
 - a. Center staff will provide adequate notice to LEP individuals of the existence of

interpretation and translation services and that these language assistance services are available free of charge.

- b. A language identification flashcard is located at each Center reception area for LEP customers to identify their language. For LEP individuals, the Center will offer assistance through the State contracted services of Language Link. Local staff have access to the service is via a toll-free number.

F. Access to Vital Information

1. Center staff must include a “Babel notice,” indicating in appropriate languages that language assistance is available, in all communications of vital information.
2. Examples of documents containing vital information include, but are not limited to
 - a. applications;
 - b. consent and complaint forms;
 - c. notices of rights and responsibilities;
 - d. notices advising LEP individuals of their rights under this part, including the availability of free language assistance;
 - e. rulebooks;
 - f. written tests that do not assess English language competency, but rather assess competency for a particular license, job, or skill for which English proficiency is not required;
 - g. and letters or notices that require a response from the beneficiary or applicant, participant, or employee.

G. Referrals

Center staff are encouraged to make referrals to Adult Education and Literacy programs for customers wishing to advance their English proficiency.

H. Inclusion Efforts

1. In an effort to broaden the composition pool of individuals considered for participation in programs and activities and to ensure the MVWA provides outreach to all populations and identified target populations, the MVWDB utilizes its local demographic information.
2. The demographic information (race, ethnicity, gender, age, and English-proficiency) is compared to data that represents demographic information for the individuals we are serving.
3. This locally specific information is used for planning efforts and to develop services in accordance with specific local population growth.
4. The data is analyzed periodically to ensure the local area is serving the populations it represents by the core partner leadership team.

I. Outreach

The local Equal Opportunity Officer or designee will develop outreach plans based on multiple resources including, but not limited to, feedback from Center staff, comments and concerns from customers/participants, and results of the Equal Opportunity Officer’s data analysis. The Center’s core partner leadership team is responsible for implementing the outreach plan within their centers. The local Equal Opportunity Officer will assist and follow up with each Center to ensure the outreach plan is being followed.

J. Annual Evaluation

The local Equal Opportunity Officer or designee, in partnership with the One Stop Operator and appropriate Core and Required Partners will conduct an on-site evaluation of each Center to review procedures to ensure compliance with this plan and identify any areas where policies, processes and procedures can be improved as it relates to providing LEP individuals meaningful and equitable access to Center programs and services.

ACCESSABILITY PLAN



Mississippi Valley Workforce Development Board

Accessibility Plan

A. Purpose

1. The Mississippi Valley Workforce Development Board (MVWDB) oversees WIOA programs and activities provided at the American Job Centers (AJC) or IowaWORKS Centers in the Mississippi Valley Workforce Area (MVWA). AJCs and IowaWORKS 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 IowaWORKS Centers.

B. Background

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

1. In order to meet the requirements outlined above, IowaWORKS 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 IowaWORKS 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

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 IowaWORKS Centers. If gaps in accessibility are found, the DAC also documents steps taken to address identified deficiencies.

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.

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

1. MVWA IowaWORKS Centers must ensure physical and programmatic accessibility.
2. **Physical accessibility** means that facilities must be accessible and usable by individuals with

disabilities. MVWA IowaWORKS 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.

3. **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.
 - a. 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

1. MVWA IowaWORKS 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 IowaWORKS 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 IowaWORKS 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; and;
 - 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,
- a. the threshold issue of whether an impairment substantially limits a major life activity should not demand extensive analysis and,
 - b. auxiliary aids and services must be provided:
 - i. in accessible formats,
 - ii. in a timely manner, and
 - iii. in such a way as to protect the privacy and independence of the individual with a disability.

G. Use of Assistive Technology

- 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

- 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
Large Print Keyboard	Large Computer Monitor
Adjustable Height Table	Text to Speech Device
Magnifiers	Assistive Listening System
Screen Reader	Virtual Lobby
Screen Magnifier	ASL / LEP Remote Services
Headphones	Virtual Appointments
Alternative Materials	Closed Captioning
Language Line	Note Taking Assistance

2. MVWA IowaWORKS 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 IowaWORKS 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 IowaWORKS 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

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 IowaWORKS 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

The MVWDB meets their requirements for oversight of MVWA IowaWORKS Center physical and programmatic accessibility by tasking the DAC with conducting a full ADA assessment that includes a summary of findings and corrective actions.

Attachment A.

Assistive Technology Resource List

K. Interpretation Services

1. HandsUp Communication
 - a. Fees are charged per interpreter based on the contracted time.
 - b. ASL or Foreign/Spoken Language On-site, Translation, and Live Captioning: email scheduling@handsupcommunications.com or call 319-213-9920
 - c. ASL VRI: email aslvri@handsupcommunications.com
 - d. Spoken Language VRI: email vrispoken@handsupcommunications.com
 - e. Submit an interpreter request on our website at www.handsupcommunications.com

L. Easterseals

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
 - d. www.easterseals.com/ia/

ASSISTIVE TECHNOLOGY LIST UPDATE

Assistive Technology Accommodations

BURLINGTON CENTER ACCOMMODATIONS AVAILABLE

- Adjustable Keyboard Tray
- Trackball Mouse
- Large Print Keyboard
- Large Computer Monitor
- Screen Reader
- Screen Magnifier*
- Headphones
- Handheld Magnifiers
- Assistive Listening System*
- Text to Speech Device*
- ASL Remote Services*
- LEP Remote Services*
- Closed Captioning
- Language Line*
- Alternative Materials
- Note Takers
- Virtual Appointments
- Screen Readers*
- Private Spaces
- Virtual Lobby

*Additional instructions provided at the end of the document.

Other accommodations can be made upon request.

Accommodation Request Cards are available at the front desk counter upon request. Individuals may complete the card and return the card to any available staff. The accommodation will be set up immediately or in a reasonable time frame to ensure all customers have equal access to programs and services.

ASSISTIVE TECHNOLOGY LIST AND LOCATION

LOCATED ON SKILLS FLOOR/COMPUTERS

- Adjustable Height Table (instructions provided)
- Adjustable Keyboard Tray (instructions provided)
- Trackball Mouse
- Large Print Keyboard
- Large Computer Monitor
- Screen Reader – NVDA (instructions provided)
- Screen Magnifier – Windows Magnifier (instructions provided)

AVAILABLE UPON REQUEST -

- Noise Canceling Headphones
- Handheld Magnifiers
- Assistive Listening System
- Text to Speech Device – C-Pen
- Virtual Lobby (iPad and various apps)
- ASL Remote Services
- LEP Remote Services
- Closed Captioning
- Babel Notices/Language Line

OTHER ASSISTANCE AVAILABLE UPON REQUEST

- Alternative Materials - Large Print, Braille, Audio
- Sign Language Interpreters
- Note Takers
- Virtual Appointments -
- Readers
- Private Spaces

ASSISTIVE TECHNOLOGY INSTRUCTIONS

Screen Magnifier – Windows Magnifier

1. Press the windows key and type “ease of access”
2. Options are to change the size of the display, mouse pointer, text cursor, or invert colors
3. Discuss with the participant what settings they need and make necessary adjustments to the options available.
4. Do not merely use the control plus + and – minus keys to enlarge the screen as this is not accessible for an entire screen.

Assistive Listening System - Sound PKT D1 EH Pocketalker

1. Place lanyard around your neck.
2. Turn on Pocketalker with the volume wheel but don't turn all the way up.
3. Plug in disposable earbuds and insert in ears.
4. Slowly adjust the volume up until it is a comfortable volume.
5. The tone wheel can be adjusted to clear up the sound.

Text-to-Speech Device – C-Pen

Full User's Guide https://cpenfiles.blob.core.windows.net/manualer/cpen600C_800C_EN.pdf

1. Optionally, you can plug in disposable earbuds and place earbuds in your ears.
2. Press the on button
3. Hold at a slight angle until the light comes on and move across text
4. Lift device and the pen will read the scanned text out loud
5. Press the middle button to repeat the line of text
6. When done, hold power button and follow instructions to power off.

Screen Reader – NVDA

Full Guide Available at: <https://dequeuniversity.com/screenreaders/nvda-keyboard-shortcuts>

Turn NVDA on	Control + Alt + N
Turn NVDA off	Insert + Q
Stop reading	Control
Start reading continuously from this point on	Insert + Down Arrow or Numpad Plus
Read next item	Down Arrow
Read next <i>focusable</i> item (e.g. link, button)	Tab

Activate link	Enter
Activate button	Enter or Space Bar
Go to next heading	H
Say prior line	Up Arrow or Numpad 7
Say next line	Down Arrow or Numpad 9
Say current line	Insert + Up Arrow or Numpad 8
Start of line	Shift + Numpad 1
End of line	Shift + Numpad 3

* "Focus mode" allows you to enter data into form fields. Browse mode allows you to navigate the page using standard screen reader shortcuts (e.g., to navigate headings, landmarks, links, etc.)

ASL Remote Services

ASL Video Remote Interpretation email: aslvri@handsupcommunications.com

Phone: 319-213-9920

LEP Remote Services

Spoken Language Video Remote Interpretation email: vrispoken@handsupcommunications.com

Phone: 319-213-9920

Language Line

1. Dial into the toll-free interpretation line 888-338-7394
2. Enter Account Number, followed by # sign
3. Select whether a 3rd party call is needed
4. Select Language by Entering the Corresponding Number
 - a. If the language you need is not listed in the options, Enter "9" for all other languages
 - b. If you need to speak with a customer service rep. prior to being connected with the interpreter, enter "9"
5. Follow Additional Prompts (if applicable)

REQUESTS FOR ADDITIONAL ACCOMMODATIONS

Request an In-Person Sign Language Interpreter

ASL or Foreign/Spoken Language On-site, Translation, and Live Captioning

Website: <https://handsupcommunications.com/locations/cedar-rapids-ia/services/video-remote-interpreting/>

Phone: 319-213-9920

E-mail: scheduling@handsupcommunications.com

Iowa Department for the Blind

Website: <https://blind.iowa.gov/>

Referral (including self-referrals): <https://iowadepthblind.wufoo.com/forms/zvrywj80kfnxfj/>

Aids & Device Resource List: <https://blind.iowa.gov/aids-devices-resource-list-1>

Phone: 515-281-1333 | 800-362-2587

E-Mail: contact@blind.state.ia.us

Iowa Vocational Rehabilitation Services

Website: <https://ivrs.iowa.gov/>

Phone: 800-532-1486 | 319-753-2231

Email: info@iowa.gov

Easter Seals

Website: www.easterseals.com/ia

Phone: 515-289-1933

Email: info@eastersealsia.org

PY22 MEETING SCHEDULE

DAC MEETING SCHEDULE

Disability Access Committee

July 25, 2022 – 3:00 p.m.

October 17, 2022 – 3:00 p.m.

January 16, 2023 – 3:00 p.m. (Martin Luther King Day)

April 17, 2023 – 3:00 p.m.

Frequency?

In-person?

Description

The Disability Access Committee meets no less than quarterly and has the following responsibilities:

1. Provides information and to assist with operational and other issues relating to the provision of services to individuals with disabilities, including issues relating to compliance with WIOA sec. 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding providing programmatic and physical access to the services, programs, and activities of the one-stop delivery system.
2. Provides appropriate training for staff on providing supports for or accommodations to, and finding employment opportunities for, individuals with disabilities.
3. Provides feedback and recommendations for minimum assistive technology requirements in the American Job Centers.
4. Provides appropriate disability related training to employers throughout the Local Area.
5. Oversees Disability Awareness Campaign in the MVWA.
6. Performs any other activities outlined in the MVWA MOU.
7. Additional assignments as determined by the MVWDB.