



Mississippi Valley Workforce Development Board

Disability Access Committee Agenda

Monday, January 22, 2024, at 3:00 p.m.

Join Zoom Meeting

<https://us02web.zoom.us/j/88972473539?pwd=dUg5OUdVNDZmWkNFM3UyU1dTNnBCQT09>

Meeting ID: 889 7247 3539

Passcode: 966037

One tap mobile: 13052241968,,88972473539#

Called to Order	Cynthia Whalen
Roll Call	Tyler Lanz
*Consent Agenda	Cynthia Whalen
Excused Absences	
Approval of Agenda	
Approval of Previous Minutes	
*Local Plan Question (Page 4)	Miranda Swafford
Davenport Event Update (Page 8)	Tyler Lanz
ADA Assessments Update	Mandy Tripp
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 accommodation, please contact Mandy Tripp at assistant@mississippivalleyworkforce.org or at 1-844-967-5365 option 3.



Mississippi Valley Workforce Development Board

Disability Access Committee (DAC) Meeting Minutes

Monday, July 17, 2023, at 3:00 p.m.

Members Present: Cynthia Whalen, Chad Pratz, Joy Szewczyk, Erika Clark, Travis Robinson, Maria Gonzales, James Stout, and Eva Castillo (late)

Members Absent: None

CEOs Present: Chuck Holmes (late)

Staff Present: Miranda Swafford, Executive Director, Andrea Taylor, Strategic Partnership Specialist, Mandy Tripp, Compliance Officer, and Tyler Lanz, Communications Assistant

One-stop Operator: Nick Clayton

Equus Staff: Shannon Weaver, Operations Manager, Taylor Longstreth, Operations Manager

Guest: None

CALL TO ORDER

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

QUORUM

The committee had a quorum to conduct business.

CONSENT AGENDA

The consent agenda included approval of the agenda and previous meeting minutes, Clark made a motion to approve the agenda items, seconded by Stout, and the motion carried. Clark made a motion to approve the previous minutes, seconded by Szewczyk, and motion carried.

***MOU ACCESSIBILITY ATTACHMENT**

Whalen reviewed the draft of MOU Attachment E: Accessibility Plan. There was a discussion about National Disability Employment Awareness Month events hosted at each center, which is a new item added to the Accessibility Implementation Plan for this MOU. Clark requested clarification of the Plain Writing Act of 2010 and emphasized the importance of ensuring accessibility for all customers on the front end of services, rather than after the fact. The committee discussed Effective Communications and discussed adding a clause stating that staff should use individuals' preferred method of communication. Stout made a motion to approve the draft plan with the requested changes, seconded by Clark, and motion carried.

DISABILITY ACCESS SURVEY RESULTS

Lanz presented the results of the Disability Access Survey conducted among employers at the Quad Cities Success Fair and the Southeast Iowa Job Fair. There were 42 survey responses. Lanz discussed that many employers provide disability awareness training annually and have implemented inclusion strategies at their businesses. Several respondents also identified that they

are interested in participating in receiving additional information and/or participating in interactive workshops. There was a discussion about Windmills training and how that might be used as a tool for following up with these respondents. The Burlington employers have already been sent information for the upcoming NDEAM event at the Burlington center. The Davenport AJC will meet independently to brainstorm ideas for their own in-person event. Contact information will be sent to Whalen for Burlington businesses and Pratz for Davenport businesses.

NDEAM EVENT

Whalen discussed the upcoming National Disability Employment Awareness Month Open House being held at the Burlington center on October 31, 2023. Vocational Rehabilitation is collaborating with other partners to provide information and resources about IowaWORKS services, social security, veterans services, the Americans with Disabilities Act, and more. There will also be a Lunch & Learn Windmills training and a business panel discussion. Lunch will be provided by the board to attendees who RSVP by October 25, 2023.

OTHER BUSINESS

There was no other business.

PUBLIC COMMENTS

There was no public comment.

ADJOURNED

Clark made a motion to adjourn, seconded by Stout, the motion carried, and Whalen adjourned the meeting at 3:37 p.m.

*Local Plan Question

Documents Included: Draft answers for Access and Accessibility questions

Action Requested: Approve the draft answers

Question 5

Describe the one-stop delivery system in the local area, including:

- a. How entities within the one-stop delivery system, including one-stop operators and the one-stop partners, will comply with section 188 of WIOA, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 regarding the physical and programmatic accessibility of facilities, including providing staff training and support for addressing the needs of individuals with disabilities.
 - a. Include how the LWDB will utilize Disability Access Committees (DACs) as a strategy.
 - b. Describe the process that an individual would use to request an accommodation as well as how an individual will know what accommodations/assistive technology equipment are available.
 - c. Describe how partners/operator will ensure individuals with disabilities can participate in workshops and services offered throughout the center.
 - a. The roles and resource contributions of the one-stop partners.

ACCESS

All partners will participate in a process of continuous improvement to offer the best possible services and seize opportunities for further integration. To assure that services are responsive to the needs of the community, partners will survey customers to obtain feedback on customer satisfaction. All partners will participate in the ongoing development and improvement of the MVWA one--stop center procedures, policies and operational management. All partners will be part of a joint planning process that will continuously review the needs of the MVWA and business community and refine the services of the one--stop system based upon those needs. In addition, the partners will encourage, accommodate staff, and/or provide training and cross training, as deemed appropriate, to ensure that all partner staff are familiar with all programs represented within the MVWA One--Stop System in order to integrate services, reduce duplication, and improve overall service delivery.

- Multiple points of access will be available through partner sites within the Local Area.
- Iowa*WORKS* staff provide outreach and enrollment in all outlying counties within the area on an itinerant basis.
- Partners provide services through the One-Stop physical center on an as needed basis.
- Partners participate in ongoing referral, co-enrollment, and performance management.
- Utilizing Zoom, Teams, Facetime electronic video conferencing for appointments, orientations, and workshops is used.
- Basic Career Services can be accessed online utilizing the iowaworks.gov website or mobile app.
- English Language Learners (ELL) and HSED Instruction is provided remotely and at multiple access locations throughout the MVWA.
- Iowa*WORKS* One-Stop Centers will utilize social media to engage with job seekers in the local area to highlight services that are being provided by the Iowa*WORKS* One-Stop Centers, including but not limited to workshops, hiring events, career fairs, job postings, and programs available. Teams will also share relevant posts from media sources or community partners when it is informative to job seekers of the local area.
- Technological solutions will be explored to provide direct access to the Iowa*WORKS* Centers in rural communities.

ACCESSIBILITY

The MVWDB has a disability access committee (DAC) with a chair and co-chair from IVRS/IDB. The DACs are composed of various core partner and outside partner members who work together under the direction of the

MVWDB. In the past the DAC has conducted disability focus groups to gather information about the various needs of customers with disabilities in accessing Center programs. In addition to this, the group evaluate assistive technology options that are needed for the centers, the level of comfort of Center staff in offering those accommodations, and as well, the appropriate process for working with requests for accommodations from customers.

WIOA Section 188 ensures equal opportunity for individuals with disabilities. Specifically, Section 188 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.

WIOA AJC are also subject to the requirements of: (1) Section 504 of the Rehabilitation Act prohibiting discrimination against individuals with disabilities by recipients of Federal financial assistance,⁶ (2) Title I of the Americans with Disabilities Act (ADA), as amended, prohibiting discrimination in employment based on disability, and (3) Title II of the ADA prohibiting public entities, including State and local governments and their departments, agencies, and instrumentalities, from discriminating on the basis of disability.

All Partners will ensure that all WIOA Title I programs and activities are programmatically accessible, which includes:

- Providing reasonable accommodations for individuals with disabilities.
- Making reasonable modifications to policies, practices, and procedures.
- Administering programs in the most integrated setting appropriate.
- Communicating with persons with disabilities as effectively as with others.
- Providing appropriate auxiliary aids or services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of the program or activity.

Accessibility to the services provided by the Iowa *WORKS* Centers and all Partner agencies in the MVWA will be achieved through the following plan. Job seekers and businesses will be able to access all information relevant to them via visits to physical locations as well as in virtual spaces. The accessibility plan will be overseen and carried out by the MVWDB. The local Disability Access committee (DAC) will be in charge of development of trainings, evaluating Iowa *WORKS* Center and Partner programs, and assisting all Partners with accessibility issues and concerns.

- The locally developed assistive technology checklist is used to evaluate the Iowa *WORKS* Center and Partner programs on an annual basis. If deficiencies are found a plan is put in place to correct any issues. The plan details issues found, corrective action plans, and timeline for implementation.
- The One-Stop Operator will hold quarterly meetings for all required Partners and will offer accessibility trainings through these meetings once developed by the DAC. Content will cover required accommodations, ways to improve accessibility, and how to best serve customers with disabilities. Training will be continuous and offered on an annual basis.
- Staff at the centers will also participate in training on how to use assistive technology twice annually during their in-service days. Equal access is ensuring that staff are trained on how to assist individuals with disabilities and on how to use the necessary accommodations.
- A resource guide is available with a list of assistive technology available and brief instructions on how to use each item and available at each center. This resource guide is updated annually.
- All Partners will be invited to and encouraged to participate in regular DAC meetings.
- If a Partner program runs into an accessibility challenge, they will contact the DAC for assistance.

Individuals with disabilities constitute a population that has traditionally been underserved or unserved by the workforce development system. This is why the MVWDB has identified people with disabilities as the Local

Area's 4th priority of service category.

Upon entering the One-Stop

- Any individual is free to request an accommodation of auxiliary aids and services, and the obligation to provide such is triggered upon such a request.
- Accommodations notices will be posted on conspicuous places, such as waiting or reception areas.
- The Accommodation Request Card is available at the front desk counter; the individual may select the type of accommodation needed.
- The card will be returned to any available staff and the accommodation will be set up immediately or in a reasonable time frame to ensure the participant has equal access to programs and services.

All staff shall receive training on WIOA Section 188 Nondiscrimination and Equal Opportunity training upon hire, and annually thereafter. Local One-Stop Operator will conduct an annual training of all staff on the policy and the use of the assistive devices. All AJC will have signs posted to alert customers accommodations are available upon request. It is the intent of the MVWDB that all staff are fully trained on the availability and uses of Assistive Technology.

When reasonable accommodations or modifications are necessary Job Centers will ensure they will provide them in a timely manner by contacting a local agency that provides assistive devices or contacting the Local Equal Opportunity Officer.

Davenport Event Update

Employer Disability Awareness

A focus on Inclusion

Thursday, February 29 — 11 am to 1 pm

1801 E. Kimberly Rd.
Davenport, Iowa



Lunch provided
with RSVP

TO RSVP
Click Here

<https://forms.office.com/r/vCMZzC77JZ>




IowaWORKS

A proud partner of the **AmericanJobCenter**® network

Mississippi Valley

- ◆ **Learn about Accommodations in the Workplace**
- ◆ **Participate in Windmills Disability Sensitivity Training**
- ◆ **Business Panel**
- ◆ **Q & A Session**
- ◆ **Community Resources**

Equal Opportunity Programs/Employer Auxiliary Aids and services are available upon request for Individuals with disabilities.

Employer Disability Awareness “Leap Into Inclusion”

Thursday, February 29

11 am to 1 pm

1801 E. Kimberly Rd., Davenport, Iowa

Lunch provided with RSVP



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Click Here

<https://forms.office.com/r/vCMZzC77JZ>

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