

State of Alaska
Department of Labor and Workforce Development

Division: Employment and Training Services

Policy: 07-516

Subject: Job Center Universal Access for Customers with Disabilities

Pages: 2

Reference: [Workforce Innovation and Opportunity Act, Public Law 113-128; 29 CFR Part 37; Rehabilitation Act, Section 504 Americans with Disabilities Act, Title II State of Alaska Policy on Anti-Discrimination and Equal Opportunity; Alaska Combined State Plan](#)

Effective: 2/3/2016

Approved: _____



Mike Andrews, Director



Date

1. Parties Affected

This policy applies to the Division of Employment and Training Services (DETS) staff and customers of the American Job Centers.

2. Background

This policy plays a vital role in establishing a working-level framework aimed at improving the accessibility, capacity, and accountability of the Alaska Job Center Network to serve customers with disabilities and/or others with barriers to employment.

As the One-Stop Operator, the Employment and Training Services Divisions' (DETS) goal is to integrate strategies into service delivery and build upon the requirements established in federal law that govern the services provided through American Job Centers.

3. Policy

The following subsections will apply to, and be followed by staff providing services in Alaska's Job Centers.

a) Physical and Communication Accessibility

All job centers will be subject to annual site reviews performed by trained staff. The intent of the reviews will be to ensure that all public areas of the job center are physically and communicatively accessible. This includes access to computers, phones and other equipment intended for use by the public. Review findings may generate recommendations for needed accommodations and/or features to ensure or enhance accessibility.

b) Programmatic Accessibility

Alaska's Job Centers provide career and training services, through a variety of programs, primarily WIOA core and required partners. These services must be accessible to all individuals with disabilities. The [One-Stop Centers: Service Accessibility Checklist](#), developed by the National Center on Workforce and Disability will be used to ensure that these services are accessible or that alternative methods or accommodations are available to ensure all job seekers with disabilities have access to the same information and services that all job seekers receive.

c) Assistive Technology

Alaska's Job Centers are equipped with a variety of assistive technology to assist customers with accessing equipment and services. This includes magnification equipment and computer screen reading software for individuals with low vision; a fully adjustable workstation for individuals who require wheelchairs for mobility that exceed standard wheelchair heights or individuals with physical conditions requiring adaptive seating; amplification devices and communication equipment for individuals who are deaf or hard of hearing; and screen reading software for individuals with learning disabilities or may be English as a second language. These are examples of the primary technology that not only provide accessibility to job center services and informational materials, but also expose job seekers as well as employers to technology that can assist them to accommodate disability related barriers in the workplace. As new technology is developed, it will be evaluated for use in Alaska's Job Centers.

d) Job Center Staff Training

Staff training is a cornerstone to ensuring the accessibility of services in our job centers. A training curriculum has been developed that will assist staff in understanding accommodations to service provision, awareness of assistive technology and procedures, and knowledge of partnering agencies and programs.

All DETS job center staff will have completed Disability Resource Coordinator (DRC) Level I training and continue to receive periodic/ongoing, topic relevant training that is applicable to their area of service responsibility. This will include staff providing services funded by Wagner-Peyser, WIOA, and the Jobs for Veterans State Grant. DRC Level I training will continue to be required for all new employees while in their training phase (year one) as a part of their overall training plan. Periodic and ongoing training will be identified and provided by the division's training coordinator, the Lead DRC, the Regional DRC or other entity as appropriate.