

REASONABLE ACCOMMODATION POLICY

Purpose: To establish a Reasonable Accommodation policy for the public, customers, partner staff, and Job Center employees.

ORIGINAL DATE: 1/11/16

REVISION DATE: 2/12/16

In addition to each Partner Agency's policies, the following Job Center policy must be followed in regard to reasonable accommodations for the public, customers, partner staff, and Job Center staff.

It is the policy of the Missouri Job Center to provide individuals with disabilities with reasonable accommodations when necessary. The Department of Workforce Development (DWD) Issuance 10-2012 defines Disability, with respect to an individual as: "a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such impairment; or being regarded as having such an impairment."

DWD Issuance 10-2012 defines "Reasonable Accommodation" as:

- Modifications or adjustments to a job application process that enable a qualified applicant with a disability to be considered for the position such as qualified applicant desires: or
- Modifications or adjustments to the work environment, or to the manner or circumstances under which the position held or desired is customarily performed, that enable a qualified individual with a disability to perform the essential functions of that position; or
- Modifications or adjustments that enable a covered entity's employee with a disability to enjoy equal benefits and privileges of employment as are enjoyed by its other similarly situated employees without disabilities.

DWD Issuance 10-2012 defines Undue Hardship, with respect to the provision of an accommodation, as, "Significant difficulty of expense incurred by a covered entity, when considered in light of the factors set forth in paragraph (p)(2) of U. S. Equal Employment Opportunity Commission, Chapter XIV – Part 1630 – Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act, Section 1630.2." (See <http://www.eeoc.gov>).

Process for General Public

Accommodations and assistive technology currently offered through the Job Center to ensure that the public and customers have access to employment and training opportunities include: handicap parking, entrance ramp, electronic door openers, lowered counters; assistive technology devices; and wheelchairs (as needed by customers or the public). Assistive technology (access, noise control equipment, and any alternative formats available, etc.) necessary for customers or the public with disabilities to attend workshops or to participate in programs or receive services are provided upon request. In addition, reasonable accommodations include, but are not limited to, ADA facility compliance; Braille signage; and interpreters (alternative formats are available). Customers and the public may request accommodations through any Job Center staff member. Signage is located at the reception desk at the Springfield and Branson Office notifying customers and the public of the availability of reasonable accommodations. Posters shall be displayed throughout the Job Centers reflecting the process for requesting reasonable accommodations. Literature shall also be provided to customers who complete registration with the Job Center.



Process for partner staff employees’ request for accommodations:

Individuals desiring reasonable accommodations shall follow the process established by their respective agency/employer of record in compliance with section 188 and amended ADA act (i.e. completing any necessary forms, submitting any medical documentation, etc.)

- When an individual is making a request for reasonable accommodations, they shall notify the Director of Workforce Development’s Office at the time they make their request to their respective agency/employer of record.
- The respective agency/employer of record shall make the determination if the individual meets the criteria for requesting reasonable accommodations.
- The respective agency/employer of record will contact and work in conjunction with the Director’s Office to identify reasonable accommodations that would meet the individual’s needs without undue hardship on other employees or the Center.
 - If more than one of these accommodations will enable the individual to perform the essential functions or if the individual would prefer to provide his or her own accommodation, the preference of the individual with a disability should be given primary consideration. However, the employer providing the accommodation has the ultimate discretion to choose between effective accommodations and may choose the less expensive accommodation or the accommodation that is easier for it to provide.
- Appeals shall be made to the respective employer of record.

Process for City of Springfield Employees

- City of Springfield employees requesting reasonable accommodations may submit a request orally or in writing, along with medical documentation, to the City’s Human Resources Department. Oral requests shall be followed up in writing. The request shall identify location, need for accommodation, and type of accommodation requested. After a determination is made by HR, the assigned HR staff will request assistance with identifying reasonable accommodations that would meet the individual’s needs without undue hardship on other employees or the Center.
- If more than one of these accommodations will enable the individual to perform the essential functions or if the individual would prefer to provide his or her own accommodation, the preference of the individual with a disability should be given primary consideration. However, the employer providing the accommodation has the ultimate discretion to choose between effective accommodations and may choose the less expensive accommodation or the accommodation that is easier for it to provide.
- Appeals shall be made to the Department of Human Resources.

Distribution: All Center staff and partner staff at each Career/Job Center in the Ozark Region and each MWA Office.

By my signature I am stating that I have read the above policy and agree to abide by the policy.

Signature

Date