



Accessibility Policy for Persons with Disabilities

For the Ozark Region Workforce Development Board, serving individuals with disabilities is integrated in the Region's service delivery design. This includes ensuring physical and programmatic accessibility to serve individuals with disabilities. The Region utilizes Section 188 as our foundational guidance for providing services to those with disabilities who are seeking services, training, or employment. The Region has designated staff members who serve as advocates for customers and act as liaisons with partner vocational rehabilitation agencies and other service providers. The Ozark Region and its recipients (Service providers, sub-contractors, sub-recipients) assists individuals with disabilities as follows:

- 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, and 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.
- Ensuring facilities are accessible to individuals with disabilities. This include ensuring the Board and its recipients meet the required facility requirements found in Section 188 of WIOA.
- Provides outreach to agencies within the Region that offer services to individuals with disabilities. This includes partnerships with Rehabilitation Services for the Blind (RSB) to ensure that we are knowledgeable about their services as well as opportunities to provide job center customers choices for other services.
- Maintains an updated list of resources available within the Region for use by staff and customers in accessing needed services.
- Advocates for individuals with disabilities by advising and informing them about resources available throughout the Region and coaches them on how to apply for/obtain needed resources.
- Coordinates and schedules LEP and sign language interpretation/ translation upon customer request to ensure access to workshops, training opportunities, etc. offered thru the MJC. In addition, all resources are explored to ensure programmatic accessibility.
- Conducts a physical inspection of all assistive technology/equipment to ensure functionality on a regular basis. For example, the ADA-compliant computer with assistive software is powered on daily in order to remain operational on the network and get the network updates. In addition, a physical evaluation is conducted of the Center to ensure accessibility of the facilities as outlined in Section 188.
- Coordinates staff training on assistive technology/equipment to ensure that staff are fully-trained in usage and application.
- Assists individuals with disabilities seeking services thru the MJC in the registration process as needed.



- Helps maintain required federal/State notices/postings.

Additionally, the Ozark Region has the following assistive technology items for persons with disabilities: alternative keyboards, screen enlargement software, screen readers, adjustable work stations, trackball mouse and joystick, UbiDuos, amplifiers, electronic enlarger, TTY, information on services, and workshops in alternative formats (on tape, large print, Braille).

It is the policy of the Ozark Region to provide individuals with disabilities with reasonable accommodations when necessary and one that does not create an undue hardship. A Disability, with respect to an individual is: "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.". Reasonable accommodations are made available to customers, staff, and potential employees.

Approved by the WDB 2/26/20

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