

## Workforce Alliance of South Central Kansas Equal Access

- I. **Background:** In order to comply with the requirement that a public entity must operate each service, program, or activity so that the service, program or activity, when viewed in its entirety is readily accessible to and useable by individuals with disabilities the Workforce Alliance adheres to all rules, laws, and regulations applicable to providing workforce development services in Local Area IV. These may include but are not limited to: WIOA Section 188; Americans with Disabilities Act Section 35.150; Wagner-Peyser Act; and U.S. Department of Labor Regulations 29 CFR, Part 37.
- II. **Policy:** The WA also complies with State Policy 5-27-00 and any subsequent revisions which address Basic Access Standards. These may include but are not limited to:

### Architectural Access

Each workforce center shall be housed in a facility that meets the standards for architectural access as provided by the ADA Accessibility Guidelines for Buildings and Facilities. These standards for access include, but are not limited to, standards for building access, accessible parking, Braille, raised letter signage, and visual alerting.

### Program Access

Each workforce center shall provide program access, including communication access, as required by WIOA and ADA. Unlike architectural access, there are no national standards for program and communication access.

### Communication Access

In providing alternative methods of oral communication access, each workforce center shall provide a full range of communication options. Each workforce center shall have procedures and time lines in place to provide information in an alternate format if a person with a visual or reading impairment requests it or a sign language interpreter if a person with a hearing or speech impairment requests one.

#### Telephones

Each workforce center shall provide the following basic assistive technology that ensures effective communication with voice telecommunications for individuals with disabilities:

1. *Amplified Telephone*
2. *TTY with Printout*
3. *Hands-Free Speaker Phone with Large Number Pad*

#### Computers

Each workforce center shall provide the following basic assistive technology to ensure effective communication with computer input and output for individuals with disabilities:

1. *Large Monitor with Moveable Mounting Arm* - A large monitor (19"- 21") with a moveable mounting arm is effective for persons with low-vision. It provides for increased character size in proportion to monitor dimensions and provides a crisper, sharper image.
2. *Screen Enlargement Software* - Screen enlargement software is effective for persons with low vision and can be paired with a large monitor.
3. *Speech Synthesizer and Screen Reading Software* - Speech synthesizer and screen reading software is effective for persons with visual disabilities and reading limitations.
4. *Flatbed Scanner* – A flatbed scanner is effective for persons with all types of disabilities who need information in digital rather than print form.
5. *Trackball* - A trackball is an alternative to the mouse for persons who have gross motor skills, but lack fine motor skills.
6. *Alternative Keyboard* - An alternative keyboard is a modified version of the standard keyboard which supports key selection by variable hand and finger motion.
7. *Word Prediction Software* - Word prediction software enables the user to reduce the number of keystrokes used in typing by the selection of a desired word from an on-screen list or prediction window.
8. *Large Keyboard Caps and Keyboard Orientation Aids* - These key markings assist low vision users by enlarging letters and numbers on the keyboard.
9. *Height Adjustable Table* - Conventional tables are often not functional for wheelchair users or people of short stature.

#### Printed Material

In providing alternative methods of print access, each workforce center must be able to produce a full range of alternative format materials either with internal staff or by securing the services through external resources. Career services, such as brochures, shall be available in all alternative formats without special request. For all other materials, each center shall have established procedures and timelines for consumers to request the alternative format needed. Staff responsible for communications are to assure promotional materials, in a variety of accessible formats and media, shall be available to market the availability of accessible technologies and services at the One Stop centers.

#### Oral Communication

Each workforce center shall provide effective communication with print materials via the following assistive technology:

- *Tape Recorder* - A tape recorder can be used by staff to record printed information for individuals who have visual disabilities or reading disabilities, so they can listen to the information instead of reading.

- *Electronic Enlarging* - The magnification of printed material by a closed-circuit television system allows low vision users to read a full range of printed materials. Electronic enlarging devices should have stationary beds for material placement, rather than hand-held cameras, and at least a 14-inch display monitor.

Each workforce center shall provide effective communication with auditory information via the following assistive technology:

1. *Portable Assistive Listening Device* - Hard-of-hearing individuals with mild to severe hearing loss most often use assistive listening devices.
2. *Captioning Display* - Captioning display devices allow for viewing of text captions that correspond to the speech in videotapes and similar media.

The WA shall address in the Local Area Plan how the program and architectural access needs of persons with disabilities will be met. Any location where services are provided through the One Stop delivery system shall have no less than minimum ADA compliance.

The *Vice President/ Chief Operating Officer* is responsible for assuring that assistive technology shall be purchased and installed in each One-Stop Center to ensure access to telephony, computer data/sound, print, and oral communication. Details of the program and architectural access plans for the One Stop centers shall be incorporated into the Memorandum of Understanding between the One Stop partners and the WA.

The *One Stop Operator* is responsible for on-going training and/or technical assistance shall be provided to staff in each One Stop Center regarding the following:

- Installation and use of basic assistive technology purchased;
- Procedures and local resources to be used to arrange access to services such as sign language, interpreting, Braille transcription, etc.;
- Procedures for responding to a request for auxiliary aids and services beyond those provided in the Basic Access Standards.
- Guidance on disability etiquette and culture.

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