

MARICOPA COUNTY  HUMAN SERVICES DEPARTMENT Workforce Development Division	SECTION/REFERENCE Section 188 of WIA (29 CFR 37.8); Section 504 of the Rehabilitation Act (29 CFR 32.13)	PAGE 1 OF 2
	ORIGINAL ISSUE DATE August 2009	REVISION DATE June 2013
	AUTHORIZED BY: Patricia Wallace, Assistant Director	
SUBJECT: Reasonable Accommodation Policy and Procedures		ADDENDA: Accommodation Notice MWC Centers – English/Spanish Reasonable Accommodation Request Card - English/Spanish

Purpose:

To ensure customers with disabilities are afforded the same opportunities, streamlined services and universally accessible services.

Overview:

This policy, applies to individuals with disabilities with regard to aid, benefits, services, and training offered by Maricopa Workforce Connections Center(s) and will provide reasonable accommodations to qualified individuals with disabilities who utilize center services unless providing the accommodation would cause undue hardship.

This policy encompasses:

- WIA and all partner programs operating in the MWC One Stop Centers
- Continuous Quality Improvement that ensures MWC One Stop Centers and its programs remain legally compliant and universally accessible
- Maricopa Workforce Connections’ oversight responsibilities with private business using a MWC One Stop Center

Responsibility of:

ALL CAREER CENTER STAFF

Clarification of Reasonable Accommodation:

1.0 REASONABLE ACCOMMODATION, REASONABLE MODIFICATION, AND AUXILIARY AIDS AND SERVICES

Accommodations, modification, providing effective communication, and auxiliary aids and services will hereinafter be referred to as “accommodations”.

1.1 NOTICE OF THE AVAILABILITY and RIGHT TO RECEIVE REASONABLE ACCOMODATIONS

The Maricopa Workforce Connections Center(s) must post notice of the availability of reasonable accommodations. This notice is directed to all users, seeking services within our center.

1.2 AUXILIARY AIDS AND SERVICES

Taking steps to ensure effective communication: Maricopa Workforce Connections Center(s) personnel will take steps to ensure that communications with individuals with disabilities are as effective as communications with others.

Furnishing Auxiliary aids and services: Maricopa Workforce Connections Center(s) personnel will furnish appropriate auxiliary aids and services where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of: core services offered to the general public and the WIA Title I financially assisted programs or activities.

Providing appropriate signage: Maricopa Workforce Connections Center(s) personnel will ensure that interested individuals can obtain information as to the existence or location of accessible services, activities, and facilities, including the provision of appropriate signage at the primary entrances to its inaccessible facilities.

The Process Description:

1.3 RECEIVING REQUESTS FOR ACCOMMODATIONS

When a person with a disability makes a request for a reasonable accommodation to any Maricopa Workforce Connections Center(s) the representative at the Maricopa Workforce Connections Center(s) is required to respond to that request. Maricopa Workforce Connections Center(s) personnel will ask the customer to complete an accommodation card and self identify the area of assistance that is needed. The staff person will respond accordingly or refer to the appropriate staff to meet the customers need(s).

Request for accommodations, modifications, and/or effective communication are requests that include the following two elements:

1. A request for an adjustment or assistance; and
2. An indication that the request might be related to a medical condition or disability.

A request can be made after a customer has already begun to receive the services for which the accommodation is requested. Requests may also be made by a third party such as a relative, friend, counselor or job coach. This is particularly likely when a customer's disability might make it difficult for the individual to make the request independently. However, staff must directly verify with the customer is in agreement with the request.

1.4 INQUIRIES ABOUT DISABILITY

If it appears that a qualified individual with a disability may need an accommodation, staff may ask the individual if he or she can participate in a specific aid, benefit, service, or training with or without an accommodation. The individual's response must determine the Center's actions. If the individual indicates that an accommodation is not needed, no further inquiries about the disability may be made. An individual is not required to accept an accommodation, aid, benefit, service, training or opportunity that the individual chooses not to accept.

For data collection purposes necessary for customer service and satisfaction improvements, Maricopa Workforce Connections Center(s) staff may ask job seekers if they have a disability when this question is asked of all customers using the center. Job seeking customers are informed that disclosure is voluntary.