

## Region 4 Workforce Development Board Accessibility Policy

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### **Policy:**

No individual is to be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with, any program or activity, funded in whole or in part under WIOA, because of race, color, religion, sex (except as otherwise permitted under Title IX of the Education Amendments of 1972), national origin, age, disability, or political affiliation or belief.

### Prohibition of Discrimination on the Basis of Disability

WorkOne is obligated to provide physical and programmatic accessibility and reasonable accommodation/modification in regard to the WIOA program, as required by section 504 of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act of 1990, as amended, and Section 188 of WIOA.

The ADA defines a "disability" with respect to an individual to mean a physical or mental impairment that substantially limits one or more of the major life activities of such individual, a record of such an impairment, or being regarded as having such an impairment.

### WIOA Program Accessibility

When providing aid, benefits, or services under a WIOA Title I financially assisted program or activity, WorkOne must not directly or through contractual, licensing, or other arrangements, on the ground of disability:

- (1) Deny a qualified individual with a disability the opportunity to participate in or benefit from the aid, benefits, services, or training;
- (2) Afford a qualified individual with a disability an opportunity to participate in or benefit from the aid, benefits, services, or training that is not equal to that afforded others;
- (3) Provide a qualified individual with a disability with an aid, benefit, service or training that is not as effective in affording equal opportunity to obtain the same result, to gain the same benefit, or to reach the same level of achievement as that provided to others;
- (4) Provide different, segregated, or separate aid, benefits, services, or training to individuals with disabilities, or to any class of individuals with disabilities, unless such action is necessary to provide qualified individuals with disabilities with aid, benefits, services or training that are as effective as those provided to others;
- (5) Deny a qualified individual with a disability the opportunity to participate as a member of planning or advisory boards; or
- (6) Otherwise limit a qualified individual with a disability in enjoyment of any right, privilege, advantage, or opportunity enjoyed by others receiving any aid, benefit, service or training.

Separate or different programs or services for individuals with disabilities are not prohibited under the ADA; however individuals with disabilities cannot be forced to participate in these programs instead of WIOA Title I financially assisted programs or activities.

### Auxiliary Aids, Services and Assistive Technology

To afford individuals with disabilities an equal opportunity to participate in and enjoy the benefits of the WIOA Title I program or activity, WorkOne must furnish appropriate auxiliary aids or services where necessary. In determining what type of auxiliary aid or service is appropriate and necessary, WorkOne must give primary consideration to the requests of the individual with a disability. Primary consideration means honoring the choice unless WorkOne can demonstrate that another equally effective means of communication is available, or that using the means chosen would result in a fundamental alteration in the service, program, activity, or undue financial and administrative burdens.

A list of auxiliary aids and services can be found in 29 CFR § 38.4, and includes:

- Qualified interpreters, note takers, transcription services, written materials, telephone handset amplifiers, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunications devices for deaf persons (TDDs/TTYs), videotext displays, or other effective means of making aurally delivered materials available to individuals with hearing impairments;
- Qualified readers, taped texts, audio recordings, braille materials, large print materials, or other effective means of making visually delivered materials available to individuals with visual impairments;
- Acquisition or modification of equipment or devices; and
- Other similar services and actions.

IDOA has established a new contract for FACE-to-FACE Interpreter Services. The new vendor is Language Training Center (LTC). The contact information is listed below. This contract is effective immediately.

**Contract Information: FACE-to-FACE Interpreter Services QPA#13314 (Language Training Center Inc)**

The Face-to-Face Interpretation contract establishes hourly rates based on the language selected. If you should have any questions or issues with this contract, please contact Teresa Bucker at (317) 232-5818 or email her at [tbucker@dwd.in.gov](mailto:tbucker@dwd.in.gov).

To access services:

Call 317-578-4577 or email Josh Ehrgott at [jehrgott@languagetrainingcenter.com](mailto:jehrgott@languagetrainingcenter.com).

Be prepared to answer the questions below when scheduling an on-site interpretation:

1. What is your first and last name?
2. Which agency are you calling from?
3. What is the address and telephone number of the agency you are representing?
4. What is your e-mail address?
5. What is the language needed for the interpretation?
6. What is the date of the interpretation?
7. Is there a "Start time" or an "End time"?
8. What is the location of the interpretation? (full address will be required)
9. What is the nature of the assignment? (the more information, the better)
10. Is there a contact telephone number the interpreter is allowed to have should a problem arise during the interpretation?

IDOA has established a contract for **Telephonic Interpreter Services**. The vendor is **PROPIO LS LLC**. The contact information is listed below.

**Contract Information: Telephonic Interpreter Services QPA#13336 (PROPIO LS LLC)**

The Telephonic Interpretation contract establishes hourly rates based on the language selected.

**Instructions for using this contract:** Dial the unique 800 number provided to your agency and/ or division. Press 1 for Spanish and 2 for all other languages. If non-Spanish, enter the appropriate two-digit language code found on card provided by vendor. Enter four-digit account number found on the card provided by the vendor. Authorized users may be asked intake questions as requested by their agencies.


Services are available 24/7, with no additional charges for after-hours calls.

**Over-the-phone Interpreting**

Dial the Interpreter:

**1-844-246-9151**

The auto attendant will prompt:

1. Spanish, press 1; all other languages, press 2
2. (If non-Spanish) enter the language code 
3. Enter your 4-digit account number: 3427

Dept of Workforce Development

You will also be asked for:

Caller's First and Last Name

Location

Limited English Speaker first and last name

For 3-way calls:

Ask the first person who answers (interpreter or operator) to place the call.

Back-Up Interpreter Number: 1-866-386-1284

*(Only use if interpreter is unavailable at primary number above)*

Language	code	Language	code
Albanian	47	French	26
Amharic	39	Fulani	36
Arabic	23	Georgian	82
Armenian	59	German	61
Bangla	58	Greek	68
Bengali	48	Gujarati	40
Bosnian	37	Haitian Creole	28
Bulgarian	67	Hakha-Chin	95
Burmese	21	Hakha-Chinese	87
Cambodian	51	Hebrew	90
Canadian French	55	Hindi	43
Cantonese	31	Hmong	44
Chin	32	Ibo	65
Chin-Hakha	95	Indonesian	70
Croatian	92	Italian	56
Czech	91	Japanese	63
Dari	80	Karen	34
Dutch	84	Karenni	60
Farsi	33	Kinyarwanda	94
Filipino	73	Kirundi	53

Language	code	Language	code
Korean	30	Samoan	79
Kurdish	76	Serbian	62
Laotian	50	Serbo-Croatian	64
Lithuanian	69	Somali	29
Macedonian	93	Spanish	1
Mai Mai	78	Swahili	38
Malayalam	75	Tagalog	46
Mandarin	24	Tamil	85
Mandingo	89	Teddim	86
Marshallese	81	Thai	57
Mongolian	72	Tibetan	83
Nepali	25	Tigrinya	45
Oromo	96	Tongan	97
Pashto	77	Turkish	54
Persian	74	Twi	66
Polish	42	Ukrainian	71
Portuguese	35	Urdu	41
Punjabi	49	Vietnamese	22
Romanian	52	Yoruba	88
Russian	27	All other languages	99



WorkOne must not place a surcharge on a particular individual with a disability, or any group of individuals with disabilities, to cover the costs of measures associated with providing auxiliary aids, services, or assistive technology, that are required to provide that individual or group with the nondiscriminatory treatment required by WIOA Title I.

This obligation does not require WorkOne to provide personal devices, such as wheelchairs; prescribed devices, such as prescription eyeglasses or hearing aids; or readers for personal use or study. If an individual with disabilities elects not to participate in an available separate or different program or service, and instead chooses to participate in available WIOA Title I financially assisted programs and activities, the obligations regarding auxiliary aids, services, and assistive technology still apply.

### Reasonable Accommodations

With regard to aid, benefits, services, training, and employment, WorkOne must provide reasonable accommodation to qualified individuals with disabilities who are applicants, registrants, eligible applicants/registrants, participants, employees, or applicants for employment, unless providing the accommodation would cause undue hardship. Definitions of the terms "reasonable accommodation" and "undue hardship" are specified in 29 CFR § 38.4.

### Employment Related Placements

WorkOne must not, directly or through any contractor, use testing procedures that have an adverse impact on disabled employment applicants or subject qualified individuals with disabilities to discrimination on the ground of such disability.

WorkOne, or any contractor including on the job training contractors, shall not discriminate against an individual with a disability if the person is otherwise qualified for the job. Compliance with the Uniform Guidelines of Employee Selection Procedures, 31 CFR§ 60-3, is required.

Effective Date: July 2018

**Customer Reasonable Accommodation Request Form**

WorkOne is committed to providing an accessible and supportive environment for employees, claimants, and customers with disabilities. Equal access for qualified individuals with a disability is an obligation of WorkOne under Section 504 of the Rehabilitation Act and the Americans with Disabilities Act of 1990. WorkOne does not discriminate on the basis of disability against qualified individuals with a disability in any program, service or activity offered by WorkOne.

Name of Person Needing Accommodation: (Please Print)  <hr/> Last 4 of SSN: _____	Name of Person Completing this Form (If different from person needing accommodation): Please Print  <hr/> Relationship: _____	Telephone Number:  <hr/>
Address (Street/PO Box, City, State, Zip):		Email:
<b>Type of Accommodation Requested:</b>		
Please provide any additional information that may assist us in providing reasonable accommodation (specify):		

\_\_\_\_\_

Customer Name

\_\_\_\_\_

Date

<b>For Office Use Only</b>		
Name of Local Office:	Received by:	Date:
Action Taken:    		

Note: Copies of this request go to the Regional Systems Coordinator

An equal opportunity employer/program and auxiliary aids are available upon request to individuals with disabilities.