

	New Jersey Workforce Innovation Notice		WD-PY25-13
	Issued By:	Workforce Development, Division of Career Services	
	Approved By:	Dr. Yolanda Allen, Assistant Commissioner Workforce Development	
	Issued Date:	April 8, 2026	

SUBJECT: Assessment of One-Stop Career Center Programmatic and Physical Accessibility

PURPOSE: To provide Local Workforce Development Boards with the Workforce Innovation and Opportunity Act (WIOA) requirements related to the annual assessment of one-stops for programmatic and physical accessibility for individuals with disabilities.

RESCISSIONS: This guidance rescinds and replaces NJWIN 3-16.

EFFECTIVE DATE: This New Jersey Workforce Innovation Notice is *effective immediately*.

POLICY OVERVIEW

WIOA places an emphasis on serving individuals with barriers to employment, including individuals with disabilities. Individuals with disabilities are a target population, and local boards are required to ensure that these individuals have access to services in all the one-stop centers. WIOA regulations at [20 CFR 679.370 \(p\)](#) requires every local workforce development board (WDB or local board) to annually assess the physical and programmatic accessibility, in accordance with Section 188 and applicable provisions of the Americans with Disabilities Act (ADA) of 1990, of all one-stop centers in the local area.

To facilitate this assessment, included are links to the following documents:

- [ADA Checklist for Existing Facilities](#) – Use to evaluate physical accessibility compliance
- [One-Stop Services Accessibility Checklist](#) – Use to evaluate programmatic accessibility compliance

These documents are also available ON NJDOL’s [Technical Assistance and Reference Materials](#) page.

Roles and Responsibilities:

- **Local Workforce Development Boards** must review assessment findings, identify accessibility gaps, and develop corrective action plans to address any deficiencies.
- **Employment Service Managers** will provide information regarding the availability of assistive technology in public access areas and identify staff members trained to facilitate use of such technology.
- **One-Stop Operators** must support implementation and ensure compliance from all partner programs in consultation with the WDB Director.

This assessment is an opportunity for local boards to identify gaps in accessibility within the one-stops and take corrective action to address these gaps. The [ADA Checklist for Existing Facilities](#) provides

possible solutions for any deficiencies related to physical accessibility. Boards should use this assessment as an opportunity to initiate a cycle of continuous improvement in providing access in the one-stop system.

WIOA Sec. 188

For reference, the requirements of WIOA Sec. 188 are provided below:

(1) Federal Financial Assistance-For the purpose of applying the prohibitions against discrimination on the basis of age under the Age Discrimination Act of 1975, on the basis of disability under section 504 of the Rehabilitation Act of 1973, on the basis of sex under Title IX of the Education Amendments of 1972, or on the basis of race, color, or national origin under Title VI of the Civil Rights Act of 1964, programs and activities funded or otherwise financially assisted in whole or in part under this Act are considered to be programs and activities receiving Federal financial assistance.

(2) Prohibition of Discrimination Regarding Participation, Benefits and Employment-No individual shall 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 such program or activity 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.

(3) Prohibition on Assistance for Facilities for Sectarian Instruction or Religious Worship-Participants shall not be employed under this title to carry out the construction, operation, or maintenance of any part of any facility that is used or to be used for sectarian instruction or as a place for religious worship (except with respect to the maintenance of a facility that is not primarily or inherently devoted to sectarian instruction or religious worship, in a case in which the organization operating the facility is part of a program or activity providing services to participants).

(4) Prohibition on Discrimination on Basis of Participant Status-No person may discriminate against an individual who is a participant in a program or activity that receives funds under this title, with respect to the terms and conditions affecting, or rights provided to, the individual, solely because of the status of the individual as a participant.

(5) Prohibition on Discrimination Against Certain Noncitizens-Participation in programs and activities or receiving funds under this title shall be available to citizens and nationals of the United States, lawfully admitted permanent resident aliens, refugees, asylees, and parolees, and other immigrants authorized by the Attorney General to work in the United States.

Training and Employment Guidance Letter 16-16

[Training and Employment Guidance Letter 16-16](#) provides additional guidance regarding this requirement. The TEGl provides the following clarifications regarding “physical” and “programmatically” accessibility:

Physical accessibility refers to the extent to which facilities are designed, constructed, or altered so they are accessible and usable by individuals with disabilities. Evaluations of physical accessibility should take into account both external accessibility and internal accessibility. For example, evaluations of external accessibility could include a review of the availability of transportation to the American Job Center (one-stop center) and access into the site location via ramps consistent with the ADA standards. On the other hand, an evaluation of internal accessibility could include a review of the center’s access to bathrooms, adjustable workstations, and appropriate signage, including signage to meet multilingual needs common to the specific region of the State.

Programmatic accessibility refers to the extent to which the full range of services is available to all one-stop customers regardless of disability or cultural background. The implementing regulations of section 188 of WIOA require that one-stop centers provide programmatic accessibility. As such, one-stop centers must provide reasonable accommodations for individuals with disabilities, administer programs in the most integrated setting appropriate, communicate with persons with disabilities as effectively as with others, and provide appropriate auxiliary aids or services.

Required Action

Local WDBs must complete an assessment of each comprehensive and affiliate one-stop in their local area for programmatic and physical accessibility on an annual basis as required by 20 CFR 679.370(p). The completed checklists must be made available upon request to the State Employment and Training Commission for certification. These documents may also be requested by the WIOA Program Oversight and Design (WIOAPOD) Unit and the Monitoring Unit and the New Jersey Department of Labor Equal Opportunity Officer.

Examples of Physical Accessibility

Listed below are examples of technology and equipment that would be included in the accessibility checklist:

- Height adjustable desks for wheelchair-bound individuals
- Larger-screen computers for the visually impaired
- Screen readers for blind individuals
- Large print keyboards
- Alternative mice
- Speech-to-text software
 - Headset microphones to go along with this software

References and Links:

- [20 CFR 679.370](#)
- [Training and Employment Guidance Letter 16-16](#)
- [WIOA Sec. 188](#)
Promising Practices in Achieving Universal Access and Equal Opportunity
<https://www.dol.gov/oasam/programs/crc/Section188Guide.pdf>

