

WDB Directors Meeting

April 25, 2019

OSCC Accessibility

Accessibility Resources

- ADA Checklist: <https://www.adachecklist.org/>
- Section 188 guide: <https://www.nj.gov/labor/wioa/documents/resources/Section188Guide.pdf>
- Job Accommodation Network Searchable Online Accommodation Resource (SOAR) <https://askjan.org/soar.cfm>
- Windows 7/10 built in tools: Ease of Access

American Sign Language

- A list of sign language interpreters maintained by the Department of Human Services, Division of Deaf and Hard of Hearing can be found here: <https://www.nj.gov/humanservices/ddhh/services/>
- Sorenson Video Relay Service (SVRS) is a service for the Deaf community paid for by the U.S. government's Telecommunications Relay Service (TRS) fund. <http://www.sorensonvrs.com/>

Programmatic Accessibility

“Programmatic accessibility refers to the extent to which people with disabilities are able to access the full range of services that AJCs make available to all customers regardless of disability. Items representing programmatically accessible AJCs included, for example, staff asking all customers if they need accommodations rather than just customers with apparent disabilities, or consulting with disability stakeholder groups about how to improve outreach to customers with disabilities. Exemplary items included having people with disabilities serve as advisors regarding AJCs’ operations.

AJCs that were partially accessible in the programmatic domain, for example, might have provided customers who had apparent disabilities with information about how to request accommodations, and offered assistance to them with filling out forms and application materials, but might not have provided staff training on how to serve customers with disabilities.

Characteristics of “exemplary” Centers include having a disability services specialist on staff or providing services such as benefits counseling.”

U.S. Department of Labor/IMPAQ International. (2017). *Evaluating the Accessibility of American Job Centers for People with Disabilities*.

Meaningful access for limited English proficient (LEP) customers

29CFR38.9(b) A recipient must take reasonable steps to ensure meaningful access to each limited English proficient (LEP) individual served or encountered so that LEP individuals are effectively informed about and/or able to participate in the program or activity.

38.9(d) Any language assistance services, whether oral interpretation or written translation, must be accurate, provided in a timely manner and free of charge. Language assistance will be considered timely when it is provided at a place and time that ensures equal access and avoids the delay or denial of any aid, benefit, service, or training at issue.

38.9(e) A recipient must provide adequate notice to LEP individuals of the existence of interpretation and translation services and that these language assistance services are available free of charge.