

**WEST CENTRAL REGION LOCAL POLICY**

<b>Subject</b>	<b>Effective Date</b>	<b>Revised</b>	<b>Policy Section</b>
Accessibility Policy for Persons with Disabilities	11/20/19		Programs

The Workforce Development Board of Western Missouri, Inc. has created this policy to ensure that persons with disabilities have meaningful access to One-Stop programs and activities. All customers, regardless of their disability receive, free of charge, the assistance necessary to afford them meaningful access to the programs, services, and information of the Missouri Jobs Centers. The region is committed to providing individuals with disabilities a conduit to training, employment, and supportive services.

Each Job Center in the region is required to maintain specific Assistive Technology including: Window Eyes Screen Reader, Zoom Text, Big Keys LX Keyboard, Trackball Mouse, Phone Amplifier, Ubi Duo (Face to Face Communication), TTY, and Relay Service. Job Center staff also have access to the Language Line and Sign Language Interpreters. The ASL (American Sign Language) Interpretation Service is available upon request. Customers in need of ASL Interpretation Services may contact the Missouri Job Center by phone/TTY using Missouri Relay 711 to request this service for upcoming visits.

Recruitment brochures and other materials are distributed or communicated electronically as well as in written and/or oral form to staff, customers, and the general public to identify the WIOA Title I financially assisted programs or activity in question as an *“Equal Opportunity Employer/Program.”* They also communicate that *“auxiliary aids and services are available on request to individuals with disabilities.”*