

**Attachment 2**

**One-Stop Services Accessibility Checklist**

**Person(s) Doing Survey: Marian Woodson**

**Date: 12/04/2020**

**Facility: One-Stop Atlantic County**

This response form provides the local board with a way to record the way in which it conforms to the standards set out in the checklist. This should be kept for future reference, as changes are made to facilities, and as requests for demonstration of accessibility are requested.

**Example:**

<b>Item</b>	<b>Y/N</b>	<b>Method of Conformance</b>
2. Staff have had basic awareness training on how to meet the needs of customers with disabilities	<b>Y</b>	Staff training includes section on disability awareness. Training certificates are in staff files.

<b>Item</b>	<b>Y/N</b>	<b>Method of Conformance</b>
<b>Staff Knowledge</b>		
1. Staff have had basic awareness training on how to meet the needs of customers with disabilities	<b>Y</b>	Received training from the county to ensure that everyone in the workplace is respected and treated appropriately, regardless of who they are. It also involves learning to be respectful and consider the perspectives of others.
2. Staff understand that they are required to provide reasonable accommodations to customers or potential customers with disabilities, unless senior staff determine that providing such an accommodation would cause an undue hardship	<b>Y</b>	An employer is required to provide a reasonable accommodation to a qualified applicant employee with a disability unless the employer can show that the accommodation would be an undue hardship – that is, that it would require significant difficulty or expense.
3. Staff understand the obligations of the One-Stop Center under the Americans with Disabilities Act, the Rehabilitation Act, and the Nondiscrimination and Equal Opportunity Regulations for WIOA; including:	<b>Y</b>	All orientations at the One-Stop review the Americans with Disabilities act and the Nondiscrimination and Equal Opportunity Regulations for WIOA.

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Item	Y/N	Method of Conformance
<ul style="list-style-type: none"> <li>● People with disabilities have the same rights as anyone else to use the services of the One-Stop system</li> <li>● Services and facilities must be readily accessible</li> <li>● Services must be delivered in a setting that is fully integrated as possible (meaning that customers with disabilities receive services alongside customers who are not disabled)</li> </ul>		
<p>4. Staff understand that they must make reasonable modifications in service delivery to avoid discrimination against people with disabilities, unless senior staff determine that making these modifications would fundamentally alter the nature of the service</p>	Y	Youth Corp made reasonable modifications in their service delivery and modified curriculum for a wheelchair bound customer.
<p>5. Staff understand that the Center is required to provide appropriate auxiliary aids and services to ensure that communication with customers and potential customers with disabilities is as effective as communication with other individuals, unless this would result in a fundamental alteration in the nature of the service or activity</p>	Y	Depending on the needs of the customer, if we can't meet needs, we'll always refer to DVR.
<p>6. Staff is aware that they cannot decide that an action which would allow program access by a person with a disability is unfeasible. Such decisions must be made by the designated senior staff member</p>	Y	Human Resources Memo established procedures and policies for designated senior staff member.
<p>7. Staff has been trained in emergency evacuation procedures for people with disabilities, including the evacuation of persons with mobility impairments</p>	Y	The One-Stop contacts the Fire Department to assist with any disabled employee or customer with assistance during an evacuation process.
<p>8. Staff know how to procure and use various equipment and materials for assisting people with disabilities, including the Center's telecommunications device for the deaf (TT/TTY/TDD), accessible work stations, accessible materials, etc.</p>		There are computers (first floor) with a work station to assist customers who are disabled and/or deaf.
<p><b>Disclosure of Disability</b></p>		
<p>1. When working with customers with disabilities, staff discuss disability only as it pertains to the customer 's need to access employment and training services</p>	Y	Our Customer Service Representatives complete the eligibility process and have been trained in Confidentiality.

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<b>Item</b>	<b>Y/N</b>	<b>Method of Conformance</b>
2. Staff who are working with a customer with a disability get permission from the customer before discussing information about the individual's disability with other One-Stop staff or external individuals (e.g., other agencies)	<b>Y</b>	During New Hire Orientation all staff have received training on the Information Release Form that must be signed by each customer.
3. When working with customers with disabilities, staff provide information to other One-Stop staff about a customer's disability only as needed	<b>Y</b>	We refer customers to DVR if they can provide one-on-one services for the customers.
4. Private office space is available for discussion of disability related issues	<b>Y</b>	There always managers offices and conference rooms to use for private discussions.
5. All discussions with customers and other individuals about a customer's disability take place in private; if discussions are by phone, calls are made in an area where the caller cannot be overheard	<b>Y</b>	There are conference rooms to use for private discussions. Case Managers also have headsets for private conversation.
6. Policies and procedures are in place to ensure that staff do not disclose information about a person's disability to other customers	<b>Y</b>	All staff receives New Hire training about disclose of disability.
7. Staff understand that under the ADA, the One-Stop Center may ask whether a customer has a disability (under Title II), but that employers are prohibited from doing so during the job application process (under Title I). As a result, staff also understand that they may not disclose the fact that an individual has a disability to an employer without the customer's permission.	<b>Y</b>	Customer must sign the Information Release Form given during the application process.
8. Staff educate employers about the limits of inquiry under the ADA	<b>Y</b>	Senior staff receives the MOU and outlines the limits of ADA, then instructed to employees.
9. Staff discuss with customers with disabilities the issue and implications of disclosure of disability to employers and potential employers	<b>Y</b>	Employees receive the New Hire orientation which includes the Information Release Form.
10. The management information systems for the One-Stop have been reviewed to ensure that access to information concerning a customer's disability status, and information about their disability, is limited only to staff who require such information to effectively deliver services to the individual	<b>Y</b>	Only staff management and eligibility representatives are coded with access to view disability status and other services.
<b>Accommodation Request</b>		
1. The One-Stop Center has documented procedures and guidelines for handling requests for reasonable accommodations and reasonable modifications in policies, practices, or procedures.	<b>Y</b>	Atlantic County Government provides policies and procedures for handling reasonable modifications.
2. A senior management person has been designated to make determinations that a reasonable accommodation or modification is unfeasible, because it would result in a fundamental alteration I the nature of the program or pose undue financial or administrative	<b>Y</b>	Dan Adams is the Workforce Development Board Equal Opportunity Officer.

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<b>Item</b>	<b>Y/N</b>	<b>Method of Conformance</b>
burdens		
3. The One-Stop Center posts clear procedures for requesting reasonable accommodations and modifications in waiting areas, the resource library, and other public areas, and includes them in writing in outreach materials	<b>Y</b>	Poster in customer waiting area, The LAW. Disability discrimination includes not making reasonable accommodation, etc.
<b>Registration and Orientation</b>		
1. Staff offer every customer assistance with filling out forms and application materials	<b>Y</b>	The One-Stop assist all customers with completing forms and materials
2. When signing up for orientation, everyone is asked whether they will need assistance or accommodations to participate	<b>Y</b>	At the beginning of orientation all customers are asked if they need assistance.
3. If a person needs assistance in filling out registration or intake forms, this is done one-on-one in a private room, where the individual's responses will not be overheard	<b>Y</b>	For customers who need assistance with registration forms they are escorted to another room and receive one-on-one help.
4. Customers are asked whether they have a disability; this is asked for every customer, and asked in writing, not verbally	<b>Y</b>	This response is listed as a query on the registration form.
5. If the One-Stop Center has special programs for people with disabilities, this information is given in writing, so that people with disabilities don't have to inadvertently disclose by writing down information that is given orally	<b>Y</b>	This would include the DVR department located at the One-Stop.
6. Information in orientation sessions is explained slowly and clearly, with plenty of time and opportunities for questions	<b>Y</b>	Yes
7. As required by WIOA regulations, every orientation session includes a presentation of customers' rights to nondiscrimination and equal opportunity, including the right to file a complain	<b>Y</b>	Yes. This information is reviewed and discussed. All orientation participants sign an acknowledgement that the information has been presented and that the signatory understands his/her rights under the law.
8. Clearly understood procedures for requesting reasonable accommodations and modifications are included in writing and reviewed verbally during orientation	<b>Y</b>	This information is provided in writing and reviewed verbally in the re-employment orientation and the RESEA group meeting.
9. A list of the One-Stop's auxiliary aids and services for communication, assistive technology devices, and material in accessible formats is provided in writing and reviewed verbally during orientation	<b>N</b>	No, but this guidance will be included in future procedural guidelines.

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Item	Y/N	Method of Conformance
<b>Service Delivery</b>		
1. People with disabilities are served in integrated settings; people with disabilities participate in the programs and services of the One-Stop Center alongside people without disabilities	<b>Y</b>	The One-Stop does not separate customers with/without disabilities. They work alongside each other.
2. If people with disabilities are served separately from other customers; doing so meets the legal requirement that this be necessary in order for people with disabilities to have opportunities as effective as those provided to other customers	<b>Y</b>	Accommodations for serving customers separately are made when the situation warrants it. All such adjustments meet the legal requirement of necessity for equal opportunity.
3. If permissible, separate programs exist at the One-Stop Center; people with disabilities are not required to participate in such programs	<b>Y</b>	Customers with disabilities have the choice of utilizing the services of DVR if they choose to do so.
4. People with disabilities have the access to the full range of core, intensive, and training services available to all customers, and are not served exclusively via services from Vocational Rehabilitation	<b>Y</b>	There is no distinction between customers within the full range of core, intensive and training services within the WIOA eligible populations.
5. The eligibility criteria for intensive and training services do not discriminate against people with disabilities, either overtly or Inadvertently (by design or in effect)	<b>Y</b>	Eligibility criteria is not effected by the customers skills and abilities.
6. All customers are routinely asked if they will need some type of accommodations or special assistance to take full advantage of One-Stop services	<b>N</b>	The One-Stop does ask, but not routinely. This procedure will be incorporated into all assessment and orientation activities.
7. All customers are routinely offered the option of meeting with staff in private offices	<b>Y</b>	Any and all customers may request to meet with staff in a private office.
8. Information is presented in a way that is understandable to people who have limited or no reading skills		The One-Stop staff reads the information out loud for all to understand. Staff will address any additional questions that are raised.
9. Information that is presented orally is also available in writing for people who are deaf or hard of hearing, and for people whose learning style requires reinforcement of items in writing	<b>Y</b>	All orientation materials are available in written form.
10. Services are designed so that individuals who are not knowledgeable, comfortable with, or able to use electronic technology (i.e., computers) can fully benefit from One-Stop services	<b>Y</b>	Those customers who are not computer literate are aided by assigned staff so that they can fully benefit from One-Stop Services

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<b>Item</b>	<b>Y/N</b>	<b>Method of Conformance</b>
11. Quiet work space is available for people with Attention Deficit Disorder and hearing impairments to thoroughly read and comprehend materials	<b>Y</b>	There is always a quiet work space available for easily distracted customers to fully read and comprehend the materials.
<b>General Communication Requirements</b>		
1. The One-Stop Center has taken appropriate steps to ensure that communication with customers and potential customers with disabilities is as effective as communication with other customers	<b>Y</b>	<b>This information is documented in the AOSOS comments section</b>
2. One-Stop staff regularly ask all customers if they need information in alternative formats, or need help understanding information	<b>Y</b>	<b>Customer needs are assessed at the re-employment orientation and the RESEA.</b>
3. One-Stop staff regularly inform all customers that communications aids and services are provided upon request	<b>Y</b>	<b>Accommodations are provided or referral to appropriate resources are made.</b>
4. The One-Stop Center has a procedure for responding to requests for auxiliary aids and services. This procedure includes a mechanism for determining that if an aid or service must be Substituted for one that was requested, the aid used was equally effective	<b>Y</b>	<b>It is the practice of the One Stop Career Center to provide accommodations that will effectively address the needs of the customer.</b>
5. The One-Stop Center has identified a source for sign language interpreters, and can respond quickly to interpreter requests	<b>Y</b>	<b>The One Stop can make requests for an interpreter, however, quick access is limited.</b>
<b>Work Stations and Equipment</b>		
1. Accessible work station: At least one computer work station for customers has been designed to be as universally accessible as possible for customers with disabilities. [See guidelines and examples of accessible electronic work stations elsewhere in this section].	<b>Y</b>	<b>Public Access station is adapted for people with disabilities. This station is located on the first floor of the One Stop.</b>
2. Large monitor: For people with low vision, the center has a 19" – 21" monitor with a moveable mounting arm that provides increased character size and a clearer, sharper image	<b>Y</b>	<b>This accommodation is available in the public access area on the first floor of the One Stop Career Center.</b>
3. Screen enlargement capability: The center has computers that allow users with low vision to enlarge the print on the monitor's screen	<b>Y</b>	<b>This accommodation is available in the public access area on the first floor of the One Stop Career Center.</b>
4. Voice output capability: For people with visual disabilities and reading limitations, the center has a work station that can "read" text on the screen and convert the text into voice output; computer has a headphone jack and headphones	<b>N</b>	<b>Customers in need of these accommodations will be referred to the Commission for the Blind and Visually Impaired.</b>

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<b>Item</b>	<b>Y/N</b>	<b>Method of Conformance</b>
5. Flatbed scanner: The center has a scanner that can convert a paper document into electronic format [useful for people who access information through voice output and/or need documents converted to Braille]	<b>N</b>	<b>Customers in need of these accommodations will be referred to the Commission for the Blind and Visually Impaired.</b>
6. Trackball: The center has a work station with a trackball as an alternative to a mouse. [This is useful for customers who have gross motor skills but lack fine motor skills].	<b>Y</b>	<b>This accommodation is available in the public access area on the first floor of the One Stop Career Center.</b>
7. Alternative keyboard: For people with a variety of disabilities, including those with limited use of their hands and those who tire easily, the center has a modified version of the standard keyboard that allows key selection by variable hand and finger motion	<b>Y</b>	<b>This accommodation is available in the public access area on the first floor of the One Stop Career Center.</b>
8. Word prediction software: The center has word prediction software that enables the user to reduce the number of keystrokes used in typing	<b>N</b>	<b>No, but this accommodation is under review.</b>
9. Large keyboard caps and keyboard orientation aides: For customers with low vision, the center has a work station with key markings that enlarge letters and numbers on the keyboard	<b>Y</b>	<b>This is available on the first floor of the One Stop.</b>
10. Braille printer: The center has a Braille printer for use by customers and staff	<b>N</b>	<b>Customers in need of these accommodations will be referred to the Commission for the Blind and Visually Impaired.</b>
11. Height adjustable table: Work stations and work tables include height-adjustable tables for use by wheelchair users	<b>N</b>	<b>No, but this accommodation is under review.</b>
12. Tape recorder: A tape recorder is available for customers who have difficulty taking notes to tape presentations and discussions, and for staff to make audio recordings of written material	<b>N</b>	<b>No, but this accommodation is under review.</b>
13. Portable Assistive Listening Device: The center has a portable assistive listening device available for individuals with mild to severe hearing loss. [These devices increase the loudness of the speaker while reducing background noise].	<b>N</b>	<b>There is access to this equipment with the local office of the Division of Vocational Rehabilitation, however, there is no trained staff person at this time to operate it.</b>
<b>Materials</b>		
1. The One-Stop Center has basic orientation materials in alternate formats (large print, Braille, audio-tape, text on computer disk, etc.) and has also identified resources to quickly obtain other materials in	<b>Y</b>	<b>This is available through the Commission for Blind and Visually Impaired.</b>

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<b>Item</b>	<b>Y/N</b>	<b>Method of Conformance</b>
alternate formats upon request		
2. Materials are available in formats that account for a variety of learning styles, and are also accessible to people who have limited or no reading skills (e.g., pictures, videos, and audio-tapes)	<b>N</b>	<b>While there is limited format diversity, this area needs to be expanded for people with disabilities.</b>
3. Paper materials are presented in contrasting colors (e.g., black and white)	<b>Y</b>	<b>These materials are made available.</b>
4. Videos for customers are closed-captioned	<b>N</b>	<b>This accommodation is being explored</b>
<b>Evacuation Procedures</b>		
1. There is a mechanism for ensuring that people who are deaf or hard of hearing are aware of an activated fire or smoke alarm	<b>Y</b>	<b>In association with the alarm there are flashing lights that are connected to the smoke and fire alarms.</b>
2. There is an established emergency evacuation procedure that addresses the needs of people with disabilities, including persons with mobility impairments	<b>Y</b>	<b>Leaders are assigned on both floors of the building to address the need for ambulatory and physical assistance in the event of an alarm.</b>
<b>Marketing Materials and Outreach</b>		
1. Marketing materials mention people with disabilities as one of the groups that One-Stop Centers serve	<b>Y</b>	<b>Yes, this is mentioned.</b>
2. Pictures & graphics in marketing materials include positive images of people w/ disabilities receiving services with other customers	<b>Y</b>	<b>This area will be updated and will be more inclusive of people w/disabilities in future outreach materials.</b>
3. The One-Stop Center indicates that it is an “equal opportunity employer/program” and that “auxiliary aids and services are available upon request to individuals with disabilities” in recruitment brochures and other materials. These materials also indicate the telephone number of the center’s TDD/TTY or relay service	<b>Y</b>	<b>This information is included in New Jersey Department of Labor marketing material associated with the One Stop Career Center.</b>
4. A list of the One-Stop’s auxiliary aids and services for communication, assistive technology, and material in accessible formats is provided as part of outreach materials	<b>Y</b>	<b>This information is included in New Jersey Department of Labor marketing material associated with the One Stop Career Center.</b>

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<p>5. As part of its efforts to provide universal accessibility, the One-Stop Center does outreach to people with disabilities, as required by WIOA regulations. This includes such activities as:</p> <ul style="list-style-type: none"> <li>● Advertising in media that targets people with disabilities</li> <li>● Sending notices about One-Stop activities to community groups, organizations and associations that people with disabilities participate in</li> <li>● Consulting with community groups, organizations, and associations about ways in which the One-Stop Center can improve its outreach and services to people with disabilities</li> </ul>	Y	<p><b>This information has become more available to the community that is comprised of people with disabilities with the involvement of the New Jersey Department of Labor, Trenton office.</b></p> <p><b>The last bullet is addressed through the involvement of the disabilities subcommittee and members such as the ARC of Atlantic County and the Atlantic Center for Independent Living.'</b></p>
<p>6. Off-site presentations to the general public by One-Stop staff are held in locations that are fully accessible for people with disabilities</p>	Y	Yes.
<p>7. Presentations to the general public include a discussion of customers' rights concerning nondiscrimination and equal opportunity, as required by WIOA regulations</p>	Y	<p><b>This occurs during the re-employment orientation. All participants sign an acknowledgement that the information was received.</b></p>
<b>Access to Transportation</b>		
<p>1. If the service delivery area has public transportation, the One-Stop Center is in a location that provides optimal public transportation access so that people with disabilities and others who do not drive can easily reach the center</p>	Y	<p><b>The One Stop Career Center is located one block from the local bus depot. Individuals with disabilities must travel the block to get to the handicapped accessible front door of the building.</b></p>
<p>2. Any One-Stop materials that contain driving directions also include public transportation directions, and/or other transportation options for individuals who do not drive. This includes directions contained on the One-Stop web site</p>	N	<p><b>These issues will be addressed by the disabilities subcommittee of the Atlantic County Workforce Development Board.</b></p>
<p>3. If the service delivery area is not served by public transportation, the One-Stop Center has taken steps to ensure that individuals who do not drive, including people with disabilities, have access to the full range of One-Stop services. This can include developing services in satellite locations, etc.</p>	N	<p><b>Atlantic County does have several limited transportation areas on the western side of the county. These areas will also be discussed with the disabilities committee to discuss other options for transportation access. Currently,</b></p>

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		services are provided both virtually and by telephone.
<b>Notice on Equal Opportunity and Nondiscrimination</b>		
1. The One-Stop Center posts notices in the waiting area, resource library, and other public areas that outline rights and protections for people with disabilities and other individuals, including the right to equal opportunity, accessible services, and complaint procedures. These posters comply with the required wording in the nondiscrimination and equal opportunity regulations, and include the contact information of the Equal Opportunity Officer	Y	<b>Notices of customer rights can be found in all public waiting areas, resource library areas and classrooms. They are in compliance with required state and federal regulations.</b>
2. The required notice about nondiscrimination and equal opportunity is: <ul style="list-style-type: none"> <li>● Included in orientation materials made available to every customer</li> <li>● Included in handbooks and manuals</li> <li>● Included in marketing materials</li> <li>● Disseminated in internal communications</li> <li>● Placed in each customer’s file</li> <li>● Provided in accessible formats</li> <li>● Provided to applicants for employment and employees</li> <li>● Provided to unions or professional organizations that hold collective bargaining or professional agreements with the One-Stop</li> <li>● Provided to sub-recipients or subcontractors that receive WIOA Title I funds from the One-Stop</li> </ul>	Y	<b>The One Stop Career Center is in compliance with bulleted areas of this item.</b>
<b>Equal Opportunity and Nondiscrimination Regulations</b>		
1. The One-Stop Center has a Local EO Officer, who is a senior level employee, as required by WIOA regulation.	Y	<b>Yes, This officer is the State Employment Services Manager with NJDOL.</b>

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Item	Y/N	Method of Conformance
<p>2. The Local EO Officer fulfills all the requirements of this position including:</p> <ul style="list-style-type: none"> <li>● Serving as the liaison with the U.S. Department of Labor Civil Rights Center</li> <li>● Monitoring the One-Stop Center’s activities and written policies to ensure compliance with all applicable laws pertaining to nondiscrimination and equal opportunity</li> <li>● Receiving and investigating any complaints concerning possible discrimination by the One-Stop Center</li> <li>● Reporting directly to appropriate officials about Equal opportunity matters</li> <li>● Participating in ongoing training concerning nondiscrimination and equal opportunity</li> </ul>	Y	<p><b>Yes, the EO Officer is responsible for receiving all complaints involving discrimination and denial of services. Complaints must be in writing and will be resolved through investigative interviews. The manager has received thorough training in assuring the compliance with all associated laws and regulations related to Equal Opportunity requirements.</b></p>
<p>3. One-Stop management and staff are aware of and follow the requirements contained in the state’s non-discrimination policies and procedures.</p>	Y	<p><b>All service-related staff have received training in the EEO regulations and are well-versed in non-discriminatory policy and procedure.</b></p>
<p>4. Services, programs, and facilities are reviewed at least annually to ensure the One-Stop and its services are nondiscriminatory and provide equal opportunity for customers with disabilities</p>	Y	<p><b>The state provides an annual monitoring review to assure these policies are in place and appropriately utilized.</b></p>
<p><b>Record Keeping Requirements</b></p>		
<p>1. Logs of complaints alleging discrimination are kept by the One-Stop Center, as required by law</p>	Y	<p><b>The EOO maintains files on all complaints registered.</b></p>
<p>2. The disability status (when known) of all customers and applicants for services is recorded. This information is stored in a way that ensures confidentiality</p>	Y	<p><b>All complaints are kept in a locked filing cabinet.</b></p>