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| Policy Area: Administrative Provisions | |
| Title of Policy: Services to Individuals with Disabilities | Number: 600-03 (2017) |
| Effective Date: April 1, 2017 | Review by Date: April 1, 2019 |
| Approved Date: March 29, 2017 Revision Date: | Approved by:  |

I. Purpose

The purpose of this issuance is to provide guidance to the Virginia public workforce system regarding the provision of services to individuals with disabilities through the one-stop system, in compliance with all requirements of the Workforce Innovation and Opportunity Act (WIOA).

II. Summary

The WIOA identifies requirements for the Virginia Board of Workforce Development (VBWD) and Local Workforce Development Boards (LWDBs) across the state to increase access to high quality workforce services, and opportunities, for individuals with disabilities through the Commonwealth’s One-Stop Service Delivery System.

III. References

- WIOA Joint Final Rule (81 FR 55792 February 19, 2016)
- Lead Center Policy Brief, *Summary Description from a Disability Perspective*
- Workforce Innovation and Opportunity Act (Pub. L. 113-128), Section 188
- Training and Employment Notice No. 31-10, *Promising Practices in Achieving Universal Access and Equal Opportunity: A Section 188 Disability Reference Guide*
- Training and Guidance Letter No. 19-14, *Increasing Enrollment and Improving Services to Youth with Disabilities*
- Virginia Board of Workforce Development Policy Number 300-02, *One-Stop Delivery: Comprehensive and Affiliate One-Stop Career Centers*
- Virginia Workforce Letter 16-01, Change 1, *Requirements for Workforce Innovation and Opportunity Act (WIOA) Local Workforce Development Area Plans*

IV. Policy

WIOA requires integration of and physical and programmatic accessibility, including use of assistive technology, to the continuum of services available in the local one-stop delivery system for individuals with disabilities or other barriers to employment.

To meet this requirement and other goals of the programs authorized under WIOA, the Virginia workforce system) shall ensure the following:

- All comprehensive one-stop centers and affiliated sites must be physically and programmatically accessible to individuals with disabilities.
- Required one-stop partner programs must provide access to programs, services, and activities through electronic means, if applicable and practicable, to improve the efficiency, coordination, and quality of one-stop partner services.
- State and local agencies shall improve coordination between employment and training activities and programs carried out in the local workforce development areas for individuals with disabilities.
- One-Stop Workforce Partners shall provide customer support to enable individuals with barriers to employment, including individuals with disabilities and veterans, to navigate among multiple services and activities.
- Coordinated technical assistance conducted by state agencies shall be available for one-stop operators, partners, and eligible training providers on the provision of service to individuals with disabilities in local workforce development areas, including staff training and development, provision of outreach and intake assessments, service delivery, service coordination across providers and programs, and development of performance accountability measures.
- State vocational rehabilitation (VR) agencies shall set aside at least 15 percent of their funding to provide transition services to students with disabilities.
- Sufficient numbers and types of providers of career services and training services that provide physical and programmatic accessibility to their services shall be made available, and in a manner, that maximizes consumer choice, including for individuals with disabilities.
- VR state grant programs shall engage employers to improve participant employment outcomes.
- Students with disabilities shall receive extensive pre-employment transition services so they can successfully obtain competitive integrated employment.

Additionally, in accordance with the Virginia Board of Workforce Development Policy Number 300-02, *One-Stop Delivery: Comprehensive and Affiliate One-Stop Career Centers*, WIOA Title IV—Vocational Rehabilitation services will participate in the certified comprehensive one-stop centers by:

- having a staff presence, on a regular basis with at least one office/cubicle, in at least one comprehensive one-stop career center in each local workforce development area,
- providing regular training to support system partners' staff in the identification and delivery of services to individuals with disabilities, and

- through strategic investments in hardware and software to support the delivery of staff-supported services and self- service clients in the comprehensive one stop center's Resource Room.

V. Procedures

To meet the requirement of physical and programmatic access to Virginia's one-stop service delivery system, the VBWD and local workforce development boards shall identify steps and procedures in the Combined State Plan and local workforce development plans, respectively, to ensure that individuals with disabilities receive the necessary services to achieve competitive, integrated employment. Specifically, local workforce development boards shall ensure the following through their local workforce development plans, policies, and published procedures:

- Public access to a description of how entities providing services through the one-stop delivery system, including one-stop operators and the one-stop partners, will comply with WIOA Section 188, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 *et seq.*) regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities;
- Provision of staff training and support for addressing the needs of individuals with disabilities;
- Incorporation of the VBWD's objective criteria and procedures for evaluating the one-stop centers and one-stop delivery system for physical and programmatic accessibility and for evaluating how well the one-stop center ensures equal opportunity for individuals with disabilities to participate in or benefit from one-stop center services, into local workforce area policies and procedures; and
- Public access to copies of executed cooperative agreements, as defined in VWL Number 16-01, Change 1 *Requirements for Workforce Innovation and Opportunity Act (WIOA) Local Workforce Development Area Plans* Guidance Section C(2)(e)(iii), with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination.