REGION 10 DISABILITY ACCESS COMMITTEE
Accommodation Checklist

Date Completed: 6/ /18

Section 1: Accommodations for customers who are Deaf or hard-of-hearing.

		Are the following accommodations available in the one-stop center?	YES/NO	If no, do you need this? YES/NO	Names of staff who are comfortable providing/using this:
	1.1	Are any staff members fluent in American Sign Language (ASL)?	No	No	Can utilize Purple VRI as needed. All staff members have access.
	1.2	Is a list of qualified ASL interpreters maintained for staff use?	Yes		IVRS has list of interpreters / options for vendors to share with WIOA partners
	1.3	Is Video Remote Interpreting (Purple Z5 app installed on an iPad) available for use in the center?	Yes		Skills floor staff. All iPads are equipped with technology. IVRS has also utilized statewide and assessing with in area office sites
	1.4	Is a list of real-time computer-aided transcription (CART) services maintained for staff use?	No	Yes	
	1.5	Is there a TTY (text telephone) in working order in the center?	No	Assess further need	Relay Iowa available option. Will assess need.
	1.6	Do program(s) use videos in outreach, programs, services, or any events	Yes/No	Yes	IVRS will assist in assessing closed captioning availability to support

	dealing with the public? If so, are they closed captioned?			participation and access with in workshops and technology used in the center.
1.7	If the program(s) have a telephone for public use, can the volume be amplified?	Yes		All staff. All phones can be amplified or have headset attached
1.8	If the program(s) have a telephone for public use, is it connected to a TTY?	No	Yes, assess value	Will further assess need through consult with deaf / hard of hearing community to see if TTY would be of benefit in workforce center.

What additional resources do you need to provide accommodations to customers who are Deaf or hard-of-hearing?

- **Training for all WIOA partners on common cultural values and needs of Deaf and Hard of Hearing community**
- **Creation of awareness training for business partners on this targeted population to aid in overall awareness and accommodations for this population.**
- **Training on VRI and best strategies in utilizing with persons who are deaf or hard of hearing**
- **Investigate benefits of CART**

Section 2: Accommodations for customers who are blind or have vision loss.

	Are the following accommodations available in the one-stop center?	YES/NO	If no, do you need this? YES/NO	Names of staff who are comfortable providing this
2.1	Is a list of qualified readers maintained for staff use?	Yes		Any IWD/WIOA/IVRS/IDB team member can serve in this capacity when needed
2.2	Are talking calculators available for use?	No	No	
2.3	Are recordings of presentations, etc. available for use?	Yes / No	Yes	Some programs have videos available for participants but not all. IVRS, IDB, Promise Jobs have videos. American Job Center video is accessible available via YouTube.
2.4	Are braille materials and displays used in the center?	No	Yes	IDB team members can assist programs in taking commonly utilized materials available and putting into Brailed format
2.5	Is screen reader software available for use?	Yes	no	Any team member, free option online called NVDA can be downloaded to center computer to support need
2.6	Is magnification software available for use?	Yes		General accessibility tools for Microsoft offer zoom capability. All staff can assist in setting up on center workstations.
2.7	Are optical readers available for use?	No	Yes	
2.8	If analog television is utilized, are Secondary Auditory Programs available for use?	NA	NA	All TVs are digital and have SAP. All staff can assist

2.9	Are materials and displays also available in large print?	Yes / No	YES	Staff can print in large text when needed but not all marketing materials are available in larger print.

What additional resources do you need to provide accommodations to customers who are blind or have vision loss?

On going training to enhance staff knowledge of resources and awareness in serving individuals with visual impairments.

Look into Zoomtext as option for optical reader

Section 3: Accommodations for customers who have learning difficulties.

	Are the following accommodations available in the one-stop center?	YES/NO	If no, do you need this? YES/NO	Names of staff who are comfortable providing this
3.1	Is a reading pen available for use?	No	Yes	
3.2	Is a handheld, portable reader available?	No	Yes	
3.3	Are color contrast overlays available?	No	Yes	
3.4	Are writing aids available for use?	Yes		Any WIOA team member, also templates for resumes and other common work writing task/examples
3.5	Are noise cancelling headsets available for use?	No	Yes	Further investigate
3.6	Is a note taker available to assist customers in the center?	Yes		Any WIOA team member
3.7	Are recorded texts available for use?	No	Yes	Look to State of Iowa Library to assist with conversion as needed / IVRS or IDB can assist

What additional resources do you need to provide accommodations to customers who have learning difficulties?

Training on technology noted above. IVRS can provide via AT Specialist specific training on range of applications.

Additional training for WIOA team members on learning disabilities and range of needs.

Section 4: Accommodations for customers who have speech difficulties.

	Are the following accommodations available in the one-stop center?	YES/NO	If no, do you need this? YES/NO	Names of staff who are comfortable providing this
4.1	Is a voice amplifier available to customers?	No	Assess need	
4.2	Customer can hand-write or type responses to staff	Yes		Any WIOA team member
4.3	Questions asked in a way that customer can answer with short responses or a nod of the head	Yes		Any WIOA team member

What additional resources do you need to provide accommodations to customers who have learning difficulties?

Training for staff in serving persons with speech impairments, understanding the varying types and resources to support their access of workforce services.

Section 5: Accommodations for customers who have mobility limitations.

	Are the following accommodations available in the one-stop center?	YES/NO	If no, do you need this? YES/NO	Names of staff who are comfortable providing this
5.1	Is seating available for individuals who are waiting in lines and cannot stand for long periods of time?	Yes		**Any WIOA team member**
5.2	Are seating areas configured to allow adequate space for individuals in wheelchairs?	Yes		**Any WIOA team member**
5.3	Are wheelchair(s) available in the center for individuals with mobility limitations?	**No**	**Yes**	

What additional resources do you need to provide accommodations to customers who have mobility limitations?

Understanding of ADA principles to support understanding behind accessibility features and practices.

Glossary of Terms:

ASL: American Sign Language is a complete, complex language that employs signs made by moving the hands combined with facial expressions and postures of the body.

CART: Computer-Aided Real-Time Transcription is the instantaneous translation of the spoken language into English text and displayed in various forms, such as an individual's computer monitor. The two most commonly used types of CART are:

- **Onsite CART** can be provided for meetings, classes, training sessions and special events.
- **Remote CART** is exactly the same as onsite CART except the provider is in a remote location and listens to an event through the use of a telephone or Voice Over Internet Protocol, commonly referred to as VoIP, which requires a wireless microphone or a telephone line.

Magnification Software: Special software programs that allow an individual to magnify what is shown on the computer screen. Most of these programs allow users to:
- increase the size of the image on the screen
- change the color of the background and the type
- select enlarged or different color cursors and arrows
- have the computer speak in addition to enlarging what is on the screen

Optical Reader: An optical reader is a device found within most computer scanners that captures visual information and translates the image into digital information the computer is capable of understanding and displaying.

Qualified Reader: A qualified reader is an individual who is able to read effectively, accurately, and impartially using terminology common to the targeted audience or individual, known as specialized vocabulary.

Reading Pen: A pen that scans a word or a sentence and reads the text aloud.

Screen Reader Software: Software that enables a user to hear the text that is displayed on the computer's monitor.

Secondary Auditory Programs: A secondary audio program (SAP) is an auxiliary audio channel for analog television that can be broadcast or transmitted both over-the-air and by cable television.

SEE: Signed Exact English is a sign language system that represents literal English.

Talking Calculator: A device that provides speech access to a calculator.

TTY: A TTY is a special device that lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate, by allowing them to type messages back and forth to one another instead of talking and listening. A TTY is required at both ends of the conversation in order to communicate.

Voice Amplifier: Voice amplifiers are devices an individual can wear or carry that are used to increase the loudness level of the user's voice.

VRI: Video Remote Interpreting is a form of sign language interpreting that allows people who are deaf or hard of hearing to communicate with a hearing person at the same site via videoconferencing instead of live, on-site interpreting. Videoconferencing equipment is required at both locations.