WORKFORCE DEVELOPMENT BOARD OF SOUTHEAST MISSOURI

www.job4you.org

1021 Kingsway, Suite 1
Cape Girardeau, MO 63701

Phone: 573.334.0990

ACCESSIBILITY POLICY

(DISABILITY)

In compliance with Federal requirements of the Americans with Disabilities Act (ADA), it is policy that Missouri Job Center team members must not directly or indirectly deny a qualified individual with a disability the opportunity to participate in or benefit from the aid, benefits, services or training based on disability. Additionally, steering individuals with disabilities to a certain occupation, partner agency, or training program based solely on their disability is not allowed and considered illegal. Staff members may consider the individual circumstances, needs, and assessment results to assist the customer with finding a career path that matches with their employment goals and leads to self- sufficiency.

- Each Job Center is required to maintain specific Assistive Technology including: Window Eyes Screen Reader, Zoom Text, Big Keys I-X Keyboard, Trackball Mouse, Phone Amplifier, and UbiDuo (Face to Face Communication, TTY, and Relay Service. Annual reviews of ADA equipment in our offices, ensuring proper function and training in the use of the equipment, are ways we attempt to increase the value of our services to individuals with a disability. The State of Missouri contracts to provide interpretive
- American Sign Language (ASL) services at all locations upon request. The Missouri Department of Higher Education and Workforce Development has a contract that can be used to request ASL services. Specifics for these services are found at: https://bbs.mo.gov/dwdeo
- A partnership with the Missouri Rehabilitation Services for the Blind, allows Missouri to provide each Job Center with the EO Notice in Braille and "large print" formats for the individual customers with low vision or who are blind.
- Religious accommodation. For purposes of religious accommodation only, “undue hardship” means anything more than a de minimis cost or operational burden that a particular accommodation would impose upon a recipient.
- Language interpreting for any customer who needs or requests an interpreter can be found with link below. If you have any questions, please contact your Local EO Officer. https://jobs.mo.gov/sites/jobs/files/media/pdf/2022/07/sign_language_interpreter_desk_aid_checklist_user01-2020.pdf

No qualified individual with a disability may be excluded from participation in, or be denied the benefits of a recipient’s service, program, or activity or be subjected to discrimination by any recipient because a recipient’s facilities are inaccessible or unusable by individuals with disabilities. Recipients must also comply with physical accessibility standards specified in regulations implementing Title II and Title III of the ADA, if applicable, and Section 504 of the Rehabilitation Act.

To Ensure Programmatic Accessibility to individuals with disabilities:

Effective: 2015; Revised May 2020; Reviewed April 2024; Revised September 2025, Revised April 2026, Revised November 2026.

- Reasonable accommodations will be made in services and procedures when necessary. Programs must be operated so that they are readily accessible to and usable by the individuals with disabilities in the most integrated setting. Communications with persons with disabilities must be as effective as communications with other individuals without a disability. Reasonable accommodations will be made in policies, practices or procedures when modifications are necessary to avoid discrimination on the basis of disability, unless making the modifications would fundamentally alter the nature of the service, program or activity. A reasonable accommodation that would cause an undue hardship could be denied.
- Staff members have been encouraged to seek out resolutions for any reasonable accommodations that do not result in a funding cost and to act upon those requests immediately without the need of supervisor approval. Any request that would result in a funding cost should be requested on the Southeast Accommodation Request Form.
  The Accommodation Request, Form, and Appeal Form are all located on the Southeast Workforce Development Website www.job4you.org under Equal Opportunity.
- Staff are trained on a continuous basis on Equal Opportunity related topics including Disabilities and addressing the needs of individuals with disabilities. One Stop Centers in the local area are encouraged to reach out and attend meetings with other area resources and other agencies for opportunities to inform employees of multiple agencies about the resources in the area.

The Southeast Workforce Development Board, One-Stop Operator, WIOA Partners, and all SE WDB Staff Members will comply with WIOA Section 188, Nondiscrimination and Equal Opportunity Policies, and SE WDB Accessibility Policies.

Local EO Officer:

Trence James
State Local Level-EO Representative & Rapid Response Coordinator
Department of Higher Education & Workforce Development
3757Harry S. Truman Blvd, St. Charles, MO 63301
Work Cell: (816) 804-2956| trence.james@dhewd.mo.gov |
https://dhewd.mo.gov/ | MO Relay Services 711

Effective: 2015; Revised May 2020; Reviewed April 2024; Revised September 2025, Revised April 2026, Revised November 2026.