



POLICY

CATEGORY:	Quality Assurance	No: 5.0.102.03
TITLE:	Equal Opportunity Accessibility Monitoring	
SUPERSEDES:	5.0.102.02 dtd 2/28/2014	
EFFECTIVE:	February 21, 2019	
BOARD APPROVAL:	February 21, 2019	
DATE REVIEWED:	Dec. 13, 2018	

I. PURPOSE:

To provide Workforce Solutions of the Coastal Bend (WFSCB) professionals with the policy and procedures necessary to ensure customers with disabilities have access to WFSCB facilities.

II. DEFINITIONS:

Board – Coastal Bend Workforce Development Board

Equal Opportunity Officer – Responsible for ensuring WFSCB professionals are trained to comply with this policy; coordinating the recipient's obligations and compliance activities under the nondiscrimination and equal opportunity provisions of WIOA and for providing oversight and monitoring of adherence and compliance with this policy.

Service Providers – Responsible for the delivery of workforce services in accordance with applicable laws, rules, Board policy and the terms of the contract.

III. POLICY STATEMENT:

In accordance with Section 188 of the Workforce Innovation and Opportunity Act (WIOA), Americans with Disabilities Act (ADA) of 1990, Americans with Disabilities Act Amendments Act of 2008 (ADAAA), Section 504 of the Rehabilitation Act, as amended; Title VI of the Civil Rights Act of 1964, as amended, including additional state and federal laws and regulations, The Board's Equal Opportunity Officer or his designee will conduct annual equal opportunity and accessibility monitoring reviews for programmatic and physical accessibility compliance at all WFSCB facilities. The Services Provider's designated Career Center Manager at each WFSCB facility will provide the necessary training to ensure staff is capable of meeting the needs of customers. Career Center Managers will monitor compliance and accessibility on a daily basis to ensure the programs and facilities are in compliance with this policy.

IV. PROCEDURES:

The Equal Opportunity Officer will conduct monitoring reviews of the full service and satellite centers in the area to ensure compliance with the applicable laws, rules and Board policy. An annual equal opportunity accessibility monitoring review will assess compliance.

a. Board Role & Responsibilities

The monitoring will be conducted in accordance with guidelines issued by the applicable funding sources and TWC. The equal opportunity accessibility monitoring survey developed by the TWC monitoring department will be utilized to ensure program operations, physical and programmatic accessibility are in compliance with:

- 1) Federal/state/local laws, regulations, policies, procedures and other authoritative directives.
- 2) Contractual and grant requirements.
- 3) Overall goals of delivering quality universal accessible services effectively and efficiently.

The Board EO Officer will ensure equal opportunity and nondiscrimination monitoring requirements are conducted as referenced at WIOA 29 CFR §38.31 through §38.33. The Equal Opportunity Officer will use, at a minimum, the following tools as a part of the equal opportunity and nondiscrimination monitoring requirements:

- WIOA Section 188 Checklist
- EO Accessibility 2012 TAS Checklist

The Board EO Officer will ensure all required EO posters are current and posted in the proper areas.

b. Service Provider Role & Responsibilities

The service provider will conduct reviews of their respective site(s) to ensure on-going compliance and accessibility. Any deficiencies must be communicated to the Board with a timeline for resolving these issues. The service provider's review must include the following:

1. **Will** conduct a walk through to ensure the building is safe and free of barriers that would prevent someone with a disability from entering or moving about the building. Care must be taken to prevent creating hazards or obstructions which result in barriers.
2. **Will** ensure trained personnel are available to assist customers requesting special accommodations and/or requesting auxiliary aids.
3. **Will** provide the following tag line on any printed media advertising programs and/or services underwritten with WIOA funding:

Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities.

Relay Texas: 1-800-735-2989 (TDD) and 1-800-735-2988 or 7-1-1 (Voice).

4. **Will** ensure all new employees take the Equal Opportunity training within 90 days of the date of

hire.

5. **Will** be responsible for conducting equal opportunity training to their employees/staff member. The Board EO Officer will provide any assistance or Technical Assistance (TA) upon a written request for training from the contractor or the site manager.

c. Monitoring Review Schedule

As required by Section 188 of the WIOA and 29 CFR 38, the Monitoring Plan requires an annual review of all Board full service and satellite centers as listed below:

Full Service Centers:

1. Alice Workforce Center, 704 Coyote Trail , Alice, TX
2. Beeville Workforce Center, 3800 Charco Road, Beeville, TX
3. Kingsville Workforce Center, 1814 S. Brahma Blvd., Kingsville, TX
4. Sinton Workforce Center, 1113 E. Sinton St., Sinton, TX
5. Staples Workforce Center, 520 N. Staples, Corpus Christi, TX
6. Sunrise Mall Center, 5858 SPID Suite 1, Corpus Christi, TX

Satellite Center:

1. Falfurrias Office, 221 Calixto Mora Ave., Falfurrias, TX

V. RELATED POLICY INFORMATION:

Workforce Innovation and Opportunity Act (WIOA) of 2014, Public Law 105-20 August 7, 1998
Federal Register: November 12, 1999 Part II 29 CFR Part 38 Title VI of
the Civil Rights Act 1964, as amended
Section 504 of Rehabilitation Act of 1973, as amended
Architectural Barriers Act Article 9102, Texas Civil Statutes Prepared and Administered by the
Policies and Standards Divisions Architectural Barriers Section Adopted by the Commission
December 17, 1993 – Effective April 1, 1994

VI. RESPONSIBILITIES:

Board President/CEO – Responsible for the Board's adherence to all applicable laws and rules with respect to this policy.

Equal Opportunity Officer – Responsible for ensuring all WFSCB professionals are trained to comply with this policy; coordinating the recipient's obligations and compliance activities under the nondiscrimination and equal opportunity provisions of WIOA; and providing oversight and monitoring adherence and compliance with this policy.

Service Providers – Responsible for the delivery of workforce services in accordance with applicable laws, rules, Board policy and the terms of the contract.

VII. FORMS AND INSTRUCTIONS:

WIOA Section 188 Checklist
EO Accessibility 2012 TAS Checklist
Workforce Solutions Site Selection

VIII. DISTRIBUTION:

Board of Directors Board Staff Service Provider Staff


IX. SIGNATURES:



Reviewed by EO Officer



Date



President/CEO



Date