



VIRGINIA BOARD OF WORKFORCE DEVELOPMENT

Policy Area: Administrative Provisions	
Title of Policy: Services to Individuals with Disabilities	Number: 600-03, Change 1
Effective Date: July 1, 2021	Review by Date: June 2024
Approved Date: June 17, 2021	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 Virginia Career Works (VCW) 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 Virginia Career Works service delivery system.

III. References

- Workforce Innovation and Opportunity Act of 2014 (Pub. L. 113-128)
- Department of Labor-Employment and Training Administration 20 CFR, Parts 603, 651- 658, 675-688
- 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 Board of Workforce Development Policy Number 300-06, Change 1, *One-*

Stop Certification Process

- Virginia Workforce Letter 20-08, *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 the use of assistive technology, into the continuum of workforce services available through the local Virginia Career Works System for individuals with disabilities and other barriers to employment. This continuum includes not only the products and services delivered through the physical presence of the comprehensive and affiliate VCW Workforce Centers, but also through all electronically/virtually delivered products and services.

In accordance with the Virginia Combined State Plan, the Accessibility Task Force plays an advisory and support role in the implementation of physical and programmatic accessibility within the Virginia Workforce Network. The Accessibility Task Force is made up of partners from WIOA Titles I-V, LWDA, Non-Profits, and Other Interested State and Local Agencies and Workforce Partners who contribute to the vision that Accessibility is for everyone. The Taskforce is currently focused on assisting the workforce system members with information sharing, training, and assisting with the design of products/activities that are accessible for all, even those who are not formally VR customers, such as those with Limited English Proficiency. The goal is improved outcomes through creating a positive impact for all customers.

To meet this requirement and other goals of the programs authorized under WIOA, the partners within the Virginia Career Works system shall work together to 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 (for example: co-enrollment and shared customers);
- Virginia Career Works 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, including resource coordination (Integrated Resource Teams) and braiding of differing funding streams;

- 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;
- 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 individuals with disabilities;
- VR state grant programs shall engage employers in partnership with the local Business Services Teams to improve participant employment outcomes (supporting single point of contact, serve as members, coordinating engagement and education of businesses);
- All WIOA Partners will coordinate to ensure opportunities for shared clients are accessible (such as making apprenticeships, OJTs, etc. physically and programmatically accessible); and
- Students with disabilities shall receive 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 (share customers not just sharing space);
- Assisting partners with moving beyond auto referrals to the Vocational Rehabilitation Agencies so customers attached to all relevant partners within the system are the outcome;
- Working with the partner agencies to address virtual access collectively by working together to provide regular training to support system partners' staff in the identification and delivery of services to individuals with disabilities; and
- Educating partners on the definition of and need for programmatic and communication accessibility (For Example: providing interpreters in a timely manner).

V. Procedures

LWDBs shall establish priorities, policies, and procedures to implement and monitor physical, programmatic, and communication accessibility throughout the LWDA's workforce service delivery system in accordance with this policy. The LWDA Local Plan shall also include the accessibility priorities and policies established by the LWDB.

At a minimum, LWDBs are responsible for having policies and procedures establishing the universal accessibility of their workforce services and defining how information on accessibility of workforce programs will be made available to consumers and the public.