

**The OneWorkSource Center Reasonable Accommodation Procedure**

PURPOSE: The purpose of this procedure is to implement the requirements of Section 188 of the Workforce Innovation and Opportunity Act (WIOA) and the implementing regulations pertaining to the provision of reasonable accommodations, making reasonable modifications to policies, practices, and procedures and the provision of auxiliary aids and services to qualified individuals with disabilities. Qualified individuals with disabilities will be given a meaningful opportunity to participate in and benefit from aid, benefits, services, or training, including core, intensive, training, and support services. This includes the adoption of effective communication strategies for applicants, participants, and the general public with a wide range of physical, perceptual, communication and cognitive abilities. The objective is to ensure that universal access is a reality for all persons interested in participating in programs, projects and activities offered by and contracted through the OneWorkSource Career Centers, including persons with disabilities. This procedure will ensure:

1. Staff assesses the needs of all customers
2. Staff identifies the partner agencies that provide the needed services
3. Staff refer to the appropriate partner