

Disability Accommodations and Resources

Disability accommodations can be simple, but most importantly, they should be offered in response to any request or customer-identified need. Accommodations may require “thinking outside-of-the-box” or researching resources. Many resources for providing accommodations are available for Job Center staff. The following DWD issuance discuss a few of the many accommodations that can be offered to customers with a disability by staff. DWD Issuance 05-2011, Attachment 1, page 3 of 4, addresses disability accommodations for the Quick Guide Initial Assessment. Other possible accommodations and resources are listed for Job Center staff in this Disability Accommodations section.

The following is a quick summary of some of the assistive technology in the Job Centers that can be provided as an accommodation. Additional resources for accommodations are available from the DWD Disability Coordinator, Kristin Funk.

Customers who are Blind: ADA computer with Window Eyes (Screen Reader) software. This screen reader software will read aloud all text and symbols, icons and pictures that appear on the computer (website or software program). **To access the Membership screen and jobs.mo.gov, <CTRL> <SHIFT> <a> toggles the Browse Mode ON/OFF, to allow the customer to type their information on the website.**

Tip: Make certain that the ADA computer is logged on to the Network using the ADA logon to ensure that it receives all network updates. Have headphones available for anyone who chooses to use them.

Customers with Low Vision: ADA computer with large screen and Zoom Text (Screen Enlarger) software. This screen enlarger will adjust to magnify everything that appears on the screen as well as invert colors etc.

A Closed Circuit TV or “CCTV” is also available to enlarge the view of paper documents.

Customers who are Deaf: An American Sign Language (ASL) Interpreter should be provided for any customer who is deaf and requests this accommodation. Job Center staff should use the State of Missouri’s contract to obtain a licensed interpreter, under Statewide Professional Services Contracts, Communication and Support Services, Interpreting Services. An interpreter should be made available within 2-3 days of the request. Staff cannot “act as an interpreter” unless they are licensed, however, they may communicate directly using sign language to provide services as long as they are not “interpreting” for another staff.* See the Sign Language Interpreter Desk Aid and Checklist.

The TTY is a phone for the Deaf that can be used for outgoing calls using Relay Missouri. See the Assistive Technology Desk Guide.

Customers who are Hard of Hearing: The Ubi Duo is available to customers and staff communicating in addition to portable assistive listening system with microphone or a captioning or CART service available through the State Contract under Statewide Professional Services Contracts, Communication and Support Services, Court Reporting Services.

Customers with a physical disability: An adjustable height table is available for customers who use a wheelchair and need the table height adjusted. A trackball mouse is available for customers with limited dexterity or mobility.

Note: Many other accommodations can be made using all of the resources available to Job Center staff.

* RSMO 209.321.1

Staff are welcome to contact Kristin Funk, DWD Disability Coordinator at kristin.funk@ded.mo.gov or 573-751-1098.

For additional information about Missouri Division of Workforce Development services, contact a Missouri Job Center near you. Locations and additional information are available at jobs.mo.gov or 1-888-728-JOBS (5627).

Missouri Division of Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri TTY users can call (800) 735-2966 or dial 7-1-1.

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