

## PART 2: SERVICE ACCESSIBILITY

Accessibility Guidelines (Requirements for Accessibility Rating of “3”)	Rating	Action Needed to Improve Rating to a “3”
<b>STAFF EXPERTISE</b> One-Stop employees have been trained, and can demonstrate knowledge of these topics:		
<b>Disability Etiquette</b> — all staff understand how to communicate effectively with persons with disabilities.		
<b>Major types of disabilities</b> & impact on job performance -- all client-contact staff have a basic understanding of how disabilities may limit a person’s ability to perform job tasks.		
<b>Skills Assessment</b> Intake/Eligibility Specialists & Case Managers are adept at assessing client’s current skills, identifying additional training or preparation needed.		
<b>Career Planning</b> Case Managers & Job Developers are skilled in assisting clients to select target careers and prepare for success.		
<b>Job Development &amp; Retention</b> - Job Developers & Job Retention Specialists can assist job seekers in finding good jobs and succeeding on the job.		
<b>Job Accommodation Strategies</b> -- Case Managers, Job Developers, & Job Retention Specialists understand strategies for selecting and maintaining appropriate workplace accommodations.		
<b>Access to Resources</b> – Case Managers, Job Developers know how to obtain outside services to aid participants’ job search (eg, sign language interpreters, counseling, training)		
<b>Employer Financial Incentives</b> – Case Managers, Job Developers are aware of financial incentives and how to obtain them for employers who hire workers with disabilities.		
<b>ORIENTATION</b>		
During orientation, <b>attendees are informed that the One-Stop serves people with disabilities.</b> Instructions are provided for requesting special accommodations, such as personal assistance or materials in an alternative format. One-on-one orientations are available.		
<b>Handouts, forms and other printed materials</b> are also available in adaptive formats such as: enlarged print, Braille, audiotape, and computer disk.		
<b>Videos</b> are closed-captioned for deaf and hearing impaired.		
<b>PowerPoint presentations</b> employ minimal graphics, high-contrast lettering/backgrounds, and no distracting patterns.		
<b>Room lighting</b> is adequate to allow persons who are deaf and hearing impaired to lip-read and read signing.		
<b>Assistive Listening Devices (ASL’s)</b> are available to transmit sound directly to personal hearing aids. <b>(Not required, but recommended).</b>		
<b>Staff members are available</b> to read materials, assist with completion of forms, and provide other assistance as required.		

<b>RESOURCE CENTER</b>		
<b>Public Telephones</b> – at least one phone is wheelchair-accessible, has volume control (hearing aid compatible), and handset cord min. 29" in length. Phone books are located within easy reach.		
<b>TTY/TDD</b> – (2): 1 in reception area and 1 in Resource Center for public use. One should be on a dedicated phone line, and available staff member is trained in proper use.		
<b>Fax machines &amp; copiers</b> are accessible and staff assistance is available.		
<b>Scanner</b> available to scan documents for computer access		
<b>Braille</b> available to convert printed documents to Braille		
<b>Computer Workstations</b>		
Large screen high-resolution monitor (19"- 21") is available for vision impaired.		
<b>Black &amp; white labels on keyboard</b> to enlarge key labels for easier identification.		
<b>Height-adjustable workstation</b> OR accessible station: Minimum 30" X 48" clear floor space Desk height minimum 28" & maximum 34" Knee clearance 27" high, 30" wide and 19" deep		
Footrests <b>are available upon request.</b>		
<b>Ergonomic chair</b> is available with instructions for proper adjustments, or staff can assist with adjustments.		
<b>Keyboard Key Guards</b> are available.		
<b>Adjustable keyboard/mouse tray</b> is installed at selected stations.		
<b>Ergonomic keyboard</b> is available.		
<b>Ergonomic mouse</b> is available.		
<b>Headphones for computer</b> are available.		
<b>Tape recorder with headphones</b> is available.		
<b>Rack Ball or Glide Pad Mouse</b> is available.		
<b>Glare guards</b> are installed on selected monitors		
<b>Resource Center staff</b> will assist participants to enlarge icons, change patterned backgrounds, adjust or disable sound. Staff can turn on/off built-in accessibility features.		
<b>Task Lighting</b> is available to illuminate printed materials		
<b>Hand/Stand Magnifier with light</b> is available to read printed materials.		
<b>Copy stand/holders</b> are available throughout Resource Center.		
<b>Mylar overlays</b> are provided to facilitate reading for those with cognitive/learning-disabilities.		

<b>Software Accessibility</b>		
<b>Keyboard equivalents</b> or “hot keys” are available in place of all mouse actions.		
<b>Easy to read instructions</b> are available on keyboards or “hot keys”		
<b>Arrow keys</b> can be used to navigate through menu and tool bars		
<b>Pressing the ENTER key or space bar</b> will select desired item		
<b>There are text equivalents</b> for all icon functions or icon selections on the menu, tool bar and format bars		
<b>Desktop wallpaper</b> is free of patterned backgrounds or pictures		
<b>Participants can override</b> or disable flashing, rotating, or moving displays		
<b>Screen reading software</b> is installed on at least one computer and staff is been trained in its use.		
<b>Magnification software</b> is installed on at least one computer and staff is trained in its use.		