

## TRIDENT

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### Trident Workforce Investment Board Workforce Investment Act

#### NON-DISCRIMINATORY AND ACCESSIBILITY POLICY

**TO:** SC Works Trident Operator and Youth Contractors

**ISSUANCE DATE:** August 12, 2014

**EFFECTIVE DATE:** Immediately

**SUPERSEDES:** N/A

**SUBJECT:** Non-Discriminatory Policy in the Treatment of Customers with Disabilities and Program Accessibility

**PURPOSE:**

To provide guidance in adhering to State Instruction Letter 99-04, 00-08 and 00-09

**BACKGROUND:**

Section 188 (a) (2) of the Workforce Investment Act states in part that no individual shall be excluded from participation in, denied the benefits of, subjected to discrimination under , or denied employment in the administration of or in connection with, any such program or activity because of race, color, religion, sex, national origin, age, disability, or political affiliation or belief. Regulation implementing the nondiscrimination and equal opportunity requirements under WIA, 29 CFR Part 37, Section 37.42 states in part that WIA Title I - financially assisted programs recipients, subrecipients and service providers must take appropriate steps to ensure that they are providing universal access to their programs and activities.

**POLICY:**

In order to comply with the Workforce Investment Act and Instruction Letters from the South Carolina Department of Employment and Workforce (SCDEW), the SC Works Trident region will adhere to all Federal laws regarding program accessibility, universal access and confidentiality of Equal Opportunity (EO) records.

**PROCEDURES:**

SC Works Trident Operator, Staff and Contractors will follow the procedures as outlined below:

- No Customer may be denied enrollment in the WIA program on the basis of physical or mental disability.
- All subrecipients or service providers will make efforts to develop programs which contribute to occupational development, upward mobility and development of new careers and opportunities for nontraditional employment.
- Universal access shall be provided to all customers.

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- Auxiliary aids and services shall be made available upon request to individuals with disabilities.
- Basic Assistive Technology shall be made available in all SC Works Trident Centers
- SC Works Trident Operator, Staff and Contractors shall ensure that information is only used for the purpose of record keeping, reporting, determining eligibility, or financially assisted program activities.
- Any information that could lead to identification of a particular individual's medical or other confidential information such as background, driving record or other personal information must be kept confidential.
- Confidential Records are to be stored in a separate location from the hard file and stored in a locked file cabinet or drawers.
- Confidential records of exited cases must be stored separate in locations from the hard file and in a locked file cabinet or drawers. The confidential file should be labeled with the customer's name and state id.
- Access to confidential file folders should be limited to:
  - For Active Cases, the current Workforce Specialist, Immediate Supervisor and/or Center Manager
  - Exited cases should be limited to Center Manager and Office Manager maintaining the storage of such files.
- It is required that reasonable accommodation be provided to employees and customers with disabilities. Reasonable accommodation includes a broad range of adaptations to the manner or circumstances in which a service activity is performed, an interview conducted, etc.
- All requests for reasonable accommodations should be directed to the immediate supervisor and/or the Center Manager to coordinate the accommodations needed. If funding is involved, the appropriate financial staff should be contacted and included in the accommodation request.
- Center Operator, Staff or contractor may ask someone for medical documentation when the disability and/or need for reasonable accommodation is not obvious.
- Reasonable documentation establishes the person has an actual, current disability, and the disability necessitates a reasonable accommodation. Center Operator, Staff or contractor may require the documentation comes from an appropriate healthcare provider or rehabilitation professional.
- Additional Information on EO Compliance is provided in the attached training outline provided by SC DEW.



Ronald Mitchum, Executive Director  
BCDCOG

August 12, 2014

Date