Program: **Training Resources for Serving Customers with Disabilities**

Subject: **Training, Assistive Technology, and Accessibility**

Date: **January 17, 2018**

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The Workforce Innovation and Opportunity Act (WIOA) requires that services for individuals with disabilities be improved by increasing access to high-quality workforce services that prepare individuals with disabilities for competitive, integrated employment.

Under WIOA, workforce centers must provide physical and programmatic accessibility to employment and training services for individuals with disabilities. This Technical Assistance (TA) Bulletin provides Local Workforce Development Boards with resources to assist in meeting this requirement.

This bulletin provides information about the following:
- National Center on Workforce and Disability (NCWD) resources for One-Stop systems
- Training resources for serving customers with disabilities
- Learning to use assistive technology (AT)
- Making digital resources and content accessible

Resources from the National Center on Workforce and Disability

Many of these articles and webinars can be found on the NCWD website.

Access for All—A Resource Manual for Meeting the Needs of One-Stop Customers with Disabilities
This comprehensive manual is designed to assist One-Stop systems in meeting the needs of individuals with disabilities.

Universal Design for the Workforce Development System Toolkit
Universal Design for the Workforce Development System is a collection of tools, online training modules, and best-practice findings from the field, all of which are designed to promote a workforce development system that is both responsive to local needs and realities, and able to meet the needs of its diverse businesses and job-seeking customers. Together, these tools offer a comprehensive system evaluation and new curricula, which employers can customize to best meet their state and local needs.

Strategies and Practices for Effectively Serving All One-Stop Customers: A Framework for Systems Change

The "Framework" is designed to assist personnel and leaders in one-stop centers and other organizations in the workforce investment system to respond to the needs of an increasingly complex employer and job-seeker customer base. It describes universal strategies and specific practices that have been used successfully in workforce investment organizations to bring about systems change and to enhance employment opportunities for all job seekers.

Training Resources

People-First Language
People-first language is used to speak appropriately and respectfully about an individual with a disability. People-first language emphasizes the individual first, not the disability.
- Poster: Communicating With and About People with Disabilities
- TWC Computer-Based Training (CBT): People-First Language

TWC Classroom Training
For more information or to register for TWC classroom training, contact training.development@twc.state.tx.us.
- *Access for All—Serving Customers with Disabilities in Texas Workforce Solutions Offices* (course code: PACCAL)
  Topics covered include:
  - basic facts, myths, rights, and etiquette guidelines for communicating with customers who have different needs and strengths;
  - making Workforce Solutions Offices accessible for all customers;
  - resources and funding streams for support services and employment accommodations; and
  - the impact of employment earnings on Supplemental Security Income and Social Security Disability Insurance beneficiaries.
- *Mental Health First Aid©* (course code: YCA098)
  This course teaches how to offer "first aid" to an individual who is dealing with a mental health emergency and how to offer support to an individual who appears to be in emotional distress.

Custom Training
Coalition of Texans with Disabilities (CTD) focuses on governmental advocacy, public awareness activities, and professional disability consulting. CTD's consulting services include interactive trainings and workshops.

Assistive Technology

Common Tools
There are many assistive technologies available for individuals with disabilities. Vendors usually offer training for their products. Below are some examples of popular AT products:
- JAWS and MAGic

Freedom Scientific makes video magnifiers, braille displays, screen-magnification software, and the screen reader JAWS (Job Access with Speech). These products provide access to print and computers for individuals with blindness, low vision, and/or learning disabilities.

- [ZoomText](#)
  Ai Squared makes ZoomText, a magnification and reading program for Windows, tailored for low-vision users. ZoomText enlarges and enhances everything on the computer screen, echoes typing and essential program activity, and automatically reads documents, web pages, and e-mail.
- [UbiDuo](#)
  sComm's UbiDuo products facilitate face-to-face communication among deaf, hard-of-hearing, late-deafened, and hearing individuals.
- [Sorenson Video Relay Service](#) (SVRS)
  SVRS is a provider of VRS and videophones for individuals with hearing impairments.

Resources to Learn More About Assistive Technology
- Developed by American Foundation for the Blind, [Assistive Technology,](#) is a video overview of AT for visually impaired individuals.
- Oklahoma ABLE Tech at Oklahoma State University offers an [extensive video collection](#) about AT.
- [Texas Technology Access Program](#) (TTAP), from the University of Texas at Austin, develops programs to improve access to, advocacy for, and awareness of AT, and provides information and demonstrations of AT to advocates, employers, and educators.
- [TTAP](#) demonstration centers provide general assistive technology, computer access, and portable computer access demonstrations. Demonstrations are available to customers and their family members, employers, and educators.
- [Association of Assistive Technology Act Programs](#) webinar series provide a wide range of live training webinars and recorded training videos.
- [American Foundation for the Blind](#) provides information and computer-based training on the latest adaptive technology for individuals who are blind.

Making Digital Content Accessible

The Texas Governor's Committee on People with Disabilities offers online learning modules for making Word, PowerPoint, and Excel documents accessible: [Creating Accessible Microsoft Office Documents.](#)

[WebAIM](#) (Web Accessibility in Mind) at the Center for Persons with Disabilities at Utah State University provides articles, videos, and training on web accessibility, as well as other resources. WebAIM hosts the [Web Accessibility Evaluation](#) (WAVE) tool, which can check accessibility for any web page.

Texas Workforce Commission's (TWC) Training and Development department offers a one-day classroom training on making Word documents accessible:

- *Office 2016: Word Accessibility* (course code: MWDA16)
  This is a basic, hands-on course that includes demonstrations of AT and teaches students how to produce documents that comply with TWC Electronic and Information Resources (EIR) Accessibility Policy, state and federal accessibility laws and rules, and accessibility best practices. For more information or to register for TWC classroom training, contact training.development@twc.state.tx.us.

Additionally, TWC's Accessibility team offers training and assistance to make documents, web content, and applications accessible. For more information, contact the Accessibility team at accessibility@twc.state.tx.us.

Please distribute this information to appropriate staff.

Send inquiries regarding this TA Bulletin to wfpolicy.clarifications@twc.state.tx.us.