

March 6, 2002

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| DIRECTIVE: | JOB CORPS INFORMATION NOTICE NO. 01-19 |
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TO: ALL JOB CORPS NATIONAL OFFICE SENIOR STAFF
ALL JOB CORPS REGIONAL DIRECTORS
ALL JOB CORPS CENTER DIRECTORS
ALL JOB CORPS CENTER OPERATORS
ALL NATIONAL TRAINING AND SUPPORT CONTRACTORS

FROM: RICHARD C. TRIGG
National Director
Office of Job Corps

SUBJECT: Communicating Effectively with People with Disabilities

1. Purpose. To provide information and resources for communicating effectively with people with disabilities.
2. Background. In 1999 the national office announced the Job Corps disability initiative (Program Instruction 98-20). A task in this initiative was to provide technical assistance to centers and contractors on how to obtain documents in accessible format (e.g., large and electronic print, Braille, audio recordings). In addition, federal regulations (29 CFR 37.9 and 29 CFR 33.11) require Job Corps to ensure that communications with persons with disabilities are as effective as communications with others.

To ensure effective communication, Job Corps is required to inform individuals of the availability of appropriate auxiliary aids or services and provide such aids on request. Commonly requested auxiliary aids or services may include accessible print formats, text telephone (TTY), amplified telephone receiver, assistive listening systems, interpreters and readers. Attachment A is a chart of auxiliary aids/services, their purpose and estimated cost.

Auxiliary aids or services requested by applicants/students are reasonable accommodations and should be requested through the center's/contractor's reasonable accommodation process (Program Instruction 00-08).

Attachment B is a list of resources for obtaining auxiliary aids/services. Additional resources and information are available on the Job Corps disability tutorial, www.jobcorpshealth.com/disability.

3. Action. Each center/contractor should:

- Develop accessible format policy and procedures to ensure that requests are handled properly and in a timely manner
 - Designate a staff person to coordinate process
 - Contact vendors (e.g., interpreters, large print vendors, audiotape production house, Braille transcription service) to determine services available
 - Develop written agreements with vendors for responding quickly to requests
- Include a statement on all basic materials (e.g., recruitment materials, forms, handbooks, etc.) such as “document available in accessible format upon request” followed by a contact number and a TTY or relay service number.

4. Expiration Date. Until superseded.

5. Inquiries. Direct any inquiries to Barbara Grove, RN, at (202) 693-3116, or email to BGrove@doleta.gov,

Attachments:

Attachment A- Commonly Requested Auxiliary Aids/Services

Attachment B- Auxiliary Aids/Services Resources