

STAFF TRAINING

STAFF TRAINING
(Serving Customers with Disabilities)

The State EO/LWIB EO and Partners have developed appropriate training and communication for One Stop Center staff to help ensure that violation do not occur because of lack of knowledge. The Staff Training and Communication are designed to occur on an ongoing basis, since employees change continually. New employees will be routinely familiarized with their part in ensuring continued compliance.

**PLANS FOR AUXILIARY AIDS THAT WILL BE
USED FOR TESTING AND CERTIFICATION**

The State EO/LWIB EO and Partners have designed programs to meet needs and common employment barriers such as procedures for identifying those with hidden disabilities through appropriate screening diagnostic testing.

The State EO/LWIB EO goals are to:

- Develop a tool to screen applicants during the comprehensive evaluation phase for potential invisible or undocumented disabilities to facilitate appropriate referral for evaluation and follow-up for services/training as necessary.
- Train One-Stop staffs on how to use the tool effectively.
- Develop method of providing diagnostic testing/assessment to include an assistive technology evaluation.
- Develop a network of professionals to serve as a resource for One-Stop staffs to ask questions or receive technical assistance.
- Develop materials to educate One-Stop staffs on the common barriers to employment for people with a disability.
- Explore options to screen for a hidden disability for those who cannot read, or who cannot read as a consequence of their disability.

The EO Staff will utilize the auxiliary aids and services that were listed in the One-Stop GUIDE to Accessibility and Accommodations of Persons with Disabilities.