

## 6. Access

A description of how the local board, working with the entities carrying out core programs, will expand access to employment, training, education, and supportive services for eligible individuals.

c. A description of how entities within the one-stop delivery system, including one-stop operators and the ARIZONA@WORK partners, will comply with section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities.

i. *Describe a system that includes compliance with Workforce Innovation & Opportunity Act (WIOA) Section 188, Title IV of Civil Rights Act of 1964, Section 504 of Rehabilitation Act of 1973, Age Discrimination Act of 1975 and Title IX of the Education Act of 1972, and the current State of Arizona Method of Administration (MOA).*

The [ARIZONA@WORK](#) system in Pima County has a designated Equal Opportunity (EO) Officer whose contact information is on signage posted throughout the [ARIZONA@WORK](#) Job Center facilities. All enrolled Title I participants receive EO information, including the contact information to file an EO complaint and sign to confirm that they have received and read the information. The EO Officer conducts annual accessibility inspections and consults with Arizona D.E.S. and with local community-based organizations, such as the Community Outreach Program for the Deaf (COPD) and Direct Center for Independence to learn how the job centers could become more accessible.

ii. *Reference policies in process.*

### [ARIZONA@WORK Job Centers in Pima County](#)

Pima County-operated [ARIZONA@WORK](#) Job Centers are subject to the Pima County Board of Supervisors Policies 21.1 [Equal Employment Opportunity](#) and 30.2 [Americans with Disabilities Act](#).

[ARIZONA@WORK](#) system [WIOA Equal Opportunity And Discrimination Complaint Procedure](#)

### [Pima Community College - Processes, Policies and Practices](#)

**Employees and Students:** Any College employee or student who believes he or she has been discriminated against on the basis of race, color, national origin, gender, age, religion, disability, sexual orientation or veteran status may contact the EEO/Affirmative Action/ADA office to file a complaint. The complaint must

be filed within 90 days of the last act of alleged discrimination which violated federal law, state law or College policy. The links below provide an overview of the steps included in the process and specific information on official College policy and practice.

[PCC Discrimination Complaint Process](#)

[PCC Standard Practice Guide 1501/AA](#) – Procedure for Complaints of Discrimination, Harassment and Retaliation

[PCC Administrative Procedure 3.46.06](#) – Complaint Procedure for Students with Disabilities

In addition, the College voluntarily applies the principles of Affirmative Action to guide and monitor its recruitment effort thereby fostering a diverse and qualified employee population in all areas of the College community.

[PCC Board Policy 5.10](#) – Equal Employment Opportunity, ADA, Non-Discrimination and Anti-Harassment (including Sexual Harassment)

**Arizona Superior Court in [Pima County Adult Probation Department](#)**  
[Documentation Requirements to Establish Coverage under ADA/504, Title II Physical/Systemic/Sensory Disabilities](#)  
[Access to Court Services by Persons with Disabilities Policy No: 203](#)

- iii. Describe how each access site identified in the plan will ensure compliance with all elements in the State’s MOA (i.e., Equal Opportunity and Americans with Disabilities Act requirements, including meeting LEP communication requirements).***

The Tucson D.E.S. offices have a computer resource area that is available for clients to use where clients are able to access the internet for job search. The Rehabilitation Services Administration (RSA) assists with meeting the accessibility needs of individuals with disabilities and to further help with ameliorating these accessibility limitations RSA has assistive technology available for clients to use such as a CCTV, video phone and UBIDUO. Additionally, RSA is located in D.E.S. locations and the buildings provide full accessibility for persons with disabilities. This includes physical access to the building, access to information and including information in accessible modes (e.g., large print, braille, etc.). RSA is committed to the principles and requirements of the ADA.

RSA is committed to provide quality services to members of the local community. RSA will have a staff member two times a week at the [ARIZONA@WORK](#) Job Centers in Pima County who will be available to meet

with potential clients for the Vocational Rehabilitation (VR) program. This staff member will be available to take client referrals, provide on-site orientations, and offer other services as needed. Additionally, RSA will also have a staff member at the ARIZONA@WORK Job Center's [Youth Employment Center](#). The RSA staff member will be available to provide youth with information regarding the RSA program, take referrals and facilitate orientations to youth interested in receiving services through RSA.

RSA will work collaboratively with the ARIZONA@WORK Job Centers by offering RSA clients who will be placed under OOS the option of being referred to a Center for employment related services. With approval of clients by signing a release of information, RSA will release evaluations to the Center such as psychological evaluations, functional capacity evaluations and other evaluations paid for by RSA that will further help the client meet the eligibility requirements through the Center. Additionally, RSA and the Center will work collaboratively by serving mutual clients simultaneously by utilizing each other's services as comparable benefits to better serve clients in reaching successful employment outcomes.

#### **Pima Community College (PCC) Equal Opportunity (EO) and Affirmative Action (AA).**

PCC is committed to an environment free of unlawful discrimination, harassment and retaliation. The College's commitment to EO principles encompasses both the letter and the spirit of the federal and state laws that prohibit discrimination in employment.

Retaliation against a person who has filed a complaint or who is cooperating with an investigation or participating in an investigation is also prohibited. Acts of retaliation may be grounds for disciplinary action up to and including termination of employment.

#### **PCC Access and Disability Resources (ADR)**

ADR works to open PCC's educational opportunities to the entire community, including those with disabilities, by supporting the creation of a College environment without physical, social, or academic barriers. At ADR we recognize that disability is an integral part of diversity and seek opportunities to advocate for and be a resource for inclusive design practices in facilities, communication, and instruction.

In accordance with the Americans with Disabilities Act (ADA) and the Rehabilitation Act of 1973, Section 504, no qualified person will be denied access to, participation in, or the benefits of, any program or activity operated by PCC because of disability. Visit

<https://www.pima.edu/current-students/disabled-student-resources/>

**Arizona Superior Court in Pima County Adult Probation Department**

The Arizona Superior Court in Pima County and the Adult Probation Department of which LEARN is a unit, not only complies with all federal regulations but goes above and beyond them in protecting the rights of employees and those who pursue employment with us. The most current version of the EO Plan and the Diversity Policy along with the Court's policy on ADA Accessibility are available to ARIZONA@WORK Job Center clients.

- iv. Provide contact information and identification of the local, state, and federal EO Officers. Explain how it's available in all facilities that are used to conduct WIOA Title I funded activities or trainings.*

**Local EO Officer**

ARIZONA@WORK Job Center  
Rosemary Cora-Cruz  
Equal Opportunity Officer  
Kino Service Center  
2797 East Ajo Way  
Tucson, Arizona 85713  
Telephone: 1-520-724-7700  
Email: [Rosemary.CoraCruz@pima.gov](mailto:Rosemary.CoraCruz@pima.gov)

**State WIOA EO Officer**

Arizona Department of Economic Security, Employment Administration  
Lynn Allen Nedella  
State WIOA Equal Opportunity Officer  
4000 N. Central Avenue, Suite 1550  
Phoenix, Arizona 85012 MD5771  
Telephone: 1-602-542-2487  
Fax: 1-602-542-2491  
Email: [LNedella@azdes.gov](mailto:LNedella@azdes.gov) or WIOAOfficer@azdes.gov

**Federal EO Officer**

U.S. Department of Labor  
Director, Civil Rights Center (CRC)  
200 Constitution Avenue NW Room N-4123  
Washington, DC 20210  
Telephone: 1-202-219-7026

- v. ***Include a discrimination complaint process that ensures that no individual is excluded from participation in or with a WIOA Title I funded activity, training or employment for any reason.***

The [ARIZONA@WORK](#) system in Pima County is in compliance with Section 188 WIOA Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38).

The [ARIZONA@WORK](#) system in Pima County prohibits discrimination against individuals in any program or activity that receives financial assistance under Title I of WIOA as well as by the [ARIZONA@WORK](#) system Partners listed in WIOA Section 121(b) and in the Executive Summary of this Plan, that offer programs or activities through the [ARIZONA@WORK](#) system.

The [ARIZONA@WORK](#) system prohibits discrimination because of race, color, religion, sex, national origin, age, disability, political affiliation or belief, or, for beneficiaries, applicants, and participants only, citizenship status or because of an individual's participation in a program or activity that receives financial assistance under Title I of WIOA.

ARIZONA@WORK system WIOA [Equal Opportunity And Discrimination Complaint Procedure](#).