

Element 4 – Universal Access (29 CFR 37.42)

Recipient's Obligation to Provide Universal Access to All WIA Funded Programs and Activities

PART A

The Workforce Investment Act (WIA) nondiscrimination regulations (29 CFR 37.42) require recipients to take appropriate steps to ensure that they are providing universal access to their WIA Title I-financially assisted programs and activities. These steps should contain efforts to ensure that an equivalent level of information in regards to aid, benefits, services and training is provided to all demographic groups, including: both sexes, various racial and ethnic groups, individuals with disabilities, and different age groups.

Recipients are expected to engage in specific outreach efforts targeted to members of various demographic groups by using a variety of media outlets and methods, to assure they provide universal access to services and to employment opportunities. Examples of meeting this requirement may include advertising the recipient's programs and/or activities in target media, sending notices about openings in the recipient's programs, and consulting with community service groups, which are further described in 29 CFR 37.42(a)(c).

Priority of services is determined at the local level LWIA based on criteria developed by the local workforce investment board. When considering "priority of service" in One-Stop settings, operators must consider the scope of the program or activity, and the size and concentration of the population that needs services (i.e., information in a language other than English). Based on these considerations, recipients must take reasonable steps to provide services and information.

1. Demographic Assessment

Information for the racial, ethnic, and gender populations in Hawaii, as well as data on individuals with disabilities, limited English proficiency (LEP), and different age groups, have been tabulated to assess the need for additional services. Specific data is provided to the local areas to assist in their diversity planning and services development (Exhibit A). The State of Hawaii population data has been updated using the 2000 Census data.

In addition, the Department conducts an annual LEP survey (Exhibit B) to project the changing trend of diversity in the LEP population. The data is used to help its agencies expand their community outreach and improve their services in areas that are found to be inaccessible by newly formed and/or developing ethnic groups.

2. **Community Outreach, Local Area Plans & Priority**

The State WIA Plan (Exhibit C, Sections IV & V) encourages local areas to perform outreach methods to specific target groups, including women, minorities, older individuals, people with limited English proficiency (LEP), and persons with disabilities. Upon request, the state agency can offer assistance to local areas to ensure the outreach and recruitment plans broaden the composition of the applicant, registrant, and participant pools.

The Workforce Development Division, of the Department of Labor and Industrial Relations (DLIR), established HIRENET Hawaii (Exhibit D). It is accessible to the public through the internet. Employers and job seekers can self-register on-line on HIRENET. Employers can list jobs and seek potential workers while job seekers can search for jobs listed in the database. The local area grantees (the four counties) are required to identify in their local plans the workforce development needs of the businesses and workers in their local areas and how their needs will be met (Exhibit E). The State assesses how well these needs have been met through the performance outcomes, particularly the customer satisfaction scores for businesses and participants.

3. **LEP Outreach**

DLIR has also created an on-line registering for LEP individuals requiring employment-related services. The LEP person would be able to obtain (by printout) an official introductory card that can be presented to any individual of the department for immediate help and guidance to their source of need. This would avoid any anxiety on the part of the LEP person and assure faster and efficient services by the department (Exhibit F)

4. **One-Stop Disability Access**

As the One-Stop Career Centers reach advanced levels of integration with a broad group of agencies, the system will be expected to serve the full range of the population – from early teens to the elderly. Increasing numbers of people with disabilities are expected to enter these centers for employment, training, and educational services.

Accessibility is an on-going process. Technology, standards, and needs are constantly evolving. The One-Stop Disability Electronic Technology Checklists are used to determine accessibility in facilities and provision of services (Exhibit G).

PART B

Supporting Documentation

- Exhibit A Demographic Assessment of State of Hawaii Population
- A-1 Labor Force Information by Sex and Race, 2006
- A-2 Hawaii Disability Data Table
- Exhibit B Department of Labor and Industrial Relations (DLIR) LEP
Statistics (October 16, 2006 through September 30, 2007)
- Exhibit C Hawaii State Plan For Title I-B of the Workforce Investment
Act and The Wagner-Peyser Act, May 1, 2007
(Sections IV. Economic and Labor Market Analysis, and V.
Overarching State Strategies)
- Exhibit D HIRENET
- D-1 HIRENET Brochure
- D-2 HIRENET Web Page
- D-3 Workforce Investment Act Title I-B Annual Report
(HIRENET Results)
- Exhibit E Local Area Plans (* Selected Sections)
- E-1 County of Hawaii WIA Local Area Plan*
- E-2 City and County of Honolulu WIA Local Area Plan*
- E-3 County of Maui WIA Local Area Plan*
- E-4 County of Kaua`I WIA Local Area Plan*

Exhibit F

DLIR LEP Internet Registry

F-1 LEP Registry Screen Display

F-2 LEP Registry Lists of Services

F-3 LEP Registry Printout of Customer Card

Exhibit G

One-Stop Disability Access Checklist (Electronic Technology)

G-1 Software Accessibility Checklist

G-2 Web Page Accessibility Checklist

G-3 ITM Accessibility Checklist

G-4 IT Equipment Checklist
