

# Fresno Regional Workforce Development Board

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Blake Konczal, Executive Director

## OPERATIONAL DIRECTIVE

**FRWDB OD # 02-09, Revision D**

**Date Released: March 16, 2018**

**To: All Fresno Regional Workforce Development Board Providers of Services**

**From: Blake Konczal, Executive Director**

**Effective Date: March 16, 2018**

**Subject: Reasonable Accommodation Request Process**

**Applicable Program: All**

**Revision History: Initial Release – 2/17/09; Rev B – 2/2/12; Rev C – 2/7/18**

This Revision D removes the reference to OD 06-18, Medical and Disability Documentation Handling Process.

This Operational Directive (OD) references state directive WSD17-01, Nondiscrimination and Equal Opportunity Procedures, released on August 1, 2017.

Providers are to implement this OD effective immediately.

This OD describes the local process to be followed when a request for reasonable accommodation has been requested by an applicant or participant.

### Process

1. Any applicant or participant in the local WIOA program, who requires a reasonable accommodation as a result of a disability or limited English proficiency, is to document that request and the accommodation they are seeking via an applicant's statement.
  - a. Provider of services staff are to assist the requestor with filling out the form, as needed.
2. The completed statement is to be given to the appropriate provider management staff for review and action.
3. If the requested accommodation is deemed reasonable and the accommodation is available, the provider staff is to provide the accommodation and note that the accommodation was provided on that date on the applicant's statement.
  - a. The applicant's statement is to be filed in the case file.
4. If the requested accommodation is deemed reasonable but is not available, the provider is to provide an acceptable alternative.
  - a. If an acceptable alternative is not available, the provider is to contact FRWDB staff for further guidance.
5. If the requested accommodation is deemed unreasonable or is unsure how to provide the accommodation, the provider is to contact FRWDB Equal Opportunity (EO) staff for direction.

6. Under no circumstance is a provider to deny a request for reasonable accommodation from an applicant or participant without the documented approval of the FRWDB EO Officer.

If there are any questions, please contact the FRWDB Equal Opportunity Officer or FRWDB Quality Manager.

Forms:

Form [GEN-001](#) – Applicant Statement