

# Fresno Regional Workforce Development Board

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Blake Konczal, Executive Director

## OPERATIONAL DIRECTIVE

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

**Date Released: October 25, 2023**

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

**From: Blake Konczal, Executive Director**

**Effective Date: November 1, 2023**

**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; Rev D – 3/18/18**

This Revision E updates terminology and FRWDB process owner.

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 who is seeking to use WIOA or any other Federal, State, County or City funded services, who require 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 (form GEN-001).
  - 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 uploaded to the CalJOBS<sup>SM</sup> 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 the FRWDB Equal Opportunity (EO) Officer for further guidance.
5. If the requested accommodation is deemed unreasonable or is unsure how to provide the accommodation, the provider is to contact the FRWDB EO Officer 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.

Forms:

Form GEN-001 – Applicant Statement