

U.S. Department of Labor

**Evaluating the Accessibility of
American Job Centers for
People with Disabilities**

Survey Instrument

April 4, 2014

Submitted to:

U.S. Department of Labor
200 Constitution Ave., NW
Washington, DC 20210

SURVEY OF AMERICAN JOB CENTER ACCESSIBILITY TO PERSONS WITH DISABILITIES

The OMB Control Number for this information collection is <insert number> and the expiration date is <insert date>.

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Introduction

You are being asked to participate in a survey about the accessibility of your American Job Center (AJC) and its programs and services to people with disabilities (PWD). The U.S. Department of Labor's Chief Evaluation Office has contracted with IMPAQ International and its partner the Burton Blatt Institute of Syracuse University to conduct this survey to assess the programmatic, communication and physical accessibility of the AJC system for individuals with all types of disabilities.

We are conducting this survey in order to develop a national estimate of the accessibility of the workforce system, which the U.S. Department of Labor will provide to Congress. This is not an audit for compliance with laws and regulations regarding accessibility for American Job Centers. Rather, the purpose of the study is to gather data to paint a broad picture about the degree to which AJCs as a whole are accessible to PWD. All the information you provide will be reported as aggregate or grouped data and will only be used for the purposes of this study.

We anticipate that the Center Director is the best person to complete the survey, but **please feel free to seek assistance from other staff members**. We understand that accessibility is a work in progress and that Centers make every effort to accommodate customers who seek program and services. Please answer all of the questions to the best of your ability.

Key Definitions & Acronyms

Please note that throughout this survey we use the term:

- **"PWD"** to refer to a person (customer or potential customer) with a disability (e.g., physical, mental, cognitive, and sensory disabilities). The same acronym is used for the plural – people with disabilities
- **"American Job Center"** or **"Center"** to refer to what were formerly called "One-stop Career Centers" or "Job Centers"
- **"All customers"** to refer to all customers served by your AJC whether or not they have a disability

- **“All types of disabilities”** to refer to the full range of disabilities, including physical, communication (e.g., deafness, blindness), intellectual, and mental health or behavioral/emotional.
- **“WIA”** to refer to the Workforce Investment Act of 1998

In addition, we have organized the types of accessibility addressed in the survey according to the following three common types:

- **Physical Accessibility:** The extent to which facilities are designed, constructed, or altered so that they are accessible and usable by PWD.
- **Programmatic Accessibility:** The extent to which PWD have access to the full range of services available to all AJC customers regardless of disability (e.g., core, intensive, and training).
- **Communication Accessibility:** The extent to which center staff and partner agencies are able to communicate with PWD as effectively as with others.

Instructions for Completing the Survey

- Each AJC has its own unique survey link, so we ask that you do not forward it to colleagues from other AJCs.
- We are interested in your responses as the person who knows best how your AJC operates overall and how your center serves its customers, including your customers with disabilities. However, there may be some questions on the survey that someone else on your staff may be able to answer more easily or completely. Please feel free to request assistance from others on your staff who may be able to help you in answering some of the questions.
- Please use only the Previous Page and Next Page buttons to go back to a previous question or move on to the next one. Please do not use the back and forward arrows in your browser for navigation.
- Because the file saves automatically each time you click “Next Page,” it is possible to close the file and re-open it again at a future date. Just click on the link in your email again and it will take you to your partially completed survey with all completed pages saved. [Remember, the file is saved when you click on “Next Page,” so information on a partially completed page will not be saved for a future session unless you click on “Next Page” before you close the file.]

Questions?

If you have any questions about completion of this survey or wish to receive your survey in an alternative format, please contact Ms. Amy Djangali of IMPAQ at 443.283.1648 or adjangali@impaqint.com.

If you have any questions about the overall study, please contact Dr. Stefanie Schmidt of the Chief Evaluator’s Office, U.S. Department of Labor, at 202.693.5901 or schmidt.stefanie@dol.gov.

Returning Completed Surveys

Please complete and submit your responses to this survey by **no later than Month/Date/Year**.

Thank you for your assistance in this effort to assess the accessibility of the national AJC system. The information you provide will help improve AJC services not only to people with disabilities, but to all customers.

SECTION A. BACKGROUND INFORMATION

First, we will begin with some questions about your American Job Center. Please tell us about the make-up of your American Job Center and its operations.

- A1. Which best describes the area served by your center?**
- Mostly urban
 - Mostly suburban
 - Mostly rural
- A2. What type of center is your AJC?**
- Comprehensive center
 - Affiliate or satellite center
 - Other (*Please specify*): _____
- A3. Who operates your center?**
- A government entity (e.g., county or special district) or consortium
 - A private non-profit organization or consortium
 - A private for-profit organization or consortium
 - A “mixed” consortium of government and private entities
 - Other
- A4. Which types of services does your center offer “on site”? (*Check all that apply*)**
- Wagner-Peyser Services
 - WIA Core Services
 - WIA Intensive Services
 - WIA Training Services
 - Jobs for Veterans State Grants
 - AJC Partner Services (e.g., other Veterans' Services, Unemployment Insurance)
 - Supportive services
- A5. Is Vocational Rehabilitation (VR) co-located (e.g., located in the same office or building) with your AJC?**
- Yes
 - No

A6. Is your center an Employment Network (EN) in the Ticket-to-Work program?

- Yes [Go to A6a]
- No [Go to A6b]
- Do not know [Go to A7]

A6a. If yes, is your center currently accepting tickets?

- Yes
- No
- Do not know

A6b. If no, does your center work with another local EN?

- Yes
- No
- Do not know

A7. Does your center currently have one or more of the following types of staff? (Check all that apply)

- Disability Program Navigator
- Disability Resource Coordinator
- Disability services specialist
- Specialist for veterans with disabilities
- None of the above

SECTION B. PROGRAMMATIC AND COMMUNICATION ACCESSIBILITY

Next, we ask questions about your center's communication and service delivery to customers and training provided to center staff.

Initial Contacts between Customers and Your Center

B1. Does your center currently conduct outreach?

- Yes [Go to B2]
- No [Go to B3]
- Do not know [Go to B3]

B2. When your center conducts outreach activities, does it:	1 Rarely or not at all	2 Some of the time	3 Most of the time	4 Always
a. Provide information about alternative ways to contact your center (e.g., the address of an accessible website, a TDD/TTY number, or the number for the telephone relay service)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Indicate whether communication aids and services for persons with disabilities (PWD) are available?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Indicate whether assistive technology for PWD is available?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Include images or language about PWD receiving services with other customers in outreach materials?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Consult with disability and other stakeholder groups about how to improve outreach to PWD?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B3. How often do customers experience each of the following when they <u>first</u> visit your center? We are asking about <u>all</u> customers, whether they are PWD or not.	1 Rarely or not at all	2 Some of the time	3 Most of the time	4 Always
a. Customers are provided with information on center services and programs for PWD.	○	○	○	○
b. Customers are provided with information on how to seek accommodations and communication aids and services.	○	○	○	○
c. Information is presented in ways that can be understood by people with all types of disabilities.	○	○	○	○
d. There are notices outlining rights and protections for PWD posted in high visibility areas in the Center.	○	○	○	○
e. Customers are offered assistance in filling out forms and application materials.	○	○	○	○
f. There is time for questions and explanations during introductions or orientations.	○	○	○	○

B4. Does your AJC offer online access to Center services?

- Services are provided exclusively online [Go to B4a]
- Some of our services are available online [Go to B4a]
- No services are available online [Go to B5]

B4a. Does the website for your center provide? (Check all that apply.)

- Text descriptions of graphics or pictures
- Equivalent alternatives for information presented in audio or video formats
- Online forms that can be filled out using assistive technology
- Information on center services and programs for PWD
- Information on how to seek accommodations and communication aids and services
- None of the above

B5. How does your center determine whether or not a customer or prospective customer has a disability? (Check all that apply.)

- We ask all customers whether they have a disability
- A customer/potential customer identifies him or herself as a PWD
- Through a referral from another agency or disability service organization
- Through assessments given to all customers receiving services
- Through assessments given to select individuals based on staff judgment

Service Delivery

- B6. During the service planning process, does center staff offer customers accommodations when completing skills assessments or other planning activities?**
- Yes, to all customers
 - Yes, to customers who have been identified as having a disability
 - Yes, to customers who seem to need them, based on staff judgment
 - No, staff does not offer accommodations for skills assessments or service planning activities
- B7. In service planning with individual customers, how are strategies for overcoming disability-related barriers addressed? (Check all that apply.)**
- We do not discuss strategies for overcoming disability related barriers with customers. [Go to B8]
 - Staff reviews strategies for overcoming disability related barriers informally with customers [Go to B7a]
 - Staff record strategies for overcoming disability related barriers in their case notes [Go to B7a]
 - Staff incorporates strategies for overcoming disability related barriers in a formal planning tool such as an IEP [Go to B7a]
- B7a. How often are strategies for overcoming disability-related barriers discussed after they have been developed? (Check all that apply.)**
- Staff does not discuss strategies for overcoming disability-related barriers after they have been initially developed
 - Strategies for overcoming disability-related barriers are discussed when customers reach specific employment or training-related milestones
 - Strategies for overcoming disability-related barriers are discussed on a regular basis
 - Strategies for overcoming disability-related barriers are discussed as needed or as requested by the customer

- B8. Does center staff modify eligibility criteria for WIA intensive services to accommodate the specific needs of PWD?**
- Yes
 - No
- B9. Does center staff make changes to eligibility criteria for WIA training services to accommodate the specific needs of PWD?**
- Yes
 - No
- B10. Which statement best describes how your center works with other agencies and organizations to provide services and programs to PWD? [Choose only one]**
- We serve PWD at our center, often working together with other agencies and organizations that serve PWD. [Go to B10a]
 - We believe that PWD are better served by other disability agencies in the community, so we refer PWD to other agencies and organizations to receive services. [Go to B11]
- B10a. Which statement best describes how your center provides services for customers with disabilities? [Choose only one]**
- Services for PWD are provided in the same setting as other customers
 - Some services are provided to PWD at a time or location separate or different from other customers

The next two questions ask about the AJC's relationship with external training providers which may provide services to PWD.

- B11. Does your state's eligible training provider list include training providers that address the needs of PWD?**
- Yes
 - No
 - Do not know
- B12. Does your center contract with external training providers?**
- Yes [Go to B12a]
 - No [Go to B13]
 - Do not know [Go to B13]

B12a. Do these external training providers adequately address the needs of PWD?

- Yes
- No
- Do not know

B13. Does your center provide benefits counseling (e.g. SSI/SSDI, Medicaid, Medicare) as part of the Core Services offered to PWD?

- Yes [Go to B13a]
- No [Go to B14]

B13a. Who provides the benefits counseling to PWD?

- Benefits counseling is provided by center staff
- Benefits counseling is provided by an offsite benefits counselor or other consultant or through partnerships

B14. Does your center provide benefits counseling for service disabled veterans (e.g., VA Benefits, VRE, Veterans' disability compensation)?

- Yes
- No

B15. During the service delivery process, does your center:	Yes	No	Do Not Know
a. Routinely ask all customers if they need accommodations or assistance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Communicate clear instructions to customers for requesting reasonable accommodations and modifications?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Include supervisory staff members who know how to proceed if a PWD customer requests an accommodation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Maintain or have ready access to personnel who can install, set-up and maintain adaptive equipment and materials?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Consult with organizations such as the Job Accommodation Network or Vocational Rehabilitation that provide assistance with job accommodations for PWD?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In this section, we ask about the procedures for protecting the confidentiality of the center's PWD customers.

B16. How does your center address confidentiality of disability information?	Yes	No	Do Not Know
a. All customers are asked in writing whether they have a disability.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Customers are informed that information about their disability will be kept confidential.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Customers are informed both verbally and in writing that the decision to share disability information is strictly voluntary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Staff obtains the customer's permission before discussing his or her disability with other individuals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Information concerning a person's disability is limited to staff who require this information for service delivery.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. If a customer needs help in filling out registration or intake forms, this is done one-on-one in a private room.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Staff discusses with PWD the pros and cons of talking about their disability with employers and/or potential employers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Staff Training and Knowledge

The next set of questions will explore the kind of training, technical assistance or professional development the staff at your center are provided.

B17. Please indicate those areas for which your center provides training or technical assistance to the center staff. (Check all that apply)	
a. Orientation to serving PWD for new employees	<input type="radio"/>
b. Basic disability etiquette	<input type="radio"/>
c. Procedures for arranging communication aids and services for PWD	<input type="radio"/>
d. Specific employment strategies for PWD (e.g., supported employment, Ticket to Work, customized employment)	<input type="radio"/>
e. How to help PWD use the assistive technologies currently available in your center	<input type="radio"/>
f. Knowledge of specific types of disabilities and implications for service delivery	<input type="radio"/>
g. Application of "universal design" principles to center programs and services	<input type="radio"/>
h. Community resources and center resources that can support PWD	<input type="radio"/>
i. Avoiding assumptions about the capabilities of PWD when evaluating skills or job opportunities	<input type="radio"/>
j. Emergency evacuation procedures for PWD	<input type="radio"/>
k. Other areas: _____	<input type="radio"/>
l. None of the above	<input type="radio"/>

Adaptive and Assistive Technology

B18. Does your center have at least one computer work station(s) for PWD with:	Yes	No
a. A large monitor (at least 19") with a moveable mounting arm	<input type="radio"/>	<input type="radio"/>
b. Screen enlargement capability	<input type="radio"/>	<input type="radio"/>
c. Screen reading software	<input type="radio"/>	<input type="radio"/>
d. Voice output capability	<input type="radio"/>	<input type="radio"/>
e. Large keyboard caps and keyboard orientation aids	<input type="radio"/>	<input type="radio"/>
f. Word prediction software	<input type="radio"/>	<input type="radio"/>
g. A height adjustable table	<input type="radio"/>	<input type="radio"/>

Involvement of PWD at the Center

B19. Are PWD involved in your center in any of the following ways?	Yes	No	Do Not Know
a. PWD are consulted to help <u>identify</u> accessibility issues at your center.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. PWD are consulted to help <u>resolve</u> accessibility issues at your center.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. One or more PWD sit on the WIB or center governing team.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. PWD serve as advisors to center staff regarding center operations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Addressing the Needs of PWD with Specific Disabilities

B20. For customers who are deaf or hard of hearing:	Yes	No	Do Not Know
a. Is center staff familiar with how to use telephone or web-based options for communicating (e.g., telephone relay service, TDD/TTY)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Is center staff familiar with the etiquette of a text-based telephone call?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Does your center have technology-based options available for customers to call into your center?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Does your center provide technology-based options for customers to make outgoing calls from your center?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Does your center have a hands-free speaker phone with large keypad available for customers?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Does your center provide Portable Assistive Listening Devices for customers?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Does your center provide Computer Assisted Real-Time (CART) captioning for customers?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Does center staff make information that is presented orally to customers also available in writing?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B21. For customers who are blind or visually-impaired:	1 Rarely or not at all	2 Some of the time	3 Most of the time	4 Always
a. If customers request materials in accessible formats (e.g., Braille, large print, audio recorded), is staff able to arrange for these without significant delay?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. If your center has videos/DVDs for public use, do they include audio descriptions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B22. For customers with cognitive and/or psychiatric disabilities:	1 Rarely or not at all	2 Some of the time	3 Most of the time	4 Always
a. Do staff members offer assistance with the completion of forms?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Is a quiet environment made available for people to read materials?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Does the staff present information so that it is understandable to people with different language/cognitive abilities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Do staff members offer breaks or the option to continue the session on another day, if needed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B23. For customers with speech impairments:	1 Rarely or not at all	2 Some of the time	3 Most of the time	4 Always
a. If a staff member does not understand a customer, does he or she ask the customer to repeat their statement or question, and then say it back to the customer?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Do staff members ask questions that require only short answers or a nod of the head?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Are customers offered the option to respond to a question in writing or on a computer?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. If no solution to a communication problem can be worked out, does the staff member ask the customer if there is someone who could interpret on the customer's behalf?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION C. PHYSICAL ACCESSIBILITY

This section focuses on the physical accessibility of your center including exterior and interior access as well as specific facilities at your center, such as elevators and public restrooms.

Parking

C1. Is parking available for AJC customers on the street or in local parking lots/garages?

Yes [Go to C1a]

No [Go to C2]

C1a. Are disability accessible parking spaces provided?

Yes [Go to C1b]

No [Go to C1c]

C1b. Are the disability accessible parking spaces the ones closest to the main entrance?

Yes

No

C1c. Is “van accessible” parking provided with an access aisle?

Yes

No

Exterior Accessible Routes

C2. Are “curb ramps” provided between the facility entrance and the following areas?	Yes	No	Not Applicable
a. Center parking area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Public parking area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Public transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Public sidewalk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

C3. Is the route to the facility entrance from the following areas at least 36” wide?	Yes	No	Not Applicable
a. Center parking area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Public parking area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Public transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Public sidewalk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

C4. Is the route to the facility entrance from the following areas stable, firm and slip resistant?	Yes	No	Not Applicable
a. Center parking area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Public parking area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Public transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Public sidewalk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

C5. Does your center have at least one ramp that allows access to the main entrance of your Center?

- Yes [Go to C5a]
- No [Go to C6]

C5a. Are all ramps at least 36" wide?

- Yes
- No

C6. If a main entrance is not accessible for PWD, is there another accessible entrance?

- Yes
- No

C7. Is there an International Symbol of Accessibility [] located at the accessible entrance(s)?

- Yes
- No

C8. Is there at least one entrance with a power operated door that either opens automatically or operates by a push button that is easy to reach?

- Yes
- No

C9. Is space available for a wheelchair/scooter user to approach, maneuver and open the door to your center?

- Yes
- No

Interior Accessible Routes

C10. Can PWD get to the following areas inside your center without difficulty?	Yes	No
a. Toilet facilities	<input type="radio"/>	<input type="radio"/>
b. Resource/computer room	<input type="radio"/>	<input type="radio"/>
c. Training/meeting room	<input type="radio"/>	<input type="radio"/>
d. Other public areas	<input type="radio"/>	<input type="radio"/>

Emergency Evacuation Systems

C11. Does your center have emergency alert systems with audio and visual signals (e.g., loud bells and flashing lights) that direct customers safely out of the building during an emergency?

- Yes
- No

Public Areas

C12. Is there sufficient space in the reception or waiting area at your center to accommodate a wheelchair or electric scooter user?

- Yes
- No

C13. Does your center have a lowered counter or some other way that PWD can sign-in/register?

- Yes
- No

Restrooms

C14. Is there at least one wheelchair or electric scooter accessible restroom stall available in your public restroom?

- Yes [Go to C14a]
- No [Go to C15]

C14a. Are both side and rear grab bars provided?

- Yes
- No

C15. Is at least one mirror in your center's public restroom accessible (e.g., low enough and within reasonable sight distance) to customers who are seated or of short stature?

- Yes
- No
- The center's public restroom does not have mirrors

Elevators

C16. Does your center have an elevator?

- Yes [Go to C16a]
- No [Go to C17]

C16a. Is there a raised letter & Braille sign on each side of each elevator door jamb?

- Yes
- No

C16b. Is at least one elevator large enough for a wheelchair/scooter user to enter, turn to reach the controls, and exit?

- Yes
- No

C16c. Do the buttons on the control panel inside the elevator have Braille or raised characters?

- Yes
- No

C17. In the past year, how frequently has your center received complaints about the accessibility of the following areas of your Center?	1 Have Not Received Any Complaints	2 Have Received <u>At Least</u> <u>One</u> Complaint	3 Have Received <u>More Than</u> <u>One</u> Complaint
a. Parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Exterior route into the center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Pathways inside the center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Reception area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Customer work stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Public telephones	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Elevators ¹	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

¹ Item C17g will only appear if the respondent answers “Yes” to item C16.

SECTION D. OVERALL CENTER ACCESSIBILITY

This section asks about the accessibility of certain aspects of your Center.
Please use a scale of 1 to 4 with: 1 being completely inaccessible and 4 being fully accessible.

D1. Please rate your center as to its level of accessibility for each of the following dimensions:	Completely Inaccessible		Fully Accessible	
a. Overall Accessibility	①	②	③	④
b. Programmatic (Service Delivery) Accessibility	①	②	③	④
c. Communication Accessibility	①	②	③	④
d. Physical Accessibility	①	②	③	④

D2. Does your center have a mobile unit?

- Yes [Go to D2a]
- No [Go to E1]
- Do not know [Go to E1]

D2a. Please rate the accessibility of your mobile unit. Please use a scale of 1 to 4, with 1 being completely inaccessible and 4 being fully accessible.

Completely Inaccessible

Fully Accessible

①

②

③

④

D2b. If the mobile unit has one or more computer workstations, does at least one have adaptive technology for PWD?

- Yes
- No
- Our mobile unit(s) does not have computer work stations

D2c. If the mobile unit has training equipment, is it accessible for PWD?

- Yes
- No
- Our mobile unit(s) does not have training equipment

SECTION E. ADDITIONAL INFORMATION ABOUT THE AJC

AJC Customer Information

This final section asks questions regarding the numbers of customers served at your center for the last reporting year. Please include customers served at all center locations (primary, satellite and mobile locations).

If you do not know exact numbers, please use your best estimate.

- | | | | |
|------------|---|--|----------|
| E1. | Customers served at your center last reporting year (no duplicates)? | # | _____ |
| | E1a. | Percentage of customers who received <u>supportive</u> services? | % |
| | | | _____ |
| | E1b. | Percentage of customers who received WIA <u>intensive</u> services? | % |
| | | | _____ |
| | E1c. | Percentage of customers who received WIA <u>training</u> services? | % |
| | | | _____ |
| E2. | Number of customers who disclosed a disability? | # | _____ |
| | E2a. | Percentage of customers with disabilities who received <u>supportive</u> services? | % |
| | | | _____ |
| | E2b. | Percentage of customers with disabilities who received WIA <u>intensive</u> services? | % |
| | | | _____ |
| | E2c. | Percentage of customers with disabilities who received WIA <u>training</u> services? | % |
| | | | _____ |
| E3. | Number of customers identified as veterans with disabilities? | # | _____ |

E4. Please add any additional comments you may have about your center's accessibility.

THANK YOU!

Thank you for taking time to complete this survey. As we noted at the beginning, all of the information you provided will be reported as aggregate or grouped data and will only be used for the purposes of this study.

Please provide the following information about any staff members who have assisted you to complete this survey.

	Job Title	# of Years At your Center
1.	_____	_____
2.	_____	_____
3.	_____	_____
4.	_____	_____

If you have any questions about completion of this survey or wish to receive your survey in an alternative format, please contact Ms. Amy Djangali of IMPAQ International at 443.283.1648 or **adjangali@impaqint.com**.

If you have any questions about the overall study, please contact Dr. Stefanie Schmidt of the Chief Evaluator's Office, U.S. Department of Labor, at 202.693.5901 or **schmidt.stefanie@dol.gov**.