

## WIOA DEFINITION OF “ACCESS”

Section 121(b)(1)(A) of WIOA and Section 678.300(c) and (d) of the draft Notice of Proposed Rulemaking (NPRM) describe each required partner’s responsibility to provide access to its services and activities at a single physical location in each local area.

Implementation of WIOA requires each program partner to:

1. Identify the specific services and activities encompassed by WIOA that must be accessed at the single, physical location in each local area.
2. Identify the specific way(s) in which customers of one-stop centers can access these services taking into account the following requirements from the Notice of Proposed Rulemaking – Sections (678.305(c) and (d)).

(c) “Customers must have access to these programs, services, and activities during regular business days at a comprehensive one-stop center...”

(d) “Access” to programs and services means having either: program staff physically present at the location; having partner program staff physically present at the one-stop appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or providing direct linkage through technology to program staff who can provide meaningful information or services.

(1) A “direct linkage” means providing direct connection at the one-stop, within a reasonable time, by phone or through a real-time Web-based communication to a program staff member who can provide program information or services to the customer.

(2) A “direct linkage” does not include providing a phone number or computer Web site that can be used at an individual’s home; providing information, pamphlets, or materials; or making arrangements for the customer to receive services at a later time or on a different day.

(e) All comprehensive one-stop centers must be physically and programmatically accessible to individuals with disabilities, as described in § 678.800.

3. Identify other locations within a local area at which programs and activities encompassed by WIOA will also be available. Common locations include:
  - a. A local office of the required partner
  - b. A designated affiliate of a one-stop center, and
  - c. A specialized service center.
4. Identify major limitations or restrictions that applicable laws or regulations impose on the delivery of programs and activities encompassed by WIOA.