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Reasonable Accommodations (ADA) Policy

It is Sterling Solutions' policy not to discriminate against qualified individuals with disabilities regarding application procedures, hiring, advancement, discharge, compensation, training, or other terms, conditions, and privileges of work experience.

Additionally, the Americans with Disabilities Act (ADA) require employers to reasonably accommodate qualified individuals with disabilities. It is the policy of the Sterling Solutions to comply with all federal, state, and local laws concerning the provision of training and work experience to persons with disabilities. Sterling Solutions requires WEX sites to reasonably accommodate qualified individuals with a disability so they can perform the essential activities of peer support work experience.

An individual, who can be reasonably accommodated for training and work experience, without undue hardship, will be given the same consideration as any other participant.

Request for Accommodation

To be eligible for reasonable accommodation under the ADA, a participant must show that he or she has a physical or mental impairment that substantially limits one or more major life activities. The participant can request reasonable accommodation if there are obstacles that prevent the participant from engaging in online training, career counseling, work experience or job placement activities or from equal access to other support services.

A participant may indicate a need for reasonable accommodation on the BeHOPE program application. Once the participant's application has been reviewed, **within three (3) business days** a request will be sent to the participant by email to submit a one-page formal request and return it **within five (5) business days**. Participants may also make the request during the online orientation, weekly check-in, at the **within one (1) day** of starting career counseling or **within three (3) days** of starting work experience (WEX) site.

To request a reasonable accommodation a participant must communicate to the program administrator or training coordinator, on the reasonable accommodation form provided, that due to the participant's disability or medical condition, a change in the environment is needed to enable the participant to fully engage and benefit from the training. The request for reasonable accommodation must be linked to the medical condition or disability. The participant can also provide a doctor's note stating that the participant's disability requires certain medical restrictions relating to the participant's engagement in training activities.

Within three business days of the receipt of the request for reasonable accommodation, the training coordinator or program administrator will contact the participant to discuss accommodation need, options, whether the accommodation can be made and if so, how it will be implemented and monitored. If the request is approved, the participant will be notified by email and the BeHOPE staff, career counseling and/or

WEX program administrators and staff will be notified, and procedures will begin immediately to implement the accommodation.

Types of accommodation may include but not be limited to:

- Additional online modalities including virtual work experience (WEX)
- The use of assistive technology for online learning
- One-on-one instruction
- Dedicated peer support personnel

If a request for reasonable accommodation is denied on the grounds that the participant failed to establish having a disability that requires accommodation, the participant will be notified by email **within (3) business days** of the decision. If a participant is denied a reasonable accommodation request the participant may file an appeal.

Appeals Process

Participants may ask for reconsideration of an accommodation request that has been denied.

The participant may request, in writing, a review by the Program Director of the BeHOPE Medi-Cal Peer Specialist Training Program. The student must provide the written request to the BeHOPE Director **within three (3) business days** of delivery of the determination. In the written request for review, the student must explain the reasons why s/he believes the determination is in error.

The BeHOPE Program Director will review and assess the determination. In reaching a decision, the Director may consult with the student or any other individuals who are trained, knowledgeable, and experienced with the program/course, service or activity.

The Director will issue a written decision within three (3) business days of receipt of the student's request for review.

If a participant feels their rights have been violated according to Section 501 of the Rehabilitation Act set forth in the Commission's federal sector EEO process regulations, they may do the following:

1. The individual alleging discrimination must contact an EEO Counselor within 45 days of the date of the discriminatory act or within 45 days of when the individual became aware or should have become aware of the allegedly illegal conduct.
2. The agency must conduct EEO counseling or offer mediation or other form of alternative dispute resolution.
3. If the matter is not resolved informally, the agency will give the individual a notice of final interview, and the individual will have 15 days from the date of the notice to file a formal complaint
4. Once a formal complaint is filed, the matter will either be dismissed or investigated, and may proceed either to an agency decision or a hearing before a Commission Administrative Judge; and
5. After either the agency or the Administrative Judge issues a decision, the matter may be appealed to the EEOC's Office of Federal Operations, which will then render a decision.