

Myth Busters

WIOA American Job Center (AJC) Services



Myths are misconceptions that interfere with the ability to fully implement an integrated workforce development system as envisioned under the Workforce Innovation and Opportunity Act (WIOA). Myths may result from misunderstanding laws and regulations and from lack of experience with other workforce partners. Listed below are some myths and the facts that provide the real story:

Vocational Rehabilitation Services

Myth:

Vocational Rehabilitation (VR) Counselors, who provide and coordinate VR services for individuals with disabilities in AJCs, must have their own private offices for working with participants.

Fact:

The Rehabilitation Act, as amended by title IV of WIOA, and Federal regulations do not require that VR Counselors have specifically assigned private offices in AJCs; however, VR Counselors and individuals with disabilities often times need a private space to meet in-person. An individual with a disability may feel uncomfortable discussing personal details or the VR services he or she may require if talking in a public or shared AJC space. Therefore, VR Counselors often meet with individuals with disabilities in private spaces where confidential information may be openly discussed. This private space could be an AJC conference room or a closed office in the AJC that VR Counselors, along with staff from other one-stop partner programs, may reserve for appointments.

In accordance with the Rehabilitation Act, as amended by title IV of WIOA, and Federal regulations, State VR agencies must adopt and implement written policies and procedures to safeguard the confidentiality of all personal information. In delivering VR services to individuals with disabilities in AJCs, VR Counselors may require secure file cabinets or other storage solutions to safeguard confidential information. Please contact your State VR Agency for more information on its policies related to ensuring that personal information is protected.