



## Idaho EO Programmatic Assessment Monitoring Tool Employee/Staff Interview

Date of visit: 1/16/19

Name of monitor: Kandi Rudd

Facility: Blackfoot IDOL Office

Employee and function in the office: Oleva Blessinger, Workforce Consultant

**Please respond to the following questions and write comments to describe specific processes and issues.**

### Equal Opportunity and Universal Access (29 CFR 37, 29 CFR 38.13 (b)):

1. Does your supervisor discuss Equal Opportunity and Access for customers with staff?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Does your organization have an adopted policy stating it will not discriminate against any client with a disability seeking services at your location?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

3. Is staff aware of policies and practices to offer accommodations in order to provide accessibility to programs and services?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)



4. Do your policies and practices allow an individual with a disability to choose to participate in the non-disability program, even if a separate program is permitted?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Complaints (29 CFR 37.73):

1. If a customer feels that they have been discriminated against do you know how to help them file a complaint?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Are the appropriate notices of a customer's right to file a complaint included in WIOA client files?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Assisting customers who have Limited English Proficiency (LEP) (29 CFR 37.35):

1. Are you aware of any customers who have LEP?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Do you help LEP customers by utilizing your language proficient staff or contractors?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)



Assisting customers who request American Sign Language (ASL) interpreters (29 CFR 37.9 (d)):

1. Did you know that you can request ASL interpreters for deaf or hard of hearing customers?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. Do you know the process to follow to secure an ASL interpreter?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

Equal Opportunity Materials (29 CFR 37.31):

1. EO Poster – visible in English and Spanish for customers and employees?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. LEP Poster – visible for customers and employees?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

3. Point to your language poster – visible for customers?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)



4. When creating flyers for job fairs and other events, are the following taglines included: “Equal Opportunity Employer/Program” and “Auxiliary aids and services available upon request?”

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Services are Accessible (29 CFR 37.9):

1. Handicap accessible computer/phone station?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Web Cam available?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

3. Relay Phone Service?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

4. What steps does your office take to ensure communications with customers who have disabilities – including the blind – is just as effective as communications with participants? Please describe.

We would treat them like any customer requiring more assistance and meet 1:1 with them to assess their needs, help them navigate our services, and refer them to the appropriate resources.



5. Is staff provided with on-going training in the use of auxiliary aids and the procedures to obtain them?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Communications/Website (29 CFR 37.34):

1. For all English text, is it possible to view a translated version of the information?

- Yes
- No
- N/A

Comments: Our sites currently use google translator

2. Does your organization include accessibility information on its website?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

3. When electronic forms are designed to be completed on-line, does the form allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form?

- Yes
- No
- N/A

Comments: As new forms are designed we do ensure they meet the requirements. We are currently working to update other forms that are not compliant at this time. It continues to be a work in progress.

4. When preparing grant applications, agreements and contracts, do the documents include the required assistance language stating all recipients must comply with the basic tenets of all nondiscrimination acts and laws? (29 CFR 37.20)

- Yes
- No
- N/A



Comments: Normally created at the central office level

One-Stop Offices:

1. Does staff review Employer's Job Orders?

Yes

No

N/A

Comments: After an employer account has been approved, the employer may post jobs on their account. These job listings are automatically released on IdahoWorks without being reviewed again by staff.

2. How does staff resolve an issue with an Employer's Job Order that violates Equal Opportunity or Nondiscrimination laws? Please describe.

Staff contact the employer and review the job order with them and make the appropriate changes to comply with the law. If the employer chooses not to comply the order is not accepted or listed.



## Idaho EO Programmatic Assessment Monitoring Tool Employee/Staff Interview

Date of visit: 1/28/2019

Name of monitor: Dan Holmes

Facility: Boise LO

Employee and function in the office: Elsa Guillen, Supervisor

**Please respond to the following questions and write comments to describe specific processes and issues.**

### Equal Opportunity and Universal Access (29 CFR 37, 29 CFR 38.13 (b)):

1. Does your supervisor discuss Equal Opportunity and Access for customers with staff?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Does your organization have an adopted policy stating it will not discriminate against any client with a disability seeking services at your location?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

3. Is staff aware of policies and practices to offer accommodations in order to provide accessibility to programs and services?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)



4. Do your policies and practices allow an individual with a disability to choose to participate in the non-disability program, even if a separate program is permitted?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Complaints (29 CFR 37.73):

1. If a customer feels that they have been discriminated against do you know how to help them file a complaint?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Are the appropriate notices of a customer's right to file a complaint included in WIOA client files?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Assisting customers who have Limited English Proficiency (LEP) (29 CFR 37.35):

1. Are you aware of any customers who have LEP?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Do you help LEP customers by utilizing your language proficient staff or contractors?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)





Assisting customers who request American Sign Language (ASL) interpreters (29 CFR 37.9 (d)):

1. Did you know that you can request ASL interpreters for deaf or hard of hearing customers?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. Do you know the process to follow to secure an ASL interpreter?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

Equal Opportunity Materials (29 CFR 37.31):

1. EO Poster – visible in English and Spanish for customers and employees?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. LEP Poster – visible for customers and employees?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

3. Point to your language poster – visible for customers?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)



4. When creating flyers for job fairs and other events, are the following taglines included: “Equal Opportunity Employer/Program” and “Auxiliary aids and services available upon request?”

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Services are Accessible (29 CFR 37.9):

1. Handicap accessible computer/phone station?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Web Cam available?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

3. Relay Phone Service?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

4. What steps does your office take to ensure communications with customers who have disabilities – including the blind – is just as effective as communications with participants? Please describe.

The office staff are familiar with the accessible computer and can offer screen reader technology and universal design for individuals with disabilities who might benefit from these features.

Additionally, staff are trained to ask individuals what accommodations they need and take steps to meet those needs.



5. Is staff provided with on-going training in the use of auxiliary aids and the procedures to obtain them?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Communications/Website (29 CFR 37.34):

1. For all English text, is it possible to view a translated version of the information?

Yes

No

N/A

Comments: Our sites use google translator

2. Does your organization include accessibility information on its website?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

3. When electronic forms are designed to be completed on-line, does the form allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form?

Yes

No

N/A

Comments: As new forms are designed we do ensure they meet the requirements. We are currently working to update other forms that are not compliant at this time. It continues to be a work in progress.

4. When preparing grant applications, agreements and contracts, do the documents include the required assistance language stating all recipients must comply with the basic tenets of all nondiscrimination acts and laws? (29 CFR 37.20)

Yes

No

N/A



Comments: Normally done at the central office level

One-Stop Offices:

1. Does staff review Employer's Job Orders?

Yes

No

N/A

Comments: After an employer account has been approved, the employer may post jobs on their account. These job listings are automatically released on IdahoWorks without being reviewed again by staff.

2. How does staff resolve an issue with an Employer's Job Order that violates Equal Opportunity or Nondiscrimination laws? Please describe.

Staff are advised to partner with IdahoWorks team (Dave Hanchett, Kristyn Carr) to resolve issues. Once staff have conferred with the IdahoWorks team they contact the employer and work with them to update the listing. If the employer is not willing to make the needed changes, the order is not posted.



## Idaho EO Programmatic Assessment Monitoring Tool Employee/Staff Interview

Date of visit: 02/15/2019

Name of monitor: Summer MacDonald

Facility: Bonners Ferry Local Office

Employee and function in the office: Local Office Manager

**Please respond to the following questions and write comments to describe specific processes and issues.**

Equal Opportunity and Universal Access (29 CFR 37, 29 CFR 38.13 (b)):

1. Does your supervisor discuss Equal Opportunity and Access for customers with staff?

- Yes  
 No  
 N/A

Comments: Yes, we discuss guidance that is sent out, and have access to the internal DEI and EO sites in EPIC.

2. Does your organization have an adopted policy stating it will not discriminate against any client with a disability seeking services at your location?

- Yes  
 No  
 N/A

Comments: The policy is found in the EO/Nondiscrimination manual.



3. Is staff aware of policies and practices to offer accommodations in order to provide accessibility to programs and services?

- Yes
- No
- N/A

Comments: We have access to our DEI and EO sites. We use the Language Link Line and previously utilized a combination of assistive technology to secure a certified ASL interpreter for a customer.

4. Do your policies and practices allow an individual with a disability to choose to participate in the non-disability program, even if a separate program is permitted?

- Yes
- No
- N/A

Comments: Customers with or without disabilities have access to the same services and are able to choose.

Complaints (29 CFR 37.73):

1. If a customer feels that they have been discriminated against do you know how to help them file a complaint?

- Yes
- No
- N/A

Comments: We advise of the complaint procedure, and offer the option of completing the form electronically or on paper. We also refer to the Idaho Human Rights Commission if the customer has specific questions or would like more information.

2. Are the appropriate notices of a customer's right to file a complaint included in WIOA client files?

- Yes
- No
- N/A

Comments: The WIOA-10 form is provided to all customers when they submit a WIOA application. The WIOA-10 is discussed with the customer, and they sign a signature page indicating they have received it. The signature page is placed in the file.



Assisting customers who have Limited English Proficiency (LEP) (29 CFR 37.35):

1. Are you aware of any customers who have LEP?

Yes

No

N/A

Comments:

2. Do you help LEP customers by utilizing your language proficient staff or contractors?

Yes

No

N/A

Comments: Yes. Depending on the situation, we connect our Spanish speaking customers to Spanish speaking staff by phone and/or forward emails to Spanish speaking staff. In other situations, or for non-Spanish speakers we utilize the Language Link Line.

Assisting customers who request American Sign Language (ASL) interpreters (29 CFR 37.9 (d)):

1. Did you know that you can request ASL interpreters for deaf or hard of hearing customers?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Do you know the process to follow to secure an ASL interpreter?

Yes

No

N/A

Comments: The list of licensed ASL interpreters is on the Idaho Bureau of Occupational Licenses website. Previously, our office was asked to assist an Unemployment Insurance claimant with ASL services for an appeals hearing. There was no ASL interpreter available in the area. We were able to set up, test, and connect an interpreter using Skype in the local office.



Equal Opportunity Materials (29 CFR 37.31):

1. EO Poster – visible in English and Spanish for customers and employees?

- Yes  
 No  
 N/A

Comments: Both posters are hung in the office lobby and visible to all customers and staff.

2. LEP Poster – visible for customers and employees?

- Yes  
 No  
 N/A

Comments: Our Translation Services Available poster and Language Link posters are secured to the front desk (next to each other) and are viewable as soon as customers enter the front door.

3. Point to your language poster – visible for customers?

- Yes  
 No  
 N/A

Comments: Our Translation Services Available poster and Language Link posters are secured to the front desk (next to each other) and are viewable as soon as customers enter the front door.

4. When creating flyers for job fairs and other events, are the following taglines included: “Equal Opportunity Employer/Program” and “Auxiliary aids and services available upon request?”

- Yes  
 No  
 N/A

Comments: We utilize the IDOL standard flyer templates that include that language.





Services are Accessible (29 CFR 37.9):

1. Handicap accessible computer/phone station?

Yes

No

N/A

Comments: We have an ADA computer station on an adjustable height desk.

2. Web Cam available?

Yes

No

N/A

Comments: The Bonners Ferry office has a Dell 2 in 1 device with a webcam, as well as a webcam connected to the computer in our break room.

3. Relay Phone Service?

Yes

No

N/A

Comments: Dial 711

4. What steps does your office take to ensure communications with customers who have disabilities – including the blind – is just as effective as communications with participants? Please describe.

All customers are treated equally. Technology, language assistance, or other communications are provided based on the customer's individual needs.

5. Is staff provided with on-going training in the use of auxiliary aids and the procedures to obtain them?

Yes

No

N/A

Comments: We are provided with information about the use of the ADA machine, how to access the Language Link line, and have access to information in our internal system. When unique situations arise we have access to staff and technology to help pull various aids together for the customer's needs.



Communications/Website (29 CFR 37.34):

1. For all English text, is it possible to view a translated version of the information?

- Yes
- No
- N/A

Comments: The ADA machine has translation and audio capabilities. In addition, we have and use Google Translate when needed. The Google Translate link is prominent on our website(s).

2. Does your organization include accessibility information on its website?

- Yes
- No
- N/A

Comments: There is an Accessibility link at the bottom of labor.idaho.gov.

3. When electronic forms are designed to be completed on-line, does the form allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form?

- Yes
- No
- N/A

Comments: As new forms are designed we do ensure they meet the requirements. We are currently working to update other forms that are not compliant at this time. It continues to be a work in progress.

4. When preparing grant applications, agreements and contracts, do the documents include the required assistance language stating all recipients must comply with the basic tenets of all nondiscrimination acts and laws? (29 CFR 37.20)

- Yes
- No
- N/A

Comments: This is done at the central office level



One-Stop Offices:

1. Does staff review Employer's Job Orders?

Yes

No

N/A

Comments: Employer accounts go through a rigorous approval process. Once an employer account is approved employers are able to list their own jobs on the IdahoWorks system. These jobs are not systematically reviewed by staff prior to release, but are sporadically reviewed during the course of business and/or when they are being reviewed with job seekers.

2. How does staff resolve an issue with an Employer's Job Order that violates Equal Opportunity or Nondiscrimination laws? Please describe.

(1) If an employer is discussing their job listing with us prior to posting, we discuss any items that would violate policy or laws. If the employer modifies the listing to comply, we will post the job. If the employer will not modify, the posting is not listed in the system. (2) If we find blatant violations in a job posted by an employer, we contact the employer to discuss the listing. The posting is placed on hold until the issue is resolved. (3) If we find questionable information in a listing, but need guidance on whether it violates any law or policy, we will reach out to the Employment Services division for guidance. If the listing violates law or policy, we proceed as indicated in item (2) until the issue resolved.



## Idaho EO Programmatic Assessment Monitoring Tool Employee/Staff Interview

Date of visit: 1/29/18

Name of monitor: Sage Stoddard

Facility: Grangeville Local Office

Employee and function in the office: Sara Espeland & Lesley Orcutt: Workforce Consultants

**Please respond to the following questions and write comments to describe specific processes and issues.**

### Equal Opportunity and Universal Access (29 CFR 37, 29 CFR 38.13 (b)):

1. Does your supervisor discuss Equal Opportunity and Access for customers with staff?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Does your organization have an adopted policy stating it will not discriminate against any client with a disability seeking services at your location?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

3. Is staff aware of policies and practices to offer accommodations in order to provide accessibility to programs and services?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)



4. Do your policies and practices allow an individual with a disability to choose to participate in the non-disability program, even if a separate program is permitted?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Complaints (29 CFR 37.73):

1. If a customer feels that they have been discriminated against do you know how to help them file a complaint?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Are the appropriate notices of a customer's right to file a complaint included in WIOA client files?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Assisting customers who have Limited English Proficiency (LEP) (29 CFR 37.35):

1. Are you aware of any customers who have LEP?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Do you help LEP customers by utilizing your language proficient staff or contractors?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)



Assisting customers who request American Sign Language (ASL) interpreters (29 CFR 37.9 (d)):

1. Did you know that you can request ASL interpreters for deaf or hard of hearing customers?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Do you know the process to follow to secure an ASL interpreter?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Equal Opportunity Materials (29 CFR 37.31):

1. EO Poster – visible in English and Spanish for customers and employees?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. LEP Poster – visible for customers and employees?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

3. Point to your language poster – visible for customers?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)



4. When creating flyers for job fairs and other events, are the following taglines included: “Equal Opportunity Employer/Program” and “Auxiliary aids and services available upon request?”

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Services are Accessible (29 CFR 37.9):

1. Handicap accessible computer/phone station?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Web Cam available?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

3. Relay Phone Service?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

4. What steps does your office take to ensure communications with customers who have disabilities – including the blind – is just as effective as communications with participants? Please describe.

Staff are aware of how to help with customers with disabilities in their communication. They understand that they may ask the customer if they need assistance or accommodations. Staff are aware of how get an interpreter or use the DEI computer we have located in our lobbies which has a larger font or has audio available for someone that is vision impaired. When helping someone that is hearing impaired, they understand to take the steps to determine the



best way to communicate, whether it is writing comments on paper, texting, lip-reading or utilizing a sign language interpreter.

5. Is staff provided with on-going training in the use of auxiliary aids and the procedures to obtain them?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Communications/Website (29 CFR 37.34):

1. For all English text, is it possible to view a translated version of the information?

Yes

No

N/A

Comments: Our site uses google translator

2. Does your organization include accessibility information on its website?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

3. When electronic forms are designed to be completed on-line, does the form allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form?

Yes

No

N/A

Comments: As new forms are designed we do ensure they meet the requirements. We are currently working to update other forms that are not compliant at this time. It continues to be a work in progress.





4. When preparing grant applications, agreements and contracts, do the documents include the required assistance language stating all recipients must comply with the basic tenets of all nondiscrimination acts and laws? (29 CFR 37.20)

- Yes  
 No  
 N/A

Comments: This is usually handled at the central office level

One-Stop Offices:

1. Does staff review Employer's Job Orders?

- Yes  
 No  
 N/A

Comments: After an employer account has been approved, the employer may post jobs on their account. These job listings are automatically released on IdahoWorks without being reviewed again by staff.

2. How does staff resolve an issue with an Employer's Job Order that violates Equal Opportunity or Nondiscrimination laws? Please describe.

Staff will contact the employer to discuss the issue and help educate the employer and resolve any problems.



## Idaho EO Programmatic Assessment Monitoring Tool Employee/Staff Interview

Date of visit: 1-17-19

Name of monitor: Connie Gardner

Facility: Idaho Falls Comprehensive Center

Employee and function in the office: Windy Keele and Brandon Moffat, Supervisors  
Manager

**Please respond to the following questions and write comments to describe specific processes and issues.**

### Equal Opportunity and Universal Access (29 CFR 37, 29 CFR 38.13 (b)):

1. Does your supervisor discuss Equal Opportunity and Access for customers with staff?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Does your organization have an adopted policy stating it will not discriminate against any client with a disability seeking services at your location?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

3. Is staff aware of policies and practices to offer accommodations in order to provide accessibility to programs and services?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)



4. Do your policies and practices allow an individual with a disability to choose to participate in the non-disability program, even if a separate program is permitted?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Complaints (29 CFR 37.73):

1. If a customer feels that they have been discriminated against do you know how to help them file a complaint?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Are the appropriate notices of a customer's right to file a complaint included in WIOA client files?

- Yes
- No
- N/A

Comments: WIOA 10

Assisting customers who have Limited English Proficiency (LEP) (29 CFR 37.35):

1. Are you aware of any customers who have LEP?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Do you help LEP customers by utilizing your language proficient staff or contractors?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)



Assisting customers who request American Sign Language (ASL) interpreters (29 CFR 37.9 (d)):

1. Did you know that you can request ASL interpreters for deaf or hard of hearing customers?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. Do you know the process to follow to secure an ASL interpreter?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

Equal Opportunity Materials (29 CFR 37.31):

1. EO Poster – visible in English and Spanish for customers and employees?

- Yes  
 No  
 N/A

Comments: Posted in lobby

2. LEP Poster – visible for customers and employees?

- Yes  
 No  
 N/A

Comments: Posted in lobby

3. Point to your language poster – visible for customers?

- Yes  
 No  
 N/A

Comments: Posted in lobby



4. When creating flyers for job fairs and other events, are the following taglines included: “Equal Opportunity Employer/Program” and “Auxiliary aids and services available upon request?”

- Yes
- No
- N/A

Comments: Click or tap here to enter text.

Services are Accessible (29 CFR 37.9):

1. Handicap accessible computer/phone station?

- Yes
- No
- N/A

Comments: We have 2 ADA computers in the lobby

2. Web Cam available?

- Yes
- No
- N/A

Comments: Click or tap here to enter text.

3. Relay Phone Service?

- Yes
- No
- N/A

Comments: Click or tap here to enter text.

4. What steps does your office take to ensure communications with customers who have disabilities – including the blind – is just as effective as communications with participants? Please describe.

We treat them as any regular customer who would need extra assistance by working 1:1 with them and helping them navigate our services. We have many different resources available to assist them including the accessible computer. When necessary, we refer them to our partnering agencies.



5. Is staff provided with on-going training in the use of auxiliary aids and the procedures to obtain them?

- Yes
- No
- N/A

Comments: We try to have yearly staff presentations

Communications/Website (29 CFR 37.34):

1. For all English text, is it possible to view a translated version of the information?

- Yes
- No
- N/A

Comments: Our sites currently use google translator

2. Does your organization include accessibility information on its website?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

3. When electronic forms are designed to be completed on-line, does the form allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form?

- Yes
- No
- N/A

Comments: As new forms are designed we do ensure they meet the requirements. We are currently working to update other forms that are not compliant at this time. It continues to be a work in progress.

4. When preparing grant applications, agreements and contracts, do the documents include the required assistance language stating all recipients must comply with the basic tenets of all nondiscrimination acts and laws? (29 CFR 37.20)

- Yes
- No
- N/A



Comments: This is normally handled at the central office level

One-Stop Offices:

1. Does staff review Employer's Job Orders?

Yes

No

N/A

Comments: After an employer account has been approved, the employer may post jobs on their account. These job listings are automatically released on IdahoWorks without being reviewed again by staff.

2. How does staff resolve an issue with an Employer's Job Order that violates Equal Opportunity or Nondiscrimination laws? Please describe.

Employer accounts and job orders are reviewed to ensure they meet EEO and validity standards. Accounts that do not meet standards are not approved. Existing accounts that receive EEO or discrimination complaints are subjected to the same suitability review standards. Accounts that are found to be in violation are placed on hold, the area managers are notified, and the Central Office staff take appropriate steps including placing the offending employers on a do not serve list if necessary.



## Idaho EO Programmatic Assessment Monitoring Tool Employee/Staff Interview

Date of visit: 1/24/19

Name of monitor: Vicki Isakson

Facility: Kootenai County office

Employee and function in the office: Denise Lunderstadt and Craig Hampton,  
Supervisors

**Please respond to the following questions and write comments to describe specific processes and issues.**

### Equal Opportunity and Universal Access (29 CFR 37, 29 CFR 38.13 (b)):

1. Does your supervisor discuss Equal Opportunity and Access for customers with staff?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Does your organization have an adopted policy stating it will not discriminate against any client with a disability seeking services at your location?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

3. Is staff aware of policies and practices to offer accommodations in order to provide accessibility to programs and services?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)





4. Do your policies and practices allow an individual with a disability to choose to participate in the non-disability program, even if a separate program is permitted?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Complaints (29 CFR 37.73):

1. If a customer feels that they have been discriminated against do you know how to help them file a complaint?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Are the appropriate notices of a customer's right to file a complaint included in WIOA client files?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Assisting customers who have Limited English Proficiency (LEP) (29 CFR 37.35):

1. Are you aware of any customers who have LEP?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Do you help LEP customers by utilizing your language proficient staff or contractors?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)



Assisting customers who request American Sign Language (ASL) interpreters (29 CFR 37.9 (d)):

1. Did you know that you can request ASL interpreters for deaf or hard of hearing customers?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Do you know the process to follow to secure an ASL interpreter?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Equal Opportunity Materials (29 CFR 37.31):

1. EO Poster – visible in English and Spanish for customers and employees?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. LEP Poster – visible for customers and employees?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

3. Point to your language poster – visible for customers?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)



4. When creating flyers for job fairs and other events, are the following taglines included: “Equal Opportunity Employer/Program” and “Auxiliary aids and services available upon request?”

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

Services are Accessible (29 CFR 37.9):

1. Handicap accessible computer/phone station?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. Web Cam available?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

3. Relay Phone Service?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

4. What steps does your office take to ensure communications with customers who have disabilities – including the blind – is just as effective as communications with participants? Please describe.

The office is equipped with automatic opening doors, a wheel chair ramp, an ADA computer. There is plenty of space for wheelchairs, walkers, or someone who is visually impaired and using a cane to move about the office and our resource center. We have a staff member to works in our lobby at all times to assist customers with whatever needs they may have and staff are trained to show individuals how to use the ADA computer if they are unable to do so.



5. Is staff provided with on-going training in the use of auxiliary aids and the procedures to obtain them?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Communications/Website (29 CFR 37.34):

1. For all English text, is it possible to view a translated version of the information?

- Yes
- No
- N/A

Comments: Our site uses google translator.

2. Does your organization include accessibility information on its website?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

3. When electronic forms are designed to be completed on-line, does the form allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form?

- Yes
- No
- N/A

Comments: As new forms are designed we do ensure they meet the requirements. We are currently working to update other forms that are not compliant at this time. It continues to be a work in progress.

4. When preparing grant applications, agreements and contracts, do the documents include the required assistance language stating all recipients must comply with the basic tenets of all nondiscrimination acts and laws? (29 CFR 37.20)

- Yes
- No



N/A

Comments: This is normally handled at the central office level

One-Stop Offices:

1. Does staff review Employer's Job Orders?

Yes

No

N/A

Comments: After an employer account has been approved, the employer may post jobs on their account. These job listings are automatically released on IdahoWorks without being reviewed again by staff.

2. How does staff resolve an issue with an Employer's Job Order that violates Equal Opportunity or Nondiscrimination laws? Please describe.

As soon as we are aware of the issue, we work with the employer to ensure that they understand the laws and help them reword the job order to be appropriate. If they are unwilling to change it, we would not allow them to list the job. If a job seeker brought it to our attention, we would remove the job listing until the above steps were followed with the employer. If the job seeker wanted to file a complaint, we would walk him/her through that process.



## Idaho EO Programmatic Assessment Monitoring Tool Employee/Staff Interview

Date of visit: 1/29/18

Name of monitor: Sage Stoddard

Facility: Lewiston Local Office

Employee and function in the office: Misti Sullivan, Supervisor

**Please respond to the following questions and write comments to describe specific processes and issues.**

### Equal Opportunity and Universal Access (29 CFR 37, 29 CFR 38.13 (b)):

1. Does your supervisor discuss Equal Opportunity and Access for customers with staff?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. Does your organization have an adopted policy stating it will not discriminate against any client with a disability seeking services at your location?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

3. Is staff aware of policies and practices to offer accommodations in order to provide accessibility to programs and services?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)



4. Do your policies and practices allow an individual with a disability to choose to participate in the non-disability program, even if a separate program is permitted?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Complaints (29 CFR 37.73):

1. If a customer feels that they have been discriminated against do you know how to help them file a complaint?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Are the appropriate notices of a customer's right to file a complaint included in WIOA client files?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Assisting customers who have Limited English Proficiency (LEP) (29 CFR 37.35):

1. Are you aware of any customers who have LEP?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Do you help LEP customers by utilizing your language proficient staff or contractors?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)



Assisting customers who request American Sign Language (ASL) interpreters (29 CFR 37.9 (d)):

1. Did you know that you can request ASL interpreters for deaf or hard of hearing customers?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Do you know the process to follow to secure an ASL interpreter?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Equal Opportunity Materials (29 CFR 37.31):

1. EO Poster – visible in English and Spanish for customers and employees?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. LEP Poster – visible for customers and employees?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

3. Point to your language poster – visible for customers?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)





4. When creating flyers for job fairs and other events, are the following taglines included: “Equal Opportunity Employer/Program” and “Auxiliary aids and services available upon request?”

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Services are Accessible (29 CFR 37.9):

1. Handicap accessible computer/phone station?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Web Cam available?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

3. Relay Phone Service?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

4. What steps does your office take to ensure communications with customers who have disabilities – including the blind – is just as effective as communications with participants? Please describe.

Staff are aware of how to help with customers with disabilities in their communication. They understand that they may ask the customer if they need assistance or accommodations. Staff are aware of how get an interpreter or use the DEI computer we have located in our lobbies which has a larger font or has audio available for someone that is vision impaired. When helping someone that is hearing impaired, they understand to take the steps to determine the



best way to communicate, whether it is writing comments on paper, texting, lip-reading or utilizing a sign language interpreter.

5. Is staff provided with on-going training in the use of auxiliary aids and the procedures to obtain them?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Communications/Website (29 CFR 37.34):

1. For all English text, is it possible to view a translated version of the information?

Yes

No

N/A

Comments: Our site uses google translator

2. Does your organization include accessibility information on its website?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

3. When electronic forms are designed to be completed on-line, does the form allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form?

Yes

No

N/A

Comments: As new forms are designed we do ensure they meet the requirements. We are currently working to update other forms that are not compliant at this time. It continues to be a work in progress.



4. When preparing grant applications, agreements and contracts, do the documents include the required assistance language stating all recipients must comply with the basic tenets of all nondiscrimination acts and laws? (29 CFR 37.20)

- Yes
- No
- N/A

Comments: Usually handled at the central office level

One-Stop Offices:

1. Does staff review Employer's Job Orders?

- Yes
- No
- N/A

Comments: After an employer account has been approved, the employer may post jobs on their account. These job listings are automatically released on IdahoWorks without being reviewed again by staff.

2. How does staff resolve an issue with an Employer's Job Order that violates Equal Opportunity or Nondiscrimination laws? Please describe.

Staff will contact the employer to discuss the issue and help educate the employer and resolve any problems.



## Idaho EO Programmatic Assessment Monitoring Tool Employee/Staff Interview

Date of visit: 01/17/2019

Name of monitor: Megan Beyer

Facility: Idaho Department of Labor, Magic Valley 00370

Employee and function in the office: Carlos Hernandez, Supervisor

**Please respond to the following questions and write comments to describe specific processes and issues.**

### Equal Opportunity and Universal Access (29 CFR 37, 29 CFR 38.13 (b)):

1. Does your supervisor discuss Equal Opportunity and Access for customers with staff?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. Does your organization have an adopted policy stating it will not discriminate against any client with a disability seeking services at your location?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

3. Is staff aware of policies and practices to offer accommodations in order to provide accessibility to programs and services?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)



4. Do your policies and practices allow an individual with a disability to choose to participate in the non-disability program, even if a separate program is permitted?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Complaints (29 CFR 37.73):

1. If a customer feels that they have been discriminated against do you know how to help them file a complaint?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Are the appropriate notices of a customer's right to file a complaint included in WIOA client files?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Assisting customers who have Limited English Proficiency (LEP) (29 CFR 37.35):

1. Are you aware of any customers who have LEP?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Do you help LEP customers by utilizing your language proficient staff or contractors?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)



Assisting customers who request American Sign Language (ASL) interpreters (29 CFR 37.9 (d)):

1. Did you know that you can request ASL interpreters for deaf or hard of hearing customers?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Do you know the process to follow to secure an ASL interpreter?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Equal Opportunity Materials (29 CFR 37.31):

1. EO Poster – visible in English and Spanish for customers and employees?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. LEP Poster – visible for customers and employees?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

3. Point to your language poster – visible for customers?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)



4. When creating flyers for job fairs and other events, are the following taglines included: “Equal Opportunity Employer/Program” and “Auxiliary aids and services available upon request?”

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Services are Accessible (29 CFR 37.9):

1. Handicap accessible computer/phone station?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Web Cam available?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

3. Relay Phone Service?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

4. What steps does your office take to ensure communications with customers who have disabilities – including the blind – is just as effective as communications with participants? Please describe.

ADA Computer, headphones and voice program is available in the local office lobby.



5. Is staff provided with on-going training in the use of auxiliary aids and the procedures to obtain them?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Communications/Website (29 CFR 37.34):

1. For all English text, is it possible to view a translated version of the information?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Does your organization include accessibility information on its website?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

3. When electronic forms are designed to be completed on-line, does the form allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form?

Yes

No

N/A

Comments: As new forms are designed we do ensure they meet the requirements. We are currently working to update other forms that are not compliant at this time. It continues to be a work in progress.

4. When preparing grant applications, agreements and contracts, do the documents include the required assistance language stating all recipients must comply with the basic tenets of all nondiscrimination acts and laws? (29 CFR 37.20)

Yes

No

N/A





Comments: Grants and contracts are handled at the executive level.

One-Stop Offices:

1. Does staff review Employer's Job Orders?

Yes

No

N/A

Comments: After an employer account has been approved, the employer may post jobs on their account. These job listings are automatically released on IdahoWorks without being reviewed again by staff.

2. How does staff resolve an issue with an Employer's Job Order that violates Equal Opportunity or Nondiscrimination laws? Please describe.

When staff become aware of an Equal Opportunity or Nondiscrimination issue with a job order, we contact the employer and explain the Equal Opportunity or Nondiscrimination laws. We inform the employer that we are not allowed to accept job orders that are out of compliance with these laws. We offer the employer guidance with where they can find additional information about the laws and offer assistance with updating their job order. If the employer is willing to change their job order to meet legal requirements, we assist them with updating the job order. If the employer is not willing to make the changes to their job order the order is denied.



## Idaho EO Programmatic Assessment Monitoring Tool Employee/Staff Interview

Date of visit: 2/1/2019

Name of monitor: Dan Holmes

Facility: Meridian LO

Employee and function in the office: Dan Scott, Supervisor

**Please respond to the following questions and write comments to describe specific processes and issues.**

### Equal Opportunity and Universal Access (29 CFR 37, 29 CFR 38.13 (b)):

1. Does your supervisor discuss Equal Opportunity and Access for customers with staff?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. Does your organization have an adopted policy stating it will not discriminate against any client with a disability seeking services at your location?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

3. Is staff aware of policies and practices to offer accommodations in order to provide accessibility to programs and services?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)



4. Do your policies and practices allow an individual with a disability to choose to participate in the non-disability program, even if a separate program is permitted?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Complaints (29 CFR 37.73):

1. If a customer feels that they have been discriminated against do you know how to help them file a complaint?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Are the appropriate notices of a customer's right to file a complaint included in WIOA client files?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Assisting customers who have Limited English Proficiency (LEP) (29 CFR 37.35):

1. Are you aware of any customers who have LEP?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Do you help LEP customers by utilizing your language proficient staff or contractors?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)



Assisting customers who request American Sign Language (ASL) interpreters (29 CFR 37.9 (d)):

1. Did you know that you can request ASL interpreters for deaf or hard of hearing customers?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Do you know the process to follow to secure an ASL interpreter?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Equal Opportunity Materials (29 CFR 37.31):

1. EO Poster – visible in English and Spanish for customers and employees?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. LEP Poster – visible for customers and employees?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

3. Point to your language poster – visible for customers?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)



4. When creating flyers for job fairs and other events, are the following taglines included: “Equal Opportunity Employer/Program” and “Auxiliary aids and services available upon request?”

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

Services are Accessible (29 CFR 37.9):

1. Handicap accessible computer/phone station?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. Web Cam available?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

3. Relay Phone Service?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

4. What steps does your office take to ensure communications with customers who have disabilities – including the blind – is just as effective as communications with participants? Please describe.

The office staff are familiar with the accessible computer and can offer screen reader technology and universal design for individuals with disabilities who might benefit from these features.

Additionally, staff are trained to ask individuals what accommodations they need and take steps to meet those needs.



5. Is staff provided with on-going training in the use of auxiliary aids and the procedures to obtain them?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Communications/Website (29 CFR 37.34):

1. For all English text, is it possible to view a translated version of the information?

Yes

No

N/A

Comments: Our web sites use google translator

2. Does your organization include accessibility information on its website?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

3. When electronic forms are designed to be completed on-line, does the form allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form?

Yes

No

N/A

Comments: As new forms are designed we do ensure they meet the requirements. We are currently working to update other forms that are not compliant at this time. It continues to be a work in progress. Nor

4. When preparing grant applications, agreements and contracts, do the documents include the required assistance language stating all recipients must comply with the basic tenets of all nondiscrimination acts and laws? (29 CFR 37.20)

Yes

No

N/A



Comments: Normally happens at the central office level

One-Stop Offices:

1. Does staff review Employer's Job Orders?

Yes

No

N/A

Comments: Employer Approvers and some ES staff when assisting employers

2. How does staff resolve an issue with an Employer's Job Order that violates Equal Opportunity or Nondiscrimination laws? Please describe.

Staff are advised to partner with IdahoWorks team (Dave Hanchett, Kristyn Carr) to resolve issues. Once staff have conferred with the IdahoWorks team they contact the employer and work with them to update the listing. If the employer is not willing to make the needed changes, the order is not posted.



## Idaho EO Programmatic Assessment Monitoring Tool Employee/Staff Interview

Date of visit: 01/17/2019

Name of monitor: Donna Fletcher

Facility: Idaho Department of Labor, Mini-Cassia 0050

Employee and function in the office: Gayla Willis, Workforce Consultant

**Please respond to the following questions and write comments to describe specific processes and issues.**

### Equal Opportunity and Universal Access (29 CFR 37, 29 CFR 38.13 (b)):

1. Does your supervisor discuss Equal Opportunity and Access for customers with staff?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. Does your organization have an adopted policy stating it will not discriminate against any client with a disability seeking services at your location?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

3. Is staff aware of policies and practices to offer accommodations in order to provide accessibility to programs and services?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)





4. Do your policies and practices allow an individual with a disability to choose to participate in the non-disability program, even if a separate program is permitted?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Complaints (29 CFR 37.73):

1. If a customer feels that they have been discriminated against do you know how to help them file a complaint?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Are the appropriate notices of a customer's right to file a complaint included in WIOA client files?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Assisting customers who have Limited English Proficiency (LEP) (29 CFR 37.35):

1. Are you aware of any customers who have LEP?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Do you help LEP customers by utilizing your language proficient staff or contractors?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)



Assisting customers who request American Sign Language (ASL) interpreters (29 CFR 37.9 (d)):

1. Did you know that you can request ASL interpreters for deaf or hard of hearing customers?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. Do you know the process to follow to secure an ASL interpreter?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

Equal Opportunity Materials (29 CFR 37.31):

1. EO Poster – visible in English and Spanish for customers and employees?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. LEP Poster – visible for customers and employees?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

3. Point to your language poster – visible for customers?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)



4. When creating flyers for job fairs and other events, are the following taglines included: “Equal Opportunity Employer/Program” and “Auxiliary aids and services available upon request?”

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Services are Accessible (29 CFR 37.9):

1. Handicap accessible computer/phone station?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Web Cam available?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

3. Relay Phone Service?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

4. What steps does your office take to ensure communications with customers who have disabilities – including the blind – is just as effective as communications with participants? Please describe.

ADA Computer, headphones, voice program and Braille packets available in the lobby.



5. Is staff provided with on-going training in the use of auxiliary aids and the procedures to obtain them?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Communications/Website (29 CFR 37.34):

1. For all English text, is it possible to view a translated version of the information?

- Yes
- No
- N/A

Comments: Our sites use google translator

2. Does your organization include accessibility information on its website?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

3. When electronic forms are designed to be completed on-line, does the form allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form?

- Yes
- No
- N/A

Comments: As new forms are designed we do ensure they meet the requirements. We are currently working to update other forms that are not compliant at this time. It continues to be a work in progress.

4. When preparing grant applications, agreements and contracts, do the documents include the required assistance language stating all recipients must comply with the basic tenets of all nondiscrimination acts and laws? (29 CFR 37.20)

- Yes
- No
- N/A



Comments: Grants and contracts are handled at the executive level.

One-Stop Offices:

1. Does staff review Employer's Job Orders?

Yes

No

N/A

Comments: After an employer account has been approved, the employer may post jobs on their account. These job listings are automatically released on IdahoWorks without being reviewed again by staff.

2. How does staff resolve an issue with an Employer's Job Order that violates Equal Opportunity or Nondiscrimination laws? Please describe.

We contact the employer and explain we cannot accept the job listing because of the illegal requirements and specify the legal violations. If the employer is willing to change the job listing to meet legal requirements we assist them with the changes and accept the job listing. If the employer is not willing to make the changes we do not accept the job listing.



## Idaho EO Programmatic Assessment Monitoring Tool Employee/Staff Interview

Date of visit: 01/22/2019

Name of monitor: Dave Darrow

Facility: Moscow Local Office

Employee and function in the office: Debi Middlekoop, Workforce Consultant

**Please respond to the following questions and write comments to describe specific processes and issues.**

### Equal Opportunity and Universal Access (29 CFR 37, 29 CFR 38.13 (b)):

1. Does your supervisor discuss Equal Opportunity and Access for customers with staff?

- Yes  
 No  
 N/A

Comments: Covered in staff meetings, both local and regionally

2. Does your organization have an adopted policy stating it will not discriminate against any client with a disability seeking services at your location?

- Yes  
 No  
 N/A

Comments: EEO

3. Is staff aware of policies and practices to offer accommodations in order to provide accessibility to programs and services?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)



4. Do your policies and practices allow an individual with a disability to choose to participate in the non-disability program, even if a separate program is permitted?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Complaints (29 CFR 37.73):

1. If a customer feels that they have been discriminated against do you know how to help them file a complaint?

Yes

No

N/A

Comments: Complaint system online or submit in writing

2. Are the appropriate notices of a customer's right to file a complaint included in WIOA client files?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Assisting customers who have Limited English Proficiency (LEP) (29 CFR 37.35):

1. Are you aware of any customers who have LEP?

Yes

No

N/A

Comments: none recently

2. Do you help LEP customers by utilizing your language proficient staff or contractors?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)



Assisting customers who request American Sign Language (ASL) interpreters (29 CFR 37.9 (d)):

1. Did you know that you can request ASL interpreters for deaf or hard of hearing customers?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Do you know the process to follow to secure an ASL interpreter?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Equal Opportunity Materials (29 CFR 37.31):

1. EO Poster – visible in English and Spanish for customers and employees?

- Yes
- No
- N/A

Comments: Located in lobby

2. LEP Poster – visible for customers and employees?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

3. Point to your language poster – visible for customers?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)





4. When creating flyers for job fairs and other events, are the following taglines included: “Equal Opportunity Employer/Program” and “Auxiliary aids and services available upon request?”

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

Services are Accessible (29 CFR 37.9):

1. Handicap accessible computer/phone station?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. Web Cam available?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

3. Relay Phone Service?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

4. What steps does your office take to ensure communications with customers who have disabilities – including the blind – is just as effective as communications with participants? Please describe.

We treat customers with disabilities no different then we do other customers other then we work within their area of accommodation. Provide access to the same information and services as others. We provide the necessary resources to allow communication or access to take place based on the abilities of the customer.



5. Is staff provided with on-going training in the use of auxiliary aids and the procedures to obtain them?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Communications/Website (29 CFR 37.34):

1. For all English text, is it possible to view a translated version of the information?

- Yes
- No
- N/A

Comments: Our sites use google translator

2. Does your organization include accessibility information on its website?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

3. When electronic forms are designed to be completed on-line, does the form allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form?

- Yes
- No
- N/A

Comments: As new forms are designed we do ensure they meet the requirements. We are currently working to update other forms that are not compliant at this time. It continues to be a work in progress.

4. When preparing grant applications, agreements and contracts, do the documents include the required assistance language stating all recipients must comply with the basic tenets of all nondiscrimination acts and laws? (29 CFR 37.20)

- Yes
- No
- N/A



Comments: This is normally handled at the central office

One-Stop Offices:

1. Does staff review Employer's Job Orders?

Yes

No

N/A

Comments: After an employer account has been approved, the employer may post jobs on their account. These job listings are automatically released on IdahoWorks without being reviewed again by staff.

2. How does staff resolve an issue with an Employer's Job Order that violates Equal Opportunity or Nondiscrimination laws? Please describe.

Will contact the employer directly and be sure that the information listed is correct. If correct and in violation will explain the law and make necessary corrections. If unable to change will remove listing. May refer to Human Rights Commission or seek guidance from management/legal on next steps.



## Idaho EO Programmatic Assessment Monitoring Tool Employee/Staff Interview

Date of visit: 1/28/2019

Name of monitor: Dan Holmes

Facility: Mountain Home LO

Employee and function in the office: Ray Cotton, Workforce Consultant/DVOP

**Please respond to the following questions and write comments to describe specific processes and issues.**

### Equal Opportunity and Universal Access (29 CFR 37, 29 CFR 38.13 (b)):

1. Does your supervisor discuss Equal Opportunity and Access for customers with staff?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Does your organization have an adopted policy stating it will not discriminate against any client with a disability seeking services at your location?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

3. Is staff aware of policies and practices to offer accommodations in order to provide accessibility to programs and services?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)



4. Do your policies and practices allow an individual with a disability to choose to participate in the non-disability program, even if a separate program is permitted?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Complaints (29 CFR 37.73):

1. If a customer feels that they have been discriminated against do you know how to help them file a complaint?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Are the appropriate notices of a customer's right to file a complaint included in WIOA client files?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Assisting customers who have Limited English Proficiency (LEP) (29 CFR 37.35):

1. Are you aware of any customers who have LEP?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Do you help LEP customers by utilizing your language proficient staff or contractors?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)



Assisting customers who request American Sign Language (ASL) interpreters (29 CFR 37.9 (d)):

1. Did you know that you can request ASL interpreters for deaf or hard of hearing customers?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Do you know the process to follow to secure an ASL interpreter?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Equal Opportunity Materials (29 CFR 37.31):

1. EO Poster – visible in English and Spanish for customers and employees?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. LEP Poster – visible for customers and employees?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

3. Point to your language poster – visible for customers?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)



4. When creating flyers for job fairs and other events, are the following taglines included: “Equal Opportunity Employer/Program” and “Auxiliary aids and services available upon request?”

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

Services are Accessible (29 CFR 37.9):

1. Handicap accessible computer/phone station?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. Web Cam available?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

3. Relay Phone Service?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

4. What steps does your office take to ensure communications with customers who have disabilities – including the blind – is just as effective as communications with participants? Please describe.

The office staff are familiar with the accessible computer and can offer screen reader technology and universal design for individuals with disabilities who might benefit from these features.

Additionally, staff are trained to ask individuals what accommodations they need and take steps to meet those needs.



5. Is staff provided with on-going training in the use of auxiliary aids and the procedures to obtain them?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Communications/Website (29 CFR 37.34):

1. For all English text, is it possible to view a translated version of the information?

- Yes
- No
- N/A

Comments: Our web sites use google translator

2. Does your organization include accessibility information on its website?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

3. When electronic forms are designed to be completed on-line, does the form allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form?

- Yes
- No
- N/A

Comments: As new forms are designed we do ensure they meet the requirements. We are currently working to update other forms that are not compliant at this time. It continues to be a work in progress.

4. When preparing grant applications, agreements and contracts, do the documents include the required assistance language stating all recipients must comply with the basic tenets of all nondiscrimination acts and laws? (29 CFR 37.20)

- Yes
- No
- N/A





Comments: This normally happens at the central office level

One-Stop Offices:

1. Does staff review Employer's Job Orders?

Yes

No

N/A

Comments: Employer Approvers and some ES staff when assisting employers

2. How does staff resolve an issue with an Employer's Job Order that violates Equal Opportunity or Nondiscrimination laws? Please describe.

Staff are advised to partner with IdahoWorks team (Dave Hanchett, Kristyn Carr) to resolve issues. Once staff have conferred with the IdahoWorks team they contact the employer and work with them to update the listing. If the employer is not willing to make the needed changes, the order is not posted.



## Idaho EO Programmatic Assessment Monitoring Tool Employee/Staff Interview

Date of visit: 1/29/18

Name of monitor: Sage Stoddard

Facility: Orofino Local Office

Employee and function in the office: Monica Jones & Ruth Walker: Workforce Consultants

**Please respond to the following questions and write comments to describe specific processes and issues.**

### Equal Opportunity and Universal Access (29 CFR 37, 29 CFR 38.13 (b)):

1. Does your supervisor discuss Equal Opportunity and Access for customers with staff?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Does your organization have an adopted policy stating it will not discriminate against any client with a disability seeking services at your location?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

3. Is staff aware of policies and practices to offer accommodations in order to provide accessibility to programs and services?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)



4. Do your policies and practices allow an individual with a disability to choose to participate in the non-disability program, even if a separate program is permitted?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Complaints (29 CFR 37.73):

1. If a customer feels that they have been discriminated against do you know how to help them file a complaint?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Are the appropriate notices of a customer's right to file a complaint included in WIOA client files?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Assisting customers who have Limited English Proficiency (LEP) (29 CFR 37.35):

1. Are you aware of any customers who have LEP?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Do you help LEP customers by utilizing your language proficient staff or contractors?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)



Assisting customers who request American Sign Language (ASL) interpreters (29 CFR 37.9 (d)):

1. Did you know that you can request ASL interpreters for deaf or hard of hearing customers?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Do you know the process to follow to secure an ASL interpreter?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Equal Opportunity Materials (29 CFR 37.31):

1. EO Poster – visible in English and Spanish for customers and employees?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. LEP Poster – visible for customers and employees?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

3. Point to your language poster – visible for customers?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)



4. When creating flyers for job fairs and other events, are the following taglines included: “Equal Opportunity Employer/Program” and “Auxiliary aids and services available upon request?”

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Services are Accessible (29 CFR 37.9):

1. Handicap accessible computer/phone station?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Web Cam available?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

3. Relay Phone Service?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

4. What steps does your office take to ensure communications with customers who have disabilities – including the blind – is just as effective as communications with participants? Please describe.

Staff are aware of how to help with customers with disabilities in their communication. They understand that they may ask the customer if they need assistance or accommodations. Staff are aware of how get an interpreter or use the DEI computer we have located in our lobbies which has a larger font or has audio available for someone that is vision impaired. When helping someone that is hearing impaired, they understand to take the steps to determine the



best way to communicate, whether it is writing comments on paper, texting, lip-reading or utilizing a sign language interpreter.

5. Is staff provided with on-going training in the use of auxiliary aids and the procedures to obtain them?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Communications/Website (29 CFR 37.34):

1. For all English text, is it possible to view a translated version of the information?

Yes

No

N/A

Comments: Our site uses google translator

2. Does your organization include accessibility information on its website?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

3. When electronic forms are designed to be completed on-line, does the form allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form?

Yes

No

N/A

Comments: As new forms are designed we do ensure they meet the requirements. We are currently working to update other forms that are not compliant at this time. It continues to be a work in progress.



4. When preparing grant applications, agreements and contracts, do the documents include the required assistance language stating all recipients must comply with the basic tenets of all nondiscrimination acts and laws? (29 CFR 37.20)

- Yes
- No
- N/A

Comments: This normally happens at the central office level

One-Stop Offices:

1. Does staff review Employer's Job Orders?

- Yes
- No
- N/A

Comments: After an employer account has been approved, the employer may post jobs on their account. These job listings are automatically released on IdahoWorks without being reviewed again by staff.

2. How does staff resolve an issue with an Employer's Job Order that violates Equal Opportunity or Nondiscrimination laws? Please describe.

Staff will contact the employer to discuss the issue and help educate the employer and resolve any problems.



## Idaho EO Programmatic Assessment Monitoring Tool Employee/Staff Interview

Date of visit: 1/17/19

Name of monitor: Kandi Rudd

Facility: Pocatello IDOL Office

Employee and function in the office: Brandy Witt and Mike Myers, Supervisors

**Please respond to the following questions and write comments to describe specific processes and issues.**

### Equal Opportunity and Universal Access (29 CFR 37, 29 CFR 38.13 (b)):

1. Does your supervisor discuss Equal Opportunity and Access for customers with staff?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Does your organization have an adopted policy stating it will not discriminate against any client with a disability seeking services at your location?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

3. Is staff aware of policies and practices to offer accommodations in order to provide accessibility to programs and services?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)





4. Do your policies and practices allow an individual with a disability to choose to participate in the non-disability program, even if a separate program is permitted?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Complaints (29 CFR 37.73):

1. If a customer feels that they have been discriminated against do you know how to help them file a complaint?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Are the appropriate notices of a customer's right to file a complaint included in WIOA client files?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Assisting customers who have Limited English Proficiency (LEP) (29 CFR 37.35):

1. Are you aware of any customers who have LEP?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Do you help LEP customers by utilizing your language proficient staff or contractors?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)



Assisting customers who request American Sign Language (ASL) interpreters (29 CFR 37.9 (d)):

1. Did you know that you can request ASL interpreters for deaf or hard of hearing customers?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Do you know the process to follow to secure an ASL interpreter?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Equal Opportunity Materials (29 CFR 37.31):

1. EO Poster – visible in English and Spanish for customers and employees?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. LEP Poster – visible for customers and employees?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

3. Point to your language poster – visible for customers?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)



4. When creating flyers for job fairs and other events, are the following taglines included: “Equal Opportunity Employer/Program” and “Auxiliary aids and services available upon request?”

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

Services are Accessible (29 CFR 37.9):

1. Handicap accessible computer/phone station?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. Web Cam available?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

3. Relay Phone Service?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

4. What steps does your office take to ensure communications with customers who have disabilities – including the blind – is just as effective as communications with participants? Please describe.

We would treat them like any customer requiring more assistance and meet 1:1 with them to assess their needs, help them navigate our services, and refer them to the appropriate resources.



5. Is staff provided with on-going training in the use of auxiliary aids and the procedures to obtain them?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Communications/Website (29 CFR 37.34):

1. For all English text, is it possible to view a translated version of the information?

- Yes
- No
- N/A

Comments: Our sites use google translator

2. Does your organization include accessibility information on its website?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

3. When electronic forms are designed to be completed on-line, does the form allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form?

- Yes
- No
- N/A

Comments: As new forms are designed we do ensure they meet the requirements. We are currently working to update other forms that are not compliant at this time. It continues to be a work in progress.

4. When preparing grant applications, agreements and contracts, do the documents include the required assistance language stating all recipients must comply with the basic tenets of all nondiscrimination acts and laws? (29 CFR 37.20)

- Yes
- No
- N/A



Comments: Normally created at the central office level

One-Stop Offices:

1. Does staff review Employer's Job Orders?

Yes

No

N/A

Comments: After an employer account has been approved, the employer may post jobs on their account. These job listings are automatically released on IdahoWorks without being reviewed again by staff.

2. How does staff resolve an issue with an Employer's Job Order that violates Equal Opportunity or Nondiscrimination laws? Please describe.

Staff contact the employer and review the job order with them and make the appropriate changes to comply with the law. If employer chooses not to make the changes the order is not accepted or listed.



## Idaho EO Programmatic Assessment Monitoring Tool Employee/Staff Interview

Date of visit: 1-18-2019

Name of monitor: Connie Gardner

Facility: Rexburg Affilate Center

Employee and function in the office: Brandon Moffat, Manager

**Please respond to the following questions and write comments to describe specific processes and issues.**

### Equal Opportunity and Universal Access (29 CFR 37, 29 CFR 38.13 (b)):

1. Does your supervisor discuss Equal Opportunity and Access for customers with staff?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Does your organization have an adopted policy stating it will not discriminate against any client with a disability seeking services at your location?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

3. Is staff aware of policies and practices to offer accommodations in order to provide accessibility to programs and services?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)



4. Do your policies and practices allow an individual with a disability to choose to participate in the non-disability program, even if a separate program is permitted?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Complaints (29 CFR 37.73):

1. If a customer feels that they have been discriminated against do you know how to help them file a complaint?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Are the appropriate notices of a customer's right to file a complaint included in WIOA client files?

- Yes
- No
- N/A

Comments: WIOA 10

Assisting customers who have Limited English Proficiency (LEP) (29 CFR 37.35):

1. Are you aware of any customers who have LEP?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Do you help LEP customers by utilizing your language proficient staff or contractors?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)



Assisting customers who request American Sign Language (ASL) interpreters (29 CFR 37.9 (d)):

1. Did you know that you can request ASL interpreters for deaf or hard of hearing customers?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Do you know the process to follow to secure an ASL interpreter?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Equal Opportunity Materials (29 CFR 37.31):

1. EO Poster – visible in English and Spanish for customers and employees?

Yes

No

N/A

Comments: Posted in lobby

2. LEP Poster – visible for customers and employees?

Yes

No

N/A

Comments: Posted in lobby

3. Point to your language poster – visible for customers?

Yes

No

N/A

Comments: Posted in lobby





4. When creating flyers for job fairs and other events, are the following taglines included: “Equal Opportunity Employer/Program” and “Auxiliary aids and services available upon request?”

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Services are Accessible (29 CFR 37.9):

1. Handicap accessible computer/phone station?

- Yes
- No
- N/A

Comments: We have 1 ADA computer in the lobby

2. Web Cam available?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

3. Relay Phone Service?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

4. What steps does your office take to ensure communications with customers who have disabilities – including the blind – is just as effective as communications with participants? Please describe.

We treat them as any regular customer who would need extra assistance by working 1:1 with them and helping them navigate our services. We have many different resources available to assist them including the accessible computer. When necessary, we refer them to our partnering agencies.



5. Is staff provided with on-going training in the use of auxiliary aids and the procedures to obtain them?

- Yes
- No
- N/A

Comments: We try to have yearly staff presentations

Communications/Website (29 CFR 37.34):

1. For all English text, is it possible to view a translated version of the information?

- Yes
- No
- N/A

Comments: Our site uses google translator

2. Does your organization include accessibility information on its website?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

3. When electronic forms are designed to be completed on-line, does the form allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form?

- Yes
- No
- N/A

Comments: As new forms are designed we do ensure they meet the requirements. We are currently working to update other forms that are not compliant at this time. It continues to be a work in progress

4. When preparing grant applications, agreements and contracts, do the documents include the required assistance language stating all recipients must comply with the basic tenets of all nondiscrimination acts and laws? (29 CFR 37.20)

- Yes
- No
- N/A



Comments: [Click or tap here to enter text.](#)

One-Stop Offices:

1. Does staff review Employer's Job Orders?

Yes

No

N/A

Comments: After an employer account has been approved, the employer may post jobs on their account. These job listings are automatically released on IdahoWorks without being reviewed again by staff.

2. How does staff resolve an issue with an Employer's Job Order that violates Equal Opportunity or Nondiscrimination laws? Please describe.

Employer accounts and job orders are reviewed to ensure they meet EEO and validity standards. Accounts that do not meet standards are not approved. Existing accounts that receive EEO or discrimination complaints are subjected to the same suitability review standards. Accounts that are found to be in violation are placed on hold, the area managers are notified, and the Central Office staff take appropriate steps including placing the offending employers on a do not serve list if necessary.



## Idaho EO Programmatic Assessment Monitoring Tool Employee/Staff Interview

Date of visit: 1-18-2019

Name of monitor: Connie Gardner

Facility: Salmon Affiliate Center

Employee and function in the office: Julie Dodd, Workforce Consultant

**Please respond to the following questions and write comments to describe specific processes and issues.**

### Equal Opportunity and Universal Access (29 CFR 37, 29 CFR 38.13 (b)):

1. Does your supervisor discuss Equal Opportunity and Access for customers with staff?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Does your organization have an adopted policy stating it will not discriminate against any client with a disability seeking services at your location?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

3. Is staff aware of policies and practices to offer accommodations in order to provide accessibility to programs and services?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)



4. Do your policies and practices allow an individual with a disability to choose to participate in the non-disability program, even if a separate program is permitted?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Complaints (29 CFR 37.73):

1. If a customer feels that they have been discriminated against do you know how to help them file a complaint?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Are the appropriate notices of a customer's right to file a complaint included in WIOA client files?

Yes

No

N/A

Comments:

Assisting customers who have Limited English Proficiency (LEP) (29 CFR 37.35):

1. Are you aware of any customers who have LEP?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Do you help LEP customers by utilizing your language proficient staff or contractors?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)



Assisting customers who request American Sign Language (ASL) interpreters (29 CFR 37.9 (d)):

1. Did you know that you can request ASL interpreters for deaf or hard of hearing customers?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. Do you know the process to follow to secure an ASL interpreter?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

Equal Opportunity Materials (29 CFR 37.31):

1. EO Poster – visible in English and Spanish for customers and employees?

- Yes  
 No  
 N/A

Comments: Posted in lobby

2. LEP Poster – visible for customers and employees?

- Yes  
 No  
 N/A

Comments: Posted in lobby

3. Point to your language poster – visible for customers?

- Yes  
 No  
 N/A

Comments: Posted in lobby



4. When creating flyers for job fairs and other events, are the following taglines included: “Equal Opportunity Employer/Program” and “Auxiliary aids and services available upon request?”

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

Services are Accessible (29 CFR 37.9):

1. Handicap accessible computer/phone station?

- Yes  
 No  
 N/A

Comments: We have 1 ADA computer in the lobby

2. Web Cam available?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

3. Relay Phone Service?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

4. What steps does your office take to ensure communications with customers who have disabilities – including the blind – is just as effective as communications with participants? Please describe.

We treat them as any regular customer who would need extra assistance by working 1:1 with them and helping them navigate our services. We have many different resources available to assist them including the accessible computer. When necessary, we refer them to our partnering agencies.



5. Is staff provided with on-going training in the use of auxiliary aids and the procedures to obtain them?

- Yes
- No
- N/A

Comments: We try to have yearly staff presentations

Communications/Website (29 CFR 37.34):

1. For all English text, is it possible to view a translated version of the information?

- Yes
- No
- N/A

Comments: Our sites use google translator

2. Does your organization include accessibility information on its website?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

3. When electronic forms are designed to be completed on-line, does the form allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form?

- Yes
- No
- N/A

Comments: As new forms are designed we do ensure they meet the requirements. We are currently working to update other forms that are not compliant at this time. It continues to be a work in progress.

4. When preparing grant applications, agreements and contracts, do the documents include the required assistance language stating all recipients must comply with the basic tenets of all nondiscrimination acts and laws? (29 CFR 37.20)

- Yes
- No
- N/A





Comments: This is normally handled at the central office level

One-Stop Offices:

1. Does staff review Employer's Job Orders?

Yes

No

N/A

Comments: After an employer account has been approved, the employer may post jobs on their account. These job listings are automatically released on IdahoWorks without being reviewed again by staff.

2. How does staff resolve an issue with an Employer's Job Order that violates Equal Opportunity or Nondiscrimination laws? Please describe.

Employer accounts and job orders are reviewed to ensure they meet EEO and validity standards. Accounts that do not meet standards are not approved. Existing accounts that receive EEO or discrimination complaints are subjected to the same suitability review standards. Accounts that are found to be in violation are placed on hold, the area managers are notified, and the Central Office staff take appropriate steps including placing the offending employers on a do not serve list if necessary.



## Idaho EO Programmatic Assessment Monitoring Tool Employee/Staff Interview

Date of visit: 01/17/19

Name of monitor: Bridgette Bradshaw-Fleer

Facility: Sandpoint IDOL office

Employee and function in the office: Justin Offerman, Workforce Consultant/DVOP

**Please respond to the following questions and write comments to describe specific processes and issues.**

### Equal Opportunity and Universal Access (29 CFR 37, 29 CFR 38.13 (b)):

1. Does your supervisor discuss Equal Opportunity and Access for customers with staff?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. Does your organization have an adopted policy stating it will not discriminate against any client with a disability seeking services at your location?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

3. Is staff aware of policies and practices to offer accommodations in order to provide accessibility to programs and services?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)



4. Do your policies and practices allow an individual with a disability to choose to participate in the non-disability program, even if a separate program is permitted?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Complaints (29 CFR 37.73):

1. If a customer feels that they have been discriminated against do you know how to help them file a complaint?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Are the appropriate notices of a customer's right to file a complaint included in WIOA client files?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Assisting customers who have Limited English Proficiency (LEP) (29 CFR 37.35):

1. Are you aware of any customers who have LEP?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Do you help LEP customers by utilizing your language proficient staff or contractors?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)



Assisting customers who request American Sign Language (ASL) interpreters (29 CFR 37.9 (d)):

1. Did you know that you can request ASL interpreters for deaf or hard of hearing customers?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Do you know the process to follow to secure an ASL interpreter?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Equal Opportunity Materials (29 CFR 37.31):

1. EO Poster – visible in English and Spanish for customers and employees?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. LEP Poster – visible for customers and employees?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

3. Point to your language poster – visible for customers?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)



4. When creating flyers for job fairs and other events, are the following taglines included: “Equal Opportunity Employer/Program” and “Auxiliary aids and services available upon request?”

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

Services are Accessible (29 CFR 37.9):

1. Handicap accessible computer/phone station?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. Web Cam available?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

3. Relay Phone Service?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

4. What steps does your office take to ensure communications with customers who have disabilities – including the blind – is just as effective as communications with participants? Please describe.

The front lobby is roomy with well marked signs for the visually impaired customers. An ADA computer workstation is accessible to customers who have disabilities. The front desk has a lower desk conducive for assisting customers using a wheelchair.



5. Is staff provided with on-going training in the use of auxiliary aids and the procedures to obtain them?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Communications/Website (29 CFR 37.34):

1. For all English text, is it possible to view a translated version of the information?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Does your organization include accessibility information on its website?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

3. When electronic forms are designed to be completed on-line, does the form allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form?

- Yes
- No
- N/A

Comments: As new forms are designed we do ensure they meet the requirements. We are currently working to update other forms that are not compliant at this time. It continues to be a work in progress.

4. When preparing grant applications, agreements and contracts, do the documents include the required assistance language stating all recipients must comply with the basic tenets of all nondiscrimination acts and laws? (29 CFR 37.20)

- Yes
- No
- N/A



Comments: Usually created at the central office level

One-Stop Offices:

1. Does staff review Employer's Job Orders?

Yes

No

N/A

Comments: After an employer account has been approved, the employer may post jobs on their account. These job listings are automatically released on IdahoWorks without being reviewed again by staff.

2. How does staff resolve an issue with an Employer's Job Order that violates Equal Opportunity or Nondiscrimination laws? Please describe.

Staff will communicate with the employer to see if there is a mistake or a misunderstanding. If there is a violation, staff explain to the employer that IDOL cannot list their job(s) unless they are willing to make the necessary changes to the order. If the changes are made, the order is posted if not, then it is refused.



## Idaho EO Programmatic Assessment Monitoring Tool Employee/Staff Interview

Date of visit: 1/30/19

Name of monitor: Vicki Isakson

Facility: Silver Valley office

Employee and function in the office: Michelle Stout, Workforce Consultant

**Please respond to the following questions and write comments to describe specific processes and issues.**

### Equal Opportunity and Universal Access (29 CFR 37, 29 CFR 38.13 (b)):

1. Does your supervisor discuss Equal Opportunity and Access for customers with staff?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. Does your organization have an adopted policy stating it will not discriminate against any client with a disability seeking services at your location?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

3. Is staff aware of policies and practices to offer accommodations in order to provide accessibility to programs and services?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)





4. Do your policies and practices allow an individual with a disability to choose to participate in the non-disability program, even if a separate program is permitted?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Complaints (29 CFR 37.73):

1. If a customer feels that they have been discriminated against do you know how to help them file a complaint?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Are the appropriate notices of a customer's right to file a complaint included in WIOA client files?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Assisting customers who have Limited English Proficiency (LEP) (29 CFR 37.35):

1. Are you aware of any customers who have LEP?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Do you help LEP customers by utilizing your language proficient staff or contractors?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)



Assisting customers who request American Sign Language (ASL) interpreters (29 CFR 37.9 (d)):

1. Did you know that you can request ASL interpreters for deaf or hard of hearing customers?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Do you know the process to follow to secure an ASL interpreter?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Equal Opportunity Materials (29 CFR 37.31):

1. EO Poster – visible in English and Spanish for customers and employees?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. LEP Poster – visible for customers and employees?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

3. Point to your language poster – visible for customers?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)



4. When creating flyers for job fairs and other events, are the following taglines included: “Equal Opportunity Employer/Program” and “Auxiliary aids and services available upon request?”

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

Services are Accessible (29 CFR 37.9):

1. Handicap accessible computer/phone station?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. Web Cam available?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

3. Relay Phone Service?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

4. What steps does your office take to ensure communications with customers who have disabilities – including the blind – is just as effective as communications with participants? Please describe.

The office has an ADA computer with large font and amplified sound for those who are hearing or visually impaired. There is plenty of space for wheelchairs, walkers, or someone who is visually impaired and using a cane to move about the office and our resource center. We have a staff member to works in our lobby at all times to assist customers with whatever needs they may have and staff are trained to show individuals how to use the ADA computer if they are able to do so.



5. Is staff provided with on-going training in the use of auxiliary aids and the procedures to obtain them?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Communications/Website (29 CFR 37.34):

1. For all English text, is it possible to view a translated version of the information?

Yes

No

N/A

Comments: Our site uses google translator

2. Does your organization include accessibility information on its website?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

3. When electronic forms are designed to be completed on-line, does the form allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form?

Yes

No

N/A

Comments: As new forms are designed we do ensure they meet the requirements. We are currently working to update other forms that are not compliant at this time. It continues to be a work in progress.

4. When preparing grant applications, agreements and contracts, do the documents include the required assistance language stating all recipients must comply with the basic tenets of all nondiscrimination acts and laws? (29 CFR 37.20)

Yes



- No
- N/A

Comments: This is normally done at the central office level

One-Stop Offices:

1. Does staff review Employer's Job Orders?

- Yes
- No
- N/A

Comments: After an employer account has been approved, the employer may post jobs on their account. These job listings are automatically released on IdahoWorks without being reviewed again by staff.

2. How does staff resolve an issue with an Employer's Job Order that violates Equal Opportunity or Nondiscrimination laws? Please describe.

As soon as we are aware of the issue, we work with the employer to ensure that they understand the laws and help them reword the job order to be appropriate. If they are unwilling to change it, we would not allow them to list the job. If a job seeker brought it to our attention, we would remove the job listing until the above steps were followed with the employer. If the job seeker wanted to file a complaint, we would walk him/her through that process.



## Idaho EO Programmatic Assessment Monitoring Tool Employee/Staff Interview

Date of visit: 1/16/19

Name of monitor: Kandi Rudd

Facility: Soda Springs IDOL Office

Employee and function in the office: Kim Eisenbarth, Workforce Consultant

**Please respond to the following questions and write comments to describe specific processes and issues.**

### Equal Opportunity and Universal Access (29 CFR 37, 29 CFR 38.13 (b)):

1. Does your supervisor discuss Equal Opportunity and Access for customers with staff?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. Does your organization have an adopted policy stating it will not discriminate against any client with a disability seeking services at your location?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

3. Is staff aware of policies and practices to offer accommodations in order to provide accessibility to programs and services?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)



4. Do your policies and practices allow an individual with a disability to choose to participate in the non-disability program, even if a separate program is permitted?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Complaints (29 CFR 37.73):

1. If a customer feels that they have been discriminated against do you know how to help them file a complaint?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Are the appropriate notices of a customer's right to file a complaint included in WIOA client files?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Assisting customers who have Limited English Proficiency (LEP) (29 CFR 37.35):

1. Are you aware of any customers who have LEP?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Do you help LEP customers by utilizing your language proficient staff or contractors?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)



Assisting customers who request American Sign Language (ASL) interpreters (29 CFR 37.9 (d)):

1. Did you know that you can request ASL interpreters for deaf or hard of hearing customers?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Do you know the process to follow to secure an ASL interpreter?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Equal Opportunity Materials (29 CFR 37.31):

1. EO Poster – visible in English and Spanish for customers and employees?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. LEP Poster – visible for customers and employees?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

3. Point to your language poster – visible for customers?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)





4. When creating flyers for job fairs and other events, are the following taglines included: “Equal Opportunity Employer/Program” and “Auxiliary aids and services available upon request?”

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

Services are Accessible (29 CFR 37.9):

1. Handicap accessible computer/phone station?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. Web Cam available?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

3. Relay Phone Service?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

4. What steps does your office take to ensure communications with customers who have disabilities – including the blind – is just as effective as communications with participants? Please describe.

We would treat them like any customer requiring more assistance and meet 1:1 with them to assess their needs, help them navigate our services, and refer them to the appropriate resources.



5. Is staff provided with on-going training in the use of auxiliary aids and the procedures to obtain them?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Communications/Website (29 CFR 37.34):

1. For all English text, is it possible to view a translated version of the information?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

2. Does your organization include accessibility information on its website?

- Yes
- No
- N/A

Comments: Our sites use google translator

3. When electronic forms are designed to be completed on-line, does the form allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form?

- Yes
- No
- N/A

Comments: As new forms are designed we do ensure they meet the requirements. We are currently working to update other forms that are not compliant at this time. It continues to be a work in progress.

4. When preparing grant applications, agreements and contracts, do the documents include the required assistance language stating all recipients must comply with the basic tenets of all nondiscrimination acts and laws? (29 CFR 37.20)

- Yes
- No
- N/A



Comments: Normally created at the central office level

One-Stop Offices:

1. Does staff review Employer's Job Orders?

Yes

No

N/A

Comments: After an employer account has been approved, the employer may post jobs on their account. These job listings are automatically released on IdahoWorks without being reviewed again by staff.

2. How does staff resolve an issue with an Employer's Job Order that violates Equal Opportunity or Nondiscrimination laws? Please describe.

Staff contact the employer and review the job order with them and make the appropriate changes to comply with the law. If the employer chooses not to comply the order is not accepted or listed.



## Idaho EO Programmatic Assessment Monitoring Tool Employee/Staff Interview

Date of visit: 02/11/2019

Name of monitor: Shirley Ackerman, Manager

Facility: St. Maries Idaho Dept of Labor office

Employee and function in the office: Sue Shoemaker, Workforce Consultant, Senior

**Please respond to the following questions and write comments to describe specific processes and issues.**

### Equal Opportunity and Universal Access (29 CFR 37, 29 CFR 38.13 (b)):

1. Does your supervisor discuss Equal Opportunity and Access for customers with staff?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. Does your organization have an adopted policy stating it will not discriminate against any client with a disability seeking services at your location?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

3. Is staff aware of policies and practices to offer accommodations in order to provide accessibility to programs and services?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)



4. Do your policies and practices allow an individual with a disability to choose to participate in the non-disability program, even if a separate program is permitted?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

Complaints (29 CFR 37.73):

1. If a customer feels that they have been discriminated against do you know how to help them file a complaint?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. Are the appropriate notices of a customer's right to file a complaint included in WIOA client files?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

Assisting customers who have Limited English Proficiency (LEP) (29 CFR 37.35):

1. Are you aware of any customers who have LEP?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. Do you help LEP customers by utilizing your language proficient staff or contractors?

- Yes  
 No  
 N/A

Comments: We are trained to use the Language Link contractor should we encounter LEP customers in the office.



Assisting customers who request American Sign Language (ASL) interpreters (29 CFR 37.9 (d)):

1. Did you know that you can request ASL interpreters for deaf or hard of hearing customers?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Do you know the process to follow to secure an ASL interpreter?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Equal Opportunity Materials (29 CFR 37.31):

1. EO Poster – visible in English and Spanish for customers and employees?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. LEP Poster – visible for customers and employees?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

3. Point to your language poster – visible for customers?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)



4. When creating flyers for job fairs and other events, are the following taglines included: "Equal Opportunity Employer/Program" and "Auxiliary aids and services available upon request?"

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

Services are Accessible (29 CFR 37.9):

1. Handicap accessible computer/phone station?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. Web Cam available?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

3. Relay Phone Service?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

4. What steps does your office take to ensure communications with customers who have disabilities – including the blind – is just as effective as communications with participants? Please describe.

Staff utilize all available resources to ensure customers are served adequately.



5. Is staff provided with on-going training in the use of auxiliary aids and the procedures to obtain them?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Communications/Website (29 CFR 37.34):

1. For all English text, is it possible to view a translated version of the information?

- Yes
- No
- N/A

Comments: Our sites use google translator

2. Does your organization include accessibility information on its website?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

3. When electronic forms are designed to be completed on-line, does the form allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form?

- Yes
- No
- N/A

Comments: As new forms are designed we do ensure they meet the requirements. We are currently working to update other forms that are not compliant at this time. It continues to be a work in progress

4. When preparing grant applications, agreements and contracts, do the documents include the required assistance language stating all recipients must comply with the basic tenets of all nondiscrimination acts and laws? (29 CFR 37.20)

- Yes
- No
- N/A





Comments: This is done at the central office level

One-Stop Offices:

1. Does staff review Employer's Job Orders?

Yes

No

N/A

Comments: After an employer account has been approved, the employer may post jobs on their account. These job listings are automatically released on IdahoWorks without being reviewed again by staff.

2. How does staff resolve an issue with an Employer's Job Order that violates Equal Opportunity or Nondiscrimination laws? Please describe.

Staff would work with central office for guidance and the employer to ensure job order is in compliance.



## Idaho EO Programmatic Assessment Monitoring Tool Employee/Staff Interview

Date of visit: 1-17-2019

Name of monitor: Carlos Hernandez

Facility: 00150/Wood River Valley - IDOL

Employee and function in the office: Lacie Hernandez, Workforce Consultant

**Please respond to the following questions and write comments to describe specific processes and issues.**

### Equal Opportunity and Universal Access (29 CFR 37, 29 CFR 38.13 (b)):

1. Does your supervisor discuss Equal Opportunity and Access for customers with staff?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. Does your organization have an adopted policy stating it will not discriminate against any client with a disability seeking services at your location?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

3. Is staff aware of policies and practices to offer accommodations in order to provide accessibility to programs and services?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)



4. Do your policies and practices allow an individual with a disability to choose to participate in the non-disability program, even if a separate program is permitted?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Complaints (29 CFR 37.73):

1. If a customer feels that they have been discriminated against do you know how to help them file a complaint?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Are the appropriate notices of a customer's right to file a complaint included in WIOA client files?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Assisting customers who have Limited English Proficiency (LEP) (29 CFR 37.35):

1. Are you aware of any customers who have LEP?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Do you help LEP customers by utilizing your language proficient staff or contractors?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)



Assisting customers who request American Sign Language (ASL) interpreters (29 CFR 37.9 (d)):

1. Did you know that you can request ASL interpreters for deaf or hard of hearing customers?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. Do you know the process to follow to secure an ASL interpreter?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

Equal Opportunity Materials (29 CFR 37.31):

1. EO Poster – visible in English and Spanish for customers and employees?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

2. LEP Poster – visible for customers and employees?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)

3. Point to your language poster – visible for customers?

Yes

No

N/A

Comments: [Click or tap here to enter text.](#)



4. When creating flyers for job fairs and other events, are the following taglines included: “Equal Opportunity Employer/Program” and “Auxiliary aids and services available upon request?”

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

Services are Accessible (29 CFR 37.9):

1. Handicap accessible computer/phone station?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

2. Web Cam available?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

3. Relay Phone Service?

- Yes  
 No  
 N/A

Comments: [Click or tap here to enter text.](#)

4. What steps does your office take to ensure communications with customers who have disabilities – including the blind – is just as effective as communications with participants? Please describe.

ADA Computer, headphones, and voice program are available in the lobby.



5. Is staff provided with on-going training in the use of auxiliary aids and the procedures to obtain them?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

Communications/Website (29 CFR 37.34):

1. For all English text, is it possible to view a translated version of the information?

- Yes
- No
- N/A

Comments: Our sites use google translator

2. Does your organization include accessibility information on its website?

- Yes
- No
- N/A

Comments: [Click or tap here to enter text.](#)

3. When electronic forms are designed to be completed on-line, does the form allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form?

- Yes
- No
- N/A

Comments: As new forms are designed we do ensure they meet the requirements. We are currently working to update other forms that are not compliant at this time. It continues to be a work in progress.

4. When preparing grant applications, agreements and contracts, do the documents include the required assistance language stating all recipients must comply with the basic tenets of all nondiscrimination acts and laws? (29 CFR 37.20)

- Yes
- No
- N/A



Comments: Grants and contracts are handled at the executive level.

One-Stop Offices:

1. Does staff review Employer's Job Orders?

Yes

No

N/A

Comments: After an employer account has been approved, the employer may post jobs on their account. These job listings are automatically released on IdahoWorks without being reviewed again by staff.

2. How does staff resolve an issue with an Employer's Job Order that violates Equal Opportunity or Nondiscrimination laws? Please describe.

When staff become aware of an Equal Opportunity or Nondiscrimination issue with a job order, we contact the employer and explain the Equal Opportunity or Nondiscrimination laws. We inform the employer that we are not allowed to accept job orders that are out of compliance with these laws. We offer the employer guidance with where they can find additional information about the laws and offer assistance with updating their job order. If the employer is willing to change their job order to meet legal requirements, we assist them with updating the job order. If the employer is not willing to make the changes to their job order the order is denied.