



2125 State Street, Ste. #16, New Albany, IN 47150 • 812.941.6422

SIW Board of Directors Meeting

Agenda

Date: May 9, 2022

Location: 2125 State Street New Albany IN 47150 or <https://us02web.zoom.us/j/87611272296?pwd=c1lTUSsrZGxBN0VhbjlhRFNlV21GQT09>

Time: BOD Meeting: 9:00-10:30am

I.	Welcome and Introduction	Shane Stuber, SIW Chair	5 mins	
	• Roll Call (Virtual Only)	Serena Davis, SIW		
	• Declaration of Conflicts of Interest	Shane Stuber, SIW Chair		
	• Consent Agenda Approval	Shane Stuber, SIW Chair		
II.	Consent Agenda¹	Shane Stuber, SIW Chair	2 mins	Action
	• Minutes – March 14, 2023	Tony Waterson		
	• March Financial Statement	Carla Crowe, Crowe LLC		
III.	Business Items		15 mins	
	• Kentuckiana Regional WIOA Plan Update	Tony Waterson, SIW		Action
	• Equal Opportunity Monitoring	Shilese Stover, SIW		Action
	• OSO Procurement	Shane Stuber, SIW Chair		Action
IV.	Committee & Workgroup Reports		15 mins	
	• Impactful Advocacy	Darrel Voelker/Tony		
	• Youth	Ryan Pavlina/Brittany		
	• Stakeholder Engagement	Tony Waterson		
	• Stainable Funding	Shane Stuber/Kendall		
V.	Discussion and Information		30 mins	
	• Economic Development Priority	Tony Waterson		
	• Southern Indiana ED update	Wendy Dant Chesser, 1SI		
	• SIW’s BST and ED	Cindy Mahoney, SIW		
	• Soln Tourism/1SI/SIW	Wendy Dant Chesser, 1SI		
VI.	Other Business	Shane Stuber, SIW Chair	3 mins	
VII.	Public Comment	Shane Stuber, SIW Chair	5 mins	

¹ Presenters are prepared if Board member(s) request a discussion of Consent Agenda items.



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**Southern Indiana Works
Board Meeting Minutes
March 14, 2023**

Caesar's Southern Indiana, 11999 Casino Center Dr. SE, Elizabeth, IN 47117
<https://us02web.zoom.us/j/87611272296?pwd=cIIUSsrZGxBN0VhbjlhRFNlLV21GQT09>

In-Person Attendance: Shane Stuber, Todd Garrison, Darrell Voelker, Louis Jensen, Brian Keith, Wendy Broughton, Mike Embry, Ryan Pavlina, Konnie McCollum, Craig White, Pam Ottersbach, John Schellenberger,

Online Attendance: Tony Toran, Craig Menke, Rita Shourds, Donna Cassidy

Others in attendance: Tony Waterson, ShiLese Stover, Carla Crowe, Jodie Beatty, Brittany Dougherty, Trudie Dillman, Jessica Lodermeier, Margo Olson, Serena Davis

Welcome and Roll Call:

Shane Stuber, Chair, called the meeting to order and opened the floor for any to declare a conflict of interest. There was none.

Vote to Enact Clause 9.3B, to move forward with agenda and voting without 50% quorum. Motion made by Brian Keith. Second by Darrell Voelker. None opposed. Motion carried.

Consent Agenda: The consent agenda was presented, and Mr. Stuber asked if any items should be requested for discussion in further detail. None noted. Motion to approve consent agenda as presented made by Brian Keith. Second by Mike Embry. Motion carried.

Business Items:

Financial Audit PY21: Carla Crowe presented. As of 6/30/2022, we had almost \$3.5 million, \$2.4 million in federal awards. There were no financial statement findings or federal award findings for the 2022 year. Motion to approve the Financial Audit as presented made by Todd Garrison. Second by Brian Keith. Motion carried.

January 2023 Financials: Carla Crowe presented. As of January 30, 2023, we had \$6.4 million available for spending with \$310,000 held back from either 'Carry Forward' or 'Unobligated' budgeted for the new fiscal year. As far as spending compared to actual, the workforce board staff is at 48%, our service provider is at 32%, and overall/total regional expenses are at 34%. Motion to approve the monitoring report as presented. Motion to approve made by Konnie McCollum. Second by Brian Keith. Motion carried.

In-Demand Occupations: Brittany Dougherty presented. There have been updates to the SIW High Demand Occupation List: two occupations were added (Medical Equipment Preparers and Social and Human Service Assistants) and a note about waivers. Motion to approve the two occupations and note about waiver made by Darrell Voelker. Second by Todd Garrison. Motion carried.

Eligibility Policy: Brittany Dougherty presented. State policy was updated, so SIW policy must update its policy based on the same information. The State removed the old reference for Youth Eligibility, removing WorkINdiana funding. The old policy also had reference to Istep, which has been replaced with ILearn, which was revised in our policy as well. DWD also updated a table for basic skills deficiency score ranges, initiating the same change in SIW policy. Motion to approve changes as presented made by Todd Garrison. Second by Brian Keith. Motion carried.

OSO Procurement: Tony Waterson presented. We are required to procure a new One Stop Operator every three years and the last was procured in 2020. Currently our OSO is JobWorks, with Andy Terrell being their onsite representative. The RFP has been sent out and voting will take place after April 10, 2023, which is when the proposals are due. Volunteers agreeing to vote are the following: Todd Garrison, Shane Stuber, Donna Cassidy, and Pam Ottersbach.

Committee & Workgroup Reports

Impactful Advocacy: Presented by Darrell Voelker. With legislature active, the Jobs for America's Graduates (JAG), Next Level Jobs (NLJ), Adult workforce survived the House and are being contemplated by the senate appropriations committee. A press release was also sent out to raise awareness that SIW was directly responsible for \$600,000 worth of Next Level Jobs' grants given to companies in the Southern Indiana area. All state representatives were invited to the State of the Workforce Summit, resulting in a representative from the office of Senator Todd Young attending, as well as Congresswoman Houchin attending the next INWBA meeting. Our intentions are to continue making SIW more impactful with local government officials.

Youth: Presented by Ryan Pavlina and Brittany Dougherty. The focus of the last youth meeting was on the topic of what happens to youth we don't hear from after high school, particularly concentrating on dropouts. How to engage more of them in our services was discussed. Next week there will be another meeting to examine this more in-depth. Question/dialogue as to whether we have considered looking into ways of engaging the youth aging out of the foster-care system.

Stakeholder Engagement: Presented by Todd Garrison. With the first meeting of the year, there were three priorities established: 1) To improve the consistency, quality, and coordination of training for career coaches of multiple organizations in the region, 2) Reduce employment barriers of disabled workers, and 3) Raise awareness of barriers to transportation. One upcoming activity being discussed is a workforce development networking session in July. The committee is also working on board member recognition ideas.

Sustainable Funding: Presented by Shane Stuber. Recognition given to our newest SIW employee, Kendall Jackson—Digital Outreach Specialist and special thanks for her efforts and hard work assisting the set up for this summit. This event is one activity that is expected to bring in funding. Our next big event will be our 2nd annual Golf Scramble on Monday, September 25, 2023 at Covered Bridge. We have partnered with grant writer Stephanie Wells, and she has been very beneficial in seeking/procuring funding. With her assistance, we have submitted a \$50,000 proposal to CenterPoint Energy for Code Louisville expansion and will be approaching the Floyd County Legacy Foundation for \$25,000 for digital literacy programming at the Career Center. We have also submitted a proposal to the US Department of Labor for \$1 million for the youth bill program, which would serve fifty individuals to obtain construction skills as well as their high school diploma or equivalency, while rehabbing existing infrastructure at the housing authority.

Discussion and Information:

Staffing Update: Tony Waterson presented. Kendall Jackson is our new Digital Outreach Specialist.

SIW Updates - Fast 3: Tony Waterson presented. 1) Today we are launching a SolnAccess Initiative, a platform to direct employers to access the underrepresented populations: disabled, newcomers to America, and justice-involved individuals. The primary focus is to connect businesses with information regarding these three populations in hopes that they will partner with us to hire from these populations. 2) Over the summer we are holding a three-part series in all six counties, 18 events total, part one with Align Southern Indiana championing work-and-learn opportunities, specifically internships and registered apprenticeship programs. Part two will be to recruit, taking SolnAccess on the road to schools, JAG, Prosser and other places that will benefit. We are partnering with Shelley Jackson, an attorney out of Indianapolis with Krieg & Devault, and the focus for this session will be the legal issues around hiring from the three underrepresented populations. 3) We are purchasing a new Career Exploration tool for job seekers, especially the youth, to utilize. This tool will allow users to see the jobs available, who is hiring, expected salary, and training opportunities for the 13 bi-state counties.

Other Business:

Special note that JRAC (Justice Reinvestment Advisory Council) will be giving \$50,000 to SIW to use for transportation assistance.

Public Comment

Motion to adjourn the meeting made by Brian Churchill. Second by Todd Garrison. Motion carried. Meeting adjourned.

Respectfully submitted,
Serena Davis
Administrative Assistant

A	B	C	D	E
1	SOUTHERN INDIANA WORKS			
2	Grant Schedule/Budget			
3	July 2022 through June 2023			
4				
5				
7		Approved	Adjustment	Recommended
8	Funding			
9	DWD			
10	WIOA Adult	594,985	-	594,985
11	WIOA Dislocated Worker	899,493	-	899,493
12	WIOA Youth	362,705	-	362,705
13	WIOA Admin	157,732	-	157,732
14	Business Consultant	120,000	-	120,000
15	JAG	363,649	-	363,649
16	Pre-ETS	31,906	-	31,906
17	Strada	90,000	-	90,000
18	RESEA	483,897	-	483,897
19	Community Impact Grant	287,221	-	287,221
20	Employment Recovery Grant	463,131	-	463,131
21	Registered Apprenticeship	97,363	-	97,363
22	Next Level Jobs Employer Training	968,127	-	968,127
23	WIOA Performance	596,412	-	596,412
24	Workforce Ready Grant	344,931	-	344,931
25	ABA	-	307,500	307,500
26	Infrastructure Agreement	141,180	-	141,180
27	Other			
28	UW Literacy Carry-Over	63,244	-	63,244
29	Harrison County Hands Up Carry-Over	2,766	-	2,766
30	Washington County Hands Up Carry-Over	2,230	-	2,230
31	Clark/Floyd CFSI Hands Up	5,123	-	5,123
32	AT&T Aspire Grant	1,755	-	1,755
33	Scott County EDC	6,256	-	6,256
34	CenterPoint Energy Foundation/Duke	21,730	-	21,730
35	Rural Healthcare Grant	216,223	-	216,223
36	Duke Energy	46,074	-	46,074
37	Community Foundation of Southern Indiana	5,000	-	5,000
38	Public Library Foundation	2,700	-	2,700
39	Unrestricted	36,066	1,267	37,333
40	Total Funds	6,411,899	308,767	6,720,666
41				
42	Expenses and Planned Carry-Over			
43	WDB Staff and Other Board Costs	1,018,888	-	1,018,888
44	Service Provider - Eckerd	3,523,390	-	3,523,390
45	One-Stop Operator - JobWorks	79,057	-	79,057
46	Fiscal Agent - Crowe LLP	110,400	-	110,400
47	Continuous Improvement	37,000	-	37,000
48	Direct Client Services - Next Level Jobs	884,908	-	884,908
49	Appenticeships	94,486	-	94,486
50	WorkOne Costs	346,000	-	346,000
51	Total Costs	6,094,129	-	6,094,129
52	¹ Planned Carry-Out or Unobligated	317,770	308,767	626,537
53				
54	Total Expenses and Planned Carry-Over	6,411,899	308,767	6,720,666
55				
56	Balance	-	-	-
57				
58	¹ Planned Carry-Out or Unobligated Detail:			
59	WIOA Carry-over	152,558	-	152,558
60	Unobligated	165,212	308,767	473,979
61	United Way Literacy	-	-	-
62		317,770	308,767	626,537
63				

Section 1: Workforce and Economic Analysis

Please answer the following questions in 8 pages or less. The Department of Workforce Development has regional labor market analysts assigned for each of the Regions. These experts can assist in developing responses to the questions 1.1 through 1.3 below. **Questions that require collaborative answers for regions 5 & 12 are designated with an *.**

1.1* An analysis of the economic conditions including existing and emerging in-demand industry sectors and occupations; and the employment needs of employers in those industry sectors and occupations. [WIOA Sec. 108(b)(1)(A)]

The Greater Louisville Region (“Region”) includes six counties in Indiana covered by Southern Indiana Works (Clark, Crawford, Floyd, Harrison, Scott and Washington) and seven counties in Kentucky covered by KentuckianaWorks (Bullitt, Henry, Jefferson, Oldham, Shelby, Spencer, and Trimble). Based on 2019 U.S. Census Bureau data cited by KentuckianaWorks’ Labor Market Intelligence team, approximately 36,000 Indiana residents commute to Kentucky for work, and more than 13,000 Kentucky residents commute to Indiana for work; it truly is a bi-state region.

Local Economic Development Organizations (e.g., One Southern Indiana), the local chamber of commerce (e.g., Greater Louisville Inc.), and labor market data all support the identification of the five key industry clusters adopted by the Region’s two local workforce development boards:

- Business, Professional, and Technical Services (including Information Technology)
- Construction
- Healthcare and Social Assistance
- Logistics (including Transportation & Warehousing)
- Manufacturing.

The pace of the economic recovery from the COVID-19 recession has been remarkable. As of the second quarter of 2022, the region has recovered 97% of the jobs lost during the COVID-10 recession. Despite losing a significantly higher number of jobs during the COVID-19 recession as compared to previous recessions, the recovery has been considerably faster. However, job recovery has been stronger in some industries than others. Employment in the logistics sector fully rebounded early in the recovery, and employment levels are now up 9% over their pre-pandemic level. Other sectors that have fully rebounded include professional services, financial activities, and education & health services. On the other hand, employment in the leisure & hospitality sector and other services sector are still down 10 percent. Manufacturing, retail, and construction have also not fully recovered their employment levels.¹

The region is experiencing record high numbers of online job postings. Since the recovery from the COVID-19 recession began, there have been an average of nearly 20,000 online job postings per month. In the first half of 2022, the occupations with the largest number of online job postings include:

- registered nurses
- hand laborers and material movers
- customer service representatives

Not surprisingly, these occupations fall into healthcare, logistics, and business services - three of the region’s key industry clusters.²

¹ Bureau of Labor Statistics

² Lightcast (formally Emsi Burning Glass)

Prior to the pandemic, research from the Brookings Institution pointed to Indiana and Kentucky as two of the states with the highest automation potential across the nation. The impact of automation on the workforce can be summarized as overall net job gains, but with displacement of workers in routine-based jobs and increased demand for non-routine jobs. This points to a need for additional training and skills development so workers are prepared for more highly skilled positions and to be able to work with more technology. In the wake of the COVID-19 recession, employers have looked to technology to help fill in the gaps of their workforce needs.

Southern Indiana Works is adding Hospitality & Tourism to their local area's key industry sectors. In terms of numbers of jobs, Accommodation and Food Services is the fifth largest industry in the region with 11,364 jobs in 2022. The industry also has a location quotient of over 1 and a total Gross Regional Product of over \$500M. The top industry for the six-county region in 2022 was Restaurants and Other Eating Places.

As previously noted, the Louisville MSA region has recovered all of the jobs lost during the recession.

1.2 An analysis of the knowledge and skills required to meet the employment needs of the employers in the local area, including employment requirements for in-demand industry sectors and occupations. [WIOA Sec. 108(b)(1)(B)]

Compared to pre-COVID, the local economy has more jobs on payrolls, more people in the labor force, and low unemployment. Average wages were 5.5% higher in the 4th quarter of 2022 compared to a year prior, and 18% higher than the 4th quarter of 2019. Job recovery has been strongest in Transportation, Warehousing, and Utilities. One of the industries still trying to recover is Leisure & Hospitality. During COVID, individuals left industries such as Leisure & Hospitality and Retail Trade and moved into more stable and higher paying industries such as Transportation, Warehousing and Utilities. Local employers need assistance filling openings in Leisure & Hospitality. [Click here to enter text.](#)

Among the region's online job postings in the first half of 2022, 44% have no education requirement listed, another 41% mention an associate's degree or higher. The majority of online job postings do not list a requirement for experience (54%), while another third seek minimal experience of 1-3 years.

According to data from Lightcast, formally known as Emsi Burning Glass, the following are the most in-demand skills for the Region's five key industry clusters.

- **Business, Professional, and Technical Services** – basic customer service, marketing, SQL, data analysis, and project management
- **Construction** – repair, plumbing, carpentry, HVAC, and customer support
- **Healthcare & Social Assistance** – nursing, CPR, medical records, direct patient care, and treatment planning
- **Logistics** – warehousing, truck driving, forklift operation, customer support, and inventory control
- **Manufacturing** – forklift operation, repair, packaging, machinery, and customer support
- **Leisure & Hospitality (SIW Only)** – Food Preparation and Serving Related Occupations are in the top 10 of unique average monthly postings for the region. The most in-demand skills for Accommodation and Food Service include restaurant operation, food safety and sanitation, cash register, restaurant management, and marketing.

LOCAL EQUAL OPPORTUNITY AND NONDISCRIMINATION MONITORING TOOL

Recipient: Region 10

Contact/Name: ShiLese Stover

Address: 2125 State St. New Albany, IN

Phone: 812-941-6422

Date: 5/1/2023

REFERENCES

- **Section 188 of the Workforce Innovation and Opportunity Act**
<https://www.dol.gov/crc/188rule/>
- **Ensuring Equal Access to the Nation's Workforce Development System *Final Rule to promote nondiscrimination and equal opportunity in WIOA Title I-financially assisted programs and activities FACT SHEET*** (WIOA Section 188 Nondiscrimination and Equal Opportunity, 29 CFR Part 38) <https://www.dol.gov/crc/188rule/fact-sheet.htm>

Monitoring Review Instrument

Action: Please type in your answers. Be as detailed as possible in your response. If you have any questions or need technical assistance in Elements 1 through 9, please state as such.

Element 1: Designation of Equal Opportunity (EO) Officers

Reference: 29 CFR Part §38.28; §38.29-.33 and DWD Policy 2016-09

1. Name of recipient being reviewed/location and date:
Region 10/ 5-1-23
2. Who is your Local EO Officer?
ShiLese Stover
3. On what internal and external communications concerning the recipient's nondiscrimination and equal opportunity programs does the Local EO Officer's identity and contact information appear? **Website, PowerPoints, posters, etc**
4. What equal opportunity training has been provided to staff within the recipient? (Please specify dates and locations) Dates:

EO 101 ; At Your Service; Everyone Plays a Part; EO Refresher; Annual EO Assessment

5. How are staff trained to receive a discrimination complaint as well as complete the complaint information form and customer service record log? **-Follow the complaint policy; if the customer has a complaint give them a complaint form to complete and forward to EO officer she will record in the log and continue to complete the steps.**

Element 2: Notice and Communication

Reference: 29 CFR §38.34 – §38.39; DWD Policy 2016-09

6. Where are the WIOA "Equal Opportunity is the Law" posters displayed? Are they posted in reasonable numbers and places and located in plain sight?
Around the Career Center; affiliate offices, multiple copies

6a. which versions are displayed?

English

Spanish

Other (please list language(s):

7. How is it ensured that participants are notified of their rights to file a complaint? Does the form include the required WIOA "Equal Opportunity is the Law" language? **Yes, this is in every WIOA application, and we go over this with every customer.**

7a. Where paper files are maintained, is the notice included in the participant's file? Yes No

7b. During each presentation to orient new participants, new employees, and/or the general public to its WIOA Title I-financially assisted program or activity, how does the recipient include a discussion of rights under the nondiscrimination and equal opportunity provisions of WIOA, including the right to file a complaint of discrimination with the recipient or the Director of the U.S. DOL CRC? For example, is this done in WorkOne Sessions, Rapid Response Sessions and RESEA sessions? **Yes, this is completed in new hire orientation, rapid response, Resea, and any presentations.**

8. What steps are taken to see that continuing notice is provided in the appropriate language when a significant number or proportion of the population eligible to be served, or likely to be directly affected, need services or information in a language other than English? **We do provide a lot of materials in English and in Spanish and if we are able to provide other languages then we will or if we have a customer that we know they need something different we will accommodate that customer.**

9. Is the tagline: *This WIOA Title I-financially assisted program is an "equal opportunity employer/program," and that "auxiliary aids and services are available upon request to individuals with disabilities"* included in all of the recipient's publications, brochures, flyers, announcements, websites, and broadcast and print mass media? **Yes, we make sure that all publications are completed by our marketing team so that it has the tagline on it.**

10. How has the recipient communicated the requirement not to discriminate on the basis of disability and the obligation to provide reasonable accommodations to its sub recipients? **The Career center displays signs in the front areas and in all outer county offices with EEOC contact information on not discriminating & providing accommodations to all. Accommodation is provided upon request for those individuals that needed any services.**

11. What efforts does the recipient make to ensure that communications with individuals with disabilities are just as effective as communications with others? We do not look at the customer and communicate differently because of their disability. **If someone has a disability that makes it difficult for them to communicate properly then yes taking the necessary steps to get them the services so that they are able to communicate properly would be our next step.**

12. In all communications indicating that the recipient/Agency may be contacted by telephone, is the telephone number for the TDD/TTY or relay service provided? **Yes**

13. How is the Equal Opportunity Notice provided in alternate formats for individuals with visual impairments?

It is provided to individuals using assisted technology. Auxiliary aids and services are available upon request for individuals with disabilities. The TTD/TTY number is 1-800-743-3333.

Element 3: Assurances

Reference: 29 CFR §38.25 – 38.27; DWD Policy 2016-09

14. Does the recipient include a written equal opportunity/nondiscrimination assurance in each grant, agreement, contract or other WIOA Title I-financial assistance application? Yes__*__ No__

Element 4: Affirmative Outreach

Reference: §38.40; DWD Policy 2016-09

15. Describe local outreach efforts to provide affirmative outreach to persons of various racial/ethnic groups, persons with disabilities, minority groups and persons of different age groups to broaden the applicant pool. **We don't discriminate, we try to reach everyone. We have hired a new outreach & recruitment director that will be focusing just on outreach.**

16. Does the recipient review Labor Market, Censuser, or other statistical data to develop outreach strategies to job seekers and employers? Yes__*__ No__

17. What reasonable steps has the recipient taken to ensure services and other information is provided to Limited English Proficient persons? **Our workshop director has started working with a Spanish business that is willing to come in and teach workshops.**

18. In what languages is information within the recipient provided, other than English?
We provide Spanish & English and if we have it in any other language, we will provide that as well.

19. What documents have been determined "vital" and translated into languages designated as essential? **Our accessibility information, our closing information, job information,**

Element 5: Compliance with Section 504

Reference: §38.72 – 38.73; DWD Policy 2016-09

20. Have WorkOne offices within the recipient been assessed to ensure they are physically accessible to persons with disabilities? Yes ___*___ No ___

21a. List the offices that have been surveyed within the last two program years and the date the surveys took place. **Unsure**

22. For necessary modifications or corrections, have corrective measures been put in place to ensure the changes will be made? Yes ___ No ___

Please see attached table for any corrective measures. (ADA Surveys)

23. Are contractor and service provider sites accessible to individuals with disabilities? Yes ___*___ No ___

24. Is there at least one entrance to the buildings that are wheelchair accessible? If no, explain.

- If yes, does it have the international symbol for accessibility for individuals with disabilities posted? If no, explain. **The front doors are wheelchair accessible they are sliding doors and the inner door has been replaced with a door that is weightless and easier to open; but there is no symbol.**

25. Describe efforts to prohibit discrimination on the basis of disability in employment practices by the recipient and its partners.

- Requiring the provision of reasonable accommodations in employment, when appropriate

We do not discriminate base on ones disability, when a customer is looking for employment we know they will work with them to find employment that will work with their disability.

- Reviewing job qualifications to ensure that it does not use selection criteria that screen out or tend to screen out an individual with a disability on the basis of that disability unless the criteria is job related for the position in question and consistent with business necessity.

- Prohibiting pre-employment inquiries regarding disability except to ask for the individual to self-identify himself or herself as a person with a disability on a voluntary basis for reporting purposes and will be maintained confidentially.

We have launched a whole new website based on this topic called soinaccess to help individuals with disabilities know that its okay and let employers know that individuals with disabilities bring a new insight and meaning to the workforce.

26. How does the recipient insure that programs and activities are administered in the most integrated settings possible?

All customers are registered into ICC & have the opportunity to participate in services regardless of race, creed, religion, or disability. Accommodation is made per recipient upon request.

27. Please describe the availability of assistive equipment for individuals with disabilities. **We have accessibility equipment available to customers if they need it.**

28. Please describe the recipient's web site in regard to its ADA accessibility. **Our website is available in different languages and has the tagline located at the bottom of the page with the TTD number.**

29. Please describe any reasonable accommodations that have been provided for applicants, participants, or employees with disabilities.

We have been able to provide translators to a number of individuals that do not speak English or Spanish.

30. How are reasonable accommodations provided regarding the registration for, and the provision of, aid, benefits, services or training--including core and intensive training--and support services to qualified individuals with disabilities?

The steps to requesting a translators was to contact our state worker and they put in a call and setup services. We scheduled a meeting with the customer and had the translator available, it did take a couple of weeks for this.

31. Describe how medical condition information is maintained separate from other files and secured.

We are paperless, we do not write this into ICC so we can type that they have a medical condition or a reasonable accommodation but that it.

Element 6: Data and Information Collection and Maintenance

Reference: §38.41 – 38.45; DWD Policy 2016-09

32. How is staff made aware that data must be collected on race, sex, age, disability, etc.?
This is something that is on the WIOA application but if a customer doesn't want to answer they don't have to, it is their choice.

33. Does the Local EO officer maintain a discrimination complaint log/file? Yes_*__ No_____

Element 7: Monitor Recipients for Compliance

Reference: §38.51 – 38.53; DWD Policy 2016-09

34. Does the LWDA EO officer monitor service providers for compliance with WIOA equal opportunity and nondiscrimination regulations? Yes_*__ No_____

35. Describe the EO and general monitoring process.
Yes

36. List the Local EO Officer monitoring visits conducted for WorkOne Comprehensive, Affiliates and service providers within the last two program years.
Fall 2022
Spring 2023

37. How often is on-site monitoring conducted?

At least once a year

Element 8: Complaint Processing Procedures

Reference: §38.60 – 38.73; DWD Policy 2016-09

38. What discrimination complaint policies and procedures are used in the recipient?

Complaint policies which are online & given in person

39. Explain how customers and employees obtain a copy of the discrimination complaint policy and procedures and/or discrimination complaint form? **New hire orientation, on website, warehouse; WIOA-Title I service providers must make this available to all clients upon request.**

40.

Does the discrimination complaint log for complaints include:	Y	N
Name and address	*	
Basis of complaint	*	
Brief description of complaint	*	
Date filed	*	
Disposition	*	

41. Please list any formal complaints that have been filed with the last two program years.

N/A

42.

Please respond to the following concerning each complaint:	Y	N
Was the complaint filed within 180 days?		
Was the complainant provided a written notification of receipt of the complaint?		
Was the complainant provided a written statement of each of the issues raised in the complaint and whether you would accept or reject each issue?		
Was the complainant sent a written notice of lack of jurisdiction when the recipient determined that it did not have jurisdiction over a complaint?		
Was the complainant notified that they have the right to representation in the complaint process?		
Was the complainant offered Alternative Dispute Resolution as an effort to resolve the complaint?		
Was the complainant provided a written Notice of Final Action within 90 days of the date the complaint was filed?		
Did the Notice of Final Action contain your decision on each issue and an explanation of the reason underlying the decision?		
Did the Notice of Final Action inform the complainant that he/she has a right to file a complaint with CRC within 30 days of the date in which the Notice of Final Action is issued if he/she is dissatisfied with your final action on the complaint?		
Has the State EO Officer been advised of the complaint?		

43. How is an individual protected from discharge, intimidation, retaliation, threat or coercion when s/he:
- Filed a complaint;
 - Opposed a practice prohibited by the nondiscrimination and equal opportunity provisions of WIOA; or
 - Assisted or participated in any manner in an investigation?

In all of these cases if a customer thinks that he or she have been subjected to discrimination under a WIOA Title I–financially assisted program or activity, they can file a complaint within 180 days from the date of the alleged violation with either: the recipient’s Equal Opportunity Officer (or the person whom the recipient has designated for this purpose

44. Describe the recipient's policy for handling discrimination complaints from contractors regarding participants.

The recipient must not discriminate in any of the following areas: deciding who will be admitted, or have access, to any WIOA Title I–financially assisted program or activity; providing opportunities in, or treating any person regarding to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity.

Element 9: Corrective Actions/Sanctions

Reference: §38.72 – 38.73; DWD Policy 2016-09

45. Describe the recipient’s procedures for obtaining voluntary compliance when equal opportunity violations are found. **To follow the SIW complaint policy**

46. What is the follow up policy for violations?

Within 30 days EEO officer will request info & documentation. A resolution will be provided in 60 days.

47. Describe any corrective actions/sanctions taken against contractors within the last two program years. **n/a**



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