

Welcome to the Idaho State Equal Opportunity Training

November 15, 2019

8:30am – 4:00pm

Lincoln Auditorium

Idaho State Capitol

Housekeeping

- Live stream
- In-person
- Sign in
- Hannah.Lopez@DHR.Idaho.gov

Today:

- Welcome and Introductions
- Bilingual Assessments of Employees
- Complaint Process at IDOL
- Break (15 minutes)
- Safer Spaces
- Lunch (on your own)
- New Idaho Service Dog Statute
- Break (15 minutes)
- Website Accessibility
- Wrap Up

20 CFR § 678.400 - Who are the required one-stop partners?

§ 678.400 Who are the required one-stop partners?

(a) Section 121(b)(1)(B) of WIOA identifies the entities that are required partners in the local one-stop delivery systems.

(b) The required partners are the entities responsible for administering the following programs and activities in the local area:

(1) Programs authorized under title I of WIOA, including:

(i) Adults;

(ii) Dislocated workers;

(iii) Youth;

(iv) Job Corps;

(v) Youth Build;

(vi) Native American programs; and

(vii) Migrant and seasonal farmworker programs;

- (2)** The [Wagner-Peyser Act](#) Employment Service program authorized under the [Wagner-Peyser Act \(29 U.S.C. 49 et seq.\)](#), as amended by WIOA title III;
- (3)** The [Adult Education and Family Literacy Act](#) (AEFLA) program authorized under title II of WIOA;
- (4)** The Vocational Rehabilitation (VR) program authorized under title I of the [Rehabilitation Act of 1973 \(29 U.S.C. 720 et seq.\)](#), as amended by WIOA title IV;
- (5)** The Senior Community Service Employment Program authorized under title V of the [Older Americans Act of 1965 \(42 U.S.C. 3056 et seq.\)](#);
- (6)** Career and technical education programs at the postsecondary level authorized under the [Carl D. Perkins Career and Technical Education Act of 2006 \(20 U.S.C. 2301 et seq.\)](#);

- (7)** Trade Adjustment Assistance activities authorized under chapter 2 of title II of the [Trade Act of 1974 \(19 U.S.C. 2271 et seq.\)](#);
- (8)** Jobs for Veterans State Grants programs authorized under chapter 41 of title 38, U.S.C.;
- (9)** Employment and training activities carried out under the Community Services Block Grant ([42 U.S.C. 9901 et seq.](#));
- (10)** Employment and training activities carried out by the Department of Housing and Urban Development;
- (11)** Programs authorized under State unemployment compensation laws (in accordance with applicable Federal law);
- (12)** Programs authorized under sec. 212 of the [Second Chance Act of 2007 \(42 U.S.C. 17532\)](#); and
- (13)** Temporary Assistance for Needy Families (TANF) authorized under part A of title IV of the [Social Security Act \(42 U.S.C. 601 et seq.\)](#), unless exempted by the Governor under [§ 678.405\(b\)](#).

IDOL Complaint System

Presented by Amy Hohnstein

The logo for the Idaho Department of Labor, featuring the word "IDAHO" in a large, white, serif font above the words "DEPT. OF LABOR" in a smaller, white, sans-serif font, all set against a green background.

IDAHO
DEPT. OF LABOR

Why a Complaint System?

Dual Filing

Who Can File a Complaint?

When Can a Complaint be Filed?

How Are Complaints Filed Online?

The screenshot shows a Google search interface with the following elements:

- Search Bar:** Contains the text "Idaho department of labor".
- Results:**
 - Approximately 12,300,000 results found in 0.44 seconds.
 - Idaho Department of Labor:** The top result with the URL <https://www.labor.idaho.gov/>. Below the URL are two snippets of news: "Idaho's April Unemployment Rate Unchanged at 2.9 Percent ..." and "Idaho Department of Labor collaborates with St. Luke's on new medical assistant apprenticeship ...".
 - Service Links:**
 - Claimant Portal:** Claimant Portal is the secure, self-service system you can use to ...
 - Job Seekers:** Network with other people looking for work and learn new job ...
 - Unemployment Insurance:** Unemployment Insurance Benefits. Subscribe now to receive ...
 - Contact Us:** Local Offices. Click here to find your nearest local office for job ...
 - Employer Portal Login:** With Employer Portal you can report wages, pay UI taxes ...
 - Business:** Take care of all your unemployment insurance and ...
 - More results from idaho.gov »**
- Map:** A small map at the bottom shows the location of Idaho Commerce.

The screenshot shows a web browser window displaying the Idaho Department of Labor website. The browser's address bar shows the URL <https://www.labor.idaho.gov/dnn>. The website's header includes the Idaho Department of Labor logo and navigation links for [Idaho.gov](#), [Contact Us](#), [Employer Login](#), and [Job Seeker Login](#). A main banner features the text "MAXIMIZE YOUR JOB SEARCH WITH OUR ONLINE WORKSHOP AND WORKBOOK." with a "LEARN MORE" link. Below the banner is a dark blue navigation menu with the following items: HOME, ABOUT US (circled in red), JOB SEEKERS, BUSINESSES, CAREER INFO, WAGES & STATS, CALENDAR, NEWS, and SEARCH. A dropdown menu is open under "ABOUT US", listing: About Us, About the Director, Contact Us, Office Directory, Publications, Social Media, Workforce Development Council, Public Records Guidelines, and Complaints System (circled in red). At the bottom of the page, there are several service tiles: Job Search, Unemployment Insurance, Post A Job, Employee Search, Pay Unemployment Tax, and a search box with the text "Search for a job."

The screenshot shows a web browser window with the URL <https://www.labor.idaho.gov/dnn>. The browser's address bar and tabs are visible at the top. The main content area features a dark grey navigation menu with several categories of links. Two items in the menu are circled in red: 'ABOUT US' and 'Complaints System'. Below the navigation menu, there are several columns of links organized into sections: 'BUSINESSES', 'TRAINING & INCENTIVES', 'CAREER INFORMATION', 'WAGES & STATS', 'IDAHO LABOR LAWS', 'NEWS', and 'CALENDAR OF EVENTS'. The 'Complaints System' link is highlighted with a white background and a red border.

Category	Links
ABOUT US	Contact Us, Office Directory, Publications, Social Media, Workforce, Development Council, Public Records, Guidelines, Complaints System
PAYING UNEMPLOYMENT INSURANCE TAXES	Report & Pay Online, Contact a Tax Rep, Current Tax Rate, Get Help, Report Fraud
JOB SEEKERS	Find a Job, Job Seeker Services, Job Clubs & Groups, Online Workshop, Wage Information, Volunteer, JobScape Career Search, Other Resources
EDUCATION & TRAINING	Career Information, Job Training, Apprenticeships, Trade Act Assistance, Training Resources, Workforce Innovation & Opportunities Act, Eligible Providers, Youth Services
APPLY FOR UNEMPLOYMENT INSURANCE	Benefits Overview, Apply For Unemployment, Appeals, Report Fraud, Frequently Asked Questions
EMPLOYMENT SERVICES	Adults, Disability, Determinations, Farmworkers, Human Rights Commission, Idaho Labor Laws, Veterans, Youths
BUSINESSES	Online business services, Recruiting Services, Post Jobs Online, Business Seminars, Find a Specialist, Free Required Posters, Human Rights Commission, Idaho Labor Laws, Wage & Workforce
TRAINING & INCENTIVES	On-the-job Training, Work Opportunity Tax Credit, Workforce Training Fund, Internships
CAREER INFORMATION	
WAGES & STATS	
IDAHO LABOR LAWS	
NEWS	
CALENDAR OF EVENTS	

<https://www.labor.idaho.gov/dnn/Job-Seekers/Complaints>

https://www.labor.idaho.gov/dnn/Job-Seekers/Complaints

Complaints

File Edit View Favorites Tools Help

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HOME ABOUT US ▾ JOB SEEKERS ▾ BUSINESSES ▾ CAREER INFO WAGES & STATS CALENDAR NEWS SEARCH 🔍

YouTube Facebook WordPress LinkedIn Twitter

Your Right to File a Complaint

Español

Before You Start

Provide as much information about the complaint as possible. Be prepared to provide the following information:

- Your name, address and daytime phone number.
- An alternate address or phone number where you can be reached.
- Name and address of the employer/office involved in your complaint.

! Do NOT use this system if you need to [protest or appeal](#) an unemployment insurance decision. Follow the instructions on your determination or visit [this set of FAQs](#).

You can file a complaint if you believe your rights have been violated, you have not been paid wages due to you, your health and safety have been compromised or you are the victim of discrimination in the workplace. Your complaint must involve the actions or omissions of your employer, the Idaho Department of Labor or as a result of participating in a Workforce Innovation and Opportunity Act-funded program, school or your interaction with a WIOA contractor.

We can help you by:

Complaints

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https://www.labor.idaho.gov/dnn/Job-Seekers/Complaints

Search...

YouTube Facebook RSS LinkedIn Twitter

Su derecho de archivar una queja

English

Antes de comenzar

Provea tanta información como sea posible acerca de su queja. Esté preparado para proveer la siguiente información:

- Su nombre, dirección y teléfono.
- Una segunda dirección o teléfono donde se le pueda contactar.
- Nombre y dirección del empleador u oficina involucrada con su queja.
- Una descripción de su queja, incluyendo lo que pasó, cuando pasó y los

NO use este sistema si necesita [protestar o apelar](#) una decisión de seguro de desempleo. Siga las instrucciones de su determinación o revise [estas Preguntas Frecuentes](#).

Usted puede archivar una queja si cree que sus derechos han sido violados, no le han pagado sueldos que le deben, su salud y seguridad han sido puestas a riesgo o ha sido víctima de discriminación en el lugar de empleo. Su queja debe involucrar acciones u omisiones de su empleador o del Departamento de Trabajo de Idaho o si su queja es el resultado de participar en un programa o escuela o contratos financiados por el Acta de Inversión en la Fuerza Laboral (WIOA por sus siglas en inglés).

Le podemos ayudar así:

- [Investigando quejas](#) acerca de empleadores, trabajos o programas de

https://www.labor.idaho.gov/dnn/Unemployment-Insurance/Appeals_Questions_Answers

https://www.labor.idaho.gov/dnn/Job-Seekers/Complaints

Complaints

We can help you by:

- Investigating complaints about specific employers, jobs or training programs to which you were referred by the Idaho Department of Labor.
- Investigating complaints about the delivery of Idaho Department of Labor programs and services.
- Referring your complaint to the appropriate agency when the Idaho Department of Labor is not authorized to handle it.

File a wage claim

If your only complaint is that you have not been paid wages, click [HERE](#) to file a wage claim.

File a complaint

For other complaints, click [HERE](#) to file your complaint. We will keep you informed of any action taken concerning your complaint.

employer/office involved in your complaint.

- A description of your complaint, including what happened, when it happened and the names and contact information of witnesses or others involved.

Cultivate an awareness of our farmworker services.

MORE INFORMATION →

Browser address bar: <https://www2.labor.idaho.gov/Complaint/Form/Complaint>

Language: English

COMPLAINT FORM

TO BE COMPLETED BY THE COMPLAINANT:

COMPLAINANT INFORMATION	RESPONDENT INFORMATION
<p>1. Name of Complainant (Last name, first name, middle initial)</p> <input type="text"/>	<p>6. Name of person against whom the complaint is made</p> <input type="text"/>
<p>2. Permanent Address</p> <input type="text" value="Street or P.O. Box"/> <input type="text" value="City"/> , <input type="text" value="ST"/> <input type="text" value="Zip"/>	<p>7. Name of Employer / Labor office</p> <input type="text"/>
<p>3. Temporary Address (if appropriate)</p> <input type="text"/>	<p>8. Address of Employer / Labor office</p> <input type="text"/>

Browser window: <https://www2.labor.idaho.gov/Complaint/Form/Complaint>

Complaint

File Edit View Favorites Tools Help

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<p>3. Temporary Address (if appropriate)</p> <input type="text"/>	<p>8. Address of Employer / Labor office</p> <input type="text" value="Street or P.O. Box"/> <input type="text" value="City"/> <input type="text" value="ST"/> <input type="text" value="Zip"/>
<p>4. Permanent Telephone</p> <input type="text"/>	<p>9. Telephone of Employer (if available)</p> <input type="text"/>
<p>5. Email Address (if available)</p> <input type="text"/>	<p>10. Email Address (if available)</p> <input type="text"/>

11. STATEMENT (Explain as clearly as possible and attach any pertinent documentation. Feel free to answer these questions on a separate piece of paper, if you wish):

a. What happened? (Please be specific about the actions or statements made)

https://www2.labor.idaho.gov/Complaint/Form/Complaint

Complaint

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b. Who was involved, including witnesses? (Name, address, phone)

c. When and where did it happen? (Include dates, times and locations)

d. How were you treated differently? Why do you think you were treated differently?

e. How would you like this complaint to be resolved?

The screenshot shows a web browser window with the address bar displaying <https://www2.labor.idaho.gov/Complaint/Form/Complaint>. The browser's address bar includes navigation icons (back, forward, refresh) and a search field. The browser's menu bar shows "File", "Edit", "View", "Favorites", "Tools", and "Help". The browser's tab bar shows the current tab "Complaint" and two other tabs: "ALCPackets - October 1, 20..." and "Alien Labor Certification Foreign Labor Certification ...".

The main content area of the browser displays a complaint form. The form is titled "12. Electronic Signature:" and contains the following text:

I CERTIFY that I am (name of signer) and I CERTIFY the information furnished is true and accurate to the best of my knowledge. I AUTHORIZE the disclosure of this information as needed for the proper investigation and enforcement of my complaint. I UNDERSTAND my identity will be kept confidential to the maximum extent possible, consistent with applicable law and a fair determination of my complaint. I also understand it is against the law for my employer to discharge, intimidate, retaliate, coerce or discriminate against me for filing this complaint.

Signed:

13. Date signed: 6/8/2018

14. The customer submitting this complaint either requested assistance or submitted the complaint form by email or on paper. I have completed this form based on the information provided by the customer to the best of my ability.

Name of representative/interpreter

14. The customer submitting this complaint either requested assistance or submitted the complaint form by email or on paper. I have completed this form based on the information provided by the customer to the best of my ability.

Name of representative/interpreter

The image shows a web browser window with the URL <https://www2.labor.idaho.gov/Complaint/Form/Complaint>. The browser's address bar shows the URL and search icons. The page title is "Complaint". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The browser's tab bar shows several tabs, including "ALCPackets - October 1, 20...", "Alien Labor Certification", and "Foreign Labor Certification ...".

The main content area of the browser displays a form with the following elements:

- A "Signature" label above a large, empty text input field.
- A paragraph of text: "You may attach up to five supporting documents. NOTE: Each file must be less than 1.5 MB in size. Only the following file types are allowed: pdf, bmp, gif, jpg, jpeg, png".
- Five "Browse..." buttons, each followed by a large, empty text input field, arranged vertically.
- A "Submit" button at the bottom left of the form area.

Complaint

File Edit View Favorites Tools Help

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12. Electronic Signature:

I CERTIFY that I am (name of signer) and I CERTIFY the information furnished is true and accurate to the best of my knowledge. I AUTHORIZE the disclosure of this information as needed for the proper investigation and enforcement of my complaint. I UNDERSTAND my identity will be kept confidential to the maximum extent possible, consistent with applicable law and a fair determination of my complaint. I also understand it is against the law for my employer to discharge, intimidate, retaliate, coerce or discriminate against me for filing this complaint.

Signed:

Enter your name in box 12
Enter your name as signed in the signature box

13. Date signed: 6/12/2018

14. The customer submitting this complaint either requested assistance or submitted the complaint form by email or on paper. I have completed this form based on the information provided by the customer to the best of my ability.

Name of representative/interpreter

What Happens After a Complaint is Filed?

IDOL Process

External Enforcement Agencies

Idaho Human Rights Commission

Questions?