**STATE OF IDAHO EQUAL OPPORTUNITY (EO) MONITORING**

**Employee/Staff Interview**

***This tool assesses areas of need for staff training and overall understanding of programmatic accessibility. It is not intended to be all-inclusive. EO Officers and Recipient Contacts should periodically assess staff’s overall understanding and compliance with Idaho’s Nondiscrimination Plan.***

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| --- | --- |
| ORGANIZATION AND FACILITY: | EMPLOYEE AND JOB TITLE: |
| DATE COMPLETED: | CONTACT INFORMATION: |

Equal Opportunity:

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

YES NO  I DON’T KNOW

Comments:

1. Does your organization have an adopted policy stating it will not discriminate against any client on any protected basis[[1]](#footnote-1) seeking services at your location?

YES NO  I DON’T KNOW

Comments:

1. Is staff aware of policies and practices to offer accommodations in order to provide accessibility to individuals with disabilities in regard to programs and services?

YES NO  I DON’T KNOW

Comments:

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

YES NO  I DON’T KNOW

Comments:

Complaints:

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

YES NO  I DON’T KNOW

Comments:

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

YES NO  I DON’T KNOW

Comments:

Limited English Proficiency (LEP)

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

YES NO

Comments:

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

YES NO  I DON’T KNOW

Comments:

American Sign Language (ASL) Interpreters:

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

YES NO

Comments:

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

YES NO

Comments:

Notices and Posters:

1. Is the “[Equal Opportunity is the Law](https://www.dol.gov/agencies/oasam/centers-offices/civil-rights-center/posters)” Poster visible in English and Spanish for customers and employees?

YES NO  I DON’T KNOW

Comments:

1. Is the Limited English Proficiency (LEP) Poster visible for customers and employees?

YES NO  I DON’T KNOW

Comments:

1. Is the “point to your language poster” visible for customers?

YES NO  I DON’T KNOW

Comments:

1. 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  I DON’T KNOW

Comments:

Accessibility:

1. Do you have an accessible computer and/or phone station?

YES NO  I DON’T KNOW

Comments:

1. Is there a webcam available?

YES NO  I DON’T KNOW

Comments:

1. Do you have a relay phone service or other equal means of phone communication for individuals with speech and/or hearing related disabilities?

YES NO  I DON’T KNOW

Comments:

1. What steps does your office take to ensure communication with customers who have disabilities is just as effective as communication with other participants? (This includes individuals who are blind, have other visual disabilities, and/or are deaf or hard of hearing.) Please describe.

DESCRIPTION:

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

YES NO  I DON’T KNOW

Comments:

Communication/Website:

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

YES NO  I DON’T KNOW

Comments:

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

YES NO  I DON’T KNOW

Comments:

1. 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  I DON’T KNOW

Comments:

1. 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?

YES NO  I DON’T KNOW N/A

Comments:

One Stop Offices:

1. Does staff review Employer’s Job Orders?

YES NO  I DON’T KNOW N/A

Comments:

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

YES NO  I DON’T KNOW N/A

Comments:

1. WIOA Section 188 prohibits discrimination on the basis of race, color, religion, sex, national origin, age, disability, or political affiliation or belief, or, for beneficiaries, applicants, and participants only, on the basis of citizenship status or participation in a WIOA Title I-financially assisted program or activity [↑](#footnote-ref-1)