**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.***

|  |  |
| --- | --- |
| 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)