Idaho EO Programmatic Assessment Monitoring Tool
Employee/Staff Interview

Date of visit: Click or tap here to enter text.

Name of monitor: Click or tap here to enter text.

Facility: Click or tap here to enter text.

Employee and function in the office: Click or tap here to enter text.

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/or 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/or 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 38.73):
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 38.9):
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 38.15:

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 38.34):

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.

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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 38.15):

1. Are the computers and phones accessible to people with disabilities?
   ☐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.
   Click or tap here to enter text.

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 38.15):
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: Click or tap here to enter text.

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?
   ☐Yes
   ☐No
   ☐N/A
Comments: Click or tap here to enter text.

<u>One-Stop Offices:</u>
1. Does staff review Employer's Job Orders?
    ☐Yes
    ☐No
    ☐N/A

Comments: Click or tap here to enter text.

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