Central Region Workforce Investment Board

Methods of Administration

In Compliance with the Workforce Investment Act
Concerning Non-Discrimination and Equal Opportunity

Element 1: Designation of State and Local Level EO Officer

Designation

CWIB designated Paul DiBello as the local-level Equal Opportunity Officer, effective October 15, 2014. The appointment is in accordance with the minimum position requirements set forth in DWD Issuance 08-2012. The Equal Opportunity Officer reports directly to C-WIB Executive Director, Janet A Vaughn. Paul DiBello is assisted by staff member Kevin Stadler to ensure that he has sufficient resources to effectively comply with nondiscrimination provisions.

Contact information for Local-level EO Officer

Paul DiBello
Central Region Workforce Investment Board, Inc.
604 Black Street
Rolla, MO 65401
573-346-1766 (Ex 128)
573-346-2007 (Fax)
711 (TTY)
pdibello@copic.ext.missouri.edu (Email)

The Local-level EO Officer is responsible for:

- Serving as the recipient’s liaison to the State EO Officer and the U.S. Department of Labor’s Civil Rights Center
- Developing and publishing the recipient’s procedures for processing discrimination complaints and making sure those procedures are followed;
- Reporting to the appropriate official about equal opportunity matters;
- Undergoing training to maintain competency;
- Monitoring the local area’s service delivery system, specific to those recipients who receive financial assistance under WIA Title I or One-Stop partners to the extent that they participate in the One-Stop delivery system;
- Reviewing local plans, contracts, and policies to ensure they are non-discriminatory; and
- Coordinating all local-level, WIA EO activities, to ensure compliance with the nondiscrimination and equal opportunity provisions of WIA.

Notification

The CWIB and subcontractors inform program applicants, eligible applicants, participants, employees and applicants for employment of the name, title, address and telephone number of the equal opportunity officer for the local workforce area as early in the application process as possible. CWIB staff and subcontractor Career Center staff have signed copies of the Equal Opportunity Notice (DWD-120) and the WIA Program Complaint and Grievance Notice (DWD-121). Equal Opportunity posters are displayed prominently in the Career Centers and Equal Opportunity information, including the complaint process are posted on Jobs.mo.gov. The EO Officer’s identity and contact information appears on internal and external communications regarding the recipient’s nondiscrimination and equal opportunity programs. Regional subcontractors are also informed of contact information for the EO Officer through periodic emails.

Training and Support

The Local EO Officer has participated in the following training sessions:

Technical Assistance MOA and EO Data Analysis – December 4, 9, and 11, 2014
EO Complaint and the WIA Nondiscrimination Policies Process New Staff Orientation PPT
MOA Elements 1-9 PPT
Missouri DWD Data Analysis Requirements PPT
Data Analysis for EO and Nondiscrimination Monitoring of Workforce Development Programs Prevention of Pregnancy Discrimination PPT
Employment Screening and Criminal Records: Pitfalls and Best Practices PPT

Training has also included DWD quarterly compliance assistance and training sessions (last meeting attended November 5, 2014), State of Missouri EO trainings and CRC USDOL Webinar trainings.
Attachments for Element 1
Designation of Local Level Equal Opportunity (EO) Officers

I    Job Description for the EO Officer

I-A  C-WIB Organizational Chart
Central Region Workforce Investment Board

Equal Opportunity Officer

Description:
This is a professional, senior-level position with the CWIB. The person in this position will have primary responsibility for coordinating all equal opportunity activities within the Central Region. This position is the initial point of contact for all complaints within the region. The duties include, but are not limited to:

1. Serving as the local liaison to the State EO Officer and to the U.S. Department of Labor’s (USDOL) Civil rights Center;
2. Reporting to the CWIB Executive Director about equal opportunity matters;
3. Facilitating onsite equal opportunity reviews conducted by the Division of Workforce Development or USDOL staff;
4. Monitoring the Central Region service delivery system to ensure compliance with the State’s Method of Administration and with the equal opportunity and nondiscrimination provisions of the WIA, 29 CFR Part 37;
5. Reviewing all local plans, contracts, and agreements to ensure they are non-discriminatory;
6. Participating in training and attending meetings that will enhance and maintain the competencies required of a local-level EO Officer;
7. Developing and publishing the Central Region’s procedures for processing discrimination complaints and ensuring those procedures are followed;
8. Developing and submitting required reports;
9. Serving as the regional complaint and grievance contact person;
10. Conducting EO related training in the region’s Career Centers.
11. Monitoring OJT worksites for compliance with WIA EO regulations.
12. Other duties that are assigned or required;

Education/Work Experience:

1) Bachelors degree in a related field; work experience may be substituted on a year for year basis.
2) Good oral and written communication skills and public relations skills.
3) Good analytical, organizational and computer skills.
4) Dependable transportation.
Central Region Workforce Investment Board Staff

Central Region Workforce Investment

Jan Vaughn
Executive Director

John Bernard
Kevin Stadler
Alan Galindo
Paul DiBello
Alex Blackwell
Linda Gray
Jacque Moreland

Tom Wyatt
Kolbi Dunn
Alex Stanley
Sue Hand
Pennie Baker
Element 2: Notice and Communication

Method of Communication

*Equal Opportunity is the Law* posters containing the notices described in 29 CFFR 37.30 are displayed in the “welcome” area of the Career Centers; the posters are displayed in English, Spanish, Chinese, and German. The Equal Opportunity notice is also posted on the CWIB website in those languages.

At the time of WIA registration in jobs.mo.gov, customers are made aware of the Equal Opportunity is the Law statement and the process for reporting discrimination complaints. Customers must acknowledge understanding the required nondiscrimination and equal opportunity notices in order to advance to additional enrollment/registration screens.

Beginning at the Intensive service level, participants are given copies of the Equal Opportunity notice (DWD 120) and the Complaint and Grievance notice (DWD 121); signed copies are retained in the participant’s file. The documents have been given to Career Center staff and employers where work/training sites have been established; signed copies are kept on file.

All publications, brochures, broadcasts, emails, enrollment documents signed by participants, and local websites contain the following notice:

“CWIB is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri Relay Services at 711.” Note: subcontractors insert their agency name into the above statement.”

Website links displaying the EO tag line are:  http://cwib.us/ and http://universalchallenge.org/

The EO Notice in Braille and “large print” formats are provided for the individual customers with low vision or who are blind. This ensures that communications with individuals with disabilities are as effective as communications with others.

Information in Languages other than English

To ensure that persons of limited English-speaking ability have access to programs and activities at the same level as those who are proficient in English, the region is in the process of translating applicant enrollment documents into Spanish, the predominant language spoken by limited English proficient individuals in Missouri. Following this, documents will be made available in German and Chinese.

The region utilizes documents that have already been translated by the Division of Workforce Development.
The subject of Limited English Proficiency is also addressed in Element 4 of this document.

**Training**

Equal Opportunity training is an ongoing effort. C-WIB subcontractors include equal opportunity and nondiscrimination training in new employee orientations and in regularly scheduled Career Center staff meetings; Functional Leaders maintain records of training completed. Staff members participate in DWD and DOL sponsored training which is usually conducted by webinar.

Disability Awareness training has been provided in the Career Centers by staff from Independent Assistive Living Centers and Rehabilitation Services for the Blind.

The local EO officer will be conducting on-site training in the near future on various EO topics.

**Attachments for Element 2**

**Notice and Communication**

II Equal Opportunity Information from CWIB Website
II-A Equal Opportunity is the Law posters – English, Spanish, Chinese, German
II-B Universal Challenge Center Brochure
II-C Universal Challenge Center Flyer
II-D DWD Forms 120 and 121
II-E Equal Opportunity Notice from RFP
II-F Harassment, Discrimination, and Accommodation Policy
II-G Equal Opportunity Policy from CWIB Personnel Manual
II-H Columbia Career Center Training Log
II-I Email showing Equal Opportunity Tag Line
EO Tagline – Home Page

The CWIB website displays the following notice on the home page:

*CWIB is an equal opportunity employer/program Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this website may be reached by persons using TTY/TDD equipment via the Missouri Relay Service at 711.*

EO Tagline - About CWIB

The “About CWIB” page provides basic information about the board and includes the EO tagline.

Ensuring quality workforce development in the Central Missouri counties of Audrain, Boone, Callaway, Camden, Cole, Cooper, Crawford, Dent, Gasconade, Howard, Laclede, Maries, Miller, Moniteau, Morgan, Osage, Phelps, Pulaski, and Washington.

The Central Region Workforce Investment Board (C-WIB) is the body charged by the federal government, through the Workforce Investment Act (WIA), with the considerable task of providing oversight of employment and training services and workforce development activities in Central Missouri. It is the group that sets policy and selects and supervises providers of employment and training programs. The board came into existence in early 2000, replacing the local private industry council.

The C-WIB is composed of volunteer representatives from each of nineteen Central Missouri counties. The full board meets bimonthly, on the fourth Wednesday. The C-WIB administrative office is located in Rolla, and is staffed by an experienced administrative group led by Executive Director Jan Vaughn.
The C-WIB is the regional source of workforce development information and initiatives and provides information about providers of employment and training services in each area of the Central Region, about workforce development opportunities, and about many other workforce related topics.

*C-WIB is an equal opportunity employer with equal opportunity programs. Auxiliary aids and services are available upon request to individuals with disabilities. TDD-TDY users only 711 or 800-735-2966.*

**About CWIB – Equal Opportunity Information**

The “About CWIB” tab includes a link to Equal Opportunity Information; this tab displays the Equal Opportunity notice in English, Spanish, Chinese, and German.

Equal Opportunity

Central Region WIB EO Officer, P.mJ DiBello
Click here to email P.mJ DiBello
604 Black Street
Rolla, MO 65401
Voice: (573) 1766 ext 128
Fax: (573) 2007
TTY: 711

Danielle Smith, State DWD EO Officer
Click here to email Danielle Smith
(573) 751-2428
or
The Director, Civil Rights Center (CRC)
U.S. Department of Labor
200 Constitution Ave., NW,

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Against discriminate

Lt it is against the law for this recipient of Federal financial assistance to discriminate on the following bases:

- Against my individual]inthe United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and
- Against my beneficiary of programs financially assisted under Title I -of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States or his or her participation in my WIA Title I -financially assisted program or activity._

The recipients must not discriminate in any of the following activities:

- Deciding who will be admitted, or have access, to any WIA Title I -financially assisted program or activity;
- Providing opportunities in, or treating my beneficiary, regard to such a program or activity;
- Making employment decisions in the administration of, or in connection with, such a program or activity.

What to Do If You Have Experienced Discrimination

If you think you have been subjected to discrimination under a WIA Title I -financially assisted program or activity, you may file a complaint with the Department from the date of the alleged violation with either:

Central Region WIB EO Officer, P.mJ DiBello
Click here to email P.mJ DiBello
604 Black Street
Rolla, MO 65401
Voice: (573) 1766 ext 128
Fax: (573) 2007
TYY: 711

Danielle Smith, State DWD EO Officer
Click here to email Danielle Smith
(573) 751-2428
or
The Director, Civil Rights Center (CRC)
U.S. Department of Labor
200 Constitution Ave., NW,
You may download the Discrimination Complaint Information Form DWD-101 (DWD-101Spanish translation), to complete it and either present it to a local Missouri Career Center, one of its affiliates or mail it directly to the local or State EO Officer listed above. If you file a complaint at the State or local workforce area, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner) before filing with the CRC at the above address. If the State or local workforce area does not send a written Notice of Final Action within 90 days of the day on which the complaint was filed, you do not have to wait for the recipient to issue that Notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your original complaint with the recipient). If you receive a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date you received the Notice of Final Action.
Igualdad de oportunidades ante la ley

Como receptor de ayuda financiera federal, es contrario a la ley que este organismo haga discriminaciones sobre las siguientes bases:

- Contra toda persona de los Estados Unidos, por razón de étnia, color, religión, sexo, procedencia, edad, discapacidad, ideología política o creencias; y
- Contra todos beneficiarios de programas con ayuda financiera bajo Title I de la Ley de Inversiones en la Fuerza Laboral (WIA, Workforce Investment Act) de 1998 sobre la base de la ciudadanía del beneficiario o su situación como inmigrante legalmente admitido con autorización para trabajar en los Estados Unidos, o su participación en cualquier programa o actividad con ayuda financiera bajo Title I de WIA.

El receptor no debe hacer discriminaciones en ninguna de las siguientes áreas:

- Decidir quién será admitido en o tendrá acceso a cualquier programa o actividad con ayuda financiera bajo Title I de WIA;
- Proporcionar oportunidades de, o favorecer a una persona en relación con, dichos programas o actividades; o
- Tomar decisiones sobre empleo en la administración de, o en relación con, dichos programas o actividades.

¿Qué debe hacer si cree que ha sido discriminado?

Si cree que ha sido objeto de discriminación bajo un programa o actividad con ayuda financiera según Title I de WIA, puede presentar una queja en el plazo de 180 días a partir de la fecha de la supuesta infracción ante el Funcionario de Igualdad de Oportunidades del organismo receptor: Michaela Loisel, (207) 287-2876 (voz) (800) 984-1110 (TTY); o bien The Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210.

Si presenta una queja ante el organismo receptor, debe esperar hasta que éste emita un Aviso de Actuación Definitiva por escrito o hasta que hayan transcurrido 90 días (el plazo que sea más corto), antes de presentar una queja ante el Centro de Derechos Civiles (CRC, Civil Rights Center; consulte la dirección más arriba).

Si el receptor no le proporciona un Aviso de Actuación Definitiva por escrito en el plazo de 90 días a partir del día en que presentó la queja, no tiene que esperar a que lo haga para presentar la correspondiente ante el CRC. Sin embargo, debe presentar la queja ante el CRC en el plazo de 30 días después del límite de 90 días (es decir, en el plazo de 120 días después de la fecha en la que presentó la queja ante el receptor).

Si el receptor le proporciona un Aviso de Actuación Definitiva por escrito sobre su queja, pero no está de acuerdo con la decisión o resolución, puede presentar una queja ante el CRC. Debe presentar la queja ante el CRC en el plazo de 30 días después de la fecha en la que recibió el Aviso de Actuación Definitiva.

(3/2000)
平權是法律
了解的權益！

本機構接受聯邦補助金，是故以下情形，視對本機構而言便構成違法：
基於種族、膚色、宗教、性別、原國別、年齡、殘障、政治黨派或信仰，視在美國之任何個人；與

對在1998年投資員工法案第一條款 (Title I of the Workforce Investment Act of 1998 – WIA) 之下接受補助方案中的任何受益者，基於其公民身分/合法移民允許在美國工作身分，或者其參與WIA第一條款下補助的任何方案或活動，視對其構成違法。

對以下所描述之任何情形，本受益機構不可有視其的行為：
決定誰會進入或使用WIA第一條款下補助的任何方案或活動；
對參與有關此類的方案或活動提供機會，或在方案或活動中對待任何人；或
與此類的方案或活動行政上或有關的，用決定。

如果相信遭受視該如何處理？
假若認為在參與WIA第一條款下補助的任何方案或活動的過程中遭到視，可以在從聲稱被侵犯的當天起一百八十天之向受益機構的平權執行長(或為此目的所指定的職員)或美國勞工部民權中心(Civil Rights Center – CRC)主任提出申訴。民權中心的地址是200 Constitution Avenue, NW, Room N-4123, Washington, DC 20210。

如果，必須等到受益機構發出書面的終結行動通知(Notice of Final Action)，或九十天過後(兩者取其近者)才能向民權中心(請參照以上住址)提出申訴。不過，在這九十天期間的三十天向民權中心提出申訴，不必等候受益機構發出書面通知，而可彌補民權中心提出申訴。不過，必須在接到終結行動通知之後的六十天之，向民權中心提出申訴。

假若受益機構發出書面的終結行動通知，但不滿意他們的決定或解決的方法，必須在接到終結行動通知之後的三十天之，向民權中心提出申訴。

索取更多資訊或提出申訴請聯絡：
Civil Rights Center http://dolcontentdev.opadev.dol.gov/oasam/programs/crc/notices/chinese...
平權是法律
了解的權益！

本機構收件和提供資料，是為了以下標準，受到本機構宣言支持的尊重：

為基於種族、國籍、年齡、性別、宗教信仰、性別、性取向或ｸ/#{print}類別

在美國工作個人：與

對在1966年設立的吳奧沃德法案（Civil Rights Act of 1966）之有關問題方案中的任何意見，應於勞工部職業（工法）

若參與或拒絕在美國工作市場，請於其參與方案的一個月內通知的任何方案必須

參與此活動之任何個人不可將理由

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Chancengleichheit Bekanntmachung
Chancengleichheit ist Gesetzung

Es ist gegen das Gesetz, dass dieser Empfänger von Bundesfinanzhilfe auf Grund folgender Ursachen diskriminiert:

1. gegen eine Person in den Vereinigten Staaten, auf Grund von Rasse, Hautfarbe, Religion, Geschlecht, nationaler Abstammung, Alter, Behinderung, politischer Zugehörigkeit oder Überzeugung; und


Die Empfänger dürfen in keiner der folgenden Bereiche diskriminieren:

1. in der Entscheidung wer zugelassen wird oder wer Zugang hat zu einem WIA Titel 1 - finanziell geförderten Programm oder Aktivität;

2. in der Bereitstellung von Teilnahme an, oder in der Behandlung einer Person in Bezug auf ein solches Programm oder Aktivität; oder

3. in dem Entscheidungsprozess bei der Vergabe, oder im Zusammenhang mit einem solchen Programm oder Aktivität.

Was zu tun ist wenn Sie glauben, dass gegen Sie diskriminiert wurde
Wenn Sie glauben, dass sie Diskriminierung ausgesetzt waren im Zusammenhang mit einem unter Titel 1 - finanziell unterstützten Programm oder Aktivität, dürfen Sie innerhalb von 180 Tagen vom Datum des vermeintlichen Verstosses, eine Beschwerde einreichen bei entweder:

Central Region WIB EO Officer: Paul DiBello
pdibello@copic.ext.missouri.edu
(573)346-1766 Ex: 128
oder
Danielle Smith, State DWD EO Officer
danielle.smith@ded.mo.gov
(573)751-2428
oder
Der Direktor, Centrale fuer Buergerrechte (CRC)
U.S. Department of Labor
200 Constitution Ave., NW,
Room N-4123
Washington DC 20210
Stimme: (202)693-6502
TTY: (202)693-6515
Fax: (202)693-6505
CRCExternalComplaints@dol.gov

Wenn sie Ihre Beschwerde bei dem Empfaenger einreichen, muessen Sie entweder warten, bis der
Empfaenger eine schriftliche Mitteilung der End-Massnahme ausgestellt hat oder 90 Tage (je nachdem
was frueher eintrifft), bevor sie eine Beschwerde bei der Buergerrechtszentrale einreichen koennen
(siehe obige Adresse).

Wenn der Empfaenger Ihnen keine schriftliche Mitteilung der End-Massnahme innerhalb von 90 Tagen
von dem Tag an dem die Beschwerde eingereicht wurde, zustellt, brauchen Sie nicht zu warten bis der
Empfaenger diese Mitteilung ausstellt, bevor Sie eine Beschwerde bei der Zentrale fuer Buergerrechte
einreichen koennen. Jedoch muessen Sie Ihre Beschwerde bei der Buergerrechtszentrale innerhalb von
30 Tagen von der 90 Tage Frist einreichen (anders ausgedruedickt, innerhalb von 120 Tagen von dem Tag,
an dem Sie Ihre urspruengliche Beschwerde bei dem Empfaenger eingereicht haben).
Wenn der Empfaenger Ihnen eine schriftliche Mitteilung der End-Massnahme betreffs Ihrer Beschwerde
gibt, Sie aber nicht mit der Entscheidung oder dem Resultat zufrieden sind, koennen Sie eine Beschwerde
bei der Zentrale fuer Buergerrechte einreichen. Sie muessen Ihre Beschwerde innerhalb von 30 Tagen von
dem Datum, an dem sie die Mitteilung der End-Massnahme erhalten haben, bei der Buergerechtszentrale
einreichen.
A DAY ON THE COURSE
Develop important skills needed to be successful in life. Have your next event be an outdoor adventure. Come experience the fun at a challenge course.

Visit our website at www.universalchallenge.org and call UCC Manager, Alan Castille at 573-426-2946 to reserve your day.
UNIVERSAL CHALLENGE CENTER
A DAY ON THE COURSE
FUN! EDUCATIONAL! SAFE!

LOW ELEMENT COURSE
TEAM WORK
COMMUNICATION
LEADERSHIP
PROBLEM SOLVING
DECISION MAKING

HIGH ELEMENT COURSE
COMMITMENT
BUILDING SELF-CONFIDENCE
OVERCOMING FEAR
DEVELOPING TRUST
GROUP ENCOURAGEMENT

The UCC staff and course are certified annually to meet national safety standards set by the Association of Challenge Course Technologies through ABBE (Adventure Based Experiential Educators, Inc.).

The Central Workforce Investment Board (C-WIB) is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri Relay Services 711
Missouri Department of Economic Development
Missouri Division of Workforce Development
EQUAL OPPORTUNITY NOTICE

It is against the law for this recipient of Federal financial assistance to discriminate on the following bases:

Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I-financially assisted program or activity.

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

What to Do If You Believe You Have Experienced Discrimination

If you think that you have been subjected to discrimination under a WIA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

Danielle Smith
State WIA Equal Opportunity Officer
421 E. Dunklin P.O Box 1087
Jefferson City, MO 65101
Telephone: (573) 751-2428 or Fax: (573)751-4088
Email: danielle.smith@ded.mo.gov
Email: DWDComplaintsandgrievances@ded.mo.gov
Missouri 711 Relay Services Available

or

Civil Rights Center (CRC)
U.S.Department of Labor,
200 Constitution Avenue NW,
Room N-4123, Washington, DC 20210

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above). The recipient must offer you alternative dispute resolution in an effort to resolve your complaint.

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the recipient to issue that Notice before filing a complaint with the CRC.
However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient). If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with the CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

Local Equal Opportunity Officer:
Paul DiBello
Central Region Workforce Investment Board
604 Black Street
Rolla, MO 65401
Telephone: (573) 346-1766
Fax: (573) 346-2007
pdibello@copic.ext.missouri.edu

**Retaliation**: No DWD employee, recipient or sub-recipient may discharge, intimidate, retaliate, threaten, coerce or discriminate against any individual because the individual has filed a discrimination complaint or otherwise participated in the investigation of a discrimination complaint.

I have read this form and understand that I have a right to file a grievance or discrimination complaint if I feel that my rights were violated by the WIA Title I financially assisted program or activity.

I acknowledge receipt of copies of the following attached documents in addition to this Notice of Rights:
1. Equal Opportunity Notice and Acknowledgement
2. "Equal Opportunity is the Law" bookmark
3. WIA Program Complaint and Grievance Notice and Acknowledgement

This information was provided in the following language/format:

☐ English  ☐ Spanish  ☐ Other Language (Specify): ______________  ☐ Alternate Format: ______________

Check the one which is applicable, print name, sign and date:

☐ Applicant/Employee:

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☐ Participant:

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☐ Training Provider/Wc

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<th>Organization Name</th>
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WORKFORCE INVESTMENT ACT (WIA)

PROGRAM COMPLAINT & GRIEVANCE NOTICE

WIA regulations require each state to establish a procedure for grievances and complaints received from participants being served by the workforce investment system. To seek a formal resolution, you must first file your complaint locally. This process is intended to allow for a resolution of the issue at the most local level.

You must start the process by submitting your complaint within your local workforce system, either through your local One-Stop Career Center or local workforce investment board.

You have up to 1 year to file a grievance. DWD encourages informal resolution prior to the filing of a written complaint. If the complainant is not satisfied with the attempt at informal resolution, he or she should be encouraged to complete a General WIA Complaint Form.

The complainant should be allowed sufficient time and technical assistance to provide a complete and clearly written explanation on his or her complaint form. If the complainant is unable to write, staff may transcribe his or her words onto the form; staff shall take care not to alter the language of the complainant. When a written complaint is received, the employee taking the complaint should review it immediately to insure completeness Care should be taken to assure the following information has been provided, especially if the complaint is not received on the General WIA Complaint Form. The grievance should include the following:

1. Full name, telephone number and address of the person making the complaint;
2. Full name and address of the respondent; and
3. Statement of the facts (including dates) that constitutes the alleged violation(s)
4. A statement of how you would like the matter to be resolved (e.g. if the agency finds in your favor what you would like to see happen or to receive);
5. Any applicant, employee, participant, service provider, program recipient, or other interested party may file a complaint alleging a violation of local WIA programs, agreements or LWIB policies and activities.

You may file your grievance with the LWIA Grievance Officer at:

Paul DiBello
Central Region Workforce Investment Board
604 Black Street
Rolla, MO 65401
(573) 346-1766
pdibello@copic.ext.missouri.edu

Within 60 calendar days of filing your grievance, WIA requires the local area to provide a formal hearing, if the issue is not resolved informally prior to the hearing. If you find the local hearing
decision unsatisfactory, or if the local area does not respond to you in the allotted 60 days, you will have the opportunity to file a request for review by the State. At the State level, WIA requires an opportunity for an informal resolution and hearing to be completed within 60 calendar days of the filing. If the State does not respond within the 60 days, or either party wants to appeal, WIA allows for a formal appeal to the U.S. Department of Labor (DOL). Federal appeals must be made within 60 calendar days of the receipt of the decision being appealed. DOL will make a final decision no later than 120 days after receiving a formal appeal. DOL will only investigate grievances and complaints arising through the established procedures. WIA does not allow for federal intervention until the formal procedure has been followed.

Grievance Timeline

**Step 1:** Initial review from the local entity or establish a complaint file.

**Step 2:** Local entity must provide an informal resolution within 10 days of complaint filing date.

**Step 3:** Local entity must provide a formal resolution within 20 days from filing date if complaint is not resolved under informal process.

**Step 4:** Local Entity must provide a hearing within 45 days from filing date.

**Step 5:** Local entity must provide a final decision within 60 days from when the complaint was filed.

**Step 6:** If Complainant is not satisfied and appeal can be filed with the Division of Workforce Development. A final decision will be provided within 60 days from when the appeal was filed. You may file your appeal by writing directly to:

State of Missouri Division of Workforce Development
WIA Complaint and Grievance Officer
Danielle Smith
421 E. Dunklin
P.O Box 1087
Jefferson City, MO 65101
Telephone: (573) 751-2428 or
Fax: (573)751-4088
Email: danielle.smith@ded.mo.gov or
Email: DWDCOMplaintsandgrievances@ded.mo.gov
Missouri 7-1-1 Relay Services Available

**Step 7:** If the Complainant is not satisfied, he or she may file with USDOL within 30 days from receiving DWD’s final decision. You may file your appeal directly to:

ETA Regional Administrator:
U.S. Department of Labor
Employment and Training Administration
Attention: WIA Complaint and Grievance Unit
230 South Dearborn Street
6 th Floor
Chicago, Illinois 60604
This information was provided in the following language/format:

- [ ] English
- [ ] Spanish
- [ ] Other Language (Specify): ______________
- [ ] Alternate Format (Specify): Check the one which is applicable, print name, sign and date:

- [ ] Applicant/Employee:

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- [ ] Participant:

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- [ ] Training Provider/Worksite:

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<tr>
<th>Print Organization Name</th>
<th>Representative's Signature</th>
<th>Title</th>
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Equal Opportunity Statement

It is against the law for a recipient of Federal financial assistance to discriminate on the following basis:

Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary’s citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I-financially assisted program or activity.

Employment Eligibility Verification Program

This program is subject to the provisions of the Employment Eligibility Verification Program (E-Verify), Section 285.530.2, RSMo, which requires as a condition for the award of any contract or grant in excess of five thousand dollars by the state to a business entity, the business entity shall, by sworn affidavit and provision of documentation, affirm its enrollment and participation in a federal work authorization program with respect to the employees working in connection with the contracted services. Every such business entity shall also sign an affidavit affirming that it does not knowingly employ any person who is an unauthorized alien in connection with the contracted services. For more information and to enroll your organization in the program online, visit the Employment Eligibility Verification Program (E-Verify) website at: http://www.dhs.gov/xprevprot/programs/gc_1185221678150.shtm.

Confidentiality

The C-WIB adheres to the Workforce Development System Confidentiality and Information Security Plan. Successful bidders will be expected to comply with this policy which will be provided at the time of contracting.

Questions

Questions regarding this RFP may be directed to Kevin Stadler at kstadler@copic.ext.missouri.edu prior to April 2, 2010.
Central Region Workforce Investment Board

Harassment, Discrimination, and Accommodation Policy

The Central Region Workforce Investment Board (CWIB) and its subcontractors are committed to providing a workplace free of unlawful harassment and discrimination for all employees and customers. Employees assuming a management/supervisory role must report all complaints and instances of harassment or discrimination to the CWIB Equal Opportunity Officer immediately.

All complaints, to include unlawful harassment, discrimination and offensive behavior in general, will be investigated in a timely fashion and will remain confidential to the extent possible.

Employees as well as non-employees are prohibited from harassing or discriminating against staff, customers, and partner employees whether or not the incidents of harassment or discrimination occur on employer premises and whether or not the incidents occur during work hours. Behavior covered by this policy may extend beyond the normal work hours and occur at conferences, meetings, or other extra-curricular events. An incident may be considered harassment or discrimination even if the accused party did not intend to be offensive.

Definitions

Unwelcome Conduct: The employee did not solicit or invite the conduct and regarded it as undesirable.

Power-differentiated Working Relationships: Any work relationship in which one employee supervises or manages (directly or indirectly) another employee OR makes decisions concerning another employee’s terms, conditions or privileges of employment.

Intimate Relationships: For the purposes of this policy the department will consider intimate relationships to be those that involve dating, sexual activity and/or romantic involvement.

Managers/supervisors participating in this type of relationship with their subordinates or with others where a power-differentiated relationship exists are in violation of this policy. Employees who find themselves involved in situations such as this are responsible for reporting their involvement to their supervisor, manager, or Human Resources.

The appropriate action will be taken to remove the power component from the relationship.

1. Unlawful Harassment

Prohibited conduct includes unwelcome conduct, whether verbal, physical, or visual, that is based on or relates to an individual’s sex, race, color, religion, national origin, age, disability, or any other status protected by law, and 1) has the purpose or effect of creating an intimidating, hostile or offensive
working environment; 2) has the purpose or effect of unreasonably interfering with an individual’s work performance; or 3) otherwise adversely affects an individual's employment opportunities.

Examples of prohibited conduct include but are not limited to epithets, slurs, negative stereotyping, written or graphic material, including e-mails that denigrate or show hostility toward an individual, or any other threatening or intimidating act that relates to race, gender, sex, color, religion, national origin, age, or disability.

2. Sexual Harassment

Prohibited behavior may also include any unwelcome behavior of a sexual nature such as: sexual advances and propositions; requests for sexual favors; sexual jokes, comments, suggestions, or innuendo; foul or obscene gestures or language; display of foul or obscene or offensive printed or visual material; physical contact such as patting, pinching, hugging or brushing against another individual's body; and any other unwelcome verbal, physical or visual conduct of a sexual nature where:

1. Submission to such conduct is an explicit or implicit condition of employment; or
2. Submission to or rejection of such conduct is used as a basis for employment-related decisions such as a promotion, discharge, performance evaluation, pay adjustment, discipline, work assignment or any other condition of employment or career development; or
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, abusive or offensive working environment.

Sexual harassment can involve males or females being harassed by members of either sex. Although sexual harassment typically involves a person in a greater position of authority as the harasser, individuals in positions of lesser or equal authority also can be found responsible for engaging in prohibited harassment.

Sexual harassment can be physical and/or psychological in nature. An aggregation of a series of incidents can constitute sexual harassment even if one of the incidents considered on its own would not be harassing.

Sexual harassment does not refer to behavior or occasional compliments of a socially acceptable nature.

3. Discrimination

The Central Region Workforce Investment Board and its subcontractors are committed to providing a work environment free from discrimination based on religion, race, sex, national origin, age, disability, color, or veteran status. Prohibited behavior may include, but is not limited to, discrimination in the provision of employment opportunities and training, benefits, or the creation of a discriminatory working environment.
Reporting Harassment or Discrimination

Employees who feel they have witnessed or experience behavior prohibited by this policy in connection with their employment with CWIB and its subcontractors, or who have questions, concerns or complaints of discrimination, including a complaint of harassment, should immediately report the circumstances or incident as indicated below:

Employee Responsibilities

If employees believe they have been subjected to harassment, to include unwanted attention, or discrimination, the following steps should be taken:

1. If possible, make their unease and/or disapproval directly and immediately know to the offending party. Employees can often stop or prevent harassment by immediately and directly expressing their disapproval of any individual’s conduct in a professional manner.

2. Make a written record of the date, time and nature of the incident and the names of any witnesses.

3. Immediately report the incident to the Equal Opportunity Officer, their supervisor, or their manager. All incidents of harassment and discrimination should be reported immediately regardless of whether or not the employee addressed the incident with the offending party.

4. To initiate a formal investigation into an alleged violation of this policy, employees must file a Harassment and Discrimination Complaint Form with the Equal Opportunity Officer. The Equal Opportunity Officer can assist the complainant in completing the Harassment and Discrimination Complaint Form. To ensure a prompt and thorough investigation, the complainant should provide as many details as possible.

5. Charges of unlawful discrimination or sexual harassment may also be filed with the Missouri Commission on Human Rights within 180 days of the most recent unlawful act.

Management Responsibilities

Harassment and discrimination is a violation of federal and state law and cannot legally be ignored or hidden. All managers/supervisors are responsible for:

1. Immediately reporting all incidents of harassment or discrimination to the Equal Opportunity Officer whether or not a written complaint is received.

2. Taking steps to maintain a work environment free of harassment and discrimination and for taking corrective action if such incidents occur.
Human Resources

Upon receiving a complaint or notification of an incident possibly involving harassment or discrimination, the Equal Opportunity Officer will be responsible for:

1. Ensuring that both the individual filing the complaint and the accused individual are aware of the seriousness of the allegations being made;

2. Explaining the Harassment and Discrimination Policy as well as the investigation procedures to both the complainant and the respondent;

3. Exploring informal means of resolving complaints, depending on the seriousness of the charges;

4. Notifying the police if criminal activities are alleged;

5. Arranging for an investigation of the alleged harassment or discrimination in a timely fashion and the preparation of a written report; and

6. Notifying the complainant of the findings in writing. However, no details about the nature or extent of any disciplinary or corrective actions will be disclosed to the respondent unless there is a compelling reason such as the personal safety of the complainant.

Remedial Action

1. Appropriate remedial action will be taken to remove all forms of harassment or discrimination.

2. Violating this policy may result in reprimand, suspension, demotion or dismissal.

3. All employees are required to cooperate with any investigation of situations of which they have knowledge. Any employee who impedes an investigation or provides false information may be subject to disciplinary action.

Retaliation

1. Any employee who in good faith reports incidents of harassment or discrimination, or who participates in a related investigation should not experience retaliation as a result.

2. Any employee who believes they have been retaliated against should immediately inform his/her supervisor or the Equal Opportunity Officer.

3. Any employee who retaliates against another employee for filing or participating in an investigation of harassment or discrimination may be subject to disciplinary action.
Confidentiality

1. All inquiries, complaints, and investigations are treated confidentially. Information is revealed strictly on a need to know basis. Information contained in a formal complaint is kept confidential and maintained in secure files.

Accommodation Policy

It is the policy of the Central Region Workforce Investment Board (CWIB) and its subcontractors to comply with the Americans with Disabilities Act. CWIB is committed to the fair and equal employment of people with disabilities. CWIB and its subcontractors do not discriminate against qualified job applicants or employees with disabilities with regard to job application procedures, hiring, employee compensation, advancement, training, discharge or other terms, conditions and privileges of employment.

Job applicants and employees with disabilities shall be provided reasonable employment-related accommodations when necessary, unless the accommodation would impose an undue hardship. This policy provides guidelines for employees and job applicants who wish to apply for reasonable accommodations with CWIB and its subcontractors.

Resources

- U. S. Equal Employment Opportunity Commission, Chapter XIV – Part 1630 –

Definitions

**Disability:** means, with respect to an individual,

- A physical or mental impairment that substantially limits one or more of the major life activities of such individual;
- A record of such an impairment; or
- Being regarded has having such an impairment.
- Refer to §1630.3 for exceptions to this definition.

**Essential Functions – In general:** The term *essential functions* means the fundamental job duties of the employment position the individual with a disability holds or desires.

- The term “essential functions” does not include the marginal functions of the position.
• Refer to §1630.2 for additional information regarding essential functions.

**Major Life Activities:** means functions such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working.

**Reasonable accommodation:** The term *reasonable accommodation* means;

- Modifications or adjustments to a job application process that enable a qualified applicant with a disability to be considered for the position such as qualified applicant desires; or
- Modifications or adjustments to the work environment, or to the manner or circumstances under which the position held or desired is customarily performed, that enable a qualified individual with a disability to perform the essential functions of that position; or
- Modifications or adjustments that enable a covered entity’s employee with a disability to enjoy equal benefits and privileges of employment as are enjoyed by its other similarly situated employees without disabilities.
- Refer to §1630.2 for additional information regarding “reasonable accommodation”.

**Undue hardship:** In general. Undue hardship means, with respect to the provision of an accommodation;

- Significant difficulty or expense incurred by a covered entity, when considered in light of the factors set forth in paragraph (p)(2) of this section (§1630.2).
- Refer to §1630.2 for additional information regarding “undue hardship”.

**Accommodation Request Procedure for Employees**

1. Employees requesting an accommodation will need to complete the Accommodation Request form and submit it, along with medical documentation to support the request, to the Equal Opportunity Officer.

2. In an effort to determine if the employee is a qualified individual with a disability and to evaluate the request for an accommodation the Equal Opportunity Officer may:
   - Discuss the requested accommodation with the employee.
   - Discuss the purpose and essential functions of the particular job involved with the supervisor/manager and the employee.
   - Identify/evaluate potential accommodations and assess the effectiveness each would have in allowing the individual to perform the essential functions of the job. While an individual’s preference will be given consideration, CWIB is free to choose among equally effective accommodations and may choose the one that is less expensive or easier to provide.
   - Review undue hardships by considering and discussing with the Executive Director.

3. The Equal Opportunity Officer will provide a decision regarding the employees request for a reasonable accommodation to the employee within 30 days of receiving all necessary documentation/information.
Accommodation Request Procedure for Job Applicants

1. The job applicant shall inform Human Resources of the need for an accommodation in writing.
2. The Equal Opportunity Officer will discuss the needed accommodation and possible alternatives with the applicant.
3. The Equal Opportunity Officer will make a decision regarding the request for accommodation and, if approved, take the necessary steps to see that the accommodation is provided.

Funding for Accommodations

Funding for accommodations that do not cause an undue hardship must be agreed to and approved by the Executive Director.

Employee Appeal Process

- Employees who are dissatisfied with the decision(s) pertaining to his/her accommodation request may file an appeal with the Equal Opportunity Officer within 30 days of the decision for a final decision.
- The Accommodation Request Appeal form may be found at http://intra.ded.state.mo.us/index.cfm or by contacting the Equal Opportunity Officer at (573) 364-7030 x140.
- If the employee believes the decision is based on discriminatory reasons, they may file a complaint through CWIB’s complaint procedure or with the State Equal Opportunity Officer.
EQUAL EMPLOYMENT OPPORTUNITY

I. PURPOSE
   To preserve an employment environment free from illegal discrimination.

II. SCOPE
   This policy applies to all employees of the C-WIB.

III. POLICY
   The C-WIB maintains a policy of non-discrimination with employees and applicants for employment. Employment shall be based on qualifications and competence. No aspect of employment within the C-WIB will be influenced in any manner by race, color, religion, sex, age, national origin, veteran status, mental or physical disability, political affiliation or belief, or any other basis prohibited by statute. The C-WIB is an Equal Opportunity Employer/Program.

IV. PROCEDURE
   The C-WIB will comply with all policies of ADA. The C-WIB will not discriminate on the basis of disability against qualified individuals with disabilities in every aspect of employment, including recruitment, hiring, promotion, demotion, layoff and return from layoff, compensation, job assignments, job classifications, paid or unpaid leave, fringe benefits, training and employer sponsored activities, including recreational or social programs. Auxiliary aids and services are available upon request to individuals with disabilities.
HARASSMENT, INCLUDING SEXUAL HARASSMENT

I. PURPOSE

To establish the C-WIB’s position on the subject of harassment, to set forth guidelines for handling violations of the policy and to specify the related complaint handling procedures.

II. SCOPE

This policy applies to all C-WIB employees.

III. POLICY

Harassment, including sexual harassment, is contrary to basic standards of conduct between individuals and is prohibited by Equal Employment Opportunity Commission and state regulations. It will therefore constitute a violation of C-WIB policy for any employee to engage in any of the acts or behavior defined below, and such misconduct will subject an employee to corrective action up to and including immediate discharge.

Employees who feel they have been discriminated against on the basis of sex, or sexually or in any other manner harassed, should immediately report such incidents following the procedure described below without fear of reprisal. Confidentiality will be maintained to the extent permitted by the circumstances.

IV. DEFINITIONS

A. Harassment - Verbal, physical or visual conduct of a racial, ethnic or other type that, in the employee’s opinion, impairs his or her ability to perform the job.

B. Sexual Harassment - Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when such conduct:

   1. Is made explicitly or implicitly a term or condition of employment, or
   2. Is used as a basis for employment decisions, or
   3. Has the purpose of effect of unreasonably interfering with work performance or creating an otherwise offensive working environment.

C. Employee - Any employee of the C-WIB including officials, managers and supervisors.
V. PROCEDURE

Complaints of harassment of any type will be handled through the C-WIB’s complaint and grievance policy (see Policy No. 420, Complaint Procedure) which provides several options by which an employee may initiate action on a job-related complaint. They include:

A. The employee’s immediate supervisor.

B. The next higher level of management above immediate supervisor.

C. The Executive Director.

D. The Complaint and Grievance/EEO Coordinator.

Employee complaints that are a violation of the WIA may request C-WIB’s review and an impartial hearing will be conducted by a licensed attorney. The C-WIB Complaint and Grievance/EEO Coordinator is responsible for monitoring the complaint and grievance process and maintaining said records.
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<td>Michael &amp; Bryan</td>
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<td>7/24/14-Webinar</td>
<td>EEOC Webinar</td>
<td>All Staff</td>
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<td>EEOC Best Practices Recap</td>
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<tr>
<td>7/28/14-Meeting</td>
<td>BCFR &amp; ACT</td>
<td>Michael &amp; Bryan</td>
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<tr>
<td>8/6/14-Training</td>
<td>Language Interpreter Services</td>
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<td>8/25/14-Training</td>
<td>NDI Resource of the Week</td>
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<td>9/18/14-Staff Meeting</td>
<td>Boone County Family Resources (Renee Carter)</td>
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<tr>
<td>9/24/14-Meeting</td>
<td>Voc Rehab for Blind (Genny Witt)</td>
<td>Michael</td>
</tr>
<tr>
<td>9/25/14-Staff Meeting</td>
<td>EO Staff Powerpoint</td>
<td>All Staff</td>
</tr>
<tr>
<td>10/6/14-Training</td>
<td>Pregnancy Discrimination</td>
<td>All Staff</td>
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<tr>
<td>10/7/14-Training</td>
<td>Sexual Harassment &amp; Bullying</td>
<td>All Staff</td>
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<table>
<thead>
<tr>
<th>Date</th>
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<th>Topic</th>
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<tr>
<td>10/8/14</td>
<td>Staff Meeting</td>
<td>ACT &amp; Voc Rehab</td>
<td>All Staff</td>
</tr>
<tr>
<td>10/8/14</td>
<td>Meeting</td>
<td>J. Mahon (ACT) &amp; M. Clark (VR)</td>
<td>Michael</td>
</tr>
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<td>10/8/14</td>
<td>Training</td>
<td>MOA Webinar (x3)</td>
<td>Michael</td>
</tr>
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<tr>
<td>11/6/14</td>
<td>Staff Meeting</td>
<td>Voc Rehab for Blind</td>
<td>All Staff</td>
</tr>
</tbody>
</table>
Re: Chinese and German EO Posters

Mon, Nov 24, 2014 at 8:48 AM

Done.

On Mon, Nov 24, 2014 at 8:47 AM, patricia rogers <progers051903@gmail.com> wrote:

Please print and post from these links

----- Forwarded message -----
From: Kevin Stadler <kevin.stadler88@gmail.com>
Date: Fri, Nov 21, 2014 at 3:45 PM
Subject: Chinese and German EO Posters
To: "progers@geogeoext.missouri.edu", Freda Chestnut <progers@geogeoext.missouri.edu>, Joyce Dampier <jdampier@geogeoext.missouri.edu>, Michael Hallo <pam@missouri.edu>, Carla Saltzman <csaltzman@gmail.com>, Courtney Lent <clent@acme.org>
Cc: Janet Vaughn <janet.vaughn@gmail.com>

Dear All,

Please see the links below to the Chinese and German translations of the EO notice. Please post these notices with the English and Spanish versions; some of you may have already done this. Please make sure that all posters are displayed at the affiliate sites also.

Thanks for your cooperation!


Kevin Stadler
Central Region Workforce Investment Board, Inc.
804 Black Street
Rolla, MO 65401
573-426-5949 Ext. 105

Central Region Workforce Investment Board, Inc. is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri Relay Services at 711.

CONFIDENTIALITY STATEMENT: This e-mail and any attachments are intended only for those to which it is addressed and may contain information which is privileged, confidential and prohibited from disclosure or unauthorized use under applicable law. If you are not the intended recipient of this e-mail, you are hereby notified that any use, dissemination, or copying of this e-mail or the information contained in this e-mail is strictly prohibited by the sender. If you have received this transmission in error, please return the material involved to the sender and delete all copies from your system.
Element 3: Assurances

C-WIB ensures compliance with the requirements of 29 CFR Part 37 regarding assurances, job training, plans, contracts, policies, and procedures, by requiring that sub-recipients agree to the required assurances regarding equal opportunity and nondiscrimination policies. All C-WIB subcontracts contain the required provision stating that “The Contracting Agency assures that it and its sub-recipients will comply with the Nondiscrimination and Equal Opportunity provisions codified at 29 CFR Part 37”. A contract between the CWIB and a subcontractor, including contract assurances is included as an attachment.

Contracts between CWIB and any contracting agency accepting WIA funds also contain the provision that:


C-WIB and sub-recipient agencies have developed and follow their own discrimination and harassment policy and reasonable accommodation policy.

The Central Region Strategic Plan includes Equal Opportunity provisions; the plan may be accessed at:

Attachments for Element 3
Assurances, Contracts, Job Training Plans, Policies and Procedures

III Contract Agreement Template and Assurances
CONTRACT AGREEMENT

Next Generation Career Center Staffing

THIS AGREEMENT is made and entered into the 6th day of August, 2014, by and between the Central Region Workforce Investment Board, hereinafter referred to as the Contractor, and xxxx, hereinafter referred to as the Contracting Agency.

WITNESSETH

WHEREAS, the Governor of the state of Missouri has authorized the Contractor, as his designee for the Workforce Investment Act (WIA) (P.L. 105-220, or as amended), to make application for and accept funds provided by the Secretary of the United States Department of Labor (USDOL) under WIA; and

WHEREAS, the Secretary of the USDOL, in accordance with the WIA (P.L. 105-220, or as amended), has provided funds to the Governor of the state of Missouri under WIA; and

WHEREAS, the Governor and the Missouri Legislature have provided the General Revenue and federal funds to the Department of Economic Development, Division of Workforce Development (DWD); and

WHEREAS, the Governor and the Missouri Legislature have authorized the Contractor to administer the WIA and other appropriated funds; and

WHEREAS, the Contracting Agency is willing, able, and appropriately designated in the Local Workforce Investment Area Plan to receive such funds.

NOW, THEREFORE, IT IS AGREED by and between the parties hereto, as follows:
1. The Contracting Agency agrees to provide functional management and staffing services based on the Next Generation Career Center model at the Missouri Career Centers in Columbia, Jefferson City, Lebanon and Linn Creek and the affiliate sites in Mexico and St. Robert. The period of performance under this Contract Agreement shall be from July 1, 2014 to June 30, 2015. Funding identified in Paragraph 2 is not available prior to July 1, 2014. The Contract Agreement shall not bind nor purport to bind the Contractor for any contractual commitment in excess of the original contract period. The Contractor may renew the contract for one, one-year period, based on the Contractor’s evaluation of the Contracting Agency. The Contractor will conduct contractual and programmatic monitoring quarterly and at any time the Contractor sees fit; any concerns will be addressed at that time.

The Contracting Agency shall be responsible for ensuring all staff performing duties under this Contract Agreement participate in training relevant to the programs and job functions they perform. It is the responsibility of the Contracting Agency to provide this training and on-going technical assistance and for maintaining documentation of training/technical assistance.

2. Payment hereunder is contingent upon continued availability of funding/ and/or ability to request cash and shall not exceed $xxxxxx. The Contractor may revise the above amount with a contract amendment.

   a) The Contracting Agency shall submit the Excess Cash Report utilizing the Contractor’s provided reporting format to the Contractor by the 5th of the following month for the preceding month. The Contractor reserves the right to monitor and, when deemed necessary by the Contractor, to restrict cash flow to prevent accumulation of excess cash. Excess cash shall be defined as cash in excess of the cash needed for the operation of three (3) working days and must be reported to the Contractor.

   b) The Contracting Agency shall, during the term of the Contract Agreement, prepare and submit monthly to the Contractor a Contract Progress Report or other similar expense report form as required by the Contractor. A CPR shall be prepared for each funding category identified in the attached Planning Budget Exhibit. The Contracting Agency shall submit this report no later than the close of business on the fifth (5th) calendar day of the month following the month for which activities are reported upon to the Contractor. Reports shall be on an accrual basis, which includes all costs incurred, not just those which have been paid.

   c) The Contracting Agency shall submit a Program Income Report in accordance with 20 CFR Part 667.200(5)(6)(7) and a Stand-In Costs Report, if they are to be used in accordance with 20 Code of Federal Regulations (CFR) 667.300(c)(2), on a monthly basis by the fifth (5th) calendar day of the month following the last month of the quarter being reported. Reports shall be on an accrual basis, which includes all costs incurred, not just those which have
been paid.

d) The Contracting Agency shall submit any other such financial and statistical reports the Contractor may require.

e) The Contracting Agency and its subrecipients shall maintain a participant tracking and data system that will provide reports required by the Contractor. If Missouri’s participant tracking and data system allows for the tracking of individuals funded in this Contract Agreement, this system must be utilized as the primary tracking system. Required data/reports shall be verifiable and accessible to the Contractor’s staff for monitoring, reporting, auditing, and evaluation purposes. All data in Missouri’s participant tracking and data system will comprise the official “data of record”. The Contracting Agency must inform the Contractor if any additional external data tracking system will be used. Any external data tracking system must have security protocols that are consistent with state standards, in order to safeguard any Personally Identifiable Information (PII).

f) The Contracting Agency and its subrecipients shall maintain required data/records on each participant as appropriate, including but not limited to; proof of citizenship and proof of income (including income computation methodology and source documentation). Where required verification of military selective service registration is applicable, proof of residency and other criteria as required shall be maintained with sufficient detail to demonstrate compliance with eligibility criteria set forth by the Contractor.

3. The Contract Agreement is subject to all terms and conditions of the WIA and any amendments or revisions thereto, which by this reference, are incorporated herein as if fully rewritten.

4. The Contract Agreement is subject to all terms and conditions of 20 CFR 660 through 667 and any amendments or revisions thereto, which by this reference are incorporated herein as if fully rewritten.

5. The Contracting Agency agrees to abide by DWD Issuances, which interpret issuances of the USDOL and explain DWD policy decisions. The Contracting Agency shall be responsible for ensuring its staff and subrecipients understand and abide by all DWD policy issuances.

6. The Contracting Agency agrees to abide by the DWD Financial Manual (as revised) located on WorkSmart or its successor.

7. The Contracting Agency shall provide and perform the services as specified in the Local Workforce Investment Area Plan, as approved by the Contractor.

8. The Contracting Agency and its subrecipients shall in accordance with 20 CFR 667.200(a)(1 and 2) comply with the Uniform Administrative Requirements applicable to their organization as codified at 29 CFR Part 95 or Part 97. The Contracting Agency and its subrecipients shall in accordance with 20 CFR 667.200(c) comply with the allowable cost/cost principles applicable to their organization as codified at 29 CFR Part 95.27 or 97.22
9. To the extent allowed by law, the Contracting Agency will proceed and save the Contractor herein harmless from any and all loss, claims, expenses, action, causes of actions, costs, damages, and obligations, final or otherwise, arising from any and all acts of the Contracting Agency, its agents, employees, licensees, WIA participants, or invitees that result in injury to property or loss to the Contractor, arising from performance of this Contract Agreement, as those injuries, damages, or losses relate to any person, corporation, partnership, or any other entity.

10. The Contracting Agency assumes full liability for the actions of itself and all its subcontractors for all expenditures determined by the Contractor to be unallowable. The Contracting Agency further agrees to repay from non-WIA sources all expenditures determined by the Contractor to be unallowable.

Such paragraph is not intended and shall not relieve the Chief Elected Official(s) of the Local Workforce Investment Area of liability as provided by the WIA Section 117(d)(3)(B)(I or II).

11. The Contracting Agency shall provide or have financial and/or compliance audits prepared (if required) and resolved in accordance with 20 CFR 667.200(b), Office of Management and Budget Circular A-133 and any amendments or revisions thereto, which by this reference are incorporated herein and made a part thereof as if fully rewritten. Audits will be prepared on a full accrual basis in accordance with Subpart E .500 OMB A-133 which states that the audit must be in accordance with Generally Accepted Accounting Principals (GAAP), and any amendments or revisions thereto, which by this reference are incorporated herein and made a part hereof as if fully rewritten. Please see OMB A-133 for dollar threshold for required audits. Two copies of the financial and/or compliance audit must be submitted to the Contractor within nine (9) months of the agency's program year end date or within 30 days of the receipt of the audit, whichever comes first. Additional information shall be provided as requested by the Contractor in resolution of the Contracting Agency or subrecipient audits as necessary. Contracts with the company performing the audit will be for one year with the option of two one-year renewals.

12. If any term, covenant, or condition of the Contract Agreement shall be determined judicially to be illegal, invalid, or unenforceable, the remaining terms, covenants, and conditions of the Contract Agreement shall not be affected thereby and each term, covenant, or condition of the Contract Agreement shall be valid and be enforced to the fullest extent permitted by law.

13. The Contractor and Contracting Agency agree to the following cancellation provisions:

(a) The Contractor may cancel this Contract Agreement immediately for noncompliance with any requirement of WIA or the regulations promulgated under that Act, noncompliance with the requirements of any other applicable law, or the withdrawal of the Grant Recipient/Local Area Grant Subrecipient/Fiscal Agent designation (as appropriate) by the Local Workforce Investment Board or the Chief Elected Official(s), by giving written notice to the Contracting Agency of such termination and specifying the effective date thereof. In the event of such cancellation, the Contracting Agency will be paid to the date of cancellation for such work as has been properly performed hereunder, as determined by the Contractor.
(b) If the Contracting Agency fails to perform under the Contract Agreement or fails to make sufficient progress so as to endanger performance, the Contractor may cancel this Contract Agreement, in whole or in part, upon thirty (30) days written notice to the Contracting Agency. In the event of such cancellation, the Contracting Agency will be paid to the date of cancellation for such work as has been properly performed hereunder, as determined by the Contractor.

(c) Either party may, at their option, cancel this Contract Agreement without penalty upon thirty (30) days written notice. In such event, the Contracting Agency shall receive full payment for services reported in accordance with Paragraph 2(b) prior to such termination. However, in no event shall any said payment exceed the obligated amount for said services.

14. Any changes in the scope of services under this Contract Agreement shall be made by written amendment and signed by all parties, except as provided in Paragraph 2 or Paragraph 5 for DWD WIA Issuances.

15. The Contracting Agency agrees to comply with the provisions of the Assurances and any amendments or revisions thereto as described which are incorporated herein and made a part thereof as if fully rewritten. Such Assurances shall be applicable to the Contracting Agency’s subrecipients receiving WIA funds under this Contract Agreement. The Contractor shall have authority to the extent allowable by law to require the Contracting Agency or its subrecipients to take corrective and/or remedial action if provisions are violated. Refer to http://cwib.us/wp-content/uploads/2013/07/DWD-Assurances-6-5-13.pdf

16. The Contracting Agency assures, as a condition to the award of financial assistance under WIA from the USDOL, with respect to operation of the WIA funded program or activity and all agreements or arrangements to carry out the WIA funded program or activity, that it will comply fully with the nondiscrimination and equal opportunity provisions of WIA Section 188, 20 CFR 667.200(f), 29 CFR Part 37.

17. The Contractor, the Department of Economic Development, the State Auditor's Office, the USDOL, the Comptroller General of the United States, and any of these agencies' designated representatives at any time during normal business hours and as often as deemed necessary shall have the right to monitor or audit activities and review, copy, make excerpts or transcripts of any or all books and records (including computer records), reports, correspondence, forms, contracts, invoices, materials, payrolls, records of personnel, files, or other such documentation at any Contracting Agency site, or Contracting Agency subcontractor site, for which funds have been provided under this Contract Agreement. This right also includes timely and reasonable access to personnel of the Contracting Agency, its subrecipients, and vendor subcontractors, for the purpose of interviews and discussions related to such documents. The monitoring function may be implemented through the use of internal evaluation procedures, the examination of program data, special analysis, on-site checking, or any other procedure the Contractor and/or the above mentioned agencies deem necessary and appropriate. Subject to the discretion of DWD, authorized employees of DWD shall have the right to be present at any and all of the Local Workforce Investment Area Board meetings, Contracting Agency's staff meetings, Board of Director's meetings, Advisory Committee meetings, and Advisory Board meetings if an item to be discussed is an item of this Contract Agreement.
18. The Contracting Agency shall retain full rights and privileges of free use for any products (inventions, patents, copyrights, computer programs, data and databases, reports, studies, and other real or intangible property) produced, directly or indirectly, by funds provided under this Contract Agreement. Such rights are as applicable to the entity and as included in the attached Assurances.

The Federal Government reserves a paid-up, nonexclusive and irrevocable license to reproduce, publish or otherwise use, and to authorize others to use for federal purposes: i) the copyright in all products developed under this Contract Agreement, including any subcontract under this Contract Agreement; and ii) any rights of copyright to which the Contracting Agency or its subrecipients purchases ownership under an award (including but not limited to curricula, training models, technical assistance products, and any related materials). Such uses include, but are not limited to, the right to modify and distribute such products worldwide by any means, electronically or otherwise.

Federal funds may not be used to pay any royalty or license fee for use of a copyrighted work, or the cost of acquiring by purchase a copyright in a work, where the Contractor has a license or rights of free use in such work, although they may be used to pay costs for obtaining a copy which is limited to the developer/seller costs of copying and shipping. If revenues are generated through selling products developed with contracted funds, including intellectual property, these revenues are program income. Program income is added to the project and must be expended for allowable project activities. If applicable, the following needs to be on all products developed in whole or in part with contracted funds:

“This workforce product was funded by a grant awarded by the U.S. Department of Labor’s Employment and Training Administration. The product was created by the contracting agency and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Internal use by an organization and/or personal use by an individual for non-commercial purposes is permissible. All other uses require the prior authorization of the copyright owner.”

19. The Contracting Agency shall retain all records pertinent to all grants and agreements, including financial, statistical, property, applicant and participant records, and supporting documentation for a period of three (3) years after the Contracting Agency submits to the Contractor its final expenditure report for that funding period. Records for nonexpendable property shall be retained for a period of three (3) years after final disposition of the property. The aforementioned records will be retained beyond three (3) years if any litigation or audit is begun or if a claim is instituted involving the grant or agreement covered by the records. In these instances, the records will be retained until the litigation, audit, or claim has been finally resolved. The Contracting Agency shall comply with the Record Retention requirements as applicable to the entity and as included in the attached Assurances.

In the event that this Contract Agreement is terminated and the Contracting Agency and/or its subrecipient is unable to maintain records as required, the Contracting Agency and/or its subrecipient is responsible for transferring such records to the Contractor in accordance with procedures established by the Contractor. The Contractor shall then assume responsibility for the maintenance of such records.

20. The Contracting Agency shall not assign this Contract Agreement or any part thereof unless otherwise provided or without the written consent of the Contractor, but in no case shall such consent relieve the
Contracting Agency from the obligation under, or change the terms of, the Contract Agreement.

21. The Contracting Agency shall agree that in administering the Contract Agreement that they will comply with the Conflict of Interest provisions of WIA Section 117(g), and additionally as included in the state of Missouri Workforce Investment Plan as Attachment 11 (or as amended).

Additionally, in accordance with 29 CFR Part 95.42 or 29 CFR Part 97.36 and as applicable to the entity receiving funds under this Contract Agreement, the Contracting Agency shall maintain a written code of standards of conduct governing the performance of their employees engaged in the award and administration of any contract that includes such Conflict of Interest provisions.

22. The Contracting Agency, by signature of this Contract Agreement, certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this Contract Agreement by any federal department or agency. The Certification regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion, Lower Tier Covered Transactions is made in accordance with Debarment/Suspension procedures as issued by the 29 CFR Part 98 and any amendments or revisions thereto, which by this reference are incorporated hereto and made a part hereof as if fully rewritten.

23. The Contracting Agency and its subrecipients shall comply with Training and Employment Guidance Letter (TEGL) No. 2-12 issued July 12, 2012. TEGL 2-12 transmits procedures to be used by all Employment and Training Administration (ETA) grant recipients for reporting allegations of fraud, program abuse or criminal conduct involving grantees or other entities and subrecipients receiving Federal funds either directly or indirectly from ETA. The Contracting Agency must also report such information and complaints to the DWD and the Local Workforce Investment Board, if applicable, at the same time any report is made.

24. Any changes in performance measures required by the Division of Workforce Development will result in an amendment to this contract.

25. The amount awarded with this contract is subject to change. If the amount of funding awarded to the Contractor is reduced for any reason, the funding amount in this contract will be changed accordingly in an amendment to this contract.

26. The Contracting Agency agrees that prior to the promise of any services beyond Self-Assisted Core to a relative of any staff or board member within the fifth degree, approval must be obtained from the C-WIB Chairman.

27. The hiring of all personnel must be in compliance with state and federal laws.

28. The Functional Leaders shall spend forty hours per week at their assigned career center less vacation, sick leave, attendance at WIB-approved training and any mandatory training. Functional Leaders shall direct the work efforts of all staff in their assigned career center. The Functional Leader will be an active participant in the delivery of customer service and be knowledgeable in all facets of the service delivery process. A minimum of 70% of the Functional Leader’s time must be spent providing direct customer service to customers.
29. The Contracting Agency agrees to utilize a Financial Policy Manual that includes all information relating to WIA functions developed by the Division of Workforce Development and/or the Contractor. The manual must include all pertinent information included in the OMB Circular that is applicable to their agency.

30. The Contracting Agency’s response to the Request For Proposal for this original contract will serve as the Scope of Work for this contract unless notified otherwise.

31. The Contracting Agency will not place OJT participants or any other participants at a sub-standard worksite. Refer to the Sub-Standard Worksite policy posted on the Contractor’s website http://cwib.us/?page_id=2283.

32. Any funds received from services provided in which C-WIB funds were used for expenditures must be returned to the C-WIB.

33. Funding provided by the Contractor to the Contracting Agency that has been budgeted for staff travel, is restricted to travel within the Central Region, unless prior written approval is obtained from the C-WIB Executive Director. This policy applies to all subcontractors and programs in those cases where funds granted by the Contractor are involved.

34. The Contracting Agency agrees to report information only to the Contractor. All requests for information from agencies other than the Contractor will be referred to the Contractor who will respond accordingly.

34. The Contracting Agency agrees to provide the Contractor with the following information:
   a) The names, positions, and salaries of employees funded under this contract. Submit updates as needed throughout the program year.
   b) The schedule of the Contracting Agency’s board meetings for 2014
   c) The Contracting Agency’s board member names, addresses, phone numbers, business/agency and sectors represented.
   d) The Contracting Agency’s Board meeting agendas, minutes, and hand-out materials.
   e) The Contracting Agency’s bylaws.

35. The employer of record is responsible for hiring staff; however, all hiring decisions must be approved by the Contractor.

36. All program staff and/or sub-contractor staff must participate in a minimum of 16 hours of C-WIB approved professional development activities (training) per program year. Records must be maintained by the subcontractor showing the training each staff has attended. Information should include: date attended, training title, trainer, and hours attended in training. This information will be reviewed as part of the sub-state annual monitoring.

37. The Contracting Agency assures that they and their staff will comply with all applicable Contractor policies and assurances, which by this reference, are incorporated herein as if fully rewritten. Refer to http://cwib.us/?page_id=2283 for program related policies.
38. The Contracting Agency agrees to notify the Contractor of all administrative enforcement actions or lawsuits filed against them alleging discrimination on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief and for beneficiaries only, citizenship or participation in a WIA financially assisted program or activity. This notification must include the names of the parties to the action or lawsuit, the forum in which each case was filed and the relevant case numbers. The requirements for the notice are set forth in 29 CFR Section 37.38. The Contracting Agency will also notify the Contractor of formal WIA program complaints.

39. Funding provided as a result of this contract must meet prescribed expenditure levels. Funds that are not expended place the Contractor at risk of having funds withdrawn by the Division of Workforce Development and put a burden on other subcontractors who must serve additional customers. Program funds must be 50% expended by November 30, 2014 and 100% expended by June 30, 2015. Failure to meet expenditure levels may result in the termination of the contract and any contract extensions.

All unexpended funds (excluding any accruals; prior approval for these accruals must be received from CWIB in writing) must be returned to the CWIB by July 15, 2015.

The CWIB reserves the right to withdraw under-expended funds for reallocation at any point during the contract year.

Funds will be allocated to the contracting agency to serve clients in the following categories:

On-the Job Training, Internships, Supportive Services, and Classroom Training. These funds are allotted to the contracting agency and must be tracked, but will be paid by C-WIB.

40. The Contracting Agency will enroll a minimum of **125 new** participants in Adult and/or Dislocated Worker programs in the Lake of the Ozarks subregion and **204 new** participants in the Mid-Missouri region and meet performance outcome levels. The performance outcome levels will be provided when they are available. Failure to meet performance requirements may result in the termination of the contract and any contract extensions.

41. All forms and reporting documents developed by the CWIB and the Division of Workforce Development must be used in their original format and may not be altered by the Contracting Agency.
IN WITNESS WHEREOF, the parties hereto have executed this Contract Agreement as of the date above written.

<table>
<thead>
<tr>
<th>Xxxxxx</th>
<th>Central Region Workforce Investment Board</th>
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<tr>
<td></td>
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<tr>
<td>xxxxx, Executive Director</td>
<td>Janet A. Vaughn, Executive Director</td>
</tr>
<tr>
<td>Date</td>
<td>Date</td>
</tr>
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</table>
Note: Performance Measures have not been finalized with the Division of Workforce Development and will be provided to the Contracting Agency when they are available.

Central Region Workforce Investment Board

Performance Measures for PY 14

**Adult**

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<td>Entered Employment</td>
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<tr>
<td>Six-Month Retention</td>
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<tr>
<td>Average Earnings</td>
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**Dislocated Worker**

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<tr>
<td>Six-Month Retention</td>
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<tr>
<td>Average Earnings</td>
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**Wagner-Peyser**

<table>
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<tbody>
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<td>Entered Employment</td>
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<td>Six-Month Retention</td>
<td></td>
</tr>
<tr>
<td>Average Earnings</td>
<td>$</td>
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</table>
## BUSINESS ENTITY CERTIFICATION

The contracting agency must certify their current business status by completing either Box A or Box B or Box C on this Exhibit.

<table>
<thead>
<tr>
<th>BOX A:</th>
<th>To be completed by a non-business entity as defined below.</th>
</tr>
</thead>
<tbody>
<tr>
<td>BOX B:</td>
<td>To be completed by a business entity who has not yet completed and submitted documentation pertaining to the federal work authorization program as described at <a href="http://www.dhs.gov/files/programs/gc_1185221678150.shtm">http://www.dhs.gov/files/programs/gc_1185221678150.shtm</a>.</td>
</tr>
<tr>
<td>BOX C:</td>
<td>To be completed by a business entity who has current work authorization documentation on file with a Missouri state agency including Division of Purchasing and Materials Management.</td>
</tr>
</tbody>
</table>

**Business entity**, as defined in section 285.525, RSMo, pertaining to section 285.530, RSMo, is any person or group of persons performing or engaging in any activity, enterprise, profession, or occupation for gain, benefit, advantage, or livelihood. The term “business entity” shall include but not be limited to self-employed individuals, partnerships, corporations, contractors, and subcontractors. The term “business entity” shall include any business entity that possesses a business permit, license, or tax certificate issued by the state, any business entity that is exempt by law from obtaining such a business permit, and any business entity that is operating unlawfully without such a business permit. The term “business entity” shall not include a self-employed individual with no employees or entities utilizing the services of direct sellers as defined in subdivision (17) of subsection 12 of section 288.034, RSMo.

Note: Regarding governmental entities, business entity includes Missouri schools, Missouri universities (other than stated in Box C), out of state agencies, out of state schools, out of state universities, and political subdivisions. A business entity does not include Missouri state agencies and federal government entities.

### BOX A – CURRENTLY NOT A BUSINESS ENTITY

I certify that _________________ (Company/Individual Name) **DOES NOT CURRENTLY MEET** the definition of a business entity, as defined in section 285.525, RSMo pertaining to section 285.530, RSMo as stated above, because: (check the applicable business status that applies below)

- [ ] I am a self-employed individual with no employees; **OR**
- [ ] The company that I represent employs the services of direct sellers as defined in subdivision (17) of subsection 12 of section 288.034, RSMo.

I certify that I am not an alien unlawfully present in the United States and if _______________ (Company/Individual Name) is awarded a contract for the services requested herein under _______________ (Contract Number) and if the business status changes during the life of the contract to become a business entity as defined in section 285.525, RSMo, pertaining to section 285.530, RSMo, then, prior to the performance of any services as a business entity, _______________ (Company/Individual Name) agrees to complete Box B, comply with the requirements stated in Box B and provide the Division of Workforce Development with all documentation required in Box B of this exhibit.

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<tr>
<th>Authorized Representative’s Name (Please Print)</th>
<th>Authorized Representative’s Signature</th>
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<tr>
<td>Company Name (if applicable)</td>
<td>Date</td>
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(Complete the following if you DO NOT have the E-Verify documentation and a current Affidavit of Work Authorization already on file with the State of Missouri. If completing Box B, do not complete Box C.)

**BOX B – CURRENT BUSINESS ENTITY STATUS**

I certify that ______________________ (Business Entity Name) **MEETS** the definition of a business entity as defined in section 285.525, RSMo, pertaining to section 285.530.

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<th>Authorized Business Entity Representative’s Name (Please Print)</th>
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<th>Business Entity Name</th>
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**E-Mail Address**

As a business entity, the contractor must perform/provide each of the following. The contractor should check each to verify completion/submission of all of the following:

- Enroll and participate in the E-Verify federal work authorization program (Website: [http://www.dhs.gov/files/programs/ gc_1185221678150.shtm](http://www.dhs.gov/files/programs/gc_1185221678150.shtm); Phone: 888-464-4218; Email: e-verify@dhs.gov) with respect to the employees hired after enrollment in the program who are proposed to work in connection with the services required herein; AND

- Provide documentation affirming said company’s/individual's enrollment and participation in the E-Verify federal work authorization program. Documentation shall include EITHER the E-Verify Employment Eligibility Verification page listing the contractor’s name and company ID OR a page from the E-Verify Memorandum of Understanding (MOU) listing the contractor’s name and the MOU signature page completed and signed, at minimum, by the contractor and the Department of Homeland Security – Verification Division. If the signature page of the MOU lists the contractor’s name and company ID, then no additional pages of the MOU must be submitted; AND

- Submit a completed, notarized Affidavit of Work Authorization provided on the next page of this Exhibit.
AFFIDAVIT OF WORK AUTHORIZATION:

The contracting agency who meets the section 285.525, RSMo, definition of a business entity must complete and return the following Affidavit of Work Authorization.

Comes now________________________(Name of Business Entity Authorized Representative) as __________________________(Position/Title) first being duly sworn on my oath, affirm________________________(Business Entity Name) is enrolled and will continue to participate in the E-Verify federal work authorization program with respect to employees hired after enrollment in the program who are proposed to work in connection with the services related to contract(s) with the State of Missouri for the duration of the contract(s), if awarded in accordance with subsection 2 of section 285.530, RSMo. I also affirm that________________________(Business Entity Name) does not and will not knowingly employ a person who is an unauthorized alien in connection with the contracted services provided under the contract(s) for the duration of the contract(s), if awarded.

In Affirmation thereof, the facts stated above are true and correct. (The undersigned understands that false statements made in this filing are subject to the penalties provided under section 575.040, RSMo.)

Authorized Representative’s Signature

Printed Name

Title

Date

E-Mail Address

E-Verify Company ID Number

Subscribed and sworn to before me this___________ of_____________________. I am

(DAY) (MONTH, YEAR)

commissioned as a notary public within the County of_____________________, State of

(NAME OF COUNTY)

________________________________, and my commission expires on_____________________.

(NAME OF STATE)

Signature of Notary

Date
(Complete the following if you have the E-Verify documentation and a current Affidavit of Work Authorization already on file with the State of Missouri. If completing Box C, do not complete Box B.)

**BOX C – AFFIDAVIT ON FILE - CURRENT BUSINESS ENTITY STATUS**

I certify that the definition of a business entity as defined in section 285.525, RSMo, pertaining to section 285.530, RSMo, and have enrolled and currently participates in the E-Verify federal work authorization program with respect to the employees hired after enrollment in the program who are proposed to work in connection with the services related to contract(s) with the State of Missouri. We have previously provided documentation to a Missouri state agency or public university that affirms enrollment and participation in the E-Verify federal work authorization program. The documentation that was previously provided included the following.

- The E-Verify Employment Eligibility Verification page OR a page from the E-Verify Memorandum of Understanding (MOU) listing the contractor's name and the MOU signature page completed and signed by the contractor and the Department of Homeland Security – Verification Division
- A current, notarized Affidavit of Work Authorization (must be completed, signed, and notarized within the past twelve months).

Name of Missouri State Agency or Public University* to Which Previous E-Verify Documentation Submitted:

(*Public University includes the following five schools under chapter 34, RSMo: Harris-Stowe State University – St. Louis; Missouri Southern State University – Joplin; Missouri Western State University – St. Joseph; Northwest Missouri State University – Maryville; Southeast Missouri State University – Cape Girardeau.)

Date of Previous E-Verify Documentation Submission: ______________________

Previous Bid/Contract Number for Which Previous E-Verify Documentation Submitted: ______________________ (if known)

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<tr>
<th>Authorized Business Entity Representative's Name (Please Print)</th>
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Business Entity Name

Date

FOR STATE USE ONLY

Documentation Verification Completed By:

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Contract Assurances

1. The Contracting Agency assures that it and its subrecipients will establish in accordance with WIA Section 184, fiscal control and fund accounting procedures that may be necessary to ensure the proper disbursement of and accounting for funds made available by the Contract Agreement.

2. The Contracting Agency assures that it and its subrecipients will comply with the requirements of the common rule Uniform Administrative Requirements (or as amended) applicable to the type entity receiving WIA Title I funding under this agreement.

   - 29 CFR, Part 97 – Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments; or


3. The Contracting Agency assures that it and its subrecipients will comply with the federal allowable costs/cost principles that apply to the type entity receiving WIA Title I funding under this Contract Agreement. The regulations at 29 CFR 95.27 and 29 CFR 97.22 (and 20 CFR 667.200(c)(1-5) identify the federal principles for determining allowable costs.

4. The Contracting Agency assures that it and its subrecipients will comply with restrictions regarding Lobbying codified at 29 CFR Part 93.

5. The Contracting Agency assures that it and its subrecipients will comply with requirements for a Drug Free Workplace codified at 29 CFR Part 98.

6. The Contracting Agency assures that it and its subrecipients will comply with requirements for Debarment and Suspension as codified at 29 CFR Part 98.

7. The Contracting Agency assures that it and its subrecipients will comply with requirements of the Americans with Disabilities Act of 1990 (or as amended) and associated Code of Federal Regulations as applicable to the entity directly or indirectly as recipients of contracted funds from the state of Missouri.

8. The Contracting Agency assures that it and its subrecipients will comply with Title VI of the Civil Rights Act of 1964, as amended, and implementing regulations at 29 CFR part 31, which prohibit
discrimination and require provision of equal opportunity on the basis of race, color, or national origin.

9. The Contracting Agency assures that it and its subrecipients will comply with Section 504 of the Rehabilitation Act of 1973, as amended (including amendments made by the Americans with Disabilities Act Amendments Act of 2008), and U.S. Department of Labor’s implementing regulations at 29 CFR part 32, which prohibit discrimination and require provision of equal opportunity on the basis of disability.

10. The Contracting Agency assures that it and its subrecipients will comply with Title IX of the Education Amendments of 1972, as amended, and implementing regulations at 29 CFR part 36, which prohibit discrimination and require provision of equal opportunity on the basis of sex in education and training programs.

11. The Contracting Agency assures that it and its subrecipients will comply with Age Discrimination Act of 1975, as amended, and implementing regulations at 29 CFR part 35, which prohibit discrimination and require provision of equal opportunity on the basis of age, but permit certain distinctions based on or related to age.

12. The Contracting Agency assures that it and its subrecipients will comply with the Privacy Act of 1975, as amended.


14. In accordance with the Departments of Labor, Health and Human Services, and Education and Related Agencies Appropriations Act, Public Law 101-166, Section 511, "Steven's Amendment", the Contracting Agency and its subrecipients shall not issue any statements, press releases, and other documents describing projects or programs funded in whole or in part with Federal money unless the prior approval of the state agency is obtained and unless they clearly state the following as provided by the state agency:

   • the percentage of the total costs of the program or project which will be financed with Federal money;

   • the dollar amount of Federal funds for the project or program; and

   • percentage and dollar amount of the total costs of the project or program that will be financed by nongovernmental sources.
15. The Contracting Agency assures that it and its subrecipients will comply with the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255) as amended, relating to nondiscrimination on the basis of drug abuse; the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616) as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; Sections 523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. 290 dd.3 and 290 ee-3), as amended, relating to confidentiality of alcohol and drug abuse patient records; Title VIII of the Civil Rights Act of 1968 (42 U.S.C. 3601 et seq.) as amended, relating to nondiscrimination in the sale, rental or financing of housing; any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made; and the requirements of any other non-discrimination statute(s) which may apply to the application.

16. The Contracting Agency assures that it and its subrecipients will comply with the Requirements of Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91-646) which provides for fair and equitable treatment of persons displaced or whose property is acquired as a result of Federal or federally assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of Federal participation in purchases.

17. The Contracting Agency assures that it and its subrecipients will comply with provisions of the Hatch Act (U.S.C. 1501-1508 and 7324-7328), which limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds.


19. The Contracting Agency assures that it and its subrecipients will comply as applicable, with the Flood Insurance Purchase Requirements of Section 102(A) of the Flood Disaster Protection Act of 1973 (P.L. 93-234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is $10,000 or more.

20. The Contracting Agency assures that it and its subrecipients will comply with Environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P. L. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in flood plains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. 1451 et seq.); (f) conformity of Federal actions to State (Clear Air) Implementation Plans under Section 176(c) of the Clear Air Act of 1955, as amended (42 U.S.C. 7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended, (P.L. 93-523); and (h) protection of endangered species under the Endangered Species Act of 1973, as amended, (P.L. 93-205).
21. The Contracting Agency assures that it and its subrecipients will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C. 1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system.

22. The Contracting Agency assures that it and its subrecipients will assist the awarding agency in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. 470), EO 11593 (identification and protection of historic properties), and the Archaeological and Historic Preservation Act of 1974 (16 U.S.C. 469a.1 et seq.).

23. The Contracting Agency assures that it and its subrecipients will comply with P.L. 93-348 regarding the protection of human subjects involved in research, development, and related activities supported by this award of assistance.

24. The Contracting Agency assures that it and its subrecipients will comply with the Laboratory Animal Welfare Act of 1966 (P.L. 89-544, as amended, 7 U.S.C. 2131 et seq.) pertaining to the care, handling, and treatment of warm blooded animals held for research, teaching, or other activities supported by this award of assistance.

25. The Contracting Agency assures that it and its subrecipients will comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. 4801 et seq.) which prohibits the use of lead-based paint in construction or rehabilitation of residence structures.

26. The Contracting Agency assures that it and its subrecipients will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act Amendments of 1996 and OMB Circular No. A-133, Audits of States, Local Governments and Non-Profit Organizations.”

27. The Contracting Agency assures that it and its subrecipients will annually monitor and resolve monitoring findings of subrecipients receiving funds under WIA Title I. Such monitoring shall be done in accordance with WIA Section 184(a)(4), 20 CFR 667.400, 20 CFR 667.410, 20 CFR 667.500 and additional requirements as issued by the Contractor.

28. The Contracting Agency assures that it and its subrecipients will establish and maintain a procedure for grievances and complaints according to the requirements of 20 CFR 667.600 and additional requirements as issued by the Contractor.

29. The Contracting Agency assures that it and its subrecipients shall not use funds received under WIA to displace any currently employed employee or previously laid off employee from the same or substantially equivalent job in accordance with WIA Section 667.270.

30. The Contracting Agency assures that it and its subrecipients shall comply with the confidentiality requirements of WIA Section 136(f)(3).
31. The Contracting Agency assures that it and its subrecipients will not use funds received under WIA to assist, promote, or deter union organizing in accordance with WIA Section 181 (b)(7).

32. The Contracting Agency assures that it and its subrecipients shall comply with 20 CFR 667.200(g)(1)(2) regarding nepotism.

33. The Contracting Agency assures that it and its subrecipients will not expend funds provided under WIA Title I for those activities identified and prohibited in 20 CFR 667.260, 667.262, 667.264, 667.266, 667.268, and 667.270.

34. The Contracting Agency assures that it and its subrecipients receiving WIA Title I funds will provide services through the Local Workforce Investment Area Plan that are consistent with the state of Missouri Workforce Investment Plan (or as modified).

35. The Contracting Agency assures that it and its subrecipients will comply with Public Law 113-76 (Division H, Title I, Section 105) none of the funds appropriated under the heading ‘Employment and Training’ in the appropriation statute(s) may be used by a recipient or subrecipient of such funds to pay the salary and bonuses of an individual, either as direct costs or indirect costs, at a rate in excess of Executive Level II. This limitation shall not apply to vendors providing goods and services as defined in OMB Circular A-133 (codified at 29 CFR Parts 96 and 99). Where States are recipients of such funds, States may establish a lower limit for salaries and bonuses of those receiving salaries and bonuses from subrecipients of such funds, taking into account factors including the relative cost-of-living in the State, the compensation levels for comparable State or local government employees, and the size of the organizations that administer Federal programs involved including Employment & Training Administration programs. See Training and Employment Guidance Letter number 5-06 for further clarification.

36. The Contracting Agency assures that it and its subrecipients will comply with the “Jobs for Veterans Act” (JVA), Public Law 107-288 (38 USC 4215), as implemented by 20 CFR Part 1010. The JVA provides priority of service to veterans and spouses of certain veterans for the receipt of employment, training, and placement services. Agreement by a program operator to implement priority of service is a condition of receipt of DOL funds. The Planning Guidance (either the Stand-Alone Planning Guidance at 73 FR 72853 (December 1, 2008) or the Unified Planning Guidance at 73 FR 73730 (December 3, 2008)) and TEGL 10-09 requires states to describe the policies and strategies in place to ensure, pursuant to the Jobs for Veterans Act and the regulations, that priority of service is provided to veterans (and certain spouses) who otherwise meet the eligibility requirements for all employment and training programs funded in whole or in part by the USDOL. In addition, the states are required to provide assurances that they will comply with the Veterans’ Priority of Service Provisions established by the Jobs for Veterans Act (38 USC 4215) and TEGL 10-09.

37. The Contracting Agency assures that it and its subrecipients will comply with 285.530 RSMo.
• Pursuant to section 285.530.2, RSMo, the Contracting Agency shall maintain enrollment and participation in the E-Verify federal work authorization program with respect to the employees hired after enrollment in the program who are proposed to work in connection with the contracted services included herein.

• Pursuant to section 285.530.5, RSMo, neither the Contracting Agency nor any subcontractor shall knowingly employ, hire for employment, or continue to employ an unauthorized alien to perform work within the state of Missouri. In accordance with sections 285.525 to 285.550, RSMo a general contractor or subcontractor of any tier shall not be liable when such contractor or subcontractor contracts with its direct subcontractor who violates subsection 1 of section 285.530, RSMo if the contract binding the contractor and subcontractor affirmatively states that:
  
  a. the direct subcontractor is not knowingly in violation of subsection 1 of section 285.530, RSMo and
  b. shall not henceforth be in such violation and
  c. the contractor or subcontractor receives a sworn affidavit under the penalty of perjury attesting to the fact that the direct subcontractor’s employees are lawfully present in the United States.

38. The Contracting Agency assures that it and its subrecipients will comply with Executive Order 04-09. No award of a contract shall be made to a vendor who contemplates performing work pursuant to the contract at a site outside the United States, unless one of the conditions of Executive 04-09 is met. Reference Department Procurement Authority Delegation and Procedures located at http://oa.mo.gov/purch/governance.html.

39. The Contracting Agency assures that it and its subrecipients will expend funds provided by the Contract Agreement in accordance with WIA, WIA regulations, USDOL, DWD guidance, and all other applicable federal, state, or local laws.

40. By signature of the Contract Agreement, the Contracting Agency provides the following Certification regarding Lobbying in accordance with 29 CFR Part 93 and certifies that to the best of his or her knowledge and belief:

• No federal appropriated funds have been paid or will be paid, by or on behalf of the signatory, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
• If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the signatory shall complete and submit Standard Form –LLL “Disclosure of Lobbying Activities”, in accordance with its instructions.

• The signatory shall require that the language of this Certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

• This Certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this Certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required Certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

41. By signature of the Contract Agreement, the Contracting Agency provides the following Certification regarding a Drug Free Workplace in accordance with 29 CFR Part 98 and certifies that it will or will continue to provide a drug free workplace by:

(1.) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee’s workplace and specifying the actions that will be taken against employees for violation of such prohibition;

(2.) Establishing an ongoing drug-free awareness program to inform employees about:

   A. The dangers of drug abuse in the workplace;

   B. The grantee’s policy of maintaining a drug-free workplace;

   C. Any available drug counseling, rehabilitation, and employee assistance programs;

   D. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;

(3.) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (1);

(4.) Notifying the employee in the statement required by paragraph (1) that, as a condition of employment under the grant, the employee will:

   A. Abide by the terms of the statement;
B. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;

(5.) Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph (4) (B) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number (s) of each affected grant;

(6.) Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph (4) (B), with respect to any employee who is so convicted:

A. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or

B. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;

(7.) Making a good faith effort to continue to maintain a drug free workplace through implementation of paragraphs (1), (2), (3), (4), (5) and (6).

42. By signature of the Contract Agreement, the Contracting Agency provides the following Certification regarding Debarment and Suspension in accordance with 29 CFR Part 98 and certifies that to the best of his or her knowledge and belief that it and its principals:

- Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;

- Have not within a three-year period preceding this Contract Agreement been convicted or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

- Are not presently indicted or otherwise criminally or civilly charged by a government entity (Federal, State or local) with commission of any of the offenses enumerated in this certification; and,

- Have not within a three-year period preceding this Contract Agreement had one or more
public transactions (Federal, State, or local) terminated for cause or default.

- Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall submit an explanation to the Contractor.

43. NONDISCRIMINATION & EQUAL OPPORTUNITY ASSURANCE:

Note: This particular assurance (portions which are duplicated elsewhere in other assurances) is applicable to the extent that the program activities are conducted as part of the One Stop delivery system (See 29 CFR 37.2).

As a condition to the award of financial assistance from the Department of Labor under Title I of WIA, the Contracting Agency assures that it and its subrecipients will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

(1) Section 188 of the Workforce Investment Act of 1998 (WIA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation, or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I B financially assisted program or activity;

(2) Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color, and national origin;

(3) Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;

(4) The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and

(5) Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

The Contracting Agency and its subrecipients also assure that it will comply with 29 CFR Part 37 and all other regulations implementing the laws listed above. This assurance applies to the Contracting Agency’s operation of the WIA Title I B financially assisted program or activity, and to all agreements the Contracting Agency makes to carry out the WIA Title I B financially assisted program or activity. The Contracting Agency understands that the United States has the right to seek judicial enforcement of this assurance.
44. The Contracting Agency assures that it will register in the System for Award Management (SAM) database at www.sam.gov, and maintain current registration at all times during the pendency of this Contract Agreement. In order to register in SAM, a valid Dun and Bradstreet Data Universal Numbering System (DUNS) Number is required. See www.dnb.com.

45. The Contracting Agency assures that it and its subrecipients will comply with the Buy American Notice Requirement. In the case of any equipment or product that may be authorized to be purchased with financial assistance provided using funds available under the Workforce Investment Act, it is the sense of the Congress that entities receiving the assistance should, in expending the assistance, purchase only American-made equipment and products, as required by the Buy American Act (41 USC 10a et seq.). See WIA Section 505—Buy American Requirements.

46. The Contracting Agency assures that it and its subrecipients will comply with Executive Order 13333. This agreement may be terminated without penalty, if the grantee or any subgrantee, or the contracting agency or any subrecipient engages in: “(i) severe forms of trafficking in persons; (ii) the procurement of a commercial sex act during the period of time that the grant, contract, or cooperative agreement is in effect; (iii) the use of forced labor in the performance of the grant, contract, or cooperative agreement; or (iv) acts that directly support or advance trafficking in persons.” (22 U.S.C. § 7104(g))

47. The Contracting Agency assures that it and its subrecipients will comply with Special Requirements for Conferences and Conference Space. The Contracting Agency must obtain prior approval from the Contractor before holding any conference (which includes meeting, retreat, seminar, symposium, training activity or similar event held in either Federal or non-Federal space), or any activity related to holding a conference, including, but not limited to, obligating or expending contracted funds, signing contracts for space or services, announcing Grantor’s or Contractor’s involvement in any conference, and using Grantor or Contractor official’s name or Grantor’s or Contractor’s name or logo. The Grantor or Contractor retains the right to obtain information from the Contracting Agency about any conference that is funded in whole or in part with contracted funds.

48. Pursuant to Executive Order 13043 (April 16, 1997), Increasing the Use of Seat Belts in the United States, the Contracting Agency and its subrecipients are encouraged to adopt and enforce on-the-job seat belt policies and programs for their employees when operating vehicles, whether organizationally owned or rented or personally owned.

49. Pursuant to Executive Order 13513: Sec. 4. Text Messaging While Driving by Government Contractors, Subcontractors, and Recipients and Subrecipients. Contractors, subcontractors, and recipients and subrecipients are encouraged to adopt and enforce policies that ban text messaging while driving company-owned or -rented vehicles or Government-owned, Government-leased, or Government-rented vehicles, or while driving privately-owned vehicles when on official Government business or when performing any work for or on behalf of the Government, and to conduct initiatives of the type described in section 3(a) of the Executive Order.
Element 4: Universal Access

Outreach

C-WIB strives to reach out to specific target groups, including women, minorities, older individuals, individuals with limited English proficiency, and persons with disabilities.

The region has contacted several groups, including, Rehabilitation Services for the Blind, Experience Works, Missouri Commission for the Deaf and Hard of Hearing, and Centro Latino in order to serve diverse population groups. Partnerships are being strengthened with Independent Living Centers and the Division of Vocational Rehabilitation.

A Senior Vocational Rehabilitation Counselor from Rehabilitation Services for the Blind provided a presentation at a CWIB board meeting and has visited the region’s Career Centers. She has referred customers to the Career Centers and assisted with training for the vision impaired.

The State Manager for Experience Works is a member of the local board and has given a presentation at a board meeting. She is working with the region to strengthen services to the 55+ population, a group that consistently reflects adverse impact in data analysis reports.

The region is developing an outreach plan that will be used to target groups that reflect adverse impact and other groups representing minorities and diverse populations.

Limited English Proficiency

The region follows DWD Issuance 06-2014, Access to Meaningful Services for Individuals with Limited English Proficiency (LEP) in serving this population.

The Division of Workforce Development has provided CWIB with demographic information by race, ethnicity, gender, age, and English proficiency to assist in outreach efforts to specific populations. The document, “Population Data Series: The Many Languages of Missouri” has been distributed to regional functional leaders.

The three most common non-English languages in the region are Spanish, German, and Chinese. The region is in the process of applying the four factor analysis as described in DWD Issuance 06-2014 and determining vital written materials, including the review of enrollment documents for translation into other languages.
C-WIB encourages Functional Leaders at each of the Career Centers to establish “English as a Second Language” classes to offer to customers who need to improve or develop their English speaking ability.

CTS Language Link is utilized for language interpretation in the Career Centers; signage is posted to inform customers of its availability.

The CWIB website is equipped with Google Translate.

**Assistive Technology**

The Central Region has invested funding to ensure that each of the five Career Centers are accessible to individuals with disabilities.

Career Centers are equipped with the UbiDuo, a communication device that enables deaf, and hearing impaired (partially and fully) customers to communicate face-to-face with appropriate team members, TTY for phone access for the Deaf, WindowEyes screen reader, ZoomText screen enlarger, CCTV, height adjustable table and other assistive technologies.

**ADA Accessibility**

The Career Centers and affiliate sites are ADA accessible.
Attachments for Element 4
Universal Access

IV Copy of CWIB Job Posting and Job Description
IV-A Outreach log from Alternative Opportunities
IV-B NGCC Demographic Collection Process
IV-C Regional Ethnic Population by County
IV-D Language Link Document
Date: June 9, 2014

To: Jefferson City News Tribune - class@newstribune.com

From: Central Region Workforce Investment Board, 604 Black Street
       Rolla, MO 65401 - Kevin Stadler

Subject: Job Posting

Please run the enclosed job posting three (3) times in the appropriate section of your newspaper at the earliest publication date.

Please send the billing with P.O. # 2927 referenced on the bill to the above address along with a tear sheet.

If you have any questions, please contact Kevin Stadler at 573-426-2946 ext. 105

The Central Region Workforce Investment Board is seeking a Marketing Specialist; this is a full-time temporary - 2 year grant funded position.

Responsibilities: To market/promote work-based learning programs; research hiring employers to target marketing activities; Maintain a coordinated effort to improve business customer satisfaction and initiate significant public relations activities necessary to promote and explain to business groups opportunities available through the Career Center. Prepare/Deliver presentations. Graduation from accredited 4 year university with experience in marketing, public relations, economics, business or public administration or a closely related field are required. Will be required to travel on a daily basis with occasional overnights required. This position will be located at the Central Region Missouri Career Center closest to individual’s residence. Dependable transportation is required. CWIB provides workforce services in the Central Missouri counties of; Audrain, Boone, Callaway, Camden, Crawford, Cole, Cooper, Dent, Gasconade, Howard, Laclede, Maries, Miller, Moniteau, Morgan, Osage, Phelps, Pulaski and Washington.

*****Submit resume to: CWIB, Marketing Specialist, 604 Black Street, Rolla, MO 65401, by NOON on July 18.

Central Region Workforce Investment Board is an equal opportunity employer/program.

Auxiliary aids and services are available upon request to individuals with disabilities.
Central Region Workforce Investment Board

Job Posting – Marketing Specialist

The Central Region Workforce Investment Board is seeking a Marketing Specialist; this is a full-time temporary - 2 year grant funded position.

Responsibilities: To market/promote work-based learning programs; research hiring employers to target marketing activities; Maintain a coordinated effort to improve business customer satisfaction and initiate significant public relations activities necessary to promote and explain to business groups opportunities available through the Career Center. Prepare/Deliver presentations. Graduation from accredited 4 year university with experience in marketing, public relations, economics, business or public administration or a closely related field. Will be required to travel on a daily basis with occasional overnights required. This position will be located at the Central Region Missouri Career Center closest to individual’s residence. Dependable transportation is required. CWIB provides workforce services in the Central Missouri counties of; Audrain, Boone, Callaway, Camden, Crawford, Cole, Cooper, Dent, Gasconade, Howard, Laclede, Maries, Miller, Moniteau, Morgan, Osage, Phelps, Pulaski and Washington.

*****Submit resume to: CWIB, Marketing Specialist, 604 Black Street, Rolla, MO 65401, by NOON on July 18.

Central Region Workforce Investment Board is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri TTY Users can call (800) 735-2966 or dial 7-1-1.
<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Target</th>
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<tbody>
<tr>
<td>3/12/2014</td>
<td>Presentation/Recruitment</td>
<td>Minorities/High School Drop Outs</td>
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<td>4/19/2014</td>
<td>Outreach</td>
<td>Refugees</td>
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<td>4/21/2014</td>
<td>Resource Fair</td>
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<td>Recruitment and Outreach</td>
<td>Persons within the Black Community of Cooper County.</td>
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<tr>
<td>9/18/2014</td>
<td>Presentation/Recruitment</td>
<td>Persons with Disabilities</td>
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<td>Turkey Golf Center, Miniature</td>
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<tr>
<td>9/20/2014</td>
<td>Golf</td>
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<td>10/8/2014</td>
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<td>Youth with disabilities</td>
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<td>10/22/2014</td>
<td>Outreach, recruitment</td>
<td>Youth with disabilities</td>
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<td>11/21/2014</td>
<td>Outreach, recruitment</td>
<td>Youth with disabilities</td>
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<tr>
<td>11/22/2014</td>
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<td>Job Fair</td>
<td>ISY (Predominantly African American School Population)</td>
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<tr>
<td></td>
<td>Outreach</td>
<td>African American Youth</td>
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</table>

Alternative Opportunities Outreach Log
Demographics

**CO-ENROLLMENT:** Integrated service delivery requires a shared customer pool for service provision and performance management. To accomplish this: New customers visiting the NGCC for the first time are assisted by Welcome Team Members in completing a Missouri Career Source registration and receive Wagner-Peyser services.

The Welcome Team interview requires entry of 10 demographics, which include:

- Name
- Mailing Address
- Social Security (or pseudo SSN – DWD Issuance 07-2008)
- Citizenship/Work Authorization
- Gender
- Individual with a Disability
- Homeless
- Ethnicity
- Race
- Veteran

When the 10 demographic are entered, the Toolbox 2.0 system automatically enrolls the customer in WIA Staff Assisted Core Services.
<table>
<thead>
<tr>
<th>County</th>
<th>White</th>
<th>Black</th>
<th>Asian</th>
<th>Other</th>
<th>Hispanic</th>
<th>Total</th>
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<tr>
<td>Audrain</td>
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<td>1,859</td>
<td>89</td>
<td>130</td>
<td>189</td>
<td>25,814</td>
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<tr>
<td>Boone</td>
<td>115,714</td>
<td>11,572</td>
<td>4,015</td>
<td>1,540</td>
<td>2,413</td>
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<td>Callaway</td>
<td>37,420</td>
<td>2,307</td>
<td>210</td>
<td>336</td>
<td>377</td>
<td>40,650</td>
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<tr>
<td>Camden</td>
<td>36,190</td>
<td>95</td>
<td>107</td>
<td>277</td>
<td>346</td>
<td>37,015</td>
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<tr>
<td>Cole</td>
<td>62,158</td>
<td>7,084</td>
<td>625</td>
<td>649</td>
<td>915</td>
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<tr>
<td>Cooper</td>
<td>14,844</td>
<td>1,493</td>
<td>39</td>
<td>109</td>
<td>143</td>
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<tr>
<td>Crawford</td>
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<td>33</td>
<td>30</td>
<td>145</td>
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<tr>
<td>Dent</td>
<td>14,489</td>
<td>59</td>
<td>32</td>
<td>136</td>
<td>112</td>
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<td>Gasconade</td>
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<td>Pulaski</td>
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<td>1,571</td>
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<td>Washington</td>
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<td>578</td>
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<tr>
<td><strong>Region Total</strong></td>
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<td><strong>7,304</strong></td>
<td><strong>6,691</strong></td>
<td><strong>9,290</strong></td>
<td><strong>609,856</strong></td>
<td></td>
</tr>
</tbody>
</table>
How to Use Interactive Voice Response (IVR)

Step 1: Call 1 888-338-7394
Step 2: Enter Account Number 16408, followed by # sign
Step 3: Select 1 to be connected directly to your Spanish interpreter, or
       Select 2 to be connected directly to your Russian interpreter, or
       Select 3 to be connected directly to your Vietnamese interpreter, or
       Select 4 to be connected directly to your Somali interpreter, or
       Select 9 for all other languages
*If you require a 3rd party call, press 9 to reach a Customer Service Representative
Step 4: Enter Location Code, followed by # sign

IVR FAQs:
What if I do not know my Account number?
You do need this information in order to reach the interpreter directly. If you are unsure of your account number, wait and the system will direct you to a live operator who will look up your account.

What is IVR?
IVR stands for Interactive Voice Response. CTS LanguageLink’s IVR system allows a customer to quickly select the language desired for interpretation and be connected immediately to an interpreter without interaction with a live attendant. The benefit of this is an even faster connect time to your interpreter and better service to your limited English proficient (LEP) client.

What is a third party call?
A third party call is when you need CTS LanguageLink to call the LEP client and then bridge the call together with you and the interpreter.

How do I make a third party call with CTS LanguageLink?
If you need a third party call, press 9 (even for Spanish) to reach a Customer Service Representative (CSR) and let the operator know you need a third party call. We are happy to assist you with this at no additional charge. Our interpreters are not able to make the third party call directly.

I need another language other than the ones listed. How do I get my interpreter on the line?
Press 9 for other languages and let the CSR know which language you require and they will connect you. If the language is unknown, you may reference the “Point to your Language” visual for help with most requested languages or ask a representative for assistance.

Please contact our Client Relations Team if you have any further questions:

Email: clientrelations@ctslanguagelink.com
Toll Free: 1 (855) 579-2704
<table>
<thead>
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<td>Akae</td>
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<td>American Sign Language</td>
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<td>Ilocano</td>
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<td>Liberian</td>
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<td>Lingala</td>
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</tbody>
</table>

**CALL +1 800-208-2620**

www.ctslanguagelink.com | facebook.com/ctslanguagelink
Element 5: Compliance with Section 504 of Rehabilitation Act of 1973

Through accommodation polices, monitoring, and numerous assistive technologies, C-WIB ensures compliance with the disability-related requirements of WIA section 188, Section 504 of the Rehabilitation Act of 1973, as amended, and their implementing regulations.

Non-Discrimination

As outlined in Element 3, C-WIB ensures that all Central Region subcontractors are aware of their obligation not to discriminate on the basis of disability through required contractual assurances. C-WIB will be completing an Americans with Disabilities (ADA) self-survey in the near future and will submit the document to the State-level EO Officer.

Reasonable Accommodation

C-WIB has an Accommodation Policy, which details the methods by which the Central Region ensures that all job applicants and employees with disabilities are provided reasonable employment-related accommodations when necessary, unless the accommodation would impose an undue hardship.

Job Qualifications

On an annual basis, C-WIB will submit sample position descriptions including “job requirements” to the State EO Officer for review and assurance that these job requirements do not discriminate on the basis of disability. The local Equal Opportunity Officer will review job descriptions from CWIB subcontractors to ensure they meet the nondiscriminatory requirements of the regulations and do not discriminate on the basis of disability.

Confidentiality of Medical Information

C-WIB complies with the Confidentiality Policy for Medical Information, ensuring that medical information collected is maintained in a separate location from the customer’s or employee’s files.
Attachments for Element V
Compliance with 504 Disability Requirements

V – ADA Compliance Statement from NGCC Manual
E. ADA Compliance

ENSURING ADA COMPLIANCE: NGCC facilities throughout the Central Region are inspected annually to ensure facilities and equipment comply with ADA regulations. Assistive Technology stations are located at each Career Center and are used to assist customers as necessary for service provision and assessment of skills. Staff members are trained to provide assistance and utilize the equipment.
Element 6: Data and Information Collection and Maintenance

Collecting Demographic Data

The State of Missouri utilizes the Missouri Toolbox case tracking system, created to track information on job seekers and employers who participate in Labor Exchange, Self-Sufficiency and/or Workforce Investment Act (WIA) programs. CWIB and subcontractors enter data into the Missouri Toolbox case tracking system. The system is designed to collect and maintain records on every registrant, applicant, eligible applicant, participant, terminee, employee, and applicant for employment. Through the Toolbox system, DWD and the State EO Officer are able to monitor recipient equal opportunity performance, identify instances or areas of discrimination, and identify individuals or groups of individuals who have been discriminated against on a basis prohibited by WIA Section 188 and 29 CRF Part 37.

The Toolbox system is designed to collect demographic information, including race/ethnicity, sex, age, and disability status, where known, as required by 29 CFR Part 37, as well as, selective service registration, veteran information, employment status, low-income information, custodial and non-custodial parental information, educational level, dislocated worker information and identified barriers.

Storage of Data

Demographic data regarding race/ethnicity, sex, age, and disability status are stored in a manner that ensures confidentiality and is used only for the purposes of recordkeeping and reporting. C-WIB complies with DWD’s current Confidentiality and Security Policy.

Complaint Logs

The C-WIB EO Officer submits complaint logs to the State-level EO Officer on a quarterly basis. The complaint logs are maintained for a minimum of five years from the date of resolution of the complaint, in compliance with DWD’s Agency Records Disposition Schedule requirements for Statewide Program Files.
Element 7: Monitor Recipients for Compliance

Compliance Monitoring

The Local EO Officer monitors CWIB subcontractors annually to ensure that WIA Title I - financially assisted programs are operated in a nondiscriminatory manner; the Missouri Division of Workforce Development Local Equal Opportunity Monitoring Tool & Guidance is used as the monitoring instrument. The monitoring covers the three regional subcontractors who provide WIA Youth and Next Generation Career Center services at five Career Centers and three affiliate sites.

Local level Equal Opportunity monitoring was conducted in January, 2014. Results of the site visits and staff and customer interviews reflected full compliance with Equal Opportunity regulations.

The local EO Officer will monitor regional subcontractors in 2015, using the revised Local Equal Opportunity Monitoring Tool. The review process will include the monitoring of case notes entered in Toolbox.

Data Analysis

The region conducted its first Adverse Action and Number of Standard Deviation Analysis in July 2014. Data was analyzed using the 80% rule and 2.0 standard deviation formulas. The three groups reflecting the highest level of adverse impact were males, whites, and the 55+ population.

The analysis was conducted again in December 2014. The same pattern of adverse impact as listed above occurred. As mentioned in the Data Analysis Summary and Narrative Report submitted to the state EO Officer, follow up on results of mitigating actions will take place within 6 months.

In the future, data analysis will be conducted on an annual basis.

Staff Demographics

Effective January 2015, the region will begin collecting demographic data on staff employed by the CWIB and subcontractors. This data will be monitored on an annual basis.

Beginning in February, 2015, training providers and training worksites will be monitored through site visits and desk top monitoring. Training institutions will be monitored at a rate of (2) per quarter and a total of (8) per year.
Attachments for Element 7
Monitoring Recipients for Compliance

VII Data Analysis Narrative – June, 2014

VII-A PY 13 Local Monitoring Report

VII-B Data Analysis Narrative – December 2014

VII-C Missouri Division of Workforce Development Local Equal Opportunity Monitoring Tool & Guidance
Central Region Workforce Investment Board

Adverse Action and Number of Standard Deviations Analysis

- The Central Region prepared WIA Adverse Action Reports for program year July 1, 2012 through June 30, 2013. Programs covered were Adult, Dislocated Worker, Wagner-Peyser, Veteran, Service Level, and Youth.

- The data was analyzed using the 80% rule and the 2.0 standard deviation formula.

- The data was distributed to the region’s Functional Leaders who discussed the reports with their staff. The local EO Officer then discussed the reports with the functional leaders and/or other key staff. The source of the data, meaning of and reasons for adverse impact, and strategies to mitigate future adverse actions were discussed. Discussions took place on the following dates:

  Columbia Career Center Functional Leader: 6-17-14
  Linn Creek Career Center Functional Leader: 6-17-14
  Jefferson City Career Center Functional Leader and DWD Supervisor: 6-18-14
  Alternative Opportunities, Youth Service Provider, Statewide Director 6-20-14
  Rolla Career Center Functional Leader 6-25-14
  Lebanon Career Center Functional Leader 6-26-14

Adverse impact was found in the following areas:

**Age:**

Adverse impact was found to some extent in every program among all age groups.

In Adult and Dislocated Worker programs the rates of adverse impact are listed from lowest to highest.

- Age 22-29
- Age 14-21
- Age 30-54
Age 55+

Based upon program operator’s observations, service to the 30-54 age group has increased. In many cases, these individuals have worked for the same employer for many years and have lost their jobs unexpectedly. On-the Job Training is used frequently with this group for retraining and job placement.

Adverse impact was the most prevalent in the 55+ group and the region will focus on this population to attempt to mitigate the situation. This age group was severely impacted by the recent economic downturn. In some cases, individuals in this group may choose to leave the workforce rather than to seek training which may be required to gain employment.

Competition for jobs is very tough in the region and members of this population may lack computer skills or other skills that are in high demand. Employers recruit younger employees because of health insurance costs and efforts to reduce wages.

Career Centers partner with Experience Works and will increase their efforts to provide outreach and service to customers that are 55+. Internships combined with On-the Job training are used to help this group reenter the workforce.

Among Youth programs the incidents of adverse impact were very low.

Age 14-18: 3
Age 19-21: 2

Program design will be reviewed to offer more opportunities for in-school youth to prepare them for future career development in a systematic approach. Emphasis will be placed upon successful completion of middle school, high school, post-secondary school/training and employment.

Alternative Opportunities, Inc. was not the service provider during the time of this study, and are unable to speak to the reasons for under representation or adverse impacts of these populations during the period in question. As the current provider, they can say that youth program staff members have frequent contact with region schools and agencies to recruit and serve youth of all demographics. Beyond the contact with schools and other agencies, recruitment events are periodically held in various locations throughout the region in an effort to identify and encourage all eligible youth in need of services to participate. Once enrolled, staff use the Objective Assessment and Employment Plan/Individualized Service Strategy to help every participant identify barriers, needs and goals and then to plan personalized action steps to overcome the barriers, meet the needs and reach the goals.

Gender:

Gender adverse impact was found among male and female groups as follows:
Male: Adult Retention, Dislocated Worker Retention, Wagner-Peyser Retention, Intensive and Training levels, and Youth Positive Placement and Received Degree or Certificate reflected adverse impact upon males.

Female: Staff Assisted level and Youth Lit/Numeracy categories.

Staff stated that there may be more training opportunities in fields that are traditionally female, such as dental assistant, CNA, LPN, RN etc., which may be the reason for male adverse impact at the training level. Women do appear to be more interested in classroom training than men.

Males typically seek a quick source of employment rather than training. Males who are unwilling to enroll in training programs are often not qualified for jobs that are available; they are usually not willing to accept a lower level job with less pay. Service to men has increased recently with many entering truck driver training programs.

Race:

Race adverse impact was found among the following groups:

Asian: Dislocated Worker retention,

Black: Wagner-Peyser employed first quarter,

Hispanic: Youth Assessment Test rate and Positive Placement

White: Adult Employed first quarter, Adult retention, Dislocated Worker Employed first quarter and retention, Wagner-Peyser employed first quarter and retention, Veteran's retention, Youth education achievement, and Youth supportive service, Training level, Youth employment services, Youth literacy/numeracy, Youth positive placement, and Youth Received degree or certificate.

Other: Adult Retention, Dislocated Worker Retention, Wagner-Peyser Retention, Veteran Retention, Staff Assisted, Intensive, Training, Youth Education Achievement, Youth Summer Employment Opportunities, Youth Supportive Services, Literacy/Numeracy

The two groups with the highest adverse impact are “white” and “other”.

Many of the Asians in the region are students attending one of the universities. They do not often come to the career centers because the services are not needed.

Disability

Adverse impact was found among the Disabled and Not Disabled groups equally.
Disabled: Veterans Employed first quarter, Youth Summer Employment, Youth Assessment Test rate, Youth Support Services, Youth Literacy/Numeracy

Not Disabled: Veterans Retention Rate, Youth Received Employment Services, Youth Positive Placement

**Population Breakdown for the Central Region as a percent of the Civilian Labor Force:**

American Indian: 0%
Asian: 2%
Black: 5%
Pacific Islander: 0%
White: 90%
Other: 2%

**Training Outcomes by Occupation**

ONET spreadsheets were reviewed for the number of standard deviations among participants who exited training. The spreadsheets are included with this report; standard deviations are highlighted. The results show that male and female populations were equal in the number of standard deviations. The racial group with the highest number of standard deviations was the white population, the age groups were nearly equal, and the not disabled group had a higher number of standard deviations than the disabled group.

**Strategies for Adverse Impact Mitigation**

Review of this data will be an ongoing process; strategies to mitigate adverse impact will be developed as we move forward with this initiative. All groups will be continually reviewed for adverse impact.

The three groups reflecting the highest adverse action are 55+, males, and white.

The two groups that stand out as needing immediate attention are the male population and those in the 55+ group. As stated earlier, the career centers partner with Experience Works, and will strategize for ways to conduct outreach to this group and provide assistance.

Reducing adverse impact among the male population is a complex matter. Central Region leaders will strategize methods of increasing engagement of the male population. Promoting more short-term training programs may be one way of reaching out to this group. This would allow the male population to raise their skill level in a short time frame and increase their employability.
Central Region Workforce Investment Board

Equal Opportunity and Non Discrimination

Monitoring Review Report - 2013

CWIB staff monitored subcontractors for compliance with the nondiscrimination and equal opportunity provisions of the Workforce Investment Act. The subcontractors, Central Ozarks Private Industry Council, Gamm, Inc., and Lake of the Ozarks Employment Services operate the Career Centers in the Central Region; Alternative Opportunities, Inc. is the regional Youth provider.

Areas of the review included:

Staff composition; (See Attachments)
Staff and customer interviews;
Staff awareness of nondiscrimination and EO laws;
Physical aspects of the site;
Observance of the reception, intake, and customer flow process;
Notice and Communication: WIA “Equal Opportunity is the Law” posters, and posters or signs for customers with limited English-speaking abilities;
Assistive Technology;
Assisting LEP and Deaf customers through the use of an interpreter;
Contracts, assurances, policies, and job position descriptions.

Knowledge of the Complaint and Grievance Process

Awareness of the state and local EO Officer identity
Universal Access

Documents Discussed

DWD Issuance 09-2012 WIA Complaint Resolution Policies
DWD Issuance 23-2009 LEP

CTS Language Link
Sign Language Interpreter Desk Aid and Checklist

Equal Opportunity is the Law – poster
Assistive Technology Desk Guide

EO Tag Line
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<th>Review Date:</th>
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<td>Rolla Career Center</td>
<td>March 14, 2014</td>
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<td>May 22, 2014</td>
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<td></td>
<td>Rolla Career Center</td>
<td>March 14, 2014</td>
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Reviewers: Kevin Stadler
           Alan Galindo

**Columbia Career Center**

**Summary of Customer Interviews**

Number of customers interviewed: 8

Demographics of customers interviewed: White Male (3), White Female (2), Black Male (2), American Indian or Alaskan Native (1)

Customer with a disability (2)

Overall customer response regarding services: 39 points out of possible 40

Customer universal accessibility rating: 72 points out of possible 72

Customer recommendations and comments: All favorable comments
Summary of Staff Interviews

Number of staff interviewed: 5

Demographics of staff interviewed: White Male (2), White Female (3)

Overall knowledge of providing access to individuals with disabilities: Good

Overall knowledge of providing access to LEP individuals: Good

Overall knowledge of discrimination rights and processes: Good

Comments:

Staff are familiar with the Complaint and Grievance process;

Staff are aware of the LWIB EO Officer’s Identity;

Contact information for LWIB EO Officer is displayed on EO Notice poster.

CTS Language Link information is posted.

The procedure for getting a licensed ASL interpreter was reviewed.

Assistive Technology is operational and staff are knowledgeable of its use. The Braille EO booklet has been removed from the Career Center; the EO Officer left another copy.

Notice and Communication items are in compliance.

Ongoing training should be conducted periodically.

The Functional Leader is proactive on EO issues and uses weekly staff meetings to review EO issues.

Jefferson City Career Center

Summary of Customer Interviews

Number of customers interviewed: 3

Demographics of customers interviewed: White Male (2), White Female (1)

Customer with a disability (0)

Overall customer response regarding services: 14 points out of possible 15

Customer universal accessibility rating: 27 points out of possible 27
Customer recommendations and comments: All favorable comments

Summary of Staff Interviews

Number of staff interviewed: 2
Demographics of staff interviewed: White Female (2)
Overall knowledge of providing access to individuals with disabilities: Good
Overall knowledge of providing access to LEP individuals: Good
Overall knowledge of discrimination rights and processes: Good

Comments:
The Functional Leader is new to this position and needs ongoing training.
Staff are familiar with the Complaint and Grievance process;
Staff are aware of the LWIB EO Officer’s Identity;
Contact information for LWIB EO Officer is displayed on EO Notice poster.
CTS Language Link information is posted.
The procedure for getting a licensed ASL interpreter was reviewed.
Assistive Technology is operational and staff are knowledgeable of its use. The Braille EO booklet has been removed from the Career Center and needs to be replaced.
Notice and Communication items are in compliance.
Ongoing training should be conducted periodically.
The Functional Leader uses their weekly staff meetings to review EO issues.
Summary of Customer Interviews

Number of customers interviewed: 5
Demographics of customers interviewed: White Male (2), White Female (3)
Customer with a disability (0)
Overall customer response regarding services: 24 points out of possible 25
Customer universal accessibility rating: 45 points out of possible 45
Customer recommendations and comments: All favorable comments

Summary of Staff Interviews

Number of staff interviewed: 5
Demographics of staff interviewed: White Female (5)
Overall knowledge of providing access to individuals with disabilities: Good
Overall knowledge of providing access to LEP individuals: Good
Overall knowledge of discrimination rights and processes: Good

Comments:
Staff are familiar with the Complaint and Grievance process;
Staff are aware of the LWIB EO Officer’s Identity;
Contact information for LWIB EO Officer is displayed on EO Notice poster.
CTS Language Link information is posted.
The procedure for getting a licensed ASL interpreter was reviewed.
Assistive Technology is operational and staff are knowledgeable of its use. The Braille EO booklet has been removed from the Career Center and needs to be replaced.
Notice and Communication items are in compliance.
Ongoing training should be conducted periodically.
The Functional Leader uses their weekly staff meetings to review EO issues.

Linn Creek Career Center

Summary of Customer Interviews
Number of customers interviewed: 7
Demographics of customers interviewed: White Male (3), White Female (3) American Indian or Alaskan Native Female (1)
Customer with a disability (0)
Overall customer response regarding services: 33 points out of possible 35
Customer universal accessibility rating: 63 points out of possible 63
Customer recommendations and comments: All favorable comments

Summary of Staff Interviews
Number of staff interviewed: 6
Demographics of staff interviewed: White Female (5), White Male (1)
Overall knowledge of providing access to individuals with disabilities: Good
Overall knowledge of providing access to LEP individuals: Good
Overall knowledge of discrimination rights and processes: Good

Comments:
Staff are familiar with the Complaint and Grievance process;
Staff are aware of the LWIB EO Officer’s Identity;
Contact information for LWIB EO Officer is displayed on EO Notice poster.
CTS Language Link information is posted.
The procedure for getting a licensed ASL interpreter was reviewed.
Assistive Technology is needed. CWIB has been in contact with MO DWD and they are working on this.

Notice and Communication items are in compliance.

Ongoing training should be conducted periodically.

The Functional Leader uses their weekly staff meetings to review EO issues.

Rolla Career Center

Summary of Customer Interviews

Number of customers interviewed: 6

Demographics of customers interviewed: White Male (1), White Female (3) Black or African American Female (1) Black or African American Male (1)

Customer with a disability (1)

Overall customer response regarding services: 29 points out of possible 30

Customer universal accessibility rating: 54 points out of possible 54

Customer recommendations and comments: All favorable comments

Summary of Staff Interviews

Number of staff interviewed: 4

Demographics of staff interviewed: White Female (3), White Male (1)

Overall knowledge of providing access to individuals with disabilities: Good

Overall knowledge of providing access to LEP individuals: Good

Overall knowledge of discrimination rights and processes: Good

Comments:

Staff are familiar with the Complaint and Grievance process;
Staff are aware of the LWIB EO Officer’s Identity;
Contact information for LWIB EO Officer is displayed on EO Notice poster.
CTS Language Link information is posted.
The procedure for getting a licensed ASL interpreter was reviewed.
Assistive Technology is needed. CWIB has been in contact with MO DWD and they are working on this.
Notice and Communication items are in compliance.
Ongoing training should be conducted periodically.
The Functional Leader uses weekly staff meetings to review EO issues.

Alternative Opportunities, Inc.

Alternative Opportunities, Inc. is the youth provider for the central region and is located in each Career Center. They work closely with NGCC staff.

Summary of Customer Interviews

Number of customers interviewed: 3
Demographics of customers interviewed: Black Female (3)
Customer with a disability (0)
Overall customer response regarding services: 14 points out of possible 15
Customer universal accessibility rating: 24 points out of possible 27
Customer recommendations and comments: All favorable comments

Summary of Staff Interviews

Number of staff interviewed: 4 (Two staff from Rolla and two from Jefferson City)
Demographics of staff interviewed: White Female (4)
Comments:
Rolla AO staff are knowledgeable of EO issues; the Jefferson City staff are fairly new and are in need of training, which will be provided immediately. AO staff participate in weekly staff meetings which often include EO related training.

Staff include the notice of Equal Opportunity in youth files.

Summary
Central Region Functional Leaders and staff are committed to being in full compliance with EO regulations of the Workforce Investment Act and strive to provide excellent customer service to all customers.

The local EO officer sends frequent communications by email to update staff on EO issues and to reinforce various aspects of EO policies and procedures. Ongoing training is necessary to ensure that staff are knowledgeable of EO requirements.

To increase Universal Access, discussions were held at each Career Center about reaching out to various diversity groups.
Data Analysis for Equal Opportunity and Nondiscrimination Monitoring of Workforce Development Programs in the Central Region of Missouri

- The Central Region WIB of Missouri prepared data analysis reports in accordance with Element 7 (Monitoring Recipients for Compliance) of the CWIB Methods of Administration to determine adverse impact and thus possible discrimination based on race, national origin/ethnicity, sex, age and disability status in federally funded programs as required at 29 CFR Part 37.54(d)(2)(ii). Reporting data was gathered for program year July 1, 2013 through June 30, 2014. Participation rates (success rates and pass/fail rates) by service level were analyzed categorically by demographic as listed above for the following State Programs (financially assisted in whole or in part under Title I of WIA) as defined in 29 CFR 37.4:
  
  o WIA Adult, Dislocated Worker and Youth Programs
  o Labor Exchange - Wagner-Peyser and Veterans
  o National Emergency Grants
  o State Park Youth Corps (SPYC) program funded by Governor’s Neighborhood Assistance Program
  o UI Worker Profiling Positive Exits & Services and Training

For all programs except SPYC, data was collected based on positive exits and measured rates for employment first quarter after exit and employment retention among participants. Exceptions to this measurement process existed in the following programs:

  o Youth – Received Employment Services, Received Summer Employment, Received Assessment Test and Received Support Services
  o SPYC – Applicants Offered Employment (there is no required measurement for positive exit) and Participants Received Support Services
  o UI Worker Profiling Services & Training – Referred to Employment, Received Intensive Services, Received Training and Attended Workshop

Data was also gathered by occupational service level in the region for the program year July 1, 2013 through June 30, 2014 within the following occupations: Healthcare Services, Protective Support, Construction/Extraction, Management, Business/Financial Management, Computer/Math/Sciences, Personal Care/Service, Office/Administrative Support, Transportation/Material, Education/Training/Library Science, Building & Grounds Maintenance, Installation/Maintenance/Repair, Food Preparation & Serving, Sales and Production.

Demographic data on eligible population within the region is included on each of the data analysis reports for comparison with program applicants. Missouri has chosen the Civilian Labor Force data to analyze eligible population ready to go to work. The CLF data by Missouri County Demographic is reported as
provided by Missouri Economic Research and Information Center (MERIC), http://www.missourieconomy.org/regional/index.stm.

- **One Stop Delivery System – Mapping of Career Center Services**
  All new career center customers are enrolled into WIA Core Services. Upon arriving at the career center, customers are greeted by the Welcome Team (Attachment 1). Once the WIA core enrollment is complete, staff provides assistance to the entire pool of WIA core customers to determine the next appropriate step for the customer to access the product box, the skills team or the employment team.

  The pool of WIA core customers who are referred to the skills team or employment team will be provided a one-on-one meeting with staff to assess and identify the WIA program services/activities that are appropriate and if the customer is eligible for intensive level services. This is the point that a decision is made to enroll the customer in WIA intensive services and complete further assessment, the development of an Individualized Employment Plan (Individualized Service Strategy) and identify customer service strategies to include supportive service needs.

  After providing intensive services a customer may be determined to need training level services such as skills training or on-the-job training. Based on assessment results this pool of individuals will enter into a training level service with referral to the Skills Team (Attachment 2). Once participants are job ready, they may be referred to the Employment Team (Attachment 3).

  WIA outcomes are recorded for all participants whether the program was completed or not completed. Positive exits and job placement is documented and all negative exits who were unsuccessful in becoming employed will receive follow-up and/or re-engagement services as needed.

  For Unemployment Insurance (UI) reporting compliance, some customers are required to participate in Worker Profiling (WP) or Required Job Service (RJS). The customer flow for these items is mapped in Attachment 4.

  Service Delivery Mapping (steps) for programs and identification of pass and fail decision points are included in Attachment 5.

- **Two quantifiable methods for analyzing statistical evidence of adverse impact were used:**
  - 80% Rule (four-fifths)
    1. Best success rate for each demographic group is determined
    2. Each of the other rates within the demographic group is compared to the best rate
    3. A result below 80% indicates a significant difference
  - Two Standard Deviation Test (Z Test)
    1. Standard deviation looks at the probability that difference in rates is due to chance
    2. Differences greater than 2.0 standard deviations suggests adverse impact and possible discrimination
    3. The 2.0 standard deviation represents a less than 5.0% chance that the difference in rates is due to chance
If a demographic group is found to be both less than 80% and greater than 2.0 standard deviations on the statistical analysis, it is highlighted on the summary reports by Central Region in total and by location for review/investigation.

In the event a service level step rate is less than 2% of the total number exited for the measurement period, the Missouri State Equal Opportunity Officer has concluded that as an insufficient amount of data to analyze and thus will be considered not applicable on the data analysis reports.

- Data analysis is provided at the state and regional levels in total, then broken down by location (Career Centers and Affiliate/Satellite sites) in the Central Region.

- The data findings were distributed on 12/2/2014 to Career Center functional leaders within the Central Region who discussed the reports with their staff. The local EO Officer then discussed the reports at the total region level with the functional leaders and other key staff members at a staff meeting. The source of the data, meaning of and reasons for adverse impact, and strategies to mitigate future adverse actions were discussed. The staff meeting discussions took place on 12-10-2014 in Jefferson City with the following staff members:

  - Columbia Career Center Functional Leader (also manages Mexico Satellite office)
  - Linn Creek Career Center Functional Leader (also manages St. Robert Satellite office)
  - Jefferson City Career Center Functional Leader and DWD Supervisor
  - Rolla Career Center Functional Leader (also manages Potosi Satellite office)
  - Lebanon Career Center Functional Leader
  - Alternative Opportunities, Youth Service Provider, Regional Program Coordinator

Email follow up was sent to each functional leader by request, including a data analysis summary broken down by location (Career Center/Affiliate site). These reports included WIA programs, analysis by service level delivery steps, occupational service level and UI worker profiling. A youth program summary was also sent to the Program Coordinator for youth services in the region for review by location. These reports were emailed with accompanying summary reports on 12/18/2014, and are included in this narrative as Attachment 6.

**Adverse Impact**

From a total region perspective within Adult, Dislocated Worker, Wagner-Peyser, Veteran and National Emergency Grant programs, adverse impact among positive exits was more prevalent in employment retention than employment within first quarter after exit. Examined when falling both above 2.0 standard deviations and less than 80% from the most favored demographic, regional summaries by demographic categories are documented below.

**Age**
Adverse impact was found at the total region level within WIA programs in the following age groups in order from lowest to highest:

Age 22-29 (Dislocated Worker only)

Age 55+

While some adverse impact was found in the age 30-54 group, it was not prevalent in both reporting tests at the total region level. However, based upon program operator’s observations, service to the 30-54 age group has continued to increase from the 2012 program year. In many cases, these individuals have worked for the same employer for many years and have lost their jobs unexpectedly. On-the Job Training as well as Work Ready Missouri (Adult subsidized work experience) is used frequently with this group for retraining and job placement.

Adverse impact was the most prevalent in the 55+ group and the region will continue to focus on this population in attempt to mitigate the situation. In many cases, this age group remains severely impacted by the recent economic downturn. In some cases, individuals in this group may choose to leave the workforce rather than to seek training which may be required to gain employment.

Competition for jobs is very tough in the region and members of this population may lack computer skills or other skills that are in high demand. Employers recruit younger employees because of health insurance costs and efforts to reduce wages.

Career Centers partner with Experience Works and will increase their efforts to provide outreach and service to customers that are 55+. Internships combined with On-the Job Training can also be used to help this group reenter the workforce. The recent award of an NEG grant (MO40) implemented in the current program year and directed at providing additional On-the-Job training opportunities for the long term unemployed should help with mitigation within this age group as statewide and local marketing for this program is now underway.

Adverse impact was present across all ages in the service level analysis as follows (see Service Mapping for service level, Attachment 5):

- **Self Assisted** (Anyone who received a core service in a career center) -
  - Age 14-21
  - Age 22-29
- **Intensive Service** (Eligible for WIA services)
  - Age 22-29
  - Age 30-54
  - Age 55+
- **Training Service** (WIA enrolled and received training)
  - Age 22-29
  - Age 30-54
  - Age 55+
The age 55+ group was mentioned above regarding program data. Again, observation of anecdotal evidence suggests that many members of this group leave the workforce rather than seek training in a new field.

Adverse impact was reported at each service level for the 22-29 age group. One anecdotal observation from career center functional leaders is a trend within this age group to visit the facility for core service such as job search or resume assistance, then find employment before advancing to the next levels of intensive service and training.

Adverse impact at occupational service levels occurred to some extent across all age categories in various occupations as noted below:

- Age 14-21 – Healthcare, Transportation/Materials, Production, Business/Financial Service Managers
- Age 22-29 – Personal Care/Service, Transportation/Material, Education/Training/Library, Food Prep/Service, Production
- Age 30-54 – Healthcare, Protective Support, Personal Care/Service, Food Prep/Serving, Sales
- Age 55+ - Healthcare, Personal Care/Service

Instances of adverse impact among youth programs were fairly low. The age 19-21 group was impacted within the Receipt of Employment Services delivery step, while the age 14-18 group was impacted within the Receipt of Assessment Test delivery step.

Program design has been reviewed by Alternative Opportunities, Inc as the youth service provider for the Central Region, and more opportunities for employment services for out-of-school youth (which constitutes most of the age 19-21 group) have been offered. These services include soft skills workshops, provision of transportation and assistance at job fairs, increased emphasis on work experience paid internships for out-of-school youth, and the Scholars-at-Work program, which pays high school drop outs a wage to complete their HSE (GED) while simultaneously working on employment soft skills. Emphasis will continue to be placed upon successful completion of middle school, high school, post-secondary school/training and employment.

Alternative Opportunities, Inc. youth program staff members have frequent contact with region schools and agencies to recruit and serve youth of all demographics, with a special emphasis for serving the group with the most immediate need for employment skills, out-of-school youth. The recent emphasis toward serving out of school youth comes from both necessity and design, as new Workforce Innovation and Opportunity Act legislation will require an increase in allocation of dollars spent to 75% for this group. Beyond contact with schools and other agencies, recruitment events are periodically held in various locations throughout the region in an effort to identify and encourage all eligible youth in need of services to participate. Once participants are enrolled, program staff utilize the Objective Assessment and Employment Plan/Individualized Service Strategy to help identify barriers, needs and goals and plan personalized action steps to overcome those barriers and reach the established individual goals.
In regard to out-of-school youth emphasis, the youth service provider has displayed an increased emphasis in networking and partnering with other community resources. While many examples of this exist and have been documented by the Youth Program Coordinator in a periodically updated outreach log for adverse impact mitigation (see Attachment 7), a good example for the 19-21 age group is a newly developed partnership with the Juvenile Justice Center in Jefferson City. This partnership allows AO staff to provide life skills classes on site, with an emphasis on soft employment skills as well as recruiting for eligible participants.

While reports show adverse impact on the age 14-18 group at the Receipt of Assessment Test service delivery step, discrimination is likely not a result. The only test taken into account with the data analysis report created by the state of Missouri is the Test of Adult Basic Education (TABE), which is an assessment to determine initial educational functioning level (EFL) and subsequent increase in EFL. This test is not commonly given to in-school program youth (which make up a significant portion of this age group), as EFL can be determined with school records, which make up a significant portion of the 14-18 age group. One interest inventory assessment, Missouri Connections, is given to every youth participant during enrollment as a basis for creating the Individualized Service Strategy. However, this assessment was not included in the data analysis.

As shown in Table 6 below, it is important to note that the percent of total youth exits in both the 14-18 and 19-21 age groups has outperformed as a percentage of available Civilian Labor Force in comparison.

**Gender**

Adverse impact in regard to gender was found at the total region level within the following programs and service delivery steps:

In WIA Programs, NEG, UI Worker Profiling, UI Worker Profiling Services and Training and by Service Level, adverse impact was low for gender as calculated by both 80% rule and 2.0 standard deviation. The only instances of significant impact at the total region level were for males receiving support services in the youth program and at the Training delivery step for Service Level. There were only a couple instances when broken down by location (Career Center), including male veterans at the Potosi Affiliate/Satellite office and males receiving youth support services in both Linn Creek and Jefferson City.

There were more instances of adverse impact at the Occupation Service Level:

- Male – Healthcare Services, Personal Care/Service, and Office/Administrative Support
- Female – Protective Support, Construction/Extraction, Computer/Math/Sciences, Transportation/Materials, and Production

In the functional leader meeting on 12/10/14, staff stated that there may be more training opportunities in fields that are traditionally female, such as dental assistant, CNA, LPN, RN etc., which may continue to be the reason for male adverse impact at both the overall training level and Healthcare and Personal Care Services. Females do appear to be more interested in classroom training than males.
Conversely, females continue to be less likely to enter traditional male occupations, such as construction, transportation and production; although training opportunities do exist and are advertised at career centers across the region. Males typically seek a quick source of employment rather than training. Males who are unwilling to enroll in training programs are often not qualified for jobs that are available; they are often not willing to accept a lower level job with less pay. Service to men has increased recently with many entering truck driver training programs.

**Race and Origin**

Adverse impact in regard to race and origin was found at the total region level within the following programs and service delivery steps by demographic:

- Asian – UI Worker Profiling Services and Training Referred to Employment service delivery level
- Black – UI Worker Profiling Services and Training Referred to Employment, Received Training and Attended Workshop delivery levels; Youth program Received Assessment Test
- American Indian – UI Worker Profiling Services and Training Received Training service delivery level
- Mixed – UI Worker Profiling Services and Training, Received Training and Attended Workshop service delivery levels
- Non Hispanic – Youth program Received Support Services and UI Worker Profiling Services and Training Attended Workshop service levels
- White – Adult Employed 1st quarter after exit and Employment Retention, Dislocated Worker Employment Retention, Youth program Received Summer Employment and Received Support Services, Intensive Service Level (moving from self assisted/core), UI Worker Profiling Services and Training Referred to Employment, Received Training and Attended Workshop service levels, State Park Youth Corps Received Support Services

The group with the most frequently occurring adverse impact across programs and service levels is the white race.

Many of the Asians in the region are students attending one of the universities, and often do not visit career centers because employment services are not needed.

Non Hispanic under representation compared to Hispanic could be due to the fact that Hispanic origin often does not play into the measure significantly. As noted by a functional leader staff member in the above mentioned meeting on 12/10/14, Hispanics rarely frequent the career center because employment rate is fairly high. Often times they have come to the area for jobs without seeking career center services. While this is often the case, outreach effort by Career Center staff to groups such as Centro Latino in Columbia, MO has continued across the region to advertise career center services to the Hispanic/Latino population.

Adverse impact across the occupation service level by race/origin demographic groups is as follows:
○ Black – Healthcare Services, Protective Support, Computer/Math/Science, Transportation, Materials, Food Prep/Serving, Sales, Production
○ Mixed – Healthcare Services, Computer/Math/Sciences
○ White – Healthcare Services, Protective Support, Construction/Extraction, Management, Business/Financial Managers, Computer/Math/Sciences, Personal Care/Service, Office/Administrative Support, Transportation/Materials, Education/Training/Library, Food Prep/Serving, Sales, Production
○ Not Hispanic/Latino – Installation/Maintenance/Repair

Disability

Adverse impact was found across all programs to some extent among the Disabled as listed below:

○ Adult, Dislocated Worker and Wagner-Peyser positive exits for both Employed 1st Quarter and Employment Retention, Veterans and NEG programs for Employed 1st Quarter
○ Youth programs for Received Assessment Test and Received Support Services
○ Worker Profiling Services and Training Referred to Employment Service Level

Adverse impact for participants Not Disabled occurred in the following programs:

○ NEG
○ Youth Received Employment Services
○ Self Assisted (Core) Service Level
○ UI Worker Profiling Services and Training Attended Workshop service level
○ Occupational Service levels of Management, Computer/Math/Sciences, Personal Care/Service, Building/Grounds/Maintenance, Food Prep/Serving

Among the disabled population, many participants or potential participants find assistance with other organizations such as vocational rehabilitation or Independent Living Resource Centers. Depending on level of disability, some participants find a more specialized level of service, such as on site job coaching for employment services from vocational rehabilitation. Career Center staff members regularly reach out to groups associated with disability accommodations to advertise career center services. Some examples of outreach include Independent Living Resource Center resource fairs and networking events, Vocational Rehabilitation transition fairs, Boone County Family Resources, and Heartland Independent Living Center. Staff members also reach out to school counselors who can refer students with IEP (Individualized Education Plan) for possible WIA services. In many cases, youth can be enrolled in both Vocational Rehabilitation for specialized employment services and WIA simultaneously for supportive services including assistance with transportation, childcare, housing, emergency food and/or work or training related expenses. However, as mentioned by one Career Center functional leader, referrals from Vocational Rehabilitation for WIA Services are very rare. This is an area for potential improvement through increased outreach to Vocational Rehabilitation counselors with education on WIA services.

Adverse impact at the employed 1st quarter after exit measure exists among the disabled veteran population as shown on the data report for Veterans Services. After speaking with Career Center Veterans
Representatives, one observation is that it can take as long as 18 months after discharge date for a veteran’s disability to be confirmed and approved by the VA. Many of the recently separated veterans have a disability but cannot claim it on their jobs.mo.gov registration if it is prior to the 18 month time frame. Once they do get authorization on their disability, they don’t always update their jobs.mo.gov registration. Another observation is that many veterans, especially those who have less than 25-50% disability, are hesitant to claim a disability because they are concerned it will affect employment potential. While staff explain that employers do not see information listed in registration, some veterans still prefer it not be stated. One method of mitigation is the use of dislocated worker on-the-job training to help disabled veterans with employment opportunities.

Civilian Labor Force data: Population breakdown compared to WIA positive exits

Through nearly all programs and service levels, the percent of demographic measures of the Civilian Labor Force for gender, age, race, origin (Hispanic vs. Non Hispanic) and disability were very comparable to the percent of WIA participants per same demographics exited in the period. Civilian Labor Force data broken down by Central Region demographic is listed on the following page:

<table>
<thead>
<tr>
<th>Gender</th>
<th>Central Region Civilian Labor Force PY13 *</th>
<th>% of CLF Per Central Region Demographic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>121894</td>
<td>47.85%</td>
</tr>
<tr>
<td>Female</td>
<td>132829</td>
<td>52.15%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age</th>
<th>Central Region Civilian Labor Force PY13 *</th>
<th>% of CLF Per Central Region Demographic</th>
</tr>
</thead>
<tbody>
<tr>
<td>14-21</td>
<td>20041</td>
<td>7.87%</td>
</tr>
<tr>
<td>22-29</td>
<td>73311</td>
<td>28.78%</td>
</tr>
<tr>
<td>30-54</td>
<td>108481</td>
<td>42.59%</td>
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<tr>
<td>55+</td>
<td>52887</td>
<td>20.76%</td>
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</table>

<table>
<thead>
<tr>
<th>Race</th>
<th>Central Region Civilian Labor Force PY13 *</th>
<th>% of CLF Per Central Region Demographic</th>
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</thead>
<tbody>
<tr>
<td>American Indian</td>
<td>1240</td>
<td>0.49%</td>
</tr>
<tr>
<td>Asian</td>
<td>3464</td>
<td>1.36%</td>
</tr>
<tr>
<td>Black</td>
<td>14656</td>
<td>5.75%</td>
</tr>
<tr>
<td>Pacific Islander</td>
<td>217</td>
<td>0.09%</td>
</tr>
<tr>
<td>White</td>
<td>232286</td>
<td>91.19%</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Hispanic</th>
<th>% of CLF Per Central Region Demographic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hispanic</td>
<td>97.84%</td>
</tr>
<tr>
<td>Not Hispanic</td>
<td>2.16%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Disability</th>
<th>% of CLF Per Central Region Demographic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disabled</td>
<td>6.86%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>Central Region Civilian Labor Force PY13</td>
</tr>
<tr>
<td>------------</td>
<td>-----------------------------------------</td>
</tr>
<tr>
<td>Hispanic</td>
<td>5505</td>
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<tr>
<td>Not Hispanic</td>
<td>249218</td>
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<table>
<thead>
<tr>
<th>Disability</th>
<th>Central Region Civilian Labor Force PY13</th>
<th>% of CLF Per Central Region Demographic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disabled</td>
<td>19556</td>
<td>6.86%</td>
</tr>
<tr>
<td>Not Disabled</td>
<td>265382</td>
<td>93.14%</td>
</tr>
</tbody>
</table>

* Data compiled by Missouri Economic Research and Information Center (MERIC), http://www.missourieconomy.org/regional/index.stm (WIA County Demographics)

**ACS, 5 YR Estimate 2005-2012

The following tables compare positive exits per WIA program and service level to percent of Civilian Labor Force in the Central Region by demographic category:

Table 1 – Central Region Adult Positive Exits
Table 2 – Central Region Dislocated Worker Positive Exits

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Male</th>
<th>Female</th>
<th>American Indian</th>
<th>Asian</th>
<th>Black</th>
<th>Pacific Islander</th>
<th>White</th>
<th>Hispanic</th>
<th>Not Hispanic</th>
<th>Disabled</th>
<th>Not Disabled</th>
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</thead>
<tbody>
<tr>
<td>14-21</td>
<td>100%</td>
<td>90%</td>
<td>80%</td>
<td>70%</td>
<td>60%</td>
<td>50%</td>
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<td>22-29</td>
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<td>90%</td>
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<td>70%</td>
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<td>50%</td>
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<td>30-54</td>
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<td>90%</td>
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<tr>
<td>55+</td>
<td>100%</td>
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<td>80%</td>
<td>70%</td>
<td>60%</td>
<td>50%</td>
<td>40%</td>
<td>30%</td>
<td>20%</td>
<td>10%</td>
<td>0%</td>
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</tbody>
</table>

Table 3 - Central Region Wagner-Peyser Positive Exits

<table>
<thead>
<tr>
<th>Gender</th>
<th>Male</th>
<th>Female</th>
<th>14-21</th>
<th>22-29</th>
<th>30-54</th>
<th>55+</th>
<th>All Race</th>
<th>American Indian</th>
<th>Asian</th>
<th>Black</th>
<th>Pacific Islander</th>
<th>White</th>
<th>Hispanic</th>
<th>Not Hispanic</th>
<th>Disabled</th>
<th>Not Disabled</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>100%</td>
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<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>
Table 4 - Central Region Veterans Positive Exits

Table 5 - Central Region National Emergency Grant Positive Exits
Table 6 - Central Region Youth Positive Exits

Table 7 - Central Region Positive Exits by Service Level

Major Layoffs/Workforce Reductions

For the 2013 program year measurement, no known significant layoffs affected the Central Region for positive exits within the time period. MO DWD Workforce Coordinator has notified the Central Region about two major upcoming closings. Nordyne in Boeneville, MO is expected to close with layoff affecting 250 workers and first production line leaving in January 2015. DST Systems in Jefferson City is expected to close December 31, 2014 and affect 70 workers. These and any other major workforce reductions will be
reviewed at the time of follow up of the current Data Analysis reporting period for the region as possible explanation for increase/decrease in adverse impact.

Marketing and Career Center Closures/Consolidations in the Central Region

One observation from Career Center staff is that more marketing and advertising is needed throughout the region to promote Career Center products and services. As stated by one Career Center functional leader, “many people in the community have no idea about services available, and only think of us as the unemployment office”. In some cases as noted by functional leaders, funding cuts resulting in closures over the last few years of some affiliate/satellite sites as well as Career Center consolidations, have resulted in less traffic and thus possibly less movement from core to intensive services due to much farther travel for civilian labor force members in outlying areas. To some extent, these consolidations still affect positive exit results for participants who might have enrolled before consolidations/closures occurred. Increased travel distance might also account in some instances for customers in equal opportunity demographic groups not making it through steps in the program or overall process.

Strategies for Adverse Impact Mitigation – Follow Up Plan

Review of this data will be an ongoing process; strategies to mitigate adverse impact in ways other than ideas previously mentioned in this narrative will be developed as we move forward with this initiative. All groups will be continually reviewed for adverse impact. As mentioned earlier, outreach to underserved groups is being performed by Career Center staff and logged on a monthly basis.

The three groups consistently reflecting the highest adverse impact remain the 55+ age group, male gender, and white race.

The two groups that stand out as needing immediate attention are the male population and those in the 55+ group. As stated earlier, the career centers partner with Experience Works, and will strategize for ways to conduct outreach to this group and provide assistance. A new NEG grant which provides both additional funds for On-the-Job Training directed at the long term unemployed and a dedicated staff person in the region to market the program and create business partnerships is underway in the current program year. Apprenticeship partnerships with local business are already being sought out in accordance with the renewed business partnership emphasis of upcoming Workforce Innovation and Opportunity Act legislation.

Reducing adverse impact among the male population is a complex matter. Central Region leaders will strategize methods of increasing engagement of the male population. Promoting more short-term training programs may be one way of reaching out to this group. This would allow the male population to raise their skill level in a short time frame and increase their employability.
Outreach for mitigating adverse impact among blacks has begun through contact from Youth program staff with Youth Empowerment Zone as well as predominately black schools such as Douglass High School in Columbia, MO. A representative from Boone County Family Resources spoke to both Adult and Youth program staff at the Columbia Career Center. Contact attempt with an invitation to speak to career center staff in the region will be made to the NAACP.

Outreach toward the disabled population is mentioned under the disability data analysis section listed above. The Central Region will continue to reach out to educate the aforementioned agencies as well as school guidance counselors about available WIA services. An emphasis on coordination of services and training dollars with Vocational Rehabilitation should help reduce adverse impact on some of the disabled population. While outreach has occurred in recent years, the functional leader of the Rolla Career Center already has an appointment with Vocational Rehabilitation in January 2015. The other functional leaders in the region will be encouraged to follow suit.

One important note when analyzing data is the fact that by program design and because of limited funding, program participants are selected for training based on a priority of service as defined in WIA as well as by those most in need.

As mentioned in the Central Region Methods of Administration for Equal Employment Opportunity enforcement, Data Analysis reports showing significant adverse impact will be run again in 6 months for follow-up to monitor whether or not mitigating actions are helping.
Central Region Welcome Team Customer Flow Plan

Documentation - Yes Has Basic Computer Skills

Basic Assessment: • CR101 - 3 & 4

Provide "Required" Service (UI, RJS TAA, Profiling)

Initial Interview:
• Jobs.mo.gov Registration
  • 10 Fields
• WIA Staff Assisted Core Services
• Wagner Peyser Services
• Orientation to the Career Center Services

Skills Team:
• Workshops
• Job Search

Employment Team:
• Job Matching
• Job Development
• Job Placement

Returning Customer

Schedule Appointment:
• To Provide Documentation
• Basic Assessment

Encourage Computer Literacy Courses

Provide "Required" Service (UI, RJS, TAA, Profiling)
Central Region Skills Team Customer Flow

Greeter
Welcome Team
Job Seekers

Seated Staff Interview:
- RJS
- DVOP
- Determine WIA Eligibility-Intensive Level
- Identify Barriers & Needed Services
- Complete Resource Referrals
- Develop Employment Plan
- WorkKeys Initial Assessment (CR101)

WIA Eligible Intensive & Training:
- Comprehensive Assessment
- Plan Service Strategy
- Revise Employment Plan
- Referral Services
- Support Services
- Identify Needed Support Services

Internship/Work Exp.  Skills Training  OJT  Customized Training

WIA Staff Assisted Core Only
- Core Service Workshops
  - Jobs.mo.gov
  - Linkage Classes
  - CareerReady 101 Remediation
  - Basic Computer Classes
  - Other
- Referral Services

Referral to Unsubsidized Employment
- Job Matching
- Job Development
- Job Placement

Requested Follow-up Services (12 Months Following Exit)

Returning Customer
Central Region Employment Team Customer Flow

Returning Customer → Greeter → Welcome Team

Business Customers
- BR Services
- Job Posting
- Internship
- OJT
- Incumbent Services
- Business Center Services
- Referrals

Seated Interview:
- Additional Comprehensive Assessment
- Review/Revise Employment Plan
- Plan Service Strategy
- Staff Assisted Job Search

WIA Intensive/Training Eligible:
- Intensive Level Workshops
- Support Services
- Internships
- Employer Based Training Services

Job Placement → Requested Follow-Up Services

WIA Staff Assisted Core Only
- Core Service Workshops
  - Jobs.mo.gov
  - Linkage Classes
  - CR 101 Remediation
  - Basic Computer Classes
  - Other
- Referral Services

Job Matching
- Job Development

Customer Employed
Attachment 4

**Career Center Customer Flow**
Worker Profiling and Required Jobs Services Process

---

**Update Toolbox2, complete and file paperwork**

**Print paperwork and obtain signature**

**Provide copy to customer**

**Provide Job Search assistance**

---

**Determine that Customer is required to participate in WP and/or RJS**

**Customer is referred to Employment Team**

**Verify complete registration and UI reporting compliance**

**Explain Worker Profiling program and RJS compliance requirements**

**Complete Worker Profiling Assessment and Enrollment to include RJS activities**
Attachment 5 – Service Mapping

**Wagner-Peyser/WIA Core:**
Staff-assisted workshops, self-service computer based skill upgrades; initial assessment; eligibility determination; orientation of information; provision of labor market information

**WIA Intensive:** Comprehensive assessments of skill levels and need; in-depth evaluation of employment barriers and goals; counseling and career planning; case management; development of an Individual Employment Plan; Classroom Training; Internships; Work Experience; On-the-Job Training

**For Adult and Dislocated Worker:** Must have received at least one core service

Enrollment required – Application, Eligibility, Enrollment and Employment Plan

- Eligibility Requirements
  - Residency in one of the Central Region counties
  - At least 18 years of age
  - Meet income guidelines
  - Meet minimum competency requirements on basic skills assessment

Documentation Required: Age, Social Security Number, and Citizenship;
Selective Service Registration; Complaint and Grievance Rights Notification; Determination of Need

**Adult Specific:** Low Income Status **Dislocated Worker Specific:** Proof of Dislocated Worker Status

**Youth Specific:** Low Income Status & Barrier to Employment

**WIA Support Services:** Assistance with transportation, childcare, housing, emergency food, work or training related expenses determined by Financial Needs Determination; must be WIA eligible and enrolled.

**WIA Training:** Occupational skill training; private sector training programs; skills upgrading and retraining.

Adult and Dislocated Worker: Received at least one Intensive level service; Was unable to obtain or retain employment through intensive services; Is appropriate for and in need of training; Was unable to obtain other grant assistance; Has chosen training that is linked to employment opportunity.

**Completed Training:**

**Entered Employment:**

**Positive or Negative Exit:**
Pass/Fail Decision Points – WIA Adult, Dislocated Worker, NEG, Youth

<table>
<thead>
<tr>
<th>Decision point Before Pool:</th>
<th>Decision point After Pool:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligible Population</td>
<td>Applicant</td>
</tr>
<tr>
<td>Applicant</td>
<td>Eligible Applicant</td>
</tr>
<tr>
<td>Eligible Applicant</td>
<td>Participant</td>
</tr>
<tr>
<td>Participant</td>
<td>Enrolled in Training - Training approved or denied based upon available funding, labor market information and the appropriateness of training requested.</td>
</tr>
<tr>
<td>Apply for Supportive Services</td>
<td>Supportive Services approved or denied based upon determined financial need and enrollment in a training program</td>
</tr>
<tr>
<td>Enrolled in Training</td>
<td>Completed Training</td>
</tr>
<tr>
<td>Completed Training</td>
<td>Positive Exit</td>
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**Employment Service:**

<table>
<thead>
<tr>
<th>Job Applicant</th>
<th>Job Referral</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Referral</td>
<td>Job Placement</td>
</tr>
</tbody>
</table>


## Pass/Fail Decision Points – Wagner-Peyser & Veterans

<table>
<thead>
<tr>
<th>Decision point Before Pool:</th>
<th>Decision point After Pool:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligible Population</td>
<td>Applicant</td>
</tr>
<tr>
<td>Applicant</td>
<td>Eligible Applicant (18 Years or Older)</td>
</tr>
<tr>
<td>Eligible Applicant</td>
<td>Participant (Approved or Denied)</td>
</tr>
</tbody>
</table>

**Employment Service:**

<table>
<thead>
<tr>
<th>Job Applicant</th>
<th>Job Referral</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Referral</td>
<td>Job Placement</td>
</tr>
</tbody>
</table>

## Pass/Fail Decision Points – State Park Youth Corps (SPYC)

<table>
<thead>
<tr>
<th>Decision point Before Pool:</th>
<th>Decision point After Pool:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligible Population</td>
<td>Applicant</td>
</tr>
<tr>
<td>Applicant</td>
<td>Eligible Applicant</td>
</tr>
<tr>
<td>Eligible Applicant</td>
<td>Participant (Approved or Denied)</td>
</tr>
</tbody>
</table>
Exits

- Received follow-up services
- Entered training-related employment
- Entered nontraditional employment
- Attained certificate/diploma degree
- Entered postsecondary/advanced training
- Other exits (institutionalized/health-medical/deceased)

Apply for Supportive Services  

Supportive Services approved or denied based upon determined financial need and enrollment in SPYC program
## Summary Reports by Location

### By Program

<table>
<thead>
<tr>
<th>Program</th>
<th>Columbia</th>
<th>Mexico</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult</td>
<td>Age 55+, Disabled, White race</td>
<td>Age 55+, Disabled, Black race</td>
</tr>
<tr>
<td>Dislocated Worker</td>
<td>Age 55+, Disabled, White race</td>
<td>Black Race</td>
</tr>
<tr>
<td>Wagner-Peyser</td>
<td>Age 55+, Disabled, Male gender</td>
<td>Age 14-21, Disabled, Black race</td>
</tr>
</tbody>
</table>

### By Service Level

<table>
<thead>
<tr>
<th>Level</th>
<th>Columbia</th>
<th>Mexico</th>
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</thead>
<tbody>
<tr>
<td>Self Assisted (received a core service)</td>
<td>Age 14-21, 22-29, White race</td>
<td></td>
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<tr>
<td>Intensive (WIA Programs)</td>
<td>Age 22-29, 30-54, 55+, White race</td>
<td>Age 30-54</td>
</tr>
<tr>
<td>Received Training</td>
<td>Male gender, Age 22-29, 30-54, 55+, White race</td>
<td>Male, Age 22-29, 30-54</td>
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</table>

### By Occupation Service Level

<table>
<thead>
<tr>
<th>Occupation Service Level</th>
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<th>Mexico</th>
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<tbody>
<tr>
<td>Healthcare Services</td>
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<tr>
<td>Construction/Extraction</td>
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<tr>
<td>Computers/Math/Sciences</td>
<td>Age 22-29, 30-54, White race</td>
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</tr>
<tr>
<td>Personal Care/Service</td>
<td>Not Disabled</td>
<td>White race</td>
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<tr>
<td>Food Prep/Serving</td>
<td>Age 30-54, White race</td>
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<tr>
<td>Sales</td>
<td>Age 30-54, Black race</td>
<td></td>
</tr>
<tr>
<td><strong>By Program</strong></td>
<td><strong>Jefferson City</strong></td>
<td></td>
</tr>
<tr>
<td>----------------</td>
<td>--------------------</td>
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</tr>
<tr>
<td>Adult</td>
<td>Age 30-54, 55+, White race, Disabled</td>
<td></td>
</tr>
<tr>
<td>Dislocated Worker</td>
<td>Age 22-29, 30-54, 55+, Disabled, White race</td>
<td></td>
</tr>
<tr>
<td>Wagner-Peyser</td>
<td>Age 55+, Disabled, White race</td>
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</tr>
<tr>
<td>Veterans</td>
<td>Age 55+, White race</td>
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<table>
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<th><strong>By Service Level</strong></th>
<th><strong>Jefferson City</strong></th>
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<tr>
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</tr>
<tr>
<td>Intensive (WIA Programs)</td>
<td>Age 22-29, 30-54, 55+</td>
</tr>
<tr>
<td>Received Training</td>
<td>Age 22-29, 30-54, 55+</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>By Occupation Service Level</strong></th>
<th><strong>Jefferson City</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthcare Services</td>
<td>Male gender, Age 14-21, 30-54, Black and White races</td>
</tr>
<tr>
<td>Computers/Math/Sciences</td>
<td>Age 30-54</td>
</tr>
<tr>
<td>Personal Care/Service</td>
<td>Black race</td>
</tr>
<tr>
<td>Office/Admin Support</td>
<td>Male gender, Age 30-54, Black and White races</td>
</tr>
<tr>
<td>Education/Training/Library</td>
<td>White race, Not disabled</td>
</tr>
<tr>
<td>Installation/Maintenance/Repair</td>
<td>Age 30-54</td>
</tr>
<tr>
<td>By Program</td>
<td>Lebanon</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Adult</td>
<td>Age 22-29, 55+, Disabled</td>
</tr>
<tr>
<td>Dislocated Worker</td>
<td>Age 22-29, 30-54, 55+</td>
</tr>
<tr>
<td>Wagner-Peyser</td>
<td>Age 55+, Disabled</td>
</tr>
<tr>
<td>Veterans</td>
<td>Age 30-54, 55+, Disabled</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>By Service Level</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Self Assisted (received a core service)</td>
<td></td>
</tr>
<tr>
<td>Intensive (WIA Programs)</td>
<td></td>
</tr>
<tr>
<td>Received Training</td>
<td>Age 55+</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>By Occupation Service Level</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthcare Services</td>
<td>White race</td>
</tr>
<tr>
<td>Installation/Maintenance/Repair</td>
<td>Age 30-54</td>
</tr>
<tr>
<td>Production</td>
<td>Female gender, Age 14-21, 22-29, 30-54</td>
</tr>
<tr>
<td>By Program</td>
<td>Linn Creek</td>
</tr>
<tr>
<td>-----------------------</td>
<td>-----------------------------------------</td>
</tr>
<tr>
<td>Adult</td>
<td>Male gender, Age 55+, Disabled</td>
</tr>
<tr>
<td>Dislocated Worker</td>
<td>Male gender, Age 55+</td>
</tr>
<tr>
<td>Wagner-Peyser</td>
<td>Male gender, Age 14-21, 22-29, 55+</td>
</tr>
<tr>
<td>Veterans</td>
<td>Age 55+</td>
</tr>
<tr>
<td>NEG</td>
<td>Not Disabled</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>By Service Level</th>
<th>Linn Creek</th>
<th>St. Robert</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self Assisted (received a core service)</td>
<td>Age 22-29</td>
<td>Age 22-29</td>
</tr>
<tr>
<td>Intensive (WIA Programs)</td>
<td>Age 22-29, 30-54</td>
<td>Age 30-54, Not Disabled</td>
</tr>
<tr>
<td>Received Training</td>
<td>Male gender, Age 22-29, 30-54, 55+</td>
<td>Male gender, Age 22-29, 30-54, 55+, Not Disabled</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>By Occupation Service Level</th>
<th>Linn Creek</th>
<th>St. Robert</th>
</tr>
</thead>
</table>

124
<table>
<thead>
<tr>
<th>Healthcare Services</th>
<th>Male gender, Black and White races</th>
<th>Male gender, Age 14-21, 22-29, 30-54</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office/Admin Support</td>
<td>Not Disabled</td>
<td></td>
</tr>
<tr>
<td>Education/Training/Library</td>
<td>White</td>
<td></td>
</tr>
<tr>
<td>Transportation/Materials</td>
<td></td>
<td>Female gender, Age 14-21, 30-54</td>
</tr>
<tr>
<td>Production</td>
<td>Age 30-54</td>
<td></td>
</tr>
<tr>
<td>Food Prep/Serving</td>
<td>Age 22-29</td>
<td></td>
</tr>
<tr>
<td>Sales</td>
<td></td>
<td>Mixed race</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Rolla</th>
<th>Potosi</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>By Program</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adult</td>
<td>Age 55+, Disabled</td>
<td>Age 14-21</td>
</tr>
<tr>
<td>Dislocated Worker</td>
<td>Age 22-29, 30-54, 55+, Disabled</td>
<td>Age 30-54</td>
</tr>
<tr>
<td>Wagner-Peyser</td>
<td>Age 55+, Disabled</td>
<td>Age 14-21, 30-54</td>
</tr>
<tr>
<td>Veterans</td>
<td>Age 55+, Not Hispanic, Disabled</td>
<td>Male gender, Not Hispanic</td>
</tr>
<tr>
<td>NEG</td>
<td></td>
<td>Age 30-54</td>
</tr>
</tbody>
</table>

<p>| <strong>By Service Level</strong>    |                                    |                                     |
| Self Assisted (received a core service) | Female gender, Age 14-21, 22-29, 30-54, Not Disabled |</p>
<table>
<thead>
<tr>
<th>Intensive (WIA Programs)</th>
<th>Age 22-29, 30-54, 55+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received Training</td>
<td>Age 22-29, 30-54, 55+</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>By Occupation Service Level</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthcare Services</td>
<td>Male gender</td>
</tr>
<tr>
<td>Management</td>
<td>Not Disabled</td>
</tr>
<tr>
<td>Computers/Math/Sciences</td>
<td>White and Mixed races, Not Disabled</td>
</tr>
<tr>
<td>Personal Care/Service</td>
<td>White race</td>
</tr>
<tr>
<td>Office/Admin Support</td>
<td>Male gender, White race</td>
</tr>
<tr>
<td>Transportation/Materials</td>
<td>Age 14-21, 22-29, 30-54, American Indian and White race</td>
</tr>
<tr>
<td>Building/Grounds Maintenance</td>
<td>Not Disabled</td>
</tr>
<tr>
<td>Food Prep/Serving</td>
<td>Age 30-54, White race</td>
</tr>
<tr>
<td>Sales</td>
<td>White race</td>
</tr>
<tr>
<td>Service Delivery Step</td>
<td>Central Region in Total</td>
</tr>
<tr>
<td>--------------------------</td>
<td>-------------------------</td>
</tr>
<tr>
<td>Received Employment Services</td>
<td>Age 19-21</td>
</tr>
<tr>
<td>Received Summer Employment</td>
<td>White Race</td>
</tr>
<tr>
<td>Received Assessment Test</td>
<td>Age 14-18</td>
</tr>
<tr>
<td>Received Support Services</td>
<td>Male gender White Race Not Hispanic Disabled</td>
</tr>
<tr>
<td>Agency Contacted</td>
<td>Date</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>Refugee and Immigration Services</td>
<td>4/19/2014</td>
</tr>
<tr>
<td>Independent Living Resource Center - Jefferson City</td>
<td>4/21/2014</td>
</tr>
<tr>
<td>Concerned Citizens for the Black Community - CCBC</td>
<td>9/17/2014</td>
</tr>
<tr>
<td>Heartland Independent Living Center</td>
<td>9/18/2014</td>
</tr>
<tr>
<td>Independent Living Resource Center - Jefferson City</td>
<td>9/20/2014</td>
</tr>
<tr>
<td>Independent Living Resource Center</td>
<td>10/8/2014</td>
</tr>
<tr>
<td>Disability Resource Fair</td>
<td>10/22/2014</td>
</tr>
<tr>
<td>Central Latino</td>
<td>11/14/2014</td>
</tr>
<tr>
<td>Vocational Rehabilitation Transition Fair</td>
<td>11/21/2014</td>
</tr>
<tr>
<td>Vocational Rehabilitation</td>
<td>11/22/2014</td>
</tr>
<tr>
<td>Douglass High School</td>
<td></td>
</tr>
<tr>
<td>Boone County Family Resources - People First</td>
<td></td>
</tr>
<tr>
<td>Youth Empowerment Zone</td>
<td></td>
</tr>
</tbody>
</table>
The United States Department of Labor (USDOL) in Section 188 of the Workforce Investment Act (WIA) and 29 CFR Part 37 requires each Governor to establish a Methods of Administration (MOA) that includes a system for periodically monitoring the compliance of recipients to determine if they are conducting their WIA Title I-financially assisted program in a nondiscriminatory manner. Missouri Division of Workforce Development (DWD) will implement and enforce the following equal opportunity and nondiscrimination monitoring requirements.

Each periodic monitoring review must include:

1) a statistical or quantifiable analysis of the records and data kept by the recipient, including analyses by race/ethnicity, sex, age, and disability status;
2) an investigation of any significant differences found across groups in participation in the programs, activities, and employment as a result of the analysis;
3) an assessment to determine if administrative obligations have been fulfilled, including recordkeeping, notice and communication;
4) a review of policies to ensure they are nondiscriminatory;
5) a system for reviewing job training plans, contracts, assurances and similar agreements to ensure they are nondiscriminatory and they contain the required language;
6) procedures for ensuring compliance with Section 504;
7) a system to ensure that individuals assigned responsibility for carrying out nondiscrimination requirements can do so effectively;
8) procedures for obtaining prompt corrective action when noncompliance is found; and,
9) supporting documentation to show that commitments made in the MOA are carried out.

Supporting documentation includes:
1) the issuing of policies and procedures required by various elements of the MOA;
2) copies of monitoring instruments and instructions;
3) the development and communication of nondiscrimination policies;
4) the extent to which Equal Opportunity training is planned and carried out;
5) reports of monitoring reviews; and,
6) reports of follow-up actions (where violations are found).

MONITORING REVIEW PROCESS

Notification and Request for Preliminary Information
Prior to conducting an on-site compliance review of a Local Workforce Investment Area (LWIA), the reviewer may notify the appropriate Director/Administrator approximately two to four weeks prior to the review. The EO Staffing Data Form which collects demographic information on staff, may be forwarded at this time along with a request for preliminary data as appropriate, such as EO data on applicants and clients, random sample applications, non-monetary determinations, EO reports, discrimination.
complaints, etc. The Monitoring Review Instrument may be forwarded also. The request should include instructions that the data should be returned at least 10 days prior to the review.

**Desk Review**
Upon receipt of the preliminary information, a desk review may be performed. The reviewer may analyze the statistical and written program reports received, as well as the monitoring instrument responses if applicable. This may help to identify potential items to be addressed during the on-site review.

The desk review accomplishes the following:

1. Compile and/or analyze statistical reports on Employment Service or WIA services and program performance;
2. Review applicable reports, complaint files, prior review reports and other documents for areas of concern and corrective action; and
3. Prepare a review action plan based on the results of the desk review.

**On-site Review**
The focus of the on-site review is to determine compliance with equal opportunity and nondiscrimination requirements and to review significant differences or disparities identified during the desk review. It is recommended that, upon entering the site, the reviewer meets with the appropriate Director/Administrator or Local EO Officer to discuss the scope of the review, make arrangements for client and staff interviews or file reviews, and to discuss preliminary findings of the data analysis. Areas of emphasis during the on-site review may include, but are not necessarily limited to:

1. Staff composition;
2. Management and client interviews;
3. Staff awareness of nondiscrimination and EO laws;
4. Complaint files (if appropriate);
5. Client files;
6. Physical aspects of the site – programmatic and architectural accessibility;
7. Observance of reception, intake, and assessment processes - if applicable;
8. Maintenance of EO policies and complaint files;
9. Interviews with community-based organizations - when complaints or concerns have been identified or expressed;

10. Agreements with local organizations to provide needed services to persons with special needs; and

11. Display of announcements, mandatory WIA "Equal Opportunity is the Law" posters, and posters or signs for clients with limited English-speaking abilities.

Exit Meeting

Immediately following the review the reviewer may conduct an exit meeting with the appropriate Director/Administrator or designee to discuss the findings and clarify areas in question. A preliminary compliance status may be given at this time and corrective action(s) suggested.

CORRECTIVE ACTION PROCESS

Follow-up

1. Within approximately thirty (30) working days of the completion of the review, the reviewer should prepare a written report.

a. The report may be disseminated to the appropriate executives/managers.

b. The report may discuss, in detail, areas of pending or non-compliance and outline those areas that are found to be in compliance.

2. When areas of non-compliance are found, the reviewer may make recommendations for corrective action(s) in the report and the following may occur:

a. Where management agrees with the recommendations, an implementation plan may be forwarded to the reviewer and the Local EO Officer (where applicable) within approximately thirty (30) days of the date recommendations are received.

b. Where management disagrees with recommendations, management may contact the reviewer to attempt an informal resolution of the issue(s).

(1) Where an informal resolution is reached, an implementation plan may be forwarded to the reviewer and the Local EO Officer (where applicable) within approximately thirty (30) days of the date recommendations are accepted.

(2) Where an informal resolution is not reached, a meeting may be held between the Local EO Officer, the reviewer, the State EO Officer and the appropriate management official with organizational responsibility for the program/unit under review.

(3) Where no agreement is reached at this level, the negotiations may be escalated to the next, or highest, level for review. The recommendation
provided by the highest level reviewer may then be upheld by the State EO Officer and the LWIA.

c. Six to nine months after the recommendations are implemented, a follow-up review may be scheduled to assess the progress made in resolving the identified problem areas.

DWD EO Monitoring Tool 5
The following are the routine annual data analyses to be performed as part of the nondiscrimination and equal opportunity compliance requirements.

**Wagner Peyser Programs/Employment Services**
- from job applicant to job referral
- from job referral to job placement
- average referral wage
- average placement wage
- receipt of core services
- receipt of intensive services

**Unemployment insurance programs**
- Worker’s Profiling
- RES/RJS

**WIA Title I**
- from population eligible to be served to applicant
- from applicant to eligible applicant
- from eligible applicant to participant
- completed WIA or partner services
- received supportive services

- **Adult and Dislocated-Worker Programs**
  - adult education/basic skills/literacy activities
  - on-the-job training
  - occupational skills training
  - nontraditional training

- **Youth Programs**
  - education achievement services
  - employment services
  - summer youth employment opportunities

- **Terminations (Participants Exits)**
  - received follow-up services
  - entered training-related employment
  - entered nontraditional employment
  - attained certificate/diploma/degree
  - entered postsecondary/advanced training
  - other exits (institutionalized/health-medical/deceased)
Earnings at program completion
(structure of the analysis is to be determined)

Younger Youth
• goal attainment
• basic skills
• occupational skills
• work-readiness skills
• education

• attained diploma/GED/is attending school
• placement
• (structure of the analysis is to be determined)

Any of the preceding analyses may be applied to specific groups, where appropriate, to include:
• migrant and seasonal farm workers
• veterans
• individuals with disabilities
• TANF recipients
• welfare-to-work program participants
• Job Corps participants and to programs for Native Americans, where appropriate.
• Any other programs and activities administered through the DWD or LWIB

Organization Staffing
• Applicants for employment
• Employees
• Disciplinary actions
• Promotions
• Termination of employment
MISSOURI DWD EQUAL OPPORTUNITY AND NONDISCRIMINATION MONITORING

Entrance Meeting/Entrance Conference

Date of Meeting:
Monitor(s):
LWIA/One-Stop/Service Provider:
Name:
Address:
Phone:
Representatives
Director/Administrator:
Local EO Officer/Manager:

Items Covered
Introduction
Reason for the review
Purpose of the review

Elements of the Review
File Review
Walk-through
Employee Interview(s)
Client Interview(s)
Other:

Exit Meeting/Conference to be held
Questions?
## Element 1: Designation of EO Officers

Reference:
- 29 CFR Part 37.23 through 37.28

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>What equal opportunity training has been provided to staff by the LWIB Local EO Officer? Please provide dates and locations.</td>
</tr>
</tbody>
</table>
### Element 2: Notice and Commun/est/on

**Reference**

- Journals of A dm."[stratbr;..>g&g.s.jhosl.9h :S
- '';.09(;'f!';'W'j9!';on,g';'.';6

2. "Where are the USDOL workforce development "Equal Opportunity to the lci w" EO Notice potlief s
distinctive).cl <0 nd wh ch versi on> <ire displayed-Enghsh. Spanish or both?

<table>
<thead>
<tr>
<th>Are the posters centrally located and in plain sight?</th>
<th>Y</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Close the post :: have the convey the message, of ftlC State i;Od local EO Cff x:r:</td>
<td>C</td>
<td>Y-cs</td>
</tr>
</tbody>
</table>

3. How is it ensured Clut up, art lexp. an is are not 10ed ort 110 right to on b cl lsn ln at lon c onpar?
Does the form include the required USDOL “Equal Opportunity Notice” language?  □ Yes  □ No
(Please provide a copy of applicable documents.)

4. How is, or how can the Equal Opportunity Notice provided in alternate formats for individuals with visual impairments?

5. What equal opportunity tagline is included in brochures, pamphlets and flyers that include the jobs.mo.gov logo or programs funded by WIA? Please provide examples.

   In what other forms of communications is the tagline included? *(i.e., materials distributed or communicated in oral or electronic form to applicants, staff and the general public)*

   The appropriate tagline is:

   *“Missouri Division of Workforce Development is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities.”*

6. How has the service provider communicated to its staff and partners the requirement not to discriminate on the basis of disability and the obligation to provide reasonable accommodations to its clients?

7. How does the service provider ensure that communications with individuals with disabilities is just as effective as communications with others?

8. How does the service provider provide continuing notice to the following applicable groups that it does not discriminate on any prohibited ground:

<table>
<thead>
<tr>
<th>Applicants, registrants, participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employees and applicants for employment</td>
</tr>
<tr>
<td>Partners</td>
</tr>
<tr>
<td>Members of the public</td>
</tr>
<tr>
<td>----------------------</td>
</tr>
<tr>
<td>Members of the public with disabilities, including impaired vision and hearing</td>
</tr>
<tr>
<td>Community organizations</td>
</tr>
</tbody>
</table>

### Element 3: Assurances

Reference:
- 29 CFR 37.20 through 37.22

9. Do applicable Memorandum of Agreements and OJT/Worksite Agreements contain nondiscrimination language?

☐ Yes  ☐ No

Please provide examples.

### Element 4: Universal Access

Reference:
- 29 CFR Part 37.42

10. What reasonable steps has the service provider taken to ensure services and other information is provided to Limited English Proficient (LEP) persons?

11. How is staff informed on the need to provide meaningful access to LEP persons?

12. What language groups are served in the Missouri Career Centers in your designated region?

13. How are interpretation services (oral language services) provided to LEP persons when needed?
<table>
<thead>
<tr>
<th>Element 5: Compliance with Section 504</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference:</td>
</tr>
<tr>
<td>• 29 CFR Part 37.7 through 37.9</td>
</tr>
<tr>
<td>• 29 CFR Part 37.54(d)(2)(v)</td>
</tr>
<tr>
<td>• 29 CFR Part 32 subparts B and C</td>
</tr>
</tbody>
</table>

20. Are there any shortfalls identified during your ADA accessibility review that still need to be corrected? If so, what are they and what are the plans to correct them?

21. How are services provided to individuals with disabilities?

22. Please describe the availability of assistive equipment for individuals with disabilities.

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

24. Describe how medical condition information is maintained separate from other files and secured.
Element 6: Data and Information Collection and Maintenance

Reference:
- 29C.R.3737 through 37-.19

21. Please describe metric for collecting data in your organization?

22. Please describe how data is maintained in your organization?

27. Does your organization have a confidentiality policy? If so, please provide a copy.

Element 7: Monitor Recipients for Compliance

Reference:
- Methods o' Admin. bn pages t.6 .51
- 29C.R.37.1 through 37.4

25. Has the Local Officer or Local EO Monitor been informed of the sensitive list?  
   Yes  No

List the date of the last review by the Local EO Officer or Local EO monitor.

29. Has it ensured that job description? or training service include remediation of discriminatory?
### Element 8: Complaint Processing Procedures

**Reference:**
- 29 CFR Part 37.70 through 37.89

30. How does the service provider ensure that copies of the discrimination complaint procedures are readily available for customers/clients?

31. How have employees been made aware of the discrimination complaint procedures?

32. Has any discrimination complaints been filed with the service provider within the last three years? If so, please provide copies of the resolutions.

33. Describe the process for handling formal discrimination complaints that are filed with a Service provider by a customer.

### Element 9: Corrective Actions/Sanctions

**Reference:**
- 29 CFR Part 37.54

**Completed By (Signature) and Date:** [Click here to enter text.]
Missouri Eligible Training Provider Monitoring Plan

Locs! Enusl! Opportunity officers \( \text{\textasciitilde} \) be responsible for monitoring eligible training providers in the designated regions. Each desk reviews questions and performance outcomes of data (do to. Hysis for their designated regions.

Each region monitort V0 training institutions per quarter, to 9 ting training eight eligible training providers \( \text{\textasciitilde} \) program year.

Desk Bevlew Questions:

1. Have the Eligible Training Providers met the requirements to be an eligible provider within the M\( \text{\textasciitilde} \) months? If not, reason for exception.

2. Do the courses of training offer the opportunity for 3 degree or 4 degree or 5 degree skills recognized by employers? Successfully completed?

3. Does the local board of Oth systems for selling applications, excepting applications and determining provider eligibility? So, what are your procedures? process?

4. Does the board compile a list of eligible training providers, submit, performance information 3rd program costs information?

5. How do the WIBs\' subcontractors make the list of b\( \text{\textasciitilde} \) training provider WIB? to individuals who have been determined eligible for training services?

6. In the One-S open environment, how is the Eligible Training Provider list made available to partners and customers?

7. How does the board and state collect information? What procedures are used to verify accuracy of submitted performance information?

8. How does the state cooperate with the local board to remove programs that do not meet performance standards for the Eligible Training Provider list?

9. Does the oczilbozird require additional information, aOve State requirements from training providers?
Performance Data Analysis
The LWIBs will be monitored from a sample pulling off the MECH eligible training providers list. The Local EO’s will need to analyze the data and provide the performance outcome in the following format using the required demographics (race/ethnicity, gender, disability, and age):
Number of participants sent to training in the appropriate:
  o By program
  o By Industry
  o By Credential

Number of participants completed training:
  By program
  By Industry
  By Credential

Number of participants did not complete training:
  o By program
  o By Industry
  o By Credential

Number of participants completed training and entered employment:
  o By program
  o By Industry
  o By Credential

Number of participants that did not complete training, but entered employment:
  o By program
  o By Industry
  o By Credential

Number of participants completed training and entered employment:
  o By program
  o By Industry
  o By Credential
Client Interview

All interviews will be conducted in a location that ensures privacy.

Interviewer: 
Location: 
Date: 
Client City of Residence:

“The following is strictly voluntary and will be treated confidentially. It will not affect your status in receiving benefits or services.”

Please indicate the following:

Gender:  □ Male  □ Female
Ethnic Origin: □ Hispanic or Latino □ Not Hispanic or Latino
Race (Check all that apply): □ American Indian or Alaskan Native □ Asian □ Black or African American □ Native Hawaiian or Other Pacific Islander □ White
Are you an individual with a disability?  □ Yes □ No
Age:  □ 14-21 □ 22-29 □ 30-54 □ 55 over □

1. How often do you visit or contact this office?

2. Do you feel that this office is accessible to all, regardless of their:
   • Race/Color/Ethnicity?
   • Sex or Gender?
- Disability?
- Religion?
- National Origin?
- Age?
- Limited ability to speak or understand English?
- Citizenship?
- Political Affiliation or Belief?

3. What recommendations, if any, do you have to assist the office in providing universal (explain terminology) access?

4. What in your opinion is the quality of service provided here?

5. Do you remember seeing your Equal Opportunity/Nondiscrimination rights at the time when you registered on Jobs.mo.gov? If not, did anyone inform you of your equal opportunity/nondiscrimination rights as a program applicant or participant? (For example, did anyone inform you of what to do if you believe you are discriminated against based on your race, gender, age, disability, national origin, etc.?)

When you registered, did you get a copy of those rights?
- Paper Copy  
- Electronic  
- Both  

6. Do you have any comments, concerns, or suggestions about the program?

"Would you like to be contacted regarding your concerns?"

Please provide contact information:

Name:
Address:
City, State, Zip:
Phone:  

Thank you.
Employee/Staff Interview

Employee's function in the office:

Interviewer:

Location:

Date:

1. What training have you received regarding Equal Opportunity requirements related to your work? When and where?

2. What arrangements are made to provide services to limited English proficient individuals? (Identify staff and partners used to help customers)

3. Are you aware of languages spoken by customers in this area who are limited English proficient? What are they?

4. What policies are you aware of regarding services to limited English proficient customers? How did you learn of this policy?

5. Do you have any questions on how to serve limited English proficient individuals? If so, what are they?

6. What disability accommodations can you make for a customer?

7. What do you do if a customer who is Deaf requests a Sign Language interpreter?

8. What if your assigned Functional Leader, Supervisor, Manager are out and unavailable?

9. Do you know of a time when a customer got a sign language interpreter?

10. What accommodations have been made in the Career Center for a customer with a vision disability or who is blind?

11. What do you do if a customer requests an accommodation for a non-visible disability such as a note taker for a workshop or orientation? (Please be specific beyond asking a supervisor/manager.)

12. Where do you get information about how to provide service and accommodations to people with disabilities?
13. Aleou <ibls? lo 1d; eU€i 1U's 1 t1f1f11'} Th hie cit.xu111 Il, Kd:<1111; .1 k 101 csula 11? m1 11 1 d; Vho ti,; VOU aSk?

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18. Do you know what the customer's rights are? Please explain.

19. Do you know what your rights are? Please explain.

20. Yto can you oortai to file a complaint if you feel _ have been c1iscriminated against tecaw... e d
;onr rir::J<"v111icity oorti; t1yin.i>F.-X.nFJrm;florg::gF.o dibly, p1t';11ffii: tn or bF.of?

21. How do you file a complaint alleging discrimination? What protections do you have?

22. Do you have any questions or comments?
Program Recruitment and Assessment

Local Workforce Investment Area (LWIA): ________________________________

Location: ________________________________

Recruitment/Outreach service provider: ________________________________

Program(s) (e.g., Youth, Adult): ______________________________________

Person(s) interviewed:
- Name: __________________________ Position: _________________________
- Name: __________________________ Position: _________________________
- Name: __________________________ Position: _________________________

Interviewer: ________________________ Date: ________________________

Program Recruitment

1. Describe your recruitment (marketing and outreach) process (e.g., school visits, media ads, etc.).

2. Who is responsible for recruitment, by name and job title?

3. How is the eligible population determined (for the program(s) listed above)?

4. What media are used to recruit applicants? What specific resources are used to recruit racial/ethnic minority applicants, female applicants, veterans, and applicants with disabilities?

5. When does a “customer” officially become an “applicant”? 
6. How often is orientation offered to potential applicants? What is the “typical” number who attend?

7. Who is responsible for conducting the orientation (by name and title)?

8. What is the format of the orientation? [Lecture only? Video? Question and answer? (etc.)]

9. How is it determined whether a customer will need an accommodation (because of a disability) in order to attend orientation or to apply for services?

10. What attendance records are kept for each orientation session?

11. Are there follow-up contacts with individuals who attend orientation but do not complete an application?

12. Are there occupations that are in high demand in your region? (If so, name them)

Program Assessment

13. Describe the assessment process.

14. Are there locally developed forms (that is, forms developed within the region) that are used in the process? (Describe)

15. Who evaluates the information provided on the application for services?

16. Are all applicants tested? If not, who or what determines which applicants are tested?

17. How are the tests scored? Is there a cut-off score to indicate “failed” or “passed”??
18. What tests, by name, are administered, and have they been validated?

19. Who administers the tests, and where?

20. Who scores the tests, and interprets the results?

21. How is consistency of interpretation determined?

22. Do test scores determine eligibility and placement in all programs or just in certain programs? (Name, if appropriate)

23. Are service providers, other than assessment staff involved in assessment, selection, and placement of individual into programs? (If so, describe)

24. What happens to someone who is not accepted into a particular program of his or her choosing?

25. Are individuals who do not qualify for WIA Title I programs informed of possible alternatives? (If so, describe)

26. Are individuals who are not selected for Title I programs tracked? If so, are any data retained on those individuals, and where is the information kept?

27. What accommodations are available for the applicant with disabilities or impairments during application and assessment, and are readers available to visually impaired persons who do not use Braille?

28. Discuss the percentage of women and racial/ethnic minority applicants and participants who go into nontraditional jobs. How are applicants informed of opportunities in nontraditional jobs?
ADA Self Assessment Tool

Please download and complete the ADA Self Assessment Tool.
EQUAL OPPORTUNITY AND NONDISCRIMINATION
MONITORING GUIDE

Missouri Division of Workforce Development
Service Provider Review

Monitoring Uniform Employee Selection

Statement of Purpose (§60-3.1)

The federal government's need for a uniform set of principles on the question of the use of tests and other selection procedures has long been recognized. The Equal Employment Opportunity Commission, the Civil Service Commission, the Department of Labor, and the Department of Justice jointly have adopted these uniform guidelines to meet this need. It is to apply the same principles to the Federal Government as are applied to other employers.

Purpose of Uniform Employee Selection Guidelines

The guidelines are designed to achieve the nation's goal of eliminating discrimination on the grounds of race, color, sex, religion, or national origin. The Federal agencies have developed the Guidelines to provide a uniform set of principles governing the use of employee selection procedures which is consistent with the approach of legal standards and equitable standards generally accepted by the professional community and the Government in the discharge of its responsibilities.

Purpose of Guidelines

These guidelines incorporate a single set of principles which are designed to be applied to employers, labor organizations, employment agencies, and licensing boards to comply with requirements of Federal law prohibiting employment practices which discriminate on grounds of race, color, religion, sex, and national origin. They are designed to provide a framework for determining the proper use of tests and other selection procedures. Those guidelines do not require a user to conduct validity studies of selection procedures where such adverse impact results. However, all users are encouraged to use selection procedures which are valid, especially users operating under merit principles.

Selection Process
1. Does your organization provide testing for applicants for employment? If yes, please provide example of the test.

2. If you organization provides test for employment, how do you ensure employment tests and other selection procedures are properly validated for the positions and purposes for which they are used?

3. How do you ensure the selection process does not screen out a protected group?

4. How do you provide equally effective alternative selection procedure that has less adverse impact if the selection process screens out a protected group of people?

5. How often are the job descriptions and requirements changed in your organization?

6. If the job description requirement changes, does your organization update the test specifications or selection procedures? If so, please provide an example.

7. Who provides the test to applicants for employment in your organization?

8. Please explain the procedure for the person that administers the test goes through to become the administrator for your organization.

Data Management and Record Keeping
1. Describe how your organization accepts applications for employment?

2. How does your organization keep track of applicants for employment?

3. Is your organization capable of generating a report by demographics?

4. Describe your process for applicants for external positions?

5. Does your organization utilize an internet application process? If so, please explain how job seekers process their application.

6. If your organization uses internet application process, what demographics are collected?

7. How does your organization request demographic information from job seekers?

**Affirmative Action Program**

1. Please provide a copy of your organization profile. *(Note that the organizational display shows each department, the race/sex of the supervisor(s) and employees within each department, and how all of the departments relate to each other)*

2. Please provide a copy of your organizations:
   a. Workforce Analysis by Department
   b. Job Group Analysis Listing of Job Titles
   c. Utilization Analysis Placement of Incumbents in of Incumbent Workers in Job Groups
   d. Utilization Analysis Determining Availability
   e. Utilization Analysis Comparing Incumbent to Availability and Establishing Placement Goals

3. The following personnel activities are reviewed to ensure nondiscrimination and equal employment opportunity for all individuals without regard to their race, color, gender, religion, or national origin:

   **Please provide documentation of the following:**
   a. Recruitment, advertising, and job application procedures;
   b. Hiring, promotion, upgrading, award of tenure, layoff, recall from layoff;
   c. Rates of pay and any other forms of compensation including fringe benefits;
   d. Job assignments, job classifications, job descriptions, and seniority lists;
   e. Sick leave, leaves or absence, or any other leave;
   f. Training, apprenticeships, attendance at professional meetings and conferences;
   and
   g. Any other term, condition, or privilege of employment.
4. Please provide the following documents that demonstrate affirmative action components in your organization:

   a. An applicant log showing the name, race, sex, date of application, job title, and the status of the individual applying for job opportunities.

   b. Summary of job offers, hires, promotions, resignations, terminations, and layoffs by job group and by sex and minority group identification.

   c. Summary of applications and sex and minority applicants for each position.

   d. Summary of affirmative action Program components.
Missouri Division of Workforce Development
Annual Monitoring Affirmative Action Program Tool

Missouri Division of Workforce Development has instituted Affirmative Action Program to eliminate identified problem areas and to help achieve specific affirmative action goals.

These programs include:

1. Conducting annual analyses of job descriptions to ensure they accurately reflect job functions;

2. Reviewing job descriptions by department and job title using job performance criteria;

3. Making job descriptions available to recruiting sources and available to all members of management involved in the recruiting, screening, selection and promotion processes;

4. Evaluating the total selection process to ensure freedom from bias through:
   a. Reviewing job applications and other pre-employment forms to ensure information requested is job-related;
   
      b. Evaluating selection methods that may have a disparate impact to ensure that they are job-related and consistent with business necessity;
   
      c. Training personnel and management staff on proper interview techniques; and
   
      d. Training in EEO for management and supervisory staff;

5. Using techniques to improve recruitment and increase the flow of minority and female applicants.
   
   a. Include the phrase "equal opportunity employer/program" in all printed employment advertisements;
   
   b. Place help wanted advertisement, when appropriate, in local minority news media and women's interest media;
   
   c. Disseminate information on job opportunities to organizations representing minorities, women and employment development agencies when job opportunities occur;

Missouri Local Equal Opportunity and Nondiscrimination Monitoring Guide
November 2014
d. Encourage all employees to refer qualified applicants;

e. Actively recruit at secondary schools, junior colleges, colleges and universities with predominantly minority or female enrollments; and

f. Request employment agencies to refer qualified minorities and women;

6. Hiring a statistical consultant to help perform a self-audit of its compensation practices; and

7. Ensuring that all employees are given equal opportunity for promotion. This is achieved by:

   a. Posting promotional opportunities;

   b. Offering counseling to assist employees in identifying promotional opportunities, training and educational programs to enhance promotions and opportunities for job rotation or transfer; and

   c. Evaluating job requirements for promotion.
Element 8: Complaint Processing Procedures

The region adheres to DWD Issuance 09-2012 for the resolution of Workforce Investment Act complaints and grievances.

Who May File

(1) Any person who believes that either he or she, or any specific class of individuals, has been or is being subjected to discrimination prohibited by WIA or its implementing regulations may file a written complaint, either by him/herself or through an authorized representative.

(2) WIA prohibits discrimination on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only, discrimination on the basis of either citizenship or status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA title I financially assisted program or activity; Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin; section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, as amended, which prohibit discrimination against qualified individuals with disabilities; The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

Time and Place for Filing

(1) Complainants may file within one hundred and eighty (180) days of the alleged discrimination.

(2) Discrimination complaints may be filed with a state or local administrative entity, service provider, One-Stop operator or with the Director of the Civil Rights Center (CRC), U.S. department of labor, 200 Constitution Ave. NW, room N-4123, Washington D.C. 20210.

Time Limits

The Division of Workforce Development (DWD) must complete its discrimination complaint processing procedures and issue a written notice of final action within ninety (90) calendar days from the date the complaint was filed.

Initial Review of Written Complaints

Any DWD or partner employee may take a written discrimination complaint from a complainant or a complainant’s designated representative. A written complaint must include: the complainant’s name and address; the identity of the individual or entity that the complainant alleges is responsible for the discrimination; a description of the complainant’s allegations in enough detail to allow an initial
determination of jurisdiction, timeliness, and the apparent merit of the complaint; and the complainant’s signature or the signature of the complainant’s authorized representative. Complaints will be made on the DWD Discrimination Complaint Form.

**Complaint Routing and Record Keeping**

An employee who takes a discrimination complaint must immediately route the complaint to the CWIB local EO Officer, for the region in which the subject matter of the complaint occurred. State and local EO Officers will log all complaints on the Quarterly Complaint form attached to this policy (DWD-PO-524 EO Local WIA Discrimination Complaint Log (2012-05). The log will include: the name and address of the complainant; the basis for the complaint; a description of the complaint; the disposition and date of disposition of the complaint; and any other pertinent information. The local EO Officer is responsible for keeping any information that could lead to the identification of the person filing the complaint confidential. Immediately upon receiving and logging a discrimination complaint, a local EO Officer will forward the complaint to the State EO Officer for determination of jurisdiction and further processing.

**Jurisdiction of the Discrimination Complaint**

DWD’s State WIA EO Office has jurisdiction over complaints that:

- Are filed against a WIA recipient;
- Allege a basis for discrimination that is prohibited by WIA; and
- Are filed within one hundred and eighty (180) calendar days of the alleged discrimination.

**Notice of Lack of Jurisdiction**

If the State EO Officer determines that the DWD EO Office does not have jurisdiction to process a complaint under this policy, she will send a notice of lack of jurisdiction to the complainant within ten (10) days of receipt. Such notice will include the reason for the determination, and notice that the complainant has the right to file a complaint directly with CRC within thirty (30) calendar days from receipt of the notice of lack of jurisdiction.

If the State EO Officer determines that the EO Office does have jurisdiction to process the complaint, the EO Officer will send written notice to the complainant stating that the complaint has been accepted, also within ten (10) days of receipt. The notice will list the issues raised in the complaint, and state for each issue whether it has been accepted for investigation or rejected and the reason for its rejection. The notice will advise that the complainant has the right to be represented by an attorney or another person of the complainant’s choice. The notice will also give the complainant the right to choose between an Alternative Dispute Resolution (ADR) process or investigation.
ADR Process

If the party filing the complaint requests to use an ADR process to resolve the complaint, the State EO officer will conduct mediation to attempt to resolve the complaint. The EO Officer will schedule mediation by written notice, mailed to all interested parties at least seven (7) calendar days prior to the first mediation session. The notice will include the date, time, and place of the mediation. The mediation process must be concluded within thirty (30) calendar days from the date the complaint was filed. The complaint is considered resolved when all parties to the complaint enter into a written agreement resolving the issues raised in the complaint. The written agreement will give notice that if the terms of the agreement are breached, the non-breaching party may file a complaint with CRC within thirty (30) calendar days of the date the non-breaching party learns of the breach. If the parties do not reach an agreement, the State EO officer will conduct an investigation, as described herein.

Investigation Process

If ADR does not resolve the discrimination complaint, or if the complainant elects to forego mediation, the State EO Officer will conduct a fact-finding investigation of the allegations contained in the complaint. The investigation may include interviews with the complainant, respondent and any witnesses; requests for pertinent documents; on-site inspection; and research of applicable policies and procedures. Throughout the investigation process, the EO Officer will keep the identity of any individual who furnishes information relating to, or assisting in, the investigation, including the identity of the individual who filed the complaint, confidential to the extent possible, consistent with a fair determination of the issues.

Notice of Final Action

Within ninety (90) days of receipt of the complaint, the State EO Officer will issue to the complainant a notice of final action. The notice of final action will contain: the EO Office’s decision on each issue and the reasons for the decision; a description of the way the parties resolved the issue; and notice that the complainant has the right to file an appeal with CRC within thirty (30) calendar days from the date the notice of final action is issued if dissatisfied with the WIA recipient’s final action on the complaint.

Retaliation

No DWD employee may discharge, intimidate, retaliate, threaten, coerce or discriminate against any individual because the individual has filed a discrimination complaint or otherwise participated in the investigation of a discrimination complaint.
General WIA complaints may be made up to one (1) year from the date of the event or condition alleged to be a violation of WIA. The appropriate resolution process to be followed depends on the nature of the complaint. General WIA complaints fall into the following two categories:

1. Complaints involving local WIA programs, agreements, or local Workforce Investment Board (LWIB) policies and activities; or

2. Complaints involving State WIA policies, programs, activities, or agreements.

A complaint may be amended or withdrawn at any time prior to a scheduled hearing.

Any employee who processes a WIA complaint will keep information that could lead to the identification of the person filing the complaint confidential, to the extent practical. The identity of any person who furnishes information related to, or assisting in, an investigation will also be kept confidential to the extent possible.

CWIB and its One-Stop partners will not discharge, intimidate, retaliate, threaten, coerce, or discriminate against any person because such person files a complaint, opposes a prohibited practice, furnishes information, assists, or participates in any manner in an investigation or hearing.

General WIA Complaints

The DWD General WIA Complaint Form is used as a complaint intake tool. Local offices may duplicate this form for the purpose of receiving general WIA complaints. Any alternate form must include all information required on the General WIA Complaint Form. Any complaint received in writing will be accepted and handled in the same manner as if it were made on the General WIA Complaint Form. State and local Equal Opportunity (EO) Officers will log all WIA formal complaints on the Quarterly Complaint Log form. The log shall include: the name and address of the complainant; the basis for the complaint; a description of the complaint; the disposition and date of disposition of the complaint; and any other pertinent information.

CWIB encourages informal resolution prior to the filing of a written complaint. If the complainant is not satisfied with the attempt at informal resolution, he or she should be encouraged to complete a General WIA Complaint Form.

The complainant should be allowed sufficient time and technical assistance to provide a complete and clearly written explanation on his or her complaint form. If the complainant is unable to write, staff may transcribe his or her words onto the form; staff must take care not to alter the language of the
complainant. When a written complaint is received, the employee taking the complaint should review it immediately to insure completeness. Care should be taken to assure the following information has been provided, especially if the complaint is not received on the General WIA Complaint Form:

1. Full name, telephone number, and address of the person making the complaint;
2. Full name and address of the respondent; and
3. Statement of the facts (including dates) that constitutes the alleged violation(s).

Complaints Involving Local Programs and Policies

Who May File

Any applicant, employee, participant, service provider, program recipient, or other interested party may file a complaint alleging a violation of local WIA programs, agreements or LWIB policies and activities.

Complainants with Disabilities

CWIB will accommodate complainants with disabilities so that they may file complaints. Alternate formats will be used on request to notify the complainant of hearings, results, and any other written communication. CWIB will provide auxiliary aides and services, such as deaf interpreters or assistive listening devices, on request for negotiations, hearings and any other meetings where aural communication occurs. An accessible location will be used for hearings and other meetings on request.

Time and Place for Filing

Complaints may be filed with the local administrative entity or the service provider within one (1) year from the date of the event or condition alleged to be a violation of WIA.

Resolution Process

Initial Review- Step One

If the complaint alleges a violation of any statute, regulation, policy, or program that is not governed by WIA, the local administrative entity or service provider may refer the complaint to the appropriate organization for resolution. In such cases, the local administrative entity or service provider will notify the complainant of the referral.

Once the CWIB or the service provider receives the complaint from the complainant or the complainant's designated representative, the receiving employee will log the complaint. The CWIB or service provider will then establish a complaint file containing the following:

1. Application and enrollment forms;
2. Completed General WIA Complaint Form (or complainant's written statement);
3. Chronological log of events or conditions alleged to be a violation of WIA;
4. Any relevant correspondence; and
5. Record of the attempted informal resolution.

**Informal Resolution- Step Two**

The CWIB or service provider will attempt to informally resolve the complaint to the satisfaction of all parties. This informal resolution process must be completed within ten (10) business days from the date the complaint is filed. If all parties are satisfied, the complaint is considered resolved, and the terms and conditions of the resolution must be documented in the complainant’s file. When a service provider attempts the informal resolution, the service provider will forward the complaint file to the CWIB. The CWIB will review the complaint file and investigate it further if necessary.

**Formal Resolution-Step Three**

When an informal resolution is not possible, the CWIB will issue a determination within twenty (20) calendar days from the date the complaint was filed. If the complainant does not request an appeal of the determination, the complaint is considered resolved, and the local administrative entity or service provider will document this in the complaint file. Any party dissatisfied with the determination may request a hearing within seven (7) calendar days of the date of the determination.

**Hearing-Step Four**

A complainant may amend or withdraw his or her complaint at any time prior to a scheduled hearing. If the complaint is not withdrawn, the CWIB will designate a hearing officer to ensure the complaint receives fair and impartial treatment. The hearing must be conducted within forty-five (45) calendar days from the date the complaint was filed. The hearing officer will schedule a formal hearing and mail a written notice to the complainant, the respondent, and any other interested party at least seven (7) business days prior to the hearing.

The notice will include the date, time, and place of the hearing. Parties may present witnesses and documentary evidence, and question others who present evidence and witnesses. The complainant may request that records and documents be produced. Attorneys or another designated representative (s) may represent each party. All testimony will be taken under oath or affirmation. The hearing will be recorded either in writing or by audiotape.

The hearing officer’s recommended resolution will include a summary of factual evidence presented during the hearing and the conclusions upon which the recommendation is based. The hearing officer will also concur with the chief local elected official (CLEO) toward reaching consensus on the recommended resolution to the complaint. If consensus cannot be reached, the hearing office will initiate a request to the state for resolution.

**Final Decision -Step Five**

The CWIB will review the recommendation of the hearing officer and issue a final decision within sixty (60) calendar days from the date the complaint was filed.
Appeal – Step Six

Any party dissatisfied with the CWIB’s final decision, or any party who has not received either a final decision or a resolution within sixty (60) calendar days from the date the complaint was filed, may request an appeal. The appeal must be received by the DWD within ninety (90) calendar days from the date the complaint was filed at the following address:

Missouri Division of Workforce Development
State WIA Complaint and Grievance Office
Danielle Smith, State WIA Complaint and Grievance Officer
421 E. Dunklin Street
Jefferson City, MO 65101-1087

DWD will review the complaint file, the hearing record, and all applicable documents and issue a final decision on the appeal within thirty (30) calendar days from the date the appeal was received.

Complaints Involving State WIA Policies, Programs, Activities or Agreements
Who May File

Applicants, employees, participants, service providers, recipients and other interested parties may file a complaint alleging a violation of State WIA policies, programs, activities or agreements.

Complainants with Disabilities

CWIB will accommodate complainants with disabilities, so that they may file complaints. Alternate formats will be used on request to notify the complainant of hearings, results, and any other written communication. DWD will provide auxiliary aides and services, such as deaf interpreters or assistive listening devices, upon request for negotiations, hearings, and any other meetings where aural communication occurs. An accessible location will be used for hearings and other meetings on request.

Time and Place for Filing

Complaints may be filed with the service provider or with DWD within one (1) year from the date of the event or condition alleged to be a violation of WIA.

Resolution Process
Initial Review- Step One

CWIB will receive the complaint from the complainant, or the complainant's designated representative. If the complaint alleges a violation of any statute, regulation, policy, or program that is not governed by WIA, CWIB will refer the complaint to the appropriate organization for resolution and notify the complainant of the referral.

CWIB will log all complaints received. The service provider and/or CWIB will then establish a complaint file containing the following:
1. Application and enrollment forms;
2. Completed General WIA Complaint Form (or complainant’s written statement);
3. Chronological log of events or conditions alleged to be a violation of WIA;
4. Any relevant correspondence; and
5. Record of the attempted informal resolution.

**Informal Resolution- Step Two**

CWIB will attempt to informally resolve the complaint to the satisfaction of all parties. This informal resolution process must be completed within ten (10) business days from the date the complaint is filed. If all parties are satisfied by this informal process, the complaint is considered resolved and the terms and conditions of the resolution will be documented in the complaint’s file.

**Formal Resolution- Step Three**

When an informal resolution is not possible, CWIB will forward the complaint file to the address below:

Missouri Division of Workforce Development  
State WIA Compliant and Grievance Office  
Danielle Smith, State WIA Complaint and Grievance Officer  
421 E. Dunklin  
Jefferson City, MO 65101-1087

The State WIA Complaint and Grievance Officer will review the complaint file, conduct further investigation, if necessary, and issue a determination within twenty (20) calendar days from the date the complaint was filed. If the complainant does not request an appeal of the determination, the complaint is considered resolved and the complaint file will be documented accordingly. Any party dissatisfied with the determination may request a hearing within fourteen (14) calendar days of the date of the determination.

**Hearing-Step Four**

A complainant may amend or withdraw his or her complaint at any time prior to a scheduled hearing. If the complaint is not withdrawn, CWIB will designate a hearing officer to ensure the complaint receives fair and impartial treatment. The hearing must be conducted within forty-five (45) calendar days from the date the complaint was filed. The hearing officer will schedule a formal hearing and mail a written notice to the complainant, the respondent, and any other interested party at least seven (7) business days prior to the hearing. The notice will include the date, time, and place of the hearing. Parties may present witnesses and documentary evidence, and question others who present evidence and witnesses. The complainant may request that records and documents be produced. Attorneys or another designated representative(s) may represent each party. All testimony will be taken under oath or affirmation. The hearing will be recorded either in writing or by audiotape. The hearing officer’s recommended resolution will include a summary of factual evidence presented during the hearing and the conclusions upon which the recommendation is based.
Final Decision- Step Five

CWIB will review the recommendation of the hearing officer and issue a decision within sixty (60) calendar days from the date the complaint was filed. The decision of CWIB is considered final.

Appeals to the U.D. Department of Labor (USDOL)

A complainant who receives an adverse final or appeal decision from the State may appeal that decision to USDOL within sixty (60) days of the receipt of the decision being appealed. Appeals must be filed within one hundred and twenty (120) days of the complainant’s filing of the grievance with the State, or filing of the appeal of a local grievance with the State. All appeals must be submitted by certified mail, return receipt requested, to the Secretary, U.S. Department of Labor, Washington, DC 20210, Attention: ASET. A copy of the appeal must be simultaneously provided to the appropriate Employment and Training Administration (ETA) Regional Administrator and the opposing party.

Criminal Fraud, Waste and Abuse

Information and complaints involving criminal fraud, waste, abuse, or other criminal activity must be reported immediately through the DWD’s Incident Reporting System to the USDOL Office of Inspector General, Office of Investigations, Room S5514, 200 Constitution Avenue NW, Washington, D.C. 20210, or to the corresponding Regional Inspector General for Investigations, with a copy simultaneously provided to the ETA. The Hotline number is 1–800–347–3756. Complaints of a non-criminal nature are handled under the procedures set forth in 20 C.F.R.§ 667.505 or through the DWD’s Incident Reporting System.
## WIA General Complaint Form

### Complaint (person filing the complaint)

<table>
<thead>
<tr>
<th>Name:</th>
<th></th>
<th>City:</th>
<th>State:</th>
<th>Zip Code:</th>
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Complainants with disabilities will be accommodated during the complaint process. If an accommodation is required in communication or accessibility of location, please indicate the kind of accommodation required, e.g. accessible location, deaf interpreter (please indicate type of sign language), notification of results and/or hearing dates in alternative format such as Braille, large print or cassette.

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<th>Name:</th>
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### Respondent (person/entity complaint filed against)

Provide a clear and brief statement of the facts. Include relevant dates that will assist in the investigation and resolution of the complaint. If additional space is needed, use reverse side of this form or attach additional sheets.

The above information is true and correct to the best of my knowledge.

_________________________  ______________
Signature of Complainant  Date

### FOR OFFICIAL USE ONLY

<table>
<thead>
<tr>
<th>Person Receiving Complaint:</th>
<th>Title:</th>
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Missouri Division of Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.
Missouri Department of Economic Development
Missouri Division of Workforce Development

Workforce Investment Act (WIA)
Complaint and Grievance Log—Local Level

Quarterly Report

- 1st Quarter: July-Sept
- 2nd Quarter: Oct-Dec
- 3rd Quarter: Jan-Mar
- 4th Quarter: Apr-June

Agency
Program Year
LWIA Region
EO Officer/Representative

<table>
<thead>
<tr>
<th>Complaint File No.</th>
<th>Date Complaint Was Received (mm/dd/yyyy)</th>
<th>Name and Address of Complainant &amp; Status</th>
<th>DOL-Funded Program (Y/N)</th>
<th>Grounds (Bases) of Complaint</th>
<th>Description/Issue/Date of Complaint</th>
<th>ADR (Y/N)</th>
<th>Final Disposition Date &amp; Results</th>
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Report Submitted By: ________________________________  Date Submitted: ________________________________

DWD-P0-EG6 Local WIA Complaint and Grievance Log (2012-12)
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Report Submitted By: ___________________________ Date Submitted: ___________________________
Element 9: Corrective Actions/Sanctions

Equal Opportunity (EO) Corrective Actions/Sanction Procedures

The nondiscrimination and equal opportunity provisions of the Workforce Investment Act (WIA) prohibit discrimination against applicants, beneficiaries, and employees on the bases of race, color, national origin, age, disability, sex, religion, and political affiliation or belief; and for beneficiaries only, citizenship or participation in a WIA Title I-financially assisted program or activity. The regulations that implement these provisions are published at 29 CFR Part 37 and require that each state formulate a standard for corrective and remedial actions to be applied to recipients of WIA, Title I funds when DWD is apprised of violations of WIA Section 188 or 29 CFR Part 37, or of any of the implementing plans or policies described herein.

Whenever a compliance review report, complaint, or any other information indicates a possible failure to comply with 29 CFR Part 37, the CWIB’s MOA, or DWD Issuances relating to nondiscrimination or equal opportunity, the CWIB EO Officer will conduct an analysis and review to determine whether a true violation exists. If the determination of non-compliance is made during an equal opportunity monitoring review, the local EO Officer will make every effort to provide onsite technical assistance to correct the violation, including posting equal opportunity notices or removing a comment from a participant’s file. Corrective actions that cannot be fully addressed during an onsite review (e.g., development of a preliminary plan to address an accessibility issue such as wheelchair accessibility) will be part of the equal opportunity monitoring report. The recipient will then have thirty (30) days from the date of receiving the report to respond to the findings and correct any violations identified. CWIB will follow-up within thirty (30) days of the recipient’s response to ensure that corrective action has occurred. CWIB may grant extensions for good cause.

When Equal Opportunity violations are found during the course of a discrimination complaint investigation, those issues will be investigated by the State EO Officer and will become part of the State EO Officer’s findings of fact. Depending on the extent and severity of the violations, technical and programmatic corrective actions may be recommended. Corrective action may also include “make-whole” provisions such as retroactive relief (e.g., back wages or benefits) and prospective relief (e.g., change of policy). A response must include assurances and/or a plan to attain compliance within thirty (30) days of the issuance of an investigative report. State EO staff will follow-up to/monitor corrective action within thirty (30) days. DWD may grant extensions for good cause.

A lack of response to findings of noncompliance or a failure to implement corrective actions promised in a recipient’s response will result in a Notice to Show Cause why enforcement proceedings or sanctions should not begin.

The corrective action required and the ways to correct the noncompliance will be part of the Notice. The recipient will then have thirty (30) days to respond to the Notice.

A partial response or lack of response to the Show Cause Notice will be elevated to the Governor of Missouri for determination of appropriate sanctions. Sanctions may include, but are not limited to, reparation for discriminatory practices, establishment of policy issuance, removal of participants from sites refusing to implement corrective actions, and legal action.
CWIB mirrors Missouri Division of Workforce Development on nondiscrimination and equal opportunity corrective actions and sanctions policy and guidelines, which can be referenced on DWD Issuance 07-2014, including attachments.