

## Designation, Identification of Complaint Specialists

Dear WIOA Eligible Training Provider or WIOA On-the-Job Training Employer,

The U.S. Department of Labor (USDOL), in Section 188 of the Workforce Innovation and Opportunity Act (WIOA) and 29 CFR Part 38, requires each governor to establish a Methods of Administration (MOA) that includes a system for periodically monitoring the compliance of recipients, including eligible training providers (ETP) and on-the-job Training (OJT) employers, to determine if they are conducting their WIOA Title I financially assisted program in a nondiscriminatory manner. Periodic monitoring must include, but is not limited to, records analysis and policy and process review to ensure compliance with federal equal opportunity regulations. Failure to participate and cooperate in these processes will result in removal from program participation.

The purpose of this survey is to assist the state in implementing its equal opportunity monitoring system and provide an initial assessment to ensure that WIOA programs, services, and employment, including those of subrecipients (WIOA eligible training providers) and contractors (OJT employers), are provided in a manner that ensures equal opportunity and nondiscrimination. This system will also ensure that applicants, participants, and employees who may be individuals with disabilities or who are limited in English proficiency will have access to WIOA financially-assisted programs, services and employment.

The Idaho Department of Labor requests training entities on the WIOA ETP list complete the following survey. We estimate completing the survey will take no more than 10 to 15 minutes. We appreciate your cooperation in this process.

Thank you,

Crystal Lowther  
Technical Records Specialist  
(208) 332-3570 ext. 4325  
Crystal.Lowther@labor.idaho.gov

- \* 1. Please identify the individual serving as your Equal Opportunity complaint specialist.

- \* 2. Please provide the name of the staff member who serves as a backup for this purpose.

## Notice and Communication

\* 3. Are the “Equal Opportunity is the Law” posters prominently displayed in your office in both English and Spanish in all areas used by customers and staff?

Yes

No

\* 4. Is information about the right to file a complaint included in all staff (including on-the-job training participants) and/or student files?

Yes

No

\* 5. When creating outreach materials, are both the taglines “Equal Opportunity Employer/Program” and “Auxiliary aids and services available upon request” included?

Yes

No

\* 6. When preparing grant applications, agreements and contracts, do the documents include the required language stating all recipients must comply with the basic tenets of all nondiscrimination acts and laws?

Yes

No

\* 7. What efforts does your office make to ensure that communications with individuals with disabilities are equally as effective as communications with individuals without disabilities?

## Assurances and Training

\* 8. Are your staff or students aware of your organization's responsibility to comply with federal laws as they relate to the Civil Rights, Equal Opportunity, Age Discrimination and Americans with Disabilities acts or laws?

Yes

No

\* 9. Are your employees aware of your organization's sexual harassment, equal opportunity and nondiscrimination policies?

Yes

No

\* 10. Do you have equal opportunity and nondiscrimination policies in place for review if necessary?

Yes

No

## Accessibility

\* 11. Does your parking area include designated parking with appropriate signage for customers with disabilities?

Yes

No

\* 12. Are the entrances to your building accessible to customers with disabilities?

Yes

No

\* 13. Does your building feature a designated restroom or restroom stall with the appropriate signage for customers with disabilities?

Yes

No

\* 14. When services, activities and workshops are provided, are they delivered in an area accessible to customers with disabilities?

Yes

No

\* 15. Are auxiliary aids, services or reasonable accommodations provided to customers with disabilities?

Yes

No

\* 16. Do you have a written policy explaining reasonable accommodation?

Yes

No

## Universal Access

\* 17. Is information provided to people with limited English-speaking proficiency (LEP) in their own language?

Yes

No

\* 18. Are there signage, customized workshops, language line, etc., to ensure limited English proficient customers have universal access to your services? Is there a specific LEP policy in place?

Yes

No

\* 19. If needed, can an American Sign Language interpreter be provided for customers?

Yes

No

\* 20. Are TDD/TTY or Relay Service available for customers who are deaf or hard of hearing?

Yes

No

## Record Keeping

\* 21. Is equal opportunity data collected on customers, applicants, registrants, participants, employees and applicants for employment?

Yes

No

\* 22. Are student/staff medical records kept confidential?

Yes

No

## Complaint Procedures

\* 23. Are staff/students familiar with complaint procedures?

Yes

No

\* 24. Are complainants made aware that retaliation for filing a discrimination complaint is prohibited?

Yes

No

## Contact information

### \* 25. Contact information

**Name of person  
completing survey**

**Training  
Provider/Company  
Name**

**Address**

**Address 2**

**City / Town**

**State / Province**

**ZIP / Postal Code**

**Email**

**Phone**