Subpart A: General Provisions

1. In communications containing vital information from Title I providers, Section 504 and Title VI:
   - Oral interpreters or written translation of both hand and electronic materials
   - Outreach to LEP communities to improve service delivery in needed languages
   - Another type of accommodation not listed here? (If not, provide)

2. Does the LWDA have a significant population that speaks a language other than English?
   - Yes, which language(s)?

3. Have the recipient's reasonable steps to ensure meaningful access to each LEP individual? (If so, list LEP individuals effectively informed that and also able to participate in the program/offices of the entity)

4. Does the LWDA provide any of the following aids:
   - An assessment that allows you to determine language assistance needed
   - Oral interpreters or written translation of both hand and electronic materials
   - Outreach to LEP communities to improve service delivery in needed languages
   - Another type of accommodation not listed here? (If not, provide)

Do the one-stop's procedures and requirements ensure that no individual is excluded from or denied the benefits of, the program or activity because the one-stop is not accessible?

- Yes, the one-stop is ADA accessible.
- No, the one-stop is not ADA accessible.

- Are LEP individuals provided meaningful access to training programs through either translation services, training materials, or training courses provided through in-person or telephone interpreters?

- Yes, the one-stop provides meaningful access to training programs through either translation services, training materials, or training courses provided through in-person or telephone interpreters.
- No, the one-stop does not provide meaningful access to training programs through either translation services, training materials, or training courses provided through in-person or telephone interpreters.

- If the one-stop is not ADA accessible, does it comply with the applicable federal accessible design standards, such as the ADA Standards for Accessible Design (1991) or the Uniform Federal Accessibility Standards?

- Yes, the one-stop complies with the applicable federal accessible design standards.
- No, the one-stop does not comply with the applicable federal accessible design standards.

Introduction: The Governor is responsible for oversight and monitoring of all WIOA Title I-financially assisted State Programs. This responsibility includes:

- Subpart B: Recordkeeping and Other Affirmative Obligations of Recipients

14. Does the recipient have an EO officer?

15. What is the name of the EO Officer?

16. Does the recipient ensure that the EO Officer is appropriately designated to address complaints filed against the recipient?

17. Does the recipient ensure that the EO Officer is appropriately designated to address complaints filed against the recipient?

18. Does the recipient implement a written complaint procedure for processing discrimination complaints?

Subpart B: Recordkeeping and Other Affirmative Obligations of Recipients

1. Administrative Obligations

14. Does the recipient have an EO officer?

15. Does the recipient's EO Officer report directly to the individual in the highest-level position of authority for the entity, or may procedures be organized such that staff report to the EO Officer?

16. Does the recipient include all of the following in the written complaint procedure:

- A description of the procedures for filing a complaint
- A statement of the time limits for filing a complaint
- A description of the procedures for processing a complaint
- An appeal process, if any

17. Does the recipient ensure that the EO Officer's name, position, address, and telephone number are provided to the public?

18. Does the recipient ensure that the EO Officer's name, position, address, and telephone number are provided to the public?

19. Are complaints fully documented and accurately reported?

20. Does the recipient ensure that all complaints are thoroughly investigated and that appropriate corrective action is taken?

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24. Are complaints fully documented and accurately reported?

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Members of the public, including those with impaired vision or hearing and those with limited English proficiency,

25 Are the EO notices posted prominently, in reasonable numbers and places, in a visible and comprehensive physical location and on the recipient's Web site? (The entire EO Notice is expected)

26 In the EO notice, does the recipient state in their grievance form and/or Policies and Procedures and notify recipients that a complaint must be filed within 180 days of the alleged discrimination? (29 CFR §38.72(b)(1))

27 Does the EO notice contain the specific wording found in 29 CFR §38.35? (29 CFR §38.35)

28 Are recipients that publish or broadcast program information in the news and media made aware that this information is available upon request to individuals with disabilities? (as required in this part, including the right to file a complaint of discrimination with the recipient) (29 CFR §38.41(b)(3))

29 Does the recipient maintain a log of complaints that allege discrimination which includes: (29 CFR §38.43)

30 Does the recipient maintain race/ethnicity, sex, age, and where known, medical and disability status collected and stored in a separate and secure manner? (29 CFR §38.35)

31 During such presentation to orient new participants, care employees, and, where the general public is to be included in the Title I financially assisted program or activity, or persons or entities with whom the recipient does business, do the procedures discuss the nondiscrimination and equal opportunity provisions of WIOA and this part, including the right to file a complaint of discrimination with the recipient? (29 CFR §38.41(b)(3))

32 Does the recipient make a written statement of the issue(s) to the complainant, in a language the complainant understands, and in a format accessible for individuals with disabilities, if the issue is in dispute? (29 CFR §38.41(b)(3))

33 Are recipients that publish or broadcast program information in the news and media made aware that this information is available upon request to individuals with disabilities? (as required in this part, including the right to file a complaint of discrimination with the recipient) (29 CFR §38.41(b)(3))

34 During such presentation to orient new participants, care employees, and, where the general public is to be included in the Title I financially assisted program or activity, or persons or entities with whom the recipient does business, do the procedures discuss the nondiscrimination and equal opportunity provisions of WIOA and this part, including the right to file a complaint of discrimination with the recipient? (29 CFR §38.41(b)(3))

35 During each period during which the recipient attempts to resolve the complaint, do the procedures include the following elements: (29 CFR §38.41(b)(3))

36 Does the recipient publish or broadcast program information in the news and media made aware that this information is available upon request to individuals with disabilities? (as required in this part, including the right to file a complaint of discrimination with the recipient) (29 CFR §38.41(b)(3))

37 Are EO complaints and supporting information maintained for three years from the date of final action? (29 CFR §38.34)

Subpart D - Compliance Procedures

Required contents of complaint

38 Does the recipient maintain race/ethnicity, sex, age, and where known, medical and disability status collected and stored in a separate and secure manner? (29 CFR §38.35)

39 Are complaints required to be written, oral, electronic or implied? (29 CFR §38.39)

40 Does the recipient maintain race/ethnicity, sex, age, and where known, medical and disability status collected and stored in a separate and secure manner? (29 CFR §38.35)

41 Does the recipient maintain a log of complaints that allege discrimination which includes: (29 CFR §38.43)

42 Is race/ethnicity, sex, age, and where known, medical and disability status collected and stored in a separate and secure manner? (29 CFR §38.35)

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52 Does the recipient maintain race/ethnicity, sex, age, and where known, medical and disability status collected and stored in a separate and secure manner? (29 CFR §38.35)

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54 Does the recipient maintain race/ethnicity, sex, age, and where known, medical and disability status collected and stored in a separate and secure manner? (29 CFR §38.35)

55 During each period during which the recipient attempts to resolve the complaint, do the procedures include the following elements: (29 CFR §38.41(b)(3))

56 Does the recipient maintain race/ethnicity, sex, age, and where known, medical and disability status collected and stored in a separate and secure manner? (29 CFR §38.35)
In cases deemed outside the jurisdiction of the recipient, a Notice of Lack of Jurisdiction that includes:
(1) A statement of the reasons for that determination?
(2) Notice that the complainant has a right to file a complaint with CRC within 30 days of the date on which the complainant receives the Notice?

Do the procedures that a recipient adopts and publishes for processing complaints permitted under this part and WIOA Section 188 state that the recipient will issue a Notice of Final Action on EO complaints within 30 days of the date on which the complaint was filed?

Do the procedures state that the Notice of Final Action must contain the following information:
(1) For each issue raised in the complaint, a statement of either:
(A) The recipient’s decision on the issue and an explanation of the reasons underlying the decision? OR
(B) A description of how the parties resolved the issue?
(2) Notice that the complainant has a right to file a complaint with CRC within 30 days of the date on which the Notice of Final Action is received if the complainant is dissatisfied with the recipient’s final action on the complaint?

Do the recipient’s complaint procedures include the following?
(1) The complainant may request ADR at any time after the complainant has filed a written complaint with the recipient, before a Notice of Final Action is issued.
(2) The choice whether to use ADR or the customary process rests with the complainant.
(3) A party to any agreement reached under ADR may notify the CRC Director in the event the agreement is breached.

Do the recipient’s ADR procedures contain the following?
(1) The complainant may request ADR at any time after the complainant has filed a written complaint with the recipient, before a Notice of Final Action is issued.
(2) The choice whether to use ADR or the customary process rests with the complainant.
(3) A party to any agreement reached under ADR may notify the CRC Director in the event the agreement is breached.

Does the local EO Officer ensure that the EO Complaint Processing Procedures are made known to its service providers?

Please identify any other questions, concerns, and/or issues related to EO and nondiscrimination not addressed above.