Equal Opportunity Training Workshop Descriptions

**Complaint Investigations and Processing**
This workshop will focus on how complaints are processed from the federal and state levels and how the CRC determines if they would accept a complaint for their investigation or if the complaint is one that would be forwarded to the USPS. Also, discussed will be the processes followed by the CRC and USPS in investigating a complaint. A state level EO officer will discuss the processes followed when investigating a complaint from the state level.

Presenters: Denise Sudell of CRC; Evella Quiett (LA); and Stephen Huddleston (FL)

**New EO Officer Training**
**Congratulations! You’re the New State EO Officer—Now What?**
You don’t know where to begin or what your role and responsibilities will be? This workshop will provide you with information on what documents are important to identify your role, responsibilities and some recommendations to consider in your new position. You will learn also from other State EO Officers their perspective, roles and responsibilities, which may vary depending on how their states are structured. This presentation will be conducted by a panel comprised of State level EO Officers that have various levels of experience.

Presenters: Shirley Bray Sledge (WV); Suzanne Ferguson (MT); Connie Sharp (Eastern Workforce Investment Board in Oklahoma)

**Limited English Proficiency (LEP)**
This session will review federal guidance and best practices with respect to the degree of LEP services an agency must offer. The session will also discuss methods to conduct language assessment for customers with limited English Proficiency including the use of census data, customer/applicant characteristics, surveys, and telephone translation/interpreter usage. The session will include a panel discussion and attendees will participate in an active discussion of trends and practices for serving LEP customers within their service area including model policies to help guide service providers in serving LEP
customers. Participants will also learn how American job center staff can best work with language interpreters and how states have addresses translation of vital documents and websites.

Presenters: Marshall Ray (NM); Mike Riley (KY); and Cheryl George (Idaho Legal Counsel)

**Workplace Harassment and Investigations**
This workshop will provide an overview of workplace harassment that goes beyond the discussion of sexual harassment. Participants will learn what constitutes discriminatory harassment, particularly in the areas of national origin, race, religion, age, and disability. Attendees will engage in interactive exercises and discussions that will focus on identifying harassing behavior and actions to take to remediate the harassment. The discussions will also explore the implicit biases that impact employment decisions. This workshop will also present a guide to investigating discrimination/harassment incidents. Participants will gain skills in interviewing concerned parties, documentation, confidentiality issues and how to protect principal parties.

Presenters: Cornell Dillard (MO) and Scott Bowers (CO)

**Monitoring for EO Compliance**
This workshop will help EO officers in conducting effective EO/Nondiscrimination reviews of grant recipients at state and local levels. The focus of this training will be on the elements of a WIA equal opportunity review, their relationship to the elements of the MOA and how this results in quality access to services. Participants will learn the elements of a review from notification, desk review, on-site review, and review reports to voluntary compliance or sanctions.

Presenters: Roger Ocampo and Robin Runge of the CRC; Donna Romo (NV); and Danielle Smith (MO)

**Data Analysis for EO Monitoring**
This workshop will explain adverse impact discrimination, how to conduct a statistical analysis of your records and the steps that should be taken when adverse impact is indicated. The handouts and resources identified will help attendees identify the data and the formulas needed to analyze them, and steps one might take once disparities are found. Data analysis will also be discussed based on the recently issued Unemployment Insurance Program Letter (UIPL) No. 11-14.

Presenters: Roger Ocampo and CRC staff

**Serving Customers with Disabilities**
This workshop will focus attention on accommodating customers in the workforce system/centers. Best practices (from a state’s perspective) will be shared about strategies, pathways, the interactive process, innovations and resources.

Presenters: Carolyn Parsons (UT); Kathy Mullarky (MN); Lisa Stern (NDI and LEAD Center)
**State and Local Roundtable**

This session will serve as a facilitator led discussion centering on states that have entered/or have not entered into a Conciliation Agreement with the DOL Civil Rights Center. Presenters, who represent various levels of involvement in the process, will share their challenges, outcomes, and practices implemented to reach compliance. Participants in this workshop will be highly encouraged to participate by sharing their experiences and issues, in an open dialogue discussion from other state agencies that have already completed this process or are still involved in the process. Also discussed will be the review process, states working together to share, develop and proliferate best practices, and other issues/topics of interest to the audience.

This will include a discussion about challenges, opportunities and best practices.

Panelists: Matt Weldon (RI); Danielle Smith (MO); Mike Riley (KY); Connie Fraijo (AZ)
EO Committee Facilitators: Carolyn Parsons (UT) and Cornell Dillard (MO)

**The NASWA Equal Opportunity Committee**

The NASWA Equal Opportunity (EO) Committee provides State EO Officers a forum to share best practices, discuss compliance and regulatory issues, and work collaboratively with professionals at the state as well as the federal level as they work to implement 29 CFR Part 37. This overview of the EO Committee will provide perspectives from two different state level professionals, in somewhat different positions, within the workforce system.

Presenters: Carolyn Parsons (UT) and Cornell Dillard (MO)