

Doug Ducey
Governor

Michael Wisehart
Director

May 13, 2021

Cindy Wilson
Interim Director/ EO Officer
2526 King Street
Flagstaff, Az 86001

Dear Ms. Wilson:

An Equal Opportunity (EO) on-site monitoring review of the Coconino County for Program Year (PY) 19 was conducted by Lynn A. Nedella, EO Compliance Program Manager on May 4, 2021. The review followed the WIOA EO Monitoring Review Guide for PY19. Here are the observations noted during the review:

Observations: Here are the observation made regarding accessible signage:

- **Rear employee entrances – two with no signage**
- **No Van accessible signage in rear parking**
- **Front entrance accessible signage**
- **Van accessible signage in front parking**

Since there were no findings identified during the review, and the observation have been resolved this annual monitoring review is **closed** for this program year. The State wishes to extend our appreciation to the Coconino County staff for their cooperation and assistance received during this review.

If you have any questions, please contact Lynn A. Nedella at (480) 298-8053 or by email at Lnedella@azdes.gov.

Sincerely,

L.A. Nedella

Lynn A. Nedella
EO Compliance Program Manager
Office of Equal Opportunity

cc: Abigail (Aby) Velazquez, Business Manager/Interim EO Officer
WIOA EO File



Innovative Workforce Solutions

**WORKFORCE INNOVATION & OPPORTUNITY ACT (WIOA)
EO MONITORING REVIEW GUIDE**

Carol Curtis

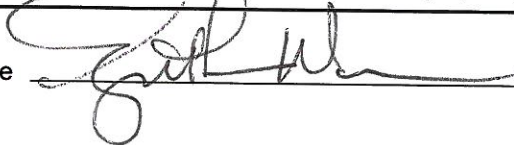
Program Year 19
(DESK REVIEW SECTION)

Instructions:

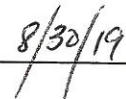
Place a checkmark next to each document that has **changed** since your last desk review and you have submitted a new document for review during the Program Year (PY) 19 Equal Opportunity Monitoring Review Guide, along with the completed desk review portion. Some requested items will change **annually** and are required to be sent for every review.

DOCUMENTATION	
<input type="checkbox"/>	Job description for the EO Officer
<input checked="" type="checkbox"/>	Organizational Chart
<input checked="" type="checkbox"/>	EO is the Law Notice/Poster (<i>English, Spanish, and any other language the poster is available in.</i>)
<input type="checkbox"/>	Discrimination Complaint Processing Policies and Procedures
<input type="checkbox"/>	Reasonable Accommodation Policy
<input type="checkbox"/>	Limited English Proficiency Policy
<input type="checkbox"/>	ADA Checklist/Survey for One-Stop Center and service providers/contractors
<input checked="" type="checkbox"/>	Brochures, pamphlets, flyers, public announcements, broadcasts, agendas, letterheads, etc. that have been produced in the PAST 12 MONTHS
<input type="checkbox"/>	LWDA EO Monitoring Tool (<i>if changed</i>)
<input type="checkbox"/>	LWDA EO Monitoring Schedule for the current Program Year (Annually)
<input type="checkbox"/>	Copies of the annual EO monitoring visits of service provides/contractors (<i>dates, locations, entities, findings</i>) (Annually)
<input type="checkbox"/>	OJT/WEX agreement or other contracts, agreements, or similar applications for federal financial assistance under WIOA that includes written WIOA EO assurance statement (<i>including at least the reference to WIOA Section 188 and 29 CFR Part 38</i>)
<input type="checkbox"/>	EO Corrective Action/Sanction Policy
<input type="checkbox"/>	Equity of Service Reports, 80% Rule report, Two Standard Deviation report (Annually)
<input type="checkbox"/>	EO Staff Data Analysis (Annually)
<input type="checkbox"/>	All documents that have been deemed "vital" per Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency"
<input type="checkbox"/>	Dates and locations of EO training provided to staff, service providers, and contracts (<i>include copies of sign-in sheets</i>) (Annually)
<input type="checkbox"/>	EO and Nondiscrimination policies (<i>employee manual/handbook for employees</i>)

LWDA EO Officer or Designee Signature



Date



Local Workforce Development Area: ARIZONA@WORK Coconino CountyAdministrative Entity: Coconino County Health and Human Services Career ServicesAddress (No., Street) 2625 N King StCity FlagstaffState AZZIP Code 86004Contact: Carol CurtisAddress (No., Street) 110 E Cherry AveCity FlagstaffState AZZIP Code 86004Phone Number 928-679-7272State WIOA EO Officer/EO Compliance Program Manager: Kerry Bernard / Lynn Nedella

Review Period Dates: _____

PURPOSE

The purpose of Arizona's Workforce Innovation and Opportunity Act (WIOA) oversight and monitoring responsibilities are to ensure recipients are complying with the requirements of WIOA Section 188 and 29 CFR Part 38. Each equal opportunity monitoring review includes a review of compliance to ensure each recipient's programs, services, and employment, including those of sub-recipients and contractors, are provided in a manner that ensures Equal Opportunity (EO) and nondiscrimination are in compliance. 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.

Section 188 of WIOA requires that States develop, implement and maintain, for each of their State programs, a document known as the Nondiscrimination Plan (NDP). The NDP describes the actions the State takes to ensure its One-Stop Partners (OSP), Local Workforce Development Areas (LWDA), and WIOA Title I financially assisted programs, activities, and program operators are complying with the EO and nondiscrimination requirements of WIOA and its implementing regulations. The regulations that implement the nondiscrimination provisions of the WIOA, published at 29 CFR Part 38, require that each Governor establish and adhere to an NDP for their State programs.

MONITORING METHODS

The monitoring process is accomplished through a combination of desk and onsite reviews. Both the desk review and the onsite review occur on an annual basis for each LWDA and One-Stop Partners (OSP). Desk reviews include a desk analysis of the data and records collected by the recipient pursuant to 29 CFR 38.51 through 29 CFR 38.54 and to prepare for onsite reviews.

Onsite reviews must involve the following:

- A preview of the monitoring activities and requirements
- Interviews with staff and participants;
- Review of client and employee paper and electronic files;
- Review of the physical aspects of the site;
- Review of EO, nondiscrimination, and programmatic accessibility issues in the facility

ELEMENT 1: DESIGNATION OF LOCAL EO OFFICERS
Ref: Non-Discrimination Plan, Element 1; 29 CFR 38.28 through 38.33

- 1) Name of Local EO Officer or Designee: Cindy Wilson, Workforce Development Director, HHS Career Services
- 2) To whom does the EO Officer report to? (Name and Title) M. Carol Curtis, Deputy Director, HHS Career Services
- 3) Does the Local EO Officer:
- a) Process complaints. Yes No
 - b) Review participant reports for equity of service? Please provide any reports (i.e. AJC reports). Yes No
 - c) Conduct on-site visits to service providers (OJT/WEX) and contractors to ensure that they are in compliance with WIOA Section 188? Yes No
 - d) Review service providers written policies to make sure they are nondiscriminatory? Yes No
 - e) Develop and publish discrimination complaint procedures for participants? (Please provide a copy of the procedures) Yes No
 - f) Perform any non-EO related job functions that may create a conflict of interest or the appearance of a conflict of interest? If yes, please explain. Yes No

- 4) How are eligible applicants/registrants, participants, employees and applicants for employment made aware of the identity of the local EO Officer?

Equal Opportunity is the Law Posters are posted in required areas and every customer, staff, partner and client receive Complaint Procedures form

- 5) On what internal and external communications concerning the LWDA nondiscrimination and EO programs does the EO Officer's identity and contact information appear?

Equal Opportunity is the Law/Complaint Procedure forms or posters.
One Stop Community Partners Agenda

- 6) What training has the Local EO Officer attended? (List locations and dates)

DES EO Training via in person training - August 7, 2019

7) What EO training has been provided to staff, service providers and contractors within the local area? (*List dates and locations, include a copy of sign-in sheets*).

Monthly One Stop/Community Partners Meetings
Rapid Response bi-Monthly Meetings
Career Service Staff meetings - held weekly with no sign in sheets

8) How are all service providers, sub-recipients, and contractors provided with a clear written explanation of their EO and nondiscrimination responsibilities?

WIOA EO Contract Monitoring Tool

9) Does the Local EO Officer have sufficient staff and resources to ensure compliance with the nondiscrimination and EO provisions of WIOA?

Yes

Do you need technical assistance in this element? Circle (Y N) If so, explain:

ELEMENT 2: NOTICE AND COMMUNICATION
Ref: Non-Discrimination Plan, Element 2; 29 CFR 38.34 through 38.39

1) Is the "Equal Opportunity is the Law" notice:

- a) Made available to each participant, and made part of each participant's file? Yes No
- b) Posted prominently, in reasonable numbers and easily accessible for all including those individuals with disabilities? Yes No
- c) Disseminated in internal memoranda and other written or electronic? Yes No
 - 1) Available in alternate format and languages (i.e. for individuals with language barriers, vision or hearing disabilities). Yes No
- d) What languages are the EO is the Law offered in? (List all)

Spanish

e) Is EO is the Law Included in handbooks or manuals for employees? Yes No

2) How and when is it that participants are provided an explanation of their rights to file a complaint?

A copy of the Complaint Procedures and equal Opportunity is the Law forms are provided, explained and signed at the first meeting.

3) Do local policies on Limited English Proficiency (LEP) allow individuals with limited English proficiency equal and meaningful access to benefits, activities and services?

Yes

a. How and when are LEP individuals made aware of their rights?

Copy of all forms are made available at the first meeting

b. What steps are taken to provide services and information in appropriate languages?

Navajo and Spanish speaking staff; interpreters if required

c. Is staff knowledgeable and aware of LEP policies and procedures? Yes

4) Are the EO taglines (“Equal Opportunity Employer/Program” and “Auxiliary aids and services are available upon request to individuals with disabilities”) included in all WIOA publications, brochures, meeting notices/agendas, and broadcasts print mass media? (provide examples)

Yes

5) Is the EO policy communicated at orientation or at the one on one interview for new participants, new employees and/or the general public? (Please provide a written process.)

At Overview: presented to the group; One on One: A copy of the Complaint Procedures and Equal Opportunity is the Law forms are provided, explained and signed at the first meeting.

6) How does the LWDA/OSP ensure that continuing notice is provided to the following applicable groups that it does not discriminate on any prohibited ground?

- Applicants, registrants, participants in activities or services;
- Employees and applicants for employment;
- Other recipients of WIOA funds in the LWDA;
- Members of the public;
- Members of the public with disabilities, including impaired vision and hearing; and
- Unions or professional organizations that hold collective bargaining or professional agreement with your organization.

*Applicants, Employees and other recipients- Copy of the Complaint Procedures and equal Opportunity is the Law forms are provided, explained and signed at the first meeting

*Employees - New Employee Orientation and County Policies

*Public with or without disabilities - Posters, One on One meetings and Referrals when needed; No collective bargaining

7) How has the LWDA/OSP communicated “The requirement not to discriminate on the basis of disability and the obligation to provide reasonable accommodations to its sub-recipients?”

Brochures; posters; flyers

8) What efforts does the LWDA/OSP's make to ensure that communications with individuals with disabilities are just as effective as communications with others?

One Stop Training; co-case with VR when appropriate.

Is the telephone number for the TDD/TTY or relay service provided by LWIA/OSP on all communication that also provides a contact number for the public?

Yes

9) Are photographs, posters and other pictorial displays include and portray positive images of women, minorities, and individuals with disabilities and persons of varying age groups engaged in a variety of workplace and skilled training capacities?

All images are chosen to ensure inclusion, with diversity in mind.

Do you need technical assistance in this element? If so, explain:

ELEMENT 3: ASSURANCES***Ref: Non-Discrimination Plan, Element 3; 29 CFR 38.25 through 38.27***

1) Describe how the EO assurance language incorporated into each grant, cooperative agreement, plan, contracts, or other similar documentation with your service providers and contractors, and their sub-recipients? *(Please explain and provide a sample)*

Copies are attached

2) Explain how you ensure that your employees are made aware of their EO and Nondiscrimination rights?

Coconino County policies, posters and EO updates at monthly staff meetings.

3) What EO and Nondiscrimination policies are in place for employees and where are they located?

Employment is with Coconino County, we follow County and WIOA EO policies which are available to all staff on the website or by contacting the Coconino County Human Resources Dept.

4) What trainings are in place to inform employees of their rights to file a discriminatory complaint? How often are the trainings conducted?

trainings are mandatory on a yearly basis for all employees. Monthly at department staff meetings.

5) When and how often are orientations conducted for clientele informing them of their rights to file a discriminatory complaint?

Overview is offered weekly at the Comprehensive One Stop and participants of the overview receive notification that we are an Equal Opportunity Employer/Program. They receive the EO forms in their packets.

Do you need technical assistance in this element? If so, explain:

ELEMENT 4: AFFIRMATIVE OUTREACH***Ref: Non-Discrimination Plan, Element 4; 29 CFR Part 38.40***

1) What steps has the recipient taken to broaden the composition pool of those considered for participation or employment in their programs and activities including members of different sexes, various racial/ethnic groups, and individuals with disabilities or differing age groups?

Through participation at the Comprehensive One Stop; word of mouth; Coconino County HR site and process for hiring.

2) Briefly explain what reasonable steps has the LWDA taken to ensure services and other information is provided to Limited English Proficient (LEP) persons?

Working at the Comprehensive One Stop with partners, word of mouth and community partnership with the Literacy Center.

3) In what languages is information within the LWDA provided, other than English? *(Provide an example and list the languages available)*

Multiple staff are bilingual in Spanish and Navajo.
EO is the Law is provided in Spanish.

4) What documents have been determined "vital" per Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" and translated into languages designated as essential? *(Please list the documents you have translated).*

Equal Opportunity is the Law; Equal Opportunity is the Law for employers.

5) Do the recipient's brochures, pamphlets and flyers include a TDD or relay service telephone number for the hearing impaired?

Yes

6) Are the required notifications provided in alternative formats for the visually impaired? *(provide an example and list the notifications)*

Forms are read one on one if needed, assistance is given to enhance understanding; if required, we provide request assistance from experts.

Do you need technical assistance in this element? If so, explain:

ELEMENT 5: COMPLIANCE WITH SECTION 504
Ref: Non-Discrimination Plan, Element 5; 29 CFR Part 38.6;
29 CFR Part 38.54; 29 CFR Part 32 Subparts B and C

5.1) Has a self-evaluation or assessment been conducted by the recipient to determine its accessibility in the last year?
 Yes No If "YES", list a date and who conducted it: October 24, 2017 Conducted by WDB

5.2) Is the physical location architecturally accessible? Yes No

Do you have a copy of the ADA checklist or other assessment tool(s) used to determine accessibility? (Provide a completed copy for each office) Yes No

5.3) What policies or procedures are in place to ensure that individuals with disabilities are provided reasonable accommodation? (Provide a copy)

Upon request of the individual we will accommodate for required needs. If needs are required that we Do not have immediate access to, we work immediately with disability experts to provide for the request.

5.4) Does each recipient of federal WIOA Title I funds, including One-Stop Partners, service and training providers, assure programmatic accessibility and architectural accessibility? (Explain how this is ensured?) Yes No

All facilities are built with ADA accessibility.

5.5) Are contractor and service provider sites (including OJT/WEX providers) accessible to individuals with disabilities?

Yes No

• Is there at least one entrance to the building that is wheelchair accessible? Yes No

• If yes, does it have the international symbol for accessibility for individuals with disabilities posted? If no, where are these clients directed to go? (explain) Yes No

a. Do inaccessible entrances have signs indicating the location of the nearest accessible entrance? (Please explain if not?)

Yes

b. Are there designated restrooms with appropriate signage available for individuals with disabilities? (If "NO", how are they accommodated?) Yes No

c. Is a TDD or relay service available for use? Yes No
(If NO, Please explain how the hearing impaired are being accommodated?)

d. When are contractors and service providers (including OJT/WEX providers) facilities monitored to ensure accessibility?

Monthly

e. How does the recipient ensure that communication with persons with disabilities is as effective as communication with others? Explain:

Provide reasonable request for materials or devices that will enhance communication.

f. How does the recipient ensure that each individual with a disability can participate in the most integrated setting appropriate to that individual? Explain:

Speak with them about the setting for services or training to ensure it is appropriate for the participant.

5.6) Describe what efforts are made to prohibit discrimination on the basis of disability in employment practices?

ensure that every employer we work with has EO policies in place and that required posters are posted and viewable by all staff.

- a. Describe how is the provision of reasonable accommodations provided when requested?

Work with each person and business individually when an accommodation is requested.

- b. Are job qualifications reviewed to ensure that it does not use a selection criteria that screens out or tends to screen out an individual with a disability? *(Unless the criteria is job related for the position in question and consistent with the business necessity)* How is it handled if it found?

A review is done for all job postings requested of our offices. If errors are found the EO Officer will work with the employer to make needed changes before proceeding with the request.

- c. Prohibiting pre-employment inquiries regarding disability except to ask for the individual to self-identify himself or herself as a person with a disability on a voluntary basis for reporting purposes and will be maintained confidentially.

Inform employers about any concerns concerning pre-employment and let participants with disabilities know what is legal for employers to ask.

- 5.7) How does the LWDA/OSP ensure that an individual with a disability is not required to accept an accommodation, aid, benefit, service, training, or opportunity that the individual chooses not to accept?

Speak one on one with all participants on how to successfully accept or reject offered items or services.

5.8) How does the LWDA/OSP ensure that, for employment-related training, the selection criteria are reviewed to ensure that they do not screen out, or tend to screen out, an individual with a disability or any class of individuals with disabilities from fully and equally enjoying the training unless the criteria can be shown to be necessary for the training being offered?

review training information with participants and raise awareness of possible areas of discrimination.

5.9) What assistive equipment for individuals with disabilities is available? Please list:

Assistive technology includes computer keyboards, desks that raise and lower to accommodate needs and TDY phone with large numbers.

5.10) Does the LWDA/OSP website state that it is ADA accessible and show the federal tagline required?

EO tagline is on all pages of the website.

5.11) Describe any reasonable accommodations that have been provided for applicants, participants, or employees with disabilities in that past 12 months?

Individual instruction for those with learning disabilities or ESL.

a. Describe how you meet the obligation of a recipient to operate programs or activities so that, when viewed in their entirety, they are readily accessible to qualified individuals with disabilities?

We continually review what is in place to ensure equipment, buildings and delivery of service is readily accessible when viewed in it's entirety.

b. Does the LWDA have a written reasonable accommodation policy? Yes No

5.12) Describe how medical condition information is maintained separate from other files and secured.

All medical information is placed in a sealed envelope with participants name noted on outside. It is then kept in a separate file. The case file has an identifier that indicates that there is confidential information for the applicant.

ELEMENT 6: DATA INFORMATION COLLECTION AND MAINTENANCE

29 CFR Part 38.41 thru 38.45

6.1) Please explain how EO data has been collected (*race, ethnicity, sex, age, and where known, disability status and Limited English Proficiency (LEP)*) within the LWDA/OSP?

Through AJC, reports, applications and participant one on one meetings.

(6.2) Are recipients collecting and maintaining for a minimum of three years, the analytical data on applicants, registrants, eligible applicants/ registrants, participants terminated participants, employees and applicants for employment?

Yes No

6.3) Provide the results you are receiving using the 80% rule? Have there been noticeable discrepancies? (*Provide a recent report*)

No

6.4) Where is this data maintained and are there safeguards that will restrict access to unauthorized personnel? (*Brief description*)

information and files are kept in a locked file room when not in use by WIOA personal.

6.5) What are staff informed of concerning the data that is collected on race, sex, age, LEP, and disability?

That this data is collected to ensure the program is serving a diverse population.

6.6) Are Staff made aware of the requirements of confidentiality of grant applicants and recipients information? What is done to keep that information confidential?

All staff have been trained in the need for confidentiality of customer/client information. All information is kept in a closed locked room after business hours, no files are left out on desks when staff are not present.

6.7) Are grant applicants and recipients directed to notify the Director of the Civil Rights Center, USDOL, of administrative enforcement and lawsuits? Yes No

ELEMENT 7: MONITORING RECIPIENTS FOR COMPLIANCE
29 CFR 38.54

7.1) Does the EO Officer monitor the recipient and its sub-recipients for compliance with EO related requirements?

Yes No

7.2) How often is on-site monitoring conducted?

At the inception of each WEX/OHT then monthly after that.

7.3) List the all providers you have monitored in the last program year, by name, date and location?

NACET 2/8/17 Flagstaff, AZ
TGen 10/16/17 Flagstaff, AZ
Peace Surplus 4/3/18 Flagstaff, AZ
CAMT - CCC Flagstaff, AZ
Public Works - Coconino County
Health District - Coconino County

7.4) Has the EO Officer reviewed all the sub-recipient's policy procedures for filing a complaint?

Yes

ELEMENT 8: COMPLAINT PROCESSING PROCEDURES
29 CFR 38.54

8.1) Has the recipient adopted the Arizona Discrimination Complaint Processing and Procedures outlined in the WGLS?
 Yes No

If no, what discrimination policies and procedures are used?

8.2) Please explain how customers and employees obtain a copy of the discrimination complaint policy and procedures?
How do they obtain the discrimination complaint form?

All participants sign and are offered a copy of the complaint procedures.
Employees are guided by the Coconino County Employee Policies handbook.

8.3) Please list any formal complaints that have been filed with the LWDA or OSP's in the past 12 months?

None.

(Continue only if you have had a Complaint filed in the past 12 months, otherwise proceed to #8.5)

8.4) Please respond to the following questions concerning a filed complaint:

- Was the complaint filed within 180 days? Yes No
- Was the complainant provided a written notification of receipt of the complaint within 10 days? Yes No
- Was the complainant provided a written statement of each of the issues raised in the complaint and whether you would accept or reject each issue? Yes No
- Was the complainant sent a written notice of lack of jurisdiction when the LWIA determined that it did not have jurisdiction over a complaint? Yes No
- Was the complainant notified that they have the right to representation in the complaint process? Yes No
- Was the complainant offered Alternative Dispute Resolution as an effort to resolve the complaint? Yes No
- Was the complainant provided a written Notice of Final Action within 90 days of the date the complaint was filed?
 Yes No
- Did the Notice of Final Action inform the complainant that he/she has a right to file a complaint with CRC within 30 days of the date in which the Notice of Final Action is issued if he/she is dissatisfied with your final action on the complaint? Yes No
- Has the State EO Officer been advised of the complaint? Yes No

8.5) Please describe the process established to keep the discrimination complaint records for a period of three years?

They are kept electronically and sent the State quarterly for their records.

8.6) Can you describe the process for keeping the identity of the complainant or any individual who furnishes information relating to, or assisting in, an investigation confidential to the extent possible, consistent with a fair determination of the issues?

Only the EO Officer and the Director have access to information regarding and complaint.

8.7) How is an individual who filed a complaint protected from discharge, intimidation, retaliation, threat or coercion?

LWDA has had no complaints

8.8) Can you describe the policy for handling discrimination complaints from the contractors, vendors or service providers regarding participants?

Sub-recipient discrimination procedures state a sub-recipient will contact the EO Officer immediately if there is a discrimination complaint lodged. The EO form for internships also states the EO Officer will be contacted immediately if a complaint is lodged.

ELEMENT 9: CORRECTIVE ACTIONS/SANCTIONS
29 CFR 38.110

9.1) Are timeframes established to correct violations of WIOA, Title 1, Section 188 or 29 CFR, Part 38? What are they and how are they documented?

Yes. Monitoring report sent within 20-days of on-site review. Corrective action plans sent within 20-days of receipt of report. Corrections to finding must be made within 45 days. A follow-up visit is held on-site after that.

9.2) Are procedures in place to conduct follow up monitoring to ensure that commitments are fulfilled? Yes No

9.3) How are service/training providers informed of corrective actions and sanctions?

In person and in writing.

9.4) Can you describe any corrective action/sanctions taken against the LWDA/OSP in the last 12 months?

None

9.5) Have you had any corrective action/sanctions taken against contractors, vendors or service providers in the last 12 months? What was the result?

None. N/A

BEST PRACTICES**REQUEST FOR TECHNICAL ASSISTANCE?**

EO STAFFING DATA

Local Workforce Development Area: _____

Site: _____

STAFF POSITIONS	ALL EMPLOYEES		WHITE		BLACK		ASIAN		AMER. IN. OR ALASKA N.		NAT. HAWAIIAN OR PAC. IS.		HISPANIC OR LATINO HISPANIC		NOT HISPANIC OR LATINO		INDIVIDUAL WITH A DISABILITY		
	TOTAL	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F
Deputy Direct	1		1		1														
Wkf Dev Mgr	1		1		1														
Program Mgr	1	1												1					
Bus. Mgr	1		1												1				
WrkForce Sp.	2		2							1					1				
AdminSpec III	1		1		1														
AdminSpec I	1		1										1						

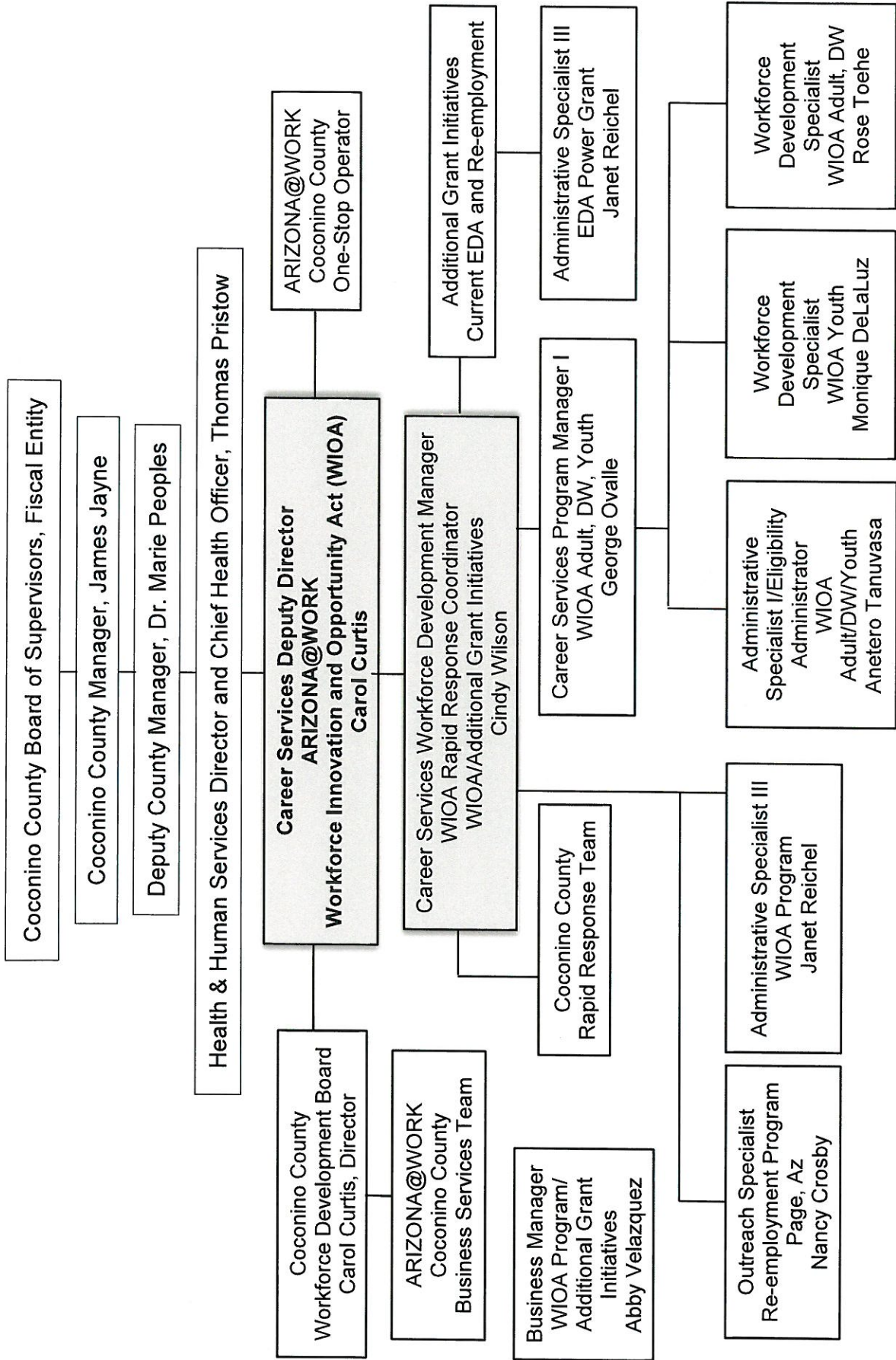
End of
(DESK Review)

PLEASE MAKE SURE THAT ALL QUESTIONS HAVE A RESPONSE, IF NOT THEN PLEASE PUT "N/A" IF IT DIDN'T APPLY. THE BALANCE OF THE REVIEW IS DONE AT LOCATION ON THE DATE SCHEDULED.

THANK YOU FOR YOUR PARTICIPATION AND PROVIDING THE COMPLETED REVIEW IN A TIMELY MANNER.

Equal Opportunity Employer/Program • Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008; the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, disability, genetics and retaliation. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. Auxiliary aids and services are available upon request to individuals with disabilities. To request this document in alternative format or for further information about this policy, Contact your local office; TTY/TDD Services: 7-1-1. • Free language assistance for DES services is available upon request.

Coconino County Health & Human Services, Career Services 2019 Organizational Chart



Current vacant positions not indicated above. Vacant positions include Administrative Specialist III, Administrative Support II and Workforce Development Specialist.



COCONINO COUNTY ARIZONA
COCONINO CAREER CENTER
"Your Connection to the Workforce"

**Coconino County Local Workforce Development Board
Denial of Training Services Grievance Policy**

All applicants, businesses, and service providers have the right to fair and equal treatment. Applicants, businesses, and service providers are advised that complaints regarding access to services may be made verbally or in writing within fifteen days of actions causing the complaint.

Applicants may be denied enrollment into WIOA programs for the following reasons which may include but are not limited to:

- Ineligible for our programs according to USDOL WIOA Rules and Regulations
- Excess income above program limits set by Arizona WIOA programs
- Do not reside in off-reservation Coconino County
- Desire training or employment in an occupation not in demand in Coconino County
- Desire training not on the Educational Training Provider List
- Unable to agree to an educational or employment plan as required by WIOA rules

Businesses and service providers may be denied services if they are not willing to follow Federal, State and Local rules and regulations; policies and procedures necessary to remain in compliance with LWDB program requirements. They are entitled to receive a copy of the rule, regulation, policy or procedure which is the basis of denial of services.

The following procedures shall be followed when a complaint/grievance is received:

1. Verbal complaints will attempt to be resolved at the time the complaint is voiced.
2. If the complaint is not resolved verbally, the applicant, business, or training provider will write the complaint on the Grievance Form provided for further consideration.
3. A meeting will be scheduled with the Deputy Director or Director to include the complainant and staff involved in the complaint.
4. If not resolved at this meeting, another meeting will be scheduled with the Director and/or Deputy Director, a representative of Coconino County, and the complainant for final resolution.
5. Applicants, businesses or service providers will not be denied services simply by exercising their grievance rights.

Coconino County Career Center
Attention: Deputy Director
110 E. Cherry Ave.
Flagstaff, AZ 86001

Mailing Address: 110 E. Cherry Ave. • Flagstaff, AZ 86001-4627
Phone: (928) 679-7400 • Fax: (928) 679-7419
TDD: (928) 679-7131

Toll Free: 1-877-358-6714



COCONINO COUNTY

Innovative Workforce Solutions

Meeting for Partners providing services
Meeting at Comprehensive One-Stop, 1701 N. 4th St., Aspen Room
May 9, 2019
10:30 a.m. - Noon

Agenda:

- **Welcome** - Pete Tosi
- **Introduction Activity** - Kathy Turner
- **Professional Development** - Cindy Wilson, Coconino Career Center, *Start Here* and *EEOC Update* (Handouts provided at meeting)
- **Other topics:**
 - **AZ Career Readiness Credential Workshop** - Donovan Wiedmann
 - **Calendars Review/Input/Approval** - June and July - See Poster
 - **Quarter 1:2019 Progress** - Kathy Turner
 - **DES Page Office Update** - Pete Tosi
- **Upcoming 2019 Professional Development opportunities for YOU:**
 - **June 13th** - Dave Meyers, Goodwill, *Digital Literacy*
 - **July 11th** - Bridget Blixit, Phoenix Indian Center, *Promoting your ARIZONA@WORK Services*
 - **August 8th** - Lisa Graham, Veterans Inclusion Captain, *Veterans Recruitment Certification*
 - **September 5th** - ***NOTE DATE CHANGE*** - Pending
- **12:00 p.m. Drawing** - \$20 Harkins card *must be present to win*

Please RSVP to OneStopOperator.Coconino@gmail.com **Thank you!!**
Please print and bring your agenda. No additional copies provided at meeting.

**Partners providing services at the
Coconino County Comprehensive One-Stop meeting
May 9, 2019**

Print Name	Signature	Organization Represented
Carol Curtis	<i>M. Carol Curtis</i>	Coconino County Career Center
Bridget Blixt	<i>Blixt</i>	Phoenix Indian Center
Christen Whalen		Goodwill
Marv Beckham		Vocational Rehabilitation
Pete Tosi		Comprehensive One-Stop
Terri Beeson	<i>Terri Beeson</i>	TRIO - NAU
Cindy Wilson	<i>Cindy Wilson</i>	Coconino County Career Center
John Breckenridge	<i>John Breckenridge</i>	Vocational Rehabilitation
Lisa Graham	<i>Lisa Graham</i>	Grand Canyon Conservancy
Donovan Wiedmann	<i>Donovan Wiedmann</i>	Adult Education
Lorinda Nuvayestewa	<i>Lorinda Nuvayestewa</i>	TRIO - NAU
Greg Cross	<i>Greg Cross</i>	Adult Education
Valerie Kelly	<i>Valerie Kelly</i>	Vocational Rehabilitation
Christina Caldwell	<i>Christina Caldwell</i>	Goodwill
Mary Jane Barrett	<i>Mary Jane Barrett</i>	Goodwill
Kathy Turner	<i>Kathy Turner</i>	One-Stop Operator
Daniel Gonzalez	<i>Daniel Gonzalez</i>	

June 4, 2019



9 a.m. – 10 a.m.

Innovative Workforce Solutions

Rapid Response Team Agenda

Who's Here?

Introductions and Ice Breaker

Rapid Response Current Activities

Page Re-Employment Center Update ✓

NGS & Peabody Coal Update ✓

Payless Shoe Store Closure

What have you heard?

Partners Sharing

CALL TO ACTION!

Equal Opportunity ARIZONA@WORK Information:

EEOC Statement on Joint Memorandum on Disability Self-Identification

<https://www.eeoc.gov/eeoc/newsroom/release/11-20-18.cfm>

Next Meeting: August 6, 2019

Mark your calendars for 2019: Meetings are held bi-monthly on the 1st Tuesday of the month

Vision and Mission

A dynamic, prosperous workforce community in Coconino County



The Rapid Response Team proactively serves employers & employees to prevent or respond to layoffs or closures by connecting them with customized resources in a timely, professional manner.

*Trav. & factor
Elanora - brother & cousin
used to be
look up the
mini transfer.*

Sept. Peabody Coal

September 2019

Coconino County Comprehensive One-Stop
Monday – Friday from 8 am to 4:45 pm

Monday	Tuesday	Wednesday	Thursday	Friday
<p>2</p> <p>One-Stop Closed</p> 	<p>3</p> <p>Job seekers computer and resource room open</p>	<p>4</p> <p>Job seekers computer and resource room open</p>	<p>5</p> <p>PHX Indian Center-Job Preparedness 1:30 – 2:30 pm ARIZONA@WORK Job Center Overview 3:00–4:00 pm Job seekers computer and resource room open</p>	<p>6</p> <p>Job seekers computer and resource room open</p>
<p>9</p> <p>Higher Education (EOC) 10:00 - Noon Job seekers computer and resource room open</p>	<p>10</p> <p>Job seekers computer and resource room open</p>	<p>11</p> <p>Job seekers computer and resource room open</p>	<p>12</p> <p>Interviewing with Confidence 10:00 - Noon PHX Indian Center-Job Preparedness 1:30 – 2:30 pm ARIZONA@WORK Job Center Overview 3:00–4:00 pm Resource room open</p>	<p>13</p> <p>Job seekers computer and resource room open</p>
<p>16</p> <p>Higher Education (EOC) 10:00 - Noon Job seekers computer and resource room open</p>	<p>17</p> <p>Job seekers computer and resource room open</p>	<p>18</p> <p>Job seekers computer and resource room open</p>	<p>19</p> <p>Writing Effective Resumes 10:00-Noon PHX Indian Center-Job Preparedness 1:30 – 2:30 pm ARIZONA@WORK Job Center Overview 3:00–4:00 pm Resource room open</p>	<p>20</p> <p>Job seekers computer and resource room open</p>
<p>23</p> <p>Higher Education (EOC) 10:00 - Noon Job seekers computer and resource room open</p>	<p>24</p> <p>Job seekers computer and resource room open</p>	<p>25</p> <p>Job seekers computer and resource room open</p>	<p>26</p> <p>Job Search Techniques 10:00 – Noon PHX Indian Center-Job Preparedness 1:30 – 2:30 pm ARIZONA@WORK Job Center Overview 3:00–4:00 pm Resource room open</p>	<p>27</p> <p>Job seekers computer and resource room open</p>
<p>30</p> <p>Higher Education (EOC) 10:00 - Noon Job seekers computer and resource room open</p>	<p>Daily access to:</p> <ul style="list-style-type: none"> • Vocational Rehabilitation Services • Coconino Career Services • Reemployment Assistance • Computers and Resource Room 			 <p>Labor Day was created to pay tribute to the workforce.</p>

August 2019

Coconino County Comprehensive One-Stop

Monday – Friday from 8 am to 4:45 pm

Monday	Tuesday	Wednesday	Thursday	Friday
Daily access to:				
<ul style="list-style-type: none"> Vocational Rehabilitation Services Coconino County Career Center Reemployment Assistance Admin. Computers and Resource Room 			Interviewing with Confidence 10:00am – 12 Noon PHX Indian Center-Job Preparedness 1:30 – 2:30 pm ARIZONA@WORK Job Center Overview 3 - 4 pm Resource room open	Job seekers computer and resource room open
5	6	7	8	9
Higher Education (EOC) 10:00-Noon Job seekers computer and resource room open	Job seekers computer and resource room open	Job seekers computer and resource room open	PHX Indian Center-Job Preparedness 1:30 – 2:30 pm ARIZONA@WORK Job Center Overview 3 - 4 pm Resource room open	Job seekers computer and resource room open
12	13	14	15	16
Job seekers computer and resource room open	Job seekers computer and resource room open	Job seekers computer and resource room open	Writing Effective Resumes 10:00am – 12 Noon PHX Indian Center-Job Preparedness 1:30 – 2:30 pm ARIZONA@WORK Job Center Overview 3 - 4 pm Resource room open	Job seekers computer and resource room open
19	20	21	22	23
Higher Education (EOC) 10:00-Noon Job seekers computer and resource room open	Job seekers computer and resource room open	Job seekers computer and resource room open	Job Search Techniques 10:00am – 12 Noon PHX Indian Center-Job Preparedness 1:30 – 2:30 pm ARIZONA@WORK Job Center Overview 3 - 4 pm Resource room open	Job seekers computer and resource room open
26	27	28	29	30
Higher Education (EOC) 10:00-Noon Job seekers computer and resource room open	Job seekers computer and resource room open	Job seekers computer and resource room open	Job seekers computer and resource room open	Job seekers computer and resource room open



**Don't delay.
Call today.**

1.877.358.6714

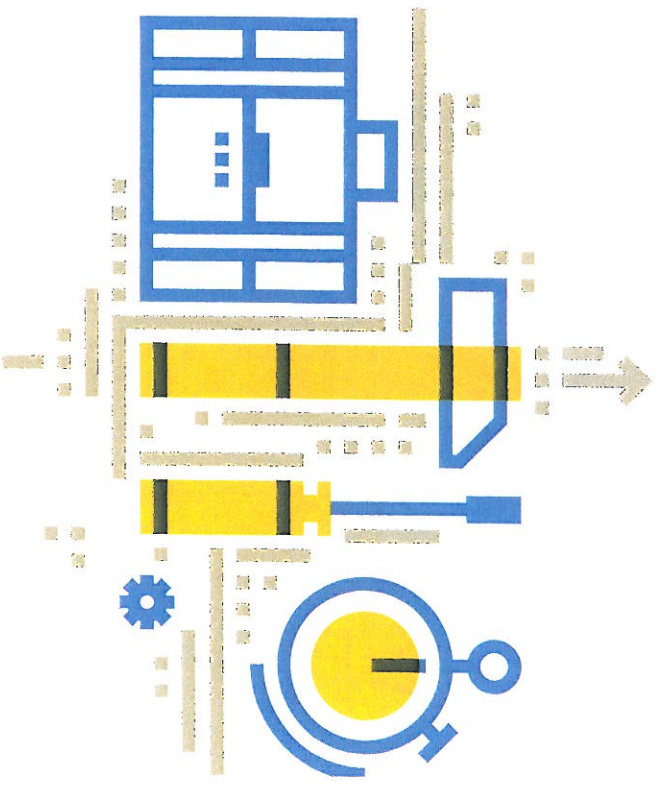
Cindy Wilson
Rapid Response Coordinator
Coconino Career Center
1.877.358.6714
928.679.7400
coconino.az.gov/careercenter



Serving Employers, WIOA Youth, Adult & Dislocated Workers with funding from the United States Department of Labor Title 1-B program. Equal opportunity employer/program. Auxiliary aids and services available upon request to individuals with disabilities.

06/15/17

**COCONINO COUNTY
RAPID RESPONSE TEAM**
Pre-layoff & Reduction In Force
Assistance Program
for Employees



coconino.az.gov/careercenter



Internship Agreement

"Your Connection to the Workforce"

Training Site:		
Training Supervisor:		
Address:		
Training Site Phone:		
Intern Name:	Job Title:	
Career Center Staff:	Funding Source:	
Date of Agreement:	To:	
Anticipated Hours Per Week:	Total hours:	Hourly Rate:

PURPOSE

The internship will provide trainees applied experience to develop work readiness and occupational skills. The purpose of this training program is to provide the intern with the tools needed to increase employment success.

TRAINING SITE STANDARDS

Trainees will not participate in an occupation which has been identified as hazardous by the Career Center.

ASSURANCES

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

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 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 bases of race, color and national origin; Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits 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.

The grant applicant also assures that it will comply with 29 CFR parts 37 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIA Title I-financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIA Title I-financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.

Internship Agreement

"Your Connection to the Workforce"

THE TRAINING SITE WILL:

- supervise intern
- account for trainee time and attendance
- ensure that the trainee will not exceed contract hours per week, unless approved by the Career Center
- limit trainee to a maximum of forty hours per week
- ensure that total hours in agreement are not exceeded
- not discriminate by disability, race, age, or gender
- provide reasonable accommodation when requested
- orient trainee to all policies and procedures and training site expectations
- notify Coconino Career Center immediately if a trainee is dismissed
- afford the trainee the opportunity to attend training site classes or training offered to agency employees working in similar positions

TRAINEE ACTIVITIES

While on an internship the trainee will:

- attend workshops as scheduled with Career Center and Training Site as they apply to the individual trainee
- notify Coconino Career Center immediately if internship is cancelled
- consult with Coconino Career Center if opportunities for employment change so that they conflict with the completion of this agreement

PROHIBITED ACTIVITIES

1. Trainees are prohibited from engaging in any religious, anti-religious, union, or political activities during training hours.
2. Trainee will **not** displace any currently employed worker.

AGREEMENT CANCELLATION

Either party may cancel this agreement by providing a thirty-day written notice to the other party.

Career Center may terminate at any time for:

- Non-performance or material breach of the terms and conditions of this agreement
- Lack of funds to carry out agreement as stipulated
- Trainee finds permanent employment, if applicable

Internship Agreement

"Your Connection to the Workforce"

This agreement may be amended in writing upon mutual consent of all parties.

I hereby certify I understand all requirements and provisions as set forth in this agreement. This agreement will begin upon signature of both parties and terminate no later than: _____

Deputy Director	Date	Career Center Intern	Date
Career Center Director	Date	Training Site Director	Date
Workforce Development Specialist	Date	Training Site Supervisor	Date

Igualdad de Oportunidad es la Ley

Es contra la ley que el Estado de Arizona, siendo recipiente de asistencia financiera federal, discrimine por las siguientes razones:

- Contra cualquier individuo en los Estados Unidos por su raza, color, religión, sexo (incluyendo el embarazo, el parto y las condiciones médicas relacionadas, y los estereotipos sexuales, el estatus transgénero y la identidad de género), origen nacional (incluyendo el dominio limitado del inglés), edad, discapacidad, afiliación o creencia política.
- Contra cualquier beneficiario, solicitante de trabajo o participante en programas de capacitación que reciben apoyo financiero bajo el Título I de la ley de Innovación y Oportunidad en la Fuerza Laboral (WIOA, por sus siglas en inglés), debido a su ciudadanía, o por su participación en un programa o actividad que recibe asistencia financiera bajo el Título I de WIOA.
- Los beneficiarios de asistencia financiera federal deben tomar medidas razonables para garantizar que las comunicaciones con las personas con discapacidades sean tan efectivas como las comunicaciones con los demás. Esto significa que, a petición y sin costo alguno para el individuo, los recipientes están obligados a proporcionar ayuda auxiliar y servicios para individuos con discapacidades calificados.

El Estado de Arizona no discriminará en ninguna de las siguientes áreas:

- Decidiendo quien será admitido o tendrá acceso a cualquiera de los programas o actividades asistidos financieramente por el Título I de WIOA;
- Proveyendo oportunidades en o el trato de cualquier persona con relación a dicho programa o actividad;
- En la toma de decisiones sobre el empleo en la administración de, o en conexión con dicho programa o actividad.

Que hacer si usted cree que ha experimentado discriminación?

Si usted cree que ha sido objeto de discriminación bajo cualquiera de los programas o actividades asistidos financieramente por el Título I de WIOA, usted puede presentar una querrela dentro de los primeros 180 días después de la alegada violación, a través de:

La Oficina Local

Cindy Wilson,
Workforce Development Director
Coconino WIOA EO Officer
Coconino County Centro de carrera
110 E Cherry Ave
Flagstaff, AZ 86004
Phone: (928) 679-7400
Fax (928) 679-7419
cwilson@coconino.az.gov

o

El Estado de Arizona

Kerry Bernard, Administrator
State WIOA EO Officer
Oficina de igualdad de Oportunidades
Departamento de Seguridad
Económica de Arizona
1789 West Jefferson (MD 51H3)
Phoenix, AZ 85007
Phone (602) 364-3976
Fax (602) 364-3982
TTY/TDD: 7-1-1
Email: OfficeofEqualOpportunity@azdes.gov

o

El Centro de Derechos Civiles

Naome M. Barry-Perez, Esq.
Centro de Derechos Civiles
Departamento de Trabajo
de los Estados Unidos
200 Constitution Avenue NW
Room N-4123
Washington, DC 20210
Phone: (202) 693-6500
Fax: (202) 693-6505
TTY: (202) 693-6516

- Si usted presenta una queja ante el **Estado de Arizona**, deberá esperar hasta que el **Estado de Arizona** extienda una Notificación de Acción Final por escrito o hasta que pasen 90 días de haber iniciado la queja (lo primera que suceda), antes de presentar su queja ante el Centro de Derechos Civiles (vea la dirección arriba).
- Si el **Estado de Arizona** no le provee una Notificación de Acción Final por escrito durante los 90 días de la fecha en que usted presentó su queja, usted no tiene que esperar que el **Estado de Arizona** expida la notificación para presentar su queja al CRC. Sin embargo, usted deberá presentar su queja durante los 30 días después de expirar la fecha límite de 90 días (en otras palabras, 120 días después de haber presentado la queja el **Estado de Arizona**).
- Si el **Estado de Arizona** le emite una Notificación de Acción Final por escrito respondiendo a su queja pero usted no está satisfecho con la decisión o resolución, usted puede presentar su queja al CRC. Su queja deberá ser presentada al CRC durante los 30 días a partir de la fecha en que usted reciba su Notificación de Acción Final del **Estado de Arizona**.

Esto es un Empleador/Programa con Igualdad de Oportunidades
Aparatos y servicios auxiliares son disponibles a petición a los individuos con incapacidades

1/2018

Equal Opportunity Is the Law

It is against the law for the State of Arizona, as a 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 (including pregnancy, child birth or related medical condition, sex stereotyping, transgender status, and gender identity), national origin (including Limited English Proficiency), age, disability, political affiliation or belief; and
- Against any beneficiary of programs financially assisted under Title I of the Workforce Innovation and Opportunity Act of 2014 (WIOA), 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 WIOA Title I-financially assisted program or activity.
- Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

The State of Arizona must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access, to any WIOA 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 WIOA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

The Local Office

Cindy Wilson,
Workforce Development
Director
Coconino WIOA EO Officer
Coconino County
Centro de Carrera
110 E Cherry Ave
Flagstaff, AZ 86004
Phone: (928) 679-7400
Fax (928) 679-7419
cwilson@coconino.az.gov

State of Arizona

Kerry Bernard
State WIOA EO Officer
Office of Equal Opportunity
Department of Economic Security
1789 W. Jefferson Ave. MD 51H3
Phoenix, Arizona 85007
Phone: (602) 364 -3976
Fax: (602) 364 - 3982
TTY/TDD: 7-1-1
Email: OfficeofEqualOpportunity@azdes.gov

Or

Civil Rights Center

Naomi M. Barry-Perez, Director
Civil Rights Center (CRC)
U.S. Department of Labor
200 Constitution Avenue NW
Room N-4123
Washington, DC 20210
Phone: (202) 693-6500
Fax: (202) 693-6505
TTY: (202) 693-6516

Or

- If you file your complaint with the State of Arizona, you must wait either until the State of Arizona issues a written Notice of Final Action, or until 90 days have passed, (whichever is sooner), before filing a complaint with the Civil Rights Center (see address above).
- If the State of Arizona 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 State of Arizona 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 complaint with the State of Arizona).
- If the State of Arizona 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 CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.