Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Staff: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Customers Served: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Person Being Interviewed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Element One – Designation of Equal Opportunity Officer**

1. Who is the Board EO officer? How can you contact them?
2. How do you inform the public about the Board EO Officer?
3. Who is your corporate EO officer? What issues do they handle?
4. Who do you have designated as an office EO officer (not required)? What issues do they handle?

**Element Two – Notice and Communication of EO Policies and Procedures**

1. Where are your “Equal Opportunity is the Law” notices posted?
2. Where can you find Workforce Solutions’ comprehensive Equal Opportunity policy? Provide an overview of what this standard includes.
3. How have Equal Opportunity policies been shared with staff?
4. Have you been provided with WD letters 17-07 and 18-07? How?
5. What materials does this office have in languages other than English? What languages?
6. What language(s) are you aware of that are spoken by your customers? How do you serve customers with LEP?
7. List staff that are bi-lingual and the languages they speak.
8. Show me all office created flyers, calendars, or other collateral for customers. Do they contain the tag line “Workforce Solutions is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. (Please request reasonable accommodations 48 hours in advance.) Relay Texas Numbers:

1-800-735-2989 (TDD) 1-800-735-2988 (Voice) or 711”?

**Element Four – Universal Access**

1. How does this Workforce Solutions office provide universal access to programs and services for members of both sexes, various racial and ethnic groups, individuals with disabilities and different age groups?
2. Give examples of any targeted marketing or advertising this office has done.
3. Describe your partnership with Vocational Rehabilitation Services.
4. What schools and/or community service groups have you shared information about programs or activities with? When / How?
5. What has come of consulting with these groups to improve outreach and services?

**Element Five – Compliance with Sec. 504 and 29 CFR 37**

1. Does your office treat persons with disabilities differently from the general public?
2. How do you ensure your office administers all programs and activities in an integrated setting intended to meet the needs of qualified customers with disabilities?
3. How do you ensure equal and effective communication with customers with disabilities?
4. Who do you ask when you have a question about serving an individual with a disability?
5. What auxiliary aids and assistive technology are available at this office? Is there a

charge for customers to use these aids?

1. Describe the process that is followed if an aid that is not readily available is needed?
2. Does a customer have an option of whether or not to accept an offered accommodation?
3. Has this office ever provided accommodations for a customer? Staff person? Describe any accommodations provided and the process that was followed to request / approve them.

**Element Six -- Data and Information Collection and Maintenance**

1. Do you collect data on race/ethnicity, sex, age and disability status for any of your customers? Which ones? How is this information stored?
2. Where and how is medical and disability information stored for customers? Staff?

**Element Seven – Equal Opportunity Monitoring**

1. Provide a copy of any EO related corrective actions for current and prior contract year.
2. Have you completed the TWC Discrimination Complaint Process CBT? When? Provide certificate.
3. Provide training logs showing EO related training for you and your staff for current and prior contract year.

**Element Eight – Complaint Processing Procedures**

1. How do you ensure confidentiality of someone who filed a complaint?
2. How do you handle discrimination complaints in this office?
3. How do you handle non-discrimination complaints in this office?
4. How long are records of complaints retained?
5. Provide your discrimination complaint logs for current and prior contract year.
6. What instructions have been given to your staff if they feel they are being discriminated against?
7. What steps would you take if you felt you were being discriminated against on the job?

**Additional Questions**

1. What do you feel is the greatest accomplishment this office has achieved in the last year?
2. Do you have any questions or comments?

**Questions for Staff**

1. Who is the Board EO Officer?
2. Who is your corporate EO Officer?
3. Who is the office EO Officer?
4. Who would you talk to if you had questions about serving a customer with a disability?
5. How do you provide services to a customer with limited English proficiency?
6. How would you handle a discrimination complaint?
7. What would you do if you felt like you were being discriminated against at work?
8. What types of assistive technology do you have at this office?