

# **MONITORING TOOL 1**

**ARKANSAS WORKFORCE CAREER CENTER  
MONITORING TOOL AND SELF EVALUATION**

Workforce Board Name \_\_\_\_\_

Workforce Center Name \_\_\_\_\_

Site Manager \_\_\_\_\_ Telephone Number \_\_\_\_\_

EO Officer \_\_\_\_\_ LWDA \_\_\_\_\_ Area Name \_\_\_\_\_

Website Address for Workforce Center/Board \_\_\_\_\_

Is this facility owned or leased \_\_\_\_\_

Counties Served \_\_\_\_\_

Area Population \_\_\_\_\_ Local Unemployment Rate \_\_\_\_\_

Major Industries in the Area \_\_\_\_\_

Recent Significant Plant Lay-Offs or Closures \_\_\_\_\_

**Services Provided**

- WIA
- Employment Service
- UI
- TRA
- Welfare to Work

Please list any bilingual employees and the languages they speak \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

How are information and services provided to individuals with visual and/or hearing impairments?

\_\_\_\_\_  
\_\_\_\_\_

How does the Workforce Center inform persons with disabilities that communication aids and services are provided upon request? Please describe.

\_\_\_\_\_  
\_\_\_\_\_

If a telephone number is provided for contact on any document, is an Arkansas TDD number also included?  
YES NO

When was Equal Opportunity training last held? Were training records completed and filed for all attendees?

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Is there a written policy/procedure that assures all recruitment and employment practices do not discriminate on the basis of race, color, disability, or national origin? Please describe:

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Is there a written policy/procedure regarding integrated setting, reasonable accommodation, auxiliary aids, and effective communication?

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When requested, have reasonable accommodations been provided for applicants, clients, and employees with disabilities who can perform the essential functions of a job? Please Describe.

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### Complaint Systems and Record Keeping

Please list all complaint procedures utilized at this office?

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What tools are used to inform participants and employees of complaint procedures?

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List all the designated Complaint Takers for this office? (names, titles, and telephone numbers)

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Is a Complaint Taker available at all times? YES NO

If not, please explain \_\_\_\_\_

Is each applicant provided a copy of "Equal Opportunity is the Law" regarding filing complaints of discrimination at the federal level?

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Does this office maintain a complaint log? YES NO

Are all complaint and medical records maintained in a secure and confidential manner? Explain

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Are complaint records maintained for three years? If not, please explain: \_\_\_\_\_

\_\_\_\_\_

If a complaint is not Employment Service Related, what procedure is followed?

\_\_\_\_\_

What tools are used to inform staff of Equal Opportunity and Sexual Harassment policies?

\_\_\_\_\_

**Posters and Notifications**

Are posters available in alternate languages and formats for persons with disabilities and limited English abilities? Please be specific.

\_\_\_\_\_

English Spanish Please Identify the posters visible in this office:


"Your Rights under the Fair Labor Standards Act"

"Equal Opportunity Is the Law" EO Notice as specified in 29 CFR Part 34.23(5)

"And Justice For All" (Multi-Language) Form AD-475-B (996) CCMS/FS E&T

**Dissemination of Policy**

Is an updated organizational chart that includes the EO Officer available? YES NO

Are the EO Officer's job duties written into that person's job description? YES NO

Are the EO Officer's name and the EO Department's address accurately noted on the Orientation to Complaint Procedure Form? YES NO

Do recruitment materials, program brochures, and similar publications indicate that this is an "equal opportunity employer/program" and that "auxiliary aids and services are available upon request to individuals with disabilities"? YES NO

What tools are used to provide subrecipients with a clear written explanation of their EO and Civil Rights responsibilities? Please describe:

\_\_\_\_\_

Do all Board subrecipients provide the EO Notice that services and benefits are provided in a nondiscriminatory manner as required by 29 CFR Section 37? YES NO

Does the EO Notice use language as described in (29 CFR Section 37.30)? YES NO

Is the EO Notice of nondiscrimination policy issued to staff via handbooks and manuals? YES NO

Do all WIA applications include the required Assurance, as noted in 29 CFR 37.20(a)? YES NO

Is applicant testing administered at this facility? YES NO

If so, how does this office provide for alternate forms/methods of testing?

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**Universal Access**

Is there a written policy/procedure in place that assures all recruitment and employment practices for positions provided with federal financial assistance do not discriminate on the basis of race, color, disability, or national origin, or disability? YES NO

Has the LWIB utilized advertising programs and/or activities on website, radio, television, newspapers, community centers, schools, and service groups that serve various populations. (EXAMPLE) YES NO

**Assurances**

Are all sub-recipients provided with a clear written explanation of their EO and Civil Rights responsibilities? YES NO

Do all request for proposals, proposals and contracts or subcontracts contain information regarding the proposed level of service to both sexes, the various race/ethnicity and age groups and individuals with disabilities (37.54(d)(2)(ii))? YES NO

Do all requests for proposals, proposals and contracts or subcontracts contain the appropriate WIA Nondiscrimination Assurance? YES NO

**Physical Accessibility**

		How many parking spaces are available for use by this office/facility?
Car	Van	How many parking spaces are designated for use by persons with disabilities?
		Are car-accessible spaces 8-foot wide with 5-foot wide access aisles?
		Are van-accessible spaces 8-foot wide with 8-foot wide access aisles?
		Are all accessible spaces marked with the International Symbol of Accessibility?
		Is all accessible parking signage mounted/suspended at least 60 inches above the ground?
		Is 1 in every 8 accessible spaces (but not < 1) van-accessible with appropriate signage?

	Are parking space access aisles part of the accessible route to the accessible entrance?
	Is there one slip-resistant route that connects all accessible buildings and facilities on the same site?
	Are all corridors, aisles, railings, curbs, and routes of travel at least 36 inches wide?
	Do curbs on the route have curb cuts at driveways, parking areas, and loading zones?
	Are the slopes of ramps no greater than 1:12? (For a 1:12 maximum slope, at least one foot of ramp length is needed for each inch of height.)
	Do all ramps longer than 6 feet, other than curb ramps, have railings 34 inches to 38 inches high on both sides?
	Is there a 5-foot long level landing at every 30-foot horizontal length of ramp, at the top and bottom of ramps and at switchbacks?
	Do all inaccessible entrances have signs indicating the location of the nearest accessible entrance?
	Is the threshold edge ¼ in. high or less, or if beveled edge, no more than ¾ in. high?
	Is there a minimum distance of 48 inches clear of the door swing between the two doors of any entry vestibules?
	Is carpeting a maximum of ½ inch high, tightly woven, & securely attached along edges?
	Do all doorways, including entrance, have at least 32 inches of clear opening?
	Are all door handles no higher than 48 inches?
	Are all door handles (restroom, interior, exterior) operable with a closed fist?
	Can all interior doors be opened with 5 pounds of force or less (exterior doors excluded)?
	Are all controls that are available for public use (switches, call buttons, intercoms) no higher than 42 inches?
	Are all fixtures (faucets, water fountains, public controls) operable with a closed fist?
	Is there a portion of the reception counters that is no more than 36 inches high? OR Is there space at the side for passing materials to customers who have difficulty reaching over a high counter?
	Are knee spaces at accessible tables at least 27 in. high, 30 in. wide, and 19 in. deep?
	Does public signage (room numbers, restrooms, exit signs) include pictogram, raised characters, and Braille?
	Are signs and room numbers mounted adjacent to latch side of door with centerline 60 inches above the floor?
	If restrooms are available to the public, is at least one restroom fully accessible?

	Are there signs at inaccessible restrooms that give directions to accessible ones?
	Is there a wheelchair accessible stall that has an area of at least 5 feet, clear of the door swing? OR. Is there a stall that provides greater access than a typical restroom stall (either 36 by 69 inches or 48 by 69 inches)?
	In the accessible restroom stall, are there grab bars behind and on the side wall nearest to the toilet?
	Is the toilet seat 17 to 19 inches high?
	Is the flush valve on the wide side of toilet and no more than 44 inches above the floor?
	Does one sink have a 30-inch wide by 48-inch deep clear space in front?
	Is the lower rim of sink at least 29 in. and upper rim no higher than 34 in. from the floor?
	Is plumbing under lavatory wrapped? (no exposed pipes)
	Are all dispensers and hand dryers within reach ranges? (Reach ranges: side - 54 inches, forward - 48 inches)
	Is the mirror mounted with the bottom edge of the reflecting surface 40 in. high or lower?
	Is there clear floor space of at least 30 by 48 inches in front of pay or public telephones?
	Is the highest operable part of the telephone no higher than 48 inches (54 inches for side approach)?
	Is the staff aware of how to access Arkansas Relay Services?
	Is a TDD available for use?
	Is there at least 1 drinking fountain/water dispenser with clear floor space of at least 30 by 48 in. in front?
	Is there one drinking fountain with its spout no higher than 36 inches from the ground and another with a standard height spout (or a single "hi-lo" fountain)?
	If emergency systems are installed, do they have both flashing lights & audible signals? (These must be located in restrooms, hallways, lobbies, & any other general usage areas)
	Is there an established emergency evacuation procedure that addresses the needs of persons with disabilities, including those with mobility impairments?
	Are there continuous handrails between 34-38 inches above stair nosings on both sides of all stairs with rounded ends and no more than 1-1.5 inches from wall?
	Does the elevator have both visible and audible door opening/closing and floor indicators?
	Are the elevator's controls and emergency intercom identified by pictogram, raised characters, and Braille?
	Does the floor area of the elevator car provide space for wheelchair users to enter the car, maneuver within reach of controls, and exit from the car?