

Wednesday, December 8, 9-11am EST (2 hours virtual)

Compliance with Section 188 of the Workforce Innovation and Opportunity Act: An Overview

During this session, attendees will be introduced to requirements for the EO Officer, including responsibilities, conflicts of interest, affirmative outreach, and organizational position. The session also will include a discussion of protected classes under WIOA Section 188, understanding LGBTQX categories and associated Selective Service requirements and promising communication and engagement practices, and unconscious bias. Attendees also will review written materials (*e.g.*, business card, web page content, religious accommodations form, contract assurances excerpt) to identify and discuss compliance concerns and issues.

Break 11am-12pm EST (1 hour)

Wednesday, December 8, 12-2pm EST (2 hours virtual)

Data Collection and Monitoring

During this session, attendees will learn about data collection, retention, sharing, and destruction requirements under WIOA Section 188, and will participate in various exercises related to monitoring for compliance.

Break 2-3pm EST (1 hour)

Wednesday, December 8, 3-5pm EST (2 hours virtual)

Serving Individuals with Disabilities

During this session, attendees will be introduced to the concepts of access and opportunity, the interactive dialogue, competitive and integrated employment, engagement etiquette, and service animals. Attendees also will discuss various accommodations scenarios and review a sample reasonable accommodations request form to identify any compliance concerns and issues.

Thursday, December 9, 9-11am EST (2 hours virtual)

Serving Limited English Proficient Individuals

During this session, attendees will start with an overview quiz to gauge their baseline understanding of LEP requirements. From there, attendees will map the journey of LEP customers at various touch points (*e.g.*, telephone, in-person, over the Internet) to identify barriers and promising practices and will finish the session by developing a job aid for staff.

Break 11am-12pm EST (1 hour)

Thursday, December 9, 12-2pm EST (2 hours virtual)

Discrimination Complaint Investigations: Proper Process and Technique and Credibility Determinations

During this 2-hour session, through a blend of instruction and scenario-based discussions, attendees will learn the fundamentals of making jurisdiction determinations, complaint investigation plans, and framing the issues of an investigation.

Break 2-3pm EST (1 hour)

Thursday, December 9, 3-5pm EST (2 hours virtual)

Credibility Determinations

In this second 2-hour session, attendees will learn the requirements of the Notice of Final Action and how to make credibility determinations through scenario-based discussions.