

**LWDB/AJC System Questionnaire
WIOA Duties and Controls Review**

LWDB: _____

KEY	
*	Information will be provided and reviewed in advance of the visit
**	Information will be reviewed at onsite visit
***	Information will be provided in advance of the visit and reviewed at onsite visit
P	Program Team Review
F	Fiscal Team Review

I. Local Governance

- a. Local Board/Fiscal Agent/Mayoral Agreements are in place and executed (*P)
Yes No
- b. Partnership Agreements are in place and executed (*P/F) Yes No
- c. Board roster is compliant with WIOA composition standards (*P) Yes No
- d. What process and mechanisms are in place for Board staff and the fiscal agent to report data, finance, and performance information to the Board? (*P)
[Click or here to enter text.](#)
-
- e. Did the LWDB hire a director and other staff to assist in carrying out the functions of the local Board? (*P) Yes No
1. If yes, has the LWDB established and applied a set of qualifications for the position of director that ensure the individual selected has the requisite knowledge, skills, and abilities to meet identified benchmarks and to assist in carrying out the functions of the Local Board? (*P) Yes No
- f. Do Local Board staff assist the Local Board in any capacity other than to fulfill the required functions of WIOA Section 107(d)? (**P/F) Yes No
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- g. Did the LWDB select an entity to staff the Local Board that provides additional workforce functions beyond the functions described in WIOA Section 107(d)? (*P) Yes No
1. If an entity that provides additional workforce functions beyond the functions described at WIOA Section 107(d) is serving as staff to the board, has the board and entity executed an agreement as required and outlined in 20 CFR 679.400(e) that clarifies their roles and responsibilities? (*P) Yes No
2. Is the agreement separate from the agreements in I.a. and the Partnership Agreements? (*P) Yes No
- h. Have the CLEO and Fiscal Agent executed a contract/MOU clearly outlining the Fiscal Agent's roles and responsibilities? (*P) Yes No

II. Firewall Provisions

- a. Board staff are properly separated from the delivery of services (with the exception of business services, which may be delivered by LWDB or a combination of LWDB and contracted provider. (**P) Yes No
- b. Is the One Stop Operator (OSO) clearly the functional manager of the AJC? (**P) Yes No
 - 1. Describe the roles and functions between Board staff and OSO regarding daily operations and service delivery.

[Click here to enter text.](#)

- c. If the OSO's entity is also the provider of program services, there are clear firewalls and separations of duties in place between OSO function staff and program service staff. (**P) Yes No
- d. Contracts or MOU are in place that clearly outline the delivery of business services between Board staff and service provider. (*P) Yes No
- e. Explain the process of how partners are coordinated within the AJCs and how staff scheduling takes place. (***) Click or tap here to enter text.

[Click or tap here to enter text.](#)

- f. Is Board staff physically located in any of the AJC sites? (**P) Yes No
- g. What mechanisms and procedures are in place to allow for the OSO to coordinate /schedule the daily activities of service providers/staff? (***) Click here to enter text.

[Click here to enter text.](#)

- h. Explain how the LWDB/Board staff are removed from daily management of the OSO and how they have created a firewall from daily management to allow for no conflicts of interest, enabling the LWDB/Board staff to carry out their duties of monitoring the OSO and other related contracts. (***) Click here to enter text.

[Click here to enter text.](#)

- i. Provide an organizational chart for the OSO and program service provider. (*P)
- j. Provide an organizational chart for the fiscal agent and staff to the Board. (*P)

III. Program Services

- a. Describe how Adult/Dislocated Worker/Youth services are delivered.

[Click here to enter text.](#)

b. Describe the AJC resource room process. (**P)

[Click here to enter text.](#)

c. Describe the front desk/check-in process. (**P)

[Click here to enter text.](#)

1. Is the priority of service process for veterans and eligible spouses being overserved during check-in? Yes No

2. Is there a process for initial intake being conducted by the intake unit? Yes No

3. Are appropriate referrals to partner staff occurring during intake? Yes No

d. Describe how “Meaningful UI Assistance” is provided in the comprehensive and affiliate sites. (**P) *Meaningful Assistance is defined in 20 CFR 678.430 as: Providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.*

[Click here to enter text.](#)

e. Is there a referral process as outlined in TEGL 16:16 for both internal and external partners? (**P) Yes No

IV. Fiscal

a. Has the LWDB developed a budget? (*P) Yes No

1. Who created the budget?

[Click here to enter text.](#)

b. What mechanisms are in place to track the 80% obligation rate? (*P/F)

[Click here to enter text.](#)

c. How does the LWDB/staff know when a budget modification is required, including the allowable budget line-item flexibility? (*P/F)

[Click or tap here to enter text.](#)

d. Are managers and program staff regularly informed of changes in the budget or given routine updates comparing budgeted items to actual costs? (*P/F)

Yes No

e. Does the LWDB/staff have a process to review budget versus actual expenditures?

Yes No

f. What is the frequency of performing a budget-to-actual expenditure analysis?

Yes No

g. Are required fiscal reports submitted on a timely basis? (*P/F)

Yes No

V. Monitoring

- a. Are the AJCs adequately staffed? (**P) Yes No
1. How many staff are OSO? How many are career services?
Click to enter text.
- b. How many are staff to the Board? (**P/F) Click here to enter text.
- c. Has the LWDB established a formal monitoring plan and guide? (**P/F)
Yes No
- d. How are AJC hours of operation managed? (**P)
Click here to enter text.
1. What are the basic hours of the AJC? (*P)
Click here to enter text.
- e. Is the OSO monitoring and executing the agreements with partners as outlined in the LWDB's MOU? (**P/F) Yes No
1. Please give detailed examples:
Click here to enter text.
- f. How is the OSO reporting to the LWDB and their staff (Board staff) on operations, performance, and continuous improvement recommendations? (**P)
Click here to enter text.
- g. Is the local Board monitoring the OSO and service provider contracts to ensure deliverables are being executed? (**P) Yes No
- h. What criteria is your LWDB using to evaluate OSO performance? Please provide a copy of the LWDB's written monitoring guide or plan. (**P/F)
1. Who is tasked with conducting the monitoring? (*P)
Click here to enter text.
2. How often is the process conducted? (*P)
Click here to enter text.
- i. How is the monitoring process being formalized and reported out at the LWDB meetings, to the CLEO, and to WDC? (*P)
Click here to enter text.

VI. Business Services Team (BST)

- a. Describe your (BST) Structure. Does the BST include Title I, Title II, Title III, Title IV, and any other partner that works with employers? (*P)
Click here to enter text.
- b. Describe your BST strategy for business engagement outreach? (*P)
Click here to enter text.
- c. Who is your BST Lead? (*P) Click here to enter text.
- d. Describe how all partners not utilizing Hirenet will input their activities in Hirenet for reporting and performance. (*P)
Click here to enter text.

- e. What training mechanism is in place to ensure that partner staff understand how to input employer activities in Hirenet? (*P)

[Click here to enter text.](#)

- f. Is there a contract in place and a plan outlined on how the Board staff and the service provider will coordinate business services? (*P)

[Click here to enter text.](#)

**WORKFORCE INNOVATION & OPPORTUNITY ACT MONITORING TOOL
ADULT PROGRAM**

Subrecipient: [Click here to enter text.](#)

Monitor: [Click here to enter text.](#)

Review Date: [Click here to enter text.](#)

Interviewees: [Click here to enter text.](#)

Question	Yes	No	N/A	Comments
1. Are career services made available by the American Job Center system (AJC) to all of the following, without eligibility requirements and regardless of the area of residency: <ul style="list-style-type: none"> • All employers and job seekers? • Unemployment Insurance Claimants? • Veterans? • Migrant and seasonal farmworkers? • Individuals with Disabilities 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
2. Does the AJC have sufficient staff, equipment, and oversight to deliver core services and applicable individualized services through: <ul style="list-style-type: none"> • Self Service? • Facilitated self-service, and • Staff assisted service? • (Are the necessary resources available? Back-up resources?) 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
3. Does the AJC make career services available by contracts with service providers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
4. Does the AJC have in place policies and procedures which ensure that the following are provided? <ul style="list-style-type: none"> • Coordinated resources and supportive services? 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
<ul style="list-style-type: none"> • Services to assist adults and dislocated workers? 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
<ul style="list-style-type: none"> • Accurate information about the availability of supportive services in the local area? 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
<ul style="list-style-type: none"> • Referral to programs which provide supportive services? 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
5. Does the AJC have policies and procedures in place which demonstrate that: <ul style="list-style-type: none"> • Follow-up services are included in IEPs? 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.

Question	Yes	No	N/A	Comments
<ul style="list-style-type: none"> Proposed monetary assistance during and throughout follow-up services are included in IEPs? 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
<ul style="list-style-type: none"> Criteria used to provide support services to individuals who are employed and earning self-sufficient wages? 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
6. Does the AJC have documentation to determine participants need training services and have the skills and qualifications to successfully complete a training program?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
7. Are there criteria developed to target those most in need of training services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
8. Does the AJC have documentation showing the follow-up services for a minimum of 12 months following the first day of employment, to registered participants who are placed in unsubsidized employment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
9. Does the AJC have an employee who verifies data entered into Hirenet for accuracy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
10. Have formal or informal training programs been established to provide the knowledge and skills necessary to determine activities and costs allowed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
11. Are there written policies to provide direction for making and documenting eligibility determinations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
12. Are eligibility objectives and procedures clearly communicated to employees?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
13. Are authorized signatures on eligibility documents periodically reviewed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
14. Is access to eligibility records limited to appropriate persons?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
15. Are manual criteria checklists or automated processes used in making eligibility determinations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
16. Is the information used in making eligibility determinations verified for accuracy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
17. Are there procedures to ensure the accuracy and completeness of data used to determine eligibility requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
18. Are program quality-control procedures performed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
19. Are conflict of interest statements maintained for individuals responsible for determining eligibility?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.

Question	Yes	No	N/A	Comments
20. Does the AJC prohibit discrimination based on race, sex, or age in its employment practices?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
21. Does the LWDA have policies and procedures in place which ensure that a participant in a program shall not displace other employees: <ul style="list-style-type: none"> <li data-bbox="191 411 748 443">• Who are on layoff from similar jobs? 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
<ul style="list-style-type: none"> <li data-bbox="191 443 748 569">• Whom the employer has terminated with the intention of filling the position with subsidized and/or employees 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
22. Does the LWDA have an ITA policy? What is the limit?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
23. Are there any procedures in place for programs which may exceed the ITA limit?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
24. What is the authorization procedure for ITA?				Click here to enter text.

**WORKFORCE INNOVATION & OPPORTUNITY ACT MONITORING TOOL
DISLOCATED WORKER PROGRAM**

Subrecipient: [Click here to enter text.](#)

Monitor: [Click here to enter text.](#)

Review Date: [Click here to enter text.](#)

Interviewees: [Click here to enter text.](#)

Question	Yes	No	N/A	Comments
1. Are authorized signatures (manual or electronic), that are on the eligibility documents, periodically reviewed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
2. Is access to eligibility records limited to appropriate persons?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
3. Is access to eligibility records limited to appropriate persons?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
4. Is the information used in making eligibility determinations verified for accuracy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
5. Are channels of communication established for people to report suspected eligibility improprieties?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
6. Are program quality control procedures performed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
7. Are conflict of interest statements maintained for individuals responsible for determining eligibility?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
8. Does the OJT contract have assurances attached to the contract?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.

**WORKFORCE INNOVATION & OPPORTUNITY ACT MONITORING TOOL
YOUTH PROGRAM**

Subrecipient: [Click here to enter text.](#)

Monitor: [Click here to enter text.](#)

Review Date: [Click here to enter text.](#)

Interviewees: [Click here to enter text.](#)

Question	Yes	No	N/A	Comments
1. How does the Local Workforce Development Area (LWDA) define additional assistance to youth?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
2. Were youth-service providers obtained through a competitive procurement basis?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
3. Are youth funds—amounting to 75%—being used to serve the out-of- school population?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
4. Are all the fourteen required elements of the Youth Program being made available in the LWDA?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
5. Is there a quorum when contracts are approved and Request for Proposals (RFPs) issued?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
6. Does the LWDA system provide youth referrals for supportive services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
7. Does the LWDA system provide objective assessments for youth participants and work experiences for youth such as:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
<ul style="list-style-type: none"> • Instruction in employability skills? • Exposure to the aspects of industry such as team work, internship, paid and unpaid community service, or job shadowing? 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
8. Does the LWDA system provide objective assessments (for youth participants) which cover academic levels, skill levels, and service needs of each participant and which will also include a review of:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
<ul style="list-style-type: none"> • Basic skills? • Occupational skills? • Prior work experience? • Employability? • Interest? • Aptitude? • Supportive Service Needs? 				

Question	Yes	No	N/A	Comments
9. Are there written policies to provide direction for making and documenting eligibility determinations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
10. Are there procedures to calculate eligibility amounts that are consistent with program requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
11. Are eligibility objectives and procedures clearly communicated to employees?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
12. Are authorized signatures (manual or electronic) on eligibility documents periodically reviewed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
13. Is access to eligibility records limited to appropriate persons?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
14. Does the LWDA provide work experience for youth?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
15. Is the LWDA paying wages and benefits for youth in work experience?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
16. Are youth provided follow- up services for 12 months after program exit?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
17. Does the LWDA have a separate Summer Youth Program?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
18. Does the LWDA prohibit discrimination based on race, sex, or age in its employment practices?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
19. Are youth given the opportunity to register for apprenticeship programs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
20. Have all grant requirements been verified?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.

**WORKFORCE INNOVATION & OPPORTUNITY ACT MONITORING TOOL
EEO PROGRAM QUESTIONNAIRE**

Subrecipient: [Click here to enter text.](#)

Monitor: [Click here to enter text.](#)

Review Date: [Click here to enter text.](#)

Interviewees: [Click here to enter text.](#)

Question	Yes	No	N/A	Comments
1. Has the Local Workforce Development Area (LWDA) appointed its equal opportunity officer for WIOA Title I services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
2. Has the AJC provided reasonable accommodations for persons with disability?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
3. Does the AJC provide initial and continuing notice (using the required nondiscrimination language) that it does not discriminate on any prohibited grounds?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
4. Does the LWDA/AJC publish or broadcast program information in the news media? If so, does the LWDA indicate in the publications and broadcasts that: The WIOA funded program or activity in question is an equal opportunity employer program?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
5. Auxiliary aids and services are available upon request to individuals with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
6. Has the LWDA/AJC applied analysis to its programs to determine how best to deliver language assistance to individuals who are Limited English Proficient (LEP)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
7. If the analysis indicates the need for language assistance services, does the LWDA/AJC have one or more of the following oral interpretation services in place?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
• Bi-lingual staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
• Staff interpreters? or	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
• Telephone interpreter line?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
8. Does the LWDA have policies and procedures in place which ensure that interpreters and/or interpreter services provide interpretations as follows:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.

Question	Yes	No	N/A	Comments
<ul style="list-style-type: none"> With demonstrated proficiency and ability to interpret in both English and the other language, and the ability to identify consecutive, summary, simultaneous, or sight interpretations? 				
<ul style="list-style-type: none"> With knowledge of specialized terms and concepts of the program, vocabularies and phrases used by the LEP person? 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
<p>9. Does the LWDA have policies and procedures in place which ensure the following:</p> <ul style="list-style-type: none"> Those interpreters must certify that they will deliver interpretations that are accurate and not biased? 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
<ul style="list-style-type: none"> Those interpreters shall accept payment for services only from the LWDA and never from the client? 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
<p>10. After applying the LEP 4-Factor Analysis*, and if the need for translation of vital documents is reasonable and necessary, does the LWDA provide written translations of:</p> <ul style="list-style-type: none"> Consent and complaint forms? 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
<ul style="list-style-type: none"> A list of AJC partners and services offered? 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
<ul style="list-style-type: none"> Appeals documents 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
<ul style="list-style-type: none"> Notices requiring a response from clients? 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
<ul style="list-style-type: none"> Information on the right to file complaints of discrimination? 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
<ul style="list-style-type: none"> Information on the provision of services to individuals with disabilities? 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
<ul style="list-style-type: none"> State wage, hour, safety, and health information? 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
<ul style="list-style-type: none"> Notices of free language assistance? 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
<p>11. Does the LWDA have procedures and policies in place which ensure planning and development of:</p> <ul style="list-style-type: none"> Methods of identifying LEP individuals who need language assistance? 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
<ul style="list-style-type: none"> Training for staff on the available language services and how to use them? 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
<ul style="list-style-type: none"> Easily-accessible and widely- known notices of free language assistance? 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.

Question	Yes	No	N/A	Comments
<ul style="list-style-type: none"> • Training staff on monitoring interpreter activity? 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
12. Does the covered LWDA have policies, procedures, and auxiliary aids and services in place which ensure the reasonable and necessary delivery of program services to qualified individuals who have physical and/or mental impairments?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
13. Does the covered LWDA have policies and procedures in place that ensure that individuals with qualifying disabilities will be referred for auxiliary aids and services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
14. Does the LWDA have in place communication devices, such as TTY or TDD, or an equally effective communication system, for participants with a hearing impairment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
15. If the LWDA has determined that the provision of accommodations would fundamentally alter the delivery of program, service, or activity, then does the LWDA have a written statement which details the reasons for reaching this conclusion?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
16. Does the LWDA have clearly visible signage, at the primary entrances of each inaccessible facility that refers individuals, with disabilities, to information about accessible facilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
17. Does the LWDA have the international symbol for accessibility at the primary entrances of each accessible facility?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
18. Do the LWDA's published personnel policies and procedures prohibit actions defined in 29 CFR Part 38 §38.19? These are: <ul style="list-style-type: none"> • Intimidation and retaliation for filing a complaint or furnishing information regarding management of a WIOA assisted program, service, or activity. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
19. Is the initial and continuing notice provided that discrimination is prohibited? Is it: <ul style="list-style-type: none"> • In internal memoranda, both hard copy and electronic? 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
<ul style="list-style-type: none"> • In handbooks or manuals? 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
<ul style="list-style-type: none"> • Made available, in appropriate formats, to individuals with visual impairments? 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.

Question	Yes	No	N/A	Comments
20. Do the LWDA's orientations and other presentations to new employees, participants, employers and the general public include a discussion of the nondiscrimination and equal opportunity provisions applicable to WIOA programs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
21. Does the LWDA system have a complaint log which is used to record any complaints of discrimination?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
22. Does the LWDA have documentation to ensure that all On- the-Job Training plans, contracts, and other similar agreements are non- discriminatory and contain provisions regarding non- discrimination and equal opportunity?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
23. How does the LWDA provide disability awareness training for designated staff at the One-Stop Center?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
24. Has the contract agency received any discrimination complaints during the last fiscal year or during the current contract year? Explain.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
25. What assurances of compliance have been signed by the agency?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
26. When and by whom were they signed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.
27. What documentation does the agency keep as proof of its non-discriminatory status?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text.

Comments:

Click or here to enter text.

*Four Factor Analysis: (1) Demography - the number or proportion of LEP persons eligible to be served or likely to be encountered; (2) Frequency of Contact - the frequency with which LEP individuals come in contact with the program and/or activities; (3) Importance - the nature and importance of the program, activity, or service to people's lives; and (4) Resources-the resources available and costs.