Agency for Workforce Innovation
Office for Civil Rights

Roundtable Discussion and Training
for the
Regional Workforce Board Equal Opportunity Officers

Tentative Agenda

I. The Methods of Administration: A look at seven elements and the September 2007 update

II. Limited English proficiency
   - The guidance
   - Your region’s plan: information and key documents in languages other than English
   - Posters and “I speak” cards
   - Locating vendors for language interpretation:

III. Complaint handling
   - The complaint procedures and process
   - Discrimination complaints versus grievances
   - Complaint filing and investigation within the region: Do the regions want the authority that is currently at the federal and state levels only?
   - The on-line discrimination-complaint system

IV. Nondiscrimination-program monitoring at the regional level

V. Data analysis: Still a “work in progress”

VI. Notable practices within the regions that have come to OCR’s attention.

VII. The Internet: Information from the OCR, and much more

VIII. Tomorrow’s Disability Services training
Agency for Workforce Innovation
Office for Civil Rights
Disabilities Services Training

Tentative Agenda

9:30 a.m.  Welcome, introductions and housekeeping announcements
The role of the “disabilities-services coordinator”

9:50 a.m.  Element 5 of the *Methods of Administration*: Compliance with Laws Concerning
Individuals with Disabilities
The revised and expanded guidance paper: *Guidelines for Compliance with the
Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act
of 1973, and Section 188 of the Workforce Investment Act of 1998*
What works and what doesn’t: Recommendations *from the field* for serving
customers with disabilities
*Hearing from the Disability Program Navigators and staff in the one-stop
centers.*

There will be a 10-minute break during this session.

11:50 p.m.  Lunch (on your own)

1:15 p.m.  Continuation of the morning’s discussion
(tentative topic) “Hidden” disabilities: Observations from the U.S. Department of
Health and Human Services 2007 Welfare Transition Program review

1:30 p.m.  Potential changes to the federal facility accessibility regulations
The Section 188 Disability Checklist

1:50 p.m.  Break

2:00 p.m.  Resources:
On the Internet:
  •  A short course for one-stop (and service-provider) staff:
    *At Your Service: Welcoming Customers with Disabilities*
  •  Linking through the OCR website
  •  Other websites that could be of interest and assistance.

Identifying your local resources

2:30 p.m.  (Time permitting) Some exercises

3:15 p.m.  Questions and answers
Your needs and concerns: How may the OCR help *you*?
Wrap-up