



INDIANA
DEPARTMENT OF
WORKFORCE
DEVELOPMENT

AFFIRMATIVE OUTREACH

Nondiscrimination Plan – Element 4

Regulatory Oversight and Compliance

Department of Workforce Development





AFFIRMATIVE OUTREACH

- *[29 CFR 38.40]*
 - Demographic Assessment
 - General Outreach Efforts
 - Limited English Proficiency (LEP)
 - Migrant and Seasonal Farm Workers (MSFW)
 - Youth & JAG
 - Individuals with Disabilities
 - Priority of Service
 - Vocational Rehabilitation



WHAT IS AFFIRMATIVE OUTREACH?

Affirmative outreach means that recipients must ensure equal access to programs and activities by **making reasonable efforts to include members of the various groups** protected by Section 188, including but not limited to persons of different sexes, various racial and ethnic/national origin groups, various religions, individuals with limited English proficiency, individuals with disabilities, and individuals in different age groups.



DEMOGRAPHIC ASSESSMENT

- Hoosiers by the Numbers provides the latest, most detailed public data related to labor force, industry, occupations, unemployment, demographics, and job growth and serves as the official source for labor market information for the state of Indiana. Users can pull demographic data (e.g., population data by age, race, ethnicity, gender, etc.) by region to assist in determining targeted populations for outreach efforts.
- The US Census Bureau provides an additional way to determine demographic information in the Local Areas. The LWDA's are highly encouraged to utilize these resources in their diversity planning and service development.



GENERAL OUTREACH EFFORTS

- DWD and its WorkOne Centers strive to serve a broad range of customers through outreach and other utilization of partner resources. Such efforts include:
 - Community outreach
 - Job fairs
 - Job information centers
 - Posters, fliers, and brochures promoting WIOA Title I programs and activities



GENERAL OUTREACH EFFORTS

- Some best practices include:
 - Posting signs to inform customers of telephone numbers to call or to see the manager if an accommodation is needed to receive services
 - Identifying individuals and organizations available if assistance is needed to provide services or information in a language other than English
 - Utilizing employees who have skills in languages other than English to assist customers by providing instruction, conveying information, or assisting with completing forms
 - Developing and maintaining contacts with community-based organizations and advocacy groups to ensure the center meets specific needs
 - Coordinating linkages with other federal, state and local agencies serving the various segments of the populations



LIMITED ENGLISH PROFICIENT (LEP)

- Various services are offered within the twelve LWDA's, including but not limited to, bilingual staff, hand-held translators, English as a Second Language classes, and the use of accessibility stations. Further, the Unemployment Insurance call center employs Spanish-speaking staff to assist customers as needed. At the state level, DWD has an existing contract for Interpreter Services. These services are available at all of the WorkOne Offices.
- Recipients are aware that written materials containing vital information must be translated and readily available for languages spoken by a significant number or portion of the population eligible to be served, or likely to be encountered, and further, reasonable steps must be taken to meet the particularized language needs of any LEP individual, regardless of population size. Once a recipient becomes aware of an LEP individual's preferred language, the recipient must convey vital information in that language.



MIGRANT AND SEASONAL FARM WORKERS (MSFW)

- The State Monitor Advocate (SMA) provides technical assistance to staff of the WorkOne system, including training on referral of migrant and seasonal farm workers (MSFW) to agricultural and non-agricultural job orders and coordination of services for the MSFW Outreach function.
- The MSFW Outreach Specialist works in conjunction with Proteus Inc. and other MSFW community agencies to provide resources and information regarding our WorkOne Centers. DWD anticipates providing Outreach staff with updated brochures on migrant and seasonal farm worker services available from DWD.
- Additional opportunities for Outreach staff include: working with crew leaders and employers in creating an awareness of the services available in filling openings, crew leader registration, and interpretation/translation services that can be found with the local office.



YOUTH & JAG

- Indiana has implemented a statewide multi-year drop-out prevention and school-to-career program targeting high school juniors and seniors with barriers to success. Students with academic, socioeconomic, cultural or familial barriers are selected to participate in the program, which is a DOE credited course. Students receive two years of employability skills training, academic remediation, leadership development training and workforce preparation.
- Indiana operates several special programs targeted at special populations, including a bi-lingual program in Seymour high school, a program for students who are deaf and hard of hearing at the Indiana School for the Deaf, and other programs working with minority students in some of Indiana's urban school environments.



INDIVIDUALS WITH DISABILITIES

- Job seekers with disabilities can access information and link to various resources on the Indiana Career Ready (ICR) website for support in preparing for, obtaining and retaining employment. It is the responsibility of the State and Local EO Officers to ensure that all staff are knowledgeable about the importance of meaningful access to services and monitor facilities, programs, and services for physical and programmatic accessibility.
- DWD operates the JVSG program, which provides federal funding for hiring dedicated staff to provide individualized career and training-related services to veterans and eligible persons with significant barriers to employment and to assist employers in filling their workforce needs with job-seeking veterans. The JVSG program supports the Disabled Veterans' Outreach Program (DVOP) specialist position and the Local Veterans' Employment Representative (LVER) staff.



PRIORITY OF SERVICE

- WIOA requires that priority of service be given to recipients of public assistance, other low income individuals, and individuals who are basic skills deficient for receipt of career services and training services. Priority of service assists with ensuring meaningful access to all populations served, including disabled and LEP individuals.



VOCATIONAL REHABILITATION

- DWD and its WorkOne system strive to maximize partner resources. For example, DWD coordinates with the Indiana Family and Social Services Administration (FSSA) and its Vocational Rehabilitation Services (VR or VRS) Division, which provides quality individualized services to enhance and support people with disabilities to prepare for, obtain or retain employment.
- Examples of coordination include:
 - Implementation of Order of Selection (OS)
 - Cross training and service coordination
 - DWD participation on FSSA's bi-monthly Transition Advisory Council, which focuses on ensuring transition services for youth with disabilities
 - FSSA/VRS promotion of the WorkOne system's accessible workstations and referring/meeting clients at the WorkOne centers



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NDP Element 4 Quiz

<https://www.surveymonkey.com/r/CXMHMC2>