



March 11, 2024

Kerry Savage
Northwest Workforce Development Board
912 Main Street
Trenton, MO 64683

Dear Ms. Savage:

Please accept this letter in response to your January 11, 2024, equal opportunity monitoring report.

- Compliance Finding 1: Youth Alliance now has the "Equal Opportunity is the Law" posters in three languages.
- Compliance Finding 2: EO posters have been updated to include the name and contact information of the local EO officer on the website.
- Compliance Finding 3: The Babel notice has been added to the website.
- Compliance Finding 4: The application for employment form has been updated.
- Compliance Finding 5: Staff at the St. Joseph Job Center have been informed of this situation and corrective action has been taken to ensure that files are kept confidential and secured. Staff will keep the filing cabinet locked at all times, even during the workday when staff are routinely utilizing the files. Staff will also ensure that files are not left open at a workspace and that they are secured in the desk when it is necessary to step away from the workspace.
- Area of Concern 1: The staff to receive discrimination and harassment complaints will remain the Executive Director as designated in the handbook.
- Area of Concern 2: These concerns are noted and where possible, changes will be made to correct.
- Area of Concern 3: The literature spinner has been moved.
- Area of Concern 4: Equal Employment Opportunity poster is posted in Maryville.

Please let me know if you have any questions or if you need any further information regarding this monitoring.

Sincerely,

A handwritten signature in blue ink that reads "Robin Hammond".

Robin Hammond
Executive Director

Engaging community partners to improve the lives of children and families.

St. Joseph Youth Alliance
5223 Mitchell Avenue
St. Joseph, MO 64507
816.232.0050
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Subcontractor Name: St. Joseph Youth Alliance
Representative: Robin Hammond, Executive Director
Monitor: Kerry Savage, Compliance Manager-WDB North Missouri
Reviewed By: Brent Stevens, Executive Director- WDB North Missouri
Signature: 
Date: January 11, 2024

I. Executive Summary and Scope of the Equal Opportunity Monitoring

The Workforce Development Board of North Missouri's Compliance Manager conducted monitor reviews of St. Joseph Youth Alliance for Program Year 2023 in compliance with the requirements set forth by 29 CFR (*Code of Federal Regulations*) Part 38, State of Missouri Nondiscrimination Plan, Office of Workforce Development (OWD) *Issuance 10-2023 (Sub-State Monitoring Policy)*, and Workforce Development Board of North Missouri policy A-23 (*Sub-State Monitoring Policy*).

The WDB conducted an equal opportunity monitoring of St. Joseph Youth Alliance's compliance with section 188 of WIOA for the period July 1, 2023, through June 30, 2024, in fulfillment of the requirements of the WIOA, Missouri Nondiscrimination Plan, OWD Issuances, and WDB Policies. This review was conducted to ensure compliance with federal Equal Opportunity laws as outlined within section 188 of the Workforce Innovation and Opportunity Act.

Equal Opportunity monitoring is not an audit and due to the limited scope of the monitoring, may not disclose all systems' weaknesses. The results presented in this report are based on the areas reviewed by WDB staff. The United States Department of Labor, the Missouri Office of Workforce Development, or any other applicable federal or state body may conduct reviews and have different conclusions, opinions, and/or results.

The scope of the equal opportunity monitoring utilized guidelines established by section 188 of WIOA, the State of Missouri Nondiscrimination Plan, the Office of Workforce Development's (OWD) Sub-state Monitoring Issuance and Workforce Development Board of North Missouri's Sub-State Monitoring Policy.

The Monitoring utilized a self-monitoring worksheet completed by St. Joseph Youth Alliance as well as an on-site visit during which the facility and its practices were reviewed for compliance. The following items were reviewed:

- the "Equal Opportunity is the Law" poster was properly posted;
- a complete accessibility workstation for job center customers is provided;
- Signed acknowledgement from the employees that notification of complaint and grievance rights and procedures was received;
- Employees' signed Confidentiality Agreement
- Notice of availability of translation services and other accommodations is posted;
- Accessibility of the facility;

- The organization's policies relating to non-discrimination, complaint process and accessibility;
- Application for employment;
- Any agreements/contracts with other individuals, organizations;
- the organization's website and social media accounts;
- any items or media promoting services;
- organizational practices relating to the notification of the non-discrimination and filing complaints, collecting of demographic data on applicants for employment and employees;
- Storage of participant, applicant, and employee records;
- Affirmative outreach efforts;
- Determination if prior corrective measures have proven effective;
- Compliance with the requirements set forth in the region's Methods of Understanding, Request for Proposals, and Contract Agreements

II. Results of the Equal Opportunity Monitoring Review

The WDB rates issues discovered during monitoring review at two levels of severity: compliance findings and areas of concern, as defined below. In addition, opportunities have been identified and are also included below.

Compliance Findings - Compliance findings (findings) are items that disclose areas of significant non-compliance with WIOA, federal regulations, the state's nondiscrimination plan, workforce development issuances or guidance, and material weaknesses in internal controls. Findings require written corrective action plans by either accepting the WDB's recommendation or proposing and receiving approval for an alternate course of action. Regulatory compliance monitors will provide citations from WIOA, federal regulations, the state's nondiscrimination plan, or OWD issuances and procedures to identify specific areas of non-compliance and will explain the corrective measures necessary for resolution.

The results of our monitoring disclosed five compliance findings.

Compliance Finding 1:

CFR 29 Part 38.9 requires the "Equal Opportunity is the Law" notice be displayed in English and two others languages. The St. Joseph Youth Alliance displays posters in English and Spanish.

Corrective Action: Display the "Equal Opportunity is the Law" notice in a third language at the St. Joseph Youth Alliance building. Posters are available at <https://jobs.mo.gov/dwdeo>. Add the name and contact information of the local EO officer to the poster and prominently display within 60 days of the date of this report.

Compliance Finding 2:

CFR 29 Part 38.36 requires the posters be located on the recipients' website. SJYA does not have the posters available on the website. A link was provided to the English EO poster, but the name and contact information of the local EO officer was not provided on this poster.

Corrective Action: Post the three posters (English, Spanish, and a third language) containing the name and contact information of the local EO officer on the Youth Alliance website within 60 days of the date of this report.

Compliance Finding 3:

A Babel notice is required on Youth Alliance's website, per 29 CFR Part 38.4. An example can be found at <https://jobs.mo.gov/babel-notice>.

Corrective Action: Post a Babel notice on Youth Alliance's website within 60 days of the date of this report.

Compliance Finding 4:

CFR 29 Part 38.34 requires recipients provide the equal opportunity notice to applicants for employment. The self-monitoring worksheet completed by Youth Alliance indicates, "Applicants will see the tagline on brochures, emails, and website." The EO tagline does not notify applicants for employment of the grievance & complaint procedure is not the notice required by §§ 38.34.

Corrective Action: Provide the notice required by CFR 29 Part 38.34 to all applicants for employment. This was noted as a finding in PY22 and should be implemented immediately.

Compliance Finding 5:

During the visit at the St. Joseph Job Center, the file cabinet containing participant records was unlocked and a customer file was left open at a staff workspace. OWD Issuance 10-2022 requires that customer records must be stored and maintained securely.

Corrective Action: Provide a written response to the WDB of North Missouri within 60 days of the date of this report detailing what steps will be taken to ensure customer files are kept confidential and secure.

Areas of Concern - Areas of concern (concerns) are items that may or may not be compliance-based but may identify practices that could leave the organization vulnerable to a discrimination complaint. Concerns are suggestions to management and do not generally require a response unless specifically indicated. Resolved findings and accompanying corrective actions may be included in this category. Concerns, although resolved, may rise to a level of severity that is subject to follow-up during subsequent review. Regulatory compliance monitors may offer suggestions or guidance to assist the entity in making improvements or may make a referral for further technical assistance.

The results of our monitoring disclosed four Areas of Concern. The areas of concern may require corrective action. A written response to address these concerns, if required, is due within 30 days of the date of this report. The response and action plan are to be submitted to the WDB Office to the attention of Brent Stevens and Kerry Savage at bstevens@mail.ncmissouri.edu and ksavage@mail.ncmissouri.edu.

Area of Concern 1:

Within the self-assessment worksheet completed by Youth Alliance, the organization's designated representative for receiving discrimination and harassment complaints was listed as Louise Milles, Director of Accounting and HR. This is not the designated representative indicated on page 5 of the Employee Handbook.

Corrective Action: Indicate the designated representative for receiving discrimination and harassment complaints in a written response to the WDB within 60 days of the date of this report. The response should also include how this discrepancy has been communicated to Youth Alliance staff. If the clarification is made to staff by written communication, such as an email, please provide a copy of this correspondence.

Area of Concern 2:

There are a few issues related to the accessible restroom that could prevent full access to the facility for persons with disabilities.

1. The paper towel dispensers in the upstairs women's restroom at the Youth Alliance office and the restroom at the Maryville office are greater than 48" from the floor.
2. The assist bar in the downstairs Youth Alliance restroom is not 42" long.
3. The assist bar in the upstairs and downstairs restrooms at the Youth Alliance facility does not extend 54" from the wall.
4. Toilet paper dispensers at the Youth Alliance office are less than 12" above the assist bar (placement below the assist bar is allowable if the dispenser is 1.5" below).
5. The "Restroom" sign on the downstairs bathroom door at the Youth Alliance office is door mounted, but the door is not equipped with closers.

Corrective Action: These concerns are based on the ADA guide provided to the region by the OWD Equal Opportunity Officer. Youth Alliance should work to correct these issues or have a qualified inspector provide a report stating these items pass their review. Understand that some participants may have issues with the restroom facility. As part of the region's reorganization into the North Region, all recipients' facilities will be recertified. Part of this process will include an ADA evaluation. Addressing these concerns now may prevent issues with recertification.

Area of Concern 3:

The "Your Right to an Interpreter" poster was displayed in the front office but blocked by the literature spinner.

Corrective Action: The case manager at the Maryville Center indicated that he would move the literature spinner where it did not block any notices. Confirm the "Your Right to an Interpreter" is no longer obstructed from view and notify the WDB in a written response within 60 days of the date of this report.

Area of Concern 4:

The "Equal Employment Opportunity is the Law (EEOC-P/E-1)" poster was not posted at the Maryville Job Center.

Corrective Action: The case manager there stated he would print this notice and display it in the center. Confirm this notice has been posted and notify the WDB in a written response within 60 days of the date of this report.

Opportunities - Opportunities are items the WDB has suggested for revision to indicate to all participants, applicants, and employees the organization has a strong commitment to provide equal access to all programs, services, and employment. These do not require a written response.

During the monitoring, the WDB identified one opportunity for consideration.

Opportunity for Consideration 1:

In a staffing analysis conducted by the WDB utilizing data supplied by Youth Alliance, the only demographic that showed an impact rate of more than one individual was individuals with a disability. Youth Alliance needs to continue to monitor their hiring practices to ensure individuals with a disability are aware of and can apply for employment.

III. Findings and Concerns of the Previous Year's Monitoring Review

The WDB must review the compliance findings and areas of concern of the previous year's equal opportunity monitoring review. Findings and concerns identified last year that were also noted this year may already have been addressed in this report. In some cases, issues identified as an area of concern in the previous year that have not been resolved may be elevated to the level of a compliance finding.

The issue identified in PY22 has not been resolved. The issue identified in PY22 and continue to be findings or concerns:

1. The notice of non-discrimination and the complaint process must be provided to all applicants for employment as required by 29 CFR Part 38.36.

Feel welcome to address Brent Stevens or Kerry Savage with any questions or concerns you may have.