Diversity and Affirmative Action in Iowa

An Annual Review of Affirmative Action in the Executive Branch of State Government

November 23, 2010

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November 23, 2010

MEMORANDUM

TO: The Honorable Chester J. Culver, Governor

The Honorable Patty Judge, Lt. Governor

Mark Brandsgard, Chief Clerk of the House

Michael Marshall, Secretary of Senate

FR: Raymond E. Walton, Director

RE: FY2010 Diversity and Affirmative Action Report

In accordance with chapter 19B.5 of the *Code of Iowa*, I am pleased to submit the fiscal year 2010 *Diversity and Affirmative Action in Iowa* report. In this report, we measure changes to overall diversity and progress we have made to balance our workforce in FY2010, and provide updates on our diversity-related plans, initiatives, and program changes for FY2011.

In FY2010, the employment level of the executive branch was significantly reduced by the voluntary State Employee Retirement Incentive Program (SERIP). This report reflects the impact of SERIP on the executive branch workforce composition. DAS did not request complete workforce planning documentation this year, requesting instead Affirmative Action and Diversity reporting only. However, departments were prompted to provide any additional information deemed relevant to diversity in their responses.

The Department of Administrative Services (DAS) continues to work with the Diversity Council, created under Executive Order Four in October of 2007, to strengthen our programs. This report presents an update of the activities and progress of the Diversity Council and DAS, along with FY2010 numerical changes to the executive branch workforce.

DAS will continue to monitor workforce composition trends in state government and collaborate with the Diversity Council and the departments to find improved methods to recruit and retain a diverse workforce to serve the citizens of Iowa.

Thank you for your attention to this report and your support of our diversity programs.

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SECTION 1:

FY2010 NUMERIC MEASURES (QUANTITATIVE ANALYSIS)

Overview

The executive branch of the State of Iowa has had an affirmative action program since 1986. The program was initiated voluntarily with the goal of balancing the executive branch workforce for protected classes with the available labor force in Iowa. The protected classes include females, minorities, and persons with disabilities.

The affirmative action program consists of two main parts. First are the numerical measurements and calculations necessary to measure the diversity of the workforce to identify imbalances. The numerical part of the program is referred to as the quantitative analysis.

The second part of affirmative action is the methods and actions used to remedy underutilization, such as recruitment, hiring practices, and training. This is referred to as qualitative analysis and methods.

In the past, the Annual Review of Affirmative Action in the Executive Branch of State Government report has included underutilization summaries. This report, however, does not contain such summaries as the methodologies currently used for identifying and reporting underutilization are being re-evaluated in response to Executive Order Four (EO4), the Diversity Council recommendations, and the Governor's October 2009 letter adopting those recommendations. DAS will publish underutilization summaries once it has completed the process of reviewing, evaluating, and making necessary changes to the current Affirmative Action Program. Once the evaluation process is complete, these underutilization summaries will continue to be included in future reports.

As for workforce composition, overall in FY2010, the executive branch has shown a slight decrease in the percentage of females in the workforce, an increase in the percentage of minorities in the workforce, and a decrease in the percentage of persons with disabilities in the workforce:

FY2010 Executive Branch Protected-Class Workforce Composition Change

Protected Class	% end of FY2009	% end of FY2010	% Net Change
Female	51.48%	50.78%	-0.70%
Minority	5.82%	6.14%	+0.32%
PWD	5.26%	4.42%	-0.84%

From February 13 to the end of FY2010, the executive branch lost 2,067 employees due to the State Employee Retirement Incentive Program (SERIP), and 1,985 of those

lost were from central payroll, the subject of this report, and the remainder from Community Based Corrections.

Executive Order Four (EO4), issued by Governor Chester J. Culver in October of 2007, remained an important driving force for diversity-related issues in FY2010. In particular, EO4 requires departments to implement hiring practices to reflect the merit principles of Iowa Code sections 8A.411-.412 and enhance diversity under Iowa Code chapter 19B.

It is important to understand the differing roles between the Department of Administrative Services (DAS) and the hiring agencies. While DAS has the authority to establish administrative rules governing recruitment, selection, and hiring, the agencies are responsible for screening, interviewing, and making hiring decisions.

In particular, EO4 requires departments to implement hiring practices to reflect the merit principles of Iowa Code sections 8A.411-.412 and enhance diversity under Iowa Code chapter 19B.

Under EO4, the departments are required to:

- Apply uniform hiring practices.
- Develop and implement a recruitment and retention plan.
- Work with Iowa Vocational Rehabilitation Services to increase employment of persons with disabilities.
- Submit a diversity plan to the Diversity Council to be used by DAS in development of the annual affirmative action plan. The plans shall:
    - Provide information on the agency's hiring and promotion practices, outlining any changes to those practices during the reporting period.
    - Outline the steps taken by the agency to increase diversity by recruiting and retaining a diverse workforce.
    - Outline the steps taken by the agency to train employees on diversity-related issues.
    - Outline the steps taken by the agency to increase diversity among staff in the next year, based on the anticipated number of hiring opportunities and the composition of the current workforce.
    - Describe any other efforts taken by the agency during the reporting period to encourage workplace diversity and celebrate diversity.

Under EO4, DAS is required to:

- Provide or approve diversity training on an annual basis for all state employees making hiring and promotion decisions.

- In consultation with the Iowa Civil Rights Commission and the Department of Human Rights, annually monitor the application of the screening methods used by state agencies.
- Assess the impact of screening methods on employee groups in the selection process.
- Counsel departments with regard to selection processes that pose barriers to any applicant group.
- Where systems and methods to gather such data are inadequate, efforts to improve them shall be made.

This report documents both the numerical progress and the methodologies and plans of both DAS and the agencies of the executive branch in the areas of diversity and affirmative action in employment.

Statewide Workforce Composition

Affirmative Action is a system of measurement (workforce composition) and action (methods and activities designed to balance the workforce composition with the available labor force). For the State of Iowa as an employer, this is measured in three identified protected-class categories:

- Females
- Minorities
- Persons with Disabilities

There are other protected classes under the law, such as age and sexual orientation, but the State's affirmative action program was designed to specifically address underutilization of females, minorities, and persons with disabilities.

The State's affirmative action program was designed to eliminate imbalances, or underutilization, in the specific occupational areas and departments where the imbalance reaches a significant statistical threshold. However, this year's report will focus only on the overall diversity of the executive branch workforce as a measure of progress.

FY2010 concluded with an overall reduction in the executive branch central payroll workforce of 2,039 compared to the end of FY2009. This reduction is mostly due to SERIP, which included 1,985 executive branch central payroll retirements. An additional 82 SERIP retirements were incurred by Community Based Corrections, which is not a subject of this report.

The following chart illustrates the impact on diversity of the voluntary SERIP retirement program of the executive branch during FY2010.

Chart 1 - Executive Branch Workforce Composition EOFY2009 to EOFY2010

Category	June '10	June '09	Net Change	State Government Workforce %		2000 Census Iowa Labor Force*
				June '10	June '09	
Male	9,025	9,885	-860	49.22%	48.52%	52.60%
Female	9,311	10,490	-1,179	50.78%	51.48%	47.40%
Non-Minority	16,868	18,827	-1,959	91.99%	92.40%	94.00%
Minority	1,125	1,185	-60	6.14%	5.82%	6.03%
African Am	440	470	-30	2.40%	2.31%	1.60%
Asian/PI	274	275	-1	1.49%	1.35%	1.20%
Ntv Am	103	125	-22	0.56%	0.61%	0.40%
Latino	308	315	-7	1.68%	1.55%	2.30%
Unknown	343	363	-20	1.87%	1.78%	N/A
W/Disability	810	1,071	-261	4.42%	5.26%	11.80%
W/O Disability	15,571	19,287	-3,716	84.92%	94.66%	88.20%
Unk/Disability	1,955	2,168	-213	10.66%	10.64%	N/A
TOTALS	18,336	20,375	-2,039			

The percentage of females in the workforce decreased by 0.70 percentage points to 50.78%, but they remain above the Iowa labor force of 47.4%. The percentage of minorities in the workforce increased by 0.32 percentage points to 6.14% and passed the Iowa labor force of 6.03% in FY2010. Among specific minority groups, all groups increased their relative representation in the executive branch except Native Americans. Note that for minorities, their representation in the executive branch increased even though their numbers decreased, because non-minorities retired under SERIP in proportionately greater numbers. From the perspective of this data, the executive branch overall exceeds the Iowa labor force for females and minorities, except for Latinos.

Persons with disabilities decreased by 0.84 percentage points to 4.42%, and they continue to lag the Iowa labor force of 11.8%. It is difficult to set goals in this area because for persons with disabilities, available labor force census data is not available for each Equal Employment Opportunity (EEO) category. A survey of the executive branch workforce has not yet been completed to determine if the number of persons with disabilities is higher due to possible reluctance of self-reporting, or because disabilities in the workforce are only reported upon employment.

EEO Categories and Executive Branch Workforce Composition of Protected Classes

The basis of affirmative action is remediation of imbalances between the composition of the executive branch workforce and the available labor force in specific job categories.

Section 1

To gain a better understanding of executive branch workforce composition it is useful to look at the distribution of employees into job categories representing different kinds of work. All job classes in the executive branch are assigned to specific Occupational Category Codes (OC Codes) that describe specific occupations. These in turn are assigned to one of seven EEO categories:

- 1 - Official/Administrator
- 2 - Professional
- 3 - Technician
- 4 - Protective Services –sworn
- 5 - Protective Services – non-sworn*
- 6 - Administrative Support
- 7 - Skilled Craft
- 8 - Service/Maintenance

* Note: category 5 is obsolete and no longer used.

The following charts summarize the total executive branch distribution of all employees in each EEO category, and then a breakdown by each protected class group for each EEO category, and the net changes from the end of FY2009 to the end of FY2010. Note that while the executive branch affirmative action program does not break down minorities into sub-groups, the breakdown is presented in these charts to provide as much detail about each group as possible.

Chart 2A - Executive Branch Employee Distribution by EEO Category at Beginning and End of FY2010

Category #	EEO Categories	EOFY09 Executive Branch Population	% of Total Executive Branch Workforce	EOFY10 Executive Branch Population	% of Total Executive Branch Workforce
1	Official/Administrator	1,866	9.11%	1,560	8.51%
2	Professional	7,372	35.97%	6,648	36.26%
3	Technician	2,512	12.26%	2,161	11.79%
4	Protective Services	3,073	14.99%	2,860	15.60%
6	Administrative Support	2,275	11.10%	1,794	9.78%
7	Skilled Craft	1,698	8.29%	1,534	8.37%
8	Service/Maintenance	1,698	8.29%	1,779	9.70%
TOTALS		20,494	100%	18,336	100%

Chart 2B - Executive Branch Workforce Composition EOFY2009 to EOFY2010 - EEO Category 1

1. OFFICIAL/ADMINISTRATOR	June '10	June '09	Net Change	State Government Workforce % June '10	State Government Workforce % June '09
Male	815	906	-91	52.24%	52.01%
Female	745	836	-91	47.76%	47.99%
Non-Minority	1,455	1,644	-189	93.27%	94.37%
Minority	74	67	7	4.74%	3.85%
African Am	35	31	4	2.24%	1.78%
Asian/PI	19	16	3	1.22%	0.92%
Ntv Am	6	7	-1	0.38%	0.40%
Latino	14	13	1	0.90%	0.75%
Unknown	31	31	0	1.99%	1.78%
TOTALS	1,560	1,742	-182		

Chart 2C - Executive Branch Workforce Composition - EEO Category 2

2. PROFESSIONAL	June '10	June '09	Net Change	State Government Workforce % June '10	State Government Workforce % June '09
Male	2,634	2,910	-276	39.62%	39.47%
Female	4,014	4,357	-343	60.38%	59.10%
Non-Minority	6,031	6,606	-575	90.72%	89.61%
Minority	488	503	-15	7.34%	6.82%
African Am	178	192	-14	2.68%	2.60%
Asian/PI	167	168	-1	2.51%	2.28%
Ntv Am	21	27	-6	0.32%	0.37%
Latino	122	116	6	1.84%	1.57%
Unknown	129	158	-29	1.94%	2.14%
TOTALS	6,648	7,372	-724		

Chart 2D - Executive Branch Workforce Composition - EEO Category 3

3. TECHNICIAN	June '10	June '09	Net Change	State Government Workforce % June '10	State Government Workforce % June '09
Male	852	953	-101	39.43%	39.11%
Female	1,309	1,484	-175	60.57%	60.89%
Non-Minority	1,996	2,289	-293	92.36%	93.93%
Minority	130	135	-5	6.02%	5.54%
African Am	41	40	1	1.90%	1.64%
Asian/PI	29	30	-1	1.34%	1.23%
Ntv Am	17	21	-4	0.79%	0.86%
Latino	43	44	-1	1.99%	1.81%
Unknown	35	13	22	1.62%	0.53%
TOTALS	2,161	2,437	-276		

Chart 2E - Executive Branch Workforce Composition - EEO Category 4

4. PROTECTIVE SERVICE	June '10	June '09	Net Change	State Government Workforce % June '10	State Government Workforce % June '09
Male	2,418	2,596	-178	84.55%	84.48%
Female	442	477	-35	15.45%	15.52%
Non-Minority	2,698	2,912	-214	94.34%	94.76%
Minority	148	148	0	5.17%	4.82%
African Am	59	56	3	2.06%	1.82%
Asian/PI	14	14	0	0.49%	0.46%
Ntv Am	20	23	-3	0.70%	0.75%
Latino	55	55	0	1.92%	1.79%
Unknown	14	13	1	0.49%	0.42%
TOTALS	2,860	3,073	-213		

Chart 2F - Executive Branch Workforce Composition - EEO Category 6

6. ADMINISTRATIVE SUPPORT	June '10	June '09	Net Change	State Government Workforce % June '10	State Government Workforce % June '09
Male	171	186	-15	9.53%	8.56%
Female	1,623	1,986	-363	90.47%	91.44%
Non-Minority	1,638	1,986	-348	91.30%	91.44%
Minority	134	162	-28	7.47%	7.46%
African Am	70	83	-13	3.90%	3.82%
Asian/PI	17	20	-3	0.95%	0.92%
Ntv Am	9	15	-6	0.50%	0.69%
Latino	38	44	-6	2.12%	2.03%
Unknown	22	24	-2	1.23%	1.10%
TOTALS	1,794	2,172	-378		

Chart 2G - Executive Branch Workforce Composition - EEO Category 7

7. SKILLED CRAFT	June '10	June '09	Net Change	State Government Workforce % June '10	State Government Workforce % June '09
Male	1,489	1,661	-172	97.07%	96.91%
Female	45	53	-8	2.93%	3.09%
Non-Minority	1,472	1,639	-167	95.96%	95.62%
Minority	49	60	-11	3.19%	3.50%
African Am	17	20	-3	1.11%	1.17%
Asian/PI	4	4	0	0.26%	0.23%
Ntv Am	20	23	-3	1.30%	1.34%
Latino	8	13	-5	0.52%	0.76%
Unknown	13	15	-2	0.85%	0.88%
TOTALS	1,534	1,714	-180		

Chart 2F - Executive Branch Workforce Composition - EEO Category 8

8. SERVICE MAINTENANCE	June '10	June '09	Net Change	State Government Workforce % June '10	State Government Workforce % June '09
Male	646	674	-28	36.31%	34.20%
Female	1,133	1,297	-164	63.69%	65.80%
Non-Minority	1,578	1,751	-173	88.70%	88.84%
Minority	102	110	-8	5.73%	5.58%
African Am	40	48	-8	2.25%	2.44%
Asian/PI	24	23	1	1.35%	1.17%
Ntv Am	10	9	1	0.56%	0.46%
Latino	28	30	-2	1.57%	1.52%
Unknown	99	110	-11	5.56%	5.58%
TOTALS	1,779	1,971	-192		

Workforce Composition Summary

The overall executive branch workforce decreased from June 2009 to June 2010 by 2,039, largely due to the number of employees who participated in the State Employee Retirement Incentive Program (SERIP). While this reduced the number of persons in all categories, the proportionate representation of females, minorities, and persons with disabilities varied. Females lost representation in the workforce by 0.70 percentage points, persons with disabilities by 0.84 percentage points, but minorities gained by 0.32 percentage points in relation to the overall workforce.

Among specific minority groups, all groups increased their relative representation in the executive branch, except Native Americans. However, all groups – except Asian/Pacific

Islanders – experienced a net loss in employment numbers in the executive branch, but the relative proportion of minorities other than Native Americans gained because non-minorities retired under SERIP in proportionately greater numbers.

The State continues to make numerical gains of protected-class members in employment.

A breakdown of workforce composition of females and minorities by department in the executive branch can be found in Appendix A.

SECTION 2:

DEPARTMENT OF ADMINISTRATIVE SERVICES FY2010 DIVERSITY/AFFIRMATIVE ACTION PROGRAM RESULTS AND FY2011 PLANS

The Department of Administrative Services (DAS) has a role in diversity and affirmative action as part of its responsibilities under the Iowa Code and Executive Order Four (EO4). This section details the DAS FY2010 plan and progress, and plans for FY2011.

The executive branch was impacted by adverse budgets in FY2010. These impacts included furloughs, approximately 100 layoffs, and the State Employee Retirement Incentive Program (SERIP) that resulted in 2,067 retirements, 1,985 from central payroll. While DAS diverted resources to managing the impact of these workforce changes, DAS continued to maintain a recruitment presence.

1. DAS RESPONSIBILITY: Job Vacancy Posting, Application Intake and Evaluation, and Referral of Eligible Candidates to the Departments.

Specifically, DAS's responsibilities are to:

- Administer the technical application of the BrassRing applicant tracking system.
- Post each department's vacancies to the DAS website for on-line recruitment.
- Evaluate applications to determine if the candidate meets the minimum qualifications of the job class.
- Provide lists of eligible candidates to the hiring departments.

FY2010 Plan

DAS will continue to integrate the use of data into our systems, so that departments will have useful information with which to make decisions.

FY2010 Progress

- *BrassRing System Coding* - Merit covered job vacancy applications and associated data are maintained in the BrassRing applicant tracking system. In the hiring departments, the system is used to track hiring progress by using a series of codes to identify the status of each candidate. Once the hiring process is complete, each candidate is to be assigned a final code. This data must be accurate to effectively evaluate the hiring process. DAS reviewed BrassRing final HR Status codes and

disposition form (hiring form) codes for FY2009 vacancies to evaluate data consistency. The agencies were provided reports to identify inconsistencies between final candidate HR Status coding and final hire disposition coding.

This project was interrupted due to staff departure, but will be completed in the second quarter of FY2011.

- *Recall/Outplacement Program Revision* - The Recall/Outplacement program was revised to streamline the eligibility process and tracking mechanism, using the applicant tracking system (BrassRing). This resulted in electronic communication with impacted employees, the departments, and daily status reports for DAS staff. This also enabled DAS staff to generate recall and outplacement eligibility lists through an electronic search, which improved accuracy and timeliness.

FY2011 Plan

- *BrassRing System Coding* - BrassRing HR Status coding review will be completed and additional guidance will be provided to the departments on HR Status coding. DAS will bolster its HR Status coding and hiring disposition form review step within its payroll pre-audit function.
- *Applicant Flow Data* - DAS will finalize reports to the departments that track the progress of protected-class applicants in the hiring process to enable the departments to evaluate their screening and selection methods.

2. **DAS RESPONSIBILITY: Hiring Practices Reviews** – In accordance with EO4, the DAS Employment Services Bureau and Program Delivery Services Bureau are charged with reviewing and reporting on each department's hiring practices.

FY2010 Plan

The hiring practices reviews will be ongoing.

FY2010 Progress

Four additional hiring reviews were initiated in FY2010:

- Department of Education
- Division of Vocational Rehabilitation Services (Education)
- Iowa Public Television
- Iowa Communications Network

FY2011 Plan

DAS will complete all pending reviews and issue action items, and will resume the review process in the second quarter of FY2011.

3. **DAS RESPONSIBILITY: Diversity** – Promote greater awareness of diversity in the executive branch of state government.

FY2010 Plan

- Participate in cultural and diversity-related educational events and encourage participation among the various departments in state government.
- DAS will continue to provide Workforce Composition reports and summaries to maintain diversity awareness of the departments.

FY2010 Progress

- In FY2010, DAS attended and encouraged department participation in the following diversity events:

Events	Date
Greater Des Moines Partnership Multicultural Receptions	Quarterly
Iowa Civil Rights Commission State Fair Booth	August 15, 2009
African American Historical Museum Women's Leadership Conference	September 18, 2009
Latino Heritage Festival	September 19-20, 2009
Iowa Mosaic Diversity Conference	October 19, 2009
Black Ministerial Alliance Martin Luther King Breakfast	January 10, 2010
Annual Martin Luther King Capitol Celebration	January 15, 2010
I'll Make Me a World In Iowa	January 29-30, 2010
Dallas Center-Grimes Diversity Fair	April 22, 2010
CelebrAsian 2010	May 15, 2010
Iowa Juneteenth Observance History Presentation	May 20, 2010
Iowa Juneteenth Observance	June 19, 2010

- DAS distributed memorandums to department directors reminding them of their current hiring opportunities for August, November, December, January, March, and June of FY2010.

FY2011 Plan

DAS will:

- Participate in cultural and diversity-related educational events and encourage participation among the various departments in state government.
- DAS will continue to provide Workforce Composition reports and summaries to maintain diversity awareness of the departments.

4. **DAS RESPONSIBILITY: Affirmative Action Program** – Provide administration and oversight.

FY2010 Plan

- Monitor each department's workforce composition.
- Collect Diversity/Affirmative Action Plans and Reports from each department.
- Publish an annual summary of plans and progress of the departments.
- Provide ad hoc reports to departments upon request.

FY2010 Progress

- Workforce composition reporting was maintained for each department.
- Currently reviewing and evaluating the Affirmative Action Plan.
- Diversity/Affirmative Plans for each department are currently being collected. They are slightly delayed this year due to staffing issues in many departments.
- Ad hoc reports were requested and provided to several departments.

FY2011 Plan

DAS will continue to review and evaluate the Affirmative Action Plan in FY2011.

5. **DAS RESPONSIBILITY: Recruitment** – Provide leadership, technical assistance and special programs to the departments to encourage commitment and action on recruitment.

FY2010 Plan

- DAS will take a leadership role with department recruitment contacts to coordinate statewide efforts and encourage participation in events identified or sponsored by DAS.

- Promote statewide branding through materials and communications.
- Maintain a visible presence for the State at recruitment events and encourage other departments to participate.
- The DAS Recruitment Coordinator will consult with departments on recruitment and retention issues.
- Implement a statewide referral program.

FY2010 Progress

- The statewide recruitment committee continued to meet on a quarterly basis to exchange information and ideas. The DAS Recruitment and Retention Coordinator provided sourcing assistance to agencies on a case by case basis, which included assistance with writing ads, writing vacancy announcements, and consulting on individual recruitment plans.
- Recruitment efforts within the State of Iowa took a more collaborative approach under tighter budget constraints through partnerships with Iowa Workforce Development, Iowa Department of Economic Development, Central Iowa Society of Human Resource Management, the Greater Des Moines Partnership, and various employment and/or community-focused networks. Emphasis was to make the public aware of state job vacancies and educate them on the State's hiring system, and to brand the State of Iowa as an employer of choice. DAS utilized direct emailing to community organizations, the Department of Human Rights, and the Iowa Civil Rights Commission for distribution of vacancy announcements. DAS also made greater use of social networking job boards, professional association membership list serves, and licensure databases for direct mailings.
- DAS registered on behalf of the State for the following recruitment events in FY2010, and encouraged department participation in these events. DAS also attended eleven career-related recruitment fairs, and eleven networking events targeting potential talent for state jobs.

Event	Date
Iowa Workforce Development Mini Job Fairs	Quarterly
Greater Des Moines Partnership Mini Job Fair	Biennial
Net 2 Work Panel Discussion	July 2, 2009
CISHRM Career Expo	January 7, 2010
Iowa Correctional Institute for Women	March 10, 2010
2010 Reentry Job Fair	March 24, 2010
IWD Job Expo	April 20, 2010
Right Management Recruitment Presentation	May 05, 2010
Newton Correctional Release Center Career Fair	May 18, 2010
Right Management Networking Event	May 20, 2010

- The Recruitment and Retention Coordinator promoted and consulted with agency staff on creative and cost-effective recruitment.

- The statewide referral program was implemented as part of EO4. Efforts will continue in determining means for measuring overall success of the program.

FY2011 Plan

In FY2011, DAS will continue with the following:

- DAS will take a leadership role with department recruitment contacts to coordinate statewide efforts and encourage participation in events identified or sponsored by DAS.
- Promote statewide branding through materials and communications.
- Maintain a visible presence for the State at recruitment events and encourage other departments to participate.
- The DAS Recruitment Coordinator will consult with executive branch departments on recruitment and retention issues.
- Refine the statewide referral program.

6. DAS RESPONSIBILITY: Persons with Disabilities

FY2010 Plan

DAS will provide leadership, technical assistance, and special programs to the departments to encourage commitment and action on the hiring and retention of persons with disabilities (PWD).

FY2010 Progress

DAS participated in the following committees in FY2010:

- ***Olmstead Consumer Task Force***

  This task force functions within the Department of Human Services, Mental Health and Disability Services Division. It exists because of the 1999 Olmstead Supreme Court Decision that mandates the reduction in the levels of institutional care; supports people's return to their homes and communities; eliminates disparities in employment opportunities and pay; improves care delivery; and promotes research. The Director of DAS appointed a DAS employee from the Employment Services Bureau to this task force.

  During FY2010, appointed representatives of state departments were expected, at the request of this Task Force, to take on a greater role by serving on subcommittees, assisting with and participating in sponsored events, and providing feedback on legislative initiatives.

- ***Americans with Disabilities Act (ADA) Advisory Committee***

  The ongoing ADA Advisory Committee functions within DAS. The focus of DAS's involvement is accessibility and parking accommodations for both the public and state workers with disabilities.

- ***Commission of Persons with Disabilities***

  The Commission of Persons with Disabilities operates within the Department of Human Rights, Division of Persons with Disabilities. The Commission meets on a quarterly basis and is attended by a representative of DAS as an ex-officio member. The DAS representative participated in the development of the Commission's Strategic Workforce Plan.

- ***Governor's Task Force on Dependent Adults with Mental Retardation***

  Governor Culver issued Executive Order Eleven on February 17, 2009, creating a Task Force to examine and to report on the issues related to dependent adults with mental retardation as an effective method to better understand the magnitude of current practices and to effectuate cooperative solutions to the enforcement of applicable laws. The Task Force was required to submit a final report outlining its activities and recommendations for corrective action to the Governor's Office no later than April 1, 2009. Included in the final report was the creation of a new Task Force to further investigate issues, if needed, and to implement recommendations of the original Task Force.

  A DAS representative will attend Task Force meetings to discuss the on-going implementation of changes in Iowa laws, regulations, policies, and procedures related to the care and employment of dependent adults with mental retardation.

- ***Employer's Disability Resource Network (EDRN)***

  EDRN is a collaborative group of state, federal and private partners working together to identify, develop, and mobilize resources and services that add value to Iowa businesses hiring persons with disabilities. Their services are free and their mission is to provide businesses and industries throughout Iowa with top-level support, information, and resources through their web portal. A DAS representative participated in the development of their website.

FY2011 Plan

DAS will evaluate its participation in the various disability-related committees and focus on those most related to increasing persons with disabilities in executive branch employment. The Governor signed legislation effective July 1, 2010, providing for the development of programs to attract qualified disabled veterans for job opportunities in state government (House File 2454). This bill provides for:

- Development of programs to inform military personnel of job opportunities in state government.
- Development of programs to inform disabled veterans about federally-funded job training opportunities in state government.
- Development of a noncompetitive hiring program for disabled veterans who complete federally-funded job training programs.

DAS will implement this program in FY2011.

7. **DAS RESPONSIBILITY: Diversity Council** – Work with the Diversity Council to implement Executive Order Four (EO4).

FY2010 Plan

DAS will work with the Diversity Council to carry out the provisions of EO4.

FY2010 Progress

Over the course of the fiscal year, DAS engaged in these activities:

- Requested Diversity Plans and information from the departments and completed the *FY2009 Diversity and Affirmative Action Plan and Report*.
- Provided information and support to the council and its subcommittees.
- Coordinated scheduling of council meetings and activities.
- Continued hiring practices reviews of the departments.
- Provided statewide diversity training.

FY2011 Plan

DAS will continue to work with the Diversity Council in FY2011.

8. DAS RESPONSIBILITY: Diversity Training – Develop and deliver statewide diversity training.

FY2010 Plan

DAS will deliver its half-day workshop, *Unleashing the Power of Diversity*, to more than 20,000 state employees by December 31, 2009, as required by EO4.

FY2010 Progress

This training was completed. To accomplish this, temporary trainers were added to staff, trained, and sent across the state to deliver over 750 sessions. A spirit of appreciation and valuing a diverse workforce was at the core of the curriculum.

The chart at the end of this section shows the attendance for each diversity-related course offered by DAS in FY2010.

FY2011 Plan

DAS will complete development and begin delivery on a new diversity course for managers and supervisors. Development is currently under way.

DAS will continue to maintain diversity-related course offerings for new employees and other interested parties on an ongoing basis.

FY2010 Attendance Summary of Diversity-Related Topics by Course

Course Title	Attendance
ADA/EEO: AA/PSH	138
AMERICANS DISABILITIES ACT	34
DIVERSITY - EMPLOYEES	9,771
DIVERSITY - MANAGERS	17
EEO/AA SUPERVISORS	43
FAMILY AND MEDICAL LEAVE	43
FROM INTERVIEW TO HIRE	57
HUMAN RELATIONS SKILLS	9
PERFORMANCE EVALUATION	43
PREVENTING SEXUAL HARASSMENT - EMPLOYEE	3
PREVENTING SEXUAL HARASSMENT - SUPERVISORS	50
PSH FOR SUPERVISORS	7
THRIVING ON CHANGE	16
VALUING DIVERSITY/WORKPL	5
GRAND TOTAL	**10,236**

APPENDIX A:

FY2010 WORKFORCE COMPOSITION BY DEPARTMENT

The charts on the following pages detail the overall composition of the executive branch workforce by department. The charts indicate the numerical changes for the total workforce and the protected classes of females, minorities, and Persons with Disabilities (PWD) from FY2009 to FY2010. The total number of females and minorities are listed by department and EEO category, while PWD are only totaled by department.

Row Labels

EEO Category (type of work):

1 - Officials/Administrators
2 - Professional
3 - Technical
4 - Protective Service
5 - Not used by the State
6 - Administrative Support
7 - Skilled Craft
8 - Service/Maintenance

Appendix A

	EOFY10 Workforce				EOFY09 Workforce				FY2010 Workforce Change			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(005) ADMIN SRVCS	**350**	**141**	**40**	**27**	**402**	**174**	**44**	**35**	**-52**	**-33**	**-4**	**-8**
1-Officials/Administrators	42	16	0		46	19	0		-4	-3	0	
2-Professional	164	65	17		192	84	17		-28	-19	0	
3-Technical	24	20	2		28	24	2		-4	-4	0	
6-Administrative Support	25	20	4		29	22	4		-4	-2	0	
7-Skilled Craft	33	0	3		40	0	6		-7	0	-3	
8-Service/Maintenance	62	20	14		67	25	15		-5	-5	-1	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(110) IA DEPT ON AGING	**30**	**25**	**3**	**1**	**35**	**29**	**3**	**2**	**-5**	**-4**	**0**	**-1**
1-Officials/Administrators	9	8	1		12	10	1		-3	-2	0	
2-Professional	15	12	1		15	12	1		0	0	0	
3-Technical	4	3	1		4	3	1		0	0	0	
6-Administrative Support	2	2	0		4	4	0		-2	-2	0	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(010) AGRICULTURE	**319**	**146**	**9**	**15**	**380**	**182**	**10**	**22**	**-61**	**-36**	**-1**	**-7**
1-Officials/Administrators	25	6	0		28	7	0		-3	-1	0	
2-Professional	100	37	7		117	45	8		-17	-8	-1	
3-Technical	109	18	0		125	21	0		-16	-3	0	
6-Administrative Support	85	85	2		110	109	2		-25	-24	0	

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	EOFY10 Workforce				EOFY09 Workforce				FY2010 Workforce Change			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(030) AUDITOR	**101**	**56**	**2**	**5**	**101**	**55**	**2**	**5**	**0**	**1**	**0**	**0**
1-Officials/Administrators	8	4	0		8	4	0		0	0	0	
2-Professional	90	49	2		89	47	2		1	2	0	
3-Technical	0	0	0		1	1	0		-1	-1	0	
6-Administrative Support	3	3	0		3	3	0		0	0	0	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(035) BLIND	**84**	**55**	**3**	**20**	**85**	**55**	**4**	**22**	**-1**	**0**	**-1**	**-2**
1-Officials/Administrators	9	5	1		11	6	2		-2	-1	-1	
2-Professional	46	31	1		42	28	1		4	3	0	
3-Technical	2	2	0		2	2	0		0	0	0	
6-Administrative Support	19	17	1		22	19	1		-3	-2	0	
7-Skilled Craft	8	0	0		8	0	0		0	0	0	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(050) CIVIL RIGHTS	**25**	**17**	**9**	**3**	**26**	**17**	**9**	**3**	**-1**	**0**	**0**	**0**
1-Officials/Administrators	2	1	0		2	1	0		0	0	0	
2-Professional	21	14	9		22	14	9		-1	0	0	
6-Administrative Support	2	2	0		2	2	0		0	0	0	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(105) COLL STUDENT AID	**44**	**30**	**3**	**3**	**54**	**38**	**3**	**5**	**-10**	**-8**	**0**	**-2**
1-Officials/Administrators	6	2	0		8	4	0		-2	-2	0	
2-Professional	32	24	2		37	27	2		-5	-3	0	
3-Technical	2	1	0		3	3	0		-1	-2	0	
6-Administrative Support	4	3	1		6	4	1		-2	-1	0	

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	EOFY10 Workforce				EOFY09 Workforce				FY2010 Workforce Change			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(061) COMM ALC BEV	**61**	**17**	**2**	**0**	**58**	**22**	**4**	**0**	**3**	**-5**	**-2**	**0**
1-Officials/Administrators	3	1	0		4	2	0		-1	-1	0	
2-Professional	14	7	0		16	7	0		-2	0	0	
3-Technical	1	1	0		2	2	0		-1	-1	0	
6-Administrative Support	8	7	0		8	8	0		0	-1	0	
8-Service/Maintenance	35	1	2		28	3	4		7	-2	-2	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(062)COMM BANKING	**78**	**33**	**1**	**0**	**78**	**35**	**2**	**0**	**0**	**-2**	**-1**	**0**
1-Officials/Administrators	14	6	1		15	8	1		-1	-2	0	
2-Professional	59	22	0		58	22	1		1	0	-1	
3-Technical	1	1	0		1	1	0		0	0	0	
6-Administrative Support	4	4	0		4	4	0		0	0	0	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(063) COMM CRED UN	**13**	**6**	**0**	**1**	**13**	**6**	**0**	**1**	**0**	**0**	**0**	**0**
1-Officials/Administrators	2	2	0		2	2	0		0	0	0	
2-Professional	10	3	0		10	3	0		0	0	0	
6-Administrative Support	1	1	0		1	1	0		0	0	0	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(064) COMM INSUR	**87**	**52**	**12**	**4**	**91**	**54**	**11**	**4**	**-4**	**-2**	**1**	**0**
1-Officials/Administrators	19	9	2		22	10	2		-3	-1	0	
2-Professional	56	32	7		57	33	7		-1	-1	0	
6-Administrative Support	12	11	3		12	11	2		0	0	1	

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	EOFY10 Workforce				EOFY09 Workforce				FY2010 Workforce Change			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(067) COMM UTILITY	**61**	**27**	**5**	**3**	**63**	**28**	**5**	**3**	**-2**	**-1**	**0**	**0**
1-Officials/Administrators	10	4	0		10	4	0		0	0	0	
2-Professional	45	17	4		45	16	4		0	1	0	
3-Technical	1	1	0		1	1	0		0	0	0	
6-Administrative Support	5	5	1		7	7	1		-2	-2	0	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(071) CORR-CENTRAL	**39**	**23**	**6**	**0**	**41**	**24**	**5**	**0**	**-2**	**-1**	**1**	**0**
1-Officials/Administrators	21	11	3		21	10	2		0	1	1	
2-Professional	12	6	3		14	8	3		-2	-2	0	
3-Technical	1	1	0		1	1	0		0	0	0	
6-Administrative Support	5	5	0		5	5	0		0	0	0	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(073) CORR-FT MADISON	**444**	**108**	**29**	**8**	**514**	**124**	**33**	**14**	**-70**	**-16**	**-4**	**-6**
1-Officials/Administrators	27	12	2		28	11	2		-1	1	0	
2-Professional	48	29	2		67	35	3		-19	-6	-1	
3-Technical	6	4	1		6	4	1		0	0	0	
4-Protective Service	328	48	24		368	53	27		-40	-5	-3	
6-Administrative Support	17	15	0		23	20	0		-6	-5	0	
7-Skilled Craft	18	0	0		21	0	0		-3	0	0	
8-Service/Maintenance	0	0	0		1	1	0		-1	-1	0	

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	EOFY10 Workforce				EOFY09 Workforce				FY2010 Workforce Change			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(074)CORR-ANAMOSA	**287**	**56**	**10**	**7**	**337**	**69**	**12**	**13**	**-50**	**-13**	**-2**	**-6**
1-Officials/Administrators	22	6	0		20	6	0		2	0	0	
2-Professional	36	20	3		47	26	3		-11	-6	0	
3-Technical	4	3	0		3	2	0		1	1	0	
4-Protective Service	198	16	7		234	22	9		-36	-6	-2	
6-Administrative Support	12	11	0		15	13	0		-3	-2	0	
7-Skilled Craft	15	0	0		18	0	0		-3	0	0	

	EOFY10 Workforce				EOFY09 Workforce				FY2010 Workforce Change			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(075) CORR-OAKDALE	**526**	**206**	**48**	**12**	**561**	**231**	**43**	**18**	**-35**	**-25**	**5**	**-6**
1-Officials/Administrators	31	13	1		32	14	0		-1	-1	1	
2-Professional	96	63	9		103	73	8		-7	-10	1	
3-Technical	60	52	8		62	54	10		-2	-2	-2	
4-Protective Service	279	45	25		294	52	20		-15	-7	5	
6-Administrative Support	31	26	2		32	28	2		-1	-2	0	
7-Skilled Craft	11	0	0		15	0	0		-4	0	0	
8-Service/Maintenance	18	7	3		23	10	3		-5	-3	0	

	EOFY10 Workforce				EOFY09 Workforce				FY2010 Workforce Change			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(076) CORR-NEWTON	**283**	**79**	**13**	**18**	**321**	**100**	**12**	**21**	**-38**	**-21**	**1**	**-3**
1-Officials/Administrators	26	9	1		28	13	1		-2	-4	0	
2-Professional	37	19	3		46	26	4		-9	-7	-1	
3-Technical	8	7	0		9	8	0		-1	-1	0	
4-Protective Service	182	33	8		203	39	6		-21	-6	2	
6-Administrative Support	10	8	0		14	11	0		-4	-3	0	
7-Skilled Craft	14	0	1		14	0	1		0	0	0	
8-Service/Maintenance	6	3	0		7	3	0		-1	0	0	

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	EOFY10 Workforce				EOFY09 Workforce				FY2010 Workforce Change			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(077) CORR-MT PLEASANT	**276**	**87**	**16**	**12**	**319**	**105**	**18**	**18**	**-43**	**-18**	**-2**	**-6**
1-Officials/Administrators	19	10	1		22	12	1		-3	-2	0	
2-Professional	42	18	6		60	29	8		-18	-11	-2	
3-Technical	8	6	0		8	6	0		0	0	0	
4-Protective Service	170	35	8		186	38	8		-16	-3	0	
6-Administrative Support	19	18	1		22	20	1		-3	-2	0	
7-Skilled Craft	16	0	0		19	0	0		-3	0	0	
8-Service/Maintenance	2	0	0		2	0	0		0	0	0	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(078) CORR-ROCKWELL CTY	**94**	**29**	**4**	**2**	**106**	**30**	**3**	**2**	**-12**	**-1**	**1**	**0**
1-Officials/Administrators	9	4	1		10	4	0		-1	0	1	
2-Professional	19	11	0		21	13	0		-2	-2	0	
3-Technical	1	1	0		1	1	0		0	0	0	
4-Protective Service	57	9	3		64	8	3		-7	1	0	
6-Administrative Support	4	4	0		4	4	0		0	0	0	
7-Skilled Craft	4	0	0		6	0	0		-2	0	0	

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	EOFY10 Workforce				EOFY09 Workforce				FY2010 Workforce Change			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(079) CORR-CLARINDA	**253**	**84**	**7**	**14**	**286**	**95**	**7**	**17**	**-33**	**-11**	**0**	**-3**
1-Officials/Administrators	27	13	0		27	15	0		0	-2	0	
2-Professional	37	24	0		44	26	0		-7	-2	0	
3-Technical	2	2	0		1	1	0		1	1	0	
4-Protective Service	158	32	7		173	36	7		-15	-4	0	
6-Administrative Support	13	11	0		16	13	0		-3	-2	0	
7-Skilled Craft	13	0	0		19	0	0		-6	0	0	
8-Service/Maintenance	3	2	0		6	4	0		-3	-2	0	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(081) CORR-MITCHELVILLE	**175**	**90**	**14**	**5**	**180**	**94**	**15**	**7**	**-5**	**-4**	**-1**	**-2**
1-Officials/Administrators	14	8	1		16	10	1		-2	-2	0	
2-Professional	31	24	2		34	29	3		-3	-5	-1	
3-Technical	3	3	1		2	2	0		1	1	1	
4-Protective Service	114	51	9		113	49	10		1	2	-1	
6-Administrative Support	5	4	0		5	4	0		0	0	0	
7-Skilled Craft	8	0	1		10	0	1		-2	0	0	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(082) CORR-INDUSTRIES	**73**	**23**	**2**	**3**	**82**	**25**	**3**	**5**	**-9**	**-2**	**-1**	**-2**
1-Officials/Administrators	9	4	0		9	4	0		0	0	0	
2-Professional	13	11	2		13	11	2		0	0	0	
3-Technical	2	1	0		2	1	0		0	0	0	
6-Administrative Support	6	2	0		7	2	0		-1	0	0	
7-Skilled Craft	38	5	0		46	7	1		-8	-2	-1	
8-Service/Maintenance	5	0	0		5	0	0		0	0	0	

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	EOFY10 Workforce				EOFY09 Workforce				FY2010 Workforce Change			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(083) CORR-FARM ACCT	**5**	**1**	**0**	**0**	**6**	**1**	**0**	**0**	**-1**	**0**	**0**	**0**
1-Officials/Administrators	1	0	0		2	0	0		-1	0	0	
2-Professional	1	1	0		1	1	0		0	0	0	
8-Service/Maintenance	3	0	0		3	0	0		0	0	0	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(084) CORR-FT DODGE	**281**	**85**	**13**	**8**	**326**	**104**	**16**	**15**	**-45**	**-19**	**-3**	**-7**
1-Officials/Administrators	28	15	3		28	14	4		0	1	-1	
2-Professional	35	17	2		54	30	4		-19	-13	-2	
3-Technical	7	5	0		6	4	0		1	1	0	
4-Protective Service	176	29	7		197	33	7		-21	-4	0	
6-Administrative Support	17	16	1		21	19	1		-4	-3	0	
7-Skilled Craft	12	0	0		12	0	0		0	0	0	
8-Service/Maintenance	6	3	0		8	4	0		-2	-1	0	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(080) CULTURAL AFF	**58**	**35**	**2**	**1**	**69**	**41**	**2**	**2**	**-11**	**-6**	**0**	**-1**
1-Officials/Administrators	3	2	0		5	3	0		-2	-1	0	
2-Professional	45	28	2		50	31	2		-5	-3	0	
3-Technical	2	2	0		4	2	0		-2	0	0	
6-Administrative Support	4	2	0		5	3	0		-1	-1	0	
7-Skilled Craft	1	0	0		0	0	0		1	0	0	
8-Service/Maintenance	3	1	0		5	2	0		-2	-1	0	

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	EOFY10 Workforce				EOFY09 Workforce				FY2010 Workforce Change			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(090) ECON DEVELOP	**114**	**80**	**9**	**7**	**145**	**95**	**12**	**9**	**-31**	**-15**	**-3**	**-2**
1-Officials/Administrators	16	8	1		26	11	2		-10	-3	-1	
2-Professional	82	58	6		95	62	7		-13	-4	-1	
3-Technical	2	2	0		4	4	0		-2	-2	0	
6-Administrative Support	8	8	2		12	12	3		-4	-4	-1	
8-Service/Maintenance	6	4	0		8	6	0		-2	-2	0	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(040) ETH/CAMP FIN	**2**	**2**	**0**	**0**	**5**	**5**	**0**	**0**	**-3**	**-3**	**0**	**0**
2-Professional	1	1	0		3	3	0		-2	-2	0	
6-Administrative Support	1	1	0		2	2	0		-1	-1	0	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(100) EDUCATION	**227**	**156**	**18**	**11**	**265**	**182**	**20**	**10**	**-38**	**-26**	**-2**	**1**
1-Officials/Administrators	18	8	0		23	10	0		-5	-2	0	
2-Professional	168	112	13		189	125	14		-21	-13	-1	
3-Technical	7	6	1		6	5	1		1	1	0	
6-Administrative Support	32	30	4		45	42	5		-13	-12	-1	
7-Skilled Craft	2	0	0		2	0	0		0	0	0	

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	EOFY10 Workforce				EOFY09 Workforce				FY2010 Workforce Change			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(101) ED-VOC REHAB	**335**	**239**	**19**	**33**	**371**	**260**	**20**	**44**	**-36**	**-21**	**-1**	**-11**
1-Officials/Administrators	10	4	0		11	4	0		-1	0	0	
2-Professional	153	98	8		165	99	9		-12	-1	-1	
3-Technical	113	86	7		122	93	7		-9	-7	0	
6-Administrative Support	59	51	4		70	64	3		-11	-13	1	
8-Service/Maintenance	0	0	0		3	0	1		-3	0	-1	

	EOFY10 Workforce				EOFY09 Workforce				FY2010 Workforce Change			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(140) HUMAN RIGHTS	**47**	**27**	**4**	**6**	**46**	**27**	**3**	**6**	**1**	**0**	**1**	**0**
1-Officials/Administrators	14	8	3		4	1	0		10	7	3	
2-Professional	30	16	1		38	22	3		-8	-6	-2	
3-Technical	0	0	0		1	1	0		-1	-1	0	
6-Administrative Support	3	3	0		3	3	0		0	0	0	

	EOFY10 Workforce				EOFY09 Workforce				FY2010 Workforce Change			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(18A) HUMAN SRVCS	**5,020**	**3,667**	**279**	**159**	**5,766**	**4,243**	**318**	**218**	**-746**	**-576**	**-39**	**-59**
1-Officials/Administrators	376	244	15		448	291	15		-72	-47	0	
2-Professional	1,707	1,353	99		1,967	1,531	119		-260	-178	-20	
3-Technical	901	780	68		1,041	908	72		-140	-128	-4	
4-Protective Service	226	65	12		234	65	10		-8	0	2	
6-Administrative Support	496	471	34		631	600	47		-135	-129	-13	
7-Skilled Craft	111	5	0		127	6	0		-16	-1	0	
8-Service/Maintenance	1,203	749	51		1,318	842	55		-115	-93	-4	

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	EOFY10 Workforce				EOFY09 Workforce				FY2010 Workforce Change			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(205) JUSTICE	**224**	**132**	**12**	**2**	**255**	**145**	**12**	**3**	**-31**	**-13**	**0**	**-1**
1-Officials/Administrators	21	9	1		27	10	0		-6	-1	1	
2-Professional	168	88	10		190	97	10		-22	-9	0	
3-Technical	1	1	0		1	1	0		0	0	0	
6-Administrative Support	34	34	1		37	37	2		-3	-3	-1	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(200) INSP APPEALS	**473**	**308**	**27**	**19**	**531**	**344**	**32**	**30**	**-58**	**-36**	**-5**	**-11**
1-Officials/Administrators	22	13	0		29	18	0		-7	-5	0	
2-Professional	386	234	18		414	242	21		-28	-8	-3	
3-Technical	3	2	2		4	3	2		-1	-1	0	
6-Administrative Support	62	59	7		84	81	9		-22	-22	-2	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(135) IA COMM NTWK	**77**	**27**	**10**	**1**	**85**	**32**	**9**	**2**	**-8**	**-5**	**1**	**-1**
1-Officials/Administrators	14	4	1		17	6	2		-3	-2	-1	
2-Professional	53	18	9		54	19	7		-1	-1	2	
3-Technical	6	3	0		11	6	0		-5	-3	0	
6-Administrative Support	2	2	0		1	1	0		1	1	0	
7-Skilled Craft	2	0	0		2	0	0		0	0	0	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(095) IA FIN AUTH	**81**	**53**	**7**	**3**	**81**	**52**	**5**	**3**	**0**	**1**	**2**	**0**
1-Officials/Administrators	28	17	2		28	14	2		0	3	0	
2-Professional	51	34	5		50	36	3		1	-2	2	
6-Administrative Support	2	2	0		3	2	0		-1	0	0	

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	EOFY10 Workforce				EOFY09 Workforce				FY2010 Workforce Change			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(210) IA LAW ENF ACAD	**19**	**12**	**0**	**0**	**24**	**12**	**0**	**0**	**-5**	**0**	**0**	**0**
1-Officials/Administrators	0	0	0		1	0	0		-1	0	0	
2-Professional	10	4	0		13	4	0		-3	0	0	
4-Protective Service	1	1	0		1	1	0		0	0	0	
6-Administrative Support	7	7	0		7	7	0		0	0	0	
7-Skilled Craft	1	0	0		2	0	0		-1	0	0	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(321) LOTTERY	**86**	**35**	**4**	**6**	**109**	**44**	**6**	**7**	**-23**	**-9**	**-2**	**-1**
1-Officials/Administrators	18	8	1		20	9	1		-2	-1	0	
2-Professional	49	13	0		61	16	1		-12	-3	-1	
3-Technical	6	5	0		8	6	0		-2	-1	0	
6-Administrative Support	12	9	2		18	13	3		-6	-4	-1	
8-Service/Maintenance	1	0	1		2	0	1		-1	0	0	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(261) IPERS	**78**	**46**	**7**	**4**	**77**	**48**	**7**	**4**	**1**	**-2**	**0**	**0**
1-Officials/Administrators	11	3	0		13	5	0		-2	-2	0	
2-Professional	57	35	6		53	34	5		4	1	1	
3-Technical	2	2	0		2	2	0		0	0	0	
6-Administrative Support	8	6	1		9	7	2		-1	-1	-1	

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	EOFY10 Workforce				EOFY09 Workforce				FY2010 Workforce Change			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(106) IPTV	**99**	**43**	**1**	**1**	**109**	**48**	**1**	**1**	**-10**	**-5**	**0**	**0**
1-Officials/Administrators	13	9	0		14	11	0		-1	-2	0	
2-Professional	55	25	0		61	27	0		-6	-2	0	
3-Technical	26	5	0		28	5	0		-2	0	0	
6-Administrative Support	5	4	1		6	5	1		-1	-1	0	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(230) MANAGEMENT	**21**	**11**	**1**	**0**	**31**	**15**	**1**	**0**	**-10**	**-4**	**0**	**0**
1-Officials/Administrators	1	0	0		3	2	0		-2	-2	0	
2-Professional	19	10	1		26	11	1		-7	-1	0	
6-Administrative Support	1	1	0		2	2	0		-1	-1	0	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(240) NAT RESOURCE	**894**	**268**	**46**	**24**	**946**	**278**	**46**	**34**	**-52**	**-10**	**0**	**-10**
1-Officials/Administrators	120	36	2		125	35	2		-5	1	0	
2-Professional	475	164	31		508	171	30		-33	-7	1	
3-Technical	140	18	2		148	18	2		-8	0	0	
4-Protective Service	110	9	7		113	10	8		-3	-1	-1	
6-Administrative Support	44	40	4		46	42	4		-2	-2	0	
7-Skilled Craft	4	0	0		4	0	0		0	0	0	
8-Service/Maintenance	1	1	0		2	2	0		-1	-1	0	

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	EOFY10 Workforce				EOFY09 Workforce				FY2010 Workforce Change			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(642) OFC DRUG CNTL POL	**7**	**5**	**1**	**1**	**7**	**5**	**1**	**1**	**0**	**0**	**0**	**0**
1-Officials/Administrators	3	2	0		3	2	0		0	0	0	
2-Professional	3	2	1		3	2	1		0	0	0	
6-Administrative Support	1	1	0		1	1	0		0	0	0	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(301) OFC ENERGY IND	**22**	**13**	**3**	**1**	**3**	**2**	**0**	**0**	**19**	**11**	**3**	**1**
1-Officials/Administrators	7	3	2		2	1	0		5	2	2	
2-Professional	13	8	1		0	0	0		13	8	1	
6-Administrative Support	2	2	0		1	1	0		1	1	0	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(250) PAROLE	**6**	**4**	**1**	**0**	**10**	**7**	**3**	**0**	**-4**	**-3**	**-2**	**0**
1-Officials/Administrators	1	0	1		1	0	1		0	0	0	
2-Professional	4	3	0		6	4	0		-2	-1	0	
6-Administrative Support	1	1	0		3	3	2		-2	-2	-2	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(270) PERB	**5**	**4**	**0**	**0**	**7**	**5**	**0**	**0**	**-2**	**-1**	**0**	**0**
2-Professional	3	2	0		4	2	0		-1	0	0	
3-Technical	0	0	0		1	1	0		-1	-1	0	
6-Administrative Support	2	2	0		2	2	0		0	0	0	

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	EOFY10 Workforce				EOFY09 Workforce				FY2010 Workforce Change			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(280) PUB DEFENSE	**380**	**95**	**25**	**13**	**376**	**89**	**24**	**17**	**4**	**6**	**1**	**-4**
1-Officials/Administrators	27	6	0		33	8	0		-6	-2	0	
2-Professional	157	58	7		120	49	5		37	9	2	
3-Technical	9	6	0		9	5	0		0	1	0	
4-Protective Service	99	4	12		105	4	12		-6	0	0	
6-Administrative Support	11	10	0		10	9	0		1	1	0	
7-Skilled Craft	55	2	2		75	3	3		-20	-1	-1	
8-Service/Maintenance	22	9	4		24	11	4		-2	-2	0	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(290) PUB HEALTH	**415**	**308**	**27**	**30**	**444**	**323**	**30**	**33**	**-29**	**-15**	**-3**	**-3**
1-Officials/Administrators	80	59	3		84	61	3		-4	-2	0	
2-Professional	259	184	17		273	187	20		-14	-3	-3	
3-Technical	10	8	1		12	9	1		-2	-1	0	
4-Protective Service	4	1	0		4	1	0		0	0	0	
6-Administrative Support	62	56	6		71	65	6		-9	-9	0	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(300) PUB SAFETY	**942**	**196**	**30**	**26**	**993**	**223**	**33**	**31**	**-51**	**-27**	**-3**	**-5**
1-Officials/Administrators	51	7	1		53	8	1		-2	-1	0	
2-Professional	74	28	7		83	34	9		-9	-6	-2	
3-Technical	59	27	5		65	31	5		-6	-4	0	
4-Protective Service	643	52	15		662	55	16		-19	-3	-1	
6-Administrative Support	109	82	1		120	95	1		-11	-13	0	
7-Skilled Craft	6	0	1		10	0	1		-4	0	0	

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	EOFY10 Workforce				EOFY09 Workforce				FY2010 Workforce Change			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(320) REVENUE	**295**	**175**	**32**	**26**	**372**	**219**	**34**	**32**	**-77**	**-44**	**-2**	**-6**
1-Officials/Administrators	41	14	2		45	15	2		-4	-1	0	
2-Professional	210	122	25		261	143	28		-51	-21	-3	
3-Technical	3	3	0		3	3	0		0	0	0	
6-Administrative Support	41	36	5		63	58	4		-22	-22	1	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(330) SEC OF STATE	**29**	**20**	**1**	**0**	**36**	**25**	**2**	**0**	**-7**	**-5**	**-1**	**0**
1-Officials/Administrators	5	4	0		7	4	0		-2	0	0	
2-Professional	15	7	0		16	8	0		-1	-1	0	
6-Administrative Support	9	9	1		13	13	2		-4	-4	-1	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(35A) TRANSPORTATION	**2,746**	**673**	**123**	**146**	**3,031**	**751**	**133**	**204**	**-285**	**-78**	**-10**	**-58**
1-Officials/Administrators	174	50	9		198	56	9		-24	-6	0	
2-Professional	520	189	26		548	204	26		-28	-15	0	
3-Technical	487	119	23		568	129	23		-81	-10	0	
4-Protective Service	109	12	4		116	11	5		-7	1	-1	
6-Administrative Support	294	263	17		337	305	20		-43	-42	-3	-2
7-Skilled Craft	1,141	33	41		1,238	37	47		-97	-4	-6	-23
8-Service/Maintenance	21	7	3		26	9	3		-5	-2	0	-2

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	EOFY10 Workforce				EOFY09 Workforce				FY2010 Workforce Change			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(360) TREASURER	**27**	**22**	**1**	**0**	**28**	**22**	**1**	**0**	**-1**	**0**	**0**	**0**
1-Officials/Administrators	6	5	0		6	4	0		0	1	0	
2-Professional	17	13	1		17	14	1		0	-1	0	
3-Technical	2	2	0		3	2	0		-1	0	0	
6-Administrative Support	2	2	0		2	2	0		0	0	0	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(670) VETS AFFAIRS	**12**	**5**	**0**	**1**	**14**	**5**	**0**	**1**	**-2**	**0**	**0**	**0**
1-Officials/Administrators	1	0	0		3	0	0		-2	0	0	
2-Professional	5	3	0		5	3	0		0	0	0	
6-Administrative Support	3	2	0		3	2	0		0	0	0	
7-Skilled Craft	2	0	0		2	0	0		0	0	0	
8-Service/Maintenance	1	0	0		1	0	0		0	0	0	
	EOFY10 Workforce				**EOFY09 Workforce**				**FY2010 Workforce Change**			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(370) VETERANS HOME	**764**	**620**	**35**	**32**	**857**	**705**	**33**	**42**	**-93**	**-85**	**2**	**-10**
1-Officials/Administrators	25	12	0		29	15	0		-4	-3	0	
2-Professional	194	156	7		204	165	5		-10	-9	2	
3-Technical	98	91	3		112	105	3		-14	-14	0	
4-Protective Service	6	0	0		6	0	0		0	0	0	
6-Administrative Support	42	36	1		54	48	1		-12	-12	0	
7-Skilled Craft	19	0	0		24	0	0		-5	0	0	
8-Service/Maintenance	380	325	24		428	372	24		-48	-47	0	

Appendix A

	EOFY10 Workforce				EOFY09 Workforce				FY2010 Workforce Change			
Department/EEO Category	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**	**Total**	**Fem**	**Min**	**Dis**
(12A) IA WKFC DEVELOP	**842**	**554**	**149**	**86**	**817**	**541**	**133**	**105**	**25**	**13**	**16**	**-19**
1-Officials/Administrators	71	41	12		73	42	10		-2	-1	2	
2-Professional	606	392	105		565	359	86		41	33	19	
3-Technical	38	9	5		39	14	5		-1	-5	0	
6-Administrative Support	126	111	27		139	126	32		-13	-15	-5	
8-Service/Maintenance	1	1	0		1	0	0		0	1	0	

State of Iowa
Executive Department

IN THE NAME AND BY THE AUTHORITY OF THE STATE OF IOWA

EXECUTIVE ORDER NUMBER FOUR

WHEREAS, it is a goal of this administration to achieve and maintain a diverse workforce in state government; and

WHEREAS, a "diverse workforce" includes employees with differences in age, race, creed, color, sex, sexual orientation, gender identity, national origin, religion, or disability; and

WHEREAS, it is a further goal of this administration to raise awareness of diversity issues among state employees; and

WHEREAS, the hiring practices of the executive branch and their effect on the state's workforce have been the subject of recent study and administrative review; and

WHEREAS, Iowa Code section 19B.2 provides that it is the policy of this state to provide equal opportunity in employment to all persons, and to apply affirmative action measures to correct deficiencies in the state employment system where those remedies are appropriate; and

WHEREAS, Iowa Code section 19B.3(1)(a) requires the Department of Administrative Services (DAS), in carrying out its responsibility to administer and promote equal opportunity and affirmative action efforts in the recruitment, appointment, assignment, and advancement of personnel by all state agencies (except the state board of regents and the institutions under its jurisdiction), to designate a position as the state affirmative action administrator.

NOW, THEREFORE, I, Chester J. Culver, Governor of the State of Iowa, by the power vested in me by the laws and the constitution of the State of Iowa, do hereby order as follows:

I. All executive branch agencies shall implement such hiring and management practices that reflect the merit principles of Iowa Code sections 8A.411-.412 and that will enhance the diversity of the State's workforce under Iowa Code chapter 19B. Each executive branch agency (not including Board of Regents) shall:

A. Assure uniform hiring practices are applied throughout the agency. A written summary of the agency's hiring practices shall be submitted to the director of DAS for approval by February 1, 2008. In evaluating the hiring practices, the Department of Administrative Services-Human Resources Enterprise (DAS-HRE) shall use best practices models. The agency shall work with DAS-HRE to make any necessary changes to the agency's hiring practices, and implement those changes.

B. Develop a recruitment and retention plan that includes a timetable and achievement milestones.

C. Work with Iowa Vocational Rehabilitation Services to determine ways to increase employment of persons with disabilities.

D. Submit a Diversity Plan to the Diversity Council created by this executive order annually no later than July 31, with the initial plan due on July 31, 2008. These plans shall be used by DAS to develop the State's Affirmative Action Plan and Report, as required by Iowa Code section 19B.5(2). The Diversity Plan shall:

1. provide information on the agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

2. outline the steps taken by the agency to increase diversity in the department by recruiting and retaining a diverse workforce;

3. outline the steps taken by the agency to train employees on diversity-related issues;

4. outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities and current workforce composition; and

5. describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity and celebrate diversity.

II. DAS, in consultation with the Iowa Civil Rights Commission and the Department of Human Rights, shall annually monitor the application of the screening methods used by state agencies, assess their impact on employee groups in the selection process and counsel departments with regard to selection processes that pose barriers to any applicant group. Where systems and methods to gather such selection data are inadequate, efforts to improve them shall be made.

III. Diversity training shall be required on an annual basis for all state employees making hiring and promotion decisions within their respective agency, including agency directors and deputy directors. The training shall be provided or approved by DAS-HRE.

IV. A DIVERSITY COUNCIL shall be created.

A. Membership in the Council shall include:

1. The Governor, or the Governor's designee;
2. Director of the Department of Administrative Services (DAS), or the director's designee;
3. the DAS state affirmative action administrator;
4. the DAS recruitment coordinator;
5. the executive director of the Iowa Civil Rights Commission, or the executive director's designee;
6. the director of the Department of Human Rights, or the director's designee;
7. two additional representatives from the Executive Branch with experience in addressing diversity issues, appointed by the Governor;
8. one representative from a collective bargaining unit that represents state employees in law enforcement, appointed by the Governor;
9. one representative from a collective bargaining unit that represents state employees, appointed by the Governor;
10. three members from the private sector with experience in addressing diversity issues, appointed by the Governor; and
11. three members from non-profit organizations focusing on diversity issues, appointed by the Governor.

Members from the private sector and non-profit organizations shall be appointed to three-year staggered terms.

B. The Diversity Council shall:

1. Engage with private businesses and other governmental entities to recommend and actively promote best practices for optimizing diversity throughout state government.

2. Review the state's policies, procedures and practices related to the hiring of a diverse workforce and recommend methods to insure these are implemented and followed throughout state government. The Council shall include this information in the annual report required in paragraph (5), below.

3. Develop a plan, including suggestions and a timeline for implementation and estimated costs, for training all state employees with respect to diversity. The plan shall be submitted to the Governor no later than March 31, 2008.

4. Develop a state-government referral system, whereby candidates who interview with one agency and are not hired, but may be a good candidate for another agency are referred to that agency for consideration. The system should be in place no later than December 1, 2008.

5. Submit a written report outlining its activities and progress to the Governor's Office no later than June 30 of each year. The first report is due no later than June 30, 2008.

IN TESTIMONY WHEREOF, I have hereunto subscribed my name and caused the Great Seal of Iowa to be affixed. Done at Des Moines this 26th day of October, in the year of our Lord two thousand seven.

CHESTER J. CULVER
GOVERNOR

ATTEST:

MICHAEL A. MAURO
SECRETARY OF STATE

Iowa Department of Human Rights

Governor Chester J. Culver
Lt. Governor Patty J. Judge

Preston A. Daniels, Director

Division of Community Action Agencies | Division of Community and Advocacy Service | Division of Criminal and Juvenile Justice Planning

Offices of:
Asian and Pacific Islanders | Deaf Services | Latino Affairs | Native American Affairs | Persons with Disabilities | Status of African Americans | Status of Women

July 15, 2010

MEMORANDUM

TO: The Honorable Chester J. Culver
The Honorable Lieutenant Governor Patty Judge

FR: Preston Daniels, Director of the Department of Human Rights and
Chair of the Diversity Council

CC: Joni Klaassen, Deputy Chief of Staff for Operations and Administration;
Renee Hardman, Senior VP-Human Resources of Bankers Trust and
Co-Chair of the Diversity Council

RE: Report to the Governor

As directed in Executive Order Number Four, the Diversity Council has completed its *Report to the Governor*, which we respectfully submit to you and the Lieutenant Governor. We have outlined the Council's work in FY 2010. Please find in the appendix: FY 2009 recommendations progress report.

On behalf of the Council, we appreciate your support of our efforts this past year.

The Diversity Council's Annual Report to the Governor: 2010

Introduction

Executive Order Four affirms the Culver/Judge Administration's commitment to diversity by establishing a Diversity Council, made up of individuals with expertise in diversity. One of the Council's charges is to submit a written report, outlining its activities and progress, to the Governor's Office no later than June 30 of each year. This report will outline the activities of the Council from July 1, 2009, to the present.

Meeting Dates and Subcommittees

In August 2009, the Diversity Council held a strategic planning session to determine its future direction. It was decided that the Council would meet in session every other month in order to allow members time to work in subcommittees.

The Council has met on the following dates in FY 2010:

- 08-26-09 – Strategic Planning Session/Retreat
- 10-08-09 – Regular Meeting
- 11-12-09 – Regular Meeting
- 01-14-10 – Regular Meeting
- 03-11-10 – Regular Meeting
- 04-07-10 – Special Meeting to discuss role of the Diversity Council
- 05-13-10 – Regular Meeting

The Diversity Council created new subcommittees to match its strategic goals for FY 2010. The Council developed a statement of purpose, which guides the subcommittees.

1) Training Strategy – Continue diversity training and encourage departments to do more to promote diversity.
    a. Robin Jenkins
    b. Ralph Rosenberg
    c. Miriam Tyson
    d. Din VanLo
    e. DAS-HRE Staff (PDS)

2) Accountability Strategy – Determine how to make departments accountable for diversity and decide what data and measures should be used to determine outcomes.
    a. Renee Hardman
    b. Robin Jenkins
    c. Alba Perez

3) Diversity Plans Strategy – Work with departments to increase the quality of their annual Diversity Plans and encourage directors to be accountable for diversity progress in their departments.
    a. Robin Jenkins
    b. Alba Perez
    c. Ralph Rosenberg
    d. Dinh VanLo
    e. Ray Walton

4) Communications Strategy – Educate the public on the mission, role, and activities of the Council.
    a. Reggie Jackson
    b. Ralph Rosenberg
    c. Miriam Tyson
    d. Stephen Wooderson

5) Organizational Strategy – Review Council membership; establish lines of communication between the Council and the State with regard to recommendations; and create a mission statement on diversity for all of state government.
    a. Preston Daniels
    b. Reggie Jackson

In the fall of 2009, the Governor accepted the Diversity's Council's recommendations. Please see the appendix at the end of this report for the progress made on the recommendations to date.

Training Subcommittee

We are pleased to report that at the end of calendar year 2009, DAS-HRE Performance & Development Solutions conducted its 789th session of diversity training. More than 21,000

employees attended across the state. Further, the sessions are offered on a continual basis on the regular training calendar. The Iowa Department of Transportation has included the half-day session in its orientation week for all new employees.

The subcommittee worked with DAS to recommend a new, state-specific course, covering hiring practices and best practices for managers and supervisors. The course will be delivered in FY11 via webinar, and offered multiple times throughout the year. In addition, the course can be delivered as a special session, allowing for customization per agency.

The subcommittee recommended to the Council that it enlist support from the Governor requiring agencies to develop mandatory training plans for each manager and supervisor. The Council accepted the recommendation.

Accountability Subcommittee

To achieve improvement or transformational change, it is important to consistently weave diversity into the everyday operations of every department. The subcommittee has identified five ways to include diversity in the decision-making process in state government:

- Performance reviews need to include meaningful and specific accountability statements to address diversity issues.
- The Diversity Progress Report should become part of the performance review for agency directors and elected officials.
- The State should develop a “trends report” based on the Diversity Progress Report, and provide it to the Council on a quarterly or bi-annually basis.
- “Best Practices Award” should be created for state government.
- Agency directors should be required to attend at least one Diversity Council meeting per year.

Diversity Plans Subcommittee

The subcommittee has a draft of the Diversity Plan format for departmental reporting.

Communications Subcommittee

In October 2009, the Diversity Council in conjunction with Iowa Vocational Rehabilitation Services (IVRS) developed a campaign to serve as the Governor's initiative of identifying the State of Iowa as a disability-friendly workplace. Prior to the end of the 2009 calendar year, IVRS and the Department of Human Rights (DHR), as a part of a national effort, signed on to the Proclamation Recommitment to full implementation of the American Disabilities Act (ADA).

In early 2010, IVRS led a work group consisting of other state departments to deliver an awareness initiative – marketing the current success stories about employees with disabilities in State government. In addition, DAS-HRE has supported efforts to promote, recruit, and retain persons with disabilities.

In late winter and spring of 2010, a consortium of state agencies signed on to a national media campaign, "*Think Beyond the Label,"* to dispel the myths surrounding employees with disabilities and encourage employers to see past their biases.

In a previous (FY09) diversity report to the Governor, the Council indicated its plans for a public forum to inform the general public and state employees about Executive Order Four and the Council's goals, accomplishments, and current projects. After revisiting our strategic goals, the Council decided that it would be preferable to distribute a survey to all state government employees to solicit input regarding diversity issues and to determine the level of interest regarding the forum for employees and the greater community. Upon receipt of the survey results, the plan for public forums will be solidified.

Organizational Subcommittee

Acting upon a request by the Organizational Subcommittee, the Diversity Council held a special meeting on April 7 to discuss the Council's role moving forward. It was unanimously agreed upon that the Council remains in current status with the following proposal:

1) The Council is in need of a new chair to be appointed by the Governor.
2) Expand the role, structure, terms, and membership of the Council.
    a. Role: Promote, explore, examine, and recommend directions and solutions.
    b. Structure: Standing Council.

c. Three-year staggered terms.

d. Add to membership roster:

- A director from a medium and large agency (2)
- Regents Institution (1)
- Judicial (1)
- Legislature (4)

3) Create the position of Inclusion or Diversity Officer, who would work in the Governor's Office and report directly to the Governor, Lt. Governor, or the Chief of Staff.

4) Encourage directors to attend the Diversity Council's meetings upon invitation from the Council to share department's diversity efforts.

APPENDIX:

STATUS OF RECOMMENDATIONS AS OF JULY 2010

Recommendation	DAS Action	In Progress	Item from Executive Order Number Four
A. Hiring processes across state government must be standardized for greater efficiency; therefore, the recruitment and selection process must be consistent with the DAS “Applicant Screening Manual."	DAS continues with hiring practice reviews to determine general compliance with established principles of the "Applicant Screening Manual." **Completed**: DNR, IVH, and Revenue.	A response is pending from one additional department, and three other reports are pending completion by DAS.	I., A. and B., 2.
B. Departments should strive to have a hiring pool of applicants of diverse background. Justification must be made to the Director when a qualified candidate in an underutilized category is not hired.	DAS will continue to coordinate statewide recruitment, emphasizing branding and providing assistance to departments, as needed. Director Walton sent a memo on 4-21-10 to all department directors reminding them of pending hiring opportunities due to the early retirement program. He has also communicated with management liaisons and personnel assistants about the importance of hiring persons with disabilities.	DAS is studying the use of the justification process in the hiring process. The Governor’s Office has stressed the importance of this issue to directors during cabinet meetings.	I., B. and Diversity Council recommendation for justification process.

APPENDIX:
STATUS OF RECOMMENDATIONS AS OF JULY 2010

Recommendation	DAS Action	In Progress	Item from Executive Order Number Four
C. DAS must ensure next year's Diversity Plans are specific in identifying methods that departments will use in expanding, when applicable, the diversity of their workforce.	DAS, with input of a sub group of the Diversity Council, has developed a workforce planning document that will be used for diversity planning and reporting. This document requires that agencies identify their workforce needs, and then plan for increasing their diversity with those needs in mind. DAS is currently working on this document for the FY 2011 diversity and workforce planning cycle.	DAS will be distributing the annual Workforce Planning template for FY 2011 that will include a request for specific plans and methods to increase diversity. This will be distributed in July 2010.	I., D.
D. Department Directors' performance evaluations should include a diversity component, which would reflect specific achievements in the areas of diversity recruitment, hiring, training, and retention.	DAS is studying how to reflect diversity in directors' performance appraisals.	DAS will develop a preliminary recommendation to IGOV in FY 2011.	Diversity Council recommendation
E. The Governor should commission DAS to review, evaluate, and make necessary changes to the current Affirmative Action Process within state government; including, refining the data used in the Affirmative Action Report.	DAS has received significant input from the Attorney General's Office on ways this program could be improved. The Attorney General's Office is working with an outside expert on these issues.	DAS will develop a preliminary recommendation to IGOV in FY 2011.	Diversity Council recommendation

APPENDIX:

STATUS OF RECOMMENDATIONS AS OF JULY 2010

Recommendation	DAS Action	In Progress	Item from Executive Order Number Four
F. The Governor should consider hiring a Diversity Inclusion Officer – whose job description would be developed by DAS – or expand the role of the Affirmative Action Officer to include diversity initiatives.	Discussions are underway about this issue.	IGOV, DAS, and DHR staffs have developed the job description and the Governor plans to appoint a staff member to serve as the Diversity Inclusion Officer, reporting directly to the Governor and Lt. Governor.	Diversity Council recommendation
G. The Governor should lead by example to build a strong statewide commitment to diversity and strengthen diversity efforts in all three branches of government. In so doing, the Governor should consider inviting a person from the Regents, the Judicial Branch, and the Legislative Branch to join the Diversity Council.	There currently are openings on the diversity council, so there is an opportunity to include others.	The Governor's letter is in final draft form. IGOV plans to finalize the letter and send out ASAP.	Diversity Council recommendation

APPENDIX:

STATUS OF RECOMMENDATIONS AS OF JULY 2010

Recommendation	DAS Action	In Progress	Item from Executive Order Number Four
H. Diversity training should be mandatory for employees in all three branches of government.	The current proposal is for all executive branch managers and supervisors to attend a 90-minutes webinar training on recruitment, selection, and retention in FY 2011. In addition, DAS proposes that all departments complete a training plan for supervisors that can pinpoint their specific training needs. This will help us to provide training that is needed for each department. Ongoing diversity sessions are in the training catalog for new employees and any who may have missed the original sessions. DAS offers all training courses to any entity, including the legislative branch and regents.	The initial round of half-day training (780 sessions) for all 21,000 employees has been completed. Additional training (75 sessions) for 2,100 managers and supervisors has also been completed. New employees will be trained as they are hired.	B., 3. and Diversity Council recommendation for expanding training to all branches.

APPENDIX:
STATUS OF RECOMMENDATIONS AS OF JULY 2010

Recommendation	DAS Action	In Progress	Item from Executive Order Number Four
I. DAS must provide a plan for ongoing training and methods for leadership, recruitment, and hiring to use in integrating diversity into their workplace; specifically: **1.** Provide a core of orientation courses for new managers. **2.** Provide follow-up training/reviews for new managers.	The FY 2011 webinar training on recruitment, selection, and retention will be part of this plan. Currently, DAS Performance Development Solutions (PDS) offers a variety of courses on leadership.	A curriculum proposal has been submitted to the Diversity Council for the webinar training. Training will commence in FY 2011.	B., 2, 3.
J. DAS should establish a training curriculum directed toward improving interview skills for current state employees who are seeking professional development, promotions, or new positions within the State.	This training is currently under development. It will be released in the first quarter of FY 2011.		B., 2, 3.
K. DAS should establish a training curriculum for hiring managers on how to be mindful of cultural differences when conducting interviews.	This concept will be integrated into the upcoming webinar training for managers and supervisors, and it is also part of the curriculum for the current PDS offering, "From Interview to Hire."		B., 3.

APPENDIX:

STATUS OF RECOMMENDATIONS AS OF JULY 2010

Recommendation	DAS Action	In Progress	Item from Executive Order Number Four
L. Recommendations to assist to carrying out Executive Order Number Four. The Council recommended that an alternative mechanism is created to communicate with the Governor in reference to diversity issues not related to the State's hiring practices.		The Diversity Inclusion Officer will assume primary responsibility for greater communication, including attendance and participation at all Diversity Council meetings.	Diversity Council recommendation

APPENDIX D:

RESOURCES

DAS has identified the following list of websites as resources to help interested parties learn more about the State's diversity-related programs, DAS resources, and the executive branch departments.

State of Iowa Home Page
http://www.iowa.gov/state/main/index.html

Diversity Council
http://das.hre.iowa.gov/hre_diversity_council.html

Managers and Supervisors Manual:
http://das.hre.iowa.gov/ms_manual.html

State of Iowa Jobs Page:
http://das.hre.iowa.gov/state_jobs.html

Applicant Screening Manual:
http://das.hre.iowa.gov/documents/publications/applicant_screening_manual.pdf

Training Resources:
http://das.hre.iowa.gov/LearnAtPDS/traininghome.htm

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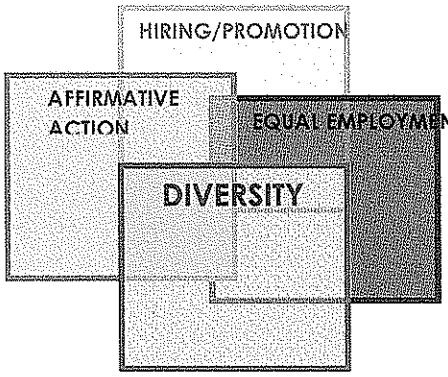

STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st.** Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: **DEPARTMENT OF ADMINISTRATIVE SERVICES**

Division (if applicable): Human Resource Enterprise, General Services Enterprise, Information Technology Enterprise, and State Accounting Enterprise

Person Submitting Report: Mark Johnson, Interim Chief Operating Officer, DAS-HRE

Please Sign Name: Mark W Johnson

Phone: 515-281-5064

FY 2010-11 Diversity Progress Plan and Report

Section 1 | Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

Director Ray Walton has directed all DAS managers and supervisors to integrate diversity into their day-to-day activities as much as possible, and to assure that all persons who possess the necessary qualifications to perform the job get fair and equal consideration for hiring and promotions.

Administrative Plan

1. How your policy will be implemented:

   The DAS policy is implemented through top down directives and internal program development. Director Walton frequently reminds hiring managers and supervisors of their obligation to consider diversity through both direct contact and directives to the Chief Operating Officers of each enterprise.

2. Name, job title, and contact information for the responsible EEO AA official:

   Mark Johnson, Interim Chief Operating Officer, DAS-HRE
   Mark.johnson@iowa.gov
   515-281-5064

3. Describe your agency's system for auditing and reporting diversity issues:

   Effective in FY2011, DAS will initiate the following processes:

   - *Review and revise internal policies and procedures relating to hiring practices.*
   - *Review the department's workforce composition, by enterprise and job categories.*

FY 2010-11 Diversity Progress Plan and Report

- *Present the findings of these reports to the DAS managers and supervisors during their regularly scheduled meetings to seek feedback and ideas on issues relating to hiring and diversity.*

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation:

- *As the central administrative agency for the executive branch in the areas of human resources, general services, information technology, and accounting, DAS has an extensive website, with links devoted to each functional enterprise area: http://das.iowa.gov/.*
- *DAS also maintains an intranet site to communicate with DAS employees.*
- *DAS publishes newsletters for both internal staff ("First Friday Edition") and for external agency customers ("Customer Focus").*
- *DAS will communicate the plan by posting it on the DAS website and in the First Friday Edition newsletter to DAS employees. The DAS website has extensive information available to the general public in relation to employment with the State of Iowa, including DAS.*

FY 2010-11 Diversity Progress Plan and Report

Section 2	Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

It is DAS policy to use the Manager's and Supervisor's Manual and the Applicant Screening Manual as a resource for hiring and promotion. These documents are available to all managers and supervisors on the DAS Human Resource Enterprise website.

FY 2010 Progress

No change in policy.

FY 2011 Plans

A new DAS hiring policy was put into place on September 20, 2010. Director Walton will review each situation to review the makeup of the hiring team, diversity of the candidate pool, the top three candidates, and the candidate's job history with the state.

DAS is developing an internal internship program to introduce non-traditional diverse candidates to DAS employment opportunities. All the enterprises will participate.

FY 2010-11 Diversity Progress Plan and Report

Section 3 | Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress

Recruitment and Cultural Event Participation

DAS registered on behalf of the state for the following recruitment events in FY2010. DAS encouraged department participation in these events. DAS also attended eleven career related recruitment fairs and eleven networking events targeting potential talent for state jobs.

Event	Date
Iowa Workforce Development Mini Job Fairs	Quarterly
Greater Des Moines Partnership Mini Job Fair	Biennial
Net 2 Work Panel Discussion	July 2, 2009
CISHRM Career Expo	January 7, 2010
Iowa Correctional Institute for Women	March 10, 2010
2010 Reentry Job Fair	March 24, 2010
IWD Job Expo	April 20, 2010
Right Management Recruitment Presentation	May 05, 2010
Newton Correctional Release Center Career Fair	May 18, 2010
Right Management Networking Event	May 20, 2010

In FY 2010, DAS attended and encouraged department participation in the following diversity events:

Events	Date
Greater Des Moines Partnership Multicultural Receptions	Quarterly
Iowa Civil Rights Commission State Fair Booth	August 15, 2009
African American Historical Museum Women's Leadership Conference	September 18, 2009

FY 2010-11 Diversity Progress Plan and Report

Latino Heritage Festival	September 19-20, 2009
Iowa Mosaic Diversity Conference	October 19, 2009
Black Ministerial Alliance Martin Luther King Breakfast	January 10, 2010
Annual Martin Luther King Capitol Celebration	January 15, 2010
I'll Make Me a World In Iowa	January 29-30, 2010
Dallas Center-Grimes Diversity Fair	April 22, 2010
CelebrAsian 2010	May 15, 2010
Iowa Juneteenth Observance History Presentation	May 20, 2010
Iowa Juneteenth Observance	June 19, 2010

Internal Resourcing

DAS hiring managers and supervisors are encouraged to utilize the DAS Statewide Recruitment Coordinator to assist them with recruitment.

The DAS Statewide Recruitment Coordinator has also introduced a courtesy service of contacting supervisors who have current vacancies that fall into the categories of low levels of diversity in the candidate pool and/or hard to fill job titles. The supervisor is sent an e-mail offering assistance with recruitment. Services offered include the development of advertising announcements, distribution of vacancy announcements to inclusive advertising sources and contacts, and assisting with screening tools and interview teams. This is provided at no cost to the hiring manager.

Employee Recognition

DAS believes that diversity and employee morale are closely related because the retention of a diverse workforce depends on a culture of recognition and celebration of accomplishment. DAS took the following steps in FY2010 to recognize its employees:

Wall of Fame

This program allows DAS employees to recognize one another publicly to show their appreciation for each other's accomplishments or outstanding customer service. Thirteen DAS employees were recognized in FY2010. A brief summary of recognition is placed on a certificate and posted on the bulletin board in the

FY 2010-11 Diversity Progress Plan and Report

main hallway leading to the break area. This program is open to any and all DAS employees.

Over the Top Awards

DAS celebrated and recognized DAS employees who had been nominated for their willingness to go above and beyond the call of duty. A formal ceremony was held on August 23, 2010. Director Walton presided and personally thanked each DAS employee who was recognized, and all DAS employees for their contributions. Pictures from this event can be viewed on the DAS intranet site.

Intranet "Lists"

DAS communicates a number of internal personnel related matters in this section of the intranet site by providing employees access to lists of employees who qualify for catastrophic leave benefits, general announcements, event notices, contact numbers, to help employees improve their use of grammar and punctuation, and guide to internal DAS job opportunities.

FY 2011 Plan

DAS will continue to utilize the above methods and steps in FY 2011. DAS will review its intranet and internet web sites and seek to improve communications and access to diversity related information.

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues.

FY 2010 Progress

All DAS employees attended diversity training in FY2009 as required by Executive Order Four through the Performance Development Solutions section of DAS. Additional and follow-up training in diversity related courses in FY2010 included Americans with Disabilities Act, Diversity for Employees, Family and Medical Leave, and Human Relations Skills.

FY 2011 Plan

DAS hiring managers and supervisors will be required to attend the upcoming training for managers and supervisors who have responsibilities for hiring.

All new DAS employees will be required to attend general diversity training.

All new DAS managers and supervisors will be required to attend the manager's version of diversity training.

FY 2010-11 Diversity Progress Plan and Report

Section 5 Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements, and current workforce composition.

FY 2010 Progress

Forty-five DAS employees retired under the State Employee Retirement Incentive Program (SERIP). It is projected that approximately 25 of these positions will be refilled.

FY 2011 Plan

DAS will monitor the composition of the workforce and applicant pool for all DAS vacancies. Each hiring manager or supervisor will review their vacancy with their Enterprise COO to discuss whether the vacancy will be posted internal for promotional hiring, or posted to all applicants. The vacancies created by SERIP suggest that while information technology and human resources are impacted the most, all of the EEO job categories will present hiring opportunities in FY2011.

The DAS recruitment coordinator will follow up with hiring managers and supervisors on an as needed basis.

FY 2010-11 Diversity Progress Plan and Report

Section 6	Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress

Each year, DAS hosts an all-employee breakfast at the maintenance facility of the capitol complex. DAS believes that bringing employees together on an annual basis will promote more interaction and "put a face" on the diversity of DAS. A special ceremony is held to recognize years of service and employees can participate in bingo if they choose.

FY 2011 Plan

These events are well attended and DAS will host another in FY2011.

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Section 8	Signature Page

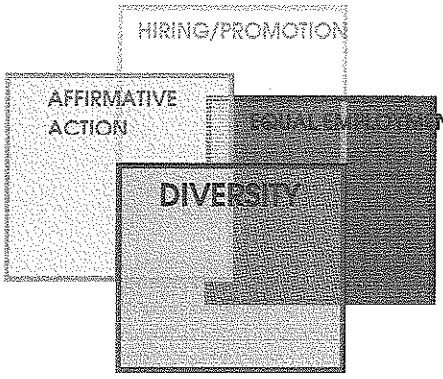
Ray Walton, Director

Agency Head, Name, and Title (please print)

Ray Walton 11.22.10

Agency Head Signature **Date**

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st.** Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: Iowa Department on Aging

Division (if applicable):

Person Submitting Report: Ro Foege

Please Print Name: Ro Foege

Please Sign Name:

Phone: 515-725-3301

FY 2010-11 Diversity Progress Plan and Report

Section 1	Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

Administrative Plan

1. How your policy will be implemented: The Iowa Department on Aging is committed to recruiting and retaining a qualified and diverse workforce to serve older Iowans while supporting equal employment opportunity and affirmative action plans. This is done by following DAS-HRE's policies and guidelines and committing to meeting our goal of balancing the underutilization of persons with a disability. Both management and personnel associate are responsible for all phases of employment, including recruiting, promotion, hiring, training, and reviewing PDQs.

2. Name, job title, and contact information for the responsible EEO AA official: Vivone Abdel-Razeq, Human Resource Associate, 725-3338.

3. Describe your agency's system for auditing and reporting diversity issues: The department is currently provided with our quarterly Underutilization Report by DAS-HRE and strives to meet our goal of hiring two Persons with a Disability by following guidelines.

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation: All communications are done using email for staff. All postings are posted on DAS-HRE's Employment web page and forwarded to special interest groups.

FY 2010-11 Diversity Progress Plan and Report

Section 2	Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

FY 2010 Progress: Continue activities to encourage persons with a disability to apply for positions open at Iowa Department on Aging.

FY 2011 Plans:

1. IDA's hiring practices consist of utilizing the state's recruiting tool; BrassRing for internal and external announcements, interoffice communication and for some openings considered more difficult to fill or with special considerations, such as location, we post openings with local newspapers for a minimum of 10 days. All postings include language encouraging minorities, women, and persons with disabilities to apply. We also use the EDRN

2. Review the selection process by following DAS-HRE's polices and IDA's affirmative action plan. This includes: check for a list for transfer and recall, verify applicants meet minimum qualifications and score applicants. Additional points are given to qualified veterans and persons with a disability if known. Not everyone self-identifies as disabled.

3. Qualified applicants are then invited to participate in an interview with the recruiting and Selection Team. Candidates not selected are sent a letter when a final hiring decision has been determined.

4. Background and references checks are completed for potential employees.

5. Work with DAS-HRE Personnel Officer to determine starting salary by completing the M40 form (special pay).

6. Once offer has been accepted, all hiring records are kept in HR Associate's locked work area for a minimum of 3 years.

7. Conduct employee orientation within first full week of employee's start date.

FY 2010-11 Diversity Progress Plan and Report

Section 3	Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress:

1. Coordinated Task Force of Dependent Adults with Mental Retardation.
2. Notified employees of updates on diversity conferences and events including:
   a. I'll Make Me a World
   b. Iowa Juneteenth activities
   c. Black History Month
3. Participated in Older Iowans Day at the Iowa State Fair.
4. Minority Outreach Liaison attended Diversity Taskforce meetings.
5. Minority Outreach Liaison served on Women of Color Advisory Network
6. Minority Outreach Liaison attended Iowa/Nebraska NAACP State Conference of Branches.
7. Participated in the annual World Food Prize event.
8. Maintain Aging and Disability Resource Center.
9. Collaborative efforts with Iowa Workforce Development.
10. Staff attended Diversity meetings.

FY 2011 Plan: Continue to work with various minority organizations/groups to meet our Affirmative Action Plan.

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress: All staff attended a mandated diversity training provided by DAS.

FY 2011 Plan:

1. Continue to seek new training materials to share with staff.
2. New employees are required to attend half day diversity training by DAS-PDS.
3. Invite special interest groups to come and speak at the All Staff meeting.
4. Have an open discussion regarding diversity issues at All Staff meeting.

FY 2010-11 Diversity Progress Plan and Report

Section 5	Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress: Due to SERIP, Iowa Department on Aging is currently approved to fill 4 positions. Continue to work with DAS-HRE, Tracey Bradley with policies and guidelines and Robin Jenkins with recruitment and retention.

FY 2011 Plan:

1. Work with Voc Rehab and Dept. for the Blind for their recommendations to increase our persons with a disability.
2. Utilize EDRNetwork.org (Employer's Disability Resource Network) for posting
3. Include Equal Opportunities language and list Iowa Relay phone number in all postings.
4. Expend our posting to various aging and minority organizations

FY 2010-11 Diversity Progress Plan and Report

Section 6	Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

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FY 2011 Plan

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Section 8	Signature Page

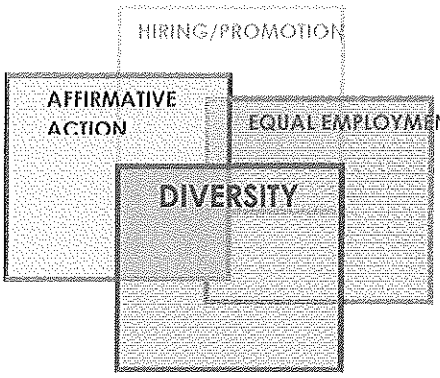
Ro Foege, Director

Agency Head, Name and Title (please print) Ro Foege, Director

Ro Foege 11-18-10

Agency Head Signature **Date**

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA
DIVERSITY PLAN AND REPORT
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Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st.** Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: AGRICULTURE AND LAND STEWARDSHIP

Division (if applicable):

Person Submitting Report:

Please Print Name: Marilyn Beeler
Gloria Stinson

Please Sign Name: Marilyn Beeler
Gloria Stinson

Phone: (515) 281-5681

FY 2010-11 Diversity Progress Plan and Report

Section 1	Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

Administrative Plan

1. How your policy will be implemented:

All Department letterhead contains the statement below as a footer.

The Iowa Department of Agriculture and Land Stewardship is an equal opportunity employer and provider

The Departments Website contains a Privacy statement which says:

All Department programs and services will be conducted without regard to race, color, national origin, age, disability, gender, and reprisal.
http://www.iowaagriculture.gov/privacyStatement.asp

The Careers page on the Department's website contains the following statement

The Iowa Department of Agriculture and Land Stewardship is an equal opportunity employer and provider. http://www.iowaagriculture.gov/employment.asp

2. Name, job title, and contact information for the responsible EEO AA official:

Marilyn Beeler, Administrative Assistant 2, EEO/AA Coordinator, (515) 281-5681 or marilyn.beeler@iowaagriculture.gov

Gloria Stinson, Human Resources Assoc, (515) 281-5693 or gloria.stinson@iowaagriculture.gov

FY 2010-11 Diversity Progress Plan and Report

3. Describe your agency's system for auditing and reporting diversity issues:

Hiring Practices

When Brass Ring Certification lists are received and forwarded to supervisors the HR Associate notifies the supervisor what the list is underutilized for.

Hiring Decision Justification forms are filled out and routed through the Division Director and then to Karey Claghorn for final approval. Supervisors are to address underutilization issues on this form.

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation:

Meetings with managers and supervisors are held on a regular basis and they are reminded of the importance of Equal Employment Opportunities and Affirmative Action policies when hiring.

FY 2010-11 Diversity Progress Plan and Report

Section 2	Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

HIRING PROCESS

Memo from Bureau Chief/Supervisor to Division Director requesting permission to fill vacancy. Attach current PDQ to memo.

Division Director approves request and routes to Karey Claghorn for final approval.

After approval request is routed to Personnel for processing.

The position is posted internally for 5-day contract transfer. (Non-contract positions are not posted internally.)

If a contract transfer request is not received the information is entered into the Brass Ring (Dept of Administrative Services web based hiring process.) This normally takes 1 – 2 days to process before posting appears.

Vacancy is posted to the DAS and IDALS website. Can be posted for 1) Agriculture Employees Only, 2) State Employees Only, or 3) All Applicants. Agriculture Employees Only would be posted for 5 days. State Employees Only and All Applicants are posted for a minimum of 10 days but can be posted longer if supervisor requests.

After posting expires it usually takes 2 – 3 days to receive the list of qualified applicants. Supervisor will receive the list and any cover letters/resumes received. Supervisor will also receive an email with links to the Brass Ring applicant information.

When reviewing the list received the Supervisor should make special note of whether there are any underutilized columns i.e. a Gender column means the list is underutilized for females. If the hiring list is underutilized the supervisor should address why an underutilized candidate was not hired in the Comment Section of the Hiring Decision Justification.

Supervisor scores/screens applicants. Then adds Vet points if applicable.

Interview top candidates using the same scoring criteria for each applicant.

Fill out Hiring Decision Justification (found on the Intranet) and attach coded vacancy list. The justification is routed through Division Director and then to Karey Claghorn for approval. Only AFTER the justification is approved by Karey may the position be offered to the applicant. However, if you have

FY 2010-11 Diversity Progress Plan and Report

requested that the applicant start at anything but the minimum for the position then approval from the DAS/HRE personnel officer must be received before the position can be offered to the applicant. The applicant must accept the position by the list expiration date but the start date can be later to give the applicant time for notice to current employer.

All interviewing information including notes must be kept for 3 years from the end of the state fiscal year at the Bureau level.

HIRING INFORMATION IS SUBJECT TO AUDIT AT ANY TIME.

FY 2010 Progress

FY 2011 Plans

Continue to remind managers/supervisors of the importance of diversity in the workplace.

FY 2010-11 Diversity Progress Plan and Report

Section 3	Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress

All supervisors are reminded about the importance of diversity in the workplace which would help create a better working environment and be of benefit to all employees.

FY 2011 Plan

The Department will use all free Internet sites available such as www.DesMoinesHelpwanted.com when posting positions to attempt to get the biggest variety of applicants available for each position.

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress

FY 2011 Plan

The EEO/AA Coordinator and HR Assoc will attend any free classes or training opportunities in this area.

FY 2010-11 Diversity Progress Plan and Report

Section 5	Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress

Due to budgetary difficulties the Department made few hires.

FY 2011 Plan

All supervisors are reminded at manager/supervisors meetings regarding the EEO/AA State of Iowa policies.

FY 2010-11 Diversity Progress Plan and Report

Section 6	Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

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Section 8	Signature Page

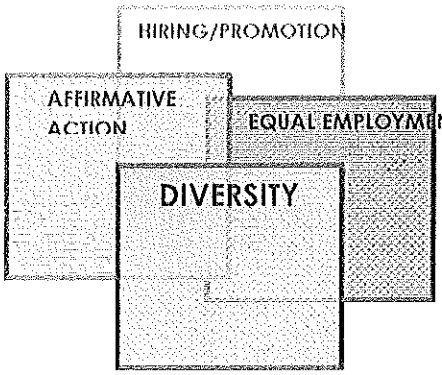
KAREY CLAGHORN, DEPUTY SECRETARY OF AGRICULTURE

Agency Head, Name and Title (please print)

Karey Claghorn — October 22, 2010

Agency Head Signature **Date**

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
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FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st**. Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: Department for the Blind

Division (if applicable):

Person Submitting Report: Bruce K. Snethen

Please Print Name: Bruce K. Snethen

Please Sign Name: Bruce K. Snethen

Phone: 515-281-1293

RECEIVED
AUG 25 2010
IA DEPT. OF
ADMINISTRATIVE SERVICES

FY 2010-11 Diversity Progress Plan and Report

Section 1	Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex, sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

IOWA DEPARTMENT FOR THE BLIND EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION POLICY STATEMENT

JANUARY 1, 1991

SECTION I. POLICY STATEMENT

In compliance with state and federal laws, executive orders and regulations it is the policy of the Iowa Department for the Blind:

1. To assure fair and equal employment opportunity on the basis of merit and fitness for all qualified employees and applicants for employment without regard to race, color, national origin, creed, sex, religion, age, physical or mental disability or any other non-merit factor;

2. To prohibit discrimination, whether intentional or unintentional, against all employees and applicants for employment because of race, color, national origin, creed, sex, religion, age, physical or mental disability or any other non-merit factor, except that in accordance with section 501C of the Rehabilitation Act of 1973 (as Amended by Public Laws 93-516, 94-230, 95602, 99-506 and 100-630), priority will be given to promotion of job opportunities (hiring, placement and advancement in employment) of blind persons and other recipients of rehabilitation services;

3. To implement affirmative actions based on the results of quantitative and qualitative analyses, which will remove artificial barriers to and

otherwise assure, equal employment opportunity and the prevention of discrimination;

4. To afford remedy based on the results of quantitative and qualitative analyses, to those individuals and classes of individuals whose treatment has resulted in an illegally discriminatory employment situation as compared to the majority class when that treatment cannot be justified on the basis of merit, business necessity or bona ride policies, procedures or practices which have, or tend to have, discriminatory impact;

5. To enforce this policy and the resulting program.

This policy is an integral part of every aspect of personnel policy, procedure and practice including recruitment, selection, placement, salary, classification, advancement, training and other treatment of employees and applicants for employment. It is disseminated and discussed internally and externally and is posted in conspicuous places in the agency (departmental and staff bulletin boards, for example). The Iowa Department for the Blind is an equal employment opportunity and affirmative action employer. The coordinator of program planning and evaluation in the Department's Des Moines central office is the agency official responsible for equal employment and affirmative action compliance.

This Equal Employment Opportunity/Affirmative Action Policy of the Iowa Department for the Blind shall be posted in conspicuous places within each division, distributed to all department employees, chairpersons of this department's advisory and policy-making groups and recruiting sources.

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IOWA DEPARTMENT FOR THE BLIND EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION PROGRAM

JANUARY 1, 1991

SECTION II. PROGRAM

It is the policy of the Iowa Department for the Blind to provide equal opportunity to all employees, applicants and program beneficiaries; to provide equal opportunity for advancement of employees; to provide program and employment facilities which are accessible to individuals with handicaps; and to administer its programs in a manner which does not discriminate against any person because of race, creed, color, religion, sex, national origin, handicap or age.

The coordinator of program planning and evaluation with the Iowa Department for the Blind has ultimate responsibility for the overall administration of the Equal Employment Opportunity/Affirmative Action Program. This includes responsibility for integrating equal opportunity into all parts of personnel and program management; reviewing all policies and procedures as they affect equal opportunity and affirmative action; ensuring compliance with relevant federal and state statutes; and designing and implementing an internal system for auditing and reporting the program's effectiveness to the director of the Department of Personnel.

The director, senior program administrator, program administrators and other supervisory personnel within the Department for the Blind shall have the responsibility for implementing this policy and the Affirmative Action Program within their areas of authority. This includes establishing corrective measures designed to remedy identified disparities in their work force, monitoring the progress made, and reporting the level of accomplishment to the director. All individuals whose duties relate to personnel administration shall be provided training in the performance of those duties.

This Department prohibits discrimination in its employment and services and, as a result, assures that any person who feels that he/she has been denied employment opportunities or benefits because of race, creed, color, religion, sex, national origin, handicap, or age has the right to pursue internal grievance procedures and/or to file a complaint with the Department of Civil Rights. This Department further assures that any person who feels that he/she has been denied participation, representation, or services

FY 2010-11 Diversity Progress Plan and Report

in any program administered by this Department because of race, creed, color, religion, sex, national origin, age or handicap has the right to file a complaint with the Department of Civil Rights or the appropriate federal granting agency.

The Department maintains an internal system for continuous auditing and reporting on its affirmative action program. A complete breakdown of staff by EEO-4 category and protected class is maintained by the coordinator.

Administrative Plan

1. This plan will be implemented by presenting it to the Commission for the Blind at its next regularly scheduled meeting on September 14, 2010 and by releasing it to all Department employees.

2. The responsible EEO AA official for this plan is Bruce K. Snethen, deputy director, Bruce.Snethen@blind.state.ia.us, 515-281-1293.

3. The Department will audit and report diversity issues to the director of the Department for the Blind and, as circumstances may require, reports to the Commission for the Blind at the commission's regularly scheduled meetings.

4. This diversity plan and related communication materials will be distributed to employees and the public at the Department's web site at idbonline.org.

FY 2010-11 Diversity Progress Plan and Report

Section 2 Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

FY 2010 progress:

The hiring process usually begins with an internal posting on the bulletin board in the Department, including a Braille version, and a concurrent electronic mail message to all employees regarding the opening. Depending on the results of this announcement and other steps (e.g., requirements of the collective bargaining agreement), the position may be further advertised for non-promotional candidates on the DAS-HRE web site. This announcement is also circulated to organized groups of blind consumers.

When positions are initially advertised the announcement makes clear it is an internal posting. If it becomes necessary to expand recruitment efforts further the announcement will so indicate. The amount of interest expressed by internal candidates is often an important consideration in determining whether to open the announcement to the general public, as is the possibility of transfers occurring pursuant to the collective bargaining agreement. Limited turnover, relative pay scales, and a resulting scarcity of internal candidates often result in opening a vacancy to the general public. In any case, we almost never use a selective certification requirement.

Questionnaires are sometimes used if the volume of applicants is large to obtain more job specific information on candidates' skills than may be evident from the resumes. We use this tool at times to assist in determining which candidates will be interviewed, but it is frequently not necessary.

Most often, two or three people interview candidates simultaneously so that we get multiple perspectives on each candidate. Following a determination by this group as to which candidate is best suited for the job, a second interview with the director (and possibly others) follows. A job offer typically results from the second interview. Unsuccessful candidates are notified in writing and we document the notification. Usually this occurs after a selection has been made and successful candidate has accepted the position in writing.

The screening and selection processes described earlier apply to the department in general. We have not undertaken focused steps pertaining to particular classifications.

FY 2010-11 Diversity Progress Plan and Report

A promotion that occurs as a result of filling a vacant position is subject to the same process we follow when advertising any vacancy.

No significant changes to the above processes occurred during fiscal year 2010.

FY 2011 plans:

Job vacancy announcements will be subject to wider dissemination, including listserv avenues for blind persons, the statewide independent living council, the Department of Human Rights, the Veterans Administration, the rehabilitation counseling programs at Drake University and the University of Iowa, Iowa Vocational Rehabilitation Services, the Iowa Client Assistance Program, the Iowa Civil Rights Commission, and organized blind consumer groups.

The Department currently shows underutilization only in regards to minorities in its work force and only among the rehabilitation consultant classification and in some of the services specialist classifications.

FY 2010-11 Diversity Progress Plan and Report

Section 3	Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 progress:

Messages about the Latino and Asian heritage festivals have been circulated to employees. The Department has also sponsored interested employees' attendance at the Iowa Mosaic conference in Ames. A wellness committee was also begun in 2010, thanks to the initiative of employees at the Department. All recent new hires who have not attended other Department-sponsored diversity training have been scheduled to attend PDS course GI-450 "Unleashing the Power of Diversity." The Department's responsible EEO/AA official asks others involved in hiring decisions about the presence of minority candidates in job interview pools. Some regression in ethnic diversity occurred in 2010, due to several retirements that also cost the Department valuable expertise.

FY 2011 plans:

The Department will continue recent actions described above. Several hiring decisions are anticipated in 2011. The Department will continue to enroll new hires in diversity training as course schedules permit.

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 progress: The Department reviewed employee training records related to diversity and, as described previously, arranged for those hired since the last general diversity training effort to attend the referenced PDS course. The Department also used training funds to register employees expressing an interest in other diversity related training to attend.

FY 2011 plans: The efforts described for 2010 will continue. New supervisory personnel will also be scheduled to attend training appropriate to their job duties.

FY 2010-11 Diversity Progress Plan and Report

Section 5	Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 progress: As described in section three, several retirements during a time of relatively limited hiring resulted in the loss of some ethnic diversity among employee ranks in 2010.

FY 2011 plan: As referenced near the end of section two above, expanded efforts to circulate job vacancy announcements will be for the purpose of attracting a more diverse population of candidates. More hiring is definitely expected in 2011 than was possible in 2010.

FY 2010-11 Diversity Progress Plan and Report

Section 6	Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

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FY 2010-11 Diversity Progress Plan and Report

Section 8	Signature Page

Karen A. Keninger, director

Agency Head, Name and Title (please print)

Karen A. Keninger — August 23, 2010

Agency Head Signature **Date**

Agency Diversity Plan Questionnaire

Agencies must provide an update of their annual diversity plan and submit to DAS and the Diversity Council by **July 31st.** Plans shall be written and contain goals and time specifications related to personnel administration.

Affirmative Action Statement signed by the appointing authority

The State prohibits discrimination in its employment policies and practices on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability, and is an equal employment opportunity and affirmative action employer.

Administration

1. Statement declaring how your policy will be implemented: **ICRC, as a small agency, is able to implement all policies with direct, face to face direction and electronic reminders. Since ICRC has not been under utilized for many years and since ICRC has not been able to hire FT staff for a number of years, the policy is to maintain diversity, while seeking ways to increase training and management options for a more diverse workforce.**

2. Name, job title, and work location of the responsible EEO AA official: **Ralph Rosenberg, Executive Director. ICRC has only one location, at the Grimes Building.**

3. Describe your internal system for auditing and reporting diversity issues:

    a. **Monthly review by director of DAS reports with informal management team. With no FTE hires since 2008, the diversity 'recruitment' has been focused on expanded training of current staff and recruitment of volunteers and interns, as well as providing opportunities for management style training and advancement(conferences, back-up federal agency contacts, etc.).**
    b. **With the small size of the agency, diversity issues are brought to the attention of the Executive Director.**

4. Indicate how your diversity plan and related communication materials are distributed to your employees and the public and provide any links to your web site or attach a copy of supporting documentation: **ICRC does advertize in the Bystander and El Communicado and has done so for a number of years. ICRC also has purchased ads in Spanish speaking small town papers. ICRC has worked to create PSA's, most recently focusing on disability. The nature of our work dictates that "all we talk about" is diversity.**

Agency Diversity Plan for FY 2011 and Progress from FY 2011

Provide a brief summary for each item, indicating your progress in FY 2010, and your plans for FY 2011.

1. Provide information on the agency's hiring and promotion practices, outlining any changes to those practices during the reporting period. **With no full time hires since 2008, the policy has not changed. With one anticipated hire in the fall of 2010, the policy was reviewed. ICRC will continue with a racially diverse interviewing panel, as implemented prior to 2008 hires.**
    a. **ICRC also recruits racial and cultural minorities at the law schools, especially Drake.**
    b. **Through the VISTA program, ICRC is able to also reach racial and cultural minorities.**

FY 2010 Progress—**No change. No hires since 2008.**

FY 2011 Plans—**We anticipate one FTE hire. We have reviewed and placed the listing on Brass Ring. We will continue aggressive, widespread public distribution of the job vacancy. We carefully reviewed the job description and hiring process.**

2. Outline steps taken by the agency to increase diversity in the department by recruiting and retaining a diverse workforce;

FY 2010 Progress—**With no ability to hire FTEs since 2008, progress was made in different ways. Constant attention was made to to recruitment of racial and cultural minorities and PWDS through volunteers, interns, and VISTAs. We constantly approached staff, who are racial or culturally minorities, to assume greater informal management involvement , as a way to train for potential advancement.**

FY 2011 Plan—**Continued attention. We anticipate one FTE hire. We have reviewed and placed the listing on Brass Ring. We will continue aggressive, widespread public distribution of the job vacancy. We carefully reviewed the job description and hiring process.**

3. Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress –**Daily through our work. During the last year, we had training by Russ Lovell, Ako Abdul Samad (on cultural competency and race), and the Great Plains ADA staff. Staff have also attended HUD, EEOC, and RECCR trainings, including out of state training paid for by federal dollars. Additional effort has been**

exerted to insure that this training was made available and used by a diverse representation of ICRC staff.

FY 2011 Plan **We will continue with staff attendance. Most recently 3 staff were funded with federal dollars to attend HUD training.**

4. Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities and current workforce composition;

FY 2010 Progress—continued aggressive recruitment. (only one hire expected, tho)

FY 2011 Plan—-Again, ICRC only has one hire for this FY. Aggressive recruitment and continuous review of job description and essential job function will help insure no disparate impact.

5. Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity and celebrate diversity.

FY 2010 Progress – By nature of the training conducted by ICRC (ICRC's trainer conducted 130 workshops before 2700 people) , thousands of Iowans are encouraged to expand opportunities for a diverse workforce.

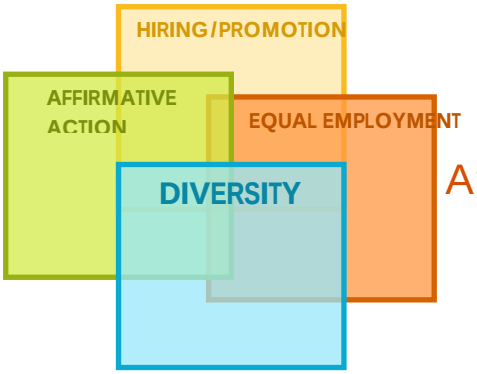
The Director's membership on the Diversity Council and on several of its sub-committees on agency plans and communications helps insure other state agencies will similarly support diversity efforts.

FY 2011 Plan—ICRC coordinated statewide ADA celebrations, which including free training for employers on recruitment and working with people with disabilities. ICRC created a website with information on what cities can do. ICRC participates in outreach events at the State Fair, and individual groups' annual events, like Juneteenth day, Mosaic and others. It is estimated the ICRC reaches over 20,000 Iowans annually.

Ralph Rosenberg

Appointing Authority Signature **Date-August 4, 2010**

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA

DIVERSITY PLAN AND REPORT

Affirmative Action/Equal Employment

FY 2010 Progress

FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st.** Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: Iowa College Student Aid Commission

Division (if applicable): N/A

Person Submitting Report: Julie Leeper

Please Print Name: Julie Leeper

Please Sign Name:

Phone: (515) 725-3420

FY 2010-11 Diversity Progress Plan and Report

Section 1	Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

The Commission's management liaison will work directly with the State Recruiting Coordinator to ensure that a diverse workforce is recruited.

The Commission will attempt to recruit minority applicants for all posted positions.

The Commission will identify and interview at least one minority applicant for all posted positions if it can be determined that an application has been received from a minority applicant.

Preference will be given to minority applicants when all other qualifications are equal.

Administrative Plan

1. How your policy will be implemented:

Each hiring supervisor has been trained on the importance of diversity in the workplace and, with the help of the Commission's management liaison, is required to document each step in the hiring process including:

- A record of the review process that established the essential functions and the competencies required to perform them. This includes the supporting material that documents that the functions are essential. It should also include a copy of the PDQ with the essential functions and required duties listed.
- A copy of any advertisements or posted vacancy announcements. Any general qualifications and selective requirements should be evident.
- Copies of all applications received.

FY 2010-11 Diversity Progress Plan and Report

- A copy of each screening method used and the results of the method by individual. The reasons for including and excluding each applicant should be maintained.
- Copies of all correspondence to applicants.
- A copy of the overall screening plan.
- A copy of the Checklist for Supervisors Filling positions and associated documents such as the Requisition (req).
- A copy of the official applicant list received from DAS-HRE and coded for return.
- Copies of interview questions and applicant responses.
- Copies of background checks must also be maintained, but have to be maintained as confidential records.
- Copies of reference check questions and responses.
- A record of the reasons that the applicant hired was chosen.

2. Name, job title, and contact information for the responsible EEO AA official:

Julie Leeper, Executive Officer 3
200 10th Street, 4th Floor
Des Moines, IA 50309
(515) 725-3420
Julie.leeper@iowa.gov

3. Describe your agency's system for auditing and reporting diversity issues:

All diversity issues must be reported to the Commission's management liaison and to the Executive Director.

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation:

The Commission distributes its employment statement in its Employee Handbook. The Handbook is distributed to all new employees and is updated annually near the beginning of each state fiscal year.

FY 2010-11 Diversity Progress Plan and Report

Section 2	Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

A copy of the Commission's Hiring Policy is attached beginning on page 11.

The Policy has been modified to include notification of job postings to the Iowa Department of the Blind, the Division of Vocational Rehabilitation Services of the Department of Education, and the State Recruiting Coordinator.

To enhance retention efforts, the Commission has begun using the state's standard Exit Interview Parts 1 and 2.

FY 2010 Progress

Hiring Supervisors have been updated on the need to follow the Hiring Policy and are more informed about the need to maintain hiring records.

FY 2011 Plans

Hiring Supervisors will be required to support the management liaison in all efforts related to recruiting.

FY 2010-11 Diversity Progress Plan and Report

Section 3	Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress

The Commission hired only two individuals during FY 2010. In both cases, additional points were given to applicants with disabilities or who were veterans. Ethnicity is not taken into consideration in the initial review, as it is difficult, if not impossible, to identify ethnic diversity through the review of paper applications.

FY 2011 Plan

During FY 2011, the Commission will provide copies of all job postings to the Iowa Department of the Blind and the Division of Vocational Rehabilitation Services of the Department of Education. In addition, the Commission will seek assistance from the State Recruiting Coordinator at DAS to ensure that a diverse group of applicants is encouraged to apply.

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress

The Commission's Employment Practices and Hiring Policy has been provided to all employees.

The Commission has published Office Work Rules which deal with professionalism, positive attitude, respect, stewardship, communication, integrity, personal and professional growth, and safe environment. All employees are required to uphold these "shared expectations".

FY 2011 Plan

Diversity training topics will be included in quarterly staff meetings.

The Executive Director and Management Liaison will discuss diversity issues with all supervisors prior to approving any new hire.

All employees will continue to be expected to abide by the agency's published Office Work Rules.

FY 2010-11 Diversity Progress Plan and Report

Section 5	Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress

Because of the minimum number of hires during FY 2010, little progress was made to further diversify staff.

FY 2011 Plan

The Commission does not plan to replace the four employees who retired under SERIP. However, approximately 5 new employees will be required under federal grants expected to be awarded to the Commission during FY 2011. As already indicated, the Commission will provide copies of all job postings to the Iowa Department of the Blind and the Division of Vocational Rehabilitation Services of the Department of Education. In addition, the Commission will seek assistance from the State Recruiting Coordinator at DAS to ensure that a diverse group of applicants is encouraged to apply.

FY 2010-11 Diversity Progress Plan and Report

Section 6	Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress

FY 2011 Plan

FY 2010-11 Diversity Progress Plan and Report

Section 7	Attachments

Attachment A

Topic – Hiring Policy

Summary – The Commission's hiring policy document is attached for review.

Attachment B

Topic

Summary

Attachment C

Topic

Summary

FY 2010-11 Diversity Progress Plan and Report

Section 8	Signature Page

Karen Misjak, Executive Director

Agency Head, Name and Title (please print)

Agency Head Signature **Date**

FY 2010-11 Diversity Progress Plan and Report

Attachment A

IOWA COLLEGE STUDENT AID COMMISSION

HIRING POLICY

Updated August 2010

A. General Hiring Policy Guidelines and Administration.

1. Support for Department's Hiring Policy and Practices

Provided in Iowa College Student Aid Commission Employee Handbook

2. Roles and Responsibilities

Executive Director:

1) Approve initial posting of the position.
2) Participate on the interview panel, as time allows.
3) Review the selection of the finalist and approve salary offer.

Division Directors/Supervisors:

1) Make sure that all steps in the hiring process are followed.
2) Ensure that the Position Description Questionnaire (PDQ) reflects the job responsibilities and duties of the position.
3) Develop the screening method and scoring matrix.
4) Develop the interview questions.
5) Conduct the interviews using an interview panel.
6) Conduct the reference checks.
7) Recommend individual for final decision of the Executive Director.
8) Negotiate salary.
9) Set start date and give appropriate documentation to Management Liaison to code the hire. Give documentation of screening and matrix to Management Liaison to retain for at least 3 years.
10) Set up the new employee's orientation with Management Liaison, other Directors, and staff.
11) Determine if the employee will become permanent.

Management Liaison:

1) After Executive Director approves the posting of the position, set up position on the State's BrassRing system.
2) When a list is made available, provide the list of candidates to the Supervisor.
3) Work with Executive Director and Supervisor to determine appropriate salary level.
4) Inform hiring Supervisor of documentation needed to record new employee on BrassRing.

5) Code the requisition on BrassRing. Send letters by the BrassRing email system to candidates not hired.
6) Retain hiring records for at least 3 years in a secure location.

Personnel Assistant:

1) Back up the Management Liaison.
2) Provide assistance to the hiring Supervisors by providing information or help on using the BrassRing links.

3. Recruitment and Retention

The Commission will work with the Department of Administrative Services – Human Resources Enterprise (DAS-HRE) to ensure that recruitment practices are followed. The Commission has enjoyed a stable workforce with employee retention averaging approximately 9 years. The Commission will monitor its employees' length of service to ensure that decreases are noted.

4. Promotional Practices

The Commission's management team encourages staff to pursue employment opportunities that are of interest to the employees. Employees interested in applying for higher level positions are required to apply for the positions of interest in accordance with personnel hiring procedures. Internal staff with exceptional knowledge, skill, and experience consistent with the higher level position may be promoted after interview without seeking external applications.

5. Complaint Handling

The Commission's policy concerning handling inquiries or complaints about the hiring process will follow Section E of the State of Iowa Equal Opportunity, Affirmative Action, and Anti-Discrimination Policy. The internal process is as follows:

1) All inquiries or complaints from applicants for specific job openings will be forwarded to the Supervisor and Management Liaison for response and then to the Commission's DAS Personnel Officer for review.
2) All complaints from applicants for specific job openings will be answered within two working days of receipt. While additional time may be necessary to adequately investigate the charges, the complainant will be notified within two days of receipt of the initial complaint that additional time to respond is necessary and an approximate response date will be provided.
3) The Supervisor's and Management Liaison's response shall include the applicant screening/scoring criteria, including the complainant's rank among the other applicants. If the complainant was interviewed, the Supervisor's and Management Liaison's response shall also include the interview scoring criteria and the complainant's rank among the other interviewees.

4) All copies of complaints and subsequent responses will be filed and retained by the Commission.
5) The Commission's DAS Personnel Officer will review the file and report any trends or necessary follow-up to the Executive Director.
6) All complaints about the hiring process that do not concern specific job openings will be referred to previously identified management staff and the Commission's Personnel Officer for review. The same time provisions outlined in 2) above prevail. Such complaints, and the subsequent responses, will be retained in a separate file from those concerning specific job openings but will also be reviewed annually per 5) above.
7) The Commission will fully cooperate with the Department of Administrative Services – Human Resources Enterprise (DAS-HRE) staff in investigating and resolving complaints concerning the Commission's hiring practices.

6. Confidentiality and Records Retention

All records relating to the hiring process will be maintained for 3 years in a secure location. The following records will be kept as required in Chapter 21 of the State of Iowa Applicant Screening Manual:

- A copy of any advertisements or posted vacancy announcements. Any general qualifications and selective requirements should be evident.
- Copies of all applications received.
- A copy of each screening method used and the results of the method by individual. The reasons for including and excluding each applicant should be maintained.
- Copies of all correspondence with applicants.
- A copy of the Position Description Questionnaire (PDQ).
- A copy of the Checklist for Supervisors Filling Positions and associated documents such as the Requisition (req).
- A copy of the official applicant list received from DAS-HRE and coded for return.
- Copies of interview questions and applicant responses.
- Copies of background checks must be maintained. Background checks will be maintained as confidential records.
- Copies of reference check questions and responses.
- A record of the reasons that the applicant hired was chosen.

1) All applicant information will be confidential and is not to be discussed with or available to anyone that is not involved in the hiring process.
2) All information obtained in the interview process will be confidential and made available for discussion only to those involved in the hiring process.
3) All information used for screenings, interviewing, and hiring will be held so it is not readily available to anyone not involved in the hiring process.

B. Action Steps in the Hiring Process

1. Identifying Individual to be Hired

FY 2010-11 Diversity Progress Plan and Report

Once it has been determined that a vacant position will be filled or a new position is authorized by the Commissioners, the following steps will be completed:

1) The Supervisor will update/create the PDQ and classify the position.
2) If the position is a new position, the PDQ will be sent to DAS for approval of the classification requested. When approved by DAS, approval from the Department of Management (DOM) will be needed.
3) The Supervisor will identify selectives and underutilizations.
4) The Management Liaison will internally post the position for a minimum of 5 working days.
    a. If there are no transfer requests, intra-agency or contract, continue to number 5.
    b. If there are transfer requests:
        i. Intra-agency – proceed to offer the position to the most senior bargaining unit employee who has filed a transfer request (employee must possess the ability to perform the duties and meet special or selective certification requirements and, if the transfer would substantially impair the Commission's ability to maintain operational efficiency, it may be denied);
        ii. Coordinate transfer between state agencies – the most senior qualified contract employee will be invited to the office to discuss the open position and that employee will be offered the position. The employee will have 3 working days in which to accept or decline the offer in writing.
5) The Management Liaison will notify the Supervisor when the position has been posted on BrassRing and will provide a close-out date.
6) The Management Liaison will provide a copy of the posting to the Iowa Department for the Blind, the Division of Vocational Rehabilitation Services of the Department of Education, and the State's Recruiting Coordinator.
7) The Management Liaison will provide a list of applicants to the Supervisor.
8) The Personnel Assistant will print a list of the eligible applicants.
9) The Supervisor will select interview team members.
10) The Supervisor will evaluate and identify applicants to be interviewed using screening methods to select applicants with the desired competencies. A scoring matrix will be established (this matrix will include scoring of points for veterans). Examples may include points scored for different levels of education, number of years of experience, special certifications or licenses, or specialized experience.
11) The Supervisor will set up interviews with top scoring applicants. Applicants will be scored by the team members during the interviews.
12) The Supervisor will develop questions to be used during the interviews.
13) The Supervisor will provide a list of questions to be asked during the interviews and other pertinent information to the interview team. The Supervisor will provide a copy of the PDQ for the interviewee. (Sample interview questions can be found on BrassRing.)
14) If five or fewer applicants are on the list, provisional authority is granted and the Commission may interview other qualified applicants. No offer will be extended until DAS has reviewed information and applicant is on BrassRing list.
15) The applicant to be hired will rank in the top score tier.
16) The Management Liaison will check to determine whether the new hire selection has defaulted student loans.
17) The Executive Director will approve the hire and the salary.

18) The Supervisor will call references. At least 2 professional references must be called.)
19) The Supervisor will call current employers when necessary (if hiring from client or Commissioner).
20) If references are acceptable, the Supervisor will call the applicant and make a job offer explaining the probationary period if appropriate.
21) If the offer is accepted, the Supervisor will determine a start date with the new hire.
22) If the applicant turns down the offer, the Supervisor will review other applicants' interviewed and determine if an offer should be extended to another interviewee. (Go back to step 11.)

2. Once Offer is Accepted

1) Send letters to applicants (NOTE: The Management Liaison or Personnel Assistant is able to do this electronically through BrassRing when provided with the names of those who were interviewed, not interviewed, etc.)
   a. Send letters to applicants who were not interviewed.
   b. Send letters to applicants who were interviewed and not hired.
   c. Send letter to applicant who accepted employment offer, including starting date, title, and salary.
2) Sample letters are available on BrassRing (BrassRing is password-protected and accessible only to agency Personnel Assistants and Management Liaisons.

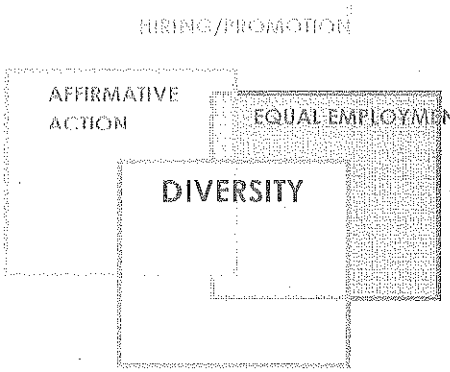
3. Check-off List for New Hire

1) Identify where staff will be located.
2) Check with IT for passwords, email address, folder on shared drive, and computer needs.
3) Obtain security door entry card or fob and signature form from the Management Liaison.
4) Obtain parking pass and signature form from the Personnel Assistant.
5) Obtain file cabinet keys from the Supervisor. The Supervisor will document key assignments.
6) Based on position, determine if other passwords are needed to perform job duties.
7) Obtain telephone number for new hire (not all office cubicles have activated telephone numbers.
8) The Supervisor will develop a training schedule.
9) The training schedule should include a 2-hour timeframe for the Management Liaison and Personnel Assistant to discuss benefits and required paperwork for new employees. There are general office training pieces to be discussed.
10) New employee will sign a copy of a page from the Commission's Employee Handbook acknowledging receipt of the Handbook.
11) The Administrative Secretary will set up time with the Executive Director, Management Liaison, or Personnel Assistant for staff orientation approximately 3 weeks after the start date.
12) The Supervisor will set up basic training provided by Client Relations during 6-month probation period.
13) The Supervisor and the new employee will set up six month goals for probationary performance evaluation.

FY 2010-11 Diversity Progress Plan and Report

14) The Supervisor will conduct performance evaluations at the end of the third and fifth months of employment.

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st.** Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: **COMMERCE DEPARTMENT**

Division (if applicable): **ALCOHOLIC BEVERAGES DIVISION**

Person Submitting Report: **DEE NELSEN**

Please Print Name: **DEE NELSEN**

Please Sign Name: Dee Nelsen

Phone: **515.281.7448**

Section 1	Policy Statement and Administrative Plan

FY 2010-11 Diversity Progress Plan and Report

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

Administrative Plan

1. How your policy will be implemented: Classes will be provided to increase awareness among employees regarding diversity in the workplace.

2. Name, job title, and contact information for the responsible EEO AA official: **STEPHEN E LARSON, ADMINISTRATOR, 515.281.7402**

3. Describe your agency's system for auditing and reporting diversity issues: We work through the process of identifying the situation and giving alternative actions to alleviate any future issues.

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation: For those with access to computers, an e-mail to all staff is submitted. If the employee does not have access, a notice is posted in the area used by those particular individuals.

FY 2010-11 Diversity Progress Plan and Report

Section 2	Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

FY 2010 Progress: Vacancies shall be filled through promotion, transfer, demotion, recall or original appointment. DAS-HRE will provide the names of all qualified applicants who have indicated availability for the conditions and location specified in the vacation announcement.

FY 2011 Plans: We will continue to follow the rules and regulations of our hiring process through DAS-HRE electing the best candidate for the position.

FY 2010-11 Diversity Progress Plan and Report

Section 3	Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress: The appointing authority may conduct examinations to assess the qualifications of applicants. Possession of valid license, certificate, registration, or work permit required by the Iowa Code in order the practice a trade or profession may qualify as evidence of an applicant's basic qualifications.

FY 2011 Plan: All applicants will be considered taking note of his/her qualifications and background.

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress: The Division's policy concerning handling inquiries or complaints will follow Section E of the State of Iowa Equal Opportunity, Affirmative Action, and Anti-Discrimination Policy.

FY 2011 Plan: The Division will continue to fully cooperate with the Department of Administrative Services-Human Resources Enterprise staff in investigating and resolving complaints.

FY 2010-11 Diversity Progress Plan and Report

Section 5	Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress: Qualifications are the first formal screening device applied in the screening process. All screening devices are subject to equal employment opportunity requirements. These qualifications must always be met by all applicants for the positions.

FY 2011 Plan: Continue to look for requirements based on the classification of that class.

FY 2010-11 Diversity Progress Plan and Report

Section 6	Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress: When possible the division strives to balance the mix between external and internal hires so the current staff is composed of both new and experienced staff to represent a diverse blend of work experience, backgrounds, and education levels.

FY 2011 Plan: Continue to bring diversion with new employees representing the different diversities.

FY 2010-11 Diversity Progress Plan and Report

Section 7	Attachments

Attachment A

Topic

Summary

Attachment B

Topic

Summary

Attachment C

Topic

Summary

FY 2010-11 Diversity Progress Plan and Report

Section 8	Signature Page

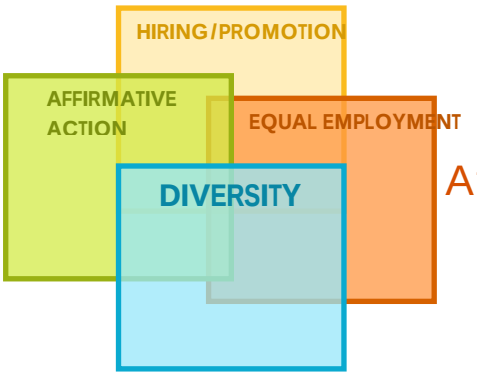
STEPHEN E LARSON, ADMINISTRATOR

Agency Head, Name and Title (please print)

SEPTEMBER 27, 2010

Agency Head Signature **Date**

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st.** Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: **Commerce**

Division (if applicable): **Banking (Including Professional Licensing)**

Person Submitting Report: **Kay Anderson, Comptroller**

Please Print Name: **Kay Anderson**

Please Sign Name: Kay L Anderson

Phone: **(515) 281-4014**

FY 2010-11 Diversity Progress Plan and Report

Section 1	Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

Administrative Plan

1. How your policy will be implemented:

Our current recruiting efforts will be continued including visits to major college campuses in the state, and advertisements both on-line and in a newspaper of general circulation within the state. We encourage applications from all interested parties on an on-going basis via our website and those applications are retained for 12 months to be included in a review of candidates should an opening occur.

Our Professional Licensing Bureau uses the Brass Ring system.

2. Name, job title, and contact information for the responsible EEO AA official:

Kay Anderson, Comptroller

FY 2010-11 Diversity Progress Plan and Report

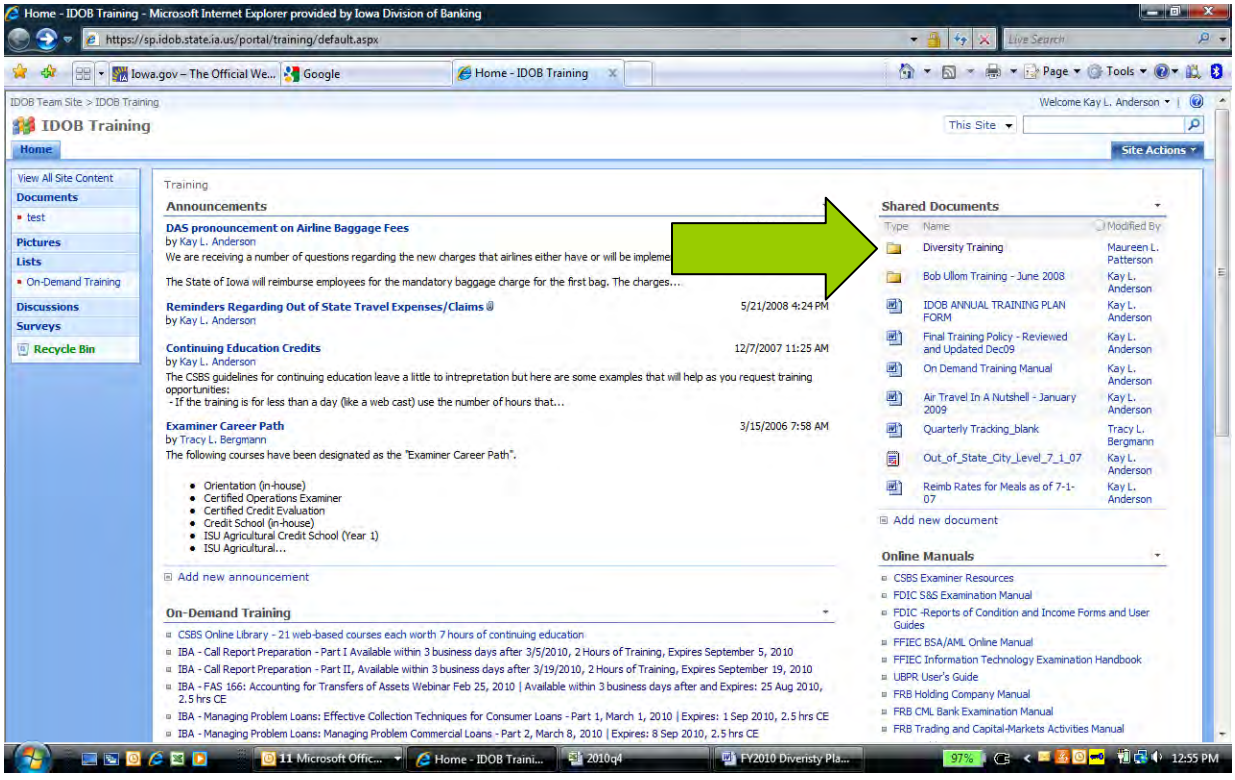
3. Describe your agency's system for auditing and reporting diversity issues:

Management endeavors to set a tone wherein employees feel free to communicate any questions or concerns regarding diversity issues. At IDOB, our most evident kind of diversity is the widening age gap and thankfully, everyone is respectful of everyone else. We attribute this, in part, to the teamwork and travel which are part of the life of an examiner. We are lucky enough to have an average tenure of 17+ years in the Banking Division and people really get along quite well.

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation:

Monthly web based training began in September, 2009. In June, 2010 a statewide event was held with all employees in attendance. The diversity portion of our agenda included a brief video, a small group exercise and a large group discussion afterwards. People participated openly and have said they learned a lot from the exercises.

Here is a snapshot of our Share Point Training Website where we post Diversity exercises:



FY 2010-11 Diversity Progress Plan and Report

FY 2010-11 Diversity Progress Plan and Report

Section 2	Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

FY 2010 Progress

Applicants for the Banking/Regulated Loan Division are pre-screened using the documents submitted with regard to GPA (if applicable); previous work experience; and overall professionalism presented with the application and/or cover letter. All applications and resume's are read through and screened using the same criteria regardless of ethnic origin; gender; age or disabilities. The Professional Licensing Bureau has always utilized the Brass Ring system.

FY 2011 Plans

Our current recruitment efforts ensure all persons who are interested in applying for an open position may do so and we will continue with that process.

The Professional Licensing Bureau uses the Brass Ring system and will continue to do so as well.

Section 3	Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress

Minority candidates historically have been reluctant to accept employment opportunities based in rural communities, instead they were interested only in the metropolitan area of Des Moines, where very little turnover is experienced.

FY 2011 Plan

The Banking Division overall encourages applications from all areas of the population we serve. We will continue to recruit actively at all college campuses and utilize the Brass Ring system for the Professional Licensing Bureau.

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress

Monthly training was done individually with completed worksheets submitted to the diversity coordinator. One face-to-face session was held with all employees in attendance. That session included a video presentation, lecture, small group discussion and a large group discussion with all staff participating.

FY 2011 Plan

We plan to continue with on-going exercises assigned and completed with at least one face-to-face session again next year. If the travel budget allows, there may be some regional face-to-face sessions done at locations around the state.

Section 5	Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress

The Banking Division had only one person who took advantage of the SERIP program. This person retired from the Professional Licensing Bureau and will not be replaced at this time.

FY 2011 Plan

The Banking Division overall encourages applications from all areas of the population we serve. We will continue to recruit at college campuses and utilize the Brass Ring system for the Professional Licensing Bureau.

We anticipate at least one retirement during FY 2011 and will promote from within for this Regional Manager position.

FY 2010-11 Diversity Progress Plan and Report

FY 2010-11 Diversity Progress Plan and Report

Section 6	Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress

People have been encouraged to participate in the on-line courses and again encouraged to share their thoughts and views openly within those exercises. A few have voiced concerns of the fear of "big brother" judging them based on answers submitted. We have given assurances that these efforts are to raise awareness and intended to be non-threatening. For the most part, however, people have been willing to participate.

FY 2011 Plan

We plan to continue with the current structure, and possibly add more face-to-face training in the current fiscal year.

Section 7	Attachments

Attachment A – No Attachments

Topic

Summary

FY 2010-11 Diversity Progress Plan and Report

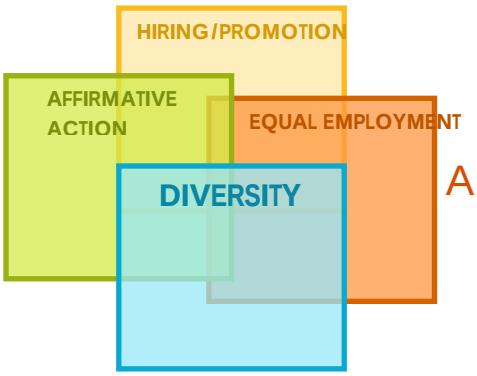
Section 8	Signature Page

Thomas B. Gronstal, Superintendent of Banking — August 5, 2010

Agency Head, Name and Title (please print) — **Date**

Agency Head Signature

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA

DIVERSITY PLAN AND REPORT

Affirmative Action/Equal Employment

FY 2010 Progress

FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st.** Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency:	Commerce
Division (if applicable):	Insurance Division
Person Submitting Report:	Angela Burke Boston
Please Print Name:	Angela Burke Boston
Please Sign Name:	
Phone:	515-281-4119

FY 2010-11 Diversity Progress Plan and Report

Section 1	Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

Administrative Plan

1. How your policy will be implemented:
   Ensure that all employees possess the necessary competency, skills and experience that enables the Insurance Division to protect consumers by effectively and efficiently providing a fair, flexible and positive regulatory environment.

2. Name, job title, and contact information for the responsible EEO AA official:
   Angela Burke Boston
   Assistant Commissioner
   Iowa Insurance Division
   330 Maple
   Des Moines, IA 50319-0065
   515-281-4119
   angela.burke.boston@iid.iowa.gov

3. Describe your agency's system for auditing and reporting diversity issues:
   Commissioner identifies each individual in the Division who is authorized to participate in the hiring process as well as personnel matters for the Division. Each Bureau Chief is aware of the State Policy on Diversity and is charged with acting in accordance with the State Policy and DAS-HRE guidelines and procedures.

FY 2010-11 Diversity Progress Plan and Report

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation:

Presented during Division quarterly staff meetings, postings on Division intranet for employees.

FY 2010-11 Diversity Progress Plan and Report

Section 2	Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

FY 2010 Progress

Conducted in accordance with DAS-HRE guidelines and procedures.

FY 2011 Plans

Continue to conduct in accordance with DAS-HRE guidelines and procedures.

FY 2010-11 Diversity Progress Plan and Report

Section 3	Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress

Expanded the number of interviews conducted from the list of eligible candidates.

FY 2011 Plan

Maintain annual face-to-face sessions with employees that would alert management to any issues.
Review recruitment procedures.
Collaborate with Department of Vocational Rehabilitation.

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress

Management and staff attended training as provided by DAS.

FY 2011 Plan

Attend training as provided by DAS.

FY 2010-11 Diversity Progress Plan and Report

Section 5	Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress

Of the vacancies filled during the fiscal year, a number of qualified and diverse individuals were interviewed. Of the six hires during the fiscal year, one included a minority.

FY 2011 Plan

Ensure diverse pool of candidates
Collaborate with Department of Vocational Rehabilitation
Participate in State sponsored career fair

FY 2010-11 Diversity Progress Plan and Report

Section 6	Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress

No additional efforts other than previously outlined.

FY 2011 Plan

No additional efforts other than previously outlined.

FY 2010-11 Diversity Progress Plan and Report

Section 7	Attachments

Attachment A

Topic

Summary

Attachment B

Topic

Summary

Attachment C

Topic

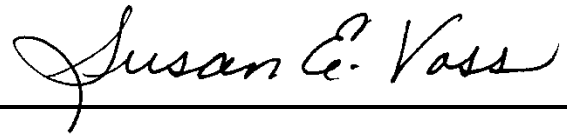
Summary

FY 2010-11 Diversity Progress Plan and Report

Section 8	Signature Page

Susan E. Voss, Commissioner of Insurance

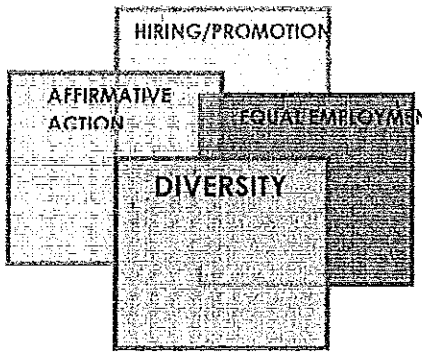
Agency Head, Name and Title (please print)



9/3/10

Agency Head Signature **Date**

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st.** Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: Iowa Utilities Board – Department of Commerce

Division (if applicable):

Person Submitting Report: Judi K. Cooper

Please Print Name: Judi K. Cooper

Please Sign Name: Judi K. Cooper

Phone: 515-281-5386

FY 2010-11 Diversity Progress Plan and Report

Section 1 Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

Administrative Plan

1. How your policy will be implemented:
   Each hiring manager is reminded of the state policy and directed to Chapter 2 of the DAS Manager/Supervisor model, relating to Affirmative Action and EEO, each time they start the hiring process. As a relatively small agency with relatively low turnover, we do not have a lot of hiring opportunity, so we feel it is important to review the State policy and DAS manual each time.

2. Name, job title, and contact information for the responsible EEO AA official:
   Joan Conrad, Chief of Staff – Executive Secretary
   Joan.conrad@iowa.gov
   515.281.4874

   Or

   Judi K. Cooper, Deputy Executive Secretary
   Judi.cooper@iub.state.ia.us
   515.281.5386

3. Describe your agency's system for auditing and reporting diversity issues:
   We track training to ensure everyone has taken the state's diversity class. We rely on the Job Class Underutilization List and Quarterly Affirmative Action reports to help us monitor results.

FY 2010-11 Diversity Progress Plan and Report

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation:

As described above, every manager is trained in the state's diversity class and refreshed each time a position is being filled.

FY 2010-11 Diversity Progress Plan and Report

Section 2 | Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

FY 2010 Progress

We have expanded our efforts to encourage widespread dissemination of our position openings in all communities.

FY 2011 Plans

All DAS-approved applicants are screened and ranked using the same neutral, job-focused criteria. This highlights the most qualified candidates in a manner that ensures equal employment opportunities for all applicants.

FY 2010-11 Diversity Progress Plan and Report

Section 3 | Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress – In FY 2010 we filled five positions. Each hiring process was conducted in compliance with the State's policies and with DAS-HRE guidance.

FY 2011 Plan – Continue to use DAS-HRE to help us increase the diversity of our workforce in a manner that complies with all guidelines and requirements and promotes efficient government.

FY 2010-11 Diversity Progress Plan and Report

Section 4 Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress – All staff has been trained and new employees are required to take diversity training.

FY 2011 Plan – Training for new staff will continue.

FY 2010-11 Diversity Progress Plan and Report

Section 5 Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress – A female was added to the underutilized series of Utility Analysts.

FY 2011 Plan – We hope to fill eight positions in FY 2011. If that is authorized, we will advertise the openings widely. In particular, we are indentifying possible applicant pools that we have not used in the past but that may give us a broader, more diverse group of qualified applicants, such as posting openings at schools we have not contacted in the recent past.

FY 2010-11 Diversity Progress Plan and Report

Section 6 | Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress

FY 2011 Plan

FY 2010-11 Diversity Progress Plan and Report

Section 7	Attachments

Attachment A

Topic

Summary

Attachment B

Topic

Summary

Attachment C

Topic

Summary

FY 2010-11 Diversity Progress Plan and Report

Section 8	Signature Page

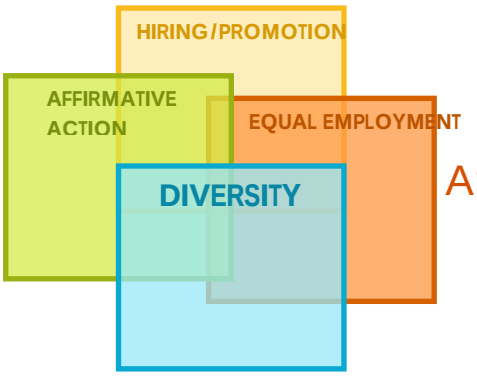
Robert Berntsen, Chair

Agency Head, Name and Title (please print)

R B 8/30/2010

Agency Head Signature **Date**

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st.** Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: Iowa Department of Corrections

Division (if applicable):

Person Submitting Report: Michael Savala

Please Print Name: Michael Savala

Please Sign Name: *Michael Savala*

Phone: (515) 725-5715

FY 2010-11 Diversity Progress Plan and Report

Section 1	Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency: The Dept of Corrections has a policy specifically addressing Affirmative Action that is distributed statewide to all DOC staff at the prisons and central office.

Administrative Plan

1. How your policy will be implemented: By statewide distribution of DOC policy to all prisons and central office, which specifically addresses affirmative action and equal opportunities for all.

2. Name, job title, and contact information for the responsible EEO AA official: Michael Savala, General Counsel, (515) 725-5715.

3. Describe your agency's system for auditing and reporting diversity issues:
   Every hire within the DOC is reviewed and approved by the DOC HR Director and the DOC AA Officer to ensure fair and equitable hiring practices. Institutions must fill out two forms that are sent to Central Office for review and approval by the Director of Human Resources and the EEO/AA Officer. The first form requires that each applicant be listed, gender, minority, disabled, state experience, private-sector experience and their total score along with a written justification for the top candidate being offered employment. The second form requires the institutions to list how many applicants of a protected class were on the certification list from the Department of Administrative Services, how many were contacted for an interview, how many responded with an interest in

interviewing, and how many actually showed up to interview. The Form also requires a listing of the EEO job category to compare with the list promulgated by the Department of Administrative Services to determine what underutilization exists within each specific job classification.

Prisons report job class hires and separations each month to track trends in underutilized employees.

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation: The DOC has enhanced its website within the past year to include more information on hiring opportunities and open job classes. For example, each prison lists job openings on the DOC website: www.doc.state.ia.us, in addition to posting with Dept of Administrative Services. The DOC has a specific operational policy addressing Affirmative Action – see attached DOC policy AD-PR-32.

   The DOC also developed a recruitment brochure – see attached brochure, which is used for recruiting a diverse employee-base. Each prison has an Affirmative Action committee which meets to discuss diversity efforts at each prison. In addition, a member of each prison's Affirmative Action Committee attends recruiting venues to attract a diverse employee base where our DOC recruitment brochure is handed out. The recruitment brochure directs all applicants to the revised DOC webpage for more information about a career with the Iowa Department of Corrections.

   Each new DOC employee receives diversity training. All current DOC employees receive a mandatory 2 hours of annual diversity-related training.

FY 2010-11 Diversity Progress Plan and Report

Section 2	Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

FY 2010 Progress

Employee hiring is in accordance with Iowa Department of Corrections Policy and Procedure AD-PR-05 – Employee Selection, which is updated annually.

All vacancies DOC are open to all applicants; none are limited to current DOC employees and/or current state employees.

Each institution independently posts specific vacancies for Correctional Officer positions on the DAS-HRE web based applicant system, BrassRing. This facilitates real time applications at a particular correctional facility with vacant positions to fill. Previously, the Correctional Officer class was continually open for application which meant applicants were applying for positions that 'could' be available at one of nine correctional facilities at 'some time' in the future.

FY 2011 Plans

Review and if necessary, revise Iowa Department of Corrections Policy and Procedure AD-PR-05 – Employee Selection, according to the response and needs of the institutions.

Continue open vacancies to all applicants.

FY 2010-11 Diversity Progress Plan and Report

Section 3	Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress

- DOC needs to undertake recruiting. We can no longer expect for job candidates to seek us out. The job market has become very competitive and we need to market the DOC as a great place to work and to have as a career.
- DOC needed to develop, and has developed, a consistent recruitment brochure. Each of the nine prisons around Iowa was sporadically attending job fairs with no consistent theme or brochure.
- DOC needed to, and has developed, a job applicant contact card for use at job fairs. We needed to realize the DOC might not have a job opening when attending a job fair. A contact card was developed, so that we could enter potential job candidate information into a statewide database that all prisons could utilize when a job vacancy occurs. The contact card is voluntary for job applicants to complete.
- The statewide database was developed by DOC IT staff. Whenever our staff attend a job fair, they are responsible for coming back and entering the contact card information into the database. The database has searchable fields. For example, if we have an opening for a nurse, the database can be searched for only those candidates with an interest in the medical field.
- DOC needed to, and developed, a recruitment video which provides an overview of all nine prisons and various staff performing their jobs. We wanted to dispel the myth that we only employ correctional officers – we also employ accountants, doctors, electricians. food service, psychologists, etc… The video will be shown at job fairs and speaking engagements.
- The DOC recruitment video will also be shown on the DOC Webpage, so that members of the public who are interested in a career with us can get an overview of who we are and the type of work we do.
- The DOC has all job vacancies posted on our Website in addition to the jobs being listed on the DAS website.
- The DOC purchased recruitment display material for use at job fairs for a consistent presentation by all institutions. The backdrop is picture of current DOC staff – see attached photo.
- Selling points such as loan forgiveness on Perkins Loans for Correctional Officers, loan forgiveness for Nurses in Iowa and federal loan forgiveness for working at a public agency are being included in our recruitment brochure and the DOC Webpage.
- We have compiled listings of all job fairs/college visits with a high proportion of minority enrollment to further impact targeted recruiting. This list will be shared with the Director, Executive Staff and Wardens, so the DOC has a consistent recruiting plan and everyone knows where we will be attending and which staff will be in attendance. Prior to this, there was no centralized coordination of where institutions were going to recruit.

FY 2010-11 Diversity Progress Plan and Report

- Institutional EEO/AA committee members will be attending job fairs/college visits to show that we employ persons of color and to give prospective job applicants an opportunity to personally visit with an employee of color.
- DOC policy has been amended to require that institutional EEO/AA committees be comprised of all job classes. Prior to this, we had a shortage of some job classes and this impacted our ability to send them to specialized job fairs such as medical career job fairs.
- Statewide DOC EEO/AA committee members have met with the following constituencies in order to collaborate and expand our recruitment outreach:
    1. Jill Avery Futano, Administrator for the Division of Person with Disabilities. Maintains an Iowa Disability Listserv to assist with getting word out statewide on job openings in DOC.

Preston Daniels, Director of the Department of Human Rights, Abraham Funchess, Administrator for the Division on the status of African-Americans, Kathryn Buamann-Reese, Administrator for the Division of Deaf Services, Cyndi Chen, Administrator for the Division of Asian & Pacific Islanders, Charlotte Nelson, Administrator for the Division on the Status of Women, and the Administrator for the Division of Latino Affairs. This meeting focused type of services they can offer, contacts and free training that is available. **Action Plan:** The Dept of Human Rights has placed our DOC web link on their internet homepage directing job seekers to DOC job openings: http://www.humanrights.iowa.gov/

2. The DOC recently met with the Iowa Dept. of Human Rights to advise of the Correctional Officer positions and sent a job flyer – see attachment, which has been sent out electronically by all of the umbrella organizations within the Dept of Human Rights to their list serves.
3. Steve Wooderson and Barb McClanahan from the Department of Vocational Rehabilitation Services. **Action Plan:** All DOC job openings are sent to Barb McClanahan, who then disseminates statewide in addition to sending along to the Department of Blind and the Veterans Administration. Communication plan between Barb McClanahan and Michael Savala from the DOC on each potential disabled job candidate that is referred to the DOC and how they scored in the interview process. This process helps to notify DOC of disabled job candidates and allows Voc Rehab to notify their clients of how they did in the interview process. The Iowa Department of Vocational Rehabilitation Services also sent the correctional officer job flyer out electronically to the following:

    a) Department for the Blind

    b) Veterans Administration

    c) Iowa Workforce Development

    d) Small Business Administration

    e) Social Security Administration

FY 2010-11 Diversity Progress Plan and Report

f) Goodwill Industries

g) Great Plains ADA Center

h) 14 area offices of Iowa Vocational Rehabilitation

4. DOC has met with Joe Ellis, from the Department of Administrative Services. Mr. Ellis reviewed the history of Affirmative Action and how the subject matter has evolved through the courts to today's law and executive orders. Mr. Ellis also explained how AA goals are established and the impact the goals are intended to having on DOC hiring.
5. The DOC has met with staff from U.S. Senator Tom Harkin's Office to fully understand the federal law related to student loan forgiveness programs for employment as a correctional officer and/or public sector jobs. This information will be utilized at job fairs and general recruitment.
6. The DOC had a presentation by the Iowa College Student Aid Commission to fully understand the *Registered Nurse and Nurse Educator Loan Forgiveness Program*. This information will be utilized at job fairs and general recruitment.
7. The DOC is a member of the Statewide Strategic Recruitment group organized and led by Ms. Robin Jenkins, Statewide Recruitment Coordinator with DAS. Members also include DPS, DHS, DOT, and DNR.

FY 2011 Plans Continue with FY 2010 Plan of action.

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

Diversity/Cultural Competency and Work Place Discrimination are mandatory yearly topics for Iowa Department of Corrections (IDOC) employees.

FY 2010 Progress

In FY2010 all staff were mandated to receive at least 4 hours of training on diversity related topics. This training was provided by the mandated DAS class "Unleashing the Power of Diversity", outside seminars/conference and/or three eLearning modules developed by the IDOC that covered Cultural Competency, Diversity in the Workplace and Sexual Harassment. IDOC employees received 19,554 training hours on diversity and diversity related training in FY2010.

FY 2011 Plan

In FY2011, all IDOC staff are mandated to receive at least 2 hours of training on diversity related topics. This training will be provided primarily through an eLearning module that will come out January 1, 2011.

FY 2010-11 Diversity Progress Plan and Report

Section 5	Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress – to continue with efforts outlined in Section 3.

FY 2011 Plan – to continue with efforts outlined in Section 3.

FY 2010-11 Diversity Progress Plan and Report

Section 6	Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7. The prisons AA and Diversity Committees undertake efforts to showcase and highlight cultural diversity holidays and celebrations.

FY 2010 Progress – In addition to more formal training, the IDOC Training Department also offered "Lunch and Learn" sessions that covered different ethnic groups. The activity included a video and an informal discussion. We had "Lunch and Learn" sessions on :

Sept. 17, Mexican Americans

Oct. 15, Central Americans

Dec. 17, Jewish Americans

Feb. 18, African Americans

April 15, Korean Americans

June 17, The Amish

Continue with outreach efforts to employees thru training and cultural diversity awareness.

FY 2011 Plan – Continue with FY 2010 plan.

FY 2010-11 Diversity Progress Plan and Report

Section 7	Attachments

Attachment A

Topic – DOC Discrimination/Sexual Harassment policy.

Summary – applicable to all DOC staff.

Attachment B

Topic – DOC Affirmative Action policy.

Summary – applicable to all DOC staff.

Attachment C

Topic – DOC Recruitment Brochure.

Summary – Recruitment Brochure.

Attachment D

Topic – DOC Recruitment Photo.

Summary – Recruitment photo.

Attachment E

Topic – Iowa Department of Human Rights Homepage.

Summary – Has link to DOC Webpage for job seekers.

FY 2010-11 Diversity Progress Plan and Report

Section 8	Signature Page

John Baldwin, Director

Agency Head, Name and Title (please print)

Agency Head Signature **Date**

Fields of Opportunities

STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF CORRECTIONS
JOHN R. BALDWIN, DIRECTOR

IOWA DEPARTMENT OF CORRECTIONS
CORRECTIONAL OFFICER POSITIONS

The Iowa Department of Corrections is one of the largest employers in state government. Over 3,200 employees are currently building rewarding careers in the department. If you're looking for career fulfillment, excellent benefits and a supportive work environment, you've come to the right place – the Iowa Department of Corrections. The Department operates 9 Prisons, 10 Prison Farms, and 23 Community-Based Correctional Facilities.

The Iowa Department of Corrections is an Equal Opportunity/Affirmative Action Employer and is currently accepting applications for Correctional Officer positions at all nine correctional institutions.

Please visit the Iowa Department of Corrections website (http://www.doc.state.ia.us) and select the "Career Opportunities" tab for information on applications forms, institution descriptions, institution location maps, and employee benefits. A borrower of a Federal Perkins Loan is eligible to have up to 100 percent of the loan cancelled for serving full-time as a Correctional Officer.

Iowa Department of Corrections Institutions

Mount Pleasant Correctional Facility

Persons interested in employment opportunities within the Mount Pleasant Correctional Facility should visit the Iowa Department of Corrections website at http://www.doc.state.ia.us. For questions regarding employment at the Mount Pleasant Correctional Facility you may contact our Personnel Director at (319) 385-9511. The facility is located at 1200 East Washington St, Mount Pleasant, IA 52641.

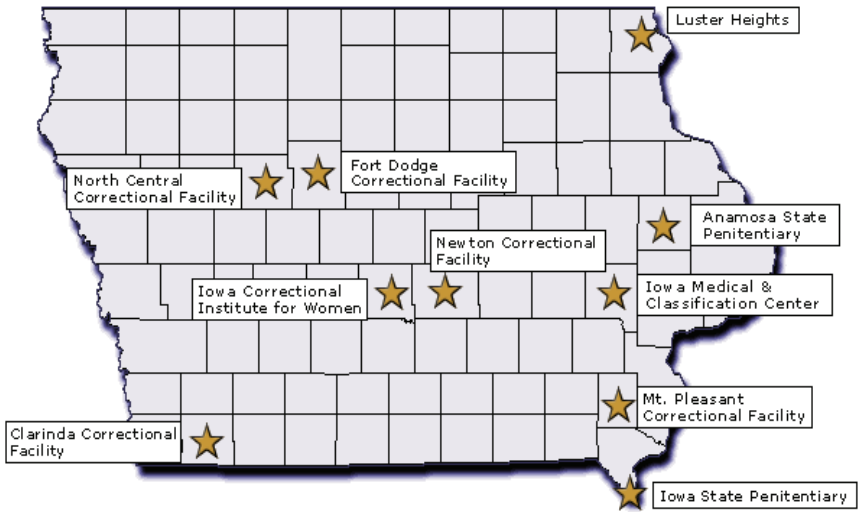
Newton Correctional Facility

Persons interested in employment opportunities within the Newton Correctional Facility should visit the Iowa Department of Corrections website at http://www.doc.state.ia.us. For questions regarding employment at the Newton Correctional Facility you may contact our Personnel Director at (641) 792-7552. The facility is located at 307 S 60th Ave West, Newton, IA 50208.

North Central Correctional Facility

Persons interested in employment opportunities within the North Central Correctional Facility should visit the Iowa Department of Corrections website at http://www.doc.state.ia.us. For questions regarding employment at the North Central Correctional Facility you may contact our Personnel Director at (712) 297-7521. The facility is located at 313 Lanedale, Rockwell City, IA 50579.

Iowa Department of Corrections



www.doc.state.ia.us

An Equal Opportunity / Affirmative Action Employer

Vision:

An Iowa With No More Victims

John Baldwin, Director

About The Department

The Department of Corrections is a public safety agency within the executive branch of state government charged with the supervision, custody, and correctional programming of convicted adult offenders who are sentenced by the state courts for a period of incarceration in state prisons.

Iowa's adult correctional system carries out its charge of protecting the public through a continuum of evidence-based services and interventions. This continuum of offender services is designed with recognition of the ultimate release of most offenders. The effective and efficient management of offenders in accordance with their risk and criminogenic need (those needs that contribute to criminality) is accomplished through targeted programming, release preparation, and transition services back into the community.

The Department operates 9 Prisons, 10 Prison Farms, and 23 Community-Based Correctional Facilities. We employ 3,000 staff at the prisons, which are responsible for the supervision, custody and treatment of approximately 8,500 offenders.

Iowa Department of Corrections Institutions

Iowa Correctional Institution for Women

Persons interested in employment opportunities within the Iowa Correctional Institution for Women should visit the Iowa Department of Corrections website at http://www.doc.state.ia.us. For questions regarding employment at the Iowa Correctional Institution for Women you may contact our Personnel Director at (515) 967-4236. The facility is located at 300 Elm Ave SW, Mitchellville, IA 50169.

Iowa Medical & Classification Center

Persons interested in employment opportunities within the Iowa Medical & Classification Center should visit the Iowa Department of Corrections website at http://www.doc.state.ia.us. For questions regarding employment at the Iowa Medical & Classification Center you may contact our Personnel Director at (319) 626-2391. The facility is located at 2700 Coral Ridge Avenue, Coralville. IA 52241

Iowa State Penitentiary

Persons interested in employment opportunities within the Iowa State Penitentiary should visit the Iowa Department of Corrections website at http://www.doc.state.ia.us. For questions regarding employment at the Iowa State Penitentiary you may contact our Personnel Director at (319) 372-5432. The facility is located at 31 G Avenue, Fort Madison, IA 52627.

Iowa Department of Corrections Institutions

Anamosa State Penitentiary

Persons interested in employment opportunities within the Anamosa State Penitentiary should visit the Iowa Department of Corrections website at http://www.doc.state.ia.us. For questions regarding employment at the Anamosa State Penitentiary you may contact our Personnel Director at (319) 462-3504. The facility is located at 406 North High St, Anamosa, IA 52205.

Clarinda Correctional Facility

Persons interested in employment opportunities within the Clarinda Correctional Facility should visit the Iowa Department of Corrections website at http://www.doc.state.ia.us. For questions regarding employment at the Clarinda Correctional Facility you may contact our Personnel Director at (712) 542-5634. The facility is located at 1800 N 16th, Clarinda, IA 51632.

Fort Dodge Correctional Facility

Persons interested in employment opportunities within the Fort Dodge Correctional Facility should visit the Iowa Department of Corrections website at http://www.doc.state.ia.us. For questions regarding employment at the Fort Dodge Correctional Facility you may contact our Personnel Director at (515) 574-4700. The facility is located at 1550 L Street, Fort Dodge, IA 50501.

How to Apply

The Department of Corrections lists all job openings and internship opportunities on the Department of Corrections Website, which can be accessed at http://www.doc.state.ia.us

If you are interested in job vacancies at a particular prison, please use the contact information included in this brochure.

Continuously Open Jobs

The job vacancies for Correctional Officer and Registered Nurse are available for application at any time.

Loan Forgiveness

The State of Iowa Nursing Education Loan Forgiveness Program helps address Iowa's nursing shortage by repaying the student loans of nursing professionals agreeing to work in Iowa upon graduation.

A borrower of a Federal Perkins Loan is eligible to have up to 100 percent of the loan cancelled for serving full-time as a correctional officer.

The recently enacted College Cost Reduction and Access Act (CCRAA) creates a new loan forgiveness option for borrowers who hold public service jobs.

Iowa Department of Corrections
Position Listing and Pay Grades

Position	Position #	Pay Grade	Pay Plan	Effective 6/25/2010—12/23/2010 Annual Pay Range	Effective 12/24/2010—6/23/2011 Annual Pay Range
ACCOUNTANT 2	00311	26	014	$39,457.60 - $59,945.60	$39,852.80 - $60,548.80
ACCOUNTANT/AUDITOR 1	00309	22	014	$33,467.20 - $49,441.60	$33,800.00 - $49,940.80
ACCOUNTING CLERK 2	00306	17	014	$26,873.60 - $39,145.60	$27,144.00 - $39,540.80
ACCOUNTING TECHNICIAN 1	00290	17	014	$26,873.60 - $39,145.60	$27,144.00 - $39,540.80
ACCOUNTING TECHNICIAN 2	00292	20	014	$30,680.00 - $44,948.80	$30,992.00 - $45,406.40
ACCOUNTING TECHNICIAN 3	00294	23	014	$34,964.80 - $51,812.80	$35,318.40 - $52,332.80
ACTIVITIES SPECIALIST 1	82110	25	014	$38,084.80 - $56,971.20	$38,459.20 - $57,532.80
ACTIVITIES SPECIALIST 2	82111	28	014	$43,222.40 - $65,811.20	$43,659.20 - $66,476.80
ADMIN ASSISTANT 1	00708	21	014	$32,052.80 - $47,132.80	$32,364.80 - $47,611.20
ADMIN ASSISTANT 1	90708	21	000	$31,428.80 - $46,217.60	$31,428.80 - $46,217.60
ADMIN ASSISTANT 2	00709	24	014	$36,899.20 - $54,246.40	$37,273.60 - $54,787.20
ADMIN LAW JUDGE 2	00791	38	014	$73,299.20 - $104,332.80	$74,027.20 - $105,372.80
ADMIN OF NURSING	82041	37	000	$68,598.40 - $97,635.20	$68,598.40 - $97,635.20
BUDGET ANALYST 2	00722	26	014	$39,457.60 - $59,945.60	$39,852.80 - $60,548.80
BUDGET ANALYST 3	00723	30	014	$46,592.00 - $72,259.20	$47,049.60 - $72,987.20
CHAPLAIN	03310	28	010	$42,577.60 - $64,542.40	$42,993.60 - $65,187.20
CLERK	00011	12	014	$21,673.60 - $30,888.00	$21,881.60 - $31,200.00
CLERK-SPECIALIST	00018	18	014	$27,955.20 - $40,996.80	$28,225.60 - $41,412.80
CLINICAL DIETITIAN	07344	26	014	$39,457.60 - $59,945.60	$39,852.80 - $60,548.80
CORRECTIONAL BLDG SVCS COORD	87313	23	014	$34,964.80 - $51,812.80	$35,318.40 - $52,332.80
CORRECTIONAL COUNSELOR	86419	28	010	$42,577.60 - $64,542.40	$42,993.60 - $65,187.20
CORRECTIONAL FARM MANAGER	85032	25	014	$38,084.80 - $56,971.20	$38,459.20 - $57,532.80
CORRECTIONAL FOOD SERVICE	87237	24	014	$36,899.20 - $54,246.40	$37,273.60 - $54,787.20
CORRECTIONAL OFFICER	86406	23	014	$34,964.80 - $51,812.80	$35,318.40 - $52,332.80
CORRECTIONAL SECURITY DIRECTOR	86416	34	000	$55,577.60 - $85,529.60	$55,577.60 - $85,529.60
CORRECTIONAL SECURITY MANAGER	86415	30	000	$45,676.80 - $70,844.80	$45,676.80 - $70,844.80
CORRECTIONAL SUPERVISOR 1	86410	27	000	$40,456.00 - $61,297.60	$40,456.00 - $61,297.60
CORRECTIONAL SUPERVISOR 2	86411	29	000	$44,366.40 - $67,516.80	$44,366.40 - $67,516.80
CORRECTIONAL TRADES LEADER	88018	23	014	$39,457.60 - $51,812.80	$39,852.80 - $52,332.80
CORRECTIONAL TREATMENT	86421	34	000	$55,577.60 - $85,529.60	$55,577.60 - $85,529.60
CORRECTIONAL TREATMENT	86420	30	000	$45,676.80 - $70,844.80	$45,676.80 - $70,844.80
CUSTODIAL WORKER	07005	13	014	$22,776.00 - $32,240.00	$23,004.80 - $32,572.80
DENTAL ASSISTANT	82220	17	014	$26,873.60 - $39,145.60	$27,144.00 - $39,540.80
DENTAL HYGIENIST	82222	25	014	$38,084.80 - $56,971.20	$38,459.20 - $57,532.80
DENTIST	82505	40	000	$78,998.40 - $112,444.80	$78,998.40 - $112,444.80
DEPUTY CORRECTIONS PROG	06444	43	000	$90,916.80 - $129,292.80	$90,916.80 - $129,292.80
DEPUTY SUPERINTENDENT	06425	36	000	$61,214.40 - $93,828.80	$61,214.40 - $93,828.80
DIR DEPT OF CORRECTIONS	09506	07	024	$100,840.00 - $154,300.00	$100,840.00 - $154,300.00
DIR OF ACTIVITIES	02115	31	000	$48,006.40 - $74,339.20	$48,006.40 - $74,339.20
DRIVER	08205	16	014	$25,771.20 - $37,211.20	$26,020.80 - $37,585.60
DRUG ABUSE COUNSELOR 2	83252	23	014	$34,964.80 - $51,812.80	$35,318.40 - $52,332.80

DEFERRED COMPENSATION
Deferred compensation is a long-term savings program emphasizing preparation for financial security during retirement years. You may elect to defer a portion of your income each month into a variety of savings program. This money is not subject to state or federal taxes until withdrawn.

AUTOMATIC DIRECT DEPOSIT OF PAYROLL CHECKS
The State offers automatic direct deposit of your payroll check into an account at the financial institution of your choice.

CREDIT UNION
You are eligible to become a member of Community Choice Credit Union and may elect to join through payroll deduction. Applications for low-interest loans may be made to the Credit Union if you have been a state employee for at least six months.

EDUCATION AND TRAINING PROGRAMS
The Department provides a five-week training program for all new employees who work with offenders. In-service training is provided to all employees and there are opportunities to take advantage of training programs away from your institution.

MEALS
Institution employees are provided a free mid-shift meal at each institution.

UNIFORMS
Uniforms are provided for those employees required to wear them. Uniforms include appropriate outdoor wear when required to perform your duties.

SAFETY EQUIPMENT
Safety equipment appropriate to your job duties will be issued where required.

PERSONAL PROPERTY LOSS REIMBURSEMENT
If your personal property is damaged in the performance of your duties, you may be reimbursed for that loss up to a set amount.

EMPLOYEE LIABILITY PROTECTION
You have liability protection while performing your duties unless you are purposefully negligent or intentionally act in a wrongful manner. This protection includes legal representation and payment of any financial damages that may be awarded.

EMPLOYEE ASSISTANCE PROGRAM
A counseling/evaluation program is available for any employee or family member with problems that may be interfering with successful job performance. Initial assessments are available at no cost and ongoing services are available at sliding scale fees.

IOWA PRISON INDUSTRIES
State employees may purchase the following products and services through Iowa Prison Industries at a moderate cost: soap products, printed products, metal signs, furniture, clothing, custom woodshop products, and upholstery services.

Iowa Department of Corrections
Employee Fringe Benefits

VACATION
Length of employment with the State determines the amount of vacation leave earned, as follows:
0-4 years = 10 days per year
5-11 years = 15 days per year
12-19 years = 20 days per year
20-24 years = 22 days per year
25+ years = 25 days per year

Some contract-covered employees earn vacation in a somewhat different manner.

SICK LEAVE
Paid sick leave is accumulated based on the sick leave balance and bargaining status. No maximum. Employees may exchange unused sick leave hours at the hourly rate up to a maximum of $2,000 and for payment of health insurance premiums upon retirement . Permanent employees who have earned 240 hours of sick leave may elect to exchange a specific amount of sick leave for 4 hours of vacation each month in which they do not use any sick leave. This allows an employee to earn an additional 6 days vacation per year. Sick leave may also be used to care for family members who are ill or injured, to attend funerals of family members, and to serve as a pallbearer.

HOLIDAYS
Currently there are nine paid state holidays each year. Due to staffing needs, many employees are required to work on holidays but will receive holiday pay or time off for working a holiday.

INSURANCES
Health insurance is available to each full time employee. Coverage for family members is partially paid by the employee. Various plans and premiums are available. Married couples both employed by the State of Iowa are eligible for reduced premium rates on family coverage.

Single and family dental coverage is available. The State pays the cost of a single plan, but you may purchase family coverage.

The State of Iowa provides $20,000 free life insurance for each employee. You have the option to purchase additional term life insurance.

The State provides disability insurance at no cost to the employee after one month of employment with benefits based on disability and length of service.

You may choose to pay your portion of health, dental, and life insurance premiums or the care expenses for a dependent child or adult with salary dollars that are not subject to federal or state income taxes or social security taxes.

IOWA PUBLIC EMPLOYEE'S RETIREMENT SYSTEM
Starting with your first paycheck, it is mandatory that a percentage of your gross pay be deducted from each check. The State also contributes a percentage for your retirement program. If you leave state employment, the portion that has been withheld from your paycheck plus any accumulated interest is refundable to you. The money may be left in IPERS if you leave employment before the age of 55 after four years of service or retire at age 65 with less than 5 years of service. Upon retirement, you are eligible to receive a monthly benefit based on the accumulated contributions paid by you and your employer or take a lump sum payment. Employees in protected occupation job classes may retire with full benefits at age 55 if they have 22 years of service.

WORKER'S COMPENSATION
Medical and hospital expenses are paid for injuries or illnesses incurred while on duty.

Iowa Department of Corrections
Position Listing and Pay Grades

Position	Position #	Pay Grade	Pay Plan	Effective 6/25/2010—12/23/2010 Annual Pay Range	Effective 12/24/2010—6/23/2011 Annual Pay Range
ELECTRICIAN	08326	25	014	$43,222.40 - $56,971.20	$43,659.20 - $57,532.80
ELECTRICIAN	88326	25	014	$43,222.40 - $56,971.20	$43,659.20 - $57,532.80
ELECTRONIC ENGINEER TECHNICIAN	04742	28	014	$43,222.40 - $65,811.20	$43,659.20 - $66,476.80
ELECTRONIC ENGINEER TECHNICIAN	84742	28	014	$43,222.40 - $65,811.20	$43,659.20 - $66,476.80
ELECTRONICS TECHNICIAN	08672	21	014	$32,052.80 - $47,132.80	$32,364.80 - $47,611.20
ELECTRONICS TECHNICIAN	88672	21	014	$32,052.80 - $47,132.80	$32,364.80 - $47,611.20
EXEC OFF 1	00710	29	014	$45,260.80 - $68,868.80	$45,718.40 - $69,555.20
EXEC OFF 1	80710	29	014	$45,260.80 - $68,868.80	$45,718.40 - $69,555.20
EXEC OFF 1	90710	29	000	$44,366.40 - $67,516.80	$44,366.40 - $67,516.80
EXEC OFF 2	00711	32	014	$51,376.00 - $79,456.00	$51,896.00 - 80,246.40
EXEC OFF 3	00712	35	014	$59,488.00 - $91,499.20	$60,091.20 - $92,414.40
EXEC OFF 3	90712	35	000	$58,323.20 - $89,710.40	$58,323.20 - $89,710.40
EXEC OFF 4	90713	38	000	$71,864.00 - $102,294.40	$71,864.00 - $102,294.40
EXEC OFF 5	90714	41	000	$82,763.20 - $117,728.00	$82,763.20 - $117,728.00
EXEC SECRETARY	15005	27	000	$40,456.00 - $61,297.60	$40,456.00 - $61,297.60
FACILITIES ENGINEER 2	04257	34	000	$55,577.60 - $85,529.60	$55,577.60 - $85,529.60
FARM LEADER	85015	20	014	$30,680.00 - $44,948.80	$30,992.00 - $45,406.40
FOOD SERVICES ASSISTANT	87250	26	000	$38,688.00 - $58,760.00	$38,688.00 - $58,760.00
FOOD SERVICES DIRECTOR 2	87253	27	000	$40,456.00 - $61,297.60	$40,456.00 - $61,297.60
FOOD SERVICES DIRECTOR 3	87254	32	000	$50,377.60 - $77,896.00	$50,377.60 - $77,896.00
HEALTH SERVICES ADMINISTRATOR	15276	57	000	$178,734.40 - $254,363.20	$178,734.40 - $254,363.20
HUMAN RESOURCES ASSOCIATE	00772	24	000	$36,171.20 - $53,185.60	$36,171.20 - $53,185.60
HUMAN RESOURCES TECHNICAL	00770	20	000	$26,353.60 - $44,075.20	$27,144.00 - $44,075.20
INFO TECH SPECIALIST 2	00119	26	014	$39,457.60 - $59,945.60	$39,852.80 - $60,548.80
INFO TECH SPECIALIST 3	00120	29	014	$45,260.80 - $68,868.80	$45,718.40 - $69,555.20
INFO TECH SPECIALIST 4	00121	32	014	$51,376.00 - $79,456.00	$51,896.00 - 80,246.40
INFO TECH SPECIALIST 5	00122	35	014	$59,488.00 - $91,499.20	$60,091.20 - $92,414.40
INFO TECH SPECIALIST 5	90122	35	000	$58,323.20 - $89,710.40	$58,323.20 - $89,710.40
INFO TECH SUPPORT WORKER	00115	17	014	$26,873.60 - $39,145.60	$27,144.00 - $39,540.80
INFO TECH SUPPORT WORKER	00117	21	014	$32,052.80 - $47,132.80	$32,364.80 - $47,611.20
INSTITUTIONAL SUPERINTENDENT	15272	42	000	$61,214.40 - $123,406.40	$63,065.60 - $123,406.40
INVESTIGATOR 2	00696	26	014	$39,457.60 - $59,945.60	$39,852.80 - $60,548.80
INVESTIGATOR 3	00697	28	014	$43,222.40 - $65,811.20	$43,659.20 - $66,476.80
LICENSED PRACTICAL NURSE	82002	26	014	$39,457.60 - $59,945.60	$39,852.80 - $60,548.80
MAIL CLERK 2	00261	15	014	$24,731.20 - $35,630.40	$24,980.80 - $35,984.00
MAINTENANCE WORKER 2	08006	16	014	$25,771.20 - $37,211.20	$26,020.80 - $37,585.60
MANAGEMENT ANALYST 4	00737	33	014	$53,976.00 - $83,179.20	$54,516.80 - $84,011.20
MECHANIC	08375	22	014	$38,084.80 - $49,441.60	$38,459.20 - $49,940.80
MEDICAL TECHNOLOGIST	02215	25	009	$37,544.00 - $55,827.20	$37,918.40 - $56,388.80
NURSE PRACTITIONER	02027	36	014	$62,441.60 - $95,700.80	$63,065.60 - $96,657.60
NURSE SUPERVISOR 1	82023	31	000	$48,006.40 - $74,339.20	$48,006.40 - $74,339.20
NURSE SUPERVISOR 2	82022	33	000	$52,915.20 - $81,556.80	$52,915.20 - $81,556.80
NURSING SERVICES DIRECTOR	82035	35	000	$58,323.20 - $89,710.40	$58,323.20 - $89,710.40
NURSING UNIT COORDINATOR	82000	20	014	$30,680.00 - $44,948.80	$30,992.00 - $45,406.40

Iowa Department of Corrections
Position Listing and Pay Grades

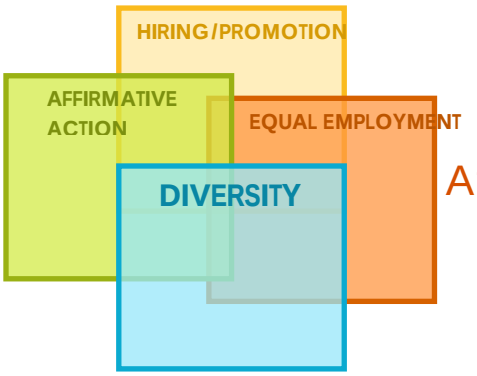
Position	Position #	Pay Grade	Pay Plan	Effective 6/25/2010—12/23/2010 Annual Pay Range	Effective 12/24/2010—6/23/2011 Annual Pay Range
PHARMACIST	02226	35	014	$59,488.00 - $91,499.20	$60,091.20 - $92,414.40
PHARMACY ASSISTANT	02225	16	014	$25,771.20 - $37,211.20	$26,020.80 - $37,585.60
PHARMACY DIRECTOR	06440	40	000	$78,998.40 - $112,444.80	$78,998.40 - $112,444.80
PHYSICIAN	15186	55	000	$88,462.40 - $231,608.00	$89,356.80 - $231,608.00
PHYSICIAN ASSISTANT	02550	36	014	$62,441.60 - $95,700.80	$63,065.60 - $96,657.60
PHYSICIAN SUPERVISOR	15187	55	000	$88,462.40 - $231,608.00	$89,356.80 - $231,608.00
PLANT OPERATIONS MANAGER	88425	26	000	$38,688.00 - $58,760.00	$38,688.00 - $58,760.00
PLANT OPERATIONS MANAGER	88427	31	000	$48,006.40 - $74,339.20	$48,006.40 - $74,339.20
POLYGRAPHER	86400	30	014	$46,592.00 - $72,259.20	$47,049.60 - $72,987.20
POWER PLANT ENGINEER 3	08416	21	014	$36,899.20 - $47,132.80	$37,273.60 - $47,611.20
POWER PLANT ENGINEER 3	88416	21	014	$36,899.20 - $47,132.80	$37,273.60 - $47,611.20
POWER PLANT ENGINEER 4	08420	23	014	$39,457.60 - $51,812.80	$39,852.80 - $52,332.80
POWER PLANT ENGINEER 4	88420	23	014	$39,457.60 - $51,812.80	$39,852.80 - $52,332.80
POWER PLANT ENGR SUPERVISOR	88421	25	000	$37,336.00 - $55,848.00	$37,336.00 - $55,848.00
PROGRAM PLANNER 2	04022	26	014	$39,457.60 - $59,945.60	$39,852.80 - $60,548.80
PSYCHOLOGIST 2	83246	30	014	$46,592.00 - $72,259.20	$47,049.60 - $72,987.20
PSYCHOLOGIST 3	83248	32	014	$51,376.00 - $79,456.00	$51,896.00 - 80,246.40
PSYCHOLOGY ASSISTANT	03242	23	014	$34,964.80 - $51,812.80	$35,318.40 - $52,332.80
PUBLIC SERVICE EXECUTIVE 1	00781	29	000	$44,366.40 - $67,516.80	$44,366.40 - $67,516.80
PUBLIC SERVICE EXECUTIVE 2	00782	32	000	$50,377.60 - $77,896.00	$50,377.60 - $77,896.00
PUBLIC SERVICE EXECUTIVE 3	00784	35	000	$58,323.20 - $89,710.40	$58,323.20 - $89,710.40
PUBLIC SERVICE EXECUTIVE 4	00786	38	000	$71,864.00 - $102,294.40	$71,864.00 - $102,294.40
PUBLIC SERVICE EXECUTIVE 5	00787	41	000	$82,763.20 - $117,728.00	$82,763.20 - $117,728.00
PUBLIC SERVICE SUPERVISOR	00780	27	000	$40,456.00 - $61,297.60	$40,456.00 - $61,297.60
PURCHASING AGENT 1	00210	22	014	$33,467.20 - $49,441.60	$33,800.00 - $49,940.80
PURCHASING AGENT 2	00211	26	014	$39,457.60 - $59,945.60	$39,852.80 - $60,548.80
PURCHASING AGENT 3	00212	29	014	$45,260.80 - $68,868.80	$45,718.40 - $69,555.20
PURCHASING ASSISTANT	00205	18	014	$27,955.20 - $40,996.80	$28,225.60 - $41,412.80
RADIOLOGICAL TECHNOLOGIST	02209	20	014	$30,680.00 - $44,948.80	$30,992.00 - $45,406.40
RECEPTIONIST	00006	14	014	$23,753.60 - $33,800.00	$23,982.40 - $34,132.80
REGISTERED NURSE	82020	30	014	$46,592.00 - $72,259.20	$47,049.60 - $72,987.20
RESPIRATORY THERAPY TECHNICIAN	02200	23	014	$34,964.80 - $51,812.80	$35,318.40 - $52,332.80
SAFETY OFFICER	80761	26	014	$39,457.60 - $59,945.60	$39,852.80 - $60,548.80
SECRETARY 1	00025	17	014	$26,873.60 - $39,145.60	$27,144.00 - $39,540.80
SECRETARY 1	90025	17	000	$26,353.60 - $38,376.00	$26,353.60 - $38,376.00
SECRETARY 2	00026	20	014	$30,680.00 - $44,948.80	$30,992.00 - $45,406.40
SECRETARY 2	90026	20	000	$30,076.80 - $44,075.20	$30,076.80 - $44,075.20
SENIOR CORRECTIONAL OFFICER	86409	25	014	$38,084.80 - $56,971.20	$38,459.20 - $57,532.80
SENIOR STATE INDUSTRIES	86467	26	014	$39,457.60 - $59,945.60	$39,852.80 - $60,548.80
SOCIAL WORKER 3	03016	27	010	$40,643.20 - $61,318.40	$41,059.20 - $61,921.60
STATE INDUSTRIES PROD COORD	86469	28	014	$43,222.40 - $65,811.20	$43,659.20 - $66,476.80
STATE INDUSTRIES SALES	00920	32	000	$50,377.60 - $77,896.00	$50,377.60 - $77,896.00
STATE INDUSTRIES SALES REP	06460	23	014	$34,964.80 - $51,812.80	$35,318.40 - $52,332.80

Iowa Department of Corrections
Position Listing and Pay Grades

Position	Position #	Pay Grade	Pay Plan	Effective 6/25/2010—12/23/2010 Annual Pay Range	Effective 12/24/2010—6/23/2011 Annual Pay Range
STATE INDUSTRIES SUPERVISOR	86468	30	000	$45,676.80 - $70,844.80	$45,676.80 - $70,844.80
STATE INDUSTRIES TECHNICIAN	86465	25	014	$38,084.80 - $56,971.20	$38,459.20 - $57,532.80
STATISTICAL RESEARCH ANALYST	00744	25	014	$38,084.80 - $56,971.20	$38,459.20 - $57,532.80
STATISTICAL RESEARCH ANALYST	00746	29	014	$45,260.80 - $68,868.80	$45,718.40 - $69,555.20
STOREKEEPER 2	00236	16	014	$25,771.20 - $37,211.20	$26,020.80 - $37,585.60
STOREKEEPER 2	80236	16	014	$25,771.20 - $37,211.20	$26,020.80 - $37,585.60
STOREKEEPER 3	00237	19	014	$29,328.00 - $42,848.00	$29,619.20 - $43,284.80
STOREKEEPER 3	80237	19	014	$29,328.00 - $42,848.00	$29,619.20 - $43,284.80
TRAINING SPECIALIST 1	00763	27	000	$33,467.20 - $61,297.60	$33,800.00 - $61,297.60
TRAINING SPECIALIST 1	80763	27	000	$33,467.20 - $61,297.60	$33,800.00 - $61,297.60
TRAINING SPECIALIST 2	00768	30	000	$45,676.80 - $70,844.80	$45,676.80 - $70,844.80
TRANSPORT DRIVER	08210	18	014	$32,052.80 - $40,996.80	$32,364.80 - $41,412.80
TREATMENT SERVICES DIRECTOR	83235	31	000	$48,006.40 - $74,339.20	$48,006.40 - $74,339.20
TYPIST-ADVANCED	00013	15	014	$24,731.20 - $35,630.40	$24,980.80 - $35,984.00
UTILITY WORKER	00005	10	000	$19,427.20 - $27,435.20	$19,427.20 - $27,435.20

Big job.
Big rewards.
STATE OF IOWA
DEPARTMENT OF CORRECTIONS
www.doc.state.ia.us

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st.** Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: Cultural Affairs

Division (if applicable):

Person Submitting Report: Polly Anderson

Please Print Name: Polly Anderson

Please Sign Name: Polly Anderson

Phone: 281-3218

Section 1	Policy Statement and Administrative Plan

FY 2010-11 Diversity Progress Plan and Report

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency: **It is the policy of the Department of Cultural Affairs to promote and ensure employment opportunity for all persons of race, color, gender, national origin, religion, age, disability, or sexual orientation.**

Administrative Plan

1. How your policy will be implemented: **Gather lists of targeted groups for recruitment in history, arts, & cultural fields. When positions are open, ensure DAS has information about them if they recruit at job fairs**.

2. Name, job title, and contact information for the responsible EEO AA official: **Jerome Thompson, SHSI Administrator.**

3. Describe your agency's system for auditing and reporting diversity issues: **Supervisors report issues to Division Administrators/Management team members who investigate and work with DAS/HRE as necessary.**

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation:

Upon hire, policies regarding equal treatment regardless of race, color, gender, national origin, religion, age, disability, or sexual orientation are given to new employees. Our website indicates the department as a place where cultural diversity is recognized, understood and appreciated. The basic core values of the department include respect, personal integrity and professional standards in delivering programs and services. Website: http://www.culturalaffairs.org/

FY 2010-11 Diversity Progress Plan and Report

Section 2	Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

FY 2010 Progress: **DCA has articulated a tiered plan for professional development for staff at all levels by the end of FY 2010.**

FY 2011 Plans: **Professional job classifications in the historical division are structured to reflect specific needs and allow for promotional capability.**

FY 2010-11 Diversity Progress Plan and Report

Section 3	Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress: **Inability to make hires sidelines the ability to increase diversity in the department.**

FY 2011 Plan: **As we begin to replace SERIP retirees, every effort will be made to recruit and consider protected class and disabled candidates.**

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress: **All employees had taken the mandatory Diversity Training in FY 2009. Because of severe budget limitations, this training was not repeated for employees.**

FY 2011 Plan: **As budget allows, diversity training through PDS will be offered.**

FY 2010-11 Diversity Progress Plan and Report

Section 5	Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress: **There was still a freeze on hiring for the majority of FY 2010. Only one part time person in the Arts Council (non-merit position) was hired in June.**

FY 2011 Plan: **Limited hiring will be taking place to fill critical position lost to early retirements. Budget constraints are still a major factor. Every effort will be made to consider candidates in underutilized areas if such candidates apply for these positions.**

FY 2010-11 Diversity Progress Plan and Report

Section 6	Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress: **Since hiring was not allowed during this fiscal year, the opportunity to increase diversity was not possible.**

FY 2011 Plan: **We will make every effort to consider underutilized classes and disabled candidates if we are aware of their status on the certification lists for any positions we may fill.**

FY 2010-11 Diversity Progress Plan and Report

Section 7	Attachments

Attachment A

Topic

Summary

Attachment B

Topic

Summary

Attachment C

Topic

Summary

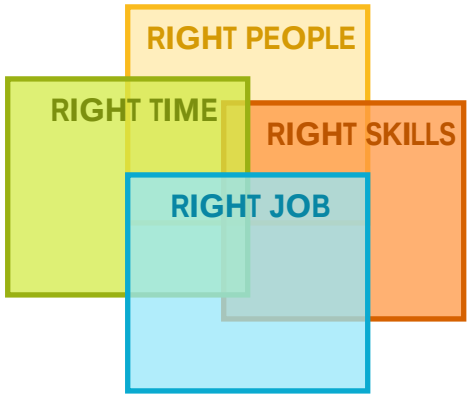
FY 2010-11 Diversity Progress Plan and Report

Section 8	Signature Page

Cyndi Pederson, Director

Agency Head, Name and Title (please print)

Agency Head Signature **Date**



STATE OF IOWA
FY 2011 WORKFORCE PLAN
AFFIRMATIVE ACTION/DIVERSITY
REQUIRED EXCERPTS
DUE DATE: September 30, 2010

Agency Name

Cultural Affairs

Submission Date

September 30, 2010

Submitted By

Management Team; Polly Anderson

Click here to return to the Guidelines Submitting the Agency Workforce Plan

Affirmative Action – Preferential Underutilization - Females

Key Points -

Measures	FY2010 Data*	FY 2011 Goal**	Targeted Job Class or Classes***
32. EEO-4 Category 1 Officials and Administrators	NA	NA	
33. EEO-4 Category 2 Professional	10	NG	If DOM and budget allows hiring, will make every attempt to consider candidates in underutilized class areas if able to fill positions.
34. EEO-4 Category 3 Technical	NA	NA	
35. EEO-4 Category 4 Protective Service	NA	NA	
36. EEO-4 Category 5 (not used)	NA	NA	NA
37. EEO-4 Category 6 Administrative Support	NA	NA	
38. EEO-4 Category 7 Skilled Craft	NA	NA	
39. EEO-4 Category 8 Service Maintenance	NA	NA	

* Determine your remaining underutilization for each EEO-4 category by subtracting the Underutilized Work Force End of Quarter from the Total Needed for Balanced Workforce numbers, as applicable.

** Your FY 2011 Goal should be some portion of your remaining underutilization for each EEO-4 Category.

*** Identify those job classes from the end of third quarter FY 2010 Job Class Underutilization List that are most likely to present hiring opportunities in FY 2011. Select only from those identified at the preferential underutilization level for females, identified on the report as “PN”.

Affirmative Action – Preferential Underutilization – Minorities
Key Points -

Measures	FY2010 Data*	FY 2011 Goal**	Targeted Job Class or Classes***
40. EEO-4 Category 1 Officials and Administrators	NA	NA	
41. EEO-4 Category 2 Professional	3	NG	If DOM and budget allows hiring, will make every attempt to consider candidates in underutilized class areas if able to fill positions.
42. EEO-4 Category 3 Technical	NA	NA	
43. EEO-4 Category 4 Protective Service	NA	NA	
44. EEO-4 Category 5 (not used)	NA	NA	NA
45. EEO-4 Category 6 Administrative Support	NA	NA	
46. EEO-4 Category 7 Skilled Craft	NA	NA	
47. EEO-4 Category 8 Service Maintenance	NA	NA	

* Determine your remaining underutilization for each EEO-4 category by subtracting the Underutilized Work Force End of Quarter from the Total Needed for Balanced Workforce numbers, as applicable.
** Your FY 2011 Goal should be some portion of your remaining underutilization for each EEO-4 Category.
*** Identify those job classes from the end of third quarter FY 2010 Job Class Underutilization List that are most likely to present hiring opportunities in FY 2011. Select only from those identified at the preferential underutilization level for minorities, identified on the report as “PN”.

Affirmative Action – Preferential Underutilization – Persons with Disabilities
Key Points -

Measures	FY2010 Data*	FY 2011 Goal**
48. Workforce Aggregate	6	If DOM and budget allows hiring, will make every attempt to consider candidates in underutilized class areas if able to fill positions.

* Use *Number Remaining Towards Goal* data from end of third quarter FY 2010 Quarterly Tracking Report. Note that persons with disabilities are either underutilized for your agency or they are not. There is no breakdown by EEO-4 category or job classes within the EEO-4 categories. Total underutilization for persons with disabilities will be found on the Total line of the report.
** A numerical goal for persons with disabilities should be based on any hiring opportunities anticipated for FY 2011.

Phase 2.c – Assess Gaps and Devise Strategies

Identify and prioritize gaps (imbalances or differences) from the trends that impact your workforce in the following four core areas. Which gap(s) causes the greatest concern to your agency's mission objectives? For Affirmative Action Issues, strategies should be specific to eliminating underutilization as reported in Phase 2.b. *Gaps – imbalances or differences that impact your workforce.*

Key Points -

Workforce Stability Issues	Workforce Stability Strategies
Issue 1: expected high level of retirements in the next 3-5 years: concern about uninterrupted levels of service, continuity of programs, and transfer of knowledge in general	DCA has structures in place to be able to respond with a high level of expertise and continuity of service to cultural, historic, and arts needs in Iowa even as workforce changes occur by June 30, 2011.
Issue 2: lack of flexibility in state regs & policies related to time recording, employee evaluation, etc, that makes state out of sync with needs of a multi-generational workforce	
Diversity Issues (General Culture)*	**Diversity Strategies**
Issue 1: very little ethnic & cultural diversity in DCA workforce	DCA implements hiring and recruiting processes that will result in a workforce that represents and effectively delivers services to a multi-ethnic, multi-abled Iowa population
Issue 2: little perceived diversity in the professional fields from which several positions will need to be hired.	
Issue 3: enormously difficult to formally address gaps in ethnic/cultural OR disability diversity workforce status, because this information is a) illegal to ask from applicants; and b) optional for applicants or employees to report.	

Affirmative Action Issues* (Underutilization)	Affirmative Action Strategies and Goals
See Diversity Issues above.	
Recruiting and Hiring Issues	**Recruiting and Hiring Strategies**
Issue 1: lack of promotional capability within most classifications. Historical Program Specialist has only one level but many selective certifications	Professional job classifications in the historical division are structured to reflect specific needs and allow for promotional capability, by June 30, 2011.
Issue 2: use of statewide recruitment system is generally not helpful for DCA positions because of the specialized requirements generally needed for the positions in this department. (arts division positions are not part of merit system and do not need to be hired through HRE)	
Development Issues	**Development Strategies**
Issue 1: lack of funding for professional development that addresses needs of workers in highly specialized fields	Supervisors in each area work with staff to determine professional development needs and identify appropriate resources to address them.
Issue 2: lack of coordinated expectations for professional development	

*Workforce diversity encompasses broad concepts such as cultural competency, inclusiveness, and organizational awareness, while affirmative action targets specific areas where remedial actions are necessary within specific areas of the workforce.

Notes:

Phase 3 – Develop and Implement Action Plan

What are the five to nine primary action steps to implement your strategy? Identify key action steps or activities, timeline, persons responsible for action and resources needed. Expand as necessary.

Workforce Stability

Strategy: DCA has structures in place to be able to respond with a high level of expertise and continuity of service to cultural, historic, and arts needs in Iowa even as workforce changes occur by June 30, 2010.
Measure: Level of service delivery is maintained, as shown by attendance/visitation numbers, people served by workshops and other technical assistance, additional measures as identified on annual performance plan.

	Action Step or Activity	Target Completion Date	Person(s) Responsible	Required Resources	Status/Progress Update
1.	Document position responsibilities in PDQ format for positions potentially being vacated in 3-5 yrs or less	June 30, 2011	Management Team	Staff time	
2.	Use library cataloging as the tool for describing archival, special collections & museum collections—for at least 10 collections—so that we are not relying on individual memories.	June 30, 2011	Jerome Thompson	Staff time	
3.	Document 3-4 key work processes/ develop procedures manuals or checklists so that institutional knowledge does not leave with retiring employees.Examples: -Facilities: list of tasks & primary contacts -Art in State Bldgs -Section 106 process -National Register process -CLG grants	June 30, 2011	Management Team	Staff time	

	-Accounting procedures -HR/Personnel procedures -Deirdre: board mtgs -Historic tax credits				

Diversity (General Culture)

Strategy: DCA implements hiring and recruiting processes that will result in a workforce that represents and effectively delivers services to a multi-ethnic, multi-abled Iowa population.
Measure: Percentage of applicants and staff that are minority or disabled, number of multi-lingual workers using those skills in their positions, number & kinds of programs that target specific populations

Action Step or Activity		Target Completion Date	Person(s) Responsible	Required Resources	Status/Progress Update
1.	Gather lists of targeted groups for recruitment in history, arts, & cultural fields	January 1, 2011	Mary Sundet Jones	Staff time	
2.	When positions are open, ensure that DAS has information about them when they recruit at job fairs.	Ongoing	Management Team	Staff time	
3.	Discuss w/DAS-HRE the possibility of publishing job announcements in multiple languages	June 30, 2011	Management Team	Staff time	

Workforce diversity encompasses broad concepts such as cultural competency, inclusiveness, and organizational awareness, while affirmative action targets specific areas where remedial actions are necessary within specific areas of the workforce.

Affirmative Action (Addressing Underutilization)

Strategy: See information on diversity above
Measure:

Action Step or Activity	Target Completion Date	Person(s) Responsible	Required Resources	Status/Progress Update

1.					
2.					
3.					

Hiring and Retention

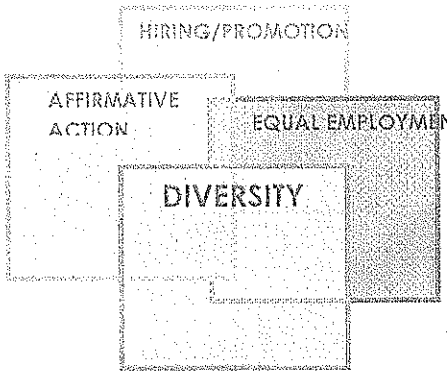
Strategy: Professional job classifications in the historical division are structured to reflect specific needs and allow for promotional capability, by June 30, 2011. **Measure:** Existence of appropriate classifications					
Action Step or Activity		**Target Completion Date**	**Person(s) Responsible**	**Required Resources**	**Status/Progress Update**
1.	Divide Historic Program Specialist classification into 3 classes: meet w/Personnel officer to strategize.	June 30, 2011	Management Team	Staff time; budget flexibility as needed	

Development

Strategy: DCA has articulated a tiered plan for professional development for staff at all levels by the end of FY10.
Measure: Tiered plan exists; level of participation in appropriate professional development activities; level of resources allocated to fund development activities

Action Step or Activity		Target Completion Date	Person(s) Responsible	Required Resources	Status/Progress Update
1.	List ongoing professional conferences & identify staff most likely to attend & benefit from them.	June 30, 2011	Manage-ment team	Staff time	
2.	Include resources in FY11 budget for at least 25% of staff identified in #1 to attend at least 1 professional conference.	July 1, 2011	Manage-ment team	Appropria-tion increases w/more than one comma	
3.	Identify professional literature/periodicals of greatest benefit to staff in each division; determine how these are accessed by those staff members.	June 30, 2011	Manage-ment team	Staff time	
4.	Identify PDS training needed by lead workers or supervisory staff and work to include resources in budgets.	June 30, 2011	Management Team	Budget flexibility	

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st.** Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: Department of Education

Division (if applicable):

Person Submitting Report: Karen Chapman

Please Print Name: Karen Chapman

Please Sign Name: Karen Chapman

Phone: (515)281-3411

FY 2010-11 Diversity Progress Plan and Report

Section 1 | Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

Administrative Plan

1. How your policy will be implemented:

    - The Department includes the EEO statement on all publications and official communications.
    - New staff members are provided mentoring. This is an area of coverage for that training.
    - State Board priorities are driven by data that includes the performance of affected subgroups. One priority statewide is reducing the academic achievement gap for minority students, which translates into programming to provide specific support for these students' needs.
    - Staff retention and recruitment policies, to the degree that candidates are identifiable, promote an emphasis on diverse and underserved populations.

2. Name, job title, and contact information for the responsible EEO AA official:

    - Carol Greta, Attorney – for legal and personnel issues
    - Jeff Berger, CFO – for personnel issues
    - Karen Chapman, Human Resources – for personnel issues

3. Describe your agency's system for auditing and reporting diversity issues:

FY 2010-11 Diversity Progress Plan and Report

We are unclear what the question is asking. Any personnel concerns in this area are covered by the usual procedures for voicing concerns.

The Department of Education's EEO statement is:

It is the policy of the Iowa Department of Education not to discriminate on the basis of race, creed, color, sexual orientation, gender identity, national origin, gender, disability, religion, age, political party affiliation, or actual or potential parental, family or marital status in its programs, activities, or employment practices as required by the Iowa Code sections 216.9 and 256.10(2), Titles VI and VII of the Civil Rights Act of 1964 (42 U.S.C. § 2000d and 2000e), the Equal Pay Act of 1973 (29 U.S.C. § 206, *et seq.*), Title IX (Educational Amendments, 20 U.S.C.§§ 1681 – 1688), Section 504 (Rehabilitation Act of 1973, 29 U.S.C. § 794), and the Americans with Disabilities Act (42 U.S.C. § 12101, *et seq.*).

If you have questions or grievances related to compliance with this policy by the Iowa Department of Education, please contact the legal counsel for the Iowa Department of Education, Grimes State Office Building, Des Moines, IA 50319-0146, telephone number 515/281-5295, or the Director of the Office for Civil Rights, U.S. Department of Education, 111 N. Canal Street, Suite 1053, Chicago, IL 60606-7204.

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation:

The employee handbook and our new communications manual are available on the agency's intranet to all employees. Every employee is made aware of the handbook and signs a form indicating they understand they are obligated to know and follow the procedures in that handbook. The employee handbook includes items related to diversity and equity.

With student programming and the resulting monitoring and accountability we need to do, equity and diversity issues are always at the forefront. We ensure compliance with state and federal law. This cuts across everything we do. Examples of efforts made:

- As designated Lead Agency of federal IDEA-Part C, the Department has worked in conjunction with the Iowa Council of Early ACCESS to seek diverse representation among members for insight of how to support diverse population and infants, toddlers and families at-risk or of special needs.
- The Iowa Council of Early ACCESS has selected diversity as a priority area of focus.
- Early Childhood Iowa has a component group that focuses on Diversity. Staff are members of this group and participate in the annual planning and attend the conference. Staff will be attending the Diversity Conference August 21, 2010.

FY 2010-11 Diversity Progress Plan and Report

- Bureau of Accreditation and Improvement Services – An Education Consultant Position is dedicated to equity/civil rights. This position provides on-going equity civil rights training to all education consultants for general knowledge and application for Local Education Agencies / Area Education Agencies / educator preparation accreditation visits in the areas of employment and student programs and services. Team meetings are held twice a month October through May, and weekly June through September. The time dedicated varies from meeting to meeting.
- Consultants go to annual training provided by the United States Department of Education's Office for Civil Rights and to the Midwest Equity Center's annual training in Kansas City, MO. Additional meetings attended at the Chicago Office for Civil Rights.
- We have on the Department's public web site (attachment A) article and sites for people to access. On our intranet "DE News Online" we have a link to the diversity council site.

Section 2	Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

FY 2010 Progress

FY 10 hiring freeze was in place, after 11/09 only one PT position was filled. Our Education Program Consultant (at will) class is our largest number of positions at the DE. When we fill a vacancy it is open to all applicants.

Merit vacancies may be open to all applicants or as promotional opportunities. It is dependent on what position we are filling and what type of knowledge and experience is required for the specific position.

FY 2011 Plans

No changes anticipated.

FY 2010-11 Diversity Progress Plan and Report

Section 3	Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress –

All of our employees were required to attend the Diversity training and all newly hired employees will be or have attended the training. Managers attended training specific to managers.

Staff retention and recruitment policies, to the degree that candidates are identifiable, promote an emphasis on diverse and underserved populations.

Department did attend diversity events such as the Asian Festival, Latino Festival but at the time of these festivals we did not have opening notices to share with the public.

FY 2011 Plan -

Send out request for employees to self identify for disabilities.

Continue talking about diversity as part of the division meetings. Continue attending diversity events. We continue to have people support diversity events, for example, we had 3 staff members help with the DAS both at the Latino Festival in September.

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress

All of our programming has some requirement to tend to equity and diversity issues. So as a natural part of ongoing training in the programs they serve, this issue is included.

We are requiring all new staff to access diversity courses once hired.

Consultants go to annual training provided by the United States Department of Education's Office for Civil Rights and to the Midwest Equity Center's annual training in Kansas City, MO. Additional meetings attended at the Chicago Office for Civil Rights.

FY 2011 Plan

We will continue as we have done.

FY 2010-11 Diversity Progress Plan and Report

Section 5	Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress

We are underutilized as a department for persons with disabilities. We did hire 4 people who self reported disabilities. We did lose a number of people who were that category with the SERIP retirement. To the degree possible, we recruit underserved populations.

FY 2011 Plan

Other than persons with disabilities, our current underutilization is for females in the following categories, IT Specialist 4 and 5, Librarian 2 and Library Consultant. Openings for IT Specialist are very few. The State Library does have one Library Consultant vacancy from SERIP for which they have hired a female.

FY 2010-11 Diversity Progress Plan and Report

Section 6	Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress

Nothing beyond was what already covered.

FY 2011 Plan

We will continue as we have done.

FY 2010-11 Diversity Progress Plan and Report

Section 7	Attachments

Attachment A

Topic 4. Please provide any relevant links to your web site or attach a copy of supporting documentation:

Summary - Articles and web page from the Department of Education related to civil rights and diversity.

Attachment B

Topic 4. Please provide any relevant links to your web site or attach a copy of supporting documentation:

Summary – Screen print of our DE News Online Intranet which gives employees easy access to the diversity council web site.

FY 2010-11 Diversity Progress Plan and Report

Section 8	Signature Page

Kevin Fangman, Acting Director, Iowa Department of Education

Agency Head, Name and Title (please print)

Kevin Fangman 10.11.10

Agency Head Signature **Date**

1 | **Attachment A**

From the Department of Education's web site

Reporting Race/Ethnicity in Iowa

Category: PK12 Topics/Data Collections

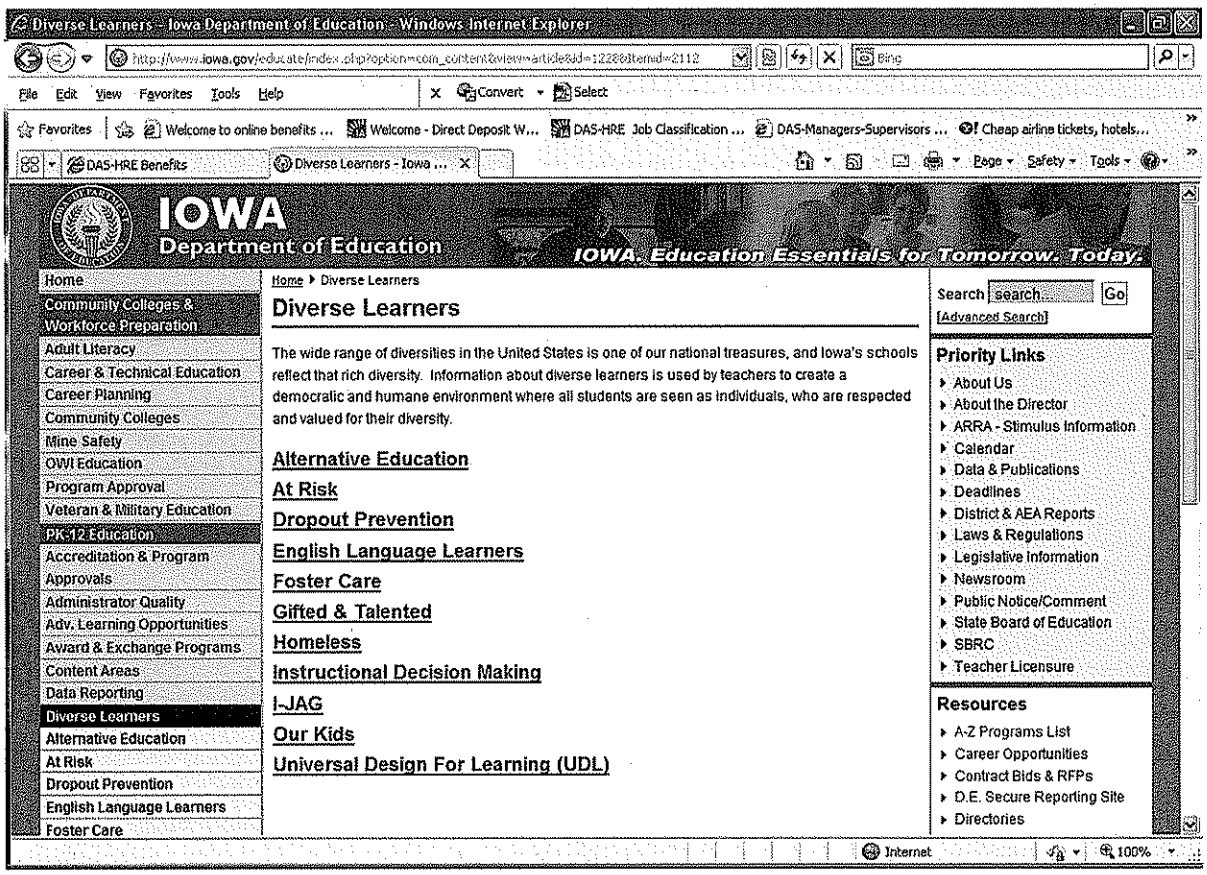
The race and ethnicity of Iowa students will be reported in a new way beginning with the 2009-2010 school year. The purpose is to better reflect the growing diversity of Iowa's population and the nation ... Thursday, 15 April 2010

Links to More Instructional Resources

Category: Special Education/Instructional Resources

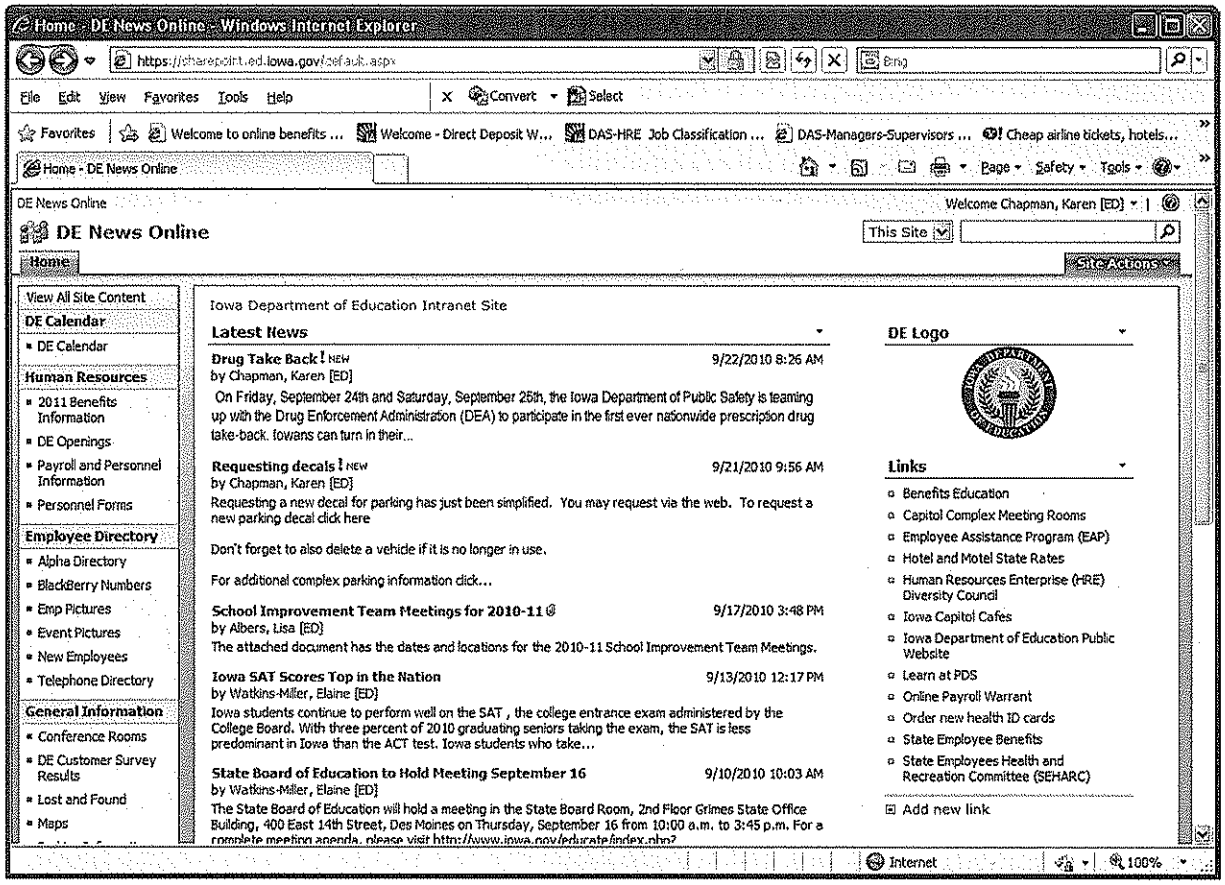
... civil rights, education, and independence for all individuals with disabilities. UNCC General Curriculum Projects - Based on the belief that all students should have the opportunity to learn academic ... Tuesday, 03 November 2009

http://www.iowa.gov/educate/index.php?option=com_content&view=article&id=1228&Itemid=2112



2 | Attachment B

Diversity Council is a link on our intranet for the DE employees to have easy access.



FY 2010-11 Diversity Progress Plan and Report

STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st.** Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: Iowa Vocational Rehabilitation Services

Division (if applicable):

Person Submitting Report: Bev Schmeling

Please Print Name: Bev Schmeling

Please Sign Name:

Phone: 515-281-4136

FY 2010-11 Diversity Progress Plan and Report

Section 1	Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

Administrative Plan

1. How your policy will be implemented: IVRS is committed to recruiting, hiring, and retaining qualified applicants from diverse backgrounds. We advertise and send out job openings extensively. This will be explained in detail later in this report.

2. Name, job title, and contact information for the responsible EEO AA official:

   Keith Hyland, Administrative Services Bureau Chief, 515-281-4147
   keith.hyland@iowa.gov

   Bev Schmeling, Executive Officer, 515-281-4136 and Beverly.schmeling@iowa.gov

3. Describe your agency's system for auditing and reporting diversity issues:

   We use the Affirmative Action report and the monthly diversity report updates to recognize what areas of hiring that need attention.

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation:

We use email extensively to notify our employees of job openings and other pertinent information regarding our diversity plan. We have the plan posted on our Intranet with other links to diversity information that is available to employees. This is a link to our Internet. Www.ivrs.iowa.gov

FY 2010-11 Diversity Progress Plan and Report

Section 2	Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

FY 2010 Progress – We implemented an improved hiring process plan in 2008. This was written in conjunction with the input of several on a committee devised of supervisors and managers in our agency. This is a work in progress and improvements have been made as we follow the guidelines of this plan. Due to the hiring freeze in 2010, there were very few positions that were posted.

FY 2011 Plans – IVRS is always exploring new options in improving our hiring practices. We will continue to follow the plan and revise it as new and innovative ideas are put forth. We work closely with the DAS Recruitment Coordinator on changes and improvements to our hiring practices plan.

FY 2010-11 Diversity Progress Plan and Report

Section 3	Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress – All IVRS employees were required to attend the Diversity Training. Newly hired employees will be or have attended this training as well.

FY 2011 Plan – IVRS is requiring all supervisors and managers to attend the mandated Diversity webinar that DAS/HRE is presenting. We always encourage supervisors and managers to be aware of diversity issues as they arise in hiring and every day to day operation.IVRS plans on continuing to encourage all staff to the awareness of diversity issues in either hiring or dealing with our consumers.

Staff retention is an area that IVRS management is going to be stressing in the next year. With the tight budget years ahead, recruiting and retaining the most qualified staff is of utmost importance.

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress – IVRS employees are encouraged to take any diversity training offered by DAS/PDS staff. IVRS also has a Diversity Committee that meets quarterly to discuss diversity issues. Below is the mission and vision statement of our internal committee:

The purpose of the Diversity Committee is to provide consultation, information and resources so that services can be improved and increased for underserved populations. The Diversity Committee also provides input to the agency's strategic plan related to areas of addressing outreach, recruitment and retention of individuals from underserved populations.

Mission Statement

To identify issues and recommend strategies for inclusion in the IVRS Strategic Plan that will improve services to individuals from culturally diverse backgrounds.

Vision Statement

Individuals from culturally diverse backgrounds with disabilities will have equal opportunity to participate in their communities. Culturally representative, caring and qualified staff will work with individuals to create innovative, flexible plans for services to achieve their program goals.

Culturally diverse individuals with disabilities will be assisted to achieve employment, gain accessibility, and increase their independence through education, advocacy and direct service programs. A comprehensive plan will be developed and implemented that addresses the need for a diversified staff, increased referrals and successful completion rates for clients from culturally diverse backgrounds.

FY 2011 Plan – Continue to stress the importance of diversity in the workplace, not as an obligation but rather as an advantage to diversify our workplace.

FY 2010-11 Diversity Progress Plan and Report

Section 5	Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress – Due to the cut backs in budget and low hiring, we did not fill many positions during this time frame. We hired on ITS4 who is a minority in November 2009.

FY 2011 Plan – IVRS has done extensive hiring in the first part of this fiscal year. We hired 18 employees in our Disability Determination Services Bureau. In those 18 employees, 5 were from a minority background and 2 persons with disabilities. IVRS is also hiring 20 employees in our Rehabilitation Services Bureau. All the final offers have not been confirmed, but we anticipate hiring 3 persons from a minority background and 2 persons with disabilities. By following the hiring practice we have in place we continue to improve our hiring of persons with disabilities as well as persons from a minority background. IVRS is committed to developing our hiring practices into a consistent and fair process by hiring the most qualified applicants. We see the benefits in diversifying out workforce.

FY 2010-11 Diversity Progress Plan and Report

Section 6	Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress – IVRS had numerous retirements in the last year. This gave the agency an opportunity to intensify our diversity efforts. In doing so, we made a concerted effort to reach out to the diverse communities. This was made possible by contacting the DAS/HRE Recruitment Coordinator who has an immense email distribution list.

FY 2011 Plan – IVRS' plan for future is to continue emphasizing the value of diversity in our workplace.

FY 2010-11 Diversity Progress Plan and Report

Section 8	Signature Page

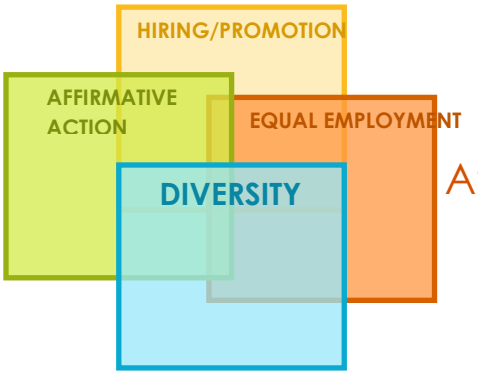
Stephen A. Wooderson, IVRS Administrator

Agency Head, Name and Title (please print)

10/22/10

Agency Head Signature **Date**

FY 2010-11 Diversity Progress Plan and Report
Iowa Department of Human Rights



STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st.** Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: Iowa Department of Human Rights

Division (if applicable):

Person Submitting Report: Preston A. Daniels, Director

Please Print Name: Preston A. Daniels

Please Sign Name:

Phone: (515) 242-6171

FY 2010-11 Diversity Progress Plan and Report
Iowa Department of Human Rights

Section 1	Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

FY2011 DHR Diversity Statement

DHR enjoys a unique mission and role in the State of Iowa, and is also mindful of the diversity needs within the state government. DHR promotes equal access to work, services and opportunities and to enhance the well-being of diverse populations in Iowa.

The director, Preston Daniels, has served as the chairperson of the Diversity Council, established by Governor Culver in October 2007, to address a variety of issues relating to increasing diversity in state government.

Administrative Plan

1. How your policy will be implemented:
   Follow the State established diversity related guidelines.

2. Name, job title, and contact information for the responsible EEO AA official:
   Preston A. Daniels, Director
   Preston.Daniels@iowa.gov, 515-242-6171

3. Describe your agency's system for auditing and reporting diversity issues:
   Besides annual auditing, the DHR takes advantage of being a reasonably small agency, the Department is able to review the diversity plan and related issues whenever a position needs to be filled.

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation:

FY 2010-11 Diversity Progress Plan and Report
Iowa Department of Human Rights

DHR Diversity plan and related communications materials are distributed to the Division Administrators, then shared with employees at division staff meetings or new employee orientations.

The plan is not posted on the DHR website yet.

FY 2010-11 Diversity Progress Plan and Report
Iowa Department of Human Rights

Section 2	Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

FY 2010 Progress

- Use the State diversity related guidelines.
- Tap into the diverse populations that DHR serves as the recruitment pool.
- Involve managers and supervisors in the recruitment process.
- Recognize employee accomplishment during the staff meetings, the Governor's Golden Dome employee recognition program, and other recognition opportunities.

FY 2011 Plans

- Include diversity related expectations to performance plans for all managers and supervisors.
- Provide diversity training and development to all employees.
- Continue to encourage and support staff to actively engage in diversity related issues and participate in diversity events.
- Continue to provide assistance to other state agencies to recruit a diverse workforce.
- Actively provide assistance to other state agencies to promote and retain the diverse workforce.

FY 2010-11 Diversity Progress Plan and Report
Iowa Department of Human Rights

Section 3	Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress

- The nature of DHR is such that it serves a very diverse clientele and the DHR staff is a diverse as the clients it serves. Therefore, the DHR staff is as diverse as the Department can or ought to be.

FY 2011 Plan

- The future hiring will, of necessity, continue to reflect this diversity and will recruit staff members form the populations it serves: minorities, persons with disabilities, women, and people in poverty.

FY 2010-11 Diversity Progress Plan and Report
Iowa Department of Human Rights

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress

- Professional development and training opportunities were available to staff.
- All managers completed the required diversity training courses as required by Executive Order Four.

FY 2011 Plan

- Continue to encourage staff to participate in appropriate diversity training opportunities.
- Create training opportunities internally.
- Build capacity to provide diversity training and retention of diverse workforce to other state agencies.

FY 2010-11 Diversity Progress Plan and Report
Iowa Department of Human Rights

Section 5	Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress

- Vacancies during this fiscal year did not impact the agency's overall diversity.

FY 2011 Plan

- See Section 3.

FY 2010-11 Diversity Progress Plan and Report
Iowa Department of Human Rights

Section 6	Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress

- Disseminate job openings in other state agencies to the diverse populations that DHR serves.

FY 2011 Plan

- See Section 4.

FY 2010-11 Diversity Progress Plan and Report
Iowa Department of Human Rights

Section 7	Attachments

Attachment A

Topic

Summary

Attachment B

Topic

Summary

Attachment C

Topic

Summary

FY 2010-11 Diversity Progress Plan and Report
Iowa Department of Human Rights

Section 8	Signature Page

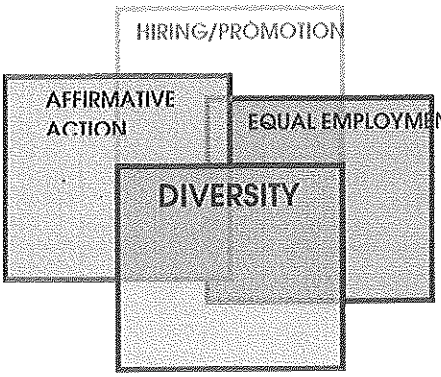
Preston A. Daniels, Director

Agency Head, Name and Title (please print)

08/23/2010

Agency Head Signature **Date**

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st.** Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: Department of Human Services

Division (if applicable): Deputy Director of Administration

Person Submitting Report: Jan Clausen

Please Print Name: Jan Clausen

Please Sign Name: Jan Clausen

Phone: 515.281.4987

FY 2010-11 Diversity Progress Plan and Report

Section 1	Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

Administrative Plan

How your policy will be implemented: The non-discrimination policy implementation is the responsibility of every member of DHS management to communicate with staff and to adhere to in practice, with specific policy accountability to the DHS Director and the Deputy Director of Administration. The DHS expands the agency non-discrimination policy to provision of services, and each of the agency's program applications for services includes the DHS non-discrimination policy statement with instructions for filing a complaint or concern. DHS contracts include a non-discrimination clause, which states:

2.13.4 Compliance with the Law. The Contractor, its employees, agents, and subcontractors shall comply with all applicable federal, state, and local laws, rules, ordinances, regulations, and orders when providing Deliverables pursuant to this Contract, including without limitation, all laws that pertain to the prevention of discrimination in employment and in the provision of services. For employment, this would include equal employment opportunity and affirmative action, and the use of targeted small businesses as subcontractors or suppliers. The Contractor may be required to provide a copy of its affirmative action plan, containing goals and time specifications, and non-discrimination and accessibility plans and policies regarding services to clients. Failure to comply with this provision may cause this contract to be cancelled, terminated, or suspended in whole or in part and the Contractor may be declared ineligible for future state contracts or be subject to other sanctions as provided by law or rule. The Contractor, its employees, agents, and subcontractors shall also comply with all federal, state, and local laws regarding business permits and licenses that may be required to carry out the work performed under this Contract. The Contractor may be required to submit its affirmative action plan to the Iowa Department of Management to comply with the requirements of 541 Iowa Administrative Code chapter 4. If all or a portion of the funding used to pay for the Deliverables is being provided through a grant from the Federal Government, the Contractor acknowledges and agrees that pursuant to applicable federal laws, regulations, circulars, and bulletins, the awarding agency of the Federal Government reserves certain rights including, without limitation, a royalty-free, non-exclusive and irrevocable license to reproduce, publish or otherwise use, and to authorize others to use, for Federal Government purposes, the Deliverables developed under this Contract and the copyright in and to such Deliverables

FY 2010-11 Diversity Progress Plan and Report

DHS has incorporated non-discrimination into our policies, practices and procedures.

The DHS is an equal opportunity employer. Hiring practices and policy are designed and executed to hire persons and promote employees based on their knowledge, skills and abilities for current positions and their potential for future growth with the agency or within the State of Iowa. The DHS is obligated to ensure that good faith efforts are taken and that we provide equal opportunity for all in recruitment, hiring, training, promotion, transfer, compensation, and all other terms and conditions of employment without regard to protected category status.

1. Name, job title, and contact information for the responsible EEO AA official: Jan Clausen, Deputy Director of Administration, 515.281.4987 or jclause@dhs.state.ia.us

2. Describe your agency's system for auditing and reporting diversity issues: The DHS has developed an internal complaint procedure for employees. Discrimination complaints are received within the DHS Office of Human Resources, who assists the respective business entity with the investigation and with formulating the response, as well as tracking and monitoring complaints in order to address areas of concern. Identified issues will be brought to the Deputy Director of Administration who will review and determine the appropriate course of action. Complaints may be received in written format, by telephone, or through an email address noted in the introductory section of the DHS Employee Handbook:

   A-2 Code of Conduct

   Employees are expected to conduct themselves in a manner that creates and maintains respect for the DHS, their co-workers and the individuals served. Employees are expected to maintain high standards of behavior in both their personal and official activities. The Department prohibits any unethical or illegal conduct by an employee on or off duty that affects or has the potential to affect the Department. Employees have a duty to report unethical or illegal activity, relating to state employment, to their Supervisor, Appointing Authority or Department Director. Reports may also be e-mailed to: stopit@dhs.state.ia.us.

   The DHS adheres to the state of Iowa's Equal Employment Opportunity and Affirmative Action Anti-Discrimination policy. The complaint procedure is outlined in Chapter 2 of the Department of Administrative Services Manager and Supervisors Manual, and reads as follows:

FY 2010-11 Diversity Progress Plan and Report

Any person who feels that he or she has been denied an employment opportunity because of race, creed, color, religion, sex, national origin, age, or physical or mental disability has the right and is encouraged, to file a complaint with the person's department, pursuant to the department's grievance procedure. A person may also file a complaint with the Iowa Civil Rights Commission or the appropriate federal enforcement agency.

There shall be no discrimination or retaliation against an individual who files a complaint alleging discriminatory harassment, or who aids another individual in filing a complaint alleging discriminatory harassment. An employee who has reason to believe that he or she has been retaliated against because of participation in an investigation of discriminatory harassment may also file a charge with the Iowa Department of Administrative Services – Human Resources Enterprise, the Iowa Civil Rights Commission, or the U.S. Equal Employment Opportunity Commission, whichever is appropriate.

Any person who believes that she or he has been the victim of discrimination under this section, or who has a concern about potential violations of this section, is directed to bring the matter to the attention of his or her immediate supervisor, appointing authority, or their designees, in accordance with the department's established grievance procedure. If the concern or complaint involves the employee's immediate supervisor, the employee is encouraged to file the concern or complaint with the next highest supervisor, or, in the alternative, to the Chief Operating Officer of the Iowa Department of Administrative Services – Human Resources Enterprise.

Department directors and agency heads are responsible for the enforcement of this section. The Chief Operating Officer for the Iowa Department of Administrative Services – Human Resources Enterprise shall assist departments and agencies with this responsibility. When applicable, state officials and employees shall cooperate fully with all appropriate individuals in the investigation of violations of this policy in order to create and maintain a workplace free from discrimination or discriminatory harassment.

The appointing authority shall promptly investigate all complaints. Each agency shall take final agency action in response to a complaint. The Iowa Department of Administrative Services – Human Resources Enterprise shall have the authority to conduct an investigation of practices prohibited under this policy when the Chief Operating Officer has determined that the investigation is necessary and consistent with the intent of this policy. If the complaint involves allegations of systematic discrimination, the Iowa Department of Administrative Services – Human Resources Enterprise may investigate the complaint, or supervise the investigation conducted by the agency implicated.

Corrective action shall be taken immediately to remedy violations of this policy, whenever warranted, up to and including the discharge of parties whose conduct violates this policy. A manager or supervisor who fails to properly act upon complaints or who has personal knowledge of a violation of this policy and fails to take appropriate action, shall be subject to disciplinary action up to and including discharge.

A copy of any complaint received, and its resolution shall be forwarded to the Chief Operating Officer of the Department of Administrative Services – Human Resources Enterprise within ten working days after receipt of the complaint. Interim reports will be provided to the Chief Operating Officer of the Iowa Department of Administrative Services – Human Resources Enterprise, as requested.

3. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation:

The DHS commitment to diversity is evident in our practices and procedures. The agency reinforces this commitment throughout our facilities with both English and

FY 2010-11 Diversity Progress Plan and Report

Spanish posters stating the agency's Non-Discrimination policy regarding employment practices and provision of services. The posters provide detailed directions for filing a complaint.

DHS employees receive a copy of or are given a link to the DHS Employee Handbook upon hire and are to review on an annual basis. Specific relevant passages are as follows:

Part A.
General Information

Introduction

No single set of rules and procedures can fully cover all the possible circumstances that may arise in the course of employment relationships. Whatever the circumstances, our expectation is that everyone should apply the Handbook in accordance with the following principles:

1. The DHS is an equal opportunity employer. It is the responsibility of managers and colleagues to ensure that no member of the DHS staff receives less favorable treatment than any other, or is subjected to abuse, harassment, embarrassment or discomfort, on the grounds of race, color, ethnic or national origins, sex, religion, age or disability or political opinions or affiliations. In all cases it is essential to apply provisions of the Handbook in accordance with this commitment to fair treatment and equality of opportunity for staff.

Code of Conduct

Employees are expected to conduct themselves in a manner that creates and maintains respect for the DHS, their co-workers and the individuals served. Employees are expected to maintain high standards of behavior in both their personal and official activities. The Department prohibits any unethical or illegal conduct by an employee on or off duty that affects or has the potential to affect the Department. Employees have a duty to report unethical or illegal activity, relating to state employment, to their Supervisor, Appointing Authority or Department Director. Reports may also be e-mailed to: stopit@dhs.state.ia.us.

Part D.
Employee Responsibilities and Work Rules
General Standards of Conduct and Work Rules

D – 21 Equal Opportunity, Affirmative Action, and Anti-Discrimination

It is the policy of the Department to provide equal treatment in employment and provision of services to applicants, employees and clients without regard to race, color, national origin, sex, sexual orientation, gender identity, religion, age, disability or veteran status. The Department provides equal opportunity in recruitment, hiring, training, promotion, transfer, compensation, and all other terms and conditions of employment. See Addendum #6, Executive Order Number 18, and Addendum #7, State of Iowa Equal Opportunity, Affirmative Action, and Anti-Discrimination Policy for Executive

FY 2010-11 Diversity Progress Plan and Report

DAS-HRE Handbook, and Iowa Department of Human Services, Title 21 Personnel Management, Chapter A, Equal Employment Opportunity/Affirmative Action,
http://www.dhs.state.ia.us/dhs2005/dhs_homepage/docs/equal_opportunity.pdf

For more information or to file a complaint, contact:

Human Resource Bureau

FY 2010-11 Diversity Progress Plan and Report

Section 2	Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

FY 2010 Progress: The DHS hiring and promotional practices adhere to the contractual obligations outlined in both the AFSCME and IUP collective bargaining agreements. DHS vacancies are posted through the State of Iowa website. In addition to the state website posting, the agency conducts targeted national recruitment campaigns directed at medical professionals, for example, or at-will positions. These recruitment campaigns may include posting position vacancy notices with professional associations or organization websites, as well as reaching out to local or regional minority networks to promote awareness of DHS employment opportunities. Regardless of the marketing vehicle, DHS hiring notices reaffirm the agencies commitment to EEO/AA.

During fiscal year 2010, DHS reorganized the agency in order to meet mandated budgetary constraints and legislatively enacted staffing ratios. The result of this reorganization is a new field and central office structure. The DHS Human Resources Bureau, previously housed within the Division of Results Based Accountability, which was disbanded during the reorganization, and the DHS HR Staff were assigned to the Deputy Director of Administration. This new reporting structure allows the organization to refocus the HR efforts and design a value-added Human Resources function that supports the agency mission.

The reorganization of FY 2010 required that DHS layoff select field positions. During this same time period, the State began to offer the State Employee Retirement Incentive Program (SERIP). The combination of these two events limited DHS hiring activity. The hiring that was accomplished was done within the current hiring and promotional practices.

The current practice for DHS vacancies is to post positions on the state of Iowa website after contractual transfer requirements have been exhausted, if applicable. DAS-HRE provides the hiring authority with a list of qualified candidates, which are scored by the respective hiring team based on predetermined criteria assessing knowledge, skills and abilities. The DHS hiring team selects candidates determined by the K/S/A scoring criteria and begins the interview process. Applicants with veteran status or disability status are given appropriate consideration.

FY 2010-11 Diversity Progress Plan and Report

The environment of 2010 was not conducive to diversity progress. The Department of Management instituted a statewide "soft hiring freeze" during FY 2010 through the expansion of agency hiring justification requirements with additional rules limiting the filling of vacated SERIP positions plus imposed salary restrictions. The result was very limited hiring activity. Add to this series of events, the layoff and restructuring of the agency that was occurring simultaneously, and DHS employees had limited options for career advancement. Likewise, few positions were posted for external applicants due to recall or other reduction in force contractual entitlements. The DHS continues to adhere to the DOM/DAS hiring justification process.

DHS continues as the leading State agency for female employment with a 73% rate of females. 64% of the DHS female population is in management roles. DHS meets or exceeds state rates for female employment except in the trade's category. Efforts to increase this category are limited by the lack of a female labor pool within the fields of electrician, plumber, or HVAC. The agency's commitment to diversity is reflected in our numbers: DHS is at a 5.56% rate of minority employment which has continually increased over the last two years. 2% of the agency's minority population is in the EEO category 1 (Official/Administrator) and 6% is in EEO category 2 (Professional) which indicates that minorities are frequently poised for promotional development.

FY 2011 Plans: The DHS reorganization has allowed the agency to re-think how we have been conducting business and how we need to conduct business in the future in order to meet the needs of the populations we serve within the budgetary limitations. The reorganization focused agency attention to the importance and benefits of a highly skilled employee population who will be challenged with increased demand for services and reduced staff. The agency is refocusing efforts to develop a meaningful workforce plan which will analyze current hiring and promotional processes, employee performance and development, knowledge transfer processes, succession planning, and other programs to ensure that the agency's workforce meets current demands while positioning for the future.

The Department of Management's "soft hiring freeze" has not been lifted and will continue to present a challenge to further diversity. With limited approval of vacancies, the agency will be challenged to achieve increases in minority or PWD numerical goals.

Program development resulting from the Workforce Plan may further enhance the agency's continued progress to increase the minority employee population and the number of persons with disabilities within the agency.

DHS remains committed and will continually strive to employ a dynamic and diverse workforce.

FY 2010-11 Diversity Progress Plan and Report

Section 3	Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress: The DHS continues to support the Governor's commitment to achieve and maintain a diverse workforce in state government detailed in Executive Order 4. The agency strives to hire the best and to develop a dynamic workforce that is representative of the population we serve. During fiscal year 2010, the department extended an invitation to the Iowa Vocational Rehabilitation Services (IVRS) agency to meet and explore options designed to increase employment opportunities to people with disabilities (PWD). Beginning with the SERIP vacancies, DHS networked with IVRS to identify and encourage PWD candidates to apply for DHS positions.

FY 2011 Plan: The agency will continue to partner with IVRS and agencies both locally and on a national level to increase PWD diversity within the department.

Further plans to increase diversity may be formulated through the Workforce Planning that is scheduled to occur FY2011.

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress: In compliance with Executive Order 4, DHS management attended the mandated diversity training conducted by the Department of Administrative Services, which reinforced diversity awareness.

FY 2011 Plan: DHS will research diversity training options for the employee population and incorporate diversity training into the On-Boarding process which is currently in development.

FY 2010-11 Diversity Progress Plan and Report

Section 5	Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress During the initial stages of the SERIP process, DHS met with Iowa Vocational Rehabilitation and the Commission of the Blind to discuss options designed to increase the presence of Persons with Disabilities. As a result, DHS partners with IVRS to ensure that PWD applicants are aware of and encouraged to apply for DHS vacancies. DHS vacancies are posted within the state of Iowa's website and through the Brass Ring application; hiring authorities are provided a list of qualified applicants noting those applicants self reporting a disability or veteran status.

FY 2011 Plan: The DHS will continue to utilize the state of Iowa website to provide notice to prospective applicants of employment opportunities with the agency, as well as local or national associations and organizations to increase and promote careers with DHS.

Further plans to increase diversity may be formulated through the Workforce Planning that is scheduled to occur FY2011.

FY 2010-11 Diversity Progress Plan and Report

Section 6	Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress: During fiscal year 2010, DHS volunteered the time and efforts of Susan Hase, Office of Human Resources Executive Officer 2, to assume the role of Co-Chair for the Iowa Mosaic Diversity Conference. This conference continues to be the premier event within the state to celebrate and share the successes of Iowa's diversity efforts.

FY 2011 Plan: Further plans to increase diversity may be formulated through the Workforce Planning that is scheduled to occur FY2011.

FY 2010-11 Diversity Progress Plan and Report

Section 7	Attachments

Attachment A

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Summary

Attachment B

Topic

Summary

Attachment C

Topic

Summary

FY 2010-11 Diversity Progress Plan and Report

Section 8	Signature Page

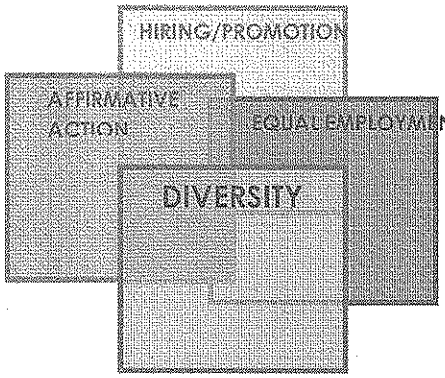
Jan Clausen Deputy Director for Administration, DHS

Agency Head, Name and Title (please print)

Jan Clausen 9/1/10

Agency Head Signature **Date**

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st.** Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: Iowa Department of Justice

Person Submitting Report: Eric Tabor

Please Print Name: Eric Tabor

Please Sign Name:

Phone: (515)281-5191

Section 1	Policy Statement and Administrative Plan

FY 2010-11 Diversity Progress Plan and Report

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

Administrative Plan

Name, job title, and contact information for the responsible EEO AA official:

Eric Tabor, Chief of Staff, Eric.Tabor@Iowa.gov

Section 2	Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

Actions to increase diversity through recruitment and hiring include the following:

- **Increase advertisement in minority and female publications and on web sites of organizations of women and minority lawyers.**
- **Increase advertisement in law school recruitment offices and publications of minority and women law students.**
- **Encouraging and supporting current female and minority attorneys to network in their professional organizations to promote recruitment.**
- **Post jobs with statements encouraging women, minority, and disabled individuals to apply.**
- **Send job announcements to the Department of the Blind, the Division of Vocational Rehabilitation Services and the Division of Persons with Disabilities and the Division of Deaf Services.**
- **Include a statement in all job announcements to encourage application by those with disabilities and list the Iowa Relay phone number in job announcements.**
- **Expand recruitment to include other groups such as community advocacy groups.**

FY 2010-11 Diversity Progress Plan and Report

Section 3 Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

In addition to the recruitment steps outlined in section 2, the Department's actions to increase diversity include the following relating to retention:

- **Provide flexibility with part-time hours and flexible schedules.**
- **Improve the Department's career development and training programs.**
- **Conducting exit interviews in most, if not all, staff departures in order to determine whether conditions are conducive to a diverse workforce.**
- **Maintain awareness of parking and work area needs for persons with disabilities.**

Section 4 Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

The Department has required its managers to take diversity training. The Department will expand that training to other employees in the coming year.

The Department will notify all staff of diversity related cultural and educational opportunities and encourage attendance as the budget permits.

FY 2010-11 Diversity Progress Plan and Report

STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st.** Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: Department of Inspections and Appeals

Division (if applicable):

Person Submitting Report: Betty Tschetter

Please Print Name: Betty Tschetter

Please Sign Name: Betty Tschetter

Phone: 515-281-3659

FY 2010-11 Diversity Progress Plan and Report

Section 1	Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Administrative Plan

1. How your policy will be implemented:

The policy will be reinforced with Managers and Supervisors when hired and reinforced at periodic management meetings. All employees receive a copy of the employee handbook which includes the Equal Opportunity, Affirmative Action, and Anti-Discrimination Policy. Any issues that arise will be addressed by appropriate management staff.

2. Name, job title, and contact information for the responsible EEO AA official:

Betty Tschetter
Human Resources Manager
Phone: 515-281-3659
FAX: 515-242-6863
Email: betty.tschetter@dia.iowa.gov

3. Describe your agency's system for auditing and reporting diversity issues:

Each hiring supervisor has been made aware of the Department's commitment to a welcoming environment for all employees. Hiring supervisors share information on all well qualified applicants that were not hired, but may be available for future openings. The Department Director approves each hire after reviewing qualifications of the top candidates.

FY 2010-11 Diversity Progress Plan and Report

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation:

The plan will be distributed annually via email to each employee.

FY 2010-11 Diversity Progress Plan and Report

Section 2	Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

All merit covered vacancies are listed on the DAS/HRE website for application as well as posted on the DIA website. Positions are distributed to a list of contacts from Department of Human Rights, Vocational Rehabilitation Division of the Department of Education, and Department for the Blind.

While the Department is committed to internal promotions when warranted, outside recruitment is used for many positions to increase the opportunity for additional candidates to apply and be considered.

FY 2010 Progress

FY2010 progress was limited due to holding positions open to assist with budgetary issues and due to a large amount of retirements. Some positions will not be refilled and the majority of those that are being refilled will be refilled in FY2011.

FY 2011 Plans

Continue the same recruitment process and continue to make hiring supervisors aware of the benefits of a diverse workforce and welcoming environment for all employees. Additional employment advertising in targeted media may be used for difficult to recruit positions.

FY 2010-11 Diversity Progress Plan and Report

Section 3 | Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

Email communication on openings to Department of Human Rights, Vocational Rehabilitation Division of the Department of Education, and Department for the Blind.

Use of selective certification, when warranted

FY 2010 Progress

FY2010 progress was limited due to holding positions open to assist with budgetary issues and due to a large amount of retirements. Some positions will not be refilled and the majority of those that are being refilled will be refilled in FY2011.

FY 2011 Plan

Consider converting some full time openings to two half time openings or decreasing the work week to fewer hours to increase the applicants by considering those that do not want to work full time.

Continue to use exit interviews and personal meetings between employees and supervisors/management to provide additional ways to be more welcoming to all applicants/current employees.

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

All employees and managers attended Diversity Training provided by the Department of Administrative Services.

FY 2010 Progress

All employees hired before January 1, 2010 attended diversity training. Many employees reported positive interactions from the training and felt the information provided would benefit them in their current position.

FY 2011 Plan

No additional diversity training has been identified at this point due to budget. The cost of the training, the cost of the travel to the training, and time away from work is prohibitive.

Leadership will continue to emphasize the need for diversity in hiring during periodic management meetings and when individual positions become vacant and are approved for hiring.

FY 2010-11 Diversity Progress Plan and Report

Section 5 Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

The Department is pleased to report that email distribution of vacancy announcements has increased the names on the certification lists. Because the Department is not underutilized for minorities and females, those applicants are not identified as such on the certification lists so it is unknown whether the additional applicants meet those criteria.

FY 2010 Progress

FY2010 progress was limited due to holding positions open to assist with budgetary issues and due to a large amount of retirements. Some positions will not be refilled and the majority of those that are being refilled will be refilled in FY2011.

The Department utilized the ISU employment portal for one vacancy and advertised on Craigs List for another. The ISU employment portal appeared to result in more recent graduates applying for the position. Craigs List did not appear to add applicants.

FY 2011 Plan

Email distribution has recently been updated to include representatives of Vocational Rehabilitation and Department of the Blind in an effort to recruit persons with disabilities. The Department will look for additional opportunities to use complimentary or low-cost websites for vacancy announcements.

FY 2010-11 Diversity Progress Plan and Report

Section 6 | Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress

No targeted recruitment was conducted.

FY 2011 Plan

No additional specific targeted recruitment is planned for FY2011 at this time.

FY 2010-11 Diversity Progress Plan and Report

Section 7	Attachments

Attachment A

Topic

Summary

Attachment B

Topic

Summary

Attachment C

Topic

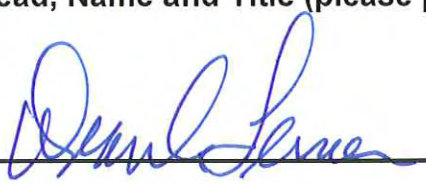
Summary

FY 2010-11 Diversity Progress Plan and Report

Section 8	Signature Page

Dean A. Lerner

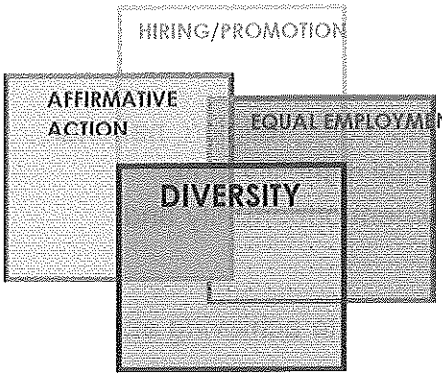
Agency Head, Name and Title (please print)



9-21-2010

Agency Head Signature **Date**

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st.** Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: Iowa Communications Network

Division (if applicable): Interim Executive Director

Person Submitting Report: David Lingren

Please Print Name: David Lingren

Please Sign Name:

Phone: 515-725-4707

RECEIVED
AUG 18 2010
IA DEPT. OF
ADMINISTRATIVE SERVICES

FY 2010-11 Diversity Progress Plan and Report

Section 1 | Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

Administrative Plan

1. How your policy will be implemented:

   The Iowa Communications Network is dedicated to insuring fair and standard hiring practices are used consistently to insure the most qualified candidate is hired without regard to race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability. All notes, scoring matrixes, and documentations made throughout the hiring process are maintained for the purpose of supporting the final decision for hiring.

   ICN has experienced a high success rate with diversifying its workforce in the past year and will continue to uphold the current practices being used not only to diversify its workforce but to maintain the new recruits by insuring that there is a sense of inclusiveness and importance to the team as an employee of Iowa Communications Network.

   Managers will continue to assess individual needs and offer training to employees in order to meet the changing demands of their jobs and to insure they have the tools/skills necessary to be successful and feel valued.

FY 2010-11 Diversity Progress Plan and Report

2. Name, job title, and contact information for the responsible EEO AA official:

Pam Broyles, Human Resources Associate
Desk Phone: 515-725-4612
FAX: 515-725-4774
pam.broyles@iowa.gov

3. Describe your agency's system for auditing and reporting diversity issues:

In the event that any should surface, we would contact either Adam Humes with the Attorney General's Office or Robin Jenkins, the Recruitment and Retention Specialist at DAS-Human Resources Enterprise, for guidance, depending on the situation. Robin is very knowledgeable and resourceful, and has provided guidance during a previous audit that proved to be most helpful in the improvement of our documentation practices and records retention throughout the hiring process.

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation:

ICN consistently advertises with the Iowa Bystander (African-American weekly publication) and El Communicador (Hispanic – publication in Spanish) for vacancies open to all applicants, as well as with the Des Moines Register and JobDig.

FY 2010-11 Diversity Progress Plan and Report

All newspaper/radio advertisements and publications sent to multi-cultural organizations designate ICN as an EEO/Affirmative Action Employer.

FY 2010-11 Diversity Progress Plan and Report

Section 2	Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

FY 2010 Progress

The Executive Director gives directive to Division Administrator when to fill a vacancy. The hiring manager writes a justification for hiring to place on file. If the duties of the vacancy have changed, the Division Administrator updates the Position Description Questionnaire and/or requests the position be reclassified. Once the appropriate classification and PDQ have been established, the Hiring Steps in compliance with the AFSCME Collective Bargaining Agreement are followed for contract covered and non-contract covered positions. http://das.hre.iowa.gov/documents/MS_manual/552-0492_steps_in_hiring_process.pdf

After posting contract covered vacancy notice in accordance with AFSCME guidelines, if no bid is received within 5 working days within the employing unit, and there are no transfer requests on file from other Executive Branch agencies, the position is posted on the Department of Administrative Services – Human Resources Enterprise website for at least 21 days (11 days beyond the DAS 10 day requirement) to allow sufficient time for response from special targeted organizations/populations.

Advertisements are routinely placed in the Des Moines Sunday Register, the Iowa Bystander (African-American publication), and the El Communicador (Hispanic publication in Spanish). Additional advertising is done through Juice (DM Register), Job Dig, Radio Spots (Job Dig), and occasionally other newspapers as deemed necessary to recruit the qualified candidates needed for the position.

FY 2010-11 Diversity Progress Plan and Report

The Personnel Assistant mails the Vacancy Announcement and details for how to apply to a distribution list of multi-cultural organizations, including women's organizations and gay/lesbian organizations, as well as to the Iowa Dept of Vocational Rehabilitation and the Dept for the Blind.

To help screen for the interviewing process it is a common practice for some of the hiring managers to send a set of questions to all of the qualified candidates, however this is not done 100% of the time. The questions are the same for each candidate. The manager creates a scoring matrix and scores the resumes/applications and all returned questionnaires (when applicable), giving extra points for veterans points. Sometimes an additional employee is designated to assist with scoring the resumes.

Interviews are scheduled with candidates based on the highest scores. There are usually 2-3 interviewers involved in the hiring process. Each interviewer on the team receives a binder containing resumes/cover letters/applications once the interviews have been scheduled.

Candidates are all asked the same questions. Again, the manager uses a scoring matrix for the interview questions & all interviewers' scores are averaged to obtain scores for each candidate interviewed. References are contacted by the hiring manager.

The Division Administrator discusses his/her decision with the Executive Director and with approval from the Executive Director, the position is offered to the most qualified candidate based on the highest score and results, taking references into consideration.

The Personnel Assistant keeps an on-going record of the steps taken by each manager during the hiring process, and the Executive Director and Management Liaison for Personnel receives weekly updates from the PA throughout the entire hiring process.

FY 2010-11 Diversity Progress Plan and Report

A criminal background check is conducted on all employees at the time they are hired.

All documentation of applications, resumes, letters, interview questions, notes made by interviewers, score sheets and any other information gathered in the interview process are maintained in a locked file for three years.

Over the past year, the Personnel Assistant has included more information in the application files, to include advertisements, a copy of the Brass Ring vacancy posting, offer letters, Personnel Description Questionnaire, Classification Guidelines, in addition to the resumes, applications, scoring sheets, and supporting documentation throughout the screening and interviewing process.

FY 2011 Plans

Update/expand contacts for multi-cultural distribution list for the purpose of recruitment of underutilized populations.

Within the next fiscal year, Personnel Assistant will attend at least 2 diversity related functions to network and to heighten awareness of additional organizations for recruitment purposes.

FY 2010-11 Diversity Progress Plan and Report

Section 3	Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress

Personnel Assistant notifies Voc Rehab and Dept for the Blind whenever ICN is filling vacancies and acts as liaison between the counselor and the hiring manager to facilitate opportunity to hire persons with disabilities. We did not meet our goal this year. One of the referrals from Voc Rehab who ICN was interested in considering for an interview accepted a position with another state agency before we could offer her an interview.

Oct 28, 2009 – Personnel Assistant attended Vocational Rehabilitation Recognition Award for the Year, at which Preston Daniels gave a moving presentation on Diversity.

November 5, 2009 – Personnel Assistant participated in a Webinar Presentation: Veteran Recruitment Through the Veteran Career Network.

Routinely distributed vacancy announcements to multi-cultural and diverse organizations with instructions on how to apply.

Note: Budget constraints have impacted the decrease in the number of job fairs hosted/attended this fiscal year. There has been less need to advertise as we limit the number of vacancies filled as much as possible.

FY 2011 Plan

To engage employees in projects, meetings, and event planning to insure groups are diversified.

To partner with Vocational Rehabilitation and the Department for the Blind to recruit/hire an employee to fill at least one vacancy within the next year.

FY 2010-11 Diversity Progress Plan and Report

To continue expanding recruitment contacts to include more organizations/institutions in order to reach targeted populations that are underutilized.

To continue to utilize DAS-HRE's recruitment and retention specialist to place/retain underutilized populations in our workforce.

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

.

FY 2010 Progress – no additional training has been administered on diversity-related issues since all ICN employees participated in the mandated 2009 Diversity Training.

All new employees have been required to attend the Diversity Training for Employees provided by DAS – Human Resources Enterprise.

FY 2011 Plan – Hiring Managers/Supervisors will attend the Diversity Training for Managers provided by the DAS – Human Resources Enterprise prior to the end of FY 2011.

Continue to require new employees to attend the Diversity Training for Employees within a few months of their hire date.

Utilize at least one of the four employee enrichment events to engage employees in multi-cultural awareness activities/schedule presentation from an organization on cultural issues (these internal events are conducted quarterly)

FY 2010-11 Diversity Progress Plan and Report

Section 5	Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress

Of the 10 promotional/non-promotional hires in 2010,

1 Female hired in underutilized classification for Telecom Specialist Sr

1 Female hired in underutilized classification for Telecom Technical Enterprise Expert

1 African-American female hired as an Administrative Assistant 2

1 African-American female/1 African-American male intern hired

1 Female hired as Telecommunications Administrator

Managers continue to utilize standard hiring practices for all candidates, and offers are made to the most qualified individuals without regard to race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability.

FY 2011 Plan

Continue to extend vacancy posting through the DAS employment website 11 days past the required 10 days to allow additional time to inform underutilized populations of employment opportunities with the Iowa Communications Network.

FY 2010-11 Diversity Progress Plan and Report

Section 6	Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress – no other efforts undertaken during this period than those already designated in Sections 3, 4, and 5.

FY 2011 Plan

No additional plans from those already stated above in Section 3.

FY 2010-11 Diversity Progress Plan and Report

Section 7	Attachments

Attachment A

Topic

Summary

Attachment B

Topic

Summary

Attachment C

Topic

Summary

FY 2010-11 Diversity Progress Plan and Report

Section 8	Signature Page

David L Lingren, Interim Executive Director

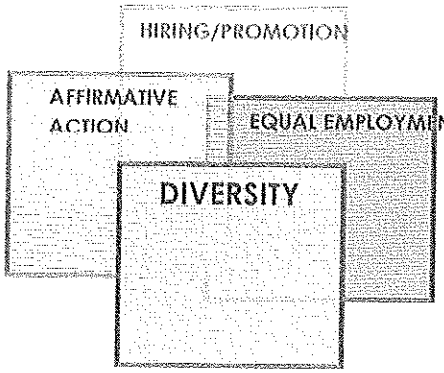
Agency Head, Name and Title (please print)

8-16-10

Agency Head Signature **Date**

35

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st.** Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: Iowa Finance Authority

Division (if applicable):

Person Submitting Report: Christine Wetzler

Please Print Name: Christine Wetzler

Please Sign Name: Christine Wetzler

Phone: (515)725-4966

FY 2010-11 Diversity Progress Plan and Report

Section 1 | Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

Employment Practices Policy Statement

It is the policy of the Iowa Finance Authority to promote and ensure equal employment opportunity for all persons regardless of race, color, gender, national origin, religion, age, disability, or sexual orientation.

Equal employment opportunity principles will govern all aspects of the Iowa Finance Authority's personnel policies, program practices, and operations. All phases of employment, including recruitment, hiring, evaluation, promotion, transfer, assignment, training, benefits, and separation shall be conducted in compliance with equal employment opportunity laws, regulations, and in the spirit of creating a welcoming and diverse workplace.

Administrative Plan

1. How your policy will be implemented:
   According to IFA's employment practices and hiring guidelines see attachment A.

2. Name, job title, and contact information for the responsible EEO AA official:
   Christine Wetzler, HR Manager and Lori Beary, Community Development Director

3. Describe your agency's system for auditing and reporting diversity issues:
According to IFA's employment practices and hiring guidelines see attachment A.

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation: We use an internal intranet to communicate with all IFA employees.

FY 2010-11 Diversity Progress Plan and Report

Section 2	Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

FY 2010 Progress

See exhibit A

FY 2011 Plans

No changes to exhibit A

FY 2010-11 Diversity Progress Plan and Report

Section 3 | Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress

To create a more diverse welcoming work environment and to bring in persons with disabilities we have a relationship with a transitional employment service called the Passageways. Passageways helps persons with various mental & health issues transition slowly into the workforce. We have part-time positions that are filled with Passageway members. We used an affirmative action email list to get persons with disabilities to apply for our open positions

FY 2011 Plan

We will continue to use the above methods in FY 2011.

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress

We make staff aware of diversity training that is available through PDS and other opportunities encouraging attendance through email and/or IFA intranet postings.

FY 2011 Plan

We will continue the above in FY 2011.

FY 2010-11 Diversity Progress Plan and Report

Section 5 | Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress

To create a more diverse welcoming work environment and to bring in persons with disabilities we have a relationship with a transitional employment service called the Passageways. Passageways helps persons with various mental & health issues transition slowly into the workforce. We have part-time positions that are filled with Passageway members. We used an affirmative action email list to get persons with disabilities to apply for our open positions

FY 2011 Plan

We have two possible positions in our budget to hire in FY 2011 other then replacing employees who may leave due to various reasons and we plan on using the same above procedures that we used in FY 2010.

FY 2010-11 Diversity Progress Plan and Report

Section 6 | Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress

We use monthly lunch and learns to spread greater understanding of our programs and details of all staffs responsibilities. This gives employees a chance to meet other employees that they don't normally work with. This helps to create an understanding of what other employees do and a sense of what it might be like to walk in their shoes.

We have quarterly meetings/potlucks to inform employees of the latest IFA news. This helps employee's feel welcomed and gives them time to share about themselves and learn more about the people that they work with. Food and time is shared which helps employees connect with each other and to value their diversity. This is also a time that we celebrate weddings, births and other important events in employee's lives.

FY 2011 Plan

We plan on continuing the quarterly meetings/potlucks and lunch/learns. For FY 2011 however be would like some of the lunch and learns to be more geared toward diversity topics by having outside speakers present or to watch DVDs on relevant diversity topics.

FY 2010-11 Diversity Progress Plan and Report

Section 7	Attachments

Attachment A

Topic

Summary

Attachment B

Topic

Summary

Attachment C

Topic

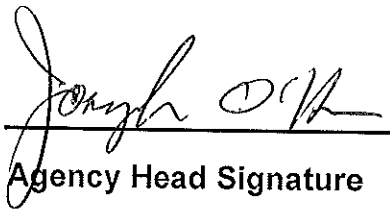
Summary

FY 2010-11 Diversity Progress Plan and Report

Section 8	Signature Page

Joe O'Hern, Executive Director

Agency Head, Name and Title (please print)



8/20/10

Agency Head Signature **Date**

Exhibit A

Employment Practices and Hiring Policy

Employment Practices and Hiring Policy

The Iowa Finance Authority's (IFA) mission is to finance, administer, advance and preserve affordable housing and to promote community and economic development for Iowans. Our staff is a committed group of individuals who are dedicated to this mission and who are passionate about our work to make Iowa a better place.

Our workforce must possess and demonstrate the necessary expertise to deliver that service. The recruitment and selection of talented and motivated employees is a primary factor in making that happen. We fully support the Equal Employment Opportunity and Affirmative Action Policy (EEO/AA) of the State of Iowa. The purpose of this document is to establish a department-wide policy that addresses how we will implement our commitment to EEO/AA and Executive Order Four to hire a diverse and competent workforce to serve the people of Iowa.

Employment Practices and Hiring Policy Statement

It is the policy of the Iowa Finance Authority to promote and ensure equal employment opportunity for all persons regardless of race, color, gender, national origin, religion, age, disability, or sexual orientation.

Equal employment opportunity principles will govern all aspects of the Iowa Finance Authority's personnel policies, program practices, and operations. All phases of employment, including recruitment, hiring, evaluation, promotion, transfer; assignment, training, benefits, and separation shall be conducted in compliance with equal employment opportunity laws, regulations, and in the spirit of creating a welcoming and diverse workplace.

Action Steps in the Hiring Process

1. **Position Establishment** – If a position needs to be refilled due to a resignation the hr manager, department director and the executive director determine if it is necessary to fill the position. If a new position is to be created due to the addition of a new program or duty the same 3 person just mentioned meet and discuss the necessity. If a new position is to be created it must be included in the budget and strategic plan.
2. **Contract Transfers and Recall** – Our HR Manager ensures that we following the steps in the hiring process for AFSCME whenever we fill a position that is covered by AFSCME. These steps are outlined on CFN 552-0492 R07/03.
3. **Development of Screening Plans, Devices, and Interview Methods** – We use a traditional interview method where every person interviewed is asked the same questions. Each hiring supervisor is responsible to scores all the resumes and interviews based on an unbiased rating system. The HR Manger does go through all the resumes and gives the hiring supervisor the applicants that meet the minimum qualifications.
4. **Testing** – We do not currently use any tests in our hiring process.
5. **Veteran's Preference** – Veteran's preference points are applied in the hiring process for during the resume scoring process We follow the section 4.35 of the Managers and Supervisors Manual and the IAC, Chapter 11-54.
6. **Vacancy Announcements and Advertising** – When it is decided to fill a position we post in house by using a formal job notice document that is put on our bulletin board in our lunch room and on our intra agency website for five days. Once we have gone through all the steps in the hiring processes if the position is covered by AFSCME then we decide to advertise if these processes don't give us the person we are looking for. We most often advertise on our website and on career builders website.
7. **Interviews** – Each hiring supervisor puts together their own questions for the interview process. They ask the same questions of each person and keeps notes on the answers. Usually the hiring supervisor handles the interviewing alone depending on the position. The executive director has the final say on who is hired. Sometimes the HR Manager and other managers are also involved in the process. Each interviewee is scored on how they answered the questions and their qualifications based on the job duties.
8. **Reference and Background Checks** – We do not do background checks. The HR Manger or hiring supervisor does the reference checks but only on the persons who they want to hire not on all resumes received.
9. **Applicant Notification** – The HR Mangers usually sends e-mail or letters to everyone who sends in a resume for a vacancy.
10. **Pre-Job Offer Decision Review** – The HR Manager, Executive Director and hiring manager all come to a final agreement on who to hire.

11. **Job Offers** – Job offers are usually made by the hiring supervise over the phone then followed up by a letter that has to be signed and returned.
12. **New Hires** –In the first 2 weeks of employment all new employees usually receive a job description and performance plan. They also receive a benefit orientation.
13. **Probationary Period** – Probationary employees are monitored closely in all aspects of their job to ensure performance is on track. Communication is handled timely so if there is a problem they may have time to adjust their behavior.

A. Promotional Guidelines

The Iowa Finance Authority is committed to having a diverse, qualified workforce that has the necessary competencies to perform the job. The following factors will be considered for potential promotional internal posting:

1. The hiring authority will determine where the requisite competencies and skill sets can be acquired within the Department, within state government, or externally. This will result in a strategy for hiring internally, within state government, or external to state government. Known, potential candidates, skill sets, persons holding related job titles, and similar factors will be considered in this assessment.
2. Whenever possible, the Department balances external hires with internal hires so that the workforce is comprised of a mix of new and experienced employees, and who represent a diverse blend of work experience and backgrounds.
3. When vacancies occur in underutilized job classes, before the posting is limited to internal candidates only, strong consideration must be given to whether there is an adequate potential internal candidate pool. Otherwise, external candidates will not only be considered but encouraged to apply through robust recruitment efforts.

B. Background and Reference Checks

Background checks will be conducted according to the IAC Chapter 11-54.

At least two checks of professional references are conducted on all external final candidates. When possible, these are candidates' current and previous employers within the past five years. Reference checks from current and prior supervisors will also be conducted on internal candidates who do not currently work for the hiring authority. Reference checks are considered a selection device, because they provide information leading to a potential employment decision; therefore, they must be job-related and involve critical competencies.

Since the State is considered one employer, when contacted by other state hiring authorities, department hiring authorities will provide timely, accurate, and comprehensive information about employees they have supervised or currently supervise.

C. Complaint Handling

The Department's policy concerning handling inquires or complaints about the hiring process will follow Section E of the State of Iowa Equal Opportunity, Affirmative Action, and Anti-Discrimination policy. The internal process is as follows:

1. All complaints from applicants for specific job openings will be forwarded to the hiring authority for response and then to the Executive Director, HR Manager and the Department's Personnel Officer for review if necessary.
2. All complaints from applicants for specific job openings will be answered within two working days of receipt. Where additional time may be necessary to adequately investigate the charges, the complainant will be notified within two days of receipt of the initial complaint that additional time to respond is necessary and will be provided an approximate response date.
3. All copies of complaints and subsequent responses will be filed and retained by the Department.
4. On an annual basis, the Community Development Director will review the file and report any trends or necessary follow-up to the Executive Director.
5. All complaints about the hiring process that do not concern specific job openings will be referred to previously identified management staff and the Department's Personnel Officer for review. The same time provisions outlined in #2 above prevail. Such complaints and the subsequent responses will be retained in a separate file from those concerning specific job openings but will also be reviewed annually per #4 above.
6. The Department will fully cooperate with the Department of Administrative Services – Human Resources Enterprise (DAS-HRE) staff in investigating and resolving complaints concerning the Department's hiring process received by DAS-HRE.

D. Records Retention and Confidentiality

All records relating to the hiring process will be maintained for three years in a secure location. (See Chapter 21 of the State of Iowa Applicant Screening Manual.)

It is expected that each person who is involved with the Department's hiring process respects the privacy of each applicant for each posted vacancy. This includes, but is not limited to, the following:

1. Do not divulge the names or other personal information about the applicants on the hire list to anyone not directly associated with the hiring process.
2. Do not discuss application information, selection process results, or information obtained during the interview with anyone not directly associated with the hiring process.
3. Retain application/applicant information, so that it is not readily visible to others not directly associated with the hiring process.

Roles and Responsibilities

Executive Director and direct reports

The Executive Director and direct reports will:

1. Receive diversity training and technical hiring process training.
2. Assure that the Position Description Questionnaire and individual performance plans of all individuals involved in the hiring process include duties and expectations of performance consistent with their level of involvement in the process.
3. Assure that all staff involved in the hiring process receive training consistent with their hiring duties and have reviewed the appropriate hiring-related resources.
4. Review all proposals to fill vacancies to assure that the organizational needs of the Department are met in terms of job design, reporting relationship, and funding authority.
5. Request and review all hiring justifications in the Division to assure that protected class applicants receive consideration for interview and hire. The Executive Director and Selecting Authority (hiring supervisor) will sign off on all final hiring decisions, whenever protected class applicants are not hired in underutilized job vacancies.
6. Maintain an organizational chart and list that identifies each individual in the division who is authorized to participate in the hiring process in each of the following areas:
    - Develops, modifies, and approves Position Description Questionnaires.
    - Implements the Department's Recruitment Plan.
    - Develops and approves screening and selection devices, including methods to screen hiring lists to select for interview and interview questions.
    - Utilizes appropriate screening devices and participates in the interview process.
    - Develops final hiring recommendations, including recommended offers of employment.

Supervisor (Hiring Authority)

Each Supervisor will:

1. Assure that all required action steps in the Department's hiring process listed above are followed properly.
2. Receive diversity training and technical hiring process training.

3. Assure that the Position Description Questionnaire correctly reflects the duties and responsibilities assigned to the vacant position.
4. Review the history of the applicant pool and turnover rate of the job class to determine what level of recruiting is needed in the current situation. Undertake recruitment actions as defined in the Department's Recruitment and Retention Plan.
5. Develop and/or review screening devices and scoring methods to be used to narrow the hiring list, based on the guidance provided in the Department of Administrative Services – Human Resources Enterprise (DAS-HRE) Applicant Screening Manual and other resources. Seeks additional DAS-HRE guidance as needed.
6. Develop and/or review interview questions and scoring methods to be used to conduct interviews.
7. Conduct interviews by establishing an interview panel that has been appropriately trained.
8. Conduct or oversee reference and background checks as described in this policy.
9. Develop recommendations regarding the selection of finalists and job offers.
10. Negotiate provisions of job offer with finalists as directed.
11. Retain all information, documents and forms listed in the Records Retention Policy below or provide this information to an identified agency person properly trained for records retention.
12. Participate in the orientation process, including formulation of development and individual performance plans and probationary performance evaluations.
13. Determine whether the employee will become permanent. (See Chapter 22 of the State of Iowa Applicant Screening Manual).

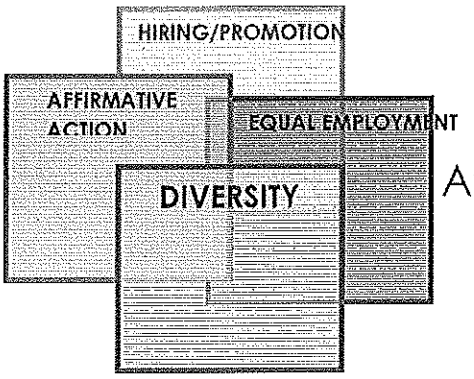
Human Resource Manager

Human Resource Manager will:

1. Provide assistance to the Supervisor consisting of facilitating and supporting the hiring process through preparation of communications, lists, forms, data entry into the applicant tracking system, record retention, and finalizing the appropriate forms to bring the new employee on board.
2. Receive diversity and/or technical hiring process training as directed by this policy.
3. Assure that all required action steps in the Department's hiring process listed above are followed properly.
4. Review the history of the applicant pool and turnover rate of the job class to determine what level of recruiting is needed in the current situation. Undertake recruitment actions as defined in the Department's Recruitment and Retention Plan.

5. Develop and/or review screening devices and scoring methods to be used to narrow the hiring list, based on the guidance provided in the Department of Administrative Services – Human Resources Enterprise (DAS-HRE) Applicant Screening Manual and other resources. Seeks additional DAS-HRE guidance as needed.
6. Develop and/or review interview questions and scoring methods to be used to conduct interviews.
7. Conduct interviews by establishing an interview panel that has been appropriately trained.
8. Conduct or oversee reference and background checks as described in this policy.
9. Develop recommendations regarding the selection of finalists and job offers.
10. Retain all information, documents and forms listed in the Records Retention Policy below or provide this information to an identified agency person properly trained for records retention.
11. Participate in the benefit orientation process.

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st.** Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: ILEA

Division (if applicable):

Person Submitting Report: E.A. "Penny" Westpall

Please Print Name:

Please Sign Name: E.A. "Penny" Westpall

Phone: 515-242-5214

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IA DEPT. OF
ADMINISTRATIVE SERVICES

FY 2010-11 Diversity Progress Plan and Report

Section 1	Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

Administrative Plan

1. How your policy will be implemented: Plan remains the same with cross training, lessons utilizing activities from Making a Difference with Diversity, and annual staff retreat. .

2. Name, job title, and contact information for the responsible EEO AA official:

   Penny Westfall, Director
   525-242-5357
   Penny.westfall@iowa.gov

3. Describe your agency's system for auditing and reporting diversity issues: ILEA provides DAS reporting protocols.

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation:

   Diversity plan is provided at staff meetings at least once a year.

FY 2010-11 Diversity Progress Plan and Report

Section 2	Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

FY 2010 Progress Use Brass Ring and DAS services. One female instructor hired during FY 2010.

FY 2011 Plans Hiring early retirement replacements. Will strive to find quality minority candidates.

FY 2010-11 Diversity Progress Plan and Report

Section 3	Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress – Working with DAS and Brass Ring

FY 2011 Plan – Working with DAS and Brass Ring

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress - Making a Difference with Diversity was presented at the annual staff retreat.

FY 2011 Plan - Diversity as it relates to Emotional Intelligence and Ego were presented at annual staff retreat.

FY 2010-11 Diversity Progress Plan and Report

Section 5	Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress – Used DAS and Brass Ring. A female instructor was hired.

FY 2011 Plan – Used DAS and Brass Ring. Still in hiring process. No minority candidates have applied at this time.

FY 2010-11 Diversity Progress Plan and Report

Section 6	Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress – Continue to provide Cultural diversity training to basic academy training officers.

FY 2011 Plan – Continue to provide Cultural Diversity training to basic academy training officers.

FY 2010-11 Diversity Progress Plan and Report

Section 7	Attachments

Attachment A

Topic

Summary

Attachment B

Topic

Summary

Attachment C

Topic

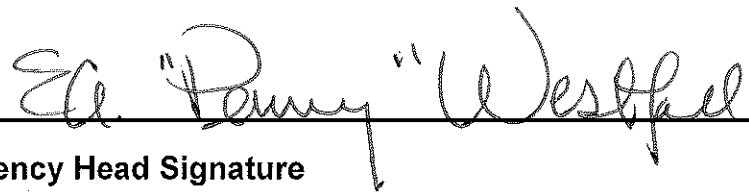
Summary

FY 2010-11 Diversity Progress Plan and Report

Section 8	Signature Page

E.A. "Penny" Westfall, Director

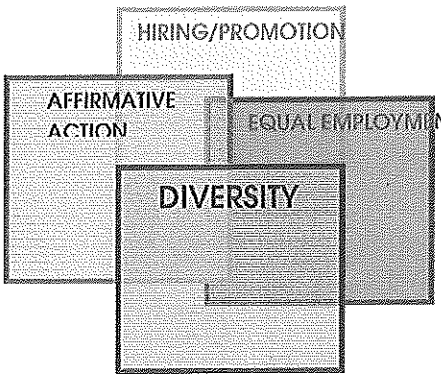
Agency Head, Name and Title (please print)



September 23, 2010

Agency Head Signature **Date**

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st.** Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: Iowa Lottery Authority

Division (if applicable):

Person Submitting Report: Molly Juffernbruch

Please Print Name: Molly Juffernbruch

Please Sign Name: Molly Juffernbruch

Phone: 515-725-7851

FY 2010-11 Diversity Progress Plan and Report

Section 1 | Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

By diversifying our workforce and broadening the dissemination of job postings to a larger section of the population, we hope to attract qualified, talented individuals with unique ideas that can assist us in responding to the changing needs of our retailers, players, and other stakeholders.

Administrative Plan

1. How your policy will be implemented:

   With a substantial loss of our workforce due to the State's early retirement plan, we are able to hire new employees. We are limited by DAS in the pre-screening of candidates, which reduces our ability to meet diversity and affirmative action goals. The hiring for most positions is a blind hiring. In hiring our three latest key employees, we have hired women, which has helped to diversify our management staff.

2. Name, job title, and contact information for the responsible EEO AA official:

   Molly Juffernbruch
   Vice President, General Counsel for the Iowa Lottery
   2323 Grand Avenue
   Des Moines, IA 50312
   mjuffernbruch@ialottery.com
   (515) 725-7851

3. Describe your agency's system for auditing and reporting diversity issues:

   We annually review and assess the diversity of our workplace. If other issues involving diversity are reported we investigate them and attempt to resolve them. The Lottery also conducts exit interviews upon the departure of employees, in part,

FY 2010-11 Diversity Progress Plan and Report

to assess any issues employees might have with diversity issues. In FY 2010, our annual meeting contains a component to address employee satisfaction and suggestions for improvement in all areas.

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation:

   New employees attend diversity training through DAS. We are also planning to have diversity training at the next annual meeting.

FY 2010-11 Diversity Progress Plan and Report

Section 2	Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

FY 2010 Progress

In hiring new employees, the Lottery follows DAS guidelines, advertises select positions, and posts positions on our website and EDRN website. We then conduct interviews of qualified applicants and follow a strict scoring framework so as to treat each applicant fairly and equally.

Promotions are handled in a similar manner.

FY 2011 Plans

Same as above.

FY 2010-11 Diversity Progress Plan and Report

Section 3	Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress

Consider diversity whenever possible and legal in the hiring and recruiting process. We hired three female key employees, including two on the management team. Our CFO was an internal promotion of a female and our VP of security is a Hispanic male. Our management team is currently comprised of five men (one of Hispanic origin) and four women.

FY 2011 Plan

Continue filling any open positions with diverse qualified applicants to the best of our abilities.

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress

Send new employees to diversity training through DAS.

FY 2011 Plan

Add an in-house training on diversity at the annual meeting.

FY 2010-11 Diversity Progress Plan and Report

Section 5	Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress

Continue to use the screening and scoring procedure required by DAS. Post on Employer's Disability Resource Network and Lottery website.

FY 2011 Plan

Same.

FY 2010-11 Diversity Progress Plan and Report

Section 6 | Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress

We have evaluated the best practices of other agencies.

FY 2011 Plan

Continue to hire qualified diverse people when possible to enhance our workplace environment.

FY 2010-11 Diversity Progress Plan and Report

Section 7	Attachments

Attachment A

Topic

Summary

Attachment B

Topic

Summary

Attachment C

Topic

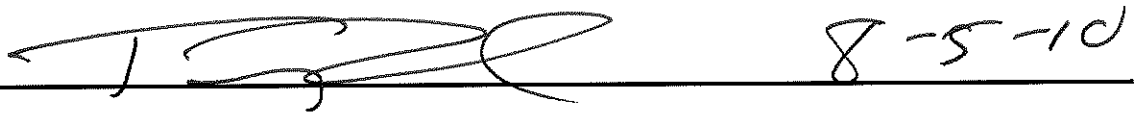
Summary

FY 2010-11 Diversity Progress Plan and Report

Section 8	Signature Page

Terry Rich, CEO, Iowa Lottery

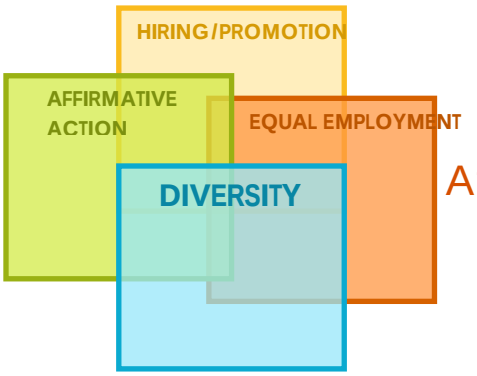
Agency Head, Name and Title (please print)



8-5-10

Agency Head Signature **Date**

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA

DIVERSITY PLAN AND REPORT

Affirmative Action/Equal Employment

FY 2010 Progress

FY 2011 Plan

Submitting Agency: Iowa Public Employees' Retirement System (IPERS)

Person Submitting Report: Darla Iverson

Phone: 515-281-0056

FY 2010-11 Diversity Progress Plan and Report

Section 1	Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Diversity in our workforce has always been a strength of IPERS and we must continue to proactively manage it to ensure continued diversity.

IPERS has a long-term strategic objective to match people, skills, and positions with changing priorities and needs. Diversity will be a key component in meeting this objective as we continue to see the aging of the baby boomer generation and a more diverse labor force.

Administrative Plan

1. How your policy will be implemented:

   IPERS management strives to create an intentional organizational culture that positively reflects the above policy. This is accomplished through communication sharing at the management, supervisory, and staff levels. Also, IPERS has committed to ensure that all current and any newly hired staff are trained and sensitized concerning diversity. IPERS is careful to accurately reflect the range of diversity of our membership when designing communication materials.

2. Name, job title, and contact information for the responsible EEO AA official:

   Darla Iverson, Chief Financial Officer

   515-281-0056

   darla.iverson@ipers.org

3. Describe your agency's system for auditing and reporting diversity issues:

FY 2010-11 Diversity Progress Plan and Report

All supervisors are expected to monitor and address any staff activities that may violate the letter and/or the intent of the diversity policy.

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation:

IPERS requires diversity training for all current and newly hired staff. IPERS conducts all-staff meetings at which many topics, including diversity, are discussed.

FY 2010-11 Diversity Progress Plan and Report

Section 2	Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

FY 2010 Progress

IPERS did not materially change the hiring and promotion practices as previously submitted to DAS.

FY 2011 Plans

IPERS intends to thoroughly analyze and update the hiring and promotions practices documentation during FY 11.

FY 2010-11 Diversity Progress Plan and Report

Section 3	Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress

Supervisors were expected to monitor activities to ensure compliance with the diversity policy and there were no negative incidents reported. Member and employer communication materials that needed to be revised in FY10 were examined to ensure they reflected diversity.

FY 2011 Plan

IPERS, along with all other state agencies, is underutilized in our work force for persons with disabilities. Better data collection and information management should create a clearer picture of the issue. We look forward to DAS performing another survey of staff to identify current employees who may classify themselves as persons with a disability.

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress

The vast majority of employees attended diversity training in FY09.

FY 2011 Plan

IPERS will ensure that new employees who have not recently attended diversity training receive training.

FY 2010-11 Diversity Progress Plan and Report

Section 5	Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress

During FY 10 IPERS filled four positions (three new hires and one internal promotion). We were not underutilized in FY10. Also during FY 10, IPERS had a high employee retention rate and only lost two employees due to retirement.

FY 2011 Plan

IPERS has been holding several positions vacant for quite some time as we implement a new benefits administration system. The underlying business processes have been examined and new technology is being implemented. Both of these factors will lead to changes in how work is performed at IPERS. The new benefits administration system will be implemented during FY11 and it will become clear what type of staff need to be hired to perform the work and support IPERS. Current plans are to fill approximately ten positions in FY11. IPERS will utilize DAS recruitment to increase the diversity of the pool of applicants.

FY 2010-11 Diversity Progress Plan and Report

Section 6	Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress

IPERS is not underutilized in any category other than persons with a disability. IPERS must proactively manage the work force to ensure such levels are maintained. IPERS must ensure that the internal labor force represents the diversity of the overall IPERS' membership.

FY 2011 Plan

IPERS will continue to monitor diversity levels using the reports provided by DAS. We also encourage DAS to perform another staff survey to collect better and more current data on staff that may classify themselves as persons with a disability. We will also encourage diversity through proactively managing the organizational culture, encouraging communication and supporting activities that result in positive staff interactions.

FY 2010-11 Diversity Progress Plan and Report

Section 7	Attachments

Attachment A

Topic

Summary

Attachment B

Topic

Summary

Attachment C

Topic

Summary

FY 2010-11 Diversity Progress Plan and Report

Section 8	Signature Page

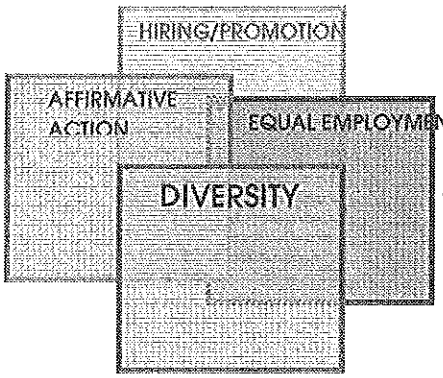
Donna M. Mueller, CEO

Agency Head, Name and Title (please print)

9-15-10

Agency Head Signature **Date**

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st**. Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: *Iowa Public Television*

Division (if applicable):

Person Submitting Report: *Molly M. Phillips*

Please Print Name: *Molly M. Phillips*

Please Sign Name: Molly M. Phillips

Phone: *(515)242-3120*

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IA DEPT. OF
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FY 2010-11 Diversity Progress Plan and Report

Section 1 | Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

Administrative Plan

1. How your policy will be implemented:
   A copy of the policy has been given to each employee. Also, copies of the policy are posted on bulletin boards.

2. Name, job title, and contact information for the responsible EEO AA official:
   Molly M. Phillips
   Director of Communications and Community Engagement
   Iowa Public Television
   PO Box 6450
   Johnston, IA 50131
   (515)242-3120
   molly@iptv.org

3. Describe your agency's system for auditing and reporting diversity issues:
   All hires are approved by the Executive Director before there is an offer given. The FCC has very specific reporting details that we must complete for every position.

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation:
   Our Board has a copy of the policy in their Board Book. All employees have a copy of the policy. EEO/AAE notice is on our job postings and on our website, http://www.iptv.org/about_company_employment.cfm.

FY 2010-11 Diversity Progress Plan and Report

Section 2	Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

FY 2010 Progress
No hires.

FY 2011 Plans
No changes in our hiring practices.

FY 2010-11 Diversity Progress Plan and Report

Section 3	Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress

We send all non-merit position openings to over 100 specific targets, such as minority groups, colleges, college instructors, etc. The FCC requires us to have very specific recruiting plans so there is a large applicant pool for each job opening.

FY 2011 Plan

Same as 2010.

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress

In 2009, all employees participated in the state's diversity training.

FY 2011 Plan

When there is a position we are hiring for, I talk with the hiring supervisor about diversity issues. We also talk about specific diversity sources that our job opening announcement can be sent to.

FY 2010-11 Diversity Progress Plan and Report

Section 5	Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress
We had no hirings.

FY 2011 Plan
We are hopeful to make hires for a couple positions. Our team of Directors has discussed the important need for diversity in our workforce. We will recruit extensively with minority organizations for our non-merit positions.

FY 2010-11 Diversity Progress Plan and Report

Section 6	Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress
None

FY 2011 Plan
None

FY 2010-11 Diversity Progress Plan and Report

Section 7	Attachments

Attachment A

Topic

Summary

Attachment B

Topic

Summary

Attachment C

Topic

Summary

FY 2010-11 Diversity Progress Plan and Report

Section 8	Signature Page

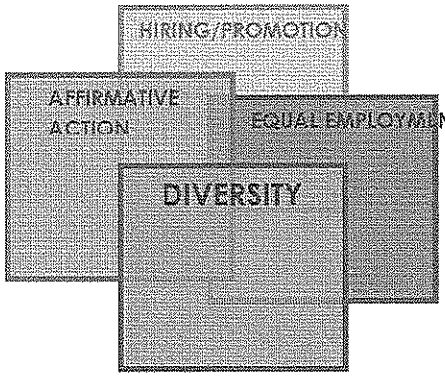
Daniel K. Miller, Executive Director and General Manager

Agency Head, Name and Title (please print)

Daniel K. Miller 11/5/10

Agency Head Signature **Date**

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st**. Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: Department of Management

Division (if applicable):

Person Submitting Report: Richard Oshlo

Please Print Name: Richard Oshlo

Please Sign Name: Richard Oshlo

Phone: (515) 281-5201

FY 2010-11 Diversity Progress Plan and Report

Section 1 | Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

Administrative Plan

1. How your policy will be implemented:
   The Department of Management is an equal opportunity, affirmative action employer. It is the intent of the DOM to hire persons and promote employees based on their qualifications for the position, and potential for further growth within the agency and the State. DOM also encourages and targets the employment and promotion of persons in Protect Classes; i.e., female, minority and persons with disabilities, where the job class is underutilized, as determined by the Iowa Department of Administrative Services – Human Resources Enterprise (HRE).

2. Name, job title, and contact information for the responsible EEO AA official:
   Linda Leto, Performance Based Results Administrator
   (515)281-3853

3. Describe your agency's system for auditing and reporting diversity issues:
   The DOM adheres to the state's Equal Opportunity Affirmative Action and Anti-Discrimination Policy. In this policy, the complaint procedure is outlined as: Any person who feels that he or she has been denied an employment opportunity because of race, creed, color, religion, sex, national origin, age, or physical or mental disability has the right and is encouraged, to file a complaint with the person's department, pursuant to the department's grievance procedure. A person may also file a complaint with the Iowa Civil Rights Commission or the appropriate federal enforcement agency. There shall be no discrimination or retaliation against an individual who files a complaint alleging discriminatory harassment, or who aids

another individual in filing a complaint alleging discriminatory harassment. An employee who has reason to believe that he or she has been retaliated against because of participation in an investigation of discriminatory harassment may also file a charge with the DAS-HRE, the Iowa Civil Rights Commission, or the U.S. Equal Employment Opportunity Commission, whichever is appropriate. Any person who believes that she or he has been the victim of discrimination under this section, or who has a concern about potential violations of this section, is directed to bring the matter to the attention of his or her immediate supervisor, appointing authority, or their designees, in accordance with the department's established grievance procedure. If the concern or complaint involves the employee's immediate supervisor, the employee is encouraged to file the concern or complaint with the next highest supervisor, or, in the alternative, to the Chief Operating Officer of DAS-HRE. Department directors and agency heads are responsible for the enforcement of this section. The Chief Operating Officer for the DAS-HRE shall assist departments and agencies with this responsibility. When applicable, state officials and employees shall cooperate fully with all appropriate individuals in the investigation of violations of this policy in order to create and maintain a workplace free from discrimination or discriminatory harassment. The appointing authority shall promptly investigate all complaints. Each agency shall take final agency action in response to a complaint. The DAS-HRE shall have the authority to conduct an investigation of practices prohibited under this policy when the Chief Operating Officer has determined that the investigation is necessary and consistent with the intent of this policy. If the complaint involves allegations of systematic discrimination, the DAS-HRE may investigate the complaint, or supervise the investigation conducted by the agency implicated. Corrective action shall be taken immediately to remedy violations of this policy, whenever warranted, up to and including the discharge of parties whose conduct violates this policy. A manager or supervisor who fails to properly act upon complaints or who has personal knowledge of a violation of this policy and fails to take appropriate action, shall be subject to disciplinary action up to and including discharge. A copy of any complaint received, and its resolution shall be forwarded to the Chief Operating Officer of DAS-HRE.

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation:
   A copy of the Diversity Report will be distributed to employees via e-mail once completed and approved. It also will be posted on the DOM website at http://www.dom.state.ia.us/

FY 2010-11 Diversity Progress Plan and Report

Section 2 Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

FY 2010 Progress
It is the policy of the DOM to provide equal treatment in employment and provision of services to applicants, employees, and customers without regard to race, color, national origin, sex, sexual orientation, gender identity, religion, age, disability or veteran status.

The DOM is an equal opportunity, affirmative action employer. It is the intent of the DOM to hire persons and promote employees based on their qualifications for the position, and potential for further growth within the agency and the State. The DOM also encourages and targets the employment and promotion of persons in Protected Classes; i.e., female, minority and persons with disabilities, where the job class is underutilized, as determined by the Iowa Department of Administrative Services – Human Resource Enterprise (HRE).

The DOM and Governor's Office has recently modified the hiring process. Supervisors must now complete a hiring justification for DOM. This form is required on all positions that are funded with any portion of the general fund. This includes full time, part time, and temporary staff. The completed form will be sent to DAS for approval. Once DAS has approved the vacancy, it will be sent to DOM for final approval. DOM will review requests for exceptions once a week.

The DOM applies these rules and regulations to their own department as well.

FY 2011 Plans
The DOM will continue to follow the implemented hiring process and strive to improve the consistency of hires throughout the Department.

FY 2010-11 Diversity Progress Plan and Report

Section 3	Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress
The DOM has had a stable and dependable workforce for many years. Executive Order 4 signed in October of 2007 declared Governor Culver and Lt. Governor Judge's commitment to achieve and maintain a diverse workforce in state government. Recruiting activities have been initiated including:

- Recruiting by posting on CareerBuilder.com;
- Recruiting by posting on Monster.com;
- Recruiting by posting on DAS BrassRing.

FY 2011 Plan

The DOM recognizes the benefits of a more diverse workforce. In FY 2010, the DOM's workforce is comprised of 54% female, 46% male and 9% minority employees.

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress
In 2007, Governor Culver issued Executive Order 4, which created a state Diversity Council to review policies, procedures, and practices related to diversity in state government and develop recommendations for improvements. One of the outcomes of the Diversity Council was a training initiative for all state employees called "Unleashing the Power of Diversity." Every DOM employee has attended this training available through DAS-HRE Performance and Development Solutions.

FY 2011 Plan
The DOM will continue to focus on ensuring that new employees and supervisors adhere to the education guidelines of Executive Order 4 and those implemented by the Department of Management.

FY 2010-11 Diversity Progress Plan and Report

Section 5	Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress
See Section 3

FY 2011 Plan
See Section 3

FY 2010-11 Diversity Progress Plan and Report

Section 6 | Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress
See Section 3

FY 2011 Plan
See Section 3

FY 2010-11 Diversity Progress Plan and Report

Section 7	Attachments

Attachment A

Topic

Summary

Attachment B

Topic

Summary

Attachment C

Topic

Summary

FY 2010-11 Diversity Progress Plan and Report

Section 8	Signature Page

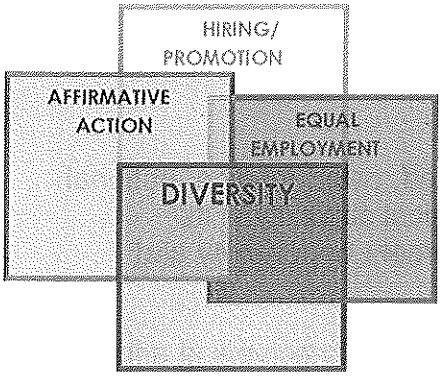
Richard Oshlo, Director

Agency Head, Name and Title (please print)

Richard Oshlo 10-27-10

Agency Head Signature **Date**

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st.** Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: Department of Natural Resources

Division (if applicable):

Person Submitting Report: Richard A. Leopold

Please Print Name: Richard A. Leopold

Please Sign Name:

Phone: 515-281-5385

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AUG 18 2010
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ADMINISTRATIVE SERVICES

FY 2010-11 Diversity Progress Plan and Report

Section 1	Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

Administrative Plan

1. How your policy will be implemented:
   The implementation of our policy is a continuation of past practices that support the diversity efforts of the Department of Natural Resources. The DNR is an equal opportunity, affirmative action employer. It is the intent of the DNR to hire persons and promote employees based on their qualifications for the position, and potential for further growth within the agency and the State. The DNR also encourages and targets the employment and promotion of persons in Protected Classes; i.e., female, minority and persons with disabilities, where the job class is underutilized, as determined by the Iowa Department of Administrative Services – Human Resources Enterprise (HRE).

2. Name, job title, and contact information for the responsible EEO AA official:
   Jane Mild, EPS
   242-6004

3. Describe your agency's system for auditing and reporting diversity issues:
   The DNR adheres to the state's Equal Opportunity Affirmative Action and Anti-Discrimination Policy. In this policy, the complaint procedure is outlined as follows: Any person who feels that he or she has been denied an employment opportunity because of race, creed, color, religion, sex, national origin, age, or physical or mental disability has the right and is encouraged, to file a complaint with the person's department, pursuant to the department's grievance procedure. A person may also file a complaint with the Iowa Civil Rights Commission or the appropriate federal enforcement agency. There shall be no discrimination or retaliation against an individual who files a complaint alleging discriminatory harassment, or who aids another individual in filing a complaint alleging discriminatory harassment. An employee who has reason to believe that he or she has been retaliated against because of participation in an investigation of discriminatory harassment may also file a charge with the DAS-HRE, the Iowa Civil Rights Commission, or the U.S. Equal Employment Opportunity Commission, whichever is appropriate. Any person who believes that she or he has been the victim of discrimination under this section,

FY 2010-11 Diversity Progress Plan and Report

or who has a concern about potential violations of this section, is directed to bring the matter to the attention of his or her immediate supervisor, appointing authority, or their designees, in accordance with the department's established grievance procedure. If the concern or complaint involves the employee's immediate supervisor, the employee is encouraged to file the concern or complaint with the next highest supervisor, or, in the alternative, to the Chief Operating Officer of DAS-HRE. Department directors and agency heads are responsible for the enforcement of this section. The Chief Operating Officer for the DAS - HRE shall assist departments and agencies with this responsibility. When applicable, state officials and employees shall cooperate fully with all appropriate individuals in the investigation of violations of this policy in order to create and maintain a workplace free from discrimination or discriminatory harassment. The appointing authority shall promptly investigate all complaints. Each agency shall take final agency action in response to a complaint. The DAS-HRE shall have the authority to conduct an investigation of practices prohibited under this policy when the Chief Operating Officer has determined that the investigation is necessary and consistent with the intent of this policy. If the complaint involves allegations of systematic discrimination, the DAS-HRE may investigate the complaint, or supervise the investigation conducted by the agency implicated. Corrective action shall be taken immediately to remedy violations of this policy, whenever warranted, up to and including the discharge of parties whose conduct violates this policy. A manager or supervisor who fails to properly act upon complaints or who has personal knowledge of a violation of this policy and fails to take appropriate action, shall be subject to disciplinary action up to and including discharge. A copy of any complaint received, and its resolution shall be forwarded to the Chief Operating Officer of DAS-HRE within ten working days after receipt of the complaint. Interim reports will be provided to the Chief Operating Officer of the DAS-HRE, as requested. A person, other than a state employee, who is the victim of discrimination prohibited under this policy, shall report the incident immediately to the department director of the agency affected, or the Chief Operating Officer of the DAS-HRE.

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation:

   Diversity information is distributed through several facets. In an effort to celebrate the DNR's diversity and learn more about different ethnicities and traditions of staff, the Diversity Action Team has developed a display (on the second floor of the Wallace Building) for each month of the year.

   The DNR website, www.iowadnr.com, contains information regarding vacancies, employment opportunities, testimonials of current employees. On the bottom of each page, the saying "Share our similarities, celebrate our differences" is a hyperlink that brings individuals directly to the employment page: http://www.iowadnr.gov/employment/index.html

FY 2010-11 Diversity Progress Plan and Report

The DNR also provides diversity information and resources to its employees through the DNR Intranet. Policies and guidelines are provided in the DNR Employee Handbook and Underutillization information is made available on the DNR Intranet home page under hot topics. Furthermore, the Intranet has information regarding the Diversity Action Team. https://intranet.iowadnr.gov/

E-mail is also utilized to spread the message regarding diversity, including a yearly e-mail from the Director to DNR Everyone.

From: Leopold, Richard [DNR]
Sent: Tuesday, December 29, 2009 8:28 AM
To: DNR Everyone
Subject: Embracing Diversity

DNR continues to be a leader in Diversity achievements within state government. While we have long been recognized for having a well-educated, passionate staff dedicated to sustaining and improving Iowa's natural resources, we are now being further recognized for our leadership in diversity efforts as the recipient of the 2009 Iowa Vocational Rehabilitation Services (Voc Rehab) Employer of the Year for Polk County! We work on a daily basis to enhance our environment, understanding that diversity in our surroundings is a sign of strength and sustainability. The same can be said for the need to ensure diversity within DNR's workforce. A wide variety of experiences, education and backgrounds ensures that our Department will continue to be an effective and efficient organization that is able to serve customers well and meet the challenges ahead.

When people talk about diversity, they are typically referring to gender or ethnicity. Less frequently are persons with disabilities considered. Toward that end, the DNR began building a partnership with Voc Rehab this past year. This collaboration with another government agency is a first for Voc Rehab, and is unique nationwide. The program, called customized training, provides people the opportunity to learn new skills while helping the Department with some short-term, temporary assistance. Typically the placements last between three and six months. During this time the program participants may receive a stipend, paid for by Voc Rehab.

Within the first six months of the program 9 of 11 candidates interviewed were placed. The training opportunities were varied, including accounting, IT, records management and administrative support. Throughout the process Voc Rehab provided support to staff members and worked to ensure the success of each client; and when there have been difficulties, the counselors have been there to manage the situation.

In April, regional Voc Rehab staff were given information about this program and DNR's need for help in state parks, resulting in a very successful placement at Lake Manawa. Additionally, Voc Rehab contacted the DNR with a client that had a desire and the education to work in a technical position. This client is now doing customized training in ESD Field Office 5. To date, that placement has also been very successful.

The DNR would like to continue expanding this program, both geographically and programmatically. Voc Rehab has the ability to support this program statewide. I'd like to invite those of you who haven't been involved with this program to consider participating. If your section or bureau has a need that might be met by this program, talk with your supervisor and encourage him or her to contact Jane Mild. She can help determine if this program would be a good match for your needs.

The work that DNR has done to date has positive outcomes for all involved. Voc Rehab has learned a number of things about their clients that the counselors would not have known without a placement in DNR. The clients have gained valuable work experience and job skills; of those original nine

FY 2010-11 Diversity Progress Plan and Report

people, two are now working fulltime as VISTA members and 2 have been hired as temporary employees. DNR has received assistance that has allowed us to complete projects and create efficiencies that would not have been achieved without the additional assistance.

I continue to be proud of the work this agency has done to reach out to females, minorities and persons with disabilities, but there is more to do. Many of you are engaged in community outreach activities, recruiting and youth education activities. All of these things will help the DNR become a stronger, more diverse organization. Thank you for your commitment to the Department and to Iowa's natural resources.

Richard A. Leopold
Director
Department of Natural Resources

FY 2010-11 Diversity Progress Plan and Report

Section 2	Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

FY 2010 Progress
Detailed information regarding the agency's hiring practices can be found in attachment A. The Department has a documented, consistent process for recruiting, screening, interviewing and hiring. It is the policy of the DNR to provide equal treatment in employment and provision of services to applicants, employees and customers without regard to race, color, national origin, sex, sexual orientation, gender identity, religion, age, disability or veteran status.

The DNR is an equal opportunity, affirmative action employer. It is the intent of the DNR to hire persons and promote employees based on their qualifications for the position, and potential for further growth within the agency and the State. The DNR also encourages and targets the employment and promotion of persons in Protected Classes; i.e., female, minority and persons with disabilities, where the job class is underutilized, as determined by the Iowa Department of Administrative Services – Human Resources Enterprise (HRE).

The hiring process has been modified with the recent changes addressed by the Department of Management (DOM) and the Governor's Office. Supervisors must now complete a Hiring Justification Form for DOM. This form is required on all positions that are funded with any portion of the general fund. This includes full time, part time, and temporary staff. The completed form will be sent it to DAS for approval. Once DAS has approved the vacancy, it will be sent to DOM for final approval. DOM will review requests for exceptions once a week.

In addition to the DOM approval form, Director Leopold has requested that all supervisors use the Hiring Team to assist with any future hires within the Department. This includes all pay grades. The DNR Hiring Justification Form is still required as well as a current, signed PDQ.

FY 2011 Plans
The DNR will continue follow the implemented hiring process and strive to improve the consistency of hires throughout the Department.

FY 2010-11 Diversity Progress Plan and Report

Section 3	Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress
The DNR has enjoyed a stable and dependable workforce for the last 20 years; however, with the recent increase in retirements, this is changing. An increased demand for high-quality candidates, competition from other natural resources agencies, and a limited supply of potential recruits calls for the agency to go above and beyond the basic, traditional recruiting channels that have historically used (i.e. BrassRing and sporadic targeted outreach) in order to ensure workforce stability.

To hire the best and the brightest, DNR has to do a better job letting prospective recruits know that the Department is interested in them. DNR's goal is to become an Employer of Choice for college graduates and job seekers in science and engineering fields. Work toward achieving this goal must occur even before potential candidates start a job search and efforts must be made to continue to improve visibility even as they are searching. As such, DNR is pro-active in its recruiting activities and has both long-term and short-term initiatives.

On October 26, 2007, Governor Culver and Lt. Governor Judge declared their commitment to achieve and maintain a diverse workforce in state government through the issuance of Executive Order 4. Department leadership has stated its unwavering support and leadership to further develop a dynamic and diverse workforce and have made their commitment clear by encouraging staff to participate in a variety of recruiting activities on state-wide basis. In recent years, a survey designed to measure staff participation in a variety of recruiting activities indicated that more than 14 percent of DNR staff participated in at least one recruiting activity. Of those responding, 19 percent participated in a recruiting or job fair; 37 percent made a presentation to a class (any level) on careers in natural resources, and 40 percent hosted an intern, provided job shadowing or mentored a high school or college student. In addition, more than 81 percent indicated they had recruited someone they knew for an open position within the Department.

No specific budget is provided or identified for recruiting activities or programs. A number of funding sources are used to implement staff training and retention programs. Many of the activities are done at little or no cost, other than travel and staff time. Cost related to paid advertisements is covered by the specific job unit in which the vacancy occurs. Since FY06, the DNR has specifically dedicated a portion of a position to support recruitment and outreach to encourage more diversity among job applicants. This commitment of resources has lead to building exciting new partnerships across Iowa that help spread the word that the DNR is a welcoming and supportive place to work. Since that time numerous recruiting activities have been initiated including:

- Recruited to a national audience by posting to CareerBuilder.com;

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- Used unique recruiting tools like Craigslist, LinkedIn, MySpace and FaceBook to reach potential employees;
- Created the "Hire and Train" program to provide skill development opportunities for new hires within the Wildlife Bureau;
- Updated DNR's employment website;
- With the assistance an intern from Central College, worked with DOT and DHS to create a concept for a new website targeted to recruit 15-30 year olds to public-sector employment.
- Participated in numerous recruiting fairs throughout Iowa and surrounding states;
    - Iowa State – Agriculture Career Fair, both spring and fall
    - University of Iowa – Health, Science and Engineering Career Fair
    - University of Northern Iowa – fall and spring Career Fairs
    - Northwest Missouri State University – fall and spring Career Fairs
    - Kirkwood Community College
    - Dordt College
    - Coe College
    - Hawkeye Tech Community College
- Developed a division-wide diversity and recruiting plan for Conservation and Recreation;
- Attended multiple Greater Des Moines Partnership Multicultural Receptions;
- Participation in the state-wide Strategic Recruiting team;
- Survey staff to gather information about the variety of DNR resources spent on recruiting;
- Purchased a weekly advertisement in the Bystander directing people to the agency website;
- Posting job vacancy notices in trade journals or association newsletters;
- Partnered with marketing students from Central College to improve recruiting efforts for the DNR AmeriCorps program;
- Participated in a variety of community events, including I'll Make Me A World, Juneteenth, and the Asian Heritage Festival;
- Increased the use of DAS BrassRing for temporary, seasonal and AmeriCorps positions;
- Development and use of "Guidelines for Conducting Interviews" to ensure agency-wide consistency during interviews.

Nurturing new natural resource professionals has been a Department strategic initiative for a number of years. The DNR recognizes that many of the challenges faced by the Department in trying to achieve a diverse workforce begins with a lack of females, minorities and persons with disabilities choosing careers in natural resources. Over the last four years staff, on all levels, has worked to develop relationships with students, from elementary to college. A number of tools have been employed to engage students. As noted in the recruiting survey, 46 percent of staff engaged in recruiting activities participated in some class activity or discussion about careers in natural resources. Grants have been received to assist in creating more opportunities for students in Protected Classes and urban areas to experience and learn about natural resources and stewardship. Further, the DNR is active in providing job shadowing,

mentoring and service learning activities and events for all grade levels. As students enter college and are interested in internships or summer jobs, the DNR has created a number of opportunities. The Department has the largest number of seasonal and temporary workers in the executive branch. Many of these positions are held by students or recent graduates. This experience gives them hands-on skill building, and a wide variety of learning experiences, ultimately making them better candidates for vacant positions.

The DNR also uses both formal and informal internships. The Pollution Prevention (P^2) program is a nationally recognized, awarding winning program that matches upper level engineering students with Iowa industries to reduce pollution and energy usage, and achieve other environmentally beneficial outcomes. The Engineering Bureau also has a formal program for engineering students that requires a six-month commitment with an additional three month option. Many informal internships are also supported within the agency. The DNR is an active participant in the University of Iowa's Des Moines Program. Interns are also regularly placed from Central College, Simpson College, Drake University, Iowa State University and Dordt College.

Another program the DNR uses to move students from the classroom to full-time positions is AmeriCorps. The DNR has the largest program in the state with 275 full and part time members. The AmeriCorps experience allows members to learn skills, increase knowledge and demonstrate behaviors that are necessary to be the successful job applicant. Multiple DNR AmeriCorps members have been successful in finding full-time employment with the DNR.

The Department of Natural Resources was awarded the 2009 "Employer of the Year" for Polk County for its work in providing customized training and employment opportunities to people with disabilities through a partnership with Iowa Vocational Rehabilitation Services (IVRS).

IVRS and DNR have partnered to explore customized training for individuals who had the potential to become skilled candidates for state employment. As part of the program IVRS provided DNR hiring managers with pre-screened referrals and also acted as a consultant in the development of a training plan. The goal of the training was threefold: to teach the trainee specific skills of a job that would help them obtain employment; to help DNR develop a potential pool of qualified candidates; and to help IVRS rehabilitation counselors assess the trainee's ability to perform certain work. Since 2008, more than 30 clients have worked in various areas of the DNR, including Accounting, Law Enforcement, IT, Records and Parks, Wildlife Communications, Field Services, and Wastewater. Many of these clients have gone on to paid temporary positions or AmeriCorps terms after completing their training.

This partnership has helped the DNR develop a qualified and diverse pool of future applications. Trainees receive valuable work experience and/or references that will become a part of their resume and add value to the DNR workforce while learning new

skills to add to their portfolio. This is another stellar example of how the DNR continues to proactively address diversity.

Other state agencies continue to view the DNR as a leader in diversity efforts. The DNR has been called on by the Department of Transportation, the Office of Energy Independence and the Department of Human Services to assist in the implementation a similar program in each respective agency

In addition to those above, other activities have been implemented to help the DNR nurture new natural resource professions. These include:

- Increased internship and job shadowing opportunities available to high school and college aged students;
- Participated in numerous mock interviews, leadership trainings and discussions about natural resource careers at state colleges and universities;
- Developed a network of minority contacts at state universities;
- Received a grant to target minority groups for our Outdoor Journey camp for 12-15 year old girls;
- Encouraged and provided support for service learning projects for students of all ages;
- Worked with Des Moines schools to provide leadership and stewardship training;
- Participation in "Taking the Road Less Traveled - A Career Conference for Girls" conferences sponsored by Iowa State University's Program for Women in Science and Engineering;
- Developed a program and ongoing partnership with the Central Iowa Boys and Girls Club to expose participants to natural resources and stewardship concepts and education;
- Developed partnerships with other state agencies to ensure greater outreach to potential employees;
- Created a newsletter targeted to middle school students.

As demonstrated above, the DNR has taken a proactive approach to recruiting and outreach.

FY 2011 Plan

As an agency, the DNR recognizes the benefits of a more diverse workforce. In fact, the 2010 DNR Strategic Plan has a strategy related to diversity and hiring (see Appendix B). Specifically the strategy includes:

- Reconvene the diversity focus groups and compare results with previous outcomes.
- Continue the relationship with Voc Rehab by expanding the areas that use customized training.
- Lead DNR employees in outreach efforts.

FY 2010-11 Diversity Progress Plan and Report

In FY10, the DNR's workforce was 30 percent female and 5 percent minority. The Department has struggled with increasing diversity because many of the positions are in traditionally male-dominated fields. To help combat this, the DNR has implemented long-term initiatives targeting middle and high school students.

The Diversity Action Team (DAT) has been asked to take an active role in leading recruiting efforts. This group has been tasked with leading the Front Line Recruiting efforts for the DNR. Management has made the commitment that for each DAT member who recruits a Protected Class candidate, and who is the successful candidate, will be recognized.

The DNR uses more than 90 different job classifications for its 896 full-time permanent employees. Of those, supervisors consistently report that the Environmental Engineer classification is hard to fill. This position is not underutilized for minorities, but is for women and persons with disabilities (PWD). Survey data from the recent Workforce Planning survey (sent as part of the DAS/DOM workforce planning initiative) indicates supervisors believe that salary, limited recruiting efforts and geographic location are the biggest barriers to hiring qualified staff.

RECRUITING

DNR recruiting efforts have become more visible and are carried out with the help of many (at all levels) in the agency. Respondents to the recent recruiting survey indicated that 14 percent of DNR employees have been engaged in at least one recruiting activity in the last two fiscal years. Of those who have been active, 45 percentage report they will continue to be engaged in recruiting activities. New recruiting activities that are currently being planned include:

- Create an "Indication of Interest" card to be used at recruiting events, enabling the DNR to track and retain information about people interested in working for the Department;
- Determine where additional bi-lingual employees would be beneficial;
- Improve the coordination of Department recruiting resources;
- Conduct statewide recruiting and inclusion events in cooperation with Department of Transportation and Department of Human Services;
- Include DAT in recruiting efforts;
- Place regular advertisements in African American and Latino newspapers;
- Implement recruiting efforts at the Iowa State Fair;
- Update the standardized group of websites, targeting Protected Classes, to post vacancy announcements;
- Develop a relationship with other programs for persons with disabilities looking to improve job skills.

A survey has been developed as a way to engage supervisors in recruiting and reaching out to underutilized candidates, specifically in professional organizations pertaining to the position. Supervisors now have the opportunity to e-mail Jennifer StJohn directly with any contacts they may have at an association or professional group

FY 2010-11 Diversity Progress Plan and Report

that could be utilized for the advertising of vacancies. With this survey, supervisors learn about underutilization and are encouraged to look at new ways to recruit. Please see Attachment C.

New activities that will be implemented to help the DNR nurture new natural resource professions include:

- Develop a new series of outreach efforts and opportunities to provide Department contact with and opportunities for students from middle school through college;
- Create and implement an annual DNR AmeriCorps recruiting program for high school students;
- Participate in the development of a state-wide internship program (an outcome of the recent recruiting Kaizen);
- Increase service learning activities for middle school, high school and college students;
- Provide job shadowing/service learning opportunities;
- Create of a process to manage job shadowing.

These long and short term activities, which are currently being employed, are planned to continue:

- Participate in university leadership programs;
- Participate in mock interviews at state colleges and universities;
- Participate in a variety of career and job fairs;
- Use unique recruiting tools like Craigslist, LinkedIn, MySpace and FaceBook to reach potential employees;
- Update DNR's employment website;
- Continue partnership with DOT and DHS to host a new website targeted to recruit 15-30 year olds to public-sector employment;
- Implement the division-wide diversity and recruiting plan for Conservation and Recreation;
- Attend a variety of community events;
- Participate in the state-wide Strategic Recruiting team;
- Gather information about the variety of DNR resources spent on recruiting;
- Post job vacancy notices in trade journals or association newsletters;
- Increase the use of DAS BrassRing for temporary, seasonal and AmeriCorps positions;

DNR leadership continues to support and monitor recruiting and outreach activities. Recruiting a diverse workforce is a high-profile effort within the DNR.

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress
In 2007, Governor Culver issued Executive Order 4, which created a state Diversity Council to review policies, procedures, and practices related to diversity in state government and develop recommendations for improvements. One of the outcomes of the Diversity Council was a training initiative for all state employees called "Unleashing the Power of Diversity." Every DNR employee has attended this training available through DAS-HRE Performance and Development Solutions. Along with "Unleashing the Power of Diversity" the DNR requires that every new employee take a diversity class titled "Valuing Diversity" within 60 days of their hire. This class is offered via classroom or web applications.

All Managers and Supervisors are also required to attend "Diversity Training for Managers and Supervisors." An activities guide for the State of Iowa workplace titled "Making a Difference With Diversity" was made available through this training and is available on the DNR Intranet at:
http://learnatpds.iowa.gov/images/pds/pdf/Making%20a%20Difference%20Guide.pdf

FY 2011 Plan
The DNR will continue to focus its attention on ensuring that new employees, managers, supervisors and hiring personnel adhere to the education guidelines of Executive Order 4 and those implemented by the Department of Natural Resources. As more educational opportunities are made available through DAS, the DNR will take an active role in participating.

FY 2010-11 Diversity Progress Plan and Report

Section 5	Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress
Please refer to Section 3.

FY 2011 Plan
Please refer to Section 3.

FY 2010-11 Diversity Progress Plan and Report

Section 6	Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress
Please refer to Section 3.

FY 2011 Plan
Please refer to Section 3.

FY 2010-11 Diversity Progress Plan and Report

Section 7	Attachments

Attachment A
Topic - DNR Hiring Practices
Summary

Attachment B
Topic - DNR Strategic Plan FY 2010 - 2011
Summary

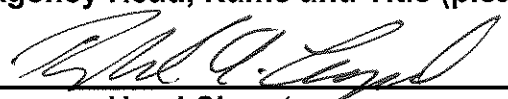
Attachment C
Topic - Supervisor Recruitment Strategy Survey
Summary

FY 2010-11 Diversity Progress Plan and Report

Section 8	Signature Page

Richard A. Leopold, Director

Agency Head, Name and Title (please print)



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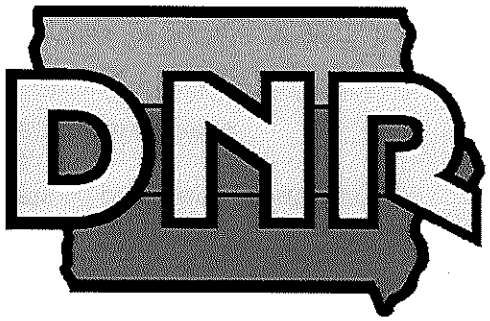
Agency Head Signature **Date**

Iowa Department of Natural Resources



FY2010-11 Strategic Plan

December 14, 2009

Iowa Department of Natural Resources
2010-11 Strategic Plan

Preface

The Iowa Department of Natural Resources (DNR) is the state agency charged with conserving and enhancing Iowa's natural resources. The Department is within the executive branch of Iowa State Government. The general direction of DNR operations is set forth in the Code of Iowa 455A.2: "A department of natural resources is created, which has the primary responsibility for state parks and forests, protecting the environment, and managing energy, fish, wildlife, and land and water resources in this state." Governing policies and administrative rules are set by the DNR's governor-appointed director and two governor-appointed citizen commissions, the seven-member Natural Resource Commission that oversees fish, wildlife, parks and forestry issues and the nine-member Environmental Protection Commission that oversees environmental issues. Each commission meets monthly.

The Department has a wide range of functional responsibilities. To meet them, the DNR core functions include:

Natural Resources

Protection and management of:

- Fish and wildlife populations and their habitats on public and private lands.
- Forest resources on public and private lands.
- Air, groundwater, surface water, land and geologic resources.

Recreation

- Provide healthful, outdoor recreational opportunities for hunters, anglers, boaters, wildlife enthusiasts and park visitors.
- Develop and manage public lands and facilities including state parks and forests, wildlife areas and lakes.

Regulation and Enforcement

- License, permit and regulate hunters, anglers, and boaters, confined animal waste facilities, underground storage tanks, leaking underground tanks, public water supplies, solid waste facilities, and contaminated sites.
- Certification of drinking water operators, waste water treatment operators, animal waste applicators, and well drillers.
- Compliance inspections at various regulated facilities.

Since 2003, the Iowa Department of Natural Resources has been a leader in state government in adopting and utilizing the principles of Lean and continuous improvement. The efficient use of resources continues to be even more important in state government, and the DNR continues to work with our stakeholders and across bureaus and divisions to deliver services and opportunities in the most efficient and effective manner possible.

While measures are presented for each strategy in the following strategic plan, the Department also makes available an Environmental Report Card annually on Earth Day that includes measures on Iowans Outdoors, Land Protection, Deer, Game Birds, Non-game birds, Clean Air, Clean Lakes, and Water Quality.

Iowa Department of Natural Resources
2010-11 Strategic Plan

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Guiding Statements

Our Mission

To conserve and enhance our natural resources in cooperation with individuals and organizations to improve the quality of life in Iowa and ensure a legacy for future generations.

Our Vision

Leading Iowans in caring for our natural resources

Our Guiding Principles

Customer Focus
Long-term thinking
Quality process improvement
Integrity

Empowerment
Accountability
Valuing Employees
Mutual Respect

Results/outcome orientation
Data-based decisions
Collaboration
Adaptability

Top Strategic Goals

1. **Iowa will have a healthy and safe environment.**
2. **Iowa will have abundant, high-quality opportunities for responsible use and enjoyment of its natural resources.**
3. **Iowans will value, engage, participate and lead in sustaining Iowa's natural resources.**
4. **The Department of Natural Resources continually strives to improve organizational performance.**

Iowa Department of Natural Resources
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Goal 1 – Iowa will have a healthy and safe environment

Lead: Wayne Gieselman

Strategy 1: Protect and improve the quality of Iowa's waters

Measures:
1) Water Quality Index (Report Card)
2) Number of impairments removed from the impaired waters list as a result of a watershed project or watershed efforts
3) Growth in the percent of UST sites, LUST sites, and Landfills in compliance.
4) Growth in the number of enforcement actions taken on Lust and UST sites.

Lead: Bill Ehm
Team: Allen Bonini, Bernie Hoyer, Lori McDaniel, Mike McGhee, Ed Tormey, Mary Skopec, Brian Tormey, Barb Lynch

Actions	Person(s) Responsible	Due By
1. Prioritize and address water quality problems on a basin scale, with an initial focus in the Upper Des Moines River Basin.		
a) Commit resources and prepare a master watershed management plan for improving water quality in the Raccoon River Basin.	Allen Bonini	January 2012
b) Implement strategies to address water quality problems on a HUC-12 scale.	Allen Bonini	ongoing
c) Collect and track WQI data within targeted HUC-12 watersheds and report results	Mary Skopec	quarterly beginning July 2010
d) Design a NPDES compliance/enforcement focus for the Raccoon River basin and execute Plan	Ed Tormey, Barb Lynch	Plan by March 15, 2010 Assess by Dec. 2010
2. Improve and implement Iowa's water quality standards		
a) Adopt rules for Iowa's Water Quality Preservation (antidegradation) Policy	Lori McDaniel	February 2010
b) Adopt rules for Nutrient standards for lakes	Chuck Corell	August 2010
c) Adopt rules for nutrient standards for rivers	Chuck Corell	2011
3. Improve water quality in 5 lakes through lake restoration and watershed efforts (2006 303(d) list as a baseline).	Mike McGhee	2010

4. Regularly review, prioritize, and promote water quality improvement through water plan updates	Bill Ehm	2010 and updated triennially
5. Compile pollutant load reductions resulting from NPDES permitting and voluntary watershed improvement efforts	Allen Bonini, Mike McGhee, Chuck Corell	March 2010
6. Mitigate and prevent negative impacts to public health and the environment related to Iowa's groundwater through increased compliance efforts.	Elaine Douskey, Alex Moon, Brian Tormey	
a) Ensure landfills (open and closed) are in compliance with operational standards.	Alex Moon	June 30, 2010
b) Work with the UST Fund Board and groundwater professionals, to develop new collaborative goals for closure of sites.	Tim Hall, Elaine Douskey	December 15, 2009
c) Meet collaborative clean up goals	Elaine Douskey	June 30, 2010
7. Provide technical education and ground truth NPDES implementation-related improvements through on-site inspections and visits	Barb Lynch	On-going

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Strategy 2: Complete Iowa's Air Plan and initiate implementation

Measures: 1) Monitored exceedances of Air Quality Standards (Report Card)
2) Maintain the percent of Iowans living in areas of attainment of Clean Air Act standards

Lead: Catharine Fitzsimmons
Team: Jim McGraw, Ed Tormey, Barb Lynch

Actions	Person(s) Responsible	Due By
1. State Air Plan	Catharine Fitzsimmons, Jim McGraw	
a) State Air Plan drafted.		Draft: Dec. 1, 2009 Final: Dec. 31, 2009
b) Develop a communications plan for internal and external stakeholders detailing 2010-2011 Air Plan milestones		June 2010
2. Ambient Air Quality Standards	Catharine Fitzsimmons, Jim McGraw	
a) State Implementation Plan (SIP) for 2006 fine particulate (PM 2.5) standard submitted to EPA.		August 2011
b) Identify areas of the state where criteria pollutants are exceeding or at risk of exceeding air quality standards. "At risk" is defined as monitored values equal to or greater than 90% of the applicable air quality standard.		Annually by August
c) Provide public education and outreach where those exposures exceed or are at risk of exceeding air quality standards. Specific timetables for outreach are developed on a case-by-case basis with each community.		On-going
d) Assist communities, that are exceeding or at risk of exceeding air quality standards, in developing strategies to return air quality to healthy levels and relieve economic burdens.		On-going
3. Develop a targeted enforcement approach focusing on eastern Iowa for air quality violations.	Ed Tormey, Barb Lynch	

Strategy 3: Reduce greenhouse gas emissions

Measures: 1) Number of Iowa Climate Change Advisory Council recommendations implemented
2) Number of Green Government initiatives implemented

Lead: Marnie Stein and Aaron Brees

Actions	Person(s) Responsible	Due By
1. Develop a strategy in cooperation with OEI and other partners to lead implementation of ICCAC recommendations.	Aaron Brees, Marnie Stein	July 1, 2010
2. Develop a comprehensive and accurate greenhouse gas inventory and forecast for Iowa.	Marnie Stein	Annually by September 1
3. Develop a natural resources climate change adaptation plan including a vulnerability assessment, incorporating any federal legislation where appropriate.	Aaron Brees, SWAP Working Group	December 31, 2010
4. Provide technical support and assistance to The Climate Registry and staff DNR's role within the Iowa Climate Change Advisory Council.	Marnie Stein, Jason Marcel	Ongoing
5. Seek ongoing funding for State Government to calculate its carbon footprint and report its greenhouse gas emissions as a member of The Climate Registry.	Marnie Stein	December 31, 2010

Strategy 4: Evaluate the quantity and sustainability of our ground water resources at current and proposed levels of use

Measures: 1) Number of aquifers that have operational and predictive water use models
2) Number of requests for use of groundwater models
3) Number of permits based on outcomes or modeling.

Lead: Tim Hall and Bob Libra
Team: Bill Ehm, Mike Gannon, Dennis Alt, Mike Anderson, Bernie Hoyer, Deb Quade

Actions	Person(s) Responsible	Due By
1. Solicit public comments on the water quantity portion of the state water plan	Bill Ehm	October 31, 2009
2. Implement FY10 Schedule of the Strategy for the Management of Iowa's Water Resources	Tim Hall, Bob Libra	June 30, 2010
3. Establish and maintain comprehensive groundwater level and stream gage networks.	Tim Hall, Bob Libra	October 1, 2009
4. Develop a communication plan for internal and external stakeholders	Tim Hall, Bob Libra	December 1, 2009
5. Enhanced Water Allocation program based on new permit fee structure.	Tim Hall, Mike Anderson	September 1, 2009

Strategy 5: Build partnerships for a vision of economic and environmentally sustainable land use in Iowa.

Measure: 1) A documented vision.
2) A document of at least three goals and action steps.
3) A broad-based council has documented its commitment to vision and goals/actions.

Lead: Pat Boddy
Team: Steve Hopkins, Julie Sievers, IDPH, Bob Riley feed energy/ DMWW, Bill Ehm, Angie Tagtow, Lori McDaniel

Actions	Person(s) Responsible	Due By
1) ID Players and organizations who can or have participated in similar visioning work	Team	Ongoing
2) ID players/orgs that need to be engaged for this effort to be successful	Team	Ongoing
3) Draft "conversation starter" for upcoming research effort	Boddy/Team	August 10, 2009
4) Conduct interviews with potential partners/visionaries for research and collect existing ag vision pieces	Interviews/contacts as assigned elsewhere	November 1, 2009
5) Compile above research into interactive "white paper"	Team with possible help from IT and/or CB	January 2009
6) Identify strategies for continuing to expand and develop partnerships	Team	Ongoing
7) Outline approach for developing a collective vision and broad implementation strategies for that vision (based on above research)	Team	January 31, 2009
8) Flood Plain Management		
a) Enroll 75% of the communities with effective FEMA maps in the National Flood Insurance Program	Ken Bouma, Lori McDaniel	June 2011
b) Develop and provide new joint application folder for flood plain permits	Lori McDaniel	January 2010
c) Identify and survey target audience for Flood Plain Mapping deliverables	Pat Boddy	June 2010

9) Promote infiltration of more rainfall and reduction of the volume of runoff generated to protect water quality and reduce flood potentials.	Bill Ehm	
a) Work with the Water Resources Coordinating Council to include the benefit of infiltrating 1.25 inches of rainfall in urban settings and 3 inches of rainfall in rural settings, into the hydrologic study of tile impacts (WRCC recommendation J) and the HUC-12 studies (WRCC recommendation K).		6/30/2011
b) Include the concept of holding water where it falls into the Rebuild Iowa Office proposed Iowa Smart Planning Principles Section I, "Incorporate green Building and Infrastructure Design."		1/15/2010

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Goal 2 – Iowa will have abundant, high-quality opportunities for responsible use and enjoyment of its natural resources

Lead: Ken Herring

Strategy 1: Develop and maintain a high quality recreation system that supports a variety of sustainable outdoor recreational pursuits

Measures:
1) Iowans Outdoors Index (establish baseline)
2) Camping Nights (Report Card)
3) Percentage of Iowans engaging in outdoor recreation
4) Percent angler satisfaction (creel surveys)
5) I-WLL vote passes in November 2010
3) Acres of natural areas available for public access
4) Acres of land and water with significant invasion of undesirable non-native species
5) Percent growth in annual funds available for operations, maintenance, and capital improvements of Iowa's state-managed recreation system

Lead: Kevin Szcodronski
Team: Jeff Goerndt, Jeff Joens, Martin Konrad, David Downing, Sherry Arntzen, John Maehl, Angela Corio

Actions	Person(s) Responsible	Due By
1. Create an Iowans Outdoors Index measure	Michelle W., Joe L., Dale G., Kevin S.	January 15, 2010

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2. Implement State Parks 2020	Kevin S., Sherry A.	
a) Complete database of park facility improvements and upgrades backlog, and future facility needs	John Maehl	1/1/2010
b) Continue the development and expansion of relationships with the Iowa Park Foundation- work with the foundation to solicit consultants to provide research and community services that will refine and inform the Foundation's long-range strategic planning efforts	Kevin Szcodronski	12/31/2010
c) Complete construction of $3.5 million in I-Jobs funded projects focused on upgrades to wastewater and water treatment systems and projects associated with improved water quality.	Angela Corio	8/1/2010
d) Complete design, engineering, and permitting of 42 wastewater and water treatment system upgrades.	Angela Corio	12/31/2010
3. Expand opportunities for wildlife-associated recreation (Iowa Wildlife Action Plan, Lost Grove Lake Construction)	Jeff J., Martin K., Jeff G.	
a) Provide permanent protection to 2000 additional acres	Jeff Joens	7/1/2010
b) Coordinate wildlife population, habitat and management goals for public lands with potential recreational uses to minimize conflicts between user groups.	Katy Reeder	Ongoing
c) Construct Lost Grove Lake	Martin Konrad	9/1/2011
4. Continue efforts in reducing the impacts of invasive species	Kim Bogenschutz, Tom Basten	
a) Clear invasives at Lake Macbride (50 acres), Pleasant Creek (75 acres), Big Creek (185 acres), Rock Creek (135 acres)	Tom Basten	12/31/2010
b) Hire two seasonal staff dedicated to aquatic invasive species control (fisheries)	Kim Bogenschutz	Summers 2010-11
5. Pursue avenues with the Iowa Parks Foundation to develop and implement an organized volunteer program directed at seasonal park maintenance and operations.	Kevin S. & Sherry A.	5/1/2010
6. Adequately fund daily operations and maintenance of a high quality recreation system commensurate to public demand, including fish, wildlife, trapping areas, state parks and recreation areas, state forests, ATV parks, and snowmobile trails.	Team	ongoing
7. Provide adequate enforcement of conservation laws to protect natural resources and help assure public safety	Kevin S., LE Bureau	ongoing

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Strategy 2: Increase the quantity, quality, and accessibility of land and water resources available for public recreational use.

Measures: 1) Acres of land under permanent protection (Report Card)
2) Number of acres of native vegetation planted on public wildlife areas

Lead: Dale Garner
Team: Jeff Joens, Katy Reeder, Todd Bishop, Willie Suchy, Bernie Hoyer

Actions	Person(s) Responsible	Due By
1. Enhance partnerships by implementing the Reload Iowa Program with Pheasants Forever.	Kelly Smith	
a) Partner with PF to hire 4 Farm Bill Biologists, with one to cover the Boone River watershed		December 1, 2009
b) Work with PF to hire additional Farm Bill Biologist positions, including one in the North Raccoon River watershed.		June 30, 2010
2. Provide permanent protection to 3,000 to 5,000 acres annually.	Jeff Joens, Todd Bishop	June 30, 2010
3. Complete focus group survey of landowners to determine acceptability of access program.	Peter Fritzell	December 31, 2009
4. Establish 2,000 acres of native vegetation/plant communities on public wildlife areas.	Bob Dolan	June 30, 2010
5. Compile report for the legislature on the Upland Game Bird Initiative	Todd Bogenschutz	January 10, 2010
6. Complete and compile results of river use survey	Bernie Hoyer	December 31, 2010

Strategy 3: Fully launch Honey Creek Resort State Park

Measures: 1) Central Group Companies will meet pro forma
2) Interpretive programming offerings and attendance will increase by 50% based on 2009 programming data

Lead: Michelle Wilson
Team: Julie Tack, Julie Sparks, Sherry Arntzen, Jim Lawson, Mike Godby, Kenneth Hamilton, Central Group Companies, Inc.

Actions	Person(s) Responsible	Due By
1. Create the Interpretive Plan and accompanying Marketing Plan for Interpretive efforts. This will include opportunities for traditional state park interpretive programs as well as new opportunities and connecting local communities through programming to the resort.	Michelle Wilson	December 31, 2009
2. Develop a plan and implementation strategies for 'Place Based Tourism' working with all tourism directors in the 4 county area around the resort and with IDED.	Michelle Wilson (working with Lyle Asell on this)	March 30, 2010
3. Create an outreach and marketing plan for IDNR staff	Michelle Wilson/Julie Tack	October 31, 2009
4. Create a comprehensive marketing plan that includes efforts by the Department and by Central Group Companies, Inc.	Michelle Wilson/Julie Tack/Central Group Companies, Inc	December 31, 2009
5. Develop materials for the resort property and web on the Department (i.e. State parks, wildlife, fisheries), green initiatives, and water quality.	Michelle Wilson, Julie Sparks, Julie Tack	March 30, 2010
6. Final elements of Phase I construction will be completed including: beach, marina, activity building, trails.	Michelle Wilson, Don Labate	March 1, 2010
7. Partner with local economic development offices to attract private development to the ADLM county area which will support continued growth at the resort.	Michelle Wilson, Julie Tack, Central Group Companies	March 30, 2010

Strategy 4: Iowa will have healthy ecosystems that incorporate diverse, native habitats capable of sustaining viable fish and wildlife populations.

Measures:
1) The Iowa Wildlife Action Plan Implementation Committee will meet regularly to review the action plan's progress and to direct modifications determined necessary.
2) Population, distribution and abundance data collected through annual surveys, inventories and monitoring.
3) Acres of fish & wildlife habitat protected, restored or reconstructed.

Lead: Dale Garner and Katy Reeder
Team: All members of the extant Iowa Wildlife Action Plan Implementation Committee.

Actions	Person(s) Responsible	Due By
1. Develop scientifically reliable knowledge on the distribution, abundance and ecological needs of all wildlife species.	Willie Suchy, George Scholten, F&W research staff	Ongoing
2. Focus on protection, restoration, reconstruction and enhancement of native fish & wildlife habitats	Bob Dolan, Joe Larscheid, F&W mgmt. staffs	Ongoing

Goal 3 – Iowans will value, engage, participate and lead in sustaining Iowa's natural resources

Lead: Kevin Baskins

Strategy 1: Promote and Increase participation in nature-based Outdoor Recreation

Measures:
1) Iowans Outdoors Index (establish baseline)
2) Growth in the number of schools/districts that provide outdoor skills instruction in class or through after-school programs
3) Number of established partnerships with Health, Education, Child welfare, Tourism, Economic Development, and other interests to promote benefits of nature-based outdoor recreation
4) Number of established partnerships in urban areas to engage youth in outdoor skills
5) Promotional Campaign: Web site hits and pre- and post-campaign survey measurements; possible direct mail response
6) Growth in magazine use survey data

Lead: Barb Gigar
Team: Peter Fritzell, Julie Tack, Outdoor skills program coordinators, Springbrook Ed Center Staff

Actions	Person(s) Responsible	Due By
1. Explore/continue partnerships with parks and recreation departments, and other urban partners to incorporate outdoor skills education and access	Barb Gigar, Ben Berka, Megan Wisecup	Ongoing, annual status update due July 1
2. In collaboration with RC&Ds, explore options to replicate collaborative, holistic efforts that promote outdoor recreation, tourism, and economic opportunities in conjunction with the State Wildlife Action Plan Education and Recreation Committee.	Katy Reeder, Peter Fritzell, Barb Gigar	
a. Pursue natural resources based grant opportunities for tools development		November 30, 2009
b. Combine tools for local groups to develop marketing materials and organize partners to develop outdoor recreation, tourism, and economic opportunities		August 31, 2010
c. Test tools with selected local partners		June 30, 2010
3. Utilize at least 90% of the *Iowa Outdoors* magazine content for the promotion of outdoor recreation locations, opportunities and skills	Brian Button, Julie Tack	Marketing campaign ongoing (4-6 per year) Set up new system for customer feedback by May 2010

4. Develop "Get Iowans Outdoors" campaign/initiative to promote participation in nature based outdoor recreation – statewide media campaign and partners/networking	Julie Tack, Kevin Szcodronski, Barb Gigar	Campaign, plan & budget developed – 12/31/09 Launch in 2010
5. Provide training, updated materials, and resources for outdoor skills instructors a. Double the number of schools enrolled in the archery in the schools and clay target programs in the Des Moines and Raccoon River Basins (2009 baseline).	Outdoor skills coordinators Ben Berka	December 31, 2011
6. Sustain/improve outdoor skills educational opportunities in conjunction with partners – incorporate Best Practices, improve cooperation/collaboration between skills programs, explore/sustain opportunities for local partnerships to support training and continued participation in outdoor skills	Outdoor skills program coordinators, Springbrook Ed. Center staff	Ongoing; schedule BP training and outline opportunities by 1/2010
7. Create matrix of stakeholder groups and programs and services already occurring; determine gaps in services and programs from survey of EE providers across the state - in conjunction with the State Wildlife Action Plan Education and Recreation Committee	Peter Fritzell	December 2009

Strategy 2: Develop and implement a recruitment and retention plan for hunters, anglers, and trappers

Measure: 1) Percent change in number of license sales
2) Percent of repeat license buyers
3) Percent increase in new sales

Lead: Megan Wisecup and Joe Larscheid
Team: Julie Tack, Willie Suchy, Tracy Fahrion, Jeff Kopaska, Barb Gigar, Holly Schulte, Shannon Hafner, Karmin Lydon, Outdoor skills program coordinators

Actions	Person(s) Responsible	Due By
1. Develop and implement a marketing strategy targeting our license buyers	Julie Tack, Willie Suchy, Joe Larscheid, Brian Button, Kevin Szcodronski	October 1, 2009
2. Develop and implement an outdoor educational strategy targeting our potential/future license buyers	Outdoor skills program coordinators	January 1, 2010
3. Connect marketing and communication efforts to outdoor skills and education programming for future recruitment	Julie Tack, Barb Gigar, Megan Wisecup	January 1, 2010
4. Develop and implement a new and innovative web presence to communicate effectively with our license buyers	Tracy Fahrion, Jeff Kopaska	
a) Upgrade to a content management system	Tracy F, Chris V, Patrick W., Kevin B., Jessie B.	December 31, 2010
b) Develop a "Your Trust Fund" website	Jeff Kopaka	
5. Develop and implement strategies to enhance communication with our license buyers including the use of new social networking technologies	Tracy Fahrion, Julie Tack, Jeff Kopaska,	January 1, 2010
6. Conduct market research (data analysis) to support the marketing and education efforts	Julie Tack, Jeff Kopaska, Steve Roberts, Megan Wisecup	December 1, 2009

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Strategy 3: Lead Iowans in taking responsibility for managing our natural resources and environment on private lands.

Measures:
1) All funds designated for Locally Led Watershed Planning are allocated
2) Amount of State funds secured for leveraging federal funds
3) Marketing Campaign developed
4) Amount of funding secured from outside sources

Lead: Kelly Smith
Team: Karen Grimes, Dennis Ostwinkle, Jeff Vansteenberg, Josh Gansen, Matt Dollison, Todd Bogenschutz, Denny Michel, Adam Kiel, Scott Gritters

Actions	Person(s) Responsible	Due By
1. Promote USDA holding a General CRP sign-up in 2010	Todd Bogenschutz	November 30, 2009
2. Provide support for the development of locally led watershed alliance/groups	Allen Bonini	June 30, 2010
3. Provide $1 million in State Funds to leverage federal funds (i.e. additional cost-share, incentive payments for CRP, WRP, State match for CREP)	Rich Leopold/Pat Boddy/Ken Herring/Wayne Gieselman/Bill Ehm	June 30, 2010
4. Resurrect and submit the DNR CREP proposal to address DNR WQ and wildlife priorities	Bill Ehm	June 30, 2010
5. Determine the involvement of different levels of gov't and NGOs in delivering technical assistance to landowners	Kelly Smith, Peter Fritzell	June 30, 2010
6. Create a list serve for technical assistance providers to improve communication of technical information as well as financial resources	Joann Naples Kelly Smith	December 31, 2010
7. Develop a marketing campaign on the impact of agriculture and environmental programs and the interconnectedness of urban and rural settings.	Karen Grimes, Kelly Smith, Scott Gritters, Dennis Ostwinkle or Jeff Vansteenburg	June 30, 2010
8. Solicit funding from NGOs and other sources (consumptive and non-consumptive users)	Karen Grimes	June 30, 2010

Goal 4 – The DNR continually strives to improve organizational performance

Lead: Sally Jagnandan

Strategy 1: Build Leadership Capacity

Measures:
1) 100% of performance plans and evaluations are current by June 30, 2010
2) All performance plans contain an employee development plan or evidence that employee development was discussed at the annual performance review
3) Increase the overall average score to the Employee Survey questions: "In the last year I have had opportunities at work to learn and grow" and "Someone at work encourages my development".
4) Benchmark new employee satisfaction during probationary period.

Lead: Sally Jagnandan
Team: Randy Edwards, Chris Van Gorp, Sharon Tahtinen, Jane Mild, Jennifer Nelson, Kelley Myers, Dave Cretors

Actions	Person(s) Responsible	Due By
1. Establish an Office of Employee Services	Sally Jagnandan	
a) Develop staffing plan including PDQ for supervisory position that confirms with the 2010 budget		September 30, 2009
b) Hire a supervisor and realign existing staff who perform HR Related functions.		November 30, 2009
c) Communicate functions to all DNR staff, DAS-HRE, and the Attorney General's Office.		November 30, 2009
2. Create and Implement a Departmental Mentoring Program	Dave Cretors	
a) Compile a review of successful mentoring programs and pull together "best practices.		October 31, 2009
b) Develop protocol, standards, procedures and measures for new supervisory and Diversity Action mentoring programs.		December 31, 2009
c) Determine existing staff for participation as mentors and mentees.		December 31, 2009
d) Implement pilot programs, evaluate results and retool programs as needed.		February 26, 2010
e) Evaluate potential of further integration of mentoring programs and implement as appropriate.		June 30, 2010
f) Report progress annually.		June 30, 2010

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3. Succession and Workforce Planning	Jane Mild	
a) Continue the annual development of the Executive Scorecard and the Workforce Plan.		Annually by Dec. 31
b) Ensure coordination of the DNR's Strategic Plan, staffing plans, recommendations, analyses, surveys, needs assessments and other tools and plans to ensure the best use of the Department's human capital.		June 30, 2011
c) Create a customizable Succession Management process that will allow each bureau to capture as much knowledge as possible from staff who are eligible for retirement.		September 30, 2010
4. Hiring and On-boarding	Sally J., Chris V.	
a) Implement DNR Hiring Improvement Plan and communicate changes to supervisors	Sally	October 6, 2009
b) Identify unmet needs of new employees and supervisors of new employees	Chris	December 31, 2009
c) Develop a process for on-boarding	Sally, Chris	March 31, 2010
d) Evaluate the process	Chris	December 31, 2010
5. Fully Implement Best management Practices	Randy E., Sally J.	October 31, 2009
a) Develop and deploy a plan for addressing all delinquent evaluations and ensuring that they remain current.	Randy	
b) Provide supervisors with assistance in developing effective Individual Performance Plans and goals.	Sally, Randy	October 31, 2009
c) Develop and deploy supervisory training.	Sally	July 28, 2010
d) Establish schedule and process (ICN/Video Conferencing) for supervisory meetings.	Sally	Sept. 30, 2009
6. Establish a process that promotes employee/leadership development including formal and informal opportunities	Jennifer Nelson, Sharon Tahtinen	December, 2010
a) Re-implement "So You Want to Be a Manager" and hold 4 regional sessions per fiscal year.		December 2009
b) Support the opportunity for a large number of senior personnel to gain management experience.		
c) Provide staff with assistance in identifying leadership opportunities that match their interest at the time of their annual performance review.		June 30, 2010
d) Allow staff to train in a cross departmental capacity for up to 16 hours per fiscal year.		June 30, 2010
e) Research low to no-cost leadership webinar training opportunities and develop a recommendation for implementation.		December 2009

7. Evaluate promotional non-supervisory opportunities for technical staff.	Kelley Myers, Jane Mild	
a) Compile report discussing options available for technical promotional opportunities available within current state employment framework; case studies to date, including attempts to accomplish this action in the past; and any relevant recommendations.		March 1, 2010
b) Publish report on employee intranet.		
c) Communicate existence of report to supervisory staff.		
d) Revisit report and recommendations annually.		

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Strategy 2: The DNR will continue to implement and support activities that will result in a more diverse organization

Measure: The Department will increase the number of contacts with underutilized groups by 50% over FY2009

Lead: Jane Mild
Team: Ronnie Cyrus-Jackson, Haider Qleibo, Jerah Gallinger, Kelly Smith, Racheal Bradley

Actions	Person(s) Responsible	Due By
1. Reconvene the diversity focus groups and compare results with previous outcomes	DAT Retention Committee	February 28, 2010
2. Continue the relationship with Voc Rehab by expanding the areas that use customized training.	Jane Mild	
a) Communicate current successes to staff		
b) Request opportunities from supervisors, particularly from sites other than the Wallace Building		June 30, 2010
c) Work with Voc Rehab staff to find clients with the right skill set		
3. Lead DNR employees in outreach efforts		
a) Participate in the state's Ambassador group	Haider Qleibo, Ronnie Cyrus Jackson	
○ I'll Make Me a World in Iowa		Jan 2010
○ CelebrAsian		May 2010
○ Juneteenth		June 2010
○ Latino Heritage Festival		September 2010
b) Participate in J.O.I.N. activities on going activity		Ongoing
c) Participate in community employee resource group with Des Moines Partnership and its subcommittee		Ongoing
d) Actively participate on the diversity young professional connection		Ongoing

4. Initiate long-term outreach to urban and minority students	Jane Mild, Racheal Bradley	
a) Establishing relationships between DNR and various community organizations that service urban & minority youth e.g., youth groups, Boys & Girls clubs, schools		Ongoing
b) Participating in community fairs & events		1st event by 9/21/09
c) Develop a career Explorer Post at DNR		February 19, 2010
d) Creating a quarterly newsletter for middle school students		October 30, 2009
e) Developing a job shadowing program at DNR		December 31, 2009
f) Creating more service/learning opportunities for urban & minority youth		Ongoing
5. Additional recruiting will be done for all vacancies that are underutilized	Hiring Team	October 15, 2009
6. Benchmark DNR activities related to diversity, retention and recruiting. Communicate results to staff.	Jane Mild, Racheal Bradley	December 31, 2009
7. Work with the Director's office to draft annual diversity message to staff.	Jerah Gallinger	September 30, 2009

Strategy 3: The DNR will implement best management practices on DNR lands and projects

Measures:
1) Number of management plans written
2) Completion of needs assessment on all DNR properties
3) All new drawings and designs environmentally sustainable
4) Number of public contacts and meetings

Lead: Jeff Goerndt
Team: Travis Baker, Don Labate, Bob Dolan, Marsha Peterson, Jeff Fiagle, Greg VanFosson

Actions	Person(s) Responsible	Due By
1. Implement sound, science-based management on all DNR lands. a) Professional development/ training (knowledge transfer) b) Coordinate across bureaus to implement BMP's c) Implement recommendations of the Iowa Wildlife and Fish Action Plan d) Expand the cross-bureau Forest-Wildlife Stewardship Program to all DNR lands e) Develop and implement management plans on DNR lands and waters that promote biodiversity, improves the status of SGC and improves water quality	Jeff Goerndt, Bob Dolan	April 2010
2. Maintain all DNR facilities in a safe and environmentally sustainable manner. a) Perform an infrastructure needs assessment on all DNR properties b) Implement compliance actions according to findings of assessment c) Implement and regulate the chemical management plan at all DNR facilities d) Maintain all DNR facilities in compliance with their NPDES permits and Water Supply Operation permits.	Marsha Peterson, Jeff Fiagle, Greg VanFosson	October 2010

3. Design and construct all new facilities utilizing environmental BMP's.	Don Labate, Travis Baker	April 2010
a) Incorporate energy efficiency into the design process for new structures		
b) Update standard drawings and details to incorporate environmental policies		
c) Develop written policies to make all structures environmentally sustainable where economically feasible		
d) All new DNR facilities will comply with Department construction permitting and design standards		
4. Build public support for implementation of BMP's on DNR lands and projects	Bob Dolan, Greg VanFosson	June 2010
a) Engage the public with the use of community liaisons and user groups in decision making		
b) Educate the public by providing scientific and historical data about DNR lands		
c) Host public information sessions to educate the public about the biology behind our management		

Iowa Department of Natural Resources
2010-11 Strategic Plan

Strategy 4: Optimize systems and resources

Measures:
1) Implement 3 Budget Savings Ideas
2) Implement 4 Green Initiatives
3) Continuous Improvement Team established and trained
4) Kaizen results and progress are communicated to staff and stakeholders at least monthly
5) 100% of staff have a continuous improvement action item in their performance plan

Lead: Chris Van Gorp

Team: Trisha Buck, Jennifer Nelson, Rick Hindman, Beth Scrivner, Randy Edwards, Mike Mason, Aaron Schmidt, Shelli Grapp

Actions	Person(s) Responsible	Due By
1. Develop an internal DNR Green Initiative	Trisha Buck, Beth Scrivner, Mike Mason	
a) Compile a "Green Team" of DNR technical staff to identify and implement best environmental practices for DNR facilities		November 16, 2009
b) Identify, evaluate, and implement initiatives (e.g., utility usage, recycling efforts, and adoption of sustainable practices; copier/printer/copier use.		June 30, 2010
c) Facilitate implementation of Green Government initiatives (Executive Order #6)		June 30, 2010
2. Evaluate and implement budget saving ideas	Jennifer Nelson, Shelli Grapp, Rick Hindman	
a) Fleet Management	Marsha Peterson, Jerah Gallinger	June 30, 2010
b) Phone /cell phone / home internet usage	Jolene R., Kara B., Jen S.	December 31, 2009
c) Department Leases (buildings)	Travis Baker, Jerah Gallinger, Kim Rasler, Chris Van Gorp	June 30, 2010
3. Develop and implement a plan to revitalize the continuous improvement culture within the DNR	Chris V., Aaron S.	
a) Develop a plan and begin implementation to build internal capacity to lead continuous improvement events	Chris, Aaron, Sr. Leadership	January 31, 2010
b) Update all performance plans to include a goal or action step directed at improving departmental performance	Randy Edwards	December 31, 2009
c) Hold twelve planning or continuous improvement events directed at implementation of the strategic plan	Chris Van Gorp	June 30, 2010

Strategy 5: Improve departmental communication and collaboration

Measure: Number of comments related to communication on the Employee Satisfaction Survey

Lead: Tammie Krausman
Team: Kevin Baskins, Sharon Tahtinen, Mindy Kralicek, Rick Hindman, Brian Tormey, Diane Ford

Actions	Person(s) Responsible	Due By
1. Conduct a focus group of DNR staff	Mindy Kralicek	November 30, 2009
2. Audit existing internal communication tools	Tammie Krausman	October 30, 2009
3. Develop internal communication collaboration plan based on results of focus group and audit	Team	January 1, 2010
4. Develop external Communication Plan	Pat Boddy/Kevin Baskins	January 1, 2010
5. Implement of a content management system (CMS) for online content	Tracy Fahrion	April 15, 2010

Iowa Department of Natural Resources
2010-11 Strategic Plan

SWOT Analysis

Strengths

- Staff
- Technical knowledge and skills
- Various funding sources
- Diversity of disciplines
- Easily and conveniently accessible to public
- Widespread distribution of staff with local community links
- Management willing to empower staff
- Strong bureau identities with a clear sense of Bureau Mission
- Leadership of BCs and Das
- Programs are relevant to all Iowans
- Ability to leverage funding
- Hiring process that is a model for state govt.
- Dept's history of progressive process improvement.
- Broad support from individuals and organizations
- Credibility with the public

Weaknesses

- Lack of resources (staff and $)
- Poor internal communication
- Lack of consistent vision and leadership (try to be everything to everyone)
- No clear strategy to improve the environment
- Lack of collaboration across bureau lines
- No measurement to determine if we are improving
- Dept's focus is too broad
- No increases in federal funding with increased work
- Lack of credible human dimension data
- No clear succession plan in place
- Some staff reluctant to change
- Low morale
- Lack of support from the General Assembly
- Lack of clear support from the Governor
- Assume everyone understands the importance of our work
- Orgs who do not want DNR to accomplish its mission
- Lack of trust between the Dept. and EPC /NRC
- Lack of partnership between

Opportunities

- Sustainable Funding
- Increased collaboration
- Better communication of mission to citizens
- Examine demographics of state and use data
- Support of the citizens of Iowa (more awareness)
- Engaging the public
- Determine goals and priorities for the future
- Aging workforce creating opportunity for new ideas
- Be a Green Leader
- Director and Sr. Mgmt who support trying something new
- Opportunity to increase revenue though land mgmt
- Ability of staff to learn and grow
- Develop effective leadership skills in supervisors
- Improve personal accountability of staff
- Streamlining our actions with our goals and mission
- Increased public interest in green lifestyle and env. Issues
- We have Iowans in key positions (Harkin, Grassley, Vilsack)
- Focus resources on services

Threats

- Lack of / reduced funding
- Overall economic condition
- Continuous attacks by interest groups
- Not paying attention to social and cultural changes in demographics
- Lack of routine communication of goals/mission to employees and the public
- Aging workforce and upcoming staff turnover
- Politics driving decisions and creating barriers
- EPA's agenda driving the Dept's agenda
- EPC /NRC agenda driving the Dept's agenda
- Over regulating the public
- Trends away from public interest in the outdoors
- Inability to hire where needed
- Agriculture
- Not able to quickly address changing conditions
- Political vindictiveness
- Declining number of license buyers

EPA and Dept.
- Funding restrictions
- Iowans either dislike or are ambivalent to the DNR
- Lack of a professional technical track for advancement
- Lack of recreational opportunities when compared to other states
- Lack of follow-through on projects
- Lack of upper level support for programs and initiatives
- Politics
- Lack of public understanding on how the system works
- Not always having a clear understanding of roles with the commissions
- Limited social and political integration into the community consciousness of Iowans and their political and organizational priorities
- Silo oriented
- "We've always done it like that" bureaucratic mentality
- Lack of Diversity (inability to find qualified applicants)
- Lack of employee incentives, recognition (compensation)

with clearly visible and measurable outcomes
- Communicate success and failures better
- New incoming staff do not have the same institutional baggage that plagues some experienced staff

Communicating Our Guiding Statements

1. Email signature blocks
2. Back of business cards
3. Web page
4. Brochures & marketing pieces; facilitation hand-outs; title pages, etc.
5. New employee orientation

Iowa Department of Natural Resources
Hiring Assistance Process

A. Hiring Need Identified:

1. A vacancy occurs and the Supervisor determines the position should be filled.
   OR
2. The Supervisor determines the need and funding for an additional position.
3. The Supervisor meets with the Hiring Coordinator (HC) to discuss position.

B. Approval to Fill:

1. The Supervisor prepares the Hiring Justification Form for approval by the appropriate Bureau Chief, Division Administrator, and the B&F Chief (see attachment 1).
2. If the DA approves, the form will be given to the Deputy Director to be Approved, Rejected, or Modified.
3. The Deputy Director returns the form to the Hiring Coordinator.
4. Where applicable, DOM must approve prior to assignment.
5. Once approved, the Hiring Coordinator assigns the position to a Hiring Facilitator. (*The clock starts here.*)

C. Preliminary Work (PDQ/Competencies):

1. The HC:
   - Enters all necessary data into the hiring database.
   - Assigns a Facilitator.
   - Electronically transmits the Hiring Justification Form to the:
     - Budget and Finance Bureau Chief
     - DAS Personnel Officer
     - Facilitator
2. In the initial meeting, the Hiring Facilitator and the Supervisor (and if necessary, the DAS Personnel Officer) need to discuss:
   - Competency needs assessment
   - Selective(s)
   - Screening Criteria
   - Recruitment Plan
   - Interview Team
3. The Hiring Facilitator drafts the PDQ and forwards to the Supervisor and DAS Personnel Officer (within five working days of the initial meeting).
4. The Supervisor has up to five days to return the PDQ draft to the Facilitator.
5. The Facilitator and Supervisor finalize and sign the PDQ (within five working days after receipt from the Supervisor) and forward the finalized PDQ to the Human Resource Associate (HRA).
6. The Human Resource Associate forwards the PDQ to the DAS Personnel Officer (who has 10 working days to respond), sends copies to the HC and the Supervisor (within one day of the PDQ being signed).

D. Contract Posting Adherence:

1. After DAS approves PDQ (if requested), the Facilitator drafts the Internal Posting document (within one day) (see attachment 2).
2. The Facilitator ensures that the steps in the DAS hiring process for contract and non-contract covered positions are followed (see attachment 3).
3. The HRA (the HC will be the backup) posts the Vacancy Announcement within 24 hours of receipt of the document from the Facilitator.
4. The HRA (the HC will be the backup) will review letters on file to determine if anyone is eligible for inter-department transfer.
5. The Facilitator sends the Outside Posting to the HRA within one day of the identification of a "clean vacancy" (see attachment 4).

E. Recruitment:

1. The Outside Posting is advertised on the DAS website and other predetermined diversity sites. Additional recruitment is utilized, if appropriate.

F. **Screening Process:**

1. Cover letters and resumes are sent to the HC and the HC prepares the applicant spreadsheet.
2. The HC completes the initial screening for applicant requirements (submitted cover letter and resume and inclusion on Register), drafts a letter for non-compliant applicants (attachment 5) and forwards the compliant materials to the Facilitator and Supervisor for screening. This step should take no longer than two working days.
3. The Facilitator develops a draft of interview questions.
4. The HF schedules a meeting with the Supervisor to apply screening criteria, determine applicants to interview, and review competency-based interview questions. When applicable, the Supervisor will provide technical questions within three working days.
5. Candidates who meet the screening criteria, have interviewed previously, and have demonstrated behaviors inconsistent with the DNR core competencies will be excluded from further consideration. (This is the supervisor's decision.) A justification memo will be drafted by the Facilitator and approved by the Deputy Director.

G. Interviews:

1. The HC:
   - Reserves rooms
   - Schedules candidates for interviews
   - Prepares the interview packet
   - Prepares the applicant packet

2. The HC prepares notification letters for candidates who were not selected for an interview (see attachment 6).
3. Interviews are conducted.
4. Candidates are selected for reference checks.
5. The HC, Facilitator or the Supervisor conducts the reference check (attachment 7).
6. The Facilitator assists the Supervisor, in conjunction with the interview team, in selecting the successful candidate.

H. Job Offer:

1. If warranted, the Facilitator assists the Supervisor in obtaining approval to negotiate any of the following:
   - Advanced appointment rate
   - Recruitment bonus
   - Moving expense reimbursement
   - Educational assistance
2. The Supervisor makes the verbal offer to the successful candidate.
3. The HC or Facilitator prepares the offer letter.

I. Acceptance:

1. The Supervisor receives the written acceptance from the successful candidate.
2. The HC prepares the letters for candidates who were interviewed but not hired (see attachment 8).
3. The HC completes the DNR Hiring Memo for underutilization compliance and the Facilitator signs off.
4. The HC codes the register and returns completed documents to the Personnel Tech.
   - All resumes
   - All screening materials
   - All interview materials
   - Offer Letter
   - Acceptance Letter
   - Eligibility Certificate
   - Hiring Memo
5. The HC completes the hiring database entry for this position.

J. Process Evaluation:

1. After a successful hire, the HC sends the Expedited Hiring Process Evaluation Form to the Supervisor, to be returned to the HC within five working days.
2. The HC enters and maintains evaluation data.

Source: Jennifer StJohn
April 7, 2009

Congratulations on the approval to fill your vacancy! The DNR Hiring Team is committed to finding the right person, with the right skills at the right time to fit your needs, but it requires your assistance!

Please take a moment to reflect on the best way to approach the recruitment strategy for your vacancy.

In order to complete this survey you will need to know whether your current vacancy is underutilizied. If you are unsure the link to most recent underutilization report can located on the front page of the DNR Intranet page under "Hot Topics". In order to access this information you must first be logged into the Intranet. For quick access, open open another webpage, log onto the DNR Intranet, and then click here Job Class Underutilization List

*** Is this position underutilized?**

- ◯ Yes
- ◯ No

*** If yes, for what protected classes is this position underutilized? Please check all that apply.**

- ☐ Females
- ☐ Minorities
- ☐ Persons with Disabilities
- ☐ Not underutilized

*** Increasing the diversity of the DNR is the responsibility of all supervisors, particularly for underutilized positions. The Hiring Team regularly sends postings to the groups within the Department of Human Rights (African American, Asian, Pacific Islanders, Native American Indian, and Latino) and the Iowa Vocational Rehabilitation Services.**

Beyond these groups, what other methods could we employ to recruit a diverse candidate pool for your current job vacancy?

Currently, over 120 colleges, universities, institutions, corporations, schools, individuals, organizations and associations have agreed to accept and post, or pass along, DNR vacancy announcements at no cost.

If you have any stakeholder or user groups that would like to receive job vacancy announcements, please contact Jennifer StJohn.

Are you aware of any groups, associations or listservs specifically related to your vacancy's technical competency or competencies that accept job announcements? If so, please list below and indicate any applicable fees.

What would you be willing to pay for additional recruiting?

- ◯ None
- ◯ $200 - $500
- ◯ $501 - $700
- ◯ $701 - $1,000
- ◯ $1,001 - $1,500
- ◯ Above $1,500
- ◯ Other:

If you are willing to pay for additional recruiting, or have paid for recruiting in the past, what are your thoughts on the following options? Please select all that apply.

	Have used	Would like to use	Worth the money	Received good candidates	Difficult to use	Would like to explore using
Career Builders	☐	☐	☐	☐	☐	☐
Monster	☐	☐	☐	☐	☐	☐
Dice.com	☐	☐	☐	☐	☐	☐
Des Moines Register	☐	☐	☐	☐	☐	☐
Craigslist.com	☐	☐	☐	☐	☐	☐
College/university	☐	☐	☐	☐	☐	☐
Association/professional group	☐	☐	☐	☐	☐	☐
Other Iowa newspapers	☐	☐	☐	☐	☐	☐
Out-of-state newspapers	☐	☐	☐	☐	☐	☐
Other Internet job boards	☐	☐	☐	☐	☐	☐
Other	☐	☐	☐	☐	☐	☐

Please indicate "other."

FY 2010-11 Diversity Progress Plan and Report

STATE OF IOWA

DIVERSITY PLAN AND REPORT

Affirmative Action/Equal Employment

FY 2010 Progress

FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st.** Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: Governor's Office of Drug Control Policy (ODCP)

Division (if applicable): NA

Person Submitting Report: Dale Woolery

Please Print Name: Dale R. Woolery

Please Sign Name: Dale R. Woolery

Phone: 515-725-0310

FY 2010-11 Diversity Progress Plan and Report

Section 1	Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

Administrative Plan

1. How your policy will be implemented: ODCP remains committed to, and complies with, State and Federal Equal Employment Opportunity/Affirmative Action laws and the Governor's Executive Order Four to hire a diverse and competent workforce to serve the people of Iowa. Additionally, ODCP is in the process of updating written policy—in conjunction with the Office of Civil Rights, U.S. Department of Justice—to specify steps for addressing internal and external discrimination complaints against ODCP and/or its agents (e.g., grant recipients).

2. Name, job title, and contact information for the responsible EEO AA official: Dale Woolery, associate director, 515-725-0310 or dale.woolery@iowa.gov.

3. Describe your agency's system for auditing and reporting diversity issues: ODCP monitors DAS EEO/AA compliance reports: ODCP also refers discrimination complaints and reports of noncompliance to the Iowa Civil Rights Commission and, as appropriate, the Office of Civil Rights, U.S. Department of Justice.

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation: ODCP will update its website—by October 1, 2010—to include the agency EEO/AA Plan and Progress Reports, and will include a new written policy re: discrimination complaints by July 1, 2011.

FY 2010-11 Diversity Progress Plan and Report

Section 2	Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

FY 2010 Progress: NC (no new hires or promotions in FY 2010).

FY 2011 Plans: Continued compliance by ODCP with all applicable laws and policies, in consultation with DAS/HRE.

FY 2010-11 Diversity Progress Plan and Report

Section 3	Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress: NC (no new hires or promotions in FY 2010).

FY 2011 Plan: Continued compliance by ODCP with all applicable laws and policies, in consultation with DAS/HRE.

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress: All ODCP personnel completed DAS diversity training during the past 24 months.

FY 2011 Plan: ODCP management will provide internal refresher information/training on applicable laws and policies to all agency personnel. Additionally, ODCP management will seek external training opportunities (e.g., DAS/PDS) for staff.

FY 2010-11 Diversity Progress Plan and Report

Section 5	Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress: NC (no new hires or promotions in FY 2010).

FY 2011 Plan: ODCP will continue to comply with all applicable laws and policies, in consultation with DAS/HRE. ODCP management will provide internal refresher information/training on applicable laws and policies to all agency personnel. Additionally, ODCP management will seek external training opportunities (e.g., DAS/PDS) for staff.

FY 2010-11 Diversity Progress Plan and Report

Section 6	Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress: NC (no new hires or promotions in FY 2010).

FY 2011 Plan: ODCP will continue to comply with all applicable laws and policies, in consultation with DAS/HRE. ODCP will implement and disseminate updated policies, as warranted. ODCP management will provide internal refresher information/training on applicable laws and policies to all agency personnel. Additionally, ODCP management will seek external training opportunities (e.g., DAS/PDS) for staff.

FY 2010-11 Diversity Progress Plan and Report

Section 7	Attachments

Attachment A

Topic

Summary

Attachment B

Topic

Summary

Attachment C

Topic

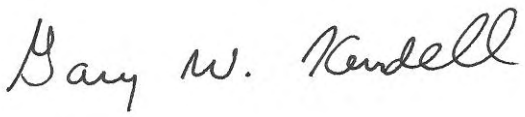
Summary

FY 2010-11 Diversity Progress Plan and Report

Section 8	Signature Page

Gary W. Kendell, Director

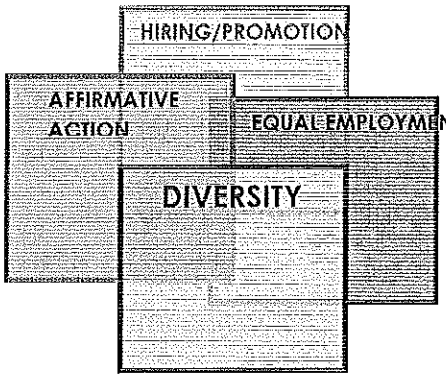
Agency Head, Name and Title (please print)



9-20-10

Agency Head Signature **Date**

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st.** Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency:

Office of Energy Independence (OEI)

Division (if applicable):

Person Submitting Report:

Bruce Greiner

Please Print Name:

Please Sign Name:

Phone:

515-725-2085

RECEIVED
SEP 28 2010
IA DEPT. OF
ADMINISTRATIVE SERVICES

FY 2010-11 Diversity Progress Plan and Report

Section 1 | Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

Administrative Plan

1. How your policy will be implemented:

   - All employees will attend the PDS Diversity Training sessions.
   - All supervisors will attend the annual diversity sessions.

2. Name, job title, and contact information for the responsible EEO AA official:

   Bruce Greiner, OEI Deputy Director

   515-725-2085

   Bruce.greiner@iowa.gov

3. Describe your agency's system for auditing and reporting diversity issues:

   - Continued awareness of diversity issues when working with employees.

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation:

   - All employees will attend the PDS Diversity Training sessions.
   - All supervisors will attend the annual diversity sessions.

FY 2010-11 Diversity Progress Plan and Report

Section 2 Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

FY 2010 Progress

- FY10 Office of Energy Independence (OEI) did not have any underutilization for any of the classifications within the agency.
- With each hiring opportunity OEI reviewed all applicants' resumes, applications etc. and based hiring decisions on the most qualified for the position. Many OEI positions are specific to the Energy selective that has been created for the department by DAS/HRE/Employment/Classification area.

FY 2011 Plans

- All positions are posted on the BrassRing system utilized by DAS/HRE/Employment for posting of state job opportunities. All positions are posted on the State's website and applicants are qualified by DAS/HRE/Employment area.
- With each hiring opportunity managers will review all applicants and make hiring decisions based on qualifications and diversity.
- OEI positions are Energy related and staff networking for recruitment of positions within the department for individuals with an Energy related background and experience.
- Intern opportunities are being placed on college websites. Through the use of Interns more awareness of the Energy related field is being utilized as a career development area.

FY 2010-11 Diversity Progress Plan and Report

Section 3 | Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress

- All employees attend the PDS diversity training sessions.
- All managers attend the PDQ diversity training sessions and updated sessions as they become available.
- Current employee's train and mentor new staff.

FY 2011 Plan

- Department will make accommodations for staff as needed.
- Continue with all offered diversity training opportunities.
- Current employees will continue with training and mentoring new staff.

FY 2010-11 Diversity Progress Plan and Report

Section 4 | Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress

- All employees attend the PDS diversity training sessions.
- All managers attend the PDQ diversity training sessions and updated sessions as they become available.
- Current employee's train and mentor new staff.

FY 2011 Plan

- Department will make accommodations for staff as needed.
- Continue with all offered diversity training opportunities.
- Current employees will continue with training and mentoring new staff.

FY 2010-11 Diversity Progress Plan and Report

Section 5	Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress

- All employees attend the PDS diversity training sessions.
- All managers attend the PDQ diversity training sessions and updated sessions as they become available.
- Current employee's train and mentor new staff.

FY 2011 Plan

- OEI did not have any employees participate in the SERIP program.
- New FTE's are being added to the department and some resignations are enabling additional hiring opportunities in FY11.

- Department will make accommodations for staff as needed.
- Continue with all offered diversity training opportunities.
- Current employees will continue with training and mentoring new staff.
- All positions are posted on the BrassRing system utilized by DAS/HRE/Employment for posting of state job opportunities. All positions are posted on the State's website and applicants are qualified by DAS/HRE/Employment area.
- With each hiring opportunity managers will review all applicants and make hiring decisions based on qualifications and diversity.
- OEI positions are Energy related and staff networking for recruitment of positions within the department for individuals with an Energy related background and experience.
- Intern opportunities are being placed on college websites. Through the use of Interns more awareness of the Energy related field is being utilized as a career development area.

FY 2010-11 Diversity Progress Plan and Report

Section 6 | Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress

FY 2011 Plan

FY 2010-11 Diversity Progress Plan and Report

Section 7	Attachments

Attachment A

Topic

Summary

Attachment B

Topic

Summary

Attachment C

Topic

Summary

FY 2010-11 Diversity Progress Plan and Report

Section 8	Signature Page

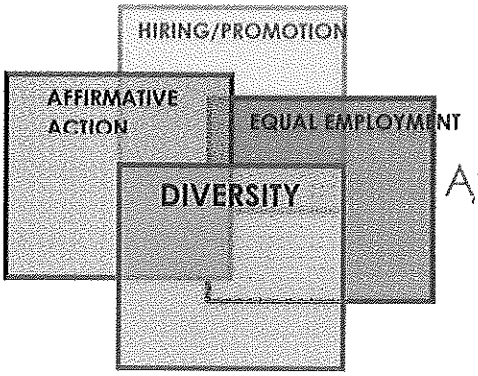
Roya Stanley

Agency Head, Name and Title (please print)

Roya Stanley, Director

Agency Head Signature **Date**

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st.** Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: Iowa Board of Parole

Division (if applicable):

Person Submitting Report: Clarence Key, Jr., Executive Director

Please Print Name: Clarence KEY. JR. Exe. Dir.

Please Sign Name: Clarence Key. JR. Exe. Dir.

Phone: 515-725-5757

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ADMINISTRATIVE SERVICES

FY 2010-11 Diversity Progress Plan and Report

Section 1	Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

Administrative Plan

1. How your policy will be implemented:
   The Iowa Board of Parole adheres to the State of Iowa's Policy Statement that prohibits discrimination.

2. Name, job title, and contact information for the responsible EEO AA official:

   Clarence Key, Jr., Executive Director

3. Describe your agency's system for auditing and reporting diversity issues:
   The Chair, Elizabeth Robinson and the Executive Director, Clarence Key, Jr. regularly monitors and reviews any diversity matters that may arise.

FY 2010-11 Diversity Progress Plan and Report

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation:

Presently, the Iowa Board of Parole has in the past provided staff and Board members with copies of Executive Order Eighteen, issued by then former Governor Tom Vilsack on March 28, 2001-Workforce Diversity.

FY 2010-11 Diversity Progress Plan and Report

Section 2 Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

FY 2010 Progress: Due to budgetary restraints, resulting in loss of personnel which also included the state's one- early retirement program IBOP was not able to hire any additional staff.

FY 2011 Plans: IBOP will continue to follow the State of Iowa's employment-hiring practices when considering any new hires and/or promotions within the agency.

FY 2010-11 Diversity Progress Plan and Report

Section 3	Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress: Due to budgetary restraints, resulting in loss of personnel which also included the state's one- early retirement program IBOP was not able to hire any additional staff.

FY 2011 Plan: IBOP will continue to follow the State of Iowa's employment-hiring practices when considering any new hires and/or promotions within the agency.

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress: IBOP presently has 12 persons within the agency, 5 of which are Board members. Of the 12, 7 are women, 4 are men one of which is a person of color. In FY 2010 due to budgetary constraints,

IBOP was unable to provide any diversity

FY 2011 Plan: Should any state sponsored diversity workshops, sessions or programs are offered, to state employees,I BOP will when appropriate have staff and Board members attend these events.

FY 2010-11 Diversity Progress Plan and Report

Section 5	Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress: IBOP presently has 12 persons within the agency 5 of which are Board members. Of the 12, 7 are women, 4 are men one of which is a person of color.

FY 2011 Plan: IBOP will continue to follow the State of Iowa's employment-hiring practices when considering any new hires and/or promotions within the agency

FY 2010-11 Diversity Progress Plan and Report

Section 6 Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress: N/A

FY 2011 Plan: N/A

FY 2010-11 Diversity Progress Plan and Report

Section 7	Attachments

Attachment A

Topic

Summary

Attachment B

Topic

Summary

Attachment C

Topic

Summary

FY 2010-11 Diversity Progress Plan and Report

Section 8	Signature Page

Elizabeth Robinson, Chair

Agency Head, Name and Title (please print)

Elizabeth Robins 6/22/10

Agency Head Signature **Date**

Fields of Opportunities

STATE OF IOWA

CHESTER J. CULVER
GOVERNOR

PATTY JUDGE
LT. GOVERNOR

PUBLIC EMPLOYMENT RELATIONS BOARD
JAMES R. RIORDAN, CHAIR

October 22, 2010

Bill West
Iowa Department of Administrative Services
Human Resources Enterprise
Hoover Building, Level A
Des Moines IA 50319-0150

RE: Public Employment Relations Board Diversity/Affirmative Action Plan and Report – FY 2010-11

Dear Mr. West:

At this time, PERB has a total of seven employees; two board members appointed by the governor for four year terms, three administrative law judges, and two clerical staff. Our agency employs three males and four females and all are caucasian. Because of PERB's size, we will not be submitting a specific plan and report. However, PERB is committed to equal employment opportunity, creating a welcoming work environment for its employees regardless of race, ethnicity, or disability and seeks opportunities for increasing the diversity of its workforce. When positions are available we will seek to hire the most qualified applicant regardless of age, sex, religion, ethnic background or race.

If you have any questions, please do not hesitate to contact me.

Sincerely,

James R. Riordan

James R. Riordan
Chair

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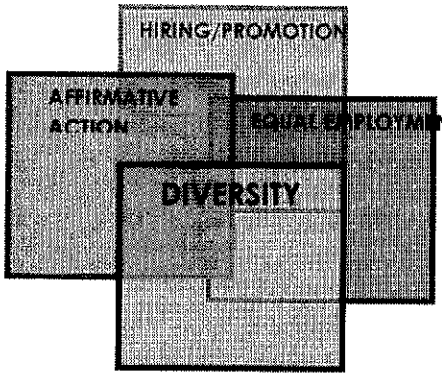
OCT 28 2010
IA DEPT. OF
ADMINISTRATIVE SERVICES

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st**. Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: Public Defense

Division (if applicable): Military Division

Person Submitting Report: Colonel Michael Staebler

Please Print Name:

Please Sign Name:

Phone: 515-252-4279

FY 2010-11 Diversity Progress Plan and Report

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

The Department of Public Defense is committed to affording a discrimination-free environment for all employees and applicants for employment. We share in the right to receive fair consideration, access and opportunity and an avenue of redress in the event of discrimination. Additionally, we share the responsibility to conduct ourselves in a manner which precludes discrimination ensuring a more inclusive workplace and contributes to a culture of equity. It is the Departments belief that a Diversity plan by itself will never be successful. Rather an organization must have a solid Equal Opportunity Culture and a Human Relations Climate which will allow Diversity to become successful.

Administrative Plan

1. How your policy will be implemented: Through email distribution, Supervisor training and town hall style meetings.

2. Name, job title, and contact information for the responsible EEO AA official:
Michael Staebler, HRO, 515-252-4279

Margaret Seals, SEEM, 515-252-4539

3. Describe your agency's system for auditing and reporting diversity issues:
Individuals are able to visit with the State Equal Employment Manager, Ms. Margaret Seals. In addition we use the Survey Gizmo to audit the employ attitude towards current policies.

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation:

FY 2010-11 Diversity Progress Plan and Report

We provide information through email to all supervisors and post relevant documents in all work areas for employees to read at their leisure.

FY 2010-11 Diversity Progress Plan and Report

Section 2: [redacted]

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

The Department of Public Defense practices a variety of human resource acquisition methods. We have two divisions in the department. The Military Division is primarily funded through the Department of Defense allocations and selections are based on positions authorized by military funding. The second division is the Homeland Security and Emergency Management Division. These positions are funded primarily through grants by the Federal Emergency Management Agency and the Federal Department of Homeland Security. While the department understands the prescribed hiring practices of the state we utilize these in conjunction with the diversity planning and goals based upon the strategies of the military services. The training in Diversity for the "State Employees" is augmented through the Federal programs already in existence.

FY 2010 Progress: While the Department understands the prescribed hiring practices of the State the Department will select the best candidate for vacant positions. Every effort will be made so that all hire boards will have board members who represent the diversity of employees making application. The Adjutant General, a State Employee delegates responsibility of Appointing Authority to the Human Resource Officer, a Federal Employee of the Iowa National Guard who has final approval authority for State positions. The HRO office facilitates the identification of positions, prepares the vacancy announcement, executes the hiring process, and provides follow up once a selection is made to ensure compliance with EEO/AA goals. The Hiring manager/supervisor is responsible for the adherence to prescribed hiring processes.

Promotional opportunities have been accomplished in a variety of ways. One method utilized in both divisions is a reclassification of a position. Often, position reviews identify tasks of greater complexity and more responsibility warranting reclassification and a promotion. Additionally the promotional Intra-Agency method outlined in the CBA and the DAS rules has been utilized.

FY 2011 Plans: Continue building the success achieved in 2010

FY 2010-11 Diversity Progress Plan and Report

Outline all steps taken by the agency to increase diversity in the department;

As mentioned before it is our belief and our intent to create a culture of equal opportunity which we believe will lead to a diverse work force.

FY 2010 Progress: The hiring authority determines whether the requisite competencies and skill sets can be acquired within our current Department employees, within State government, or externally. Known, potential candidates, skill sets, persons holding related job titles, and similar factors are all considered in this assessment. Whenever possible, the Department will balance external hires with internal hires so that the workforce is comprised of a mix of new and experienced employees, who will represent a diverse blend of work experience and backgrounds. When vacancies occur in underutilized job classes, before posting is limited to internal candidates only, strong consideration must be given to whether there is an adequate potential internal candidate pool. Otherwise, external candidates will not only be considered but encouraged to apply through recruitment efforts.

FY 2011 Plan: Continuation of what has been started in 2010

FY 2010-11 Diversity Progress Plan and Report

[redacted]

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress: In addition to the training provided by the State of Iowa. The Department of Public Defense continues to use Federal Resources, specifically the State Equal Employment Manager and the Diversity Coordinator for the National Guard. These individuals provide training to the different agencies within the Department. Examples of this training are Generational Diversity, Consideration of Others, and Human Relations Culture. This training is conducted throughout the year and is repeated as necessary and as time allows.

FY 2011 Plan: Intent is to continue with the same training. All training has received favorable feedback and the intent is to provide this for additional employees.

FY 2010-11 Diversity Progress Plan and Report

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress: Traditionally the Department of Public Defense has focused their recruit pool to that as one of retired military. Over the past year we have changed this focus towards one of encouraging others to make application for positions within the Department. We will continue to address numerical underutilization through normal quantitative affirmative action processes as we have done in the past.

FY 2011 Plan: Continue with processes that were used in 2010

FY 2010-11 Diversity Progress Plan and Report

[redacted]

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress: The Department of Public Defense is committed to the Readiness of the Iowa National Guard and to its mission accomplishment. Reflecting the community we serve will help us attain this benchmark. Our goal is to create that environment of equal opportunity and culture throughout our workforce. Our supervisors are committed to and accountable for creating and maintaining an environment that fosters this type of opportunity. The next step is for these supervisors to provide mentoring and career guidance to the individuals they supervise.

FY 2011 Plan: Continue developments from 2010. In addition we will continue to pursue opportunities to work with various minority leaders in coordination with the National Guard Equal Opportunity and Diversity Team.

FY 2010-11 Diversity Progress Plan and Report

Attachment A

Topic

Summary

Attachment B

Topic

Summary

Attachment C

Topic

Summary

FY 2010-11 Diversity Progress Plan and Report

[redacted]

Timothy E Orr, BG, Adjutant General

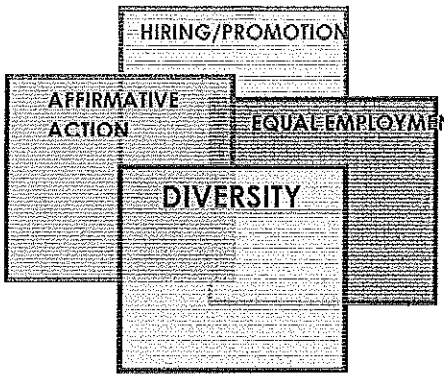
Agency Head, Name and Title (please print)

For [signature]

6 Aug 2010

Agency Head Signature **Date**

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st.** Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: Iowa Department of Public Health

Division (if applicable):

Person Submitting Report: Tom Newton

Please Print Name: Tom Newton

Please Sign Name: Signed copy on file at IDPH

Phone: 515- 281-8474

FY 2010-11 Diversity Progress Plan and Report

Section 1 | Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

Administrative Plan

1. How your policy will be implemented: The Department of Public Health is working on a Hiring Manual for supervisors and this document contains guidance and a commitment statement from Director Newton regarding achieving and maintaining a diverse workforce. The manual is scheduled to be released in Fall 2010. Director Newton's commitment statement to achieving and maintaining a diverse workforce will be accessible to employees and the public on the IDPH website Employment page.

2. Name, job title, and contact information for the responsible EEO AA official:
    - Mary Jones, Deputy Director, Iowa Department of Public Health

3. Describe your agency's system for auditing and reporting diversity issues:
    - IDPH developed a Workforce Team for the 2009 Workforce Plan; this group continues to meet quarterly to review progress of both diversity and overall workforce activities.
    - IDPH Education Coordinator reports progress to supervisor and IDPH Deputy Director, Bureau Chief Team and Executive Team at least quarterly.

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation:

    - Progress of the diversity plan is communicated to the IDPH Executive Team and Bureau Chief Team by the Bureau Chief of the Communication and Planning bureau and the IDPH Education Coordinator.

FY 2010-11 Diversity Progress Plan and Report

- IDPH has a Workforce Development Team. The Education Coordinator reports updates regarding the diversity plan and training to the Workforce Team.
- In-House training related to diversity is promoted on the All-Staff section of the IDPH intranet, as well as on the IDPH intranet calendar of in-house training opportunities.

Section 2 Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period:

FY 2010 Progress

- IDPH human resources team reviewed the DAS Audit Report
- DAS Audit Report shared with IDPH supervisors
- Supervisor *Hiring Manual* is being prepared to train supervisors on hiring practices and employees who will participate on interview teams.

FY 2011 Plans

- *Hiring Manual* training for supervisors released
- *Hiring Manual* training for IDPH employees who serve on interview teams released

Section 3 Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress

- Promoted the department's internship program through partnerships with academia to recruit candidates for internships, including persons from diverse backgrounds. Established consistent internal procedures.
- Used public health partners to help recruit diverse employees.

FY 2010-11 Diversity Progress Plan and Report

- Attended career and recruitment fairs to make contacts and recruit diverse workers.
- Attended ethnic festivals in the Des Moines area, in particular Asian and Latino festivals, Juneteenth.
- Used the department's website to promote public health careers, internships and job openings. Linked to DAS website for job openings.
- Involved the department's Office of Minority and Multicultural Health in identifying recruitment strategies.
- All new employees attended state sponsored diversity training.
- Provided orientation and mentoring/leadership development opportunities for interns.
- Conducted survey to determine the level of usage of the DAS Diversity Activity Guide, "Making a Difference with Diversity: An Activity Guide for State of Iowa Workplace".

FY 2011 Plan

- Promote the department's internship program through partnerships with academia to recruit candidates for internships, including persons from diverse backgrounds. Promote internships on IDPH website and communication with academic institutions.
- Use public health partners to help recruit diverse employees. Promote available positions through the Iowa Public Health Association, the Office of Minority and Multicultural Health, Iowa Vocational Rehabilitation Services and the Department of Human Rights including:
  - Iowa Commission on the Status of African Americans
  - Commission of the Status of Iowans of Asian and Pacific Islander Heritage
  - Division of Latino Affairs
  - Division of Persons with Disabilities
  - Iowa Commission on the Status of Women
  - Division of Deaf Services
  - Division of Native American Affairs
- Attend career and recruitment fairs to make contacts and recruit diverse workers.
- Attend ethnic festivals in the Des Moines area, in particular Asian and Latino festivals, Juneteenth.

FY 2010-11 Diversity Progress Plan and Report

- Use the department's website to promote public health careers, internships and job openings. Link to DAS website for job openings.
- Involve the department's Office of Minority and Multicultural Health in identifying recruitment strategies.
- All new employees, including new supervisors attend state sponsored diversity training.
- Provide orientation and mentoring/leadership development opportunities for interns. New employee orientation will include a presentation by the Office of Minority and Multicultural Health.
- Conduct a one year follow-up survey to determine the level of usage of the DAS Diversity Activity Guide, "Making a Difference with Diversity: An Activity Guide for Sate of Iowa Workplace".
- Education Coordinator will attend annual diversity conference in Ames to obtain training information and potential topics for in-house training.
- Education Coordinator will participate in DAS recruitment meetings.
- Education Coordinator will meet with the Manager of the Office of Minority and Multicultural Health to discuss efforts to encourage and celebrate diversity.
- Office of Minority and Multicultural Health will develop training, *Diversity in Health Messaging*.

Section 4 Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress

- Employees attended DAS diversity training
- February 4, 2010 – Conducted diversity survey to determine level of usage of DAS Diversity Activity Guide "Making a Difference with Diversity: An Activity Guide for State of Iowa Workplace". (see results in Section 7)
- May 11, 2010 and September 22, 2010 – *Diversity/Disability Panel* (In-house training opportunity, see attached calendar of training in Section 7). The panel members, who are living with a disability or a family member with a disability, are open to questions and respond with honestly and humor. Panel Members:

FY 2010-11 Diversity Progress Plan and Report

Peer Specialist, Magellan Health Services
IDPH employee, parent of a child with a disability
Representative from Deaf Services Commission of Iowa
Former IDPH employee who has been blind since childhood

- October 20, 2010 – Diversity In-House training opportunity – see attached calendar of training in Section 7). *Building Community Through Cultural Conversations: Sharing our Stories:* To understand others it helps to understand ourselves. Each of us comes from a unique cultural background. This training will include a panel discussion of cultural diversity and sharing personal stories of cultural background, traditions and experiences, followed by group discussion and questions and answers.
- December 14, 2010 – In-House training opportunity – see attached calendar of training in Section 7). *What is a fifth-grade reading level? Why should I care?* Low health literacy is a stronger predictor of a person's health than age, income, employment status, education level or race. (American Medical Association) Reach more people and improve health outcomes by making sure your communication is health literacy friendly. In this session, you'll learn why health literacy matters, how to easily determine and improve the "grade level" of your written documents, and strategies for making sure your communication is culturally appropriate.

FY 2011 Plan

- New employees and new supervisors will attend DAS diversity training
- Follow-up diversity survey with department supervisors to determine level of usage of DAS Diversity Activity Guide "Making a Difference with Diversity: An Activity Guide for State of Iowa Workplace". (see 2010 results in Section 7)
- Date to be determined – *Diversity/Disability Panel* (In-house training opportunity) See class description in previous section.
- Date to be determined – Diversity In-House training opportunity. *Building Community Through Cultural Conversations: Sharing our Stories*: See class description in previous section.
- Date to be determined – In-House training opportunity. *What is a fifth-grade reading level? Why should I care?* See class description in previous section.
- Date to be determined – In-House training: *Diversity in Health Messaging* facilitated by the Executive Director of the IDPH Office of Minority and Multicultural Health and IDPH Communication and Planning bureau staff member.

FY 2010-11 Diversity Progress Plan and Report

Section 5 Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress

- Hire staff to replace SERIP vacancies (as approved), to include diverse populations
- Internship opportunities with the Office of Minority and Multicultural Health and other internship positions within IDPH.

FY 2011 Plan

- Hire staff to replace SERIP vacancies (as approved), to include diverse populations
- Internship opportunities with the Office of Minority and Multicultural Health and other internship positions within IDPH.
- Representative from Iowa Vocational Rehabilitation Services (IVRS) give presentation to supervisors to review services available through IVRS.

Section 6 Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress

- Promotion of Martin Luther King Day Celebration to IDPH staff to participate in All State Choir. Manager of Office of Minority and Multicultural Health and Education Coordinator participated in the event.

FY 2011 Plan

- A collaboration between the IDPH Education Coordinator and the Office of Minority and Multicultural Health to increase promotion to employees on IDPH All Staff page to participate in the Martin Luther King Day Celebration All State Choir.

FY 2010-11 Diversity Progress Plan and Report

Section 7 Attachments

Attachment A

Topic: Diversity Survey Results Summary, February 4, 2010

Summary: The purpose of the Diversity Survey was to determine the level of usage of the DAS Diversity Activity Guide, provided to bureau chiefs during DAS Diversity training. This survey will be repeated in 2011.

Attachment B

Topic: IDPH In-House Training Calendar 2010

Summary: 2010 Training Calendar of In-House training for IDPH employees with descriptions of training related to diversity.

Section 8 Signature Page

Tom Newton, Iowa Department of Public Health Director

Agency Head, Name and Title (please print)

Original copy signed and kept on file at IDPH 09/20/10

Agency Head Signature **Date**

Diversity Survey Results Summary
February 4, 2010

The purpose of the Diversity Survey was to determine the level of usage of the DAS Diversity Activity Guide, provided to bureau chiefs during DAS Diversity training. In addition the Office of Multi-Cultural Health requested feedback on diversity or cultural awareness training or activities on the program level. Survey Monkey was used and sent to department bureau chiefs. Twenty-three employees responded.

---

1. Is your bureau using the DAS "Making a Difference with Diversity: An Activity Guide for State of Iowa Workplace" for discussion within your bureau? (A total of 23 responses)

Yes	%	No	%	Plan to, but haven't started	%
10	43.5%	1	4.3%	12	52.2%

2. If answered "Yes" to question 1, which modules have you completed?
   (Of 23 total survey respondents, 10 answered the question, 13 skipped the question)

Module	Response Count	Response Percent
Gender Diversity	9	90%
People with Disability	9	90%
Generational Diversity	9	90%
Racial Diversity	7	70%
Ethnic Diversity	6	60%
Socio-Economic Diversity	5	50%
Sexual Orientation	4	40%
Religious Diversity	4	40%

3. In your bureau are there grant programs or projects that are including diversity or cultural awareness training or activities? (Of 23 survey respondents 10 gave a descriptive response)

Yes	%	No	%	I Don't Know	%
9	39.1%	10	43.5%	4	17.4%

If yes, please name the grant project and a short description of what is being done:

Bureau	Short description
Health Care Access	Collaborative project with Multi-cultural Health using an intern from the University of Iowa College of Public Health to do an environmental scan of cultural competency programs.
Chronic Disease Prevention & Management	Breast and Cervical Cancer Program – cultural sensitivity through a developing PPT – based offering.
Nutrition and Health Promotion	We include diversity in our state plan. WIC training for all locals we have invited a Civil Rights speaker from USDA Mountain Plains Regional Office. She has accepted.
HIV, STD, Hepatitis	HIV prevention sponsored a training for our contractors entitled "Somewhere over the Rainbow: Gay Culture, MSM & Cultural Competency" in September 2009. At our biannual HIV and STD conference, we also have several cultural competency sessions. In 2008, we had sessions on cultural competency for health care providers, the Latino HIV epidemic, AIDS and the Black Church, and Promoting Health Community among Gay Men. The next conference will be in 2010.
Professional Licensure	Request for an intern who is familiar with Asian languages and customs
Environmental Health Services	We are not doing activities, but our Health Homes project has targeted the elderly and Hispanic population for outreach.
Division of Tobacco Use Prevention & Control	We have contracted five organization to address tobacco-related health disparities in these populations: African American, Asian/Pacific Islander, Native American, Hispanic/Latino(a), GLBT.
Lead Poisoning Prevention	We have a very diverse staff – African American, white, male, female, Latino, and persons with disabilities. Working in our bureau is an experience in diversity.
CDOR	Preparedness, assuring cultural diversity and meeting the needs of special populations in planning efforts.

Substance Abuse Prevention & Treatment	Culturally Competent Grant

4. Bureau name and name of person completing the survey: (23 total responses)

Bureau, Division or Office Name	Name of person completing the survey
Admin., Regulation and Licensure	Dean Austin
CADE	Pam Deichmann
CAP	Martha Gelhaus
CDOR	Rebecca Curtiss
Chronic Disease Prevention & Management	Jill Myers-Geadelmann
EMS	Kirk Schmitt
Environmental Health Services	Carmily Stone
Family Health	Kim Brown
Finance	Cheryl Christie
Health Care Access	Doreen Chamberlin
Health Statistics	Jill France
HIV, STD, Hepatitis	Randy Mayer
Immunization and TB	Don Callaghan
Information Management	Dale Anthony
Lead Poisoning Prevention	Rita Gergely
Local Public Health Services	Judy Naber
Nutrition and Health Promotion	Judy Solberg
Professional Licensure	Eileen Gloor
Oral Health	Shaela Meister
Radiological Health	Melanie Rasmusson
State Medical Examiner's Office	Julia Goodin
Substance Abuse Prevention and Treatment	Julie Jones
Tobacco Use Prevention and Treatment Division	Sieglinde Prior

Findings:

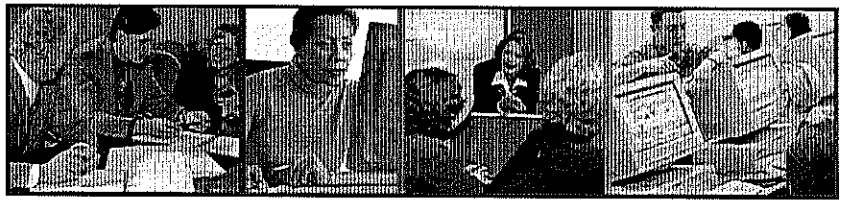
- All IDPH bureaus responded to the survey.
- Approximately half have used the DAS Diversity activity guide and the other fifty percent plan to use the guide for bureau discussion.
- Of the bureaus using the diversity activity guide the topics that were most frequently completed were gender, disability and generational diversity. The least covered topics were sexual orientation and religious diversity.

Next Steps: Repeat survey in one year and include results in the 2012 Workforce Plan.

Summary report compiled by Marilyn Alger, Education Coordinator, 2/4/10

IDPH In-House Training Calendar

2010



When you've found an in-house class you'd like to take click the LMS link Prepare Iowa Learning Management System (LMS)

- Enter your log-in ID and password
- Click on Course Catalog
- Under "Search Text" type in the course number such as 1206
- Under "Search Type" click on "Exact phrase"
- Click the "Search" button and it will take you to the course

If you have questions about the LMS contact Sandra Lyles, LMS Coordinator.

Once you've signed up for a class remember to put the training on your Outlook calendar! If for some reason you need to cancel the class, please go to the LMS and cancel your registration. Thanks!

If you have a new idea for an In-House Training that would help you do your job better, contact Marilyn Alger, Education Coordinator, malger@idph.state.ia.us

Date of session	Time	Name of Presenter	Topic of Session	Location
2010	2010	2010	2010	2010
January 1	**HOLIDAY**	**HOLIDAY**	**New Year's Day** A HAPPY NEW YEAR	**HOLIDAY**
January 6 January 27 February 3 February 24	12:10 – 12:50	Joelle Stolte, Certified Yoga Trainer	**"Yoga for Health" –** Noon Hour Practice Class 4 session class. This session includes: January 6, January 27, February 3 and February 24. If you're interested in reducing stress and strengthening your body, this noon-hour class is for you. Yoga increases flexibility, builds strength, improves posture and increases mind-body balance. Wear comfortable clothes. Class size limited to 10. To sign up for this class, go to the "S" drive Look for the folder titled: "Yoga for Health" and add your name and bureau. After registering on the "S" drive add the class to your Outlook calendar.	517-518
January 7	1:30 – 4:30	Stacey Hewitt & John McMullen, Bureau of Finance	**Competitive Selection**: Finance Bureau training Part 1: Requirements when purchasing services for the state, RFP, RFA, RFB, review of the template documents, what to plan for during the selection process. Class size limited to 15.	517

			Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1162 Under "Search Type" click on "Exact phrase" and it will take you to the course.	
January 18	HOLIDAY	**HOLIDAY**	**Martin Luther King, Jr. Day** 	**HOLIDAY**
January 21	8:30 – 10:30	Mary Jones, Deputy Director Marilyn Alger, Education Coordinator	**New Employee Orientation - WELCOME** New employees will receive an invitation for orientation and will register with Marilyn Alger.	517-518
January 28	1:30 – 3:30	Judy Naber & Diane K. Anderson	**Local Public Health 101** and relationship between local public health and local boards of health, how to connect with local public health agencies. For new employees or others who have not taken the training before. Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1188 Under "Search Type" click on "Exact phrase" and it will take you to the course. After registering on the LMS add the class to your Outlook calendar.	415

February 4	9:30- 11:00	Cheryl Christie, Shanna Wyllie Rose Anthony Andrew Connet Amy Janssen Kari Catron Carol Ritter	**Reimbursement Process Simplified: Electronic Payment System Demonstration** *Target Audience:* IDPH program staff that work with contracts with local agencies. IDPH will be implementing a new reimbursement system beginning July 2010. During the last year, several IDPH programs and local partners have been involved in a new initiative to simplify and expedite the reimbursement processes for contractors through an Electronic Reimbursement System (ERS). Based on the successful pilot of the system, IDPH will be implementing ERS for all programs beginning July 2010. IDPH has recently purchased SharePoint, a document library system which will support multiple functions for document posting and sharing for IDPH programs. This training will include a demonstration of the SharePoint capabilities and provide an overview of the ERS. Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1230 Under "Search Type" click on "Exact phrase" and it will take you to the course.	517-518
February 8	1:30 – 3:00	Cheryl Christie, Shanna Wyllie Rose Anthony Andrew Connet Amy Janssen Kari Catron Carol Ritter	**Reimbursement Process Simplified: Electronic Payment System Demonstration** *Target Audience:* IDPH program staff that work with contracts with local agencies. IDPH will be implementing a new reimbursement system beginning July 2010. During the last year, several IDPH programs and local partners have been involved in a new initiative to simplify and expedite the reimbursement	517-518

			processes for contractors through an Electronic Reimbursement System (ERS). Based on the successful pilot of the system, IDPH will be implementing ERS for all programs beginning July 2010. IDPH has recently purchased SharePoint, a document library system which will support multiple functions for document posting and sharing for IDPH programs. This training will include a demonstration of the SharePoint capabilities and provide an overview of the ERS. Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1230 Under "Search Type" click on "Exact phrase" and it will take you to the course.	
February 11	9:00 – 11:00	Meg Rottinghaus, Purchasing Agent; Misty Cook, Accounting Tech, Bureau of Finance	**Finance Forms 101** Tutorial on the proper processes and procedures for filling out travel request and other types of forms, when to use each form and where to find them. A "must" training for all employees! Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1190 Under "Search Type" click on "Exact phrase" and it will take you to the course. After registering on the LMS add the class to your Outlook calendar.	517-518

February 22	8:30 – 4:30	John Warming	**Introduction to ArcGIS** (Geographical Information Systems). All day training. Basic information about what GIS does and what they can do, introduce the use of ArcGIS software to produce thematic maps, how to create GIS datasets from Excel spreadsheets. Course prerequisites: Good working knowledge of Windows and Excel. There is an annual user fee to use ArcGIS. Contact John Warming for more information about the course and the user fee at 281-7993. Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1166 Under "Search Type" click on "Exact phrase" and it will take you to the course. After registering on the LMS add the class to your Outlook calendar.	6th floor Computer training room
February 24	10:00 – 12:00	Martha Gelhaus, Communication & Planning Bureau, Judy Naber, Bureau of Local Public Health, Joy Harris, CAP Bureau	**"What is Public Health?"** Overview (Martha Gelhaus) Structure of Governmental Public Health in Iowa (Judy Naber) and Public Health Modernization (Joy Harris). This session is for new employees but if you haven't taken it before you are welcome. Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1172 Under "Search Type" click on "Exact phrase" and it will	517-518

			take you to the course. After registering on the LMS add the class to your Outlook calendar.	
March 3	9:30 – 11:00	Carmily Stone, Bureau Chief, Environmental Health	**Environmental Health and You** Every day you probably use more environmental health services than you realize. From the water you use in the morning to shower, to the bed you sleep on at night, environmental health protects you from hazards in your environment. Come learn more about environmental health, who has regulatory responsibilities within Iowa, and what you can do to make your environment a healthier place for you and your family. This is the first time this class has been offered. Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1202 Under "Search Type" click on "Exact phrase" and it will take you to the course. After registering on the LMS add the class to your Outlook calendar.	517
March 3 March 24 April 8 April 29	12:10 – 12:50	Joelle Stolte, Certified Yoga Trainer	**"Yoga for Health"** – Noon Hour Practice Class 4 session class. This 2nd session includes: March 3, March 24, April 8 and April 29. If you're interested in reducing stress and strengthening	517-518

			your body, this noon-hour class is for you. Yoga increases flexibility, builds strength, improves posture and increases mind-body balance. Wear comfortable clothes. Class size limited to 10. To sign up for this class, go to the "S" drive Look for the folder titled: "Yoga for Health 2" and add your name and bureau. After registering on the "S" drive add the class to your Outlook calendar.	
March 9	9:00 – 12:00	Stacey Hewitt & John McMullen	**Service Contracts**: Finance Bureau training Part 2: The session will provide an overview of the contracting process within the department, review the Special Conditions template, and provide technical assistance for developing performance measures. Class size limited to 9. It is recommended you take Competitive Selection before taking this class. Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1164 Under "Search Type" click on "Exact phrase" and it will take you to the course. After registering on the LMS add the class to your Outlook calendar.	517

March 17	9:00 – 11:00	Jerri McLemore, Associate State Medical Examiner	**What's up with the State Medical Examiner's Office?** General overview of the functions of the state medical examiner's office, its relationship with the Dept. of Public Health and types of deaths that are investigated by the office. This training is offered only once each year, so sign up soon! Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1234 Under "Search Type" click on "Exact phrase" After registering on the LMS add the class to your Outlook calendar.	517-518
March 22	8:00 – 12:00 OR 1:00 – 5:00 There are two class time options, please sign up for one.	John Kraemer, Matthew Lunn, Certified BLS Instructors, State Medical Examiner's Office	**CPR training: Basic Life Support for Healthcare Providers** (required if a licensed healthcare provider) BLS for Healthcare Providers Course is designed to provide healthcare professionals with the ability to recognize several life-threatening emergencies and to provide CPR, use of an AED and relief of choking in a safe, timely and effective manner. This course includes adult, child and infant rescue skills in both out-of-hospital and in-hospital settings. **Note: There is a charge for this certified class, to be paid by the employee.** **1. $12 book charge (2005/2006 edition);** **2. $5 certification card.** **If you already have the 2005/2006 edition you only**	517-518

			need to pay $5.00. **Check made out to "Iowa Health System Community Training Center" and deliver to Marilyn Alger, 5th floor, SW corner after you've registered for the class.** Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1182 Under "Search Type" click on "Exact phrase" and it will take you to the course. After registering on the LMS add the class to your Outlook calendar.	
April 6 & 7			**33rd Annual Governor's Conference on Substance Abuse,** sponsored by IDPH. For registration information call Training Resources, 515/309-3315.	Polk County Convention Complex in Des Moines
April 8	9:00 – 11:00	Dale Anthony, Information Management Bureau Chief	**Computer Literacy**: A good training for new employees or those who haven't attended before. Learn about websites, help desk requests, policies related to computer use at work, record retention, LAN space and more. Come with your questions about outlook or other computer related questions. Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1174 Under "Search Type" click on "Exact phrase" After registering on the LMS add the class to your	517-518

			Outlook calendar.	
April 13 & 14		**Mark your Calendar**	**Public Health Conference in Ames** **www.iowapha.org** Watch for information about IDPH group registration.	Scheman Center, Ames
April 20	1:30 – 3:30	Don McCormick, Public Information Officer	**Caps, commas, and web addresses, oh my!** Join us for an interactive session to learn about the Doc Rev service, an introduction to avoiding some common errors, and a brief overview of the "Track Changes" function in Microsoft office products. Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1238 Under "Search Type" click on "Exact phrase"	517
April 22	9:15 – 11:30	Julie McMahon, Division Director Marilyn Alger, Education Coordinator	**New Employee Orientation - WELCOME** New employees will receive an invitation for orientation and will register with Marilyn Alger.	517-518
April 27	10:30 – 11:30	Alex Carfrae, Risk Communications Officer	**Individual Disaster Planning – Do you have a plan?** Introduce participants to disaster preparedness and learn how to make a preparedness kit, prepare a plan and in general, be prepared for any type of disaster.	518

			This is the only time this training will be offered this year. Prepare Iowa Learning Management System (LMS) Log-in to your LMS account Click on course catalog Under "Search Text" type in 1184 Under "Search Type" click on "Exact phrase" After registering on the LMS add the class to your Outlook calendar.	
May 3	10:00 – 12:00	Various instructors from the Contract Transformer Team	**New and Improved Service Contracting Process** The rumors are TRUE! Come learn about the new efficiencies, as well as your role and responsibility related to service contracts. The training will provide an overview of the new service-contracting process that will go into effect on July 1, 2010 at IDPH. The new process is a result of a Kaizen lean event conducted by representatives from each division, as well as local partners. Course # 1246	517-518
May 5 May 26 June 2	12:10 – 12:50	Joelle Stolte, Certified Yoga Trainer	**"Yoga for Health"** – Noon Hour Practice Class 4 session class. This 3rd session includes: May 5, May 26, June 2 and	517-518

June 30			June 30. If you're interested in reducing stress and strengthening your body, this noon-hour class is for you. Yoga increases flexibility, builds strength, improves posture and increases mind-body balance. Wear comfortable clothes. Class size limited to 10. To sign up for this class, go to the "S" drive Look for the folder titled: "Yoga for Health 3" and add your name and bureau. After registering on the "S" drive add the class to your Outlook calendar.	
May 11	9:00 – 10:00	Sandra Lyles	**LMS Overview** Course # 1250	6th floor Training room
May 11	10:30 – 12:00	James Bremhorst Joy Harris Suzy Mannella Sandi Ryan	**Diversity/Disability Panel** This in-house panel discussion has been presented twice at the department, for two bureaus and has received great reviews! The panel members, who are living with a disability or a family member with a disability, are open to questions and respond with honestly and humor. The training will only be offered twice this year, so sign up soon! *Please send questions in advance for the Q&A segment of the training to Marilyn Alger, Education Coordinator.* To sign up on the LMS, click on the link below:	517-518

			Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1248 Under "Search Type" click on "Exact phrase" and it will take you to the course. Once you've signed up for the class remember to put it on your Outlook calendar as a reminder. If you have questions about the LMS contact Sandra Lyles, LMS Coordinator.	
May 13	10:00 – 11:30	Patti Hawxby, President, Hawkeye Chapter IAAP and Administrative Assistant at Principal Financial Group	**Conquer your Mess! It's Time for Spring Cleaning** Representatives from the International Association of Administrative Professionals would like to share ideas for organizing your office. Does paper account for a lot of your clutter? Is your email box out of control? Tips and tricks will be shared on how to manage office papers and workspace. The 30-day daily filing system will be presented as well as other electronic filing tricks and tips. **This is the first time this class has been offered!** Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1236 Under "Search Type" click on "Exact phrase" and it will take you to the course. After registering on the LMS add the class to your Outlook calendar.	517-518

May 13	1:00 – 3:00	Various instructors from the Contract Transformer Team	**New and Improved Service Contracting Process** The rumors are TRUE! Come learn about the new efficiencies, as well as your role and responsibility related to service contracts. The training will provide an overview of the new service-contracting process that will go into effect on July 1, 2010 at IDPH. The new process is a result of a Kaizen lean event conducted by representatives from each division, as well as local partners. Course # 1246	517-518
May 18	2:00 – 3:00	Debbi Cooper, Certified Laugh Leader	**Therapeutic Laughter and Laughter Clubs** It has been known that laughter is good medicine, but now comes the introduction of Laughter Clubs. Come and learn a systematic method of chuckles, chortles and giggling to reduce stress and prevent hardening of the attitudes. The laughter routine, designed to make anyone feel better, works without using jokes or comedy to stimulate the laughter. Come join in for an experiential hour of laughter and stress reduction. Class size limited to 15 participants. Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1170 Under "Search Type" click on "Exact phrase" and it will take you to the course.	517-518

			After registering on the LMS add the class to your Outlook calendar.	
May 19	9:30 – 11:30	Various instructors from the Contract Transformer Team	**New and Improved Service Contracting Process** The rumors are TRUE! Come learn about the new efficiencies, as well as your role and responsibility related to service contracts. The training will provide an overview of the new service-contracting process that will go into effect on July 1, 2010 at IDPH. The new process is a result of a Kaizen lean event conducted by representatives from each division, as well as local partners. Course # 1246	517-518
May 27	1:00 – 3:00	Various instructors from the Contract Transformer Team	**New and Improved Service Contracting Process** The rumors are TRUE! Come learn about the new efficiencies, as well as your role and responsibility related to service contracts. The training will provide an overview of the new service-contracting process that will go into effect on July 1, 2010 at IDPH. The new process is a result of a Kaizen lean event conducted by representatives from each division, as well as local partners. Course # 1246	Jessie Parker Building, Grant Room

May 31	**HOLIDAY**	**HOLIDAY**	**Memorial Day** 	**HOLIDAY**
June 2	9:00 – 11:00	Various instructors from the Contract Transformer Team	**New and Improved Service Contracting Process** The rumors are TRUE! Come learn about the new efficiencies, as well as your role and responsibility related to service contracts. The training will provide an overview of the new service-contracting process that will go into effect on July 1, 2010 at IDPH. The new process is a result of a Kaizen lean event conducted by representatives from each division, as well as local partners. Course # 1246	517-518
June 3	**9:00 – 11:00**	Meg Rottinghaus, Purchasing Agent; Misty Cook, Accounting Tech, Bureau of Finance	**Finance Forms 101** You've asked for it and now it's here! Tutorial on the proper processes and procedures for filling out travel request and other types of forms, when to use each form and where to find them. A "must" training for all employees! Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password	517-518

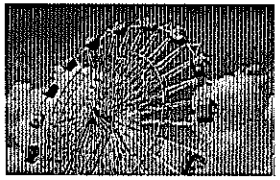
			Click on Course Catalog Under "Search Text" type in 1190 Under "Search Type" click on "Exact phrase" and it will take you to the course. After registering on the LMS add the class to your Outlook calendar.	
June 7	**1:00 – 3:00**	Various instructors from the Contract Transformer Team	**New and Improved Service Contracting Process** The rumors are TRUE! Come learn about the new efficiencies, as well as your role and responsibility related to service contracts. The training will provide an overview of the new service-contracting process that will go into effect on July 1, 2010 at IDPH. The new process is a result of a Kaizen lean event conducted by representatives from each division, as well as local partners. Course # 1246	517-518
June 8	10:30 – 12:00	Barb Nervig, Agency Rules Administrator	**ABCs of Administrative Rules** **Part 1: Rule Making Process** An introduction to Administrative Rules, with a review of department policy and the steps involved in rule making. Part 2: Rule Writing Style will be offered June 22. Part 2 is for employees who write administrative rules. Prepare Iowa Learning Management System (LMS)	518

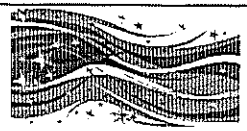
			Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1194 Under "Search Type" click on "Exact phrase" and it will take you to the course. After registering on the LMS add the class to your Outlook calendar.	
June 17	9:30 – 11;30	Various instructors from the Contract Transformer Team	**New and Improved Service Contracting Process** The rumors are TRUE! Come learn about the new efficiencies, as well as your role and responsibility related to service contracts. The training will provide an overview of the new service-contracting process that will go into effect on July 1, 2010 at IDPH. The new process is a result of a Kaizen lean event conducted by representatives from each division, as well as local partners. Course # 1246	517-518
June 22	1:00 – 3:00	Various instructors from the Contract Transformer Team	**New and Improved Service Contracting Process** The rumors are TRUE! Come learn about the new efficiencies, as well as your role and responsibility related to service contracts. The training will provide an overview of the new service-contracting process that will go into effect on July 1, 2010 at IDPH. The new process is a result of a Kaizen lean event conducted by representatives from each division, as well as local	Jessie Parker Building, Grant Room

			partners. Course # 1246	
June 29	1:30 – 3:00	Joy Harris, IDPH Modernization Coordinator	**Core Functions & 10 Essential Services** of Public Health. This training is recommended for all <u>new employees</u> and staff who have not taken it before. Class size limit:12 <u>Prepare Iowa Learning Management System (LMS)</u> Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in <u>1168</u> Under "Search Type" click on "Exact phrase" and it will take you to the course. After registering on the LMS add the class to your Outlook calendar.	517- 518
July 5	**HOLIDAY**	**HOLIDAY**	**Independence Day**	**HOLIDAY**
July 7	10:30 – 12:00 Room set up 10:00	Barb Nervig, Agency Rules Administrator	**ABCs of Administrative Rules** **<u>Part 2: Rule Writing Style</u>** Specific guidance for writing Administrative Rules including style, format and the technical document preparation.	6th floor computer training room

			For employees who write administrative rules. Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1196 Under "Search Type" click on "Exact phrase" After registering on the LMS add the class to your Outlook calendar.	
July 13 Cancelled due to Polly's assignment with the Governor's Office. Reschedule when Polly is back.	1:30 – 3:30	Polly Carver-Kimm, IDPH Public Information Officer	**Inside Edition: Why Do Reporters Do What They Do?** This new training takes a look at what makes reporters tick. Presented by IDPH Public Information Officer, Polly Carver-Kimm, who spent 24 years as a broadcast reporter, this training will help you understand the reporter's perspective. If you think you might be called upon to be interviewed or you're curious about the media, this training will include tips for a successful interview, interview do's and don'ts and "Ten Easy Ways to Blow an Interview". Target audience: Anyone who could be called upon for an interview, but it is also appropriate for those who are curious about the way the media works. Also a good session for new employees. This is the first time this class has been offered and the only time it will be offered this year. This is the only time this class will be offered this year. Prepare Iowa Learning Management System (LMS)	518

			Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1186 Under "Search Type" click on "Exact phrase" and it will take you to the course. After registering on the LMS add the class to your Outlook calendar.	
July 22	9:15 – 11:30	Ken Sharp, Division Director Marilyn Alger, Education Coordinator	**New Employee WELCOME** New employees will receive an invitation for orientation and will register with Marilyn Alger.	517-518
August 10	9:00 – 11:00	Stacey Hewitt & John McMullen	**Competitive Selection Documents** – This session provides specifics on the requirements when purchasing services for the state. A detailed look at how to prepare the Request for Proposal (RFP), Request for Application (RFA), Request for Bid (RFB) documents, including a review of the template documents and what to plan for during the selection and evaluation process. Employees whose job responsibilities include participation in a service contract process are responsible for attending the IDPH trainings on Service Contract Process, Competitive Selection Documents and Service Contractual Agreements on an annual basis. Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog	517

			Under "Search Text" type in 1162 Under "Search Type" click on "Exact phrase" and it will take you to the course. After registering on the LMS add the class to your Outlook calendar.	
August 12 - 22			**Iowa State Fair** 	
August 19, Rescheduled to Sept. 28, 2010	1:30 – 3:30	Martha Gelhaus, Communication & Planning Bureau, Judy Naber, Bureau of Local Public Health, Joy Harris, CAP Bureau	**"What is Public Health?"** Overview (Martha Gelhaus) Structure of governmental public health in Iowa (Judy Naber) and Public Health Modernization (Joy Harris) This session is for new employees but if you haven't taken it before you are welcome. Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1172 Under "Search Type" click on "Exact phrase" and it will take you to the course. After registering on the LMS add the class to your Outlook calendar.	517-518

August 23	8:30 – 4:30	John Warming	**Introduction to ArcGIS** (Geographical Information Systems). Basic information about what GIS does and what they can do, introduce the use of ArcGIS software to produce thematic maps, how to create GIS datasets from Excel spreadsheets. Course prerequisites: Good working knowledge of Windows and Excel. There is an annual user fee to use ArcGIS. Contact John Warming for more information about the course and the user fee at 281-7993. <u>Prepare Iowa Learning Management System (LMS)</u> Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in <u>1166</u> Under "Search Type" click on "Exact phrase" and it will take you to the course. After registering on the LMS add the class to your Outlook calendar.	6th floor Computer training room
September 6	**HOLIDAY**	**HOLIDAY**	**Labor Day** 	**HOLIDAY**
September 14	9:00 – 11:00	Stacey Hewitt & John McMullen	**Service Contractual Agreements** This session will provide specifics on the service contract documents used in the department. A detailed review of the Special Conditions contract template and provide technical assistance for developing performance	517

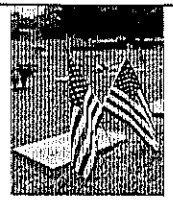
			measures. Note: Employees whose job responsibilities include participation in a service contract process are responsible for attending the IDPH trainings on Service Contract Process, Competitive Selection Documents and Service Contractual Agreements on an annual basis. Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1164 Under "Search Type" click on "Exact phrase" and it will take you to the course. After registering on the LMS add the class to your Outlook calendar.	
September 16	9:00 – 11:00	Don McCormick	**Story banking – minimal investment, big payoff!** With 3 million customers, stories come our way every day. Some are great examples of our successes while others demonstrate the need to do more. With so many stories out there that highlight the importance of our work, it isn't possible to write them all down…or is it? This training will not focus on how to write a Pulitzer prize-winning story; most of the time we relay stories verbally anyway. Rather, we'll concentrate on the core components you'll need for each story in your bank…and how to collect that information in less than 15 minutes per story.	517

			This is the only time this class will be offered this year, so sign up today. Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1240 Under "Search Type" click on "Exact phrase" Remember to add the training to your Outlook calendar. After registering on the LMS add the class to your Outlook calendar.	
September 22	1:30 – 3:00	James Bremhorst Joy Harris Suzy Mannella Sandi Ryan	**Diversity/Disability Panel** This in-house panel discussion has been presented twice at the department, for two bureaus and has received great reviews! The panel members, who are living with a disability or a family member with a disability, are open to questions and respond with honestly and humor. This is the last time this training will be offered this year, so sign up soon! *Please send questions in advance for the Q&A segment of the training to Marilyn Alger, Education Coordinator.* To sign up on the LMS, click on the link below: Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1248 Under "Search Type" click on "Exact phrase" and it will	517-518

			take you to the course. Once you've signed up for the class remember to put it on your Outlook calendar as a reminder.	
September 28	1:30 – 3:30	Martha Gelhaus, Communication & Planning Bureau, Judy Naber, Bureau of Local Public Health, Joy Harris, CAP Bureau	**"What is Public Health?"** Overview (Martha Gelhaus) Structure of governmental public health in Iowa (Judy Naber) and Public Health Modernization (Joy Harris) This session is for new employees but if you haven't taken it before you are welcome. Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1172 Under "Search Type" click on "Exact phrase" and it will take you to the course. After registering on the LMS add the class to your Outlook calendar.	517-518
October 12	1:30 – 3:00	Jonn Durbin	**IDPH Strategic Plan – Virtual Tour** Take a virtual tour of "What We Do" in the department. Learn how our many programs fit with our vision, mission, goals, and strategies. Explore ways to use program profiles to plan strategically and improve communication. **New employee training** - Also available for employees who have not taken the class. Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password	518

			Click on Course Catalog Under "Search Text" type in 1212 Under "Search Type" click on "Exact phrase" and it will take you to the course. After registering on the LMS add the class to your Outlook calendar.	
October 20	10:30 – 12:00	Rossany Brugger, Environmental Health; Alex Carfrae, ADPER; Talisa Miller, Environmental Health; Lynh Patterson, Communication & Planning	**Building Community through Cultural Conversations: Sharing our Stories** To understand others it helps to better understand ourselves. Each of us comes from a unique cultural background. This training will include a panel discussion of cultural diversity and sharing personal stories of cultural background, traditions and experiences, followed by group discussion and questions and answers. This is the first time this class has been offered so sign up today! Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1252 Under "Search Type" click on "Exact phrase" and it will take you to the course. After registering on the LMS add the class to your Outlook calendar.	517 - 518
October 21	9:15 – 11:30	Mary Jones, Deputy Director Marilyn Alger, Education Coordinator	**New Employee WELCOME** New employees will receive an invitation for orientation and will register with Marilyn Alger.	517 - 518

November 2	1:30 – 3:30	Meg Rottinghaus, Purchasing Agent; Misty Cook, Accounting Tech, Bureau of Finance	**Finance Forms 101** Tutorial on the proper processes and procedures for filling out travel request and other types of forms, when to use each form and where to find them. A "must" training for all employees! Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1190 Under "Search Type" click on "Exact phrase" and it will take you to the course. After registering on the LMS add the class to your Outlook calendar.	517-518
November 9	1:30 – 2:30	Kimberly Piper, **State Genetics Coordinator**	**It's in Your Blood: Your Family Health History Can Help You Determine Your Risk of Disease** This session will show participants how to capitalize on family time during the holidays to compile your family health history. Helpful website and tools for gathering your family's health history. Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1200 Under "Search Type" click on "Exact phrase" and it will take you to the course. After registering on the LMS add the class to your Outlook calendar.	518

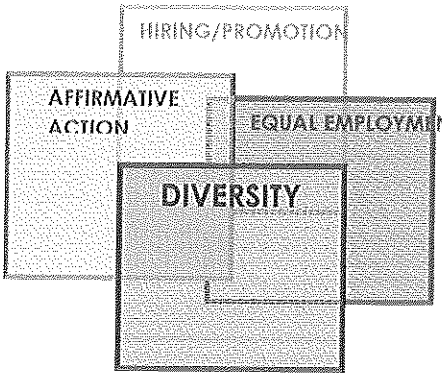
November 11	**HOLIDAY**	**HOLIDAY**	**Veteran's Day** 	**HOLIDAY**
November 16	1:00 – 3:00 Set up, 12:30 Room reserved until 3:30	Stacey Hewitt, John McMullen	**IDPH Service Contract Process** This training will provide a general overview of the service-contracting process from start to finish, including a detailed review of the four phases and the employee's roles and responsibilities. The four phases are: • Development of competitive selection and contractual agreement • Proposal submission in response to a competitive selection document • Evaluation process • Contractual agreement negotiation and execution Employees whose job responsibilities include participation in a service contract process are responsible to attend the IDPH trainings on Service Contract Process, Competitive Selection Documents and Service Contractual Agreements on an annual basis. To register for this class, go to: Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1282 Under "Search Type" click on "Exact phrase" and it will take you to the course. After registering on the LMS add the class to your	517

			Outlook calendar.	
November 17	9:00 – 10:00	Debbi Cooper	**Healing Power of Humor** "A merry heart doeth good like a medicine." Humor, like love, is difficult to study but some scientific studies show that humor and laughter affect brain chemistry. Studies have shown that humor is effective in reducing pain, lower blood pressure and improving the immune system. This presentation will give you a few giggles, discuss scientific studies on the healing power of humor, and offer tips on incorporating more laughter into your life. This is the only time this training will be offered this year! Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1198 Under "Search Type" click on "Exact phrase" and it will take you to the course. After registering on the LMS add the class to your Outlook calendar.	517/518
November 25 & 26	**HOLIDAY**	**HOLIDAY**	**Thanksgiving**	**HOLIDAY**
December 7	1:30 – 3:30	Lynh Patterson, IDPH Legislative Liaison	**Introduction to the Legislative Process and Advocacy** For new employees or for those who have not attended. This training is an overview of the legislative process, how a bill becomes a law, best ways to advocate and key legislative contacts.	**517-518**

			This class is offered once each year. Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1204 Under "Search Type" click on "Exact phrase" and it will take you to the course. After registering on the LMS add the class to your Outlook calendar.	
December 14	9:00 – 11:00	Don McCormick	**What is a fifth-grade reading level? Why should I care?** Low health literacy is a stronger predictor of a person's health than age, income, employment status, education level or race. (Source: AMA) Reach more people and improve health outcomes by making sure your communication is health literacy friendly. In this session, you'll learn why health literacy matters, how to easily determine and improve the "grade level" of your written documents, and strategies for making sure your communication is culturally appropriate. Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1176 Under "Search Type" click on "Exact phrase" and it will take you to the course. After registering on the LMS add the class to your Outlook calendar.	**517-518**

December 16	**1:00 – 3:00**	John Warming	**Computer Literacy**: A good training for new employees or those who haven't attended before. Learn about websites, help desk requests, policies related to computer use at work, record retention, LAN space and more. Come with your questions about outlook or other computer related questions. Prepare Iowa Learning Management System (LMS) Enter your log-in ID and password Click on Course Catalog Under "Search Text" type in 1174 Under "Search Type" click on "Exact phrase" After registering on the LMS add the class to your Outlook calendar.	**517-518**

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st**. Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: Iowa Department of Public Safety

Division (if applicable):

Person Submitting Report: Tracy Hunt

Please Print Name: Tracy Hunt

Please Sign Name:

Phone: (515)725-6250

RECEIVED
SEP 17 2010
IA DEPT. OF
ADMINISTRATIVE SERVICES

FY 2010-11 Diversity Progress Plan and Report

Section 1 | Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

Administrative Plan

1. How your policy will be implemented:

Supervisor (Hiring Authority) will:

1. Assure that all required action steps in the Department's hiring process are followed properly.
2. Receive diversity training and technical hiring process training as deemed necessary by the Commissioner of Public Safety.
3. Assure that the Position Description Questionnaire accurately reflects the duties and responsibilities assigned to the vacant position.
4. Develop and/or review interview questions and scoring methods to be used to conduct interviews.
5. Conduct interviews by establishing an interview panel that has been appropriately trained.
6. Conduct or oversee reference and background checks as described in policy. (A background check policy currently exists in non-written form for non-sworn positions.)
7. Develop recommendations regarding the selection of finalists and job offers.
8. Negotiate provisions of job offer with finalists as directed.
9. Provide the necessary information to departmental HR personnel to code the Brass Ring applicant tracking system, to process any special pay requests and hire the employee once background check is complete.
10. Provide interview and hiring documentation listed in records retention policy to HR for proper retention period.
11. Participate in orientation process by developing and formulating individual performance plans.

FY 2010-11 Diversity Progress Plan and Report

12. Perform probationary evaluations on new employees. By six months or earlier (if need arises.)
13. Determine whether the employee will become permanent or not.

Human Resources Personnel will:

1. Receive diversity and/or technical hiring process training as directed.

2. Provide assistance to Division Directors and Supervisors in order to facilitate and support the hiring process. This might include:

   - creation of a new position on HRIS budget permitting
   - processing the modification of an existing PDQ
   - upgrading or downgrading an existing position
   - preparation of communications, lists and forms
   - data entry into the applicant tracking system
   - monitoring and handling the contract-driven hiring processes, records retention
   - orientation of new employees
   - advising all employees (at every level) of what is expected of them throughout the hiring process.

2. Name, job title, and contact information for the responsible EEO AA official: Tracy Hunt, Executive Officer 1, (515)725-6250, hunt@dps.state.ia.us

3. Describe your agency's system for auditing and reporting diversity issues:

When an employee has knowledge of another employee acting in a way that may violate a citizen's rights, they are to use a system called Blue Team to report a complaint. Blue Team is a web-based software application created by CI Technologies for DPS employees to generate the following reports: use of force/injury; vehicle pursuit; complaints against DPS employees. The application went on-line for use by DPS employees effective July 1, 2009.

This policy for Blue Team is attached as Attachment A to this report.

If an employee has a suggestion or an idea for training, they can go to their direct supervisor or the Plans, Research and Training Bureau to present their thoughts.

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation:

FY 2010-11 Diversity Progress Plan and Report

For employees:

The DPS Diversity Progress Plan and Report is posted on Power DMS, an electronic policy monitoring system. The selection placement policy for sworn employees and non sworn employees is posted on Power DMS. Both policies are attached.

The public website for DPS jobs is: http://www.dps.state.ia.us/jobs/

FY 2010-11 Diversity Progress Plan and Report

Section 2	Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

The selection and placement policies for sworn employees and non sworn employees have been attached to this document. The non sworn placement policy went into effect on 10/6/09 and the sworn placement policy went into effect on 2/12/09.

FY 2010 Progress:

Human resources personnel have performed duties listed above during fiscal year 2010.

DPS had to eliminate the Recruitment Coordinator's position due to budget cuts.

FY 2010-11 Diversity Progress Plan and Report

Program Area	Hiring Practices

FY 2011 Plans

(For sworn)

Commissioner of Public Safety:

The Commissioner of Public Safety will review every hire made in which a protected class applicant was not chosen. The review will ensure the justification behind the hire is satisfactory.

Bureau Chief-Plans, Research & Training Bureau:

The Bureau Chief is responsible for the overall coordination and execution of the recruitment and application process. The Bureau Chief is responsible for policy development and is the direct link from the Peace Officer Application Coordinator to the Commissioner's office. The Bureau Chief also serves as a liaison to the Division Directors.

Peace Officer Application Coordinator:

The Peace Officer Application Coordinator (POAC) is responsible for the application process from job posting/applicant inquiry through hiring or elimination from consideration. The POAC is the primary contact for individuals applying for a peace officer position. The POAC administers the testing phases and provides the Commissioner and Division Directors with all qualified candidates for review.

(For non-sworn)

Commissioner of Public Safety:

The Commissioner of Public Safety will review every hire made in which a protected class applicant was not chosen. The review will ensure the justification behind the hire is satisfactory.

FY 2010-11 Diversity Progress Plan and Report

Section 3	Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress:

- In 2010, DPS- Governor's Traffic Safety Bureau (GTSB) contracted with Creative Visions STEP (Safety Teens Erasing Pain) Youth traffic safety group to help promote traffic safety. The group performs step routines and travels within the state and across the nation (at traffic safety conferences) to reinforce the message about wearing seat belts and not texting while driving.
- In 2010, GTSB set up a booth at *I'll Make Me A World In Iowa*, Iowa's largest African-American cultural celebration, which highlights African-American arts, culture and contributions through education, awareness and preservation during an annual enrichment celebration and with continual educational outreach. Kids visiting the booth created buttons with bike/rollerblade and traffic safety messages.
- GTSB conducted child passenger safety seat checks at the Capitol Park Family Learning Center in Des Moines, which serves clients from diverse backgrounds.
- GTSB continues to provide child passenger safety seat and safety belt materials in English and Spanish.
- The Iowa Department of Public Safety is represented on the State of Iowa Black History Month committee. The Department is actively involved with the Governor's office and African-American legislators in theme selection, entertainment and awards recipients.
- In 2010, The Iowa Department of Public Safety held a bone-marrow donation drive and partnered with the Des Moines Chapter of The Links, Incorporated, an African-American women's service organization. The Links, Inc. National Trends and Services facet of Linkages to Life focuses on the need for African-American donors in organ and tissue transplants
- In 2010, Sisters for Success, an African-American group of high school aged girls, toured the DPS building and a member of DPS PIB provided

FY 2010-11 Diversity Progress Plan and Report

them with recruitment information and discussed the roles of minorities/women in law enforcement.

- FY 2011 Plan:
- In 2011, the Des Moines Chapter of The Links, Incorporated- Arts Trend will partner with the Iowa Department of Public Safety in promoting the department's poster contests. The DCI's Missing Children's Poster Contest and the State Fire Marshal Division /Iowa Firemen's Association Fire Prevention Poster Contest. This partnership with the students from the Edmond's Academy of Fine Arts, will allow Iowa minority children the opportunity to showcase their art skills, earn state and national recognition and become exposed to careers in law enforcement.
- Establish teams of DPS employees, including the Commissioner, EO, Iowa State Patrol SEOs, criminalists, fingerprint technicians, members of transcription team, directors, bureau chiefs, bomb technicians, electrical inspectors, PIB, etc., to go to targeted elementary and middle schools with minority enrollment of at least 35% and give a job demonstration and talk about the importance of education and staying out of trouble. This will not yield immediate results, but will get kids thinking about careers in law enforcement.
- Diversity and cultural training continues to be part of the curriculum for new employees attending the Academy
- First-line supervisors and management receive cultural/diversity training through leadership classes every two years.
- Select employees attended Women Police Training;
- Projected training: Jihad and Muslim Culture, Survival Spanish for Law Enforcement Phase I, 2011 Iowa Association of Women Police Training Conference, Bias-based Policing/Civil Rights training.

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress:

Diversity Training Completed:

443 employees prior 07-01-2009

520 employees from 7-1-2009 – 12-31-2009

1st Line Leadership Seminar was held during FY 2010. These are held every 2 years. This contained Affirmative Action training and 15 Leaders were trained.

Diversity Training and Cultural Sensitivity Courses:

Survival Spanish for Law Enforcement Phase I

Survival Spanish for Law Enforcement Phase II

Irshad Manji's Lecture on Islamic Radicals

Mental Illness/ Interaction – PowerDMS (Sworn)

Bias-based Policing – DPS Policy 07-02.08 (Sworn)

Civil Rights Training

Cultural Competence

Understanding Arab Americans

Understanding the Special Needs for the Special Population

Gender Speaks

Hate and Bias Crimes Training

Latino Crimes and Community Culture

Spanish for Cops Level 1 and Level 2

The AL-Qaeda 20 – Year Plan

Women in the Police Workforce

FY 2010-11 Diversity Progress Plan and Report

2010 Iowa Association of Women Police Training Conference

FY 2011 Plan

- Diversity and cultural training continues to be part of the curriculum for new employees attending the Academy
- First-line supervisors and management receive cultural/diversity training through leadership classes every two years;
- Select employees attended Women Police Training;
- Projected training: Jihad and Muslim Culture, Survival Spanish for Law Enforcement Phase I, 2011 Iowa Association of Women Police Training Conference, Bias-based Policing/Civil Rights training.

FY 2010-11 Diversity Progress Plan and Report

Section 5	Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress:

Division Administrators have reviewed the Applicant Screening Manual and Manager's and Supervisor's manual as job opportunities have arisen. During FY 2010, the number of non sworn job vacancies filled dropped significantly due to budget concerns. As these vacancies occurred, Division Administrators reviewed the proposals to fill positions with the Director of Administrative Services. This was especially true in FY 2010 due to the Department of Management approval process for open vacancies to be filled. Every opening was scrutinized by the Division Administrator and the Director of Administrative Services to make sure the position was essential to the operation of our department and to make sure the funding was available and sustainable.

Division Administrators also identified lower level management to develop, modify and approve PDQ's as openings or reclassification requests happened, to develop and approve screening and selection devices, to develop questions for interviews, to utilize appropriate screening devices and to participate in the interview process.

FY 2011 Plan

For Sworn: The base recruiting strategy remains with innovative programs implemented for FY 2011. A broader approach to networking throughout the state will be accomplished with a speaker's program to target professional, civic, military and other organizations. The FY 2011 recruiting strategy includes pentrating the high school and middle school market for recruiting and informational purposes. The addition of "Women in Policing" testimonials on the web site will assist in penetrating the female market. Recruitment will gradually focus more in Internet social sites such as MySpace, Facebook, LinkedIn, etc. A pre-application orientation briefing program has been initiated to reduce no-shows and enhance applicant performance in all phases of testing. The briefings will be scheduled for key locations in the state with the most diverse markets.

FY 2010-11 Diversity Progress Plan and Report

For Non-Sworn: When the lack of qualified applicants is detrimental to the hiring process, departmental personnel will work with the DAS-HRE recruiter and other resources as appropriate in order to fill these positions.

FY 2010-11 Diversity Progress Plan and Report

Section 6 | Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress

- Department has a member on the State Diversity Council;
- The department had a member attend the diversity conference coordinated by Mosaic (additionally had recruiting booth);
- Continuous attendance/observation of state Diversity Council;

FY 2011 Plan

- Developing a cultural celebration library of posters and flyers for use within the Department and visitors to the DPS building;
- Employees are made aware of diversity and cultural celebrations through the Department's internal newsletter, "The Communicator";
- DPS employees are notified via mass email of projected cultural and diverse activities throughout central Iowa and the state;
- A diversity section is planned for the departmental website.

FY 2010-11 Diversity Progress Plan and Report

Section 7 Attachments

Attachment A

Topic: Complaints Against Employees; DPS Operating Manual 29-01.01

Summary: Establishes procedure for employees receiving and investigating complaints against DPS personnel.

Attachment B

Topic: Selection Process – Sworn Officers; DPS Operating Manual 18-01.01

Summary: This policy presents the guidelines for the selection process of sworn officers in DPS.

Attachment C

Topic: Selection and Placement Process – Non-sworn Personnel; DPS Operating Manual 18-01.03.

Summary: This policy presents the guidelines for the selection and placement process of non-sworn personnel in DPS.

FY 2010-11 Diversity Progress Plan and Report

Section 8	Signature Page

Steve E. Bogle, Executive Officer to the Commissioner, Iowa Department of Public Safety

Agency Head, Name and Title (please print)

Sept 15, 2010

Agency Head Signature **Date**

☒ General Order ☐ Division Order ☐ Bureau Order ☐ Special Order Order No.: **10-40** --- ☒ Procedure ☐ Plan ☐ Rule	**Iowa Department of Public Safety** **TITLE/SUBJECT:** Complaints Against Employees — **IDENTIFIER: 29-01.02** **TO: All DPS Personnel** — **CC:** **RELATED DIRECTIVES/FORMS: DOM 15-01.01, *Grievance Procedures*; DOM 29-01.01, *Personnel Investigations*; DOM 29-01.04, *Supervisors' Handling of Complaints*; Rule 3-3, *Harassment*, Peace Officer Rules** **APPLICABLE CALEA STANDARD(S): 52.1.1** **EFFECTIVE DATE: 4-9-2010** — **REVISION #: 1** **INSTRUCTIONS: Rescinds and replaces GO 08-120, same Identifier number, dated 11-7-2008, and eliminates requirement to report DPS vehicle accidents in *Blue Team*.** **APPROVED BY:** Steve E. Bogle **Steve E. Bogle, Executive Officer to the Commissioner** — **DATE: March 21, 2010**

I. Purpose

The purpose of this policy is to establish procedures for all employees receiving and investigating complaints against DPS personnel.

II. Policy

It is the policy of this Department to accept and investigate all complaints of misconduct promptly and fairly.

III. Definitions

A. *Blue Team* – a web-based software application created by CI Technologies for DPS employees to generate the following reports: use of force/injury; vehicle pursuit; complaints against DPS employees. The application went on-line for use by DPS employees effective July 1, 2009.

B. *Complaint* - An allegation against a Department employee by a fellow employee or a third party of misconduct with a nexus to their employment.

IV. Procedure

A. When to initiate a complaint

Employees are required to immediately contact the Professional Standards Bureau (PSB) in any of the following situations:

1. When an employee has knowledge of another employee acting in a way that may involve a criminal offense, misconduct, or any violations of departmental rules or orders.
2. When an employee has knowledge of another employee acting in a way that may violate a citizen's rights.
3. When an employee has knowledge of another employee using unnecessary or excessive force or misuse of a firearm or other weapon.

B. **Accepting a Complaint**

A complaint may be accepted by the Professional Standards Bureau or by any employee. The following procedures apply when an employee accepts a complaint from a citizen about another employee:

1. An employee will immediately record as much information about the complaint as possible. Do not dispose of this information until a supervisor gives you approval to do so.
2. If the complaint is about a law the Department must enforce or is a matter the Department has no jurisdiction over or cannot change, the employee may explain this and refer the complainant to a person or agency that can respond to the complaint.
3. An employee must never discourage a person from lodging a complaint.
4. Anonymous complaints are to be accepted and investigated in the same way as all other complaints.
5. An employee may tell the complainant that the complaint will be investigated.
6. Immediately after receiving the complaint, complete a report on a *Blue Team* COMPLAINT screen. If there are original documents, the *Blue Team* COMPLAINT is to be completed and all original correspondence mailed directly to:

   Professional Standards Bureau
   Department of Public Safety
   215 E. 7th Street
   Des Moines, Iowa 50319

7. All complaints other than complaints against employees will be recorded and forwarded to the Division Director or other appropriate authority in a manner as directed by supervision.

☒ General Order
☐ Division Order
☐ Bureau Order
☐ Special Order

Order No.: 09-111

☒ Procedure
☐ Plan
☐ Rule

Iowa Department of Public Safety

TITLE/SUBJECT: Selection and Placement Process - Non-sworn Personnel	**IDENTIFIER: 18-01.03**
TO: All DPS Personnel	**CC:**
RELATED DIRECTIVES/FORMS: *Iowa Code*, Chapter 8A; 11 *Iowa Administrative Code*, Chapters 54, 55, 56 and 57; American Federation of State, County and Municipal Employees (AFSCME) Collective Bargaining Agreement, Article VII; Iowa United Professionals (IUP) Science Unit Collective Bargaining Agreement, Article VII	
APPLICABLE CALEA STANDARD(S): 32.1.1, 32.1.3, 32.1.4, 32.1.5, 32.1.6, 32.1.7	
EFFECTIVE DATE: 10-6-2009	**REVISION #: NEW**
INSTRUCTIONS:	
APPROVED BY: Steve E. Bogle **Steve E. Bogle, Executive Officer to the Commissioner**	**DATE:** **October 6, 2009**

I. Purpose

The purpose of this policy is to establish guidelines for the selection and placement of non-sworn personnel in the Department.

II. Policy

It is the policy of this Department to select and place qualified applicants in vacant non-sworn positions in the Department in accordance with applicable federal and state law, administrative law, collective bargaining agreements, and recognized employment standards.

III. General

A. The Human Resources Enterprise of the Iowa Department of Administrative Services (DAS-HRE) is authorized to administer the affirmative action and equal employment opportunity (AA/EEO) programs for the Executive Branch of Iowa state government, including the Iowa Department of Public Safety for non-sworn positions. It is the policy of this state to provide equal opportunity in state employment to all persons. An individual shall not be denied equal access to state employment opportunities because of race, creed, color, religion, national origin, sex, age, or physical or mental disability.

B. All applicants for vacant positions in the Department shall be considered in a fair and consistent manner in accordance with established policy. An applicant shall not be disqualified from a hiring process during initial screening unless it is established and documented that the applicant does not meet the minimum employment criteria for the Department or the particular position.

C. The selection process for filling vacancies for non-sworn personnel in this Department is based on the listing of eligible candidates, known as the Requisition. This is generated by DAS-HRE.

1. The Requisition contains a listing of candidates who have been certified as qualifying and eligible for the vacancy to be filled. An applicant for an open position must appear on the Requisition before he/she can be considered for employment.

2. The Requisition may contain applicants who are current permanent non-sworn Department employees (aka intra-agency promotional applicant eligible list), current permanent state

employees (aka interagency promotional applicant eligible list), not currently employed in a non-sworn position in state government (aka external or all applicant eligible list), and combinations thereof.

3. If it has been determined that the position to be filled is underutilized for certain protected job classes (race, sex or disability), then applicants who meet the criteria for an underutilized class will be identified on the Requisition.

4. Race, sex, or disability is to be included as one factor to be considered in the hiring process where the Department is underutilized and has applicable affirmative action hiring goals.

D. All vacant positions that are to be filled shall be posted for application for specified time periods. The posting shall include any special requirements, known as selectives, and shall contain a notice indicating that a final offer of employment will not be made until an applicant has successfully undergone a background investigation appropriate for that position. Selectives must be pre-approved by DAS HRE before their use in a job posting as they become part of the initial screening tool used by DAS HRE to determine initial eligibility.

E. Candidates must meet the *Minimum Employment Qualifications For Non-Sworn Positions* as published in DPS Form 84.

F. A conditional offer of employment is required of applicants who are not already employed by the Department. The condition to be satisfied is the successful completion of a background investigation at the level designated in the background investigation policy.

G. All application materials containing individually identifiable personal information shall be stored in a secure area when not being used.

IV. Procedure

RESPONSIBLE PARTY	REQUIRED ACTION	NOTE/COMMENT
Supervisor of vacant position	1. When a vacancy occurs, contact division director requesting approval to fill vacant position.	
Division Director/Designee	2. Review proposal to fill vacancy to assure that the organizational needs of the Department would be met in terms of job design, reporting relationship, and funding authority. Meet with Director of Administrative Services Division to secure approval from Department of Management and DAS HRE and to determine available funding.	
	3. Notify supervisor of vacant position to proceed or not proceed with filling the vacancy.	
Supervisor of vacant position	4. Determine the type of posting to be done (intra-agency, interagency, open). Document all actions.	See DAS STEPS IN THE HIRING PROCESS CFN 552-0492 (hyperlink)
	5. If a current position description questionnaire (PDQ) is not on file for the position, complete a new PDQ for the	

	position.	
	6. Contact HR – ASD to provide summary of the job duties of the position for use in the job posting. Include all selectives.	
HR – ASD	7. Provide all of the applicable services listed below: ▪ create a new position on HR system, if applicable ▪ submit new/modified PDQ to DAS – HRE, if applicable ▪ reclassify an existing position, if applicable ▪ prepare job posting ▪ request requisition from the applicant tracking system ▪ monitor and ensure compliance with the contract-driven hiring processes, records retention ▪ advise supervisors (at every level) of what is expected of them throughout the hiring process. ▪ provide requisition to supervisor of vacant position	
Supervisor of vacant position	8. Review requisition with HR – ASD to determine next actions. Document all actions.	
	9. Develop scoring methods/criteria for the initial screening of applicants to determine interview pool. Using this criteria, identify the applicants who will be interviewed for the position.	
	10. Notify and schedule the applicants to be interviewed. Include elements in the selection process and the estimated time frame(s) of the selection process.	Notification may be made by e-mail (if address available) or by mail. Interview scheduling may be facilitated by phone.
	11. Notify applicants not offered an interview that they may reapply for future job postings.	Notification by e-mail can be facilitated through the DAS application system administered by the DPS Human Resources Office. Mailing addresses will be provided for those not having e-mail addresses. Use language from not chosen to interview letter (ASD Form 6).

	12. Develop and/or review interview questions and scoring methods to be used to conduct interviews.	A scoring form for non-sworn applicants (TASD Form 9) is available on PowerDMS if one is not available in the hiring division.
	13. Identify at least two other interviewers to work on the oral interview team.	A minimum of three interviewers with knowledge of the position to be filled should sit on each team. For consistency, it is best for team members to conduct all applicant interviews.
	14. Conduct interviews. Use an interview score sheet (ASD Form 9) as one of the evaluation tools.	See Applicant Screening Manual (hyperlink) for proper interview protocol including the use of standardized questions, inappropriate questions, etc. A score sheet different from ASD Form 9 may be used.
	15. Based on the scores of the interviewers, determine the rank order of those interviewed.	
	16. Consult with Division Director/Designee to determine if further interviews are needed (return to Step 10) or proceed to next step.	
	17. If selected applicant is a current Departmental employee and all selectives have been met and there will be no further background investigation, then proceed to Step 27.b).	Determine date that new job begins, shared duties during the interim, and new rate of pay. Provide for necessary reasonable accommodations.
	18. If selected applicant is a current Departmental employee and there are selectives to be verified and/or the background investigation is to be updated, execute a conditional offer depending on additional qualifications letter (ASD Form 2) to the applicant. Proceed to Step 21.	
	19. If selected applicant is not a current Departmental employee, execute a conditional offer letter (ASD Form 3) to the applicant.	Steps 18 and 19 may be combined if that provides a more timely method to collect all materials.
	20. If selected applicant(s) is(are) not a current Departmental employee, send DPS	Instruct the applicant to return all completed materials to the

	application (DPS Form 80) and pre-employment questionnaire (DPS Form 81) to each applicant to whom a conditional offer of employment was tendered.	office of the supervisor of the vacant position.
	21. Assemble applicant materials into packet that will be basis for the background investigation. Forward to the Training and Recruitment Bureau for background investigation assignment/processing.	If a specific background officer has already been identified, advise the Training and Recruitment Bureau at this step.
Training and Recruitment Bureau	22. Initiate the background investigation as per DPS policy DOM 18-02.01. Send packet to the assigned background investigation officer.	
Assigned background investigation officer	23. Conduct background investigation. Coordinate all elements of the investigation as per DPS Policy DOM 18-02.01.	
	24. Return all elements of the completed background investigation to the Training and Recruitment Bureau.	
Training and Recruitment Bureau	25. Review the completed background investigation as per DPS Policy DOM 18-02.01. Resolve any issues/questions with the investigator.	
	26. Return the completed background investigation to the supervisor of the vacant position.	
Supervisor of vacant position	27. a) Review completed background investigation verifying that all criteria for the vacant position have been met. b) Consult with Division Director/ Designee to make final decision.	
Division Director/Designee	28. If the applicant is acceptable, direct a final offer of employment to be made.	
	29. If the applicant is not acceptable, direct the rejection of the applicant.	
	30. Direct the supervisor of the vacant position to return to Step 16.	
Supervisor of vacant position	31. Confer with ASD – HR to determine the elements for the job offer (start date, rate of pay, reasonable accommodations, etc.)	
	32. Write final offer letter (ASD Form 4).	Include provisions of job offer (start date, rate of pay, reasonable accommodations,

		etc.).
	33. Tender final offer of employment.	
	34. Accept signed offer of employment. Notify Division Director/Designee.	
	35. Notify unsuccessful applicants that they have not been selected using the failed the background letter (ASD Form 5), if applicable, or the interviewed but not hired letter (ASD Form 7).	Generally done in writing. Provide encouragement to those who showed promise. Notify those who are interviewed but not hired that they may reapply for future job postings.
	36. Provide the following documentation to HR – ASD: 1) signed final offer of employment, 2) all interview materials (question lists, score sheets, etc.), 3) coded DAS – GSE requisition, 4) hiring decision justification (ASD Form 8), 5) special pay requests (if applicable), 6) Employee Personnel Action Authorization (DPS Form 49) and other documentation pertinent to the application process with the exception of background investigations, medical and psychological reports.	Documentation of interviews will be retained by HR – ASD for three years. This includes selected and non-selected candidate documentation.
	37. Forward background investigations and, if applicable, medical and psychological reports of applicants to the Training and Recruitment Bureau.	This includes selected and non-selected candidate records.
HR – ASD	38. Determine if this was a hire in which a protected class applicant was not selected. If yes, forward information to the Commissioner/Designee.	
	39. Code Brass Ring system.	▪ Brass Ring is an applicant tracking system used by the State of Iowa, administered by the Iowa Department of Administrative Services. ▪ This includes selected and non-selected candidate documentation.
	40. Assemble and file appropriate documentation in the hiring process.	

	41. Maintain application hiring process information received from the supervisor of the vacant position on file for the remainder of the year of occurrence plus three years, then destroy.	Documents to be destroyed shall be shredded. This includes selected and non-selected candidate materials.
Training and Recruitment Bureau	42. For applicants who are hired: ▪ maintain background investigations indefinitely. ▪ maintain medical and psychological reports for the remainder of the year of hire plus one year, then destroy.	Documents to be destroyed shall be shredded.
	43. For applicants who are not hired: ▪ maintain background investigations for the remainder of the year of application plus three years. ▪ destroy medical and psychological reports when it has been determined that the applicant is not being hired.	
Commissioner/Designee	44. Review every hire made in which an identified protected class applicant was not chosen.	The review will ensure that the hiring decision justification is satisfactory.

	Iowa Department of Public Safety	
☒ General Order ☐ Division Order ☐ Bureau Order ☐ Special Order Order No.: 09-16 --- ☒ Procedure ☐ Plan ☐ Rule	TITLE/SUBJECT: Selection Process - Sworn Officers	IDENTIFIER: 18-01.01
	TO: All DPS Personnel	CC:
	RELATED DIRECTIVES/FORMS: 501 Iowa Administrative Code	
	APPLICABLE CALEA STANDARD(S): 32.1.1, 32.1.2, 32.1.3, 32.1.4, 32.1.5, 32.2.1, 32.2.2, 32.2.4, 32.2.5, 32.2.6, 32.2.7, 32.2.8	
	EFFECTIVE DATE: 2-12-2009	REVISION #: NEW
	INSTRUCTIONS:	
	APPROVED BY: Steve E. Bogle Steve E. Bogle, Executive Officer to the Commissioner	DATE: February 9, 2009

I. Purpose

The purpose of this policy is to establish guidelines for the selection process of sworn officers of the department. This directive will describe the elements and activities of the sworn selection process, including rating criteria and minimum qualifications.

II. Policy

It is the policy of this Department to adhere to a selection process which identifies the most qualified individuals for hire into sworn officer positions. The department will administer, evaluate, score and interpret the selection process in a uniform manner for all applicants.

III. Procedure

A. **Minimum Employment Qualifications** to Be Considered for Employment as a Peace Officer for the Iowa Department of Public Safety.

There shall be strict adherence to the following minimum qualifications. No exceptions will be made. Applicants not meeting or maintaining these minimum standards throughout the entire selection process will not be considered for employment as a peace officer with the Iowa Department of Public Safety.

1. An applicant must be a citizen of the United States.
2. An applicant does ***NOT*** have to be a resident of Iowa to apply. Residence is required at time of employment.
3. For the position of State Patrol Officer (Capitol Complex), an applicant must be at least eighteen (18) years of age at time of hire.
4. For the position of Trooper, Fire Inspector, Gaming Enforcement Officer and Special Agent, applicants must be at least twenty-two (22) years of age upon graduation from the Iowa Department of Public Safety Academy.
5. Applicants for the position of State Patrol Officer, Trooper, Fire Inspector, and Gaming Enforcement Officer must possess a high school diploma or a GED.
6. Applicants for a position as a Special Agent with the Division of Criminal Investigation or Division of Narcotics Enforcement must possess a Bachelor of Arts/Science degree from

an accredited college or university, preferably in criminal justice, political science, business, social science, accounting or other related fields; **or** have three (3) years of law enforcement experience as a sworn federal, state, or local police officer and at least sixty (60) semester hours (or equivalent quarter hours), or hold an Associate in Arts degree from an accredited college or university; **or** have five (5) years of law enforcement experience as a sworn federal, state, or local peace officer.

7. Applicants for a position as a Special Agent (Arson Investigator) with the State Fire Marshal Division must possess a Bachelor of Arts/Science degree from an accredited college or university, preferably in fire science, criminal justice, political science, business, social science, or other related fields; **or** have three (3) years of law enforcement experience as a sworn federal, state, or local peace officer or three (3) years experience as a full-time, paid, professional firefighter with an organized federal, state, local or military fire department or seven (7) years fire-fighting experience with an organized volunteer fire department and at least sixty (60) semester hours or equivalent quarter hours at an accredited college or university; **or** have five (5) years of law enforcement experience as a sworn federal, state, or local peace officer, or five (5) years experience as a full-time, paid, professional firefighter or fire officer with an organized federal, state, local or military fire department.

8. An applicant who will become an officer is required to be in acceptable physical and mental condition in order to perform his/her duties under physically demanding conditions. An applicant cannot be appointed as a peace officer until the applicant has passed a satisfactory physical and mental examination. The following specific requirements must be met and maintained throughout the entire selection process:

   a) Uncorrected vision is no worse than 20/100 in each eye, corrected to 20/20 in each eye.

   b) Normal color vision.

   c) Normal hearing in each ear. Hearing aids are acceptable if a candidate can demonstrate sufficient hearing proficiency to perform all necessary duties of a law enforcement officer. Hearing is considered normal when hearing sensitivity thresholds are within 25 decibels measured at 1000 Hz, 2000 Hz, and 3000 Hz averaged together.

9. Applicants must possess a valid driver's license. All information contained in an applicant's driving record will be evaluated. An applicant ***will not be considered*** for employment if:

   a) Driving privileges have been suspended, canceled or revoked in the three (3) years prior to the receipt of their application due to a moving traffic violation(s). These violations include, but are not limited to, driving while intoxicated, suspended, revoked or barred. Other suspensions, cancellations or revocations will be evaluated.

   b) Convicted of five (5) moving violations in the three (3) years prior to the receipt of their application.

10. An applicant must be of good moral character, which means that he or she can be trusted and is considered by those who know him/her to be a person of good reputation and good standing in the community. When conduct is of a nature that, if known, would tend to discredit the applicant as a peace officer, the applicant ***will not*** be employed. The character of a person is determined by many factors are relevant in this assessment. The Department seeks applicants whose histories show good judgment, maturity, a sense of responsibility, and the respect of others. Factors will be considered include but are not limited to:

a) Conviction or commission of a felony (as defined by Iowa law) will disqualify an applicant.

b) Conviction or commission of an aggravated misdemeanor (as defined by Iowa law), less than 5 years ago will disqualify an applicant. Conviction or commission of an aggravated misdemeanor more than 5 years ago will be evaluated.

c) Conviction or commission of a serious misdemeanor (as defined by Iowa law), less than 2 years ago will disqualify an applicant. Conviction or commission of a serious misdemeanor more than 2 years ago will be evaluated.

d) Conviction of domestic assault, child abuse, or other conviction resulting from domestic or child abuse will disqualify an applicant.

e) A consistent pattern of unexplained failures to meet debt obligations will be evaluated.

f) An applicant who gives false or misleading information to the Department at any time during the application process may be disqualified.

g) History of excessive use of alcohol will be evaluated.

h) Unlawful sale of ANY controlled substance will disqualify an applicant.

i) An applicant who has used any illegal drug while employed in any law enforcement or prosecutorial position, or while employed in a position which carries with it a high level of responsibility or public trust, will be found unsuitable for employment.

j) An applicant who is discovered to have misrepresented his/her drug history in completing the application will be found unsuitable for employment.

k) An applicant who has used any illegal drug (including anabolic steroids after February 27, 1991), other than marijuana, within the last ten years or more than five times in one's life will be found unsuitable for employment.

l) An applicant who has used marijuana within the past two years, or used marijuana more than a total of 15 times in one's life will be found unsuitable for employment.

11. Other conduct not specified will be evaluated.

B. **Minimum Qualification Screening:** Applicants who believe they meet the Department minimum qualifications are required to provide their name, DOB, address, driver's license and social security information. The Peace Officer Applicant Coordinator then verifies eligibility for employment by coordinating a computerized record search (driver's license and criminal history) for each applicant. All applicants meeting the minimum qualifications screening will be invited to complete the physical fitness assessment. Applicants are provided with the formal application materials following the minimum qualifications screening. The completed application material along with citizenship verification and educational transcripts are required when the applicant appears in person to complete the physical fitness assessment. Applicants are instructed to view the Department's selection process, anticipated hiring date and our policy concerning reapplication on the Departmental website: www.dps.state.ia.us.

C. **Physical Fitness Assessment:** The physical fitness assessment consists of sit-ups, push-ups, a stretch & reach test (flexibility), and a 1.5 mile run. The physical fitness assessment is required in accordance with the Iowa Law Enforcement Academy under Chapter 501 IAC. Applicants passing the physical fitness assessment will be permitted to advance to the written exam.

D. Each applicant must pass the **Police Officer Selection Test (POST).** The POST is a timed police aptitude test divided into four sections. The specific sections are: basic arithmetic, reading

comprehension, grammar/spelling/punctuation, and writing skills. Applicants cannot score less than 70% on any of the four sections of the test **and** the overall average must be 80% or greater. The POST is required in accordance with the Iowa Law Enforcement Academy under Chapter 501 IAC.

E. After successfully completing the physical fitness assessment and the written exam, applicants will receive a **total score** at the conclusion of the physical assessment and POST exam. The total score is based upon the physical fitness assessment total points, written test average and veteran's points if applicable. Applicants are required to have a minimum of **85** total points in order to advance to the oral board interview.

Example # 1- Applicant J. Smith		Example # 2 – Applicant J. Doe	
Physical Assessment	= 6 points	Physical Assessment	= 4 points
Written Exam Average 85 %	= 85 points	Written Exam Average 80%	= 80 points
Veteran's Points	= 5 points	Veteran's Points	= 0 points
Total Points	= 96 points	Total Points	= 84 points
Applicant J. Smith advances.		Applicant J. Doe does not advance.	

Veteran's points are awarded in accordance with Iowa law. Five points will be awarded to applicants for active service during specific dates set forth in the Code of Iowa. Ten points will be awarded to applicants with a service related disability which occurred during the same dates set forth in the guidelines. Additional information about veteran's points can be found on on-line at URL: http://www.dps.state.ia.us/jobs/Veterans_Points.pdf.

F. **Oral Board Interview:** Each applicant advancing to the oral board interview phase will be interviewed and evaluated by a panel of three sworn officers from the Department. Officers selected as interviewers must first complete training provided by the Peace Officer Applicant Coordinator. The training curriculum is approved by the Department of Administrative Services-Human Resource Enterprise. A standard list of questions is used for every applicant. The questions have also been reviewed and approved by the Department of Administrative Services-Human Resource Enterprise. Applicants are scored individually by each of the interviewers. The average of the combined scores becomes the applicant's final interview score. The scoring range for the oral interview is zero to four. All applicants with a score of 2.0 or higher are offered a **Conditional Offer of Employment** and advance to the polygraph evaluation.

G. **Polygraph Evaluation:** Applicants accepting the conditional offer of employment are scheduled for a polygraph evaluation. Prior to the examination, each applicant is provided a questionnaire. The questionnaire must be completed prior to the polygraph evaluation by each applicant and provided to the polygraph evaluator. The questions asked during the polygraph evaluation are consistent for each applicant and taken directly from the pre-examination questionnaire. During the polygraph evaluation, information on all applicant materials and oral board responses will be verified. Emphasis is placed on illegal drug use/abuse, detected and undetected criminal conduct, and misrepresentation of information given during the previous test phases. Applicants are not eliminated during the polygraph evaluation phase based upon any response or omissions unless the applicant willingly acknowledges a violation of the Department's Minimum Qualifications. All applicants meeting the minimum qualifications following the polygraph evaluation are scheduled for the next test phases.

H. **Psychological Fitness Examination & Medical Examinations:** In accordance with the Iowa Law Enforcement Academy and Chapter 501 IAC. Applicants are required to complete the Minnesota Multi-Phasic Personality Inventory, (MMPI), mental examination and medical examination. Applicants are scheduled with a psychologist chosen by the Department where the MMPI is scored and other information evaluated. The psychologist will make a hiring recommendation based on the results of the

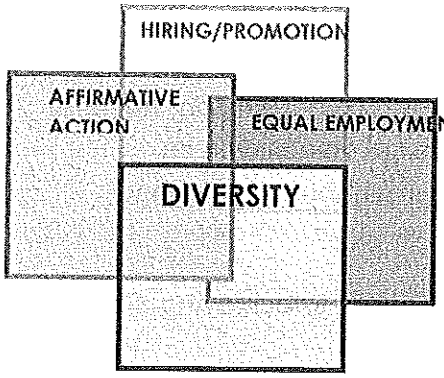
MMPI and the interview/examination. A medical examination is scheduled with a medical doctor at the direction of the Department. The physician will determine if the applicant is physically able to perform the duties of a law enforcement officer as described in the peace officer job descriptions and minimum qualifications. Applicants meeting the minimum qualifications of the psychological and medical examinations advance in the selection process.

I. **Divisional Review/Background Investigation:** Once an applicant has completed all test/evaluation requirements described previously in this directive, the applicant's entire application packet is delivered to the Division Director/designee of the applicant's choice for review and background investigation. The Division Director/designee is responsible for the review of all interested applicants and the subsequent background investigation. When a Division Director/designee eliminates an applicant from consideration, a written justification is provided to the Peace Officer Applicant Coordinator. The written justification remains with the Applicant's employment materials. In the event Applicants are interested in more than one Division within the Department, they are routed to additional Division Directors/designees until the Applicant's preferences are satisfied. All sworn officers of the Department use a standardized background investigation form to ensure a complete and uniform investigation. All sworn officers in the department receive standardized basic training in the completion of background investigations.

J. **Final Offer of Employment:** An offer of employment as a peace officer candidate is made at the direction of the Commissioner of the Department of Public Safety. The selection process is completed for all applicants prior to the selection of peace officer candidates. Selected applicants are notified in writing of their selection as a peace officer candidate.

K. Applicants not selected for employment as a peace officer candidate are notified in writing at the conclusion of the selection process. Additionally, after each pre-employment test phase, those applicants failing to meet the required standard are notified in writing. All unsuccessful applicants are encouraged to re-apply if they meet the minimum qualifications of a peace officer candidate.

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st**. Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: Revenue

Division (if applicable):

Person Submitting Report: Karen Cram

Please Print Name: Karen Cram

Please Sign Name:

Phone: 515 281-5045

FY 2010-11 Diversity Progress Plan and Report

Section 1 | Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

The Department is committed to fostering a welcoming, safe environment inclusive in its understanding and integration across multiple dimensions of diversity to allow employees to maximize their potential, productivity and job satisfaction. This includes but is not limited to: providing Diversity training to employees and supervisors; continuing to ensure ADA accommodations and interpretation services are provided to our applicants, employees and customers when requested; continuing to have hiring supervisors work with Internal Services to expand affirmative recruiting strategies depending on the nature, level and location of the vacancy and reviewing selection decisions prior to hiring offers; continuing use of an annual employee satisfaction survey and addressing problem areas identified; continuing use of a workforce planning survey allowing employees to voluntarily identify projected retirement dates; revising the exit interview forms to identify if any employees are leaving due to perceived insensitivity to diversity issues and continuing involvement with the State Strategic Recruitment Committee.

Administrative Plan

1. How your policy will be implemented:
   Revenue managers and supervisors are responsible for ensuring their personnel practices and workplace are harassment and discrimination free. The Employee Resource team advises and assists the managers and supervisors. The Internal Service's Division Administrator is accountable to the Director for the overall development and implementation of the diversity program.
2. Name, job title, and contact information for the responsible EEO AA official:
   Karen Cram, Executive Officer 1, 281-5045 and Roger Stirler, Public Service Executive 5, 281-4908
3. Describe your agency's system for auditing and reporting diversity issues:
   All hiring supervisors must review their hiring decisions with the Internal Services Administrator prior to extending an offer for employment. The discussion surrounds the applicant pool, underutilization for the class, and other factors. All departing employees are given an exit interview questionnaire that they are encouraged to complete and return. They are also afforded the opportunity to have an exit interview with the Internal Services Administrator.

FY 2010-11 Diversity Progress Plan and Report

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation:

The diversity plan is on the DAS website as are annual reports contained within the Diversity and Affirmative Action in Iowa Report that is also on the DAS website. Recruitment materials and job postings all contain the EOE Employer statement. The Employee Handbook contains the State of Iowa Equal Opportunity, Affirmative Action, and Anti-Discrimination policy and is addressed in all new employee orientations. All Revenue work locations contain the "Equal Employment Opportunity is THE LAW' and the "Federal Equal Employment Opportunity Law" posters.

FY 2010-11 Diversity Progress Plan and Report

Section 2 Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

The hiring and promotional practices of the Department of Revenue follow the guidelines outlined in the DAS "Applicant Screening Manual."

FY 2010 Progress

The Department developed and received approval for a SERIP Vacancy plan to be implemented in FY11.

The Department worked with our DAS-HRE personnel officer to develop resume screening criteria for two Info Tech Support Worker 1 vacancies filled this year.

A new sample hiring offer/acceptance form was developed for department use. A new "Checklist for Hiring File Content" was developed to ensure proper documentation is available in the files for all department hires.

FY 2011 Plans

The Department plans to continue seeking guidance from our personnel officer on development of resume screening criteria when filling positions.

As noted in Section 5, the Department plans to resume some recruitment activities particularly if the job class is underutilized to increase the opportunities for a diverse workplace.

FY 2010-11 Diversity Progress Plan and Report

Section 3 Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress

Due to budgetary issues, mandatory unpaid days off, no hiring, and no temporary staff, most employees were temporarily assigned to process income tax returns, so the diversity program was primarily limited to providing the DAS-HRE diversity class to the remaining 75 employees who had not attended class the prior fiscal year and a few other items outlined in other sections of this report.

Primarily due to the early retirement program, 81 employees left the Department in FY 10. Only 3 new hires and 1 promotion occurred in FY10. Of the 3 new hires, one minority employee was hired into a job class underutilized for minorities and 1 person with a disability was hired.

FY 2011 Plan

The Department plans to resume some recruitment activities to ensure that a diverse candidate pool is available. The Internal Services Administrator will discuss each position with the hiring supervisor to talk about diversity, underutilization, and to review screening criteria and interview questions for applicability to the job class.

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress

77 employees who had not taken the class in FY2009 attended the "Unleashing the Power of Diversity" class. Two of the three new hires attended the class, while the most recent new hire in June (2010) is enrolled in an upcoming session. Diversity issues were discussed with all managers and supervisors at their semi-annual meeting in November 2009. This was a follow-up to monthly meetings on a variety of topics that were held in the previous year.

FY 2011 Plan

New employees will continue to be enrolled in the "Unleashing the Power of Diversity" class.

If additional diversity training is offered by DAS for supervisors and managers, all will be enrolled.

FY 2010-11 Diversity Progress Plan and Report

Section 5 Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress

Due primarily to the early retirement programs, eighty-one employees left the Department this fiscal year. Budgetary constraints reduced the number of new hires to three and one employee was promoted. Of the three new hires, one minority employee was hired into an underutilized job class and one person with a disability was hired. We also contacted Vocational Rehabilitation when we were searching for temporary employees to the tax season and had them refer potential temporary workers.

FY 2011 Plan

The Department plans to resume recruitment efforts that were suspended in FY10 due to no hiring opportunities.

While the Department has no preferential underutilization for females or minorities, the Department is underutilized for persons with disabilities. The Department will notify additional organizations serving clients with disabilities of hiring opportunities with Revenue as specific positions are open for application.

FY 2010-11 Diversity Progress Plan and Report

Section 6 | Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress

Employees are invited to submit articles about their cultural heritage/background/travels for our bimonthly newsletter.

Employees participated in the State of Iowa booth at the CelebrAsian Festival.

FY 2011 Plan

Employees will continue to be encouraged to participate in community cultural events.

To promote diversity awareness, we also encourage staff to submit diversity related articles and ideas for our employee newsletter and for our lobby display case.

FY 2010-11 Diversity Progress Plan and Report

Section 7 Attachments

Attachment A

Topic

Summary

Attachment B

Topic

Summary

Attachment C

Topic

Summary

FY 2010-11 Diversity Progress Plan and Report

Section 8	Signature Page

Mark R. Schuling, Director

Agency Head, Name and Title (please print)

Mark R. Schuling 9/1/10

Agency Head Signature **Date**

MICHAEL A. MAURO
SECRETARY OF STATE

LUCAS BUILDING, 1ST FLOOR
DES MOINES, IA 50319

OFFICE OF THE IOWA SECRETARY OF STATE

November 22, 2010

Bill West
DAS – HRE
Lucas State Office Building
Des Moines Iowa 50319

RE: Diversity

Dear Bill:

It is the policy of the Secretary of State's Office to adhere to the State of Iowa Equal Opportunity, Affirmative Action, and Anti-Discrimination Policy for Executive Branch Employees.

The Secretary of State's Office recruits broadly when possible and employees are encouraged to attend training and events to gain cultural awareness to promote respect and inclusiveness for co-workers and customers.

Please let me know if you need additional information.

Sincerely,

Ann Clary
Personnel Assistant

Phone 515-281-5204 Fax 515-242-5953 www.sos.state.ia.us sos@sos.state.ia.us

FY 2010-11 Diversity Progress Plan and Report

STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st.** Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: Iowa Department of Transportation

Division (if applicable): Operations & Finance

Person Submitting Report: Elvie Laudencia

Please Print Name: Elvie Laudencia

Please Sign Name: Elvie Cristina Laudencia

Phone: 515-239-1693

FY 2010-11 Diversity Progress Plan and Report

Section 1	Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

- The DOT developed and adopted the following diversity statement, which is posted on its website.

  The Iowa DOT is committed to building and maintaining a diverse workforce where everyone, regardless of disability, race, gender, sexual orientation, sexual preference, age, religious affiliation or nationality can
  - feel valued as individuals.
  - work together in an environment where they are treated with dignity and respect.
  - have the opportunity to contribute and exchange ideas.
  - be a part of building a cohesive, enjoyable and successful transportation agency

  Our mission is to advocate and deliver transportation services that support the economic, environmental and social vitality of Iowa. Our vision is to make a difference in the lives of Iowans through stewardship, service and innovation. A diverse workforce enhances our ability to deliver on both our mission and vision.

- The following is one of the guiding principles included in the DOT's strategic plan:

  Quality Work Culture – Our employees are safe, respected and treated equitably; diversity is promoted to enrich and strengthen the workforce; and employees are given opportunities for personal and professional growth.

- The DOT will continue to follow its equal employment opportunity policy which is based on the principle that equality and human dignity are the right of every individual.

  Equal employment opportunity will be provided to all employees and applicants in accordance with Federal and state laws, which prohibit employment and/or public accomodation discrimination on the basis of age, color, creed, disability, gender identity, national origin, pregnancy, race, religion, sex, sexual orientation or veteran's status.

- Managers and supervisors will assume responsibility for reviewing, revising and recommending changes in the employment qualifications, standards, policies and procedures to ensure compliance with the laws listed below. Violations of the employment policies and procedures of the Iowa DOT will be investigated in accordance with:

- DOT Policy 230.09 Investigations;
- Americans with Disabilities Act of 1990 and ADA Amendments Act of 2008;
- U.S. Civil Rights Act of 1964 - Title VII;
- Iowa Civil Rights Act of 1964 (as amended);
- State of Iowa Executive Orders (4, 15, 18, 34, and 44);
- Equal Pay Act of 1963;
- Age Discrimination in Employment Act of 1967;
- Federal Aid Highway Act of 1968;
- Vietnam Era Veterans Readjustment Assistance Act of 1974.

- By Executive Order 4, the DOT establishes the goal to be inclusive of employees with differences in age, race, creed, color, sex, sexual orientation, gender identity, national origin, religion and disability.

- The Department will continue its standard of providing an inclusive, harassment free environment for all of its employees, employment candidates, and public customers.

- DOT Policy 210.02 requires all recruitment, selection and hiring processes to conform with all applicable federal and state laws, administrative rules and provisions of the collective bargaining agreements; and enhance the opportunities to create and sustain a diverse work force.

Refer to Attachments A.1 - DOT Policy 230.03 on Equal Employment Opportunity/Affirmative Action (EEO/AA) and A.2 - DOT Policy 210.02 on Recruitment/Selection/Hiring Process.

Administrative Plan

1. **How your policy will be implemented:**
   - The DOT's hiring policy and practices are addressed in DOT Policy 230.03 on Equal Employment Opportunity/Affirmative Action (EEO/AA). The key roles and responsibilities are identified in DOT Policy 210.02 on Recruitment/Selection/Hiring Process.

   - The diversity commitment of the DOT has been initially implemented through its strategic plan. As a part of that plan guiding principles of quality work culture in which diversity is promoted to enrich and strengthen the workforce including a diversity statement contained on DOT's website, and mandatory diversity training of all employees, supervisors and managers were developed.

   - In accordance with DOT Policy 210.02, "All applicant lists" are used when filling vacant positions.

   - Annual diversity training is conducted for all supervisors to include information on recruiting for increased diversity.

FY 2010-11 Diversity Progress Plan and Report

- Increase overall diversity awareness by all DOT employees by encouraging representation at diversity events to promote inclusion for all citizens in utilizing the DOT.

- The DOT created and filled a new Civil Rights Coordinator position.

2. **Name, job title, and contact information for the responsible EEO/AA official:**

   Elvie Laudencia, DOT AA/EEO Officer - Office of Employee Services, 515- 239-1693.

3. **Describe your agency's system for auditing and reporting diversity issues:**

When a selection is made, a hiring supervisor or selecting authority must submit a Hiring Decision Justification (HDJ) for all proposed hires to the Affirmative Action Officer for review and approval prior to offering. An HDJ is a written narrative of the selection decision process summarizing the recruitment process and selection process utilized in accordance with applicable Policies & Procedures, Iowa DAS Administrative Rules and the Applicant Screening Manual. The written narrative addresses the essential functions of the position and screening criteria used. It also includes a comparison of applicants to the essential functions and screening criteria as described by the interview content. The HDJ is a more structured method of documenting all judgments/evaluations/observations about applicants based on the interview. The HDJ is a best hiring practice for the purpose of documenting and dealing with diversity issues.

A hiring supervisor or selecting authority is required under DOT PPM 230.03 and PPM 210.02 to submit an HDJ for all proposed hires prior to extending a job offer. Additionally, all information regarding the recruitment, selection, and hiring shall be entered into the DOT's on-line P5/HDJ, *Hiring Authority and Hiring Decision Justification System*. The on-line system facilitates the entry and approval of P-5s, the associated HDJs, and also serves as a storage point for relevant documentation.

In addition, the DOT's HRIS is a significant resource for data collection regarding the DOT's workforce composition. Applicant flow data is a significant resource for identifying diversity issues.

DOT's Policy 230.03, Equal Employment Opportunity and Affirmative Action, provides employees with a process by which they can file complaints regarding employment or affirmative action. Those complaints are investigated by our affirmative action and employee relations officers.

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4. **Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation:**

- The DOT distributes its diversity plan and related materials to its employees on DOT's intranet, DOTNET. The DOT's diversity statement and related communication materials can be accessed by the public on the DOT's website at http://www.iowadot.gov/jobs/diversity.html.

- Supervisor's Toolbox – The DOT continues to provide information/resources to its managers and supervisors through its DOTNET site to assist them with the hiring process. Managers and supervisors were provided training on using DOT's resources such as the Supervisor's Toolbox during the Spring 2010 Supervisor Roundtables. The Supervisor's Toolbox is an online resource, which is intended to provide managers and supervisors with information on a variety of topics including employment and diversity.

- Information is communicated to all managers and supervisors as a part of the DOT's annual Managers and Supervisors Conference, which has a focus on diversity issues.

- Each spring and fall the department conducts Supervisor Roundtables in Ames and each of the districts. These roundtables are training sessions designed to provide managers and supervisors with information on human resources issues, including hiring, affirmative action, and diversity.

FY 2010-11 Diversity Progress Plan and Report

Section 2 — Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

FY 2010 Progress

The DOT submitted a baseline of its current hiring and promotional practices to DAS in February 2008. The Department's hiring policy and practices are addressed in DOT Policy 230.03 Equal Employment Opportunity and Affirmative Action. The key roles and responsibilities are identified in DOT Policy 210.02 Recruitment/Selection/Hiring Process.

The two major changes that occurred during FY 2010 were the implementation of the P5/HDJ on-line system to assist supervisors/managers in the overall process of filling a vacancy up through the completion of a hiring decision justification and the revised DOT Policy 210.02 on Recruitment/Selection/Hiring Process.

The Iowa DOT completed work during FY 2010 on the following items.

- The DOT reviewed and revised Policy 210.02 Recruitment/Selection/Hiring Process.

  The revised policy includes changes to steps in the following processes:

  I. Preparing to fill a vacancy, such as the:
     Review of position description questionnaire (PDQ);
     Completion of P-5's and HDJ's now accomplished through the same online system; and
     Positions underutilized in more than one category now require enhanced recruitment.

  II. Screening and Interviewing Applicants, including
     Affirmative Action Officer's approval of pre-interview screening criteria, applicant scores, and proposed list of interview questions prior to interviewing is now required when underutilization exists in more than one category;
     Consideration of internal candidates;
     Prohibition of nepotism expanded to include all supervisors and lead workers in the chain-of-command;

  III. Hiring Decision Justification and Reference Checks are required.
     The policy more clearly defines what is required to be submitted for approval prior to an offer being made. The selecting authority shall submit,
     - a written narrative addressing
       - essential functions of the position,
       - screening criteria utilized,
       - a comparison of applicants interviewed to the essential functions,
       - screening criteria based on the answers provided during the interview,

- justification for the recommended hire to the Affirmative Action Officer in the Office of Employee Services,
- a copy of the following documents shall also be submitted:
  (1) BrassRing certificate list,
  (2) pre-interview screening criteria and scores, if applicable,
  (3) interview questions,
  (4) interview scores/matrix,
  (5) PDQ/essential functions,
  (6) reference check(s), and
  (7) E-mail approval for the hire from the appropriate authority in the division (e.g., district engineer, division director).

FY 2011 Plans

- The DOT is in the process of reviewing and revising Policy 230.03 Equal Employment Opportunity/Affirmative Action and incorporating changes in hiring practices.

FY 2010-11 Diversity Progress Plan and Report

Section 3	Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress

Job Postings and Advertisement/Promotion

Proactive Minority Community Involvement

Collaborative Efforts with other State agencies and entities

Appointment of formal work teams

Formal Policy Review/Revision

Job Postings and Advertisement/Promotion:

- The Department continued to utilize All-Applicant lists posted through the State of Iowa's employment website (DAS – Brass Ring) from which most if not all positions are additionally posted at Iowa Workforce Development and Smartcareermove.com. At the discretion of the hiring manager, vacancies may be advertised using paid postings. These postings have been placed at Careerbuilder.com, Monster.com, and Dice.com.

- Positions were routinely sent to the American Association of State Highway and Transportation Officials website, craigslist.com, and the Iowa Geographic Information Council.

- Additionally, positions were routinely sent via email to others, i.e. Iowa Department of Civil Rights and city Civil Rights coordinators, with distribution networks within minority communities in Iowa, and to the Iowa private college network.

Proactive Minority Community Involvement:

- The Department also continued to develop and maintain a community presence by participation in minority community events. Examples of events with emphasis on diversity outreach that the DOT participated in during FY2010 are:
  - 2009 Iowa Latino Conference and 2010 Latino Conference Planning Committee
  - Greater Des Moines Partnership's Quarterly Multicultural Receptions
  - Iowa Juneteenth celebration festival in Des Moines
  - Iowa State University's Diversity Engineering Fair
  - CelebrAsian 2010
  - Iowa Mosaic Diversity Conference
  - Kirkwood Community College Diversity Summit
  - Latinos Unidos Job Resource Fair
  - Latino Heritage Festival

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- Additionally, the DOT participated in the following outreach events (not all inclusive):
  - Iowa State University Fall 2009 Engineering Fair
  - University of Iowa Fall 2009 Engineering Fair
  - Iowa State University Spring 2010 Engineering Fair
  - University of Iowa Spring 2010 Engineering Fair
  - Iowa State University's Engineering Scholar's Day (high school Seniors)
  - Local IWD Lunch and Learn
  - Boone High School Career Fair

Collaborative Efforts with other State agencies and entities:

- The DOT continued to participate in the quarterly Statewide Strategic Recruitment Team meetings coordinated by DAS-HRE.

- The DOT partnered with the Iowa Vocational Rehabilitation Services (IVRS) through a Customized Training pilot. The DOT intends to pursue similar partnership opportunities in FY 2011 with other groups.

Appointment of formal work teams:

- The DOT put a team together with representation from each division to complete a formal workforce plan. The plan was presented to the DOT Management Team for approval, and then it was submitted to DAS-HRE.

- The DOT approved a Recruitment and Retention Plan in 2008. This plan was also put together by a team made up of representatives from each division. The first priority of the plan is to increase exposure to currently qualified potential applicants. The DOT has enhanced its utilization of web technology to promote employment opportunities with the DOT through an employment page on the DOT website. The employment page includes links to our current job postings (through DAS). Visitors interested in employment opportunities with the DOT are able to sign up to receive updates through RSS (Really Simple Syndication) feeds and/or through Twitter. A very brief welcome video based on the DOT Vision Statement and workforce guiding principles is showcased on the Jobs homepage. The video displays and emphasizes the diversity that exists within the DOT both in careers and people. During the last 7 months of FY 2009, the site logged 35,410 absolute unique visitors and 64,287 visits to the site. The Job alerts had over 775 email subscriptions at the end of FY 2010. Due to a statewide DOT employment marketing campaign, the website has increased to over 40,000 unique visitors and surpassed the 1000 email subscriptions mark during the first month of FY 2011.

- The DOT completed the establishment of a new Civil Rights Coordinator position to manage the DOT's overall Civil Rights Program, as well as the development of a community outreach program to improve access to the DOT. The new coordinator was hired in April of 2010.

FY 2010-11 Diversity Progress Plan and Report

Formal Policy Review/Revision:

- The DOT revised Policy 210.02 Recruitment/Selection/Hiring Process. The revised policy requires enhanced recruitment effort for vacancies that occur within classifications that are identified by the Affirmative Action report as being underutilized in more than one category.

FY 2011 Plan

During FY 2011, in addition to continuing the strategies and activities of FY 2010, the DOT intends to increase public awareness of its employment opportunities. With the implementation of SERIP, the DOT experienced 355 retirements. Because one half of the SERIP vacancies can be refilled, it represents a great opportunity to potentially increase workforce diversity.

The DOT has taken the increased number of variances due to SERIP as an opportunity to improve diversity of our employment. As a result, the department has launched a significant recruitment effort in the African American and Latino communities.

During FY10 the DOT ran a continuous employment ad in Iowa's oldest African American print publication, the Iowa Bystander, and also placed advertisements in the following Latino print publications: El Communicator, Hola America, El Heraldo Hispano, El Viento del Tropico, and El Latino. An employment flyer was mailed to 88 African American congregations/ministries statewide. Also, radio spots were purchased on KJMC (Des Moines) and KBBG (Waterloo) which are both FM radio stations that cater to the African American community.

In July of 2010, the DOT's new Civil Rights Coordinator and the Recruitment Officer attended the National Association for the Advancement of Colored People (NAACP) National Convention Job Fair in Kansas City. In September 2010, the Civil Rights Coordinator attended the National Civil Rights Training Symposium in Virginia.

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress

Mandatory diversity training for supervisors and managers included information on recruiting for increased diversity. All employees were required to take a Valuing Diversity course.

The DOT continued to require new supervisors and managers to attend two diversity courses and new employees to attend one.

The DOT continued to conduct Supervisor Roundtables with emphasis on human resource topics including recruiting and diversity.

The seventh annual Supervisors' Conference that was conducted in September/October 2009 focused on recruitment and retention and other human resource topics.

FY 2011 Plan

The DOT will continue to require new supervisors and managers to attend two diversity courses and new employees to attend one.

The DOT will continue to conduct Supervisor Roundtables with emphasis on human resource topics including employment and diversity.

The DOT will continue to conduct an annual Supervisors' Conference in the fall focused on diversity and other human resource topics.

FY 2010-11 Diversity Progress Plan and Report

Section 5	Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress

The DOT used enhanced recruitment plans for identified underutilized job classifications throughout the DOT in accordance with the revised Recruitment/Selection/Hiring DOT Policy 210.02. These plans included:

Job vacancy announcements were posted on the DOT Jobs website and sent via email subscription (currently there are 1170+ self-subscribers). They were also sent via email to:

- Commission on the Status of Asian and Pacific Islanders
- Iowa Division of Latino Affairs
- Iowa Division of Deaf Services
- Iowa Division of Persons with Disabilities
- Iowa Division on the Status of African Americans
- Iowa Division on the Status of Women
- Iowa Vocational Rehabilitation Service
- Women and Minorities in Construction Program Grant Coordinator
- George Mosby – National Guard Job Connection
- Latinos Unidos of Iowa
- Iowa College Recruiting Network (ICRN) – member schools
- City Human Rights/Civil Rights/Human Relations Commission contacts for:
  - Ames, Bettendorf, Burlington, Cedar Rapids, Clinton, Council Bluffs, Davenport, Decorah, Des Moines, Dubuque, Fort Dodge, Indianola, Iowa City, Marshalltown, Mason City, Muscatine, Ottumwa, Sioux City, Urbandale, Waterloo and West Des Moines

FY 2011 Plan

The DOT will work to increase diversity by continuing to utilize enhanced recruitment steps on those identified underutilized job classifications that are applicable to the DOT. All Divisions submit projected hiring opportunities through the vacancies that can occur during FY 2011 and by SERIP replacements.

Collaborative Efforts with other State agencies and entities:

- The DOT will continue to partner with the Iowa Vocational Rehabilitation Services (IVRS) through a Customized Training pilot for a person with a disability in the Office of Employee Services. The DOT intends to pursue similar partnership opportunities in FY 2011.
- The Civil Rights Team will work with the minority and disabled communities to increase awareness of employment opportunities with the Iowa DOT.

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Refer to Attachment B
FY 2011 Hiring Goals for Targeted Underutilized Job Classes

FY 2010-11 Diversity Progress Plan and Report

Section 6	Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress

The DOT's Civil Rights Team and employees were encouraged to represent the DOT at diversity events to promote inclusion for all citizens in utilizing the DOT.

FY 2011 Plan

The DOT will develop its Community Outreach plan to improve diversity and access to the DOT through its Civil Rights Team.

FY 2010-11 Diversity Progress Plan and Report

Section 7	Attachments

Attachment A

Topic: Section 1 Policy Statement and Administrative Plan

Summary

The DOT's hiring policy and practices are addressed in DOT Policy 230.03 on Equal Employment Opportunity/Affirmative Action (EEO/AA). The key roles and responsibilities are identified in DOT Policy 210.02 on Recruitment/Selection/Hiring Process.

Attachment B

Topic: Hiring Opportunities

Summary:

FY 2011 Hiring Goals for Targeted Underutilized Job Classes

FY 2010-11 Diversity Progress Plan and Report

Section 8	Signature Page

Nancy J. Richardson, Director

Agency Head, Name and Title (please print)

N J Richardson 9.28.10

Agency Head Signature **Date**

Form 103050wd
8-05

Iowa Department of Transportation
Policies and Procedures Manual

Title	Policy No.
Equal Employment Opportunity and Affirmative Action	**230.03**

Responsible Office	Related Policies and Procedures
Director's Staff Division	230.02, 230.08, 230.09, 230.10

Effective/Revision Dates	Approval(s)
9-1-76/ 12-5-05	Mary Christy

Authority: Director of the Director's Staff Division.

Contents: This policy prohibits unlawful discrimination, discriminatory harassment and sexual harassment and establishes employee responsibilities for equal employment opportunity and affirmative action.

Affected Offices: All

Who to Contact for Policy Questions: Affirmative Action Officer in the Director's Staff Division; telephone 515-239-1102.

Definitions:

Affirmative action - Positive action appropriate to overcome the documented effects of past or present practices, policies or other barriers to equal employment opportunity.

Affirmative action appointment - Selection of a protected class applicant when:
- The position is in a job class that has been documented as underutilized for a protected class, and
- The applicant possesses the skills and abilities identified in the essential functions for the position.

Affirmative Action Officer - The position in the Department, organizationally placed in the Director's Staff Division, that oversees the DOT's equal employment opportunity and affirmative action programs, efforts and progress.

Alternative dispute resolution process - An informal procedure to assist parties with fashioning an agreement that mitigates areas of conflict.

Discriminatory harassment - Adverse treatment of an employee or a group of employees, whether intentional or unintentional, based on such characteristics as race, religion, national origin, sex, color, creed, mental or physical disability, or age.

EEO/AA complaint - Any oral or written report or observation alleging a violation of this policy.

Equal employment opportunity - Prohibition against unlawful discrimination in employment policies and practices on the basis of race, religion, national origin, sex, color, creed, mental or physical disability, or age.

Protected classes -

- Ethnic minorities. Persons having origins in any of the following--African racial groups (Blacks); Spanish cultural groups (Hispanic); original North American racial groups (American Indian or Alaskan native); or Far Eastern, Southeast Asian, Indian, or Pacific Island groups (Asian or Pacific Islander).

- Women.
- Persons with disabilities. Persons who a) have a physical or mental impairment that substantially limits one or more major life activities, b) have a record of such an impairment, or c) are regarded as having such an impairment.
- Persons age 18 or older.

Reasonable accommodation: A modification or adjustment to a job, an employment practice, or work environment that makes it possible for an individual with a disability to enjoy the benefits and privileges of employment equal to those enjoyed by individuals without disabilities, as long as such accommodation does not cause an undue hardship for the Department.

Sexual harassment - Any act that uses sexual submission or rejection as a condition of employment, or conduct of a sexual nature that interferes with an employee's work performance by creating an intimidating, hostile or offensive work environment.

Underutilized class - Comparison of the composition of the Department's workforce to the availability of females, minorities, and persons with disabilities within the relevant labor market. When employment of specific groups in the workforce is below the percentage of those groups in the relevant labor market, the workforce is considered underutilized.

Undue hardship - An action that rises to the level of being significantly difficult or expensive to implement.

Unlawful discrimination - The act of making an unlawful distinction or decision concerning applicants or employees on the basis of race, religion, national origin, sex, color, creed, mental or physical disability, or age, when such act affects those persons' employment situations in any way.

References: Applicable statutes and regulations relating to civil rights, equal employment opportunity and affirmative action include, but are not limited to, the following:

42 USC Section 2000e et. seq. {Title VII of the Civil Rights Act of 1964}
42 USC Chapter 126 {Americans with Disabilities Act of 1990}
29 USC Section 794 {Section 504 of the Rehabilitation Act of 1973}
29 USC Section 206(d) {Equal Pay Act of 1963}
29 USC Section 621 et. seq. {Age Discrimination in Employment Act of 1967}
29 CFR Parts 1600-1699 {Equal Employment Opportunity Commission}
U.S. Executive Order 11246 {Equal Opportunity in Federal Employment}
Iowa Code Chapter 19B {Equal Opportunity and Affirmative Action}
Iowa Code Chapter 216 {Iowa Civil Rights Act of 1965}
State of Iowa Executive Orders 15(4-2-73), 34(7-22-88), 44(4-30-92), and 18(3-28-2001)
State of Iowa Equal Opportunity, Affirmative Action and Anti-discrimination Policy (11-1-2001) {Section 2.40 of the Managers and Supervisors Manual}
Iowa Department of Administrative Services rules 11 IAC Chapter 68
Managers and Supervisors Manual, Chapters 2 and 4

Forms:

140009 - *Hiring Decision Justification/Applicant Interview Report* {available on DOTNET}
140039 - *Internal Complaint of Discrimination* {available on DOTNET}

CFN 552-0674 - *Individual Performance Plan and Evaluation* (IPPE) {available on DOTNET}
P-1 - *Report of Personnel Action* {mainframe program}

Policy and Procedure:

I. Policy

A. The Department is an equal employment opportunity and affirmative action employer. All employees shall receive affirmative action training.

B. Managers and supervisors shall appoint, promote, assign, train and evaluate the performance of employees on the basis of individual qualification and merit and shall not unlawfully discriminate against applicants and employees. Unlawful discrimination is a violation of this policy and is prohibited.

C. Reasonable accommodations for employees with disabilities shall be made unless these accommodations would create undue hardship for the Department.

D. Hiring goals for underutilized job classes shall be established when vacancies are anticipated and hiring opportunities exist.

E. All employees shall have access to training and career development information. Training and career development opportunities shall not be withheld from any employee for any reason that is considered unlawful discrimination.

F. Sexual harassment and discriminatory harassment of employees and individuals who are doing business with the Department are violations of this policy and are prohibited. Examples of prohibited conduct include, but are not limited to:

- Inappropriate or offensive touching, hugging or kissing; requests for sexual favors; sexual advances; or comments or actions that are sexually suggestive or are sexual in nature.

- Comments or actions that are offensive or discriminatory based on membership in a protected class, gender, religious beliefs, or ancestry.

Forms of sexual or discriminatory harassment include, but are not limited to, jokes, pictures, drawings or objects such as calendars, magazine centerfolds, cartoons, posters, t-shirts or caps.

G. Any employee who alleges an act of unlawful discrimination, discriminatory harassment or sexual harassment has the right to seek resolution of the situation without jeopardizing employment or future career opportunities.

H. The Department will not tolerate any attempt at retaliation, punishment, reprisal, or adverse treatment against a person who reports conduct prohibited by this policy. Any employee who engages in or attempts to engage in such retaliatory behavior is subject to disciplinary action up to and including discharge.

II. Responsibilities of Employees, Managers and Supervisors

A. **Employees.** All employees of the Department, including managers and supervisors, are responsible for maintaining a work environment free of unlawful discrimination, discriminatory harassment and sexual harassment. Employees shall:

- Be a positive role model for co-workers.
- Tell a person who is acting in violation of this policy to stop.
- Report, in detail, acts of unlawful discrimination, discriminatory harassment or sexual harassment that the employee has experienced or witnessed to a supervisor, the Affirmative Action Officer in the Director's Staff Division or the Office of Employee Services.
- Cooperate with any investigation by offering detailed information and responding openly, truthfully and completely to all questions.

B. **Managers and Supervisors.** In addition to the responsibilities listed above, managers and supervisors shall:

1. Assure compliance with this policy and assist employees in understanding the concept of affirmative action and its application at the Department of Transportation. The Affirmative Action Officer in the Director's Staff Division is available to help managers and supervisors educate employees.

2. In the hiring process, implement the affirmative action requirements of this policy as follows:

   - Initiate recruitment activities when necessary to meet affirmative action goals. Managers and supervisors shall contact the Recruitment Coordinator in the Office of Employee Services for guidance on recruitment activities. The Recruitment Officer will work with the Department of Administrative Services as needed.
   - Consider protected class applicants for all hires and make affirmative action appointments when feasible (see **Definitions** on page 1).
   - (Selecting authority) Complete Form 140009, *Hiring Decision Justification/ Applicant Interview Report*, after the candidates have been interviewed but prior to extending a job offer, and forward the form to the Affirmative Action Officer in the Director's Staff Division. This form is required for the following permanent full-time appointments: new hires, promotions, reinstatements, demotions, outplacements and non-contract transfers.
   - (Selecting authority) As an attachment to Form 140009 or in an E-mail to the Affirmative Action Officer, provide justification that addresses the essential functions of the position, the screening criteria used, and a comparison of applicants to the essential functions and screening criteria. The justification shall also indicate that reference checks are complete. The Affirmative Action Officer will advise the selecting authority whether or not the justification is sufficient.

3. Provide fair and equitable access to appropriate training opportunities and work assignments.

4. Include training plans in the performance plans of the employees they supervise, as appropriate.

5. Make reasonable accommodations for individuals with disabilities unless the accommodation would create an undue hardship. See Policy No. 230.10, *Restricted Duty and Reasonable Accommodation*. The manager or supervisor must contact the Affirmative Action Officer if a reasonable accommodation under Policy No. 230.10 is requested or is being made.

6. Take steps to prevent unlawful discrimination, discriminatory harassment and sexual harassment by making a reasonable effort to:

   - Be aware of and sensitive to all employees' behavior.

   - Establish and maintain an environment that makes it comfortable for employees to report acts of unlawful discrimination, discriminatory harassment and sexual harassment.

   - Act promptly to stop observed acts of unlawful discrimination, discriminatory harassment, sexual harassment or retaliation without waiting for a written EEO/AA complaint.

7. Investigate and resolve acts that violate this policy, as follows:

   - Notify the Office of Employee Services if they have observed, intervened in, or received a report of an act that violates this policy.

   - When notified by the Office of Employee Services of an EEO/AA complaint, work with the Office of Employee Services and the Affirmative Action Officer in the Director's Staff Division to investigate the complaint promptly, thoroughly and sincerely. All investigations must be conducted in accordance with Policy No. 230.09, *Investigations*.

   - Implement and support any discipline or other corrective action to be taken following an investigation. See Policy No. 230.02, *Discipline and Other Corrective Action*.

   - Periodically, verify with the work unit or employee that no retaliatory behavior has occurred following the close of an investigation. If such behavior has occurred, follow the complaint procedure in this policy.

III. EEO/AA Complaint Process

A. **Filing complaints within the DOT**.

1. To file an EEO/AA complaint, the employee shall report the incident in writing, including all pertinent details, to an Employment Relations Officer in the Office of Employee Services. Form 140039 may be used.

2. The Employment Relations Officer shall inform the Affirmative Action Officer of the complaint. The Employment Relations Officer and the Affirmative Action Officer shall meet with the complainant to determine if an alternative dispute resolution

process, such as mediation, is a viable option for resolution of the issue.

3. If the employee is willing to attempt an alternative dispute resolution process, the Employment Relations Officer and the Affirmative Action Officer shall coordinate the process with the appropriate staff.

4. If an investigation is necessary, the Employment Relations Officer and the Affirmative Action Officer shall work with the appropriate division director to determine who will conduct the investigation. The investigation shall be conducted in accordance with Policy 230.09, *Investigations.*

5. The Employment Relations Officer and the Affirmative Action Officer shall keep the division director or the division director's designee and the employee informed of the status of the investigation.

6. After the investigation is complete, the person conducting the investigation shall so notify the Employment Relations Officer. The Employment Relations Officer shall provide to the Affirmative Action Officer and the division director a copy of the completed investigation report and schedule a meeting with the person conducting the investigation, other appropriate management staff and the Affirmative Action Officer to review the results of the investigation.

7. If the results of the investigation indicate that a violation of this policy has occurred, a determination shall be made as to if and what level of discipline or other corrective action is warranted. See Policy No. 230.02, *Discipline and Other Corrective Action,* for details of this process.

B. **Filing complaints with external compliance agencies.** Nothing in this or any other DOT policy is intended to restrict the rights of an employee to pursue any other remedies that may be authorized by law. The Iowa Civil Rights Commission and the U.S. Equal Employment Opportunity Commission are two agencies that may be consulted for further advice and procedures, including applicable time limits.

C. **Grievance**. Do not use the grievance policy in lieu of this policy for filing or resolving a complaint alleging discrimination, unlawful discrimination or sexual harassment.

IV. Disciplinary Matters

To ensure that all employees are treated fairly in matters of discipline, managers and supervisors shall work with the Employment Relations Officer in the Office of Employee Services on disciplinary matters in accordance with Policy No. 230.02. The Employment Relations Officer shall keep the Affirmative Action Officer informed of the status of discipline involving members of protected classes.

V. Other Equal Employment Opportunity and Affirmative Action Activities

The Affirmative Action Officer in the Director's Staff Division shall:

A. Coordinate the preparation of the agency's affirmative action plan and required reports, distribute the plan and reports, advise employees regarding implementation of the plan, and maintain records required by law.

B. Each year, establish hiring goals for underutilized job classes in consultation with DOT senior management.

C. Review exit interviews and summaries of grievances and disciplinary actions provided by the Office of Employee Services to determine if patterns of discrimination exist. Notify appropriate staff of situations that appear to violate this policy.

D. Maintain files of EEO/AA complaint investigations.

E. Receive formal notice of complaints filed with external compliance agencies. Notify the affected division director and appropriate staff of a complaint, assist in drafting a reply, and ensure that the reply is complete and filed in a timely manner. Notify the division director and appropriate staff of actions taken or decisions made by external compliance agencies.

VI. Policy Violations

A. Managers and supervisors are subject to potential disciplinary action if they fail to take appropriate action when:
- They are aware of acts of unlawful discrimination, discriminatory harassment or sexual harassment and
- These acts have occurred within their areas of responsibility.

B. Any employee is subject to potential disciplinary action:
- For the employee's own acts of unlawful discrimination, discriminatory harassment, sexual harassment or retaliatory behavior in, or reasonably related to, the workplace.
- For failing to cooperate with an investigation of acts prohibited by this policy.
- For failing to mitigate or report acts prohibited by this policy.

VII. Conflict

If any provision of this policy conflicts with a collective bargaining agreement or Iowa Department of Administrative Services administrative rule, the agreement or rule, as applicable, shall prevail in all issues except for those in conflict with state and federal laws regarding civil rights.

VIII. Required Posting

Supervisors shall post this policy on bulletin boards within their respective work areas. This policy is also on DOTNET.

Form 103050wd
8-05

Iowa Department of Transportation
Policies and Procedures Manual

Title	Policy No.
Recruitment/Selection/Hiring Process	**210.02**

Responsible Office	Related Policies and Procedures
Office of Employee Services	120.09, 210.06, 230.03, 230.10

Effective/Revision Dates	Approval(s)
12-5-05/1-28-10	*Lee A. Wilkinson*

Authority: Director of the Operations and Finance Division.

Contents: This policy describes the recruitment/selection/hiring process as well as the DOT's commitment regarding these processes.

Affected Offices: All

Who to Contact for Policy Questions: Office of Employee Services, telephone 515-239-1921.

Definitions:

All-applicant list – A list provided by the Department of Administrative Services – Human Resources Enterprise of all applicants who have met the minimum qualifications for the job class in which the vacancy exists.

Chain of command – Any position within the oversight or responsibility of a manager/supervisor (i.e., division directors have oversight or responsibility for all positions within their division; district engineers have oversight or responsibility for all positions within their district; office directors have oversight or responsibility for all positions within their office).

Immediate family – The employee's spouse, children, grandchildren, foster children, stepchildren, legal wards, parents, grandparents, foster parents, stepparents, brothers, foster brothers, stepbrothers, sons-in-law, brothers-in-law, sisters, foster sisters, stepsisters, daughters-in-law, sisters-in-law, aunts, uncles, nieces, nephews, first cousins, corresponding relatives of the employee's spouse, and other persons who are members of the employee's household.

Pay grade transfer – The movement of an employee from a position in a job class to a vacant position for which the employee qualifies in the same or different job class in the same pay grade. A transfer may include a change in duties, work location, days of work or hours of work. A transfer may be voluntary at the request of the employee, or involuntary at the discretion of the selecting authority.

Promotion – The acceptance by a permanent employee of an offer by a selecting authority to move to a position in a class with a higher pay grade.

Seasonal appointment – A temporary appointment to any position made between the pay period, which includes April 15, and the pay period which includes October 15, of each year. This temporary appointment expires no later than the last day of the pay period that includes October 15. See 11 IAC 57.7(8A) for details.

Selecting authority – The supervisor making the hiring recommendation or decision; usually the immediate supervisor of the vacant position being filled.

Temporary appointment – Non-permanent employment for a limited period of time. See 11 IAC 57.4(8A) for additional information.

References:

Supervisor's Tool Box on DOTNET, which can be found on the front page of DOTNET. The following information is located in the Supervisor's Tool Box:

Iowa Department of Administrative Services' administrative rules 11 IAC Chapters 54-59

AFSCME and IUP collective bargaining agreements, Article VII

Iowa Department of Administrative Services-Human Resources Enterprise's Applicant Screening Manual

Iowa Department of Administrative Services-Human Resources Enterprise's Managers and Supervisors Manual, Chapter 4

Iowa Department of Administrative Services-Human Resources Enterprise's Steps in the Hiring Process Chart

Forms:

131042 – *Request for Reasonable Accommodation (Department of Administrative Services)*
131047 – *Special Pay/Appointment Action (also called M-40)*
131049 – *Reference Check*
140009 – *Hiring Decision Justification (HDJ)/Applicant Interview Report*
CFN552-0072 – *Application for State Employment*
P-1, *Report of Personnel Action*
P-5, *Hiring Authority*

Policy and Procedure:

It is the policy of the DOT that all recruitment, selection and hiring processes shall conform to all applicable federal and state laws, administrative rules and provisions of the collective bargaining agreements; and enhance the opportunities to create and sustain a diverse work force.

Either federal or state law prohibits employment and/or public accommodation discrimination on the basis of age, color, creed, disability, gender identity, national origin, pregnancy, race, religion, sex, sexual orientation or veteran's status. If an employee believes he or she has been discriminated against, the employee should contact the DOT's Affirmative Action Officer at 515-239-1693. The employee may also contact the Iowa Civil Rights Commission at 800-457-4416. If the employee needs accommodation due to a disability, the employee should contact the DOT's Affirmative Action Officer.

In addition, the DOT is committed to the following policies:

- Coordination of recruitment for underutilized and hard-to-fill classifications.
- Prohibition of nepotism.
- Consideration of internal applicants for promotion, demotion and pay grade transfers to fill vacancies in permanent positions.
- Competition for temporary appointments when appropriate.

I. Preparing to Fill a Vacancy

A. Review of Position Description Questionnaire (PDQ)

1. All positions must have a current PDQ in the PDQ system (located in the Operations and Finance Applications Menu) prior to posting the vacancy.

2. When a vacancy occurs, the selecting authority should review the job duties of the position to ensure the duties meet the current needs of the DOT.

3. If the PDQ is accurate, the selecting authority shall proceed and complete the P-5. If the PDQ is inaccurate, the selecting authority shall submit an updated PDQ and/or request reclassification (see Policy No. 210.06, *Classification*).

4. If the selecting authority determines that, based on the duties of the position, a selective certification is needed, the selecting authority should contact the Office of Employee Services' classification team.

5. Use of a selective certification on a job posting must appear on the class specifications for the position. A selective certification must have a nexus to the job as demonstrated by the PDQ. A request for a new selective certification must be sent to the Office of Employee Services' classification team.

B. Completion of P-5, Hiring Authority

1. The selecting authority or designee shall enter the P-5 into the P-5/HDJ system. (Instructions are in the Supervisor's Toolbox on DOTNET and in the help menu of the application.) The language used in the P-5 should reflect the posting language the selecting authority wishes to have placed on the Department of Administrative Services' Web site. (The DOT's Recruitment Officer is available to assist selecting authorities in constructing this language.)

2. For contract-covered positions, the P-5 must be submitted to the personnel assistant in the Office of Employee Services no later than noon on Thursday for the vacancy to be posted the next week.

3. Once the P-5 has been approved at the personnel assistant level, if the position is contract covered, the vacancy will be posted for contract transfer in accordance with the applicable collective bargaining agreement prior to posting to the Department of Administrative Services' Web site and the DOT's Web site. If the position is a noncontract-covered position, it will be posted directly to the Department of Administrative Services' Web site and the DOT's Web site. The Office of Employee Services shall also publish an internal weekly posting containing a list of the contract transfer postings and a list of current available vacancies that have been posted on the Department of Administrative Services' Web site.

4. An all-applicant list shall be specified on the P-5. Division directors may, with written justification, request approval from the Office of Employee Services to waive the use of an all-applicant list.

C. Coordination of Recruitment

1. When filling a position within a job classification that has been designated as underutilized for either minority or female on the P-5, the selecting authority shall

consult with the Recruitment Officer and establish an enhanced recruitment action plan. Any additional recruitment effort will be determined by the Recruitment Officer and the selecting authority. All efforts and resources expended shall be documented by the selecting authority and placed as an attachment in the P-5/HDJ system.

2. The Office of Employee Services shall notify the Iowa Vocational Rehabilitation Services and the Department of the Blind of positions designated as underutilized for disability. The Office of Employee Services will add additional agencies and Web sites as opportunity provides.

3. For all other positions, the Recruitment Officer is available for consultation at the discretion of the selecting authority.

4. Recruitment services offered include, but are not limited to:

   a. Researching specialized, technical, and diversity-related associations or Web sites for potential advertising opportunities.

   b. Coordinating and/or placing ads or postings. All costs will be paid by the selecting authority's cost center or as determined by the DOT's Management Team.

   c. Assisting with the development of text for vacancy announcements.

5. All recruitment materials shall state that the DOT is an equal opportunity employer and encourage women, minorities and persons with disabilities to apply.

6. Offices receiving requests for DOT participation in a recruitment event such as a job fair shall provide notice of the event to the Recruitment Officer. This will allow the Recruitment Officer to track outreach efforts, provide recommendations on other resources and possibly participate in the effort if need be.

D. Receipt of List of Eligible Applicants

Upon completion of the posting period and after the Department of Administrative Services – Human Resources Enterprise has determined the applicants meet the minimum requirements, a list of eligible applicants will be issued and sent to the assigned personnel assistant. The personnel assistant shall in turn place the list in the P-5/HDJ system, create the hiring decision justification in the P-5/HDJ system and send the selecting authority the E-link to the applicants that have been placed on the list.

II. Screening and Interviewing Applicants

A. Procedures

The selecting authority shall ensure all of the following steps are completed:

1. Review information in the Supervisor’s Tool Box on DOTNET, including the Steps in the Hiring Process chart, Applicant Screening Manual and Chapter 4 of the Managers and Supervisors Manual.

2. Provide applicants with the following information before they are asked to respond during the screening or interview phase:

a. A PDQ. This document must include a purpose of position, essential functions, competencies and any special requirements that appear on the classification.

b. A copy of the class specification.

c. The salary range for the position being filled.

3. Establish pre-interview screening criteria, as needed, to determine which applicants will be considered further. All screening criteria shall be job related, consistently applied and veteran's preference points taken into consideration. Depending on the number of applicants, multiple screening steps may be used.

4. When a vacant position is underutilized in more than one category, submit the pre-interview screening criteria, applicant scores, and the proposed list of interview questions to the Affirmative Action Officer for approval, prior to interviewing.

5. Use a selection team in the hiring process. The selecting authority should participate as a member of the selection team and must participate in the final selection of the candidate. At least one of the team members must have attended the Department of Administrative Services' PDS course, From Interview to Hire.

6. Ask the following questions of each applicant as part of the interview process:

a. "Are you legally able to accept permanent employment in the United States?"

Note: If the applicant responds **yes** to this question, and the applicant cannot accept permanent employment based on his/her I-9 status, the applicant cannot be hired.

b. "Can you perform the essential functions of the position with or without reasonable accommodation?"

Note: If the applicant responds **yes** to this question, but states that he or she needs a reasonable accommodation, the selecting authority should provide the applicant with a copy of Form 131042. The selecting authority shall not make further inquiry into the applicant's disability. This form should be sent by the applicant directly to the DOT's Affirmative Action Officer. If this applicant is selected, the selecting authority should contact the Affirmative Action Officer. The Affirmative Action Officer shall then review the request for reasonable accommodation, if one has been submitted.

c. "How specifically did you become aware of this opportunity?"

7. Notify applicants of the state's nonsmoking laws.

B. Consideration of Internal Applicants

1. Qualified permanent and temporary DOT employees, who apply for vacancies in permanent positions and meet screening criteria, shall be interviewed for promotion, demotion or pay grade transfers.

2. Qualified DOT employees, both permanent and temporary, who apply, shall not be screened out solely on the basis of current work location, home location or salary.

3. If a selecting authority becomes aware that an applicant is an employee within his or her immediate supervision or area of responsibility, the selecting authority shall use a team that includes the selecting authority or his/her designee and at least one current employee who is outside the section/unit, office, division or area of responsibility.

C. Prohibiting Nepotism

1. A member of the immediate family of any current employee shall not be given preferential treatment in hiring for any position. The selecting authority shall determine if an applicant is a member of the immediate family of a current employee during the screening process.

2. If a selecting authority becomes aware that an applicant is an immediate family member of anyone in the chain of command above or below the position, that selecting authority shall immediately notify the selecting authority's next higher level supervisor/manager and the Office of Employee Services. The selecting authority shall ensure that the applicant is disqualified from further consideration for employment for this position under this policy.

3. No employee shall serve on the selection team when an applicant is a member of his/her immediate family.

4. An employee in a supervisory position shall not directly supervise a member of his/her immediate family.

5. Employees assigned as lead workers, while not supervisors, shall not serve as a leadworker for an immediate family member.

D. Time Off for Job Interviews

1. DOT employees shall be granted a reasonable amount of time, up to a maximum of 4 hours in pay status, during regularly scheduled work hours, including travel time, to interview for a vacant position within the DOT.

   a. Time shall be recorded as "other leave" on the time sheet with "interview" in the remarks column.

   b. Time off in excess of 4 hours must be recorded as vacation, compensatory time or leave without pay.

2. For job interviews outside the DOT, employees shall use accrued vacation, compensatory time or leave without pay.

3. Employees shall not use a state vehicle or receive mileage, meal or lodging expenses reimbursement for attending interviews.

E. Temporary/Seasonal Appointments

1. Organizational units that routinely plan to make temporary appointments or seasonal appointments shall develop a consistent and documented selection process. The Office of Employee Services is available to provide assistance.

2. Persons placed in noncontract temporary appointments shall not be allowed to work more than a total of 780 hours in a fiscal year.

3. Persons placed in contract-covered temporary appointments shall not be allowed to work more than a total of 700 hours in a fiscal year.

III. Hiring Decision Justification

A. A hiring decision justification (HDJ) must be submitted for all proposed hires with the exception of positions filled by contract transfers or temporary positions.

B. The selecting authority shall enter all information into the P-5/HDJ system for review by the Affirmative Action Officer. If the HDJ is approved by the Affirmative Action Officer, an event notice will be sent to the selecting authority.

C. When a selection decision is made, the selecting authority shall submit Form 140009, *Hiring Decision Justification/Applicant Interview Report*, and a written narrative addressing the essential functions of the position, screening criteria utilized, a comparison of applicants interviewed to the essential functions, screening criteria based on the answers provided during the interview, and justification for the recommended hire to the Affirmative Action Officer in the Office of Employee Services, for approval as required under Policy No. 230.03, *Equal Employment Opportunity and Affirmative Action*. In addition, a copy of the following documents shall also be submitted: (1) BrassRing certificate list, (2) pre-interview screening criteria and scores, if applicable, (3) interview questions, (4) interview scores/matrix, (5) PDQ/essential functions, (6) reference check(s), and (7) E-mail approval for the hire from the appropriate authority in the division (e.g., district engineer, division director).

D. The selecting authority must ensure all of the following steps are completed:

1. Document all interview questions and answer criteria consistently to each applicant.

2. Include two completed reference checks. When possible, submit two supervisory references. If the applicant is self-employed, submit two business references. For internal applicants, one supervisory reference check is sufficient. If any of the final applicants are current state employees, the selecting authority shall contact the current state agency to request review of the applicant's personnel file. Reference checks must be completed for every hire, except contract transfers.

3. Verify and document possession of all required licenses and/or certifications, including dates of expiration, of the final applicants for the vacant position that is being filled. See Policy No. 210.05, *Loss of License or Certificate*.

4. Maintain the following documentation for a period of 3 years: all cover letters, resumes, applications, applicant lists, reference checks, selection criteria, scoring matrix, interview questions, interview notes, correspondence with applicants, and HDJ materials.

5. Provide notice to all applicants after the selected applicant has accepted the job offer.

IV. Background Checks Required by the REAL ID Act of 2005

A. Positions Affected

1. Applicants for positions that are involved in the manufacture or production of driver's licenses and nonoperator's identification cards or that have the ability to affect identity information that appears on a driver's license or nonoperator's identification

card (covered positions), shall be subject to a background check as required by 6 CFR 37.45. The background check shall include the validation of references from prior employment, a name-based and fingerprint-based criminal history records check, and employment eligibility verification otherwise required by law.

2. Covered positions include: accounting clerk 1, 2 and 3, administrative assistant 1 and 2, clerk advanced, clerk specialist, compliance officer 1 and 2, driver's license clerk, driver's license clerk senior, driver's license examiner, driver's license hearing officer, executive officer 1, 2 and 3, information technology administrator 2, information technology specialists 1 through 5, information technology support worker 3, management analyst 2, 3 and 4, Office of Driver Services director, program planner 3, secretary 1 and 2, statistical research analyst 2, supervisor, telecommunication design specialist, training specialist 1 and 2, transportation division director, and typist advanced.

B. Validation of References from Prior Employment

If not already completed as part of the reference check required by Section III.D.2 of this policy, the selecting authority shall contact any prior employers identified by the applicant to confirm employment in the identified capacity and for the indentified period of time, and to inquire into any other matters relevant to the employment decision, such as why the applicant left the previous employment. The Department recognizes that some employers will only verify employment and the dates of employment, but encourages diligent and respectful inquiry.

C. Criminal History Records Check

1. The criminal history records check is a name-based and fingerprint-based criminal history records check using the FBI's National Crime Information Center (NCIC) and the Integrated Automated Fingerprint Identification (IAFIS) database and state repository records on each applicant for a covered position to determine if the applicant has been convicted of any of the following disqualifying crimes:

a. Permanent disqualifying criminal offenses. An applicant has a permanent disqualifying offense if convicted, or found not guilty by reason of insanity, in a civilian or military jurisdiction, of any of the felonies set forth in 49 CFR 1572.103(a). These felonies are:

(1) Espionage or conspiracy to commit espionage.

(2) Sedition or conspiracy to commit sedition.

(3) Treason or conspiracy to commit treason.

(4) A federal crime of terrorism as defined in 18 U.S.C. 2332b(g), or comparable state law, or conspiracy to commit such crime.

(5) A crime involving a transportation security incident. A transportation security incident is a security incident resulting in a significant loss of life, environmental damage, transportation system disruption, or economic disruption in a particular area, as defined in 46 U.S.C. 70101. The term "economic disruption" does not include a work stoppage or other employee-related action not related to terrorism and resulting from an employer-employee dispute.

(6) Improper transportation of a hazardous material under 49 U.S.C. 5124 or a state law that is comparable.

(7) Unlawful possession, use, sale, distribution, manufacture, purchase, receipt, transfer, shipping, transporting, import, export, storage of, or dealing in an explosive or explosive device. An explosive or explosive device includes, but is not limited to, an explosive or explosive material as defined in 18 U.S.C. 232(5), 841(c) through 841(f), and 844(j); and a destructive device, as defined in 18 U.S.C. 921(a)(4) and 26 U.S.C. 5845(f).

(8) Murder.

(9) Making any threat, or maliciously conveying false information knowing the same to be false, concerning the deliverance, placement, or detonation of an explosive or other lethal device in or against a place of public use, a state or government facility, a public transportation system, or an infrastructure facility.

(10) Violations of the Racketeer Influenced and Corrupt Organizations Act, 18 U.S.C. 1961, et seq., or a comparable state law, where one of the predicate acts found by a jury or admitted by the defendant, consists of one of the crimes listed in Section IV.C.1.a of this policy.

(11) Attempt to commit the crimes in Sections IV.C.1.a.1 to IV.C.1.a.4 of this policy.

(12) Conspiracy or attempt to commit the crimes in Sections IV.c.1.a.5 to IV.C.1.a.10 of this policy.

b. Interim disqualifying criminal offenses. The felonies listed in 49 CFR 1572.103(b) are disqualifying if the applicant was either convicted of those offenses in a civilian or military jurisdiction, or admits having committed acts which constitute the essential elements of any of those criminal offenses within the 7 years preceding the expected date of employment in the covered position; or the applicant was released from incarceration for the crime within the 5 years preceding the expected date of employment in the covered position. The interim disqualifying offenses are:

(1) Unlawful possession, use, sale, manufacture, purchase, distribution, receipt, transfer, shipping, transporting, delivery, import, export of, or dealing in a firearm or other weapon. A firearm or other weapon includes, but is not limited to, firearms as defined in 18 U.S.C. 921(a)(3) or 26 U.S.C. 5845(a), or items contained on the U.S. Munitions Import List at 27 CFR 447.21.

(2) Extortion.

(3) Dishonesty, fraud, or misrepresentation, including identity fraud and money laundering where the money laundering is related to a crime described in Sections IV.C.1.a. or IV.C.1.b of this policy. Welfare fraud and passing bad checks do not constitute dishonesty, fraud, or misrepresentation for purposes of this paragraph.

(4) Bribery.

(5) Smuggling.

(6) Immigration violations.

(7) Distribution of, possession with intent to distribute, or importation of a controlled substance.

(8) Arson.

(9) Kidnapping or hostage taking.

(10) Rape or aggravated sexual abuse.

(11) Assault with intent to kill.

(12) Robbery.

(13) Fraudulent entry into a seaport as described in 18 U.S.C. 1036 or a comparable state law.

(14) Violations of the Racketeer Influenced and Corrupt Organizations Act, 18 U.S.C. 1961, et seq., or a comparable state law, other than the violations listed in Section IV.C.1.a.10 of this policy.

(15) Conspiracy or attempt to commit the crimes described in paragraphs "1" to "14" immediately above.

c. Under want, warrant, or indictment. An applicant who is wanted or under indictment in any civilian or military jurisdiction for a disqualifying crime is disqualified until the want or warrant is released or the indictment is dismissed.

d. Determination of arrest status. When a fingerprint-based check discloses an arrest for a disqualifying crime without indicating a disposition, the disposition of the arrest must be determined. If, despite reasonable and diligent efforts, the disposition cannot be determined and the offense is a permanent disqualifying offense, the applicant may not be employed in a covered position. If, despite reasonable and diligent efforts, the disposition cannot be determined and the offense is an interim disqualifying offense, the applicant may not be employed in a covered position unless the applicant provides a certified statement from an appropriate custodian of records in the judicial branch of the jurisdiction of arrest that no record of conviction for the offense exists.

If a check discloses an applicant has been arrested for a disqualifying crime for which prosecution is pending, the applicant is disqualified until a final disposition has been reached. If final disposition is a conviction for a disqualifying crime referenced in this section, the applicant shall be disqualified as required in this section.

2. Notice

Every applicant for a covered position must be given notice that he or she must undergo a background check and the contents of the check before beginning employment in a covered position. The selecting authority must ensure that this notice is included in any posting or paid advertisement for a covered position, by

including the following in the P-5 for the covered position.

NOTICE: This position is a covered position under the REAL ID Act of 2005, 49 U.S.C. § 30301 note, as further defined in 6 CFR Part 37. Any applicant selected for employment in this position must submit to and pass a background check of the form and content required by 6 CFR 37.45.

During preparation of the P-5, the selecting authority should review the PDQ for the covered position to assure that successful completion of the background check is listed as an essential function of the position, and, if it is not, the selecting authority shall submit an updated PDQ to the Office of Employee Services for approval and the updated PDQ shall include successful completion of the background check as an essential function.

3. Process

   a. Once an applicant has been selected for employment in a covered position, the selecting authority shall obtain from the Office of Motor Vehicle Enforcement a fingerprint packet, and submit that packet to the selected applicant. The packet must include a consent and disclosure form, a fingerprint instruction sheet, a fingerprint card, and an Office of Motor Vehicle Enforcement self-addressed envelope. The instructions shall direct the selected applicant to complete the consent form and to present the fingerprint card for completion by a certified technician at the local law enforcement agency of the selected applicant's choice, and to request the local law enforcement agency return the completed consent form and fingerprint card to the Office of Motor Vehicle Enforcement, by regular U.S. mail using the self-addressed envelope provided.

   b. Upon receipt of a properly completed consent form and fingerprint card, the Office of Motor Vehicle Enforcement shall forward the selected applicant's fingerprint card and accompanying documents to the Iowa Division of Criminal Investigations for completion of the criminal history records check.

   c. The Office of Motor Vehicle Enforcement shall arrange for personal pick-up of the results of the criminal background check by Office of Motor Vehicle Enforcement staff and shall forward those results to the selecting authority by sealed, confidential envelope.

   d. The selecting authority shall review the results of the criminal history records check. If the results show a criminal history, the selecting authority shall consult with the Director of the Office of Employee Services and the Director of the Office of Driver Services to determine if any offense identified in the results is a permanent disqualifying criminal offense or an interim disqualifying criminal offense.

   e. The Department shall be responsible for the charge assessed by the local law enforcement agency for completion of the fingerprint card, and for the cost of the criminal history records check. If the local law enforcement agency will not bill the Department for completion of the fingerprint card, and requires the applicant to advance pay that cost, the Department will reimburse the selected applicant upon submission of a valid invoice or receipt showing advance payment of that cost.

D. Employment Eligibility Verification

An applicant's employment eligibility must be verified as required by Section 274A of the Immigration and Nationality Act (8 U.S.C. 1324a) and its implementing regulations (8 CFR Part 274A).

E. Disqualification

1. If results of the criminal history records check reveal a permanent disqualifying criminal offense or an interim disqualifying criminal offense, the applicant may not be employed in a covered position. An applicant whose employment eligibility has not been verified as required by Section 274A of the Immigration and Nationality Act (8 U.S.C. 1324a) and its implementing regulations (8 CFR Part 274A) may not be employed in any position.

2. If a selected applicant is disqualified from employment in a covered position or from employment in any position, the selecting authority shall notify the selected applicant in writing of the disqualification, the scope and extent of the disqualification, and the reason for the disqualification. If the disqualification is based on the results of a criminal records history check, the selecting authority shall provide a copy of the results to the selected applicant. The written notice to the selected applicant shall state that the selected applicant has 7 days in which to contest the disqualification by providing information sufficient to show that the reason for disqualification is inaccurate.

V. Post-Offer Process

A. A new hire who is not currently employed by the State of Iowa may be offered a salary above the minimum of the pay grade if prior approval has been granted. Form 131047, *Special Pay/Appointment Action*, must be completed and approved by the appropriate division director and the personnel officer from the Department of Administrative Services prior to the selecting authority committing to a salary amount for a new hire or making any offer of employment. If the selecting authority wants to offer more than the minimum of the pay grade, Form 131047 must be completed. A copy of the employee's current pay stub and resume must be attached to the form. (See Policy No. 210.07, *Pay, Pay Increases and Special Assignments*, for information on advanced appointment rates.)

B. If the new hire is a current employee of the State of Iowa, a pay increase is limited to 5 percent above his or her current salary or to the minimum of the new pay grade, whichever is greater.

C. The selecting authority shall prepare a proposed offer of employment letter and submit it to the Office of Employee Services prior to distribution. The assigned personnel assistant in Employee Services shall approve an offer of employment letter prior to it being sent to the selected applicant. The letter shall include the following information, at a minimum:

1. The salary being offered.

2. Start date.

a. A current employee of the State of Iowa must start the new position at the beginning of a pay period.

b. A new external hire may start at any time.

3. Specific provisions that the employment offer is subject to, if any, including:

   a. Passing the drug and alcohol pre-employment test for positions requiring a commercial driver's license (CDL).

   b. Passing a pre-employment, post-offer physical for positions requiring a CDL and for Motor Vehicle Enforcement officer positions.

   c. Obtaining a CDL with the proper endorsements within 14 days of the date of hire, if applicable.

   d. Completing a promotional probationary period, if applicable.

   e. Meeting residency requirements, as necessary.

   f. Completing educational requirements within established time frames.

   g. Meeting other requirements, as necessary.

   h. Maintaining a valid work permit for noncitizens.

   i. Passing a polygraph examination for Motor Vehicle Enforcement officer positions.

   j. Passing an Iowa Law Enforcement Academy physical test for Motor Vehicle Enforcement officer positions.

4. Requirement to bring social security card, or if applicable, a federal identification number on the employee's first day for payroll processing.

D. The selecting authority shall ensure that the list of applicants within the P-5/HDJ system is coded and approved upon acceptance of an employment offer by the final applicant, which will notify the assigned personnel assistant that the information may be entered into the State of Iowa's BrassRing employment system.

E. The supervisor is responsible for ensuring that a new hire P-1 is created to place the employee on the payroll. The new hire P-1 and all supporting documentation must be received by the personnel assistant in the Office of Employee Services by the beginning of the pay period in which the hire takes effect. New hire P-1s will not be processed until step D above is completed.

F. Original appointments, reemployments, and reinstatements may be made effective any day of the pay period.

G. If the new hire is currently an employee of an executive branch agency of the State of Iowa (including the DOT), the starting date must be the first day of the pay period.

VI. Conflict

If any provision of this policy conflicts with a collective bargaining agreement or Iowa Department of Administrative Services' administrative rules, the agreement or rule, as applicable, shall prevail.

Telephone: (515) 281-5368
Fax: (515) 281-7562

Michael L. Fitzgerald
Treasurer of State
Capitol Building
Des Moines, Iowa 50319-0005

E-Mail: treasurer@max.state.ia.us
Web: www.treasurer.state.ia.us

August 25, 2010

Mr. Bill West
Iowa Department of Personnel
Hoover State Office Building
LOCAL

Dear Mr. West:

Please accept this letter in the place of an affirmative action report for this office. It is my understanding that a report is not required since my staff is not underutilized in any areas.

As Treasurer of State, I am fully committed to equal employment opportunity (EEO) and the implementation of a strong program to promote employment and advancement opportunities without regard to race, color, national origin, sex, sexual orientation, religion, age, or disability. It is our policy to provide equal employment to all of our employees and to all applicants recruited for our workforce. All employees and applicants will be provided equal opportunity and equal employment opportunity will be made a performance standard on managerial and supervisory performance plans with the desire to create and maintain a workplace that is free from discrimination and sexual or other harassment.

Please feel free to contact Karen Austin at (515) 281-7677, or myself, should you have any questions or concerns.

Sincerely,

Michael L. Fitzgerald
Treasurer of State

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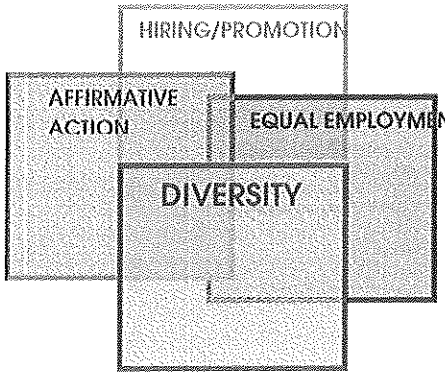
AUG 27 2010
IA DEPT. OF
ADMINISTRATIVE SERVICES

MF/ss

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st.** Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency: Iowa Veterans Home

Division (if applicable):

Person Submitting Report: Dennis L. Mack

Please Print Name: DENNIS L. MACK

Please Sign Name:

RECEIVED
AUG 19 2010
IA DEPT. OF
ADMINISTRATIVE SERVICES

Phone: 641-753-4326

FY 2010-11 Diversity Progress Plan and Report

Section 1	Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

Administrative Plan

1. How your policy will be implemented: A memo on "Employment Practices and Hiring Policy" was distributed to all staff. All supervisors receive quarterly updates on underutilization and the provisions of Executive Order 4. All hiring supervisors have received instruction on hiring practices.

2. Name, job title, and contact information for the responsible EEO AA official: Kathy Bair, EO1, 641-753-4326

3. Describe your agency's system for auditing and reporting diversity issues: All hires are reviewed by the Personnel Office to ensure compliance with Affirmative Action requirements. Hiring supervisors are required to report any issues with hiring to the Employee Services Director.

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation: All information and communication with staff is done through e-mail, bi-weekly employee publication and the IVH intranet.

FY 2010-11 Diversity Progress Plan and Report

FY 2010-11 Diversity Progress Plan and Report

Section 2	Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

FY 2010 Progress: During this fiscal year all hiring supervisors were aware if underutilization existed with their vacancy. All hiring supervisors have reviewed the DAS Hiring and Selection Manual to ensure understanding of the hiring process. A checklist was created for hiring supervisors with the steps to follow in the hiring process.

FY 2011 Plans: Will continue to evaluate need for additional/refresher training on diversity and hiring practices.

FY 2010-11 Diversity Progress Plan and Report

Section 3	Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress: Our focus continues to be on the health care professions and the Resident Treatment Workers. We have made presentations at the local high school to encourage youth to consider health care jobs. Because Marshalltown has a significant Hispanic population these presentations have included a significant number of minority students. There are a dozen IVH Nurse Supervisors mentoring high school students who will be the first in their family to go to college. The majority of these students are minorities.

FY 2011 Plan: We will continue to make the high school presentations and participate in the mentoring program. During this year the IVH will be a training facility for the certified nurse aide program which will get future Resident Treatment Workers in the facility to aid recruitment. We are already a training site for the LPN and RN program. Because all of the positions within the nursing department must be licensed or certified most of our efforts are to recruit as a training site for the Community College and will continue to build our relationship with the Community College.

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress: During this fiscal year all employees and supervisors received the diversity training provided by the state. Additionally 82 staff attended an in-service on Transgender issues; 2 hiring supervisors attended the Iowa Mosaic Diversity Conference; and four hiring supervisors received training on the ADA. All employees during their annual in-service BLITZ receive training on resident rights that includes a discussion on recognizing differences.

FY 2011 Plan: Will continue to evaluate the need for appropriate training within budgetary restraints.

FY 2010-11 Diversity Progress Plan and Report

Section 5	Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress: We have previously discussed steps we have taken to increase diversity however, because of the licensing and certification requirements for the majority of our positions we have focused on long term results by educating students on the advantages of a career in health care.

FY 2011 Plan: We will not be filling any SERIP positions this fiscal year and will only be filling replacement positions as they occur primarily within the direct care positions. We will continue to make presentations at local high schools and attend career fairs at the surrounding schools of nursing but the primary emphasis will be in the Marshalltown area because of the significant minority population.

FY 2010-11 Diversity Progress Plan and Report

Section 6	Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress: No report

FY 2011 Plan:

FY 2010-11 Diversity Progress Plan and Report

Section 7	Attachments

Attachment A

Topic

Summary

Attachment B

Topic

Summary

Attachment C

Topic

Summary

FY 2010-11 Diversity Progress Plan and Report

Section 8	Signature Page

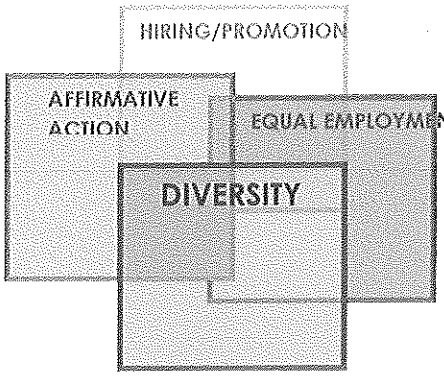
DENNIS L. MACK, INTERIM COMMANDANT

Agency Head, Name and Title (please print)

6/18/10

Agency Head Signature **Date**

FY 2010-11 Diversity Progress Plan and Report



STATE OF IOWA
DIVERSITY PLAN AND REPORT
Affirmative Action/Equal Employment
FY 2010 Progress
FY 2011 Plan

Please provide an update of your department's annual Diversity/Affirmative Action plan and report and submit to DAS by **July 31st.** Written plans should contain action items (goals) and time specifications.

DAS will submit a report by **September 30th** on the condition of affirmative action, diversity, and multicultural programs in state agencies. The information you submit will be included in this report.

Submitting Agency:	IOWA WORKFORCE DEVELOPMENT
Division (if applicable):	*Labor Services, Worker's Compensation, Unemployment Insurance, Administrative Services, Workforce Development Center Administration, Labor Market and Workforce Division*
Person Submitting Report:	*Harvey Andrews, EO Officer*
Please Print Name:	*Harvey Andrews*
Please Sign Name:	
Phone:	*(515) 281-8149*

FY 2010-11 Diversity Progress Plan and Report

Section 1	Policy Statement and Administrative Plan

Policy Statement

The State prohibits discrimination on the basis of race, creed, color, religion, national origin, sex and sexual orientation, age, or mental and physical disability in its employment policies and practices and is an equal employment opportunity and affirmative action employer.

Please insert any additional statements of policy or commitment to achieving and maintaining a diverse workforce in your agency:

Please see "Civil Rights Orientation Training a Self-Study Guide, Iowa Workforce Development Revised March 2009.

Administrative Plan

1. How your policy will be implemented:

Iowa Workforce Development uses its "Iowa Workforce Development Hiring Process Action Steps effective May 1, 2008" and the Civil Rights Orientation Training Guide to disseminate its plan steps related to selection and hiring. This is made available to all personnel participating in the selection and hiring process. These procedures are required to be accomplished in our recruitment, selection and hiring processes. Additionally, all IWD employees are provided with the "Civil Rights Orientation Training a Self-Study Guide" at the time of their employment. IWD reinforces and assures through education and training provided to these employees in our new employee orientation training. These policies and practices are reinforced through consultation with hiring participants, in management meetings and with individual as it becomes necessary. The orientation guide includes IWD's and the states' policies addressing discriminatory harassment, equal employment opportunity, sexual harassment and affirmative action policies.

Name, job title, and contact information for the responsible EEO AA official:

Harvey Andrews, State WIA EO Officer, IWD, 1000 E. Grand Ave., Des Moines, IA 50319. (515) 281-8149. (Fax) 515-281-7596, harvey.andrews@iwd.iowa.gov.

2. Describe your agency's system for auditing and reporting diversity issues:

At each step of the "IWD Hiring Process Action Steps" the hiring team participants roles are defined in the 30 steps provided. This enables each and every participant in the hiring process to understand the requirements necessary for participation and their individual and collective responsibilities. Persons responsible for assuring that the various steps take place are clearly identified and this procedure requires the agency Director's, HR manager's and the EO Officer's review and approval (through the letter of justification request process) before any hiring is finalized or approved . Additionally before any hire is approved the division administrator must assure that a "justification letter" request for hiring is submitted to the Employee Service Manager and EO Officer for approval. It is a responsibility of the employee services manager and EO Officer to monitor the hiring process assuring compliance. Interview questions and score sheets are reviewed for applicability to the

FY 2010-11 Diversity Progress Plan and Report

job functions and require approval by the ES Manager and the EO Officer prior to being used in the selection /hiring process.

Concerns and questions relative to the selection hiring process are required to be directed to the ES Manager and the EO Officer. When jobs are posted or initiated the ES Manager and EO Officer are consulted for addressing underutilization needs as are applicable before progressing.

4. Indicate how your diversity plan and related communication materials are distributed to your employees and/or the public. Please provide any relevant links to your web site or attach a copy of supporting documentation:

Annually and as identified the EO Officer and Employee Services Manager meet with IWD's division administrators and management to address IWD Diversity Plan. On a routine/daily basis IWD's division administrators, managers, supervisors (and all hiring team participants) have an open line to consult with the Employee Services Manager, Equal Opportunity Officer and the Human Resource Assistants as they address IWDs procedures.

FY 2010-11 Diversity Progress Plan and Report

Section 2	Hiring and Promotion

List your agency's hiring and promotion practices, outlining any changes to those practices during the reporting period;

FY 2010 Progress

See" Iowa Workforce Development's Hiring Process Action Steps" highlighted in red. The 2010 plan was adjusted in steps number (5), five, 10 (ten), 12 (twelve), and 25 (twenty-five). Most significant of these changes is number 12 (twelve) which requires that all internal applicants applying for a position be interviewed before a decision is made to seek applicants from external sources.

FY 2011 Plans

See Iowa Workforce Development's Hiring Process Action Steps effective May 1, 2008.

FY 2010-11 Diversity Progress Plan and Report

Section 3	Actions Taken to Increase Diversity

Outline all steps taken by the agency to increase diversity in the department;

FY 2010 Progress

A. Making promotional and transfer opportunities more transparent through encouragement of management's involvement in outreach internally and externally. Being proactive in anticipation of future job opportunities and communicating such.

Progress in this area was affected by the SERIP (unanticipated increase in vacancies) and the need to increase personnel to meet the demand of heavy Unemployment Insurance activity resultant from the condition of the states' economy. The resulting vacancies enable and has created an opportunity for IWD to increase the diversity in our workplace in hiring of women, minorities and PWD. Special efforts were made to extend recruitment to the farthest out reaches to achieve a more diverse applicant pool to select from to meet our hiring needs.

All levels of management/employee receive training in diversity and an effort continues to assure an awareness of diversity within our work place; all participants involved in the hiring process have received Diversity training (state of Iowa) or its equivalent through various other resources (IWD has partnership arrangements with other entities serving in common physical locations that participate in our interview process). This requires an on-going process as we hire persons into the managerial and supervisory ranks and this will be addressed. Currently no one participates on any hiring team unless there is evidence of their having received diversity training.

B. Establish an open, appreciative, rewarding of achievements, proactive approach towards employee concerns.

Every opportunity that presents itself is used as a teachable time to instill trust and enable management to recognize the value in this approach. This is an ongoing effort in IWD.

C. Involve management and employees in recruitment and some of the selection processes.

This has been accomplished and is continuing. Employees/management is aware of vacancies through posting on the internal computer network.

D. Establish a continuum for training new supervisory and employees for IWD's hiring teams.

Training has been established for new supervisory employees through new employee orientation and networking with our Division Administrators and Bureau chiefs and our providing consultative involvement through the Employee Services Manager and the EO Officer. The IWD Hiring Process Actions Step is also instrumental in assisting in these efforts.

E. Establish a process that assures SMEs meet the same requirements as identified for hiring teams participants

FY 2010-11 Diversity Progress Plan and Report

Currently SMEs can participate in the hiring process as technical advisors providing information as requested to hiring team participants. This limitation is due to our having yet to establish training criteria for this group providing them the same training received by the hiring team participants. IWD has been inundated with replacing exiting staff and this has changed our priority towards addressing this.

Utilizing resources of DAS (DAS's recruiter) to assist in the recruiting process; this is being accomplished in an ongoing manner and works well. There are some technicalities that if addressed could enhance IWD's ability to address its diversity needs. These have been discussed with DAS' Recruiter.

F. Continue to identify hard to fill positions placing special emphasis in recruitment and building a base of resources and networking and contact.

This has been ongoing and we have been able to identify applicants with the participation of management in the recruitment process.

G. Anticipate IWD vacancies enabling us to do sufficient recruitment to assure an applicant pool that is diverse.

At the start of the year we were able to project our vacancies. Due the change in the economy and SERIP IWD has had to move forward with our hiring needs with some minimal amount of foreknowledge. With this our diversity needs remained a primary focus during the recruitment, selection and hiring processes. Every effort is made to advertise our vacancies through a state wide network targeting colleges, churches, community groups and advocates for persons with disabilities, those ages 40 and over, women and minorities. Our network and that of DAS' recruiter has enabled us to be successful in our networking efforts.

FY 2011 Plan

A. Continue accomplishing items A through G as listed in the FY 2010 Plan and the following:

B. Continue to review the employee evaluation process and develop concrete methods to improve employee engagement, including individual development plans (IDP) through accomplishing training needs assessment.

C. Provide management with AA/ Diversity statistics for their awareness of status and progress.

D. Train management team (by division) regarding training needs/assessments and new staff development processes.

E. Based on item 3 above identify necessary technologies to accomplish.

F. Meet with management to explain and encourage them to get involved in outreach internally and externally for the anticipated vacancies when they occur.

FY 2010-11 Diversity Progress Plan and Report

G. Continue to meet with management to explain and encourage the value of creating an environment that utilizes and values its diversity.

H. Continue to provide management and employees relevant updates concerning diversity achievements and progress in IWD and other companies and organizations.

I. Subject matter experts selected to participate in the hiring process will all be trained in AA and Diversity.

J. Continue to tutor increase communication to all employees regarding IWD's Hiring opportunities.

K. Keep all management abreast of progress towards affirmative action/diversity goals.

L. Continue to schedule all new managers for affirmative action/diversity training

M. Continue to review the exit interview process and make recommendations to ensure that the Director and appropriate managers are aware of the feedback

N. Provide progress reports by divisions showing jobs vacated and why.

O. Continue to critique the current hiring process for IWD to ensure its effectiveness.

P. Monitor the probationary period of employees hired to measure progress and success in our selection process.

Q. Continue to review quality of interview questions being used in the hiring process to monitor their effectiveness. (Meet with managers of hiring teams to discuss)

FY 2010-11 Diversity Progress Plan and Report

Section 4	Diversity Related Training

Outline the steps taken by the agency to train employees on diversity-related issues;

FY 2010 Progress

All managerial, supervisory, Division Administrators and Bureau Chiefs and staff employees received or will be scheduled to receive diversity training.

FY 2011 Plan

1. We will pursue providing in house diversity training as a continuum assuring all employees are trained in diversity.
2. Management will have access to consultation and tutelage regarding diversity topics within IWD through the EO Officer and the Employee Services Manager.
3. Opportunities that occur externally for Diversity training will be reviewed for quality to recommend continuous awareness training to our staff as is feasible.

FY 2010-11 Diversity Progress Plan and Report

Section 5	Hiring Opportunities

Outline how the agency intends to increase diversity among its staff in the next year, based upon the number of anticipated hiring opportunities, SERIP replacements and current workforce composition;

FY 2010 Progress

We will continue to address our hiring opportunities under the guidelines of "IWD HIRING PROCESS ACTIONS STEPS" which is inclusive of DAS' rules procedures and regulations. These steps were designed to address affirmative action needs and assure that every opportunity that exists to address diversity effectively will be provided to our advantage in addressing our diversity needs. This will greatly assist IWD in achieving a balanced workforce that reflects the diversity within our state. When it becomes necessary special actions will be taken to assure that we continue in achieving a diverse applicant pool to select from to meet our commitment to achieving a diverse workforce.

FY 2011 Plan

Each hiring opportunity that exists will be addressed under the guidelines of "IWD HIRING PROCESS ACTIONS STEPS" which is inclusive of DAS' rules procedures and regulations. These steps were designed to address affirmative action needs and assure that every opportunity that exist to address diversity effectively will be provided and taken advantage of to assist IWD in achieving a balanced workforce that reflects the diversity within our state. When it becomes necessary special actions will be taken to assure that we continue in meeting this commitment.

Work in conjunction with DAS' Recruiter addressing needs assuring a diverse applicant pool to select candidates to fill IWD's job vacancies.

FY 2010-11 Diversity Progress Plan and Report

Section 6	Other Efforts to Increase Diversity

Describe any other efforts undertaken by the agency during the reporting period to encourage workplace diversity. If you would like to provide any additional information as an attachment, please identify the topic of the document and a brief summary in Section 7.

FY 2010 Progress

1. *We have assessed our exit interviews to broaden our insight on how we are managing and identifying those areas where we are excelling and those indentifying those area that need more attention in our workplace to make IWD a better place to work.*
2. *We have had extensive recruitment blitzes to attract a more diverse applicant pool.*
3. *We thoroughly review written "justification to hire requests", scoring mechanism and interview questions for the positions we fill providing consultation in the selection and hiring process to management.*
4. *We have strived whenever possible to assure that our interview teams consist of a diverse group of people.*
5. *We have provided consultation and tutelage to entities that are a part of IWD's integrated workforce center partnership assuring their understanding of our procedures and emphasis on diversity in our workforce.*
6. *We have expanded our recruitment outreach to include that of other organizations' network of contacts. For example, the Iowa Civil Rights Commission's network (very extensive).*

FY 2011 Plan

1. *Will continue to utilize the strategies in items 1 through 6 above and will explore and be open to others.*

FY 2010-11 Diversity Progress Plan and Report

Section 7	Attachments

Attachment A Iowa Workforce Development's Hiring Process Action Steps

Topic IWD's hiring process

Summary Provides guide line for the selection and hiring process for all IWD's selection and hiring activity.

Attachment B Civil Rights Orientation and Training a self study-Guide (Revised March 2009)

Topic Civil Rights Laws and regulations

Summary IWD's Civil Rights, State's policies and laws describing our responsibilities and commitments to EO and AA, Diversity and a non- discriminatory work place environment.

Attachment C

Topic

Summary

FY 2010-11 Diversity Progress Plan and Report

Section 8	Signature Page

Elisabeth Buck, Director Iowa Workforce Development

Agency Head, Name and Title (please print)

Elisabeth Buck 8/3/10

Agency Head Signature **Date**

IOWA WORKFORCE DEVELOPMENT
HIRING PROCESS ACTION STEPS

Action Step	Person Responsible
1. Equal Opportunity Officer (EO Officer) calculates vacancy projections and Under-utilization (UU) information for fiscal year and communicates it to all Division Administrators.	EO Officer, Division Administrators
2. Review the Position Description Questionnaire (PDQ) for the following in preparation for creating a P-5 request.	Division Administrator, Hiring Supervisor
a. Compare the essential functions/duties of the PDQ with actual position duties to assure current accuracy. If changes need to be made, contact Employee Services for assistance.	EO Officer, ESM , DAS-HRE
b. Evaluate need for applicant testing. **Mandatory** consultation with EO Officer, Employee Services Manager (ESM), and DAS-HRE before testing is authorized.	Division Admin, Hiring Supervisor
c. Communicate vacancy to Employee Services.	Division Admin, Hiring Supervisor
d. Human Resources Personnel Assistant (HR-PA) communicates vacancy to EO Officer and ESM.	HR-PA
3. EO Officer determines if vacancy is UU job class and communicates status to Division Administrator and Hiring Supervisor. Hiring Supervisor works with EO Officer and ESM to identify additional recruitment sources to send vacancy announcement.	EO Officer, ESM, Division Administrator, Hiring Supervisor
4. Submit P-5 Request to Financial Management Bureau for their review.	Division Administrator, Hiring Supervisor, Financial Management Bureau
5. After P-5 approved by Finance, submit P-5 request to the **ESM and IWD Director** for final approval. ESM submits request for authorization to hire to DAS. Upon receiving approval or non-approval from DAS the ESM notifies the Division Administrator.	ESM, HR-PA, Director Division Administrator, ESM
6. Upon approval of P-5, follow appropriate collective bargaining provisions on transfer and recall. *(See DAS Steps in the Hiring Process (AFSCME,IUP.))* If non-contract proceed to Step 7.	Hiring Supervisor, HR-PA
7. Upon approval of P-5, notify HR-PA who will submit vacancy requisition form to DAS-HRE BrassRing Employment System.	HR-PA
8. Division Administrator, Hiring Supervisor select interview team (minimum of 2; no more than 4). (Must consider diversity in team composition; must submit team member names and positions to ESM and EO Officer.)	Division Administrator, Hiring Supervisor, ESM
9. Based on essential functions and duties of the position, develop interview questions and interview scoring system and submit for mandatory review by ESM and EO Officer.	Division Administrator, Hiring Supervisor, Hiring Team, ESM, EO Officer
10. Develop a *50-point screen/scoring system of applications, resumes and cover letters, including mandatory veterans preference points (5 = veterans, 10 = disabled veterans) and submit for mandatory review by ESM and EO Officer. (NOTE: All applicants required to submit resume with cover letter to Hiring Supervisor, in addition to completing DAS-HRE BrassRing application. However, failure to submit to IWD will not be used to bar consideration of DAS application.)	Hiring Team, Hiring Supervisor, ESM, EO Officer * A 50 point scoring system is not mandatory; the scoring system must be comprehensive and sufficient to identify the skills and abilities required for the position.
11. DAS-HRE vacancy announcement closes. HR-PA requests hire list from DAS.	DAS-HRE, HR-PA
12. Division Administrator receives DAS-HRE hire list from HR-PA. Hiring Team reviews hire list and applications, resumes and cover letters to determine if adequate applicant pool is available. The Hiring Team must offer an interview opportunity to all internal applicants on the DAS hire list before a decision is made to contact ESM about other options (if 5 or less names on hire list, and you have not identified a candidate for hire from the hire list, you may consider Provisional Authority). Internal applicants on the hire list that accept the offer for an interview and do not submit a resume will not be refused the opportunity to interview. If there are other concerns regarding hire list, only ESM will contact DAS-HRE about hire list concerns.	HR-PA, Hiring Supervisor, Hiring Team, ESM
13. If adequate applicant pool, screen and score applications, resumes and cover letters. List applicants in score order.	Hiring Supervisor, Hiring Team
14. Using the approved screen/scoring system, determine who to interview, selecting applicants who more closely meet position requirements. a. For UU vacancies, **must** obtain approval of EO Officer and ESM for planned interviews **before** interviews are scheduled. When a vacancy is UU for a specific	Hiring Supervisor, Hiring Team, EO Officer, ESM

Equal Opportunity Employer/Program
Auxiliary aids and services are available upon request to individuals with disabilities.
For deaf and hard of hearing, use Relay 711.

Effective May 1, 2008

IOWA WORKFORCE DEVELOPMENT
HIRING PROCESS ACTION STEPS

Action Step	Person Responsible
protected class(es), must offer interview to all hire list candidates within that specific class(es). Information on UU applicants will be provided by EO Officer and ESM. (Note: Limited potential exceptions with approval by EO Officer, ESM and DAS.) b. For all supervisor/manager positions, **must** obtain approval of EO Officer and ESM for planned interviews **before** interviews are scheduled.	
15. Schedule interviews and interview room. Contact the selected applicants for interviews by phone/letter. If veteran/disabled veteran, request they bring most recent DD-214 to interview, if not already supplied to DAS-HRE.	Hiring Supervisor, Hiring Team
16. Conduct interviews. Document applicant's responses; avoid summarizations, providing detailed applicant response.	Hiring Supervisor, Hiring Team
17. Score interviews. Hiring Team selects the top candidates based on their scoring. Final Scoring is accomplished through the team reaching a consensus on one score for each question asked of the candidates interviewed.	Hiring Supervisor, Hiring Team
18. Conduct reference checks on top candidate(s).	Hiring Supervisor
19. Identify recommended candidate and draft Letter of Justification to Division Administrator and ESM. They will forward to EO Officer and Director. a. When position is UU for a specific class(es) and candidate recommended for job is not a protected individual for such class(es), Letter of Justification shall include the following: (1) Hiring Team members. (2) The name and protected classification of hire list candidates. (3) The total number of applicants interviewed, with identification of protected, non-protected class applicants. (Must attach a copy of the screen/scoring sheet and the final composite interview sheet.) (4) Compare the qualifications, skills and abilities of the candidate recommended to the qualifications, skills and abilities of the protected class candidate(s) not selected. (5) Indicate why the recommended candidate is the most qualified for the position. b. For all other hires, a Letter of Justification shall include the following: (1) Hiring Team members. (2) The total number of applicants interviewed. (3) Compare the qualifications, skills and abilities of the recommended candidate to the qualifications, skills and abilities of the position. (4) Indicate why the recommended candidate is the most qualified for the position.	Hiring Team, Hiring Supervisor (EO Officer, ESM available to assist.)
20. Division Administrator, EO Officer, ESM, Director review Letter of Justification and provide feedback to Hiring Supervisor.	Division Administrator, EO Officer, ESM, Director (Please build time for this in your hiring plan, all responses will be prompt.)
21. Once approval is provided by Division Administrator, EO Officer, ESM, and Director, make offer. (Director has final authority.)	Hiring Supervisor, HR-PA
22. Follow up any verbal offer in writing, including: a. Job title and rate of pay b. Start date c. Working hours d. Direct supervisor, reporting location.	Hiring Supervisor, HR-PA
23. Send hire information to HR-PA for preparation of necessary payroll and personnel documents to put new hire on payroll and request new employee packet.	Hiring Supervisor, HR-PA
24. Once candidate has accepted offer, notify unsuccessful candidates from hire list in writing.	Hiring Supervisor
25. Announce hire to staff (all transfers should be announced in a similar fashion as that of new hires and promotions).	Hiring Supervisor
26. Prepare Individual Performance and Development Plan for new hire.	Hiring Supervisor
27. Develop schedule for departmental and Agency orientation with new hire.	Hiring Supervisor, HR-PA

Effective May 1, 2008

Equal Opportunity Employer/Program
Auxiliary aids and services are available upon request to individuals with disabilities.
For deaf and hard of hearing, use Relay 711.

IOWA WORKFORCE DEVELOPMENT
HIRING PROCESS ACTION STEPS

28. New hire starts; meets with Hiring Supervisor; PDQ review.	Hiring Supervisor
29. Schedule and conduct mid-probationary period evaluation.	Hiring Supervisor, New Hire
30. Schedule and conduct final probationary period evaluation.	Hiring Supervisor, New Hire

Civil Rights Orientation Training

A Self-Study Guide

Iowa Workforce Development

Revised March

2009

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INTRODUCTION

Welcome to Iowa Workforce Development. As a part of your orientation to the agency and your job, we would like you to complete this training unit. It is a programmed self-study unit on civil rights and affirmative action as they apply to our agency.

Here is how your programmed unit should be used. Each segment presents some information on civil rights law or agency policy. This is followed by questions that help you review and apply what you have learned. The correct answers are given on the next page. If your answer is incorrect, you should go back and reread the materials to make sure you understand it. If your answer is correct, follow the directions given below the answers until you complete the entire training unit.

Important! A date and your signature are required in <u>two</u> places in this unit. At the end of the unit, you will be asked to date and sign the Certification Assurance of Compliance on page 50. You must retain your signed copy of the Certification Assurance of Compliance and be able to provide it to a compliance office if he/she asks to see it. Please keep this Civil Rights Orientation Training a self-study guide at your workstation.

The Certification of Assurance of Compliance on page I" Should be signed by you upon your completion of the study and given to your supervisor.

The certification of Assurance of Compliance on page "ii" Should be signed by you upon your completion at the study and given to the Equal Opportunity Officer.

On page "i" at the beginning of your booklet is a yellow copy for temporary employees to complete and request your supervisor to date, and sign it and the supervisor will forward the document to employees services. On page "ii" The blue form is for Permanent employees to sign and give to the Equal opportunity officer at your orientation meeting.

We hope you go through the questions and choose the right answers the first time. Good luck. Note: Please tell your supervisor the amount of time you spend completing the unit so you can be given credit on your training record.

CERTIFICATION OF ASSURANCE OF COMPLIANCE

ATTENTION: TEMPORARY EMPLOYEES ONLY

READ, SIGN AND GIVE TO YOUR SUPERVISOR IMMEDIATELY UPON COMPLETION OF THIS TRAINING UNIT

I certify that I have read this book, Civil Rights Orientation Training A Self-Study Guide and specifically I have read the Equal Opportunity, Affirmative Action and Anti-Discriminatory Harassment Complaint Policy (both the State and IWD), EEO/AA IWD Policy Statement, IWD Discriminatory Harassment Complaint Policy, EO is the Law and the ADA Complaint Procedure. I have signed the Assurance of Compliance and will perform the functions of my position in compliance with these.

Name _____

Social Security _____

Title _____

Location _____

Date _____

Signature _____

When you have completed this unit, sign this form and give it to your supervisor so it may be placed in your personnel record.

SUPERVISOR'S SIGNATURE AND DATE:

_____ _____

SUPERVISORS: Forward this signed document to Employee Services.

CERTIFICATION OF ASSURANCE OF COMPLIANCE

ATTENTION: PERMANENT EMPLOYEES ONLY

READ, SIGN AND GIVE TO YOUR AA/EEO OFFICER IMMEDIATELY UPON COMPLETION OF THIS TRAINING UNIT

I certify that I have read this book, Civil Rights Orientation Training A Self-Study Guide and specifically I have read the Equal Opportunity, Affirmative Action and Anti-Discriminatory Harassment Complaint Policy (both the State and IWD), EEO/AA IWD Policy Statement, IWD Discriminatory Harassment Complaint Policy, EO is the Law and the ADA Complaint Procedure. I have signed the Assurance of Compliance and will perform the functions of my position in compliance with these.

Name _____

Social Security _____

Title _____

Location _____

Date _____

Signature _____

When you have completed this unit, sign this form and give it to your AA/EEO Officer so it may be placed in your personnel record.

AA/EEO OFFICER'S SIGNATURE AND DATE:

_____ _____

AA/EEO OFFICER: Forward this signed document to Employee Services.

Section 1

The United States Civil Rights Act

And

The Iowa Civil Rights Act

In this section of your training unit, we will discuss parts of the U.S. Civil Rights Act and the Iowa Civil Rights Act. We will cover only those areas most likely to affect you as an employee of Iowa Workforce Development.

The U.S. Civil Rights Act of 1964 (as amended)

The 1964 Civil Rights Act, as amended in 1972, prohibits all forms of discrimination on the basis of race, color, gender, religion or national origin.

Title VI and Title VII of this act have the most impact on this agency and its employees.

Title VI

This portion of the Civil Rights Act deals with nondiscrimination in federally assisted programs. Section 601 states: "No person in the United States shall on the grounds of race, color, or national origin be excluded from participation in, or dénied benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

Because the funds that operate Iowa Workforce Development are primarily provided by the federal government, employees of the agency are protected against discrimination by this portion of the Civil Rights Act. Also, this means that as employees of the agency, we cannot discriminate in any of our services, to program and activities to the public.

QUESTION 1

Why is the Iowa Workforce Development included under Title VI of the Civil Rights Act of 1964?

(GO TO THE NEXT PAGE AND CHECK YOUR ANSWER.)

ANSWER QUESTION 1

The Iowa Workforce Development is included under Title VI because it is financially assisted by the federal government.

(HOW DID YOU DO? IF YOUR ANSWER WAS CORRECT, GO ON TO THE NEXT PART OF THIS UNIT. IF INCORRECT, GO BACK AND REREAD THE MATERIAL.)

Title VII

This portion of the Civil Rights Act deals with equal employment opportunity.

Section 703 of Title VII states: "It shall be an unlawful practice for an employment agency to fail or refuse to refer for employment or otherwise to discriminate against any individual because of his race, color, religion, gender, or national origin, or to classify or refer for employment any individual on the basis of his race, color, religion, gender, or national origin."

In 1972, Congress passed the Equal Employment Opportunity Act, which amended Title VII. Title VII as amended applies to both private and public employment agencies as well as all state and local governments. Title VII, therefore, applies to Iowa Workforce Development both as an employer and as an employment agency.

The Civil Rights Act of 1991 further amended Section 703 of Title VII by stating that: "It shall be an unlawful employment practice for a respondent, in connection with the selection or referral of applicants or candidates for employment or promotion, to adjust the scores of, use different cutoff scores for, or otherwise alter the results of employment related tests on the basis of race, color, religion, gender, or national origin." It also stated that: "Except when otherwise provided, an unlawful employment practice is established whenever the complaining party demonstrates that race, color, religion, gender, or national origin was a motivating factor for any employment practice, even though other factors also motivated the practice."

QUESTION 2

Title VII of the U.S. Civil Rights Act of 1964 (as amended) prohibits discrimination based on: (Circle the appropriate answer(s).)

age	*religion*	*race*
gender	*marital status*	*national origin*
color	*political affiliation*	*disability*

(GO TO THE NEXT PAGE AND CHECK YOUR ANSWERS.)

ANSWER QUESTION 2

Title VII prohibits discrimination based on race, color, religion, gender, or national origin.

(HOW DID YOU DO? IF YOUR ANSWER WAS CORRECT, GO ON TO THE NEXT PART OF THIS UNIT. IF INCORRECT, GO BACK AND REREAD THE MATERIAL.)

The Iowa Civil Rights Act of 1965

The Iowa Civil Rights Act of 1965 prohibits discrimination in "employment on the basis of age, race, gender, creed, national origin, religion, and disability." The term "employer" in the act includes the state, or any political board, commission, department, institution, or school district, and "every other person employing employees within the state." It does not apply to an employer who regularly employs less than four individuals. Family members are not counted as employees.

The Iowa Civil Rights Act's more inclusive than the U.S. Civil Rights Act. The Iowa Civil Rights Act prohibits discrimination based on age. ***It sets a lower limit of 18 years.*** The "Federal Age Discrimination in Employment Act"(ADEA) applies only to individuals "who are at least forty years of age." Neither act specifies any upper age limits.

Secondly, the Iowa Civil Rights Act prohibits discrimination against the disabled (persons with disabilities).

Thirdly, effective 07/01/07 Iowa law protects against discrimination on the basis of sexual orientation and gender identity in employment, public accommodations, credit, housing and education.

QUESTION 3

The Iowa Civil Rights Act provides broader protection than the federal law to which two groups?

(CHECK YOUR ANSWER ON THE NEXT PAGE.)

ANSWER QUESTION 3

The Iowa Civil Rights Act prohibits discrimination for those 18 years and older. It also prohibits discrimination based upon disability and protects against discrimination on the basis of sexual orientation and gender identity.

(HOW DID YOU DO? IF YOUR ANSWER WAS CORRECT, GO ON TO THE NEXT SECTION. IF INCORRECT, GO BACK AND REREAD THE MATERIAL.)

Section 2

AFFIRMATIVE ACTION

In this section of your training unit, we will discuss affirmative action. Affirmative action is a term we often hear but may not be sure of its meaning. We will give you a brief historical overview of affirmative action and look at what it is and what it is not.

History

The term affirmative action was probably used as a legal requirement as early as 1961. However, neither the Iowa Civil Rights Act of 1965 nor Title VII of the U.S. Civil Rights Act of 1964 (as amended) made use of the term. The concept was inferred with the requirement to establish various commissions to take action to prevent discrimination.

Affirmative action had its roots in the failure of attempts made by the government at all levels to adequately establish equal employment opportunities. During the early period of implementation it was found that:

(1) discrimination was more deeply embedded in the social fabric than had first been thought;
(2) discriminatory hiring practices were often the result of unconscious actions by some hiring authorities based on unexamined assumptions about what job could be effectively held by various groups;
(3) selection and hiring procedures were oriented to white male Protestants; and
(4) there were suitably qualified minority group and female applicants for many jobs. As a result a number of executive orders and laws were enacted.

QUESTION 4

Discrimination in hiring is solely a conscious overt action against certain individuals or groups. TRUE or FALSE

(GO TO THE NEXT PAGE AND CHECK YOUR ANSWER.)

ANSWER QUESTION 4

FALSE: While this was the belief at one time, it was found that hiring practices were often the result of unconscious discriminatory practices.

(HOW DID YOU DO? IF YOUR ANSWER WAS CORRECT, GO ON TO THE NEXT PART OF THIS UNIT. IF INCORRECT, GO BACK AND REREAD THE MATERIAL.)

What is Affirmative Action?

Affirmative action is a process which consists of specific, result-oriented procedures designed to effect change. It represents "sound administrative practices." The focus, however, is upon classes of people who have required special legislation to ensure an equal opportunity to compete in the labor market. That is, certain racial-ethnic minority groups, women, members of certain age groups, and the physically or mentally handicapped. These groups are referred to as "protected classes." In Iowa, these and other groups are protected by special legislation set forth in the Iowa Civil Rights Act of 1965 (as amended).

It has been found that the consequences of past discrimination are perpetuated in present employment systems. Affirmative action is remedial since it requires specific action to (1) correct staffing patterns which show unusually low levels of hiring and promotion of the protected groups, and (2) prevent future employment discrimination which would tend to prolong these discriminatory patterns.

Title 2 of the U.S. Civil Rights Act of 1991 called attention to the "continued underrepresentation of women and minorities" in business and to the existence of glass ceilings, or "artificial barriers to the advancement of women and minorities to management and decision-making positions." In an effort to "eliminate the artificial barriers and to increase opportunities and developmental experience of women and minorities, in order to foster their advancement into management and decision-making positions," the U.S. Civil Rights Act of 1991 established a commission to examine current policies and procedures, and identify those that are successful.

QUESTION 5

Who are the members of the "protected classes"? and what is the focus of Affirmative Action?

(GO TO THE NEXT PAGE AND CHECK YOUR ANSWER.)

ANSWER QUESTION 5

Protected classes are certain racial-ethnic groups, women, and members of certain age groups, and the physically or mentally handicapped. Affirmative Action forcus is to ensure equal opportunity to achieve & balanced workforce.

(HOW DID YOU DO? IF YOUR ANSWER WAS CORRECT, GO ON TO THE NEXT PART OF THIS UNIT. IF INCORRECT, GO BACK AND REREAD THE MATERIAL.)

Misconceptions About Affirmative Action

Affirmative action does not imply:

1. Preferential Treatment—Since this concept endorses a principle of employing certain classes of people at the expense of another class, preferential treatment defeats the purpose of affirmative action. For example, if a hiring authority systematically hired minorities whether qualified or not, this would result in preferential treatment of minorities.

2. Reverse Discrimination—If there has been discrimination against certain classes of people which has resulted in their exclusion from employment opportunities, the procedure should not be reversed and the same discriminatory practices used to hire other classes of people who were previously discriminated against.

3. Quotas—If a quota system required hiring authorities to hire a "fixed" number of employees from a given class, then, once that number is obtained, they may feel that there are no further requirements. This concept is benevolent rather than remedial.

Affirmative action does not endorse any of these concepts. However, the belief that they are requisites of an affirmative action program is widespread.

QUESTION 6

An affirmative action plan is established to offer preferential treatment to protected classes and assure that each employer has a specific number of the members of a protected class. TRUE or FALSE

(GO TO THE NEXT PAGE AND CHECK YOUR ANSWER.)

(GO TO THE NEXT PAGE AND CHECK YOUR ANSWER.)

ANSWER QUESTION 6

False: Affirmative action is meant to assure that all members of the protected classes have an equal opportunity to compete in the labor market. It is not meant to fill a quota.

(HOW DID YOU DO? IF YOUR ANSWER WAS CORRECT, GO ON TO THE NEXT SECTION. IF INCORRECT, GO BACK AND REREAD THE MATERIAL.)

Section 3

AGENCY POLICY

Chester J. Culver, Governor

Patty Judge, Lt. Governor

Elisabeth Buck, Director

IOWA WORKFORCE DEVELOPMENT

Smart. Results.

TO: All Employees

FROM: Elisabeth Buck, Director

SUBJECT: IOWA WORKFORCE DEVELOPMENT EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION POLICY STATEMENT

It is the policy of Iowa Workforce Development to provide equal opportunity to all employees, applicants, and program beneficiaries; to provide program and employment facilities which are accessible to persons with disabilities; and to administer its programs in a manner which does not discriminate against any person because of race, creed, color, religion, sex, marital status, national origin, physical or mental disability and sexual orientation or gender identity.

Elisabeth Buck, Director of Iowa Workforce Development, has ultimate responsibility for the overall administration of the Equal Employment Opportunity/Affirmative Action Program. This includes responsibility for integrating equal opportunity into all parts of personnel and program management, reviewing all policies and procedures as they affect equal opportunity and affirmative action, ensuring compliance with relevant federal and state statutes, and designing and implementing an internal system for auditing and reporting the program's effectiveness to the Director of the Department of Administrative Services.

Iowa Workforce Development Board, Division Administrators, Bureau Chiefs and other supervisory personnel within Iowa Workforce Development shall have the responsibility for implementing this policy and the Affirmative Action Program within their areas of authority. This includes establishing corrective measures designed to remedy identified disparities in their workforce, monitoring the progress made and reporting the level of accomplishment to the Director.

This department prohibits discrimination in its employment and services programs and activities and, as a result, assures that any person who feels that he/she has been denied employment opportunities or benefits because of race, creed, color, religion, sex, marital status, national origin, mental or physical disability, sexual orientation or gender identity or age has the right to pursue internal grievance procedures and/or to file a complaint with the Iowa Department of Civil Rights or the appropriate federal regulatory agency.

The department further assures that any person who feels that he/she has been denied representation or services in any program administered by this department because of race, creed, color, religion, gender, marital status, national origin, age or mental or physical disability, sexual orientation or gender identity has the right to file a complaint with Iowa Workforce Development or Iowa Civil Rights or the appropriate federal regulatory agency.

You can file your complaint at the local or State level by contacting:

Harvey Andrews
State WIA Equal Opportunity Officer
Iowa Workforce Development
1000 East Grand Avenue
Des Moines, Iowa 50319-0209
Telephone (515) 281-8149
Harvey.Andrews@iwd.iowa.gov

Additionally Federal regulatory agency provides that any person who feels that he/she has been denied participating, representation, or services in any program, service or activity administered by this department because of race, creed, color, religion, gender, national origin, age, or mental or physical disability and affiliation or belief and for beneficiaries only, citizenship or participation in WIA Title 1 financially-assisted program or activity, be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with any WIA Title 1 financially-assisted program, service or activity has the right to pursue internal complaint procedures and/or file a complaint simultaneously with:

Director
Civil Rights Center (CRC)
U.S. Department of Labor
200 Constitution Avenue NW -- Room N4123
Washington DC 20210
Phone number: (202) 693-6500
TTY/TDD: (202) 693-6516
E-mail: CivilRightsCenter@dol.gov

Complaint forms for the Directorate of Civil Rights (CRC) are available through the State WIA EO Officer in Employee Services.

This Equal Employment Opportunity/Affirmative Action Policy of Iowa Workforce Development shall be posted in conspicuous places within each of the department's offices; one stop centers and distributed to all department employees, chairpersons of this department's advisory, and policy-making groups, and recruiting sources.

March 2, 2009
Date

Elisabeth Buck
Elisabeth Buck, Director

State of Iowa

EQUAL OPPORTUNITY, AFFIRMATIVE ACTION, AND ANTI-DISCRIMINATION POLICY

for

Executive Branch Employees

NOTIFICATION AND EFFECTIVE DATE

All executive branch employees (herein "employees") will be required to read this Equal Opportunity, Affirmative Action and Anti-Discrimination Policy, and will be expected to sign an Acknowledgment indicating that the Policy was read and fully understood by the employee. This revised Policy shall become effective November 1, 2001.

A. GENERAL STATEMENT OF POLICY

It is the policy of the executive branch of state government in the State of Iowa to provide equal access to all employees and applicants for employment. The intent of this policy is to ensure that employment opportunities, within the executive branch of state government in the State of Iowa, are accessible to all persons, and that executive branch agencies do not discriminate against any person because of race, creed, color, religion, sex, national origin, age, or physical or mental disability.

It is also the policy of the executive branch of state government in the State of Iowa to apply affirmative action measures to correct deficiencies in the state employment system whenever remedial measures are appropriate. This policy shall be construed broadly to effectuate its purpose. However, the remedies employed are only appropriate when consistent with state and federal statutes.

B. SEXUAL HARASSMENT

Sexual harassment is a violation of both federal and state statute. Harassment on the basis of sex is a violation of Section 703 Title VII of the Civil Rights Act of 1964 (42 U.S.C. Sec. 2000e et seq.) as amended. "Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment."

Within Iowa Code section 19B.12, "sexual harassment means persistent, repetitive, or highly egregious conduct directed at a specific individual or group of individuals that a reasonable person would interpret as intentional harassment of a sexual nature, taking into consideration the full context in which the conduct occurs, which conduct threatens to impair the ability of a person to perform the duties of employment, or otherwise function normally within an institution responsible for the person's care, rehabilitation, education, or training."

Examples of sexual harassment include, but are not limited to:

1. Unwelcome sexual advances.
2. Gender-based animosity (hostile conduct based on the victim's gender).
3. Requesting or offering sexual favors in return for job benefits.
4. Actions that are sexual in nature such as cornering, patting, pinching, touching or brushing against another person's body.
5. Open speculation or inquiries about another person's sex life.
6. Jokes, remarks, or innuendo that are sexual in nature about another person, or about men or women in general.
7. Displaying sexually explicit material in the work place.
8. Conditioning work benefits on submission to sexual advances, tolerance of a sexually hostile work environment, or giving preferential treatment because of another person's submission to sexual advances, or tolerance of a sexually hostile work environment.

Sexual harassment can take place between any two (2) or more state employees, regardless of gender or non-employees, with respect to sexual harassment of state employees in the workplace.

C. DISCRIMINATORY HARASSMENT IN VIOLATION OF IOWA CODE CHAPTER 216 AND FEDERAL STATUTES

Harassment of employees based upon their race, creed, color, religion, sex, national origin, age, or physical or mental disability is a violation of the Iowa Civil Rights Act (Iowa Code chapter 216, as amended); Title VII of the Civil Rights Act of 1964, as amended; the Age Discrimination in Employment Act of 1978, as amended; and the Americans with Disabilities Act of 1990.

Examples of discriminatory harassment include, but are not limited to:

1. Abusing the dignity of an employee through insulting or degrading remarks or conduct.
2. Threats, demands, or suggestions that an employee's work status is contingent upon.
3. Subjecting an employee to demeaning or degrading activities in order to gain co-worker acceptance, e.g., hazing.
4. Disciplining or terminating an employee because of work incompatibility that is caused by prohibited discrimination, harassment, or biased behavior.

D. DISCRIMINATORY PRACTICES IN VIOLATION OF EXECUTIVE ORDER NUMBER EIGHTEEN

Discriminatory practices within the executive branch of state government for the State of Iowa shall constitute a violation of Executive Order Number Eighteen. It shall be a discriminatory practice to refuse to hire, accept, register, classify, refer for employment, or to discharge or otherwise discriminate against any applicant or employee because of the race, creed, color, religion, gender, national origin, age, or physical or mental disability of such applicant or employee, unless based upon the nature of the occupation.

If a person with a disability is qualified to perform a particular occupation, by reason of training or experience, the nature of that occupation shall not constitute the basis for an exception to the unfair or discriminatory practices prohibited by this policy and state law.

Examples of discriminatory practices under this section include, but are not limited to:

1. Refusing to employ, disciplining, or terminating an individual for discriminatory reasons, or
2. Limiting, segregating, or classifying an employee in any way that would unjustly deprive, tend to deprive that person of employment opportunities, or otherwise affect the employment status of an employee for any reason that violates this section.

E. GRIEVANCE PROCEDURE

Any person who feels that he or she has been denied an employment opportunity because of race, creed, color, religion, sex, national origin, age, or physical or mental disability has the right and is encouraged, to file a complaint with the person's department, pursuant to the department's grievance procedure. A person may also file a complaint with the Iowa Civil Rights Commission or the appropriate federal enforcement agency.

There shall be no discrimination or retaliation against an individual who files a complaint alleging discriminatory harassment, or who aids another individual in filing a complaint alleging discriminatory harassment. An employee who has reason to believe that he or she has been retaliated against because of participation in an investigation of discriminatory harassment may also file a charge with the Iowa Department of Administrative Services, the Iowa Civil Rights Commission, or the U.S. Equal Employment Opportunity Commission, whichever is appropriate.

Any person who believes that she or he has been the victim of discrimination under this section, or who has a concern about potential violations of this section, is directed to bring the matter to the attention of his or her immediate supervisor, appointing authority, or their designees, in accordance with the department's established grievance procedure. If the concern or complaint involves the employee's immediate supervisor, the employee is encouraged to file the concern or complaint with the next highest supervisor, or, in the alternative, to the Director of the Iowa Department of Administrative Services.

Department directors and agency heads are responsible for the enforcement of this section. The Director for the Iowa Department of Administrative Services shall assist departments and agencies with this responsibility. When applicable, state officials and employees shall cooperate fully with all appropriate individuals in the investigation of violations of this policy in order to create and maintain a workplace free from discrimination or discriminatory harassment.

The appointing authority shall promptly investigate all complaints. Each agency shall take final agency action in response to a complaint. The Iowa Department of Administrative Services shall have the authority to conduct an investigation of practices prohibited under this policy when the Director has determined that the investigation is necessary and consistent with the intent of this policy. If the complaint involves allegations of systematic discrimination, the Iowa Department of Administrative Services may investigate the complaint, or supervise the investigation conducted by the agency implicated.

Corrective action shall be taken immediately to remedy violations of this policy, whenever warranted, up to and including the discharge of parties whose conduct violates this policy. A manager or supervisor who fails to properly act upon complaints or who has personal knowledge of a violation of

this policy and fails to take appropriate action, shall be subject to disciplinary action up to and including discharge.

A copy of any complaint received, and its resolution shall be forwarded to the Director of the Department of Personnel within ten working days after receipt of the complaint. Interim reports will be provided to the Director of the Iowa Department of Administrative Services, as requested.

A person, other than a state employee, who is the victim of discrimination prohibited under this policy shall report the incident immediately to the department director of the agency affected, or the Director of the Iowa Department of Administrative Services.

F. ASSIGNMENT OF RESPONSIBILITIES

Department directors have the responsibility for the overall administration of this policy. This includes the responsibility for the following:

Equal Opportunity: Integrating equal opportunity into all parts of human resource and program management, reviewing all policies and procedures as they affect equal opportunity and ensuring compliance with relevant statutes.

Affirmative Action: Implementing an internal system for auditing and remedying disparities and underutilization in the workforce, and annually reporting the effectiveness of affirmative action efforts to the Director of the Iowa Department of Administrative Services .

Prevention of Harassment: Making every reasonable effort to prevent all forms of harassment from occurring and taking immediate and appropriate corrective action when harassment is brought to their attention, either directly or indirectly.

Any administrator, supervisor, or employee who engages in any form of discrimination or harassment prohibited by this policy or who retaliates against an individual who has complained of discrimination or harassment will be subject to disciplinary action up to and including discharge. Also, any administrator or supervisor who fails to act upon complaints of or on personal knowledge of workplace discrimination or harassment will be subject to disciplinary action up to and including discharge.

G. TRAINING

As a preventative measure, department directors and their employees shall attend training offered through the Iowa Department of Administrative Services intended to sensitize and inform them concerning the elimination of discrimination and harassment in the workplace. This training shall include, but is not limited to, equal opportunity, affirmative action, diversity, and prevention of discrimination/harassment.

H. POSTING

This policy shall be posted in conspicuous places throughout each of the executive branch agencies of Iowa State government, included in employee handbooks, distributed to all agency employees, chairpersons of department advisory and policy-making groups, and agency-specific recruiting sources, vendors and contractors.

Section 4

SPECIAL INTEREST

SECTION

Special Situations

As an employee who works with applicants and employer orders, you will need some additional information about Civil Rights Laws and agency policy.

Title VII, Civil Rights Act of 1964 (as amended)

There are a number of sections in Title VII that will be discussed because of their importance to our agency.

Section 1604 of Title VII provides guidelines on discrimination because of gender. In this section the reference to "employer" or "employers" states that the principles apply not only to employers but also labor organizations and to employment insofar as their action or inaction may adversely affect employment opportunities.

Sex Discrimination, Title VII, Section 1604

Labels like "men's jobs" and "women's jobs" tend to deny employment opportunities unnecessarily to one gender or the other. Therefore, gender as a bona fide occupational qualification should be interpreted narrowly. Section 1604 states that bona fide qualifications do not include such assumptions as the turnover rate among women is higher than men, or women are less capable of aggressive salesmanship. Also, the preference of co-workers and/or customers should not constitute a bona fide qualification for most jobs.

Answer both of the following questions before checking your answers:

QUESTION 8

What are the groups included in the reference "employers?"

QUESTION 9

In your past experiences you have probably heard some assumptions or stereotypes based on gender in relation to employment. What gender stereotypes can you recall hearing regarding employment?

(GO TO THE NEXT PAGE AND CHECK YOUR ANSWER.)

ANSWER QUESTION 8

Employers, labor organizations and employment agencies are included in the reference to "employers."

ANSWER QUESTION 9

Any stereotyping or assumption you can recall is correct, such as women are better typists than men, women cannot lift as much as men, women are better at detailed work, my customers prefer dealing with a man, etc.

(HOW DID YOU DO? IF YOUR ANSWERS WERE CORRECT, GO ON TO THE NEXT PART OF THIS UNIT. IF INCORRECT, GO BACK AND REREAD THE MATERIAL.)

Now we would like you to apply Section 1604 of Title VII to a work situation.

QUESTION 10

Situation: You have been with the agency several years. A new co-worker is at the desk next to yours. You notice that while the co-worker is interviewing female applicants/claimants the individual always asks the applicant/claimant her marital status.

a. *Could this question be regarded as discriminatory?*

b. *If yes, why?*

c. *Also, if yes, which of the following actions would you take?*

   1. *Ignore the situation*
   2. *Contact the Civil Rights Commission*
   3. *Tell your supervisor*
   4. *Inform the co-worker that there is a possibility the question could be considered discriminatory*

(GO TO THE NEXT PAGE AND CHECK YOUR ANSWER.)

ANSWER QUESTION 10

The answer is YES.

a. *The question could be considered discriminatory.*

b. *The reason is that it appears to be only asked of female applicants/claimants.*

c. *Our choice would be 4. There is a possibility that your co-worker is unaware of the mistake being made. You should not ignore the situation. Your concern might be appreciated by your co-worker.*

(HOW DID YOU DO? IF YOUR ANSWER WAS CORRECT, GO ON TO THE NEXT PART OF THIS UNIT. IF INCORRECT, GO BACK AND REREAD THE MATERIAL.)

Sex Discrimination, Title VII

Section 1604 of Title VII, U.S. Civil Rights Act of 1964 (as amended) also states that it is unlawful to maintain separate seniority lists by gender for either promotion or layoff. The use of a seniority system or of a line of progression which distinguishes between "light" and "heavy" jobs is unlawful if it operates as a disguised form of classification by gender.

It has been determined that an employer's rule which forbids or restricts the employment of married women and which is not applicable to married men is a discrimination based on gender and is prohibited by Title VII of the Civil Rights Act.

QUESTION 11

Situation: You have just taken an employer job order for a sales representative. The employer said that women with young children should not be referred because the job requires occasional overnight travel.

Would this be a bona fide qualification?

(GO TO THE NEXT PAGE AND CHECK YOUR ANSWER.)

ANSWER QUESTION 11

This would not be a bona fide occupational qualification since the restriction does not represent a skill, knowledge or ability necessary to perform the job.

It would also be considered discriminatory based on gender since men with young children are not treated the same way.

(HOW DID YOU DO? IF YOUR ANSWER WAS CORRECT, GO ON TO THE NEXT PART OF THIS UNIT. IF INCORRECT, GO BACK AND REREAD THE MATERIAL.)

Agency Responsibility

Section 1604 states that: "An employment agency that receives a job order containing an unlawful gender specification will share responsibility with the employer in placing the job order if the agency fills the order knowing that the gender specification is not based upon a bona fide occupational qualification. The agency will not be held responsible if the employer's claim of bona fide occupational qualification is accepted by the employment agency and a written record is maintained and such claim is not a true bona fide qualification."

QUESTION 12

Situation: You work in a Workforce Development office taking calls from employers for workers. The employer calls you and requests a male construction worker. The employer gives you several reasons why only male workers are acceptable. One reason was that the job would be remodeling the men's locker and shower room and the room would be used during the remodeling. You write the order recording bona fide occupational qualification and only male applicants are to apply.

You learn that a woman applied for the job and was not hired. The woman filed a discrimination suit against the employer because the locker room was closed during the remodeling. The Civil Rights Commission comes to your office to look at the job order you wrote for the employer. You are concerned that you will be sued also and go to see your manager.

Based on what you have read, what will your manager tell you?

(GO TO THE NEXT PAGE AND CHECK YOUR ANSWER.)

ANSWER QUESTION 12

Your manager should tell you not to worry because the employer gave you a bona fide qualification which you recorded on the job order. You are not responsible for the employer's failure to give you accurate data. The key here is that you recorded the occupational qualification on the job order.

(HOW DID YOU DO? IF YOUR ANSWER WAS CORRECT, GO ON TO THE NEXT PART OF THIS UNIT. IF INCORRECT, GO BACK AND REREAD THE MATERIAL.)

Preemployment Inquiry and Medical Examinations

Section 1604 also states: "A preemployment inquiry may ask "male or female," or "Mr., Mrs. or Miss" provided that the inquiry is made in good faith for a nondiscriminatory purpose. Any preemployment inquiry in connection with prospective employment which expresses directly or indirectly any limitation, specification or discrimination as to gender shall be unlawful unless based upon a bona fide occupational qualification."

Preemployment medical exams and inquiries are prohibited by the Americans with Disabilities Act of 1990, although employers are allowed to ask the applicant's ability to perform job-related tasks. Medical examinations and inquiries are permitted after a job offer has been made as long as all results are confidential and the exams and inquiries are job-related and consistent with business necessity.

QUESTION 13

Situation: You are a job placement interviewer and are interviewing a female for an assembly job. You are satisfied with the applicant's qualifications and call the employer who requested that we find some assemblers. The employer also seems satisfied with the qualifications, but asks, "Is this a man or a woman?" You should: (select the best response)

a. ***Tell the employer you are not allowed to give that information and ask when you should send the applicant over.***
b. ***Tell the employer it is a female applicant and wait for the employer's response.***
c. ***Ask what difference it makes and why the employer needs to know.***

(GO TO THE NEXT PAGE AND CHECK YOUR ANSWER.)

ANSWER QUESTION 13

The answer is C. As long as the question was in good faith for nondiscriminatory purposes it was legal.

(HOW DID YOU DO? IF YOUR ANSWER WAS CORRECT, GO ON TO THE NEXT PART OF THIS UNIT. IF INCORRECT, GO BACK AND REREAD THE MATERIAL.)

Americans with Disabilities Act of 1990

The Americans with Disabilities Act of 1990 provides protection against discrimination towards individuals with disabilities in regards to employment, public services, public transportation, public accommodations, services operated by private entities and telecommunications.

Employers are required to make reasonable accommodations for individuals with known disabilities so that these individuals are able to perform the essential functions provide the definition of essential functions of the position unless such accommodation can be shown to cause undue hardship on the covered entity.

A disability is defined by the Americans with Disabilities Act of 1990 as "A physical or mental impairment that substantially limits one or more of the major life activities of an individual, a record of having such impairment or being regarded as having such impairment."

Section 104 of the Americans with Disabilities Act of 1990 states that "employees or applicants currently engaging in the illegal use of drugs and alcohol" are not protected. It does offer protection for individuals who have "completed a rehabilitation program and are no longer using the illegal substances, are participating in a supervised rehabilitation program and are not currently illegally using a drug or are wrongly thought to be engaging in the illegal use of drugs."

Iowa Civil Rights Act, Age and Disabilities Provisions

Previous information indicated that it is illegal to discriminate based upon age. However, there are laws that require an employee to be a certain age to work in certain occupations. These age requirements are found in state and federal child labor laws and in regulations dealing with interstate commerce. Child labor laws generally prohibit employment of children and young people in hazardous occupations.

The Iowa Civil Rights Act prohibits discrimination based on disability. This is intended to help the person with a disability that is occupationally qualified. It is not intended to put disabled people in jobs that are likely to aggravate their disability or jeopardize their health.

QUESTION 14

The following situations may or may not be considered discriminatory. Based on what you have read, circle the letter of the statements, which may be considered discriminatory.

a. ***A person utilized to a wheelchair is denied a job as a typist. The person passed the required typing test.***

b. ***A person who just completed a community college course in machine shop is refused a job because this person does not have use of one hand.***

c. ***An employer calls and requests applicants for a clerical job be over 21.***

d. ***An employer refuses to hire a 13-year-old as an arc welder. (Arc welding is considered a hazardous occupation.)***

e. ***An advertising agency wants a teenager to model for a local clothing store's teen department newspaper ad.***

(GO TO THE NEXT PAGE AND CHECK YOUR ANSWER.)

ANSWER QUESTION 14

a. *Discrimination—The qualified individual is protected from discrimination on the basis of disability by both the Iowa Civil Rights Act and the American with Disabilities Act of 1990.*

b. *Discrimination—It is discriminatory not to hire an individual who is capable of performing essential job functions on the basis of a disability.*

c. *Discrimination—Clerical work is not classified as a hazardous job. Individuals are protected from age discrimination by the Iowa Civil Rights Act.*

d. *Nondiscriminatory—Child labor laws prohibit employment of children and young people in hazardous occupations.*

e. *Nondiscriminatory—It is a bona fide occupational qualification to hire a teenager to model for a teenage clothing department.*

(HOW DID YOU DO? IF YOUR ANSWER WAS CORRECT, GO ON TO THE NEXT PART OF THIS UNIT. IF INCORRECT, GO BACK AND REREAD THE MATERIAL.)

This concludes the Special Interest Section of your programmed instruction on Civil Rights. We have only covered some of the basic areas that you may need to do your job.

Additional information can be found in the Job Service Program Operational Placement Manual.

The following sections provide specific agency procedures for working with employers. It is recommended that you read them.

Section 2-1216.02, Orders in Violation of the Law

Sections 2-1220 to 2-1226, Discriminatory Orders

Section 2-1228, Affirmative Action Orders

Sections 2-1230 to 2-1236, Employer Relations and Bona Fide Occupational Qualifications

These sections of the Job Service Program Operational Placement Manual may be used as reference for procedures to handle complaints job applicants have about our service or against employers:

Section 2-13004, Alleged Violations of Job Service Regulations

Section 2-13006, Special Situations

Section 2-13008, Who May File a Complaint?

Section 2-13014. Non-JS-Related Complaints

Section 2-13022, JS-Related Complaints Concerning Employees

QUESTION 15

Where would you look for policy guidelines dealing with employer-related equal employment opportunity complaints from applicants?

(GO TO THE NEXT PAGE AND CHECK YOUR ANSWER.)

ANSWER QUESTION 15

Section 2-13004, Alleged Violations of Job Service Regulations

Section 2-13006, Special Situations

Section 2-13008, Who May File a Complaint?

Section 2-13014. Non-JS-Related Complaints

Section 2-13022, JS-Related Complaints Concerning Employees

The 8½ x 11 "Equal Opportunity is the Law" notice provides complaint filing information with the Department of Labor's of Civil Rights Center and is available at all Iowa Workforce Development facilities for employee and customer notification. (See copy in the next section.)

The "Americans with Disabilities Act Complaint Procedure" notice is available at all Iowa Workforce Development facilities. This notice identifies the person and procedure for filing a complaint pertaining to allegations and violations of the Americans with Disabilities Act. (See a copy in the next section.)

(HOW DID YOU DO? IF YOUR ANSWER WAS CORRECT, GO ON TO THE NEXT SECTION. IF INCORRECT, GO BACK AND REREAD THE MATERIAL.)

Section 5

EMPLOYEE COMPLAINTS

State of Iowa

EQUAL OPPORTUNITY, AFFIRMATIVE ACTION, AND ANTI-DISCRIMINATION POLICY

For

Executive Branch Employees

NOTIFICATION AND EFFECTIVE DATE

All executive branch employees (herein "employees") will be required to read this Equal Opportunity, Affirmative Action and Anti-Discrimination Policy, and will be expected to sign an Acknowledgment indicating that the Policy was read and fully understood by the employee. This revised Policy shall become effective November 1, 2001.

A. GENERAL STATEMENT OF POLICY

It is the policy of the executive branch of state government in the State of Iowa to provide equal access to all employees and applicants for employment. The intent of this policy is to ensure that employment opportunities, within the executive branch of state government in the State of Iowa, are accessible to all persons, and that executive branch agencies do not discriminate against any person because of race, creed, color, religion, sex, national origin, age, or physical or mental disability and sexual orientation or gender identity.

It is also the policy of the executive branch of state government in the State of Iowa to apply affirmative action measures to correct deficiencies in the state employment system whenever remedial measures are appropriate. This policy shall be construed broadly to effectuate its purpose. However, the remedies employed are only appropriate when consistent with state and federal statutes.

B. SEXUAL HARASSMENT

Sexual harassment is a violation of both federal and state statute. Harassment on the basis of sex is a violation of Section 703 Title VII of the Civil Rights Act of 1964 (42 U.S.C. Sec. 2000e et seq.) as amended. "Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment."

Within Iowa Code section 19B.12, "sexual harassment means persistent, repetitive, or highly egregious conduct directed at a specific individual or group of individuals that a reasonable person would interpret as intentional harassment of a sexual nature, taking into consideration the full context in which the conduct occurs, which conduct threatens to impair the ability of a person to perform the duties of employment, or otherwise function normally within an institution responsible for the person's care, rehabilitation, education, or training."

Examples of sexual harassment include, but are not limited to:

1. Unwelcome sexual advances.
2. Gender-based animosity (hostile conduct based on the victim's gender).
3. Requesting or offering sexual favors in return for job benefits.
4. Actions that are sexual in nature such as cornering, patting, pinching, touching or brushing against another person's body.
5. Open speculation or inquiries about another person's sex life.
6. Jokes, remarks, or innuendo that are sexual in nature about another person, or about men or women in general.
7. Displaying sexually explicit material in the work place.
8. Conditioning work benefits on submission to sexual advances, tolerance of a sexually hostile work environment, or giving preferential treatment because of another person's submission to sexual advances, or tolerance of a sexually hostile work environment.

Sexual harassment can take place between any two (2) or more state employees, regardless of gender or non-employees, with respect to sexual harassment of state employees in the workplace.

C. DISCRIMINATORY HARASSMENT IN VIOLATION OF IOWA CODE CHAPTER 216 AND FEDERAL STATUTES

Harassment of employees based upon their race, creed, color, religion, sex, national origin, age, or physical or mental disability and sexual orientation or gender identity, is a violation of the Iowa Civil Rights Act (Iowa Code chapter 216, as amended); Title VII of the Civil Rights Act of 1964, as amended; the Age Discrimination in Employment Act of 1978, as amended; and the Americans with Disabilities Act of 1990.

Examples of discriminatory harassment include, but are not limited to:

1. Abusing the dignity of an employee through insulting or degrading remarks or conduct.
2. Threats, demands, or suggestions that an employee's work status is contingent upon.
3. Subjecting an employee to demeaning or degrading activities in order to gain co-worker acceptance, e.g., hazing.
4. Disciplining or terminating an employee because of work incompatibility that is caused by prohibited discrimination, harassment, or biased behavior.

D. DISCRIMINATORY PRACTICES IN VIOLATION OF EXECUTIVE ORDER NUMBER EIGHTEEN

Discriminatory practices within the executive branch of state government for the State of Iowa shall constitute a violation of Executive Order Number Eighteen. It shall be a discriminatory practice to refuse to hire, accept, register, classify, refer for employment, or to discharge or otherwise discriminate against any applicant or employee because of the race, creed, color, religion, gender, national origin, age, or physical or mental disability and sexual orientation or gender identity of such applicant or employee, unless based upon the nature of the occupation.

If a person with a disability is qualified to perform a particular occupation, by reason of training or experience, the nature of that occupation shall not constitute the basis for an exception to the unfair or discriminatory practices prohibited by this policy and state law.

Examples of discriminatory practices under this section include, but are not limited to:

1. Refusing to employ, disciplining, or terminating an individual for discriminatory reasons, or
2. Limiting, segregating, or classifying an employee in any way that would unjustly deprive, tend to deprive that person of employment opportunities, or otherwise affect the employment status of an employee for any reason that violates this section.

E. GRIEVANCE PROCEDURE

Any person who feels that he or she has been denied an employment opportunity because of race, creed, color, religion, sex, national origin, age, or physical or mental disability and sexual orientation or gender identity has the right and is encouraged, to file a complaint with the person's department, pursuant to the department's grievance procedure. A person may also file a complaint with the Iowa Civil Rights Commission or the appropriate federal enforcement agency.

There shall be no discrimination or retaliation against an individual who files a complaint alleging discriminatory harassment, or who aids another individual in filing a complaint alleging discriminatory harassment. An employee who has reason to believe that he or she has been retaliated against because of participation in an investigation of discriminatory harassment may also file a charge with the Iowa Department of Administrative Services, the Iowa Civil Rights Commission, or the U.S. Equal Employment Opportunity Commission, whichever is appropriate.

Any person who believes that she or he has been the victim of discrimination under this section, or who has a concern about potential violations of this section, is directed to bring the matter to the attention of his or her immediate supervisor, appointing authority, or their designees, in accordance with the department's established grievance procedure. If the concern or complaint involves the employee's immediate supervisor, the employee is encouraged to file the concern or complaint with the next highest supervisor, or, in the alternative, to the Director of the Iowa Department of Administrative Services.

Department directors and agency heads are responsible for the enforcement of this section. The Director for the Iowa Department of Administrative Services shall assist departments and agencies with this responsibility. When applicable, state officials and employees shall cooperate fully with all appropriate individuals in the investigation of violations of this policy in order to create and maintain a workplace free from discrimination or discriminatory harassment.

The appointing authority shall promptly investigate all complaints. Each agency shall take final agency action in response to a complaint. The Iowa Department of Administrative Services shall have the authority to conduct an investigation of practices prohibited under this policy when the Director has determined that the investigation is necessary and consistent with the intent of this policy. If the complaint involves allegations of systematic discrimination, the Iowa Department of Administrative Services may investigate the complaint, or supervise the investigation conducted by the agency implicated.

Corrective action shall be taken immediately to remedy violations of this policy, whenever warranted, up to and including the discharge of parties whose conduct violates this policy. A manager or supervisor who fails to properly act upon complaints or who has personal knowledge of a violation of this policy and fails to take appropriate action shall be subject to disciplinary action up to and including discharge.

A copy of any complaint received, and its resolution shall be forwarded to the Department of Administrative Services within ten working days after receipt of the complaint. Interim reports will be provided to the Director of the Iowa Department of Administrative Services, as requested.

A person, other than a state employee, who is the victim of discrimination prohibited under this policy, shall report the incident immediately to the department director of the agency affected, or the Director of the Iowa Department of Administrative Services.

F. ASSIGNMENT OF RESPONSIBILITIES

Department directors have the responsibility for the overall administration of this policy. This includes the responsibility for the following:

Equal Opportunity: Integrating equal opportunity into all parts of human resource and program management, reviewing all policies and procedures as they affect equal opportunity and ensuring compliance with relevant statutes.

Affirmative Action: Implementing an internal system for auditing and remedying disparities and underutilization in the workforce, and annually reporting the effectiveness of affirmative action efforts to the Director of the Iowa Department of Administrative Services.

Prevention of Harassment: Making every reasonable effort to prevent all forms of harassment from occurring and taking immediate and appropriate corrective action when harassment is brought to their attention, either directly or indirectly.

Any administrator, supervisor, or employee who engages in any form of discrimination or harassment prohibited by this policy or who retaliates against an individual who has complained of discrimination or harassment will be subject to disciplinary action up to and including discharge. Also, any administrator or supervisor who fails to act upon complaints of or on personal knowledge of workplace discrimination or harassment will be subject to disciplinary action up to and including discharge.

G. TRAINING

As a preventative measure, department directors and their employees shall attend training offered through the Iowa Department of Administrative Services intended to sensitize and inform them concerning the elimination of discrimination and harassment in the workplace. This training shall include, but is not limited to, equal opportunity, affirmative action, diversity, and prevention of discrimination/harassment.

H. POSTING

This policy shall be posted in conspicuous places throughout each of the executive branch agencies of Iowa State government, included in employee handbooks, distributed to all agency employees, chairpersons of department advisory and policy-making groups, and agency-specific recruiting sources, vendors, and contractors.

Iowa Workforce Development hereby affirms its interest in and intent to maintain a work environment free of discriminatory harassment. Iowa Workforce Development will not tolerate harassment of employees in any form.

The following complaint procedure guidelines are to be followed:

1. Responsibilities of the Employee

   a. Let the offending individual know that the conduct in question is offensive and request that it be discontinued immediately. Express your objection to the offending individual, firmly, clearly, immediately and with courtesy. Be aware that the offending individual's perception of his or her conduct may not be perceived as being offensive to you.

      If, however, the employee feels uncomfortable in telling the offending individual that the conduct is offensive, the employee will immediately report it to their supervisor or Employee Services.

   b. If the offending conduct continues or reoccurs, the employee is encouraged to file a written complaint with Employee Services immediately. While Employee Services encourages a written complaint, verbal complaints will be accepted.

2. Responsibilities of the Employer

   a. Make a reasonable effort to prevent all forms of discriminatory harassment from occurring.

   b. The supervisor will notify Employee Services immediately of any and all complaints. A member of Employee Services will lead an investigation with the supervisor serving as a co-participant in the investigation.

   c. A conference will be scheduled with the complainant with the understanding that the most immediate time practical will be utilized.

   d. The supervisor (co-participant) and the Employee Services officer conducting the conference will make every reasonable effort to determine the facts pertinent to the complaint and to find a resolution to the satisfaction of all parties.

e. The investigation indicated in 5 working days and every effort will be made to complete it within in 10 working days, unless extenuating circumstances exist.

f. The Employee Services staff will consult with Attorney General's office and the Department of Administrative Services during an investigation. At the conclusion of the investigation, a meeting will be held with the complainant to bring closure to the complaint filed.

g. The Employee Services Manager will make a recommendation to the Director of any disciplinary action deemed necessary.

h. Any personnel found to have engaged in retaliation against an employee who has registered a complaint under this procedure or retaliation against any employee for assisting in the investigation of any registered complaint will be subject to immediate disciplinary action up to and including discharge.

The Department affirms the right, in accordance with this policy, to discipline any administrator, supervisor or employee who engages in harassment, up to and including discharge, the nature of which will depend upon the severity of the offense. The Department will also discipline any administrator or supervisor who fails to act on employee complaints or on personal observations of harassment.

An employee who believes that he or she has been subject to discrimination should report the conduct to their immediate supervisor who must immediately notify Employee Services who will investigate, and in the event the immediate supervisor is the aggrieving party, to the next higher responsible party who must do the same or the staff of Employee Services. If necessary, the employee should file a written complaint in accordance with Department procedure. An employee may also file a complaint with the Iowa Civil Rights Commission. The Department assures all employees that no individual filing a complaint will be retaliated against as a result of their complaint.

Iowa Workforce Development affirms its intention to inform its employees of their rights protected under law. As a preventive measure, the Department encourages all employees to attend training that will sensitize and inform them concerning the elimination of discriminatory harassment in the work place.

This commitment will be called to the attention of all employees and will be delivered to each staff member with the requisite that they understand and support it. The policy will be rigidly adhered to in the agency and posted on all bulletin boards.

REFERENCE MATERIAL:

Employee Services Manual:
- Section I.05 – Staff Assignments
- Section B.01 – Equal Opportunity Policy

DAS/HRE Rules:
- Chapter 61 – Grievances and Appeals
- Chapter 68 – Equal Employment Opportunity Affirmative Action

Personnel Management for Managers & Supervisors Manual:
- Chapter 2 – Affirmative Action & Equal Employment Opportunity
- Chapter 12 – Collective Bargaining Contract Administration

ASFCME Collective Bargaining Agreement:
- Article II, Section 7 – Discrimination

IOWA WORKFORCE DEVELOPMENT
INTERNAL DISCRIMINATION COMPLAINT FORM

Today's Date: Month _____ Day _____ Year _____

DATE OF OCCURRENCE OR YOUR FIRST KNOWLEDGE OF YOUR ALLEGATION OF DISCRIMINATION:

Month _____ Day _____ Year _____

YOUR NAME: _____ **LOCATION:** _____

PHONE NUMBER: _____ **POSITION/TITLE:** _____

DEPARTMENT: _____ **SUPERVISOR:** _____

ALLEGED ACTS OF DISCRIMINATION: ON THE BASIS OF YOUR COMPLAINT, WHICH OF THE FOLLOWING BEST DESCRIBES THE REASONS YOU BELIEVE YOU WERE DISCRIMINATED AGAINST?

___ RACE
___ NATIONAL ORIGIN
___ POLITICAL AFFILIATION
___ RETALIATION
___ SEXUAL ORIENTATION
___ RELIGION
___ CREED
___ CITIZENSHIP
___ MARITAL STATUS
___ OTHER – SPECIFY BELOW:
___ DISABILITY
___ AGE
___ SEX
___ GENDER IDENTITY

_____

_____

_____

NATURE (SPECIFICS AND DETAILS) OF COMPLAINT: Explain as briefly and clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include how other persons were treated differently from you. Also attach any written material you feel will better explain or support your complaint. List names(s) of any witnesses.

_____

_____

_____

Please return this form to: Harvey Andrews, Equal Opportunity Officer
1000 E Grand Ave, Des Moines, Iowa 50319 Phone # 515-281-8149

TTY/TDD (202)693-6516
Auxiliary Aids and services available upon request To individuals with disabilities.
For deaf and hard to hearing, use Relay 711

Allegations of Discrimination

As an employee of Iowa Workforce Development there is a possibility that you could be cited in an allegation of discrimination. Section B.01, page 2 of 4, part II of the Employee Services Operational Manual states:

> In view of the fact that allegations of discrimination against any of our agency staff in the performance of Iowa Workforce Development duties necessarily also involves the agency, it is requested that any employees named in a discrimination charge relating to their official duties promptly provide a copy of the charges through appropriate channels to the Iowa Workforce Development affirmative action officer.

QUESTION 16

Situation: You have been notified that a charge of discrimination has been filed against you. The charges allege that you committed a discriminatory act in connection with your work.

What should you do to inform the agency of the alleged charge?

(GO TO THE NEXT PAGE AND CHECK YOUR ANSWER.)

ANSWER QUESTION 16

According to Section B.01, page 2, part II of the Employee Services Operational Manual; you should provide a copy of the charges to your supervisor for the routing through channels to the affirmative action officer.

(HOW DID YOU DO? IF YOU'RE ANSWER WAS CORRECT, GO ON TO THE NEXT PART OF THIS UNIT. IF INCORRECT, GO BACK AND REREAD THE MATERIAL.)

Employee EEO Affirmative Action Complaints

The procedure an employee may follow if he or she has a complaint is also found in Section B.01 of the Employee Services Operational Manual. Part III of that section states:

> An employee of the Iowa Workforce Development may file a complaint against the agency directly with the affirmative action officer, provided the complaint is based on violations of Iowa Workforce Development's equal opportunity and nondiscriminatory policy.

Federal and State Fair Employment Practice laws vary in terms of time limits to file EEO complaints. Employees filing an EEO-based complaint should file within 10 to 180 days from the date the complainant first became aware of, or should have become aware of with the exercise of reasonable diligence, the cause of the complaint. Under no circumstances shall an EEO complaint be considered timely after six months from the date of the occurrence, unless for specific reason the State or Federal regulatory agency elects to waive this requirement.

The employee shall present a written statement of the complaint, which shall include the following:

Date, name, social security number, department or field office, job classification, and the statement of the complaint should include sufficient information in order that an intelligent decision can be rendered following an investigation. As a guide, the statement of complaint should include the particulars of the complaint such as who, what, why, where and when the alleged violation(s) occurred.

Questions regarding procedure for filing an EEO-based complaint may be directed to Harvey Andrews, Affirmative Action Compliance Officer, and Administrative Office (515) 281-8149.

(Please answer both questions before checking your answers.)

QUESTION 17

Situation: About a year ago you applied for a promotion and did not get the job. You thought you were turned down based on your race. It has been bothering you for a long time and now you have decided to contact the affirmative action compliance officer.

Will your case be considered?

QUESTION 18

List the information that should be included in any written EEO complaint.

(GO TO THE NEXT PAGE AND CHECK YOUR ANSWER.)

ANSWER QUESTION 17

No. Since you have been aware of the complaint for more than six months, your complaint would not be considered timely. It is important to file a complaint as soon as possible after you are aware of a cause for complaint. This is important because you may also want to file a complaint with an EEO agency and each has time limits for filing complaints.

ANSWER QUESTION 18

A written complaint should contain the following information:

Date	*Name*
Social Security Number	*Department or Field Office*
Job Classification	*Statement of the Complaint*
You're Signature	

(HOW DID YOU DO? IF YOU'RE ANSWER WAS CORRECT, GO ON TO THE NEXT SECTION. IF INCORRECT, GO BACK AND REREAD THE MATERIAL.)

EQUAL OPPORTUNITY IS THE LAW

IOWA WORKFORCE DEVELOPMENT
Smart. Results.

It is against the law for this recipient of Federal financial assistance to discriminate on the following basis:

Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and

Against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I-financially assisted program or activity.

The recipient must not discriminate in any of the following areas:

Deciding who will be admitted, or have access, to any WIA Title I-financially assisted program activity;

Providing opportunities in, or treating any person with regard to, such a program or activity; or

Making employment decisions in the administration of, or in connection with, such a program or activity.

WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION

If you think you have been subjected to discrimination under a WIA Title I-financially assisted program or activity, you may file a complaint within 180 days of the alleged violation with either:

The recipient's Equal Opportunity Officer for the person whom the recipient has designated for this purpose; or

The Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210.

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above).

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the recipient to issue that Notice before filing a complaint with the CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).

If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with the CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

FOR INFORMATION OR TO FILE A COMPLAINT, CONTACT

The Affirmative Action Officer, Harvey Andrews:
Iowa Workforce Development
1000 East Grand Avenue
Des Moines, Iowa 50319-0209
Telephone: (515) 281-8149
TDD No.: 1 (800) 831-1399
From Des Moines (515) 281-4748

Effective Date: This notice is effective immediately and will remain in effect until further notice.

Elisabeth Buck, Director

I certify that I have been afforded an opportunity to discuss the "EQUAL OPPORTUNITY IS THE LAW" Notice with a Workforce Development Center Representative.

Please be advised that the information you provide to the Workforce Development Center may be made available to the Federal, State or Local agencies and their subcontractors who administer employment and training programs.

Print Name: _____

Signature: _____
Social Security Number: _____
Date: _____

Auxiliary aids and services are available upon request to individuals with disabilities. 70-8055-10-02
Equal Opportunity Employer Program

IGUALDAD DE OPORTUNIDAD ES LA LEY

IOWA WORKFORCE DEVELOPMENT

Es contra la ley que este destinatario de asistencia financiera federal discrimine por las siguientes razones:

En contra de cualquier individuo en los Estados Unidos por razón de, raza, color, religión, sexo edad, incapacidad, origen nacional, afiliación política o credo; y

En contra de cualquier beneficiario de programas asistidos financieramente bajo el Título I de "Workforce Investment Act" del 1998 (WIA), por razón del estatus de ciudadanía siendo un inmigrante legalmente autorizado para trabajar en los Estados Unidos o de su participación en cualquiera de los programas o actividades financieramente asistidos por WIA Título I.

El destinatario no discriminará en ninguna de las siguientes áreas:

Decidiendo quien será admitido o tendrá acceso a cualquiera de los programas o actividades de WIA asistido financieramente por el Título I;

Proveyendo oportunidades en o el tratamiento de cualquier persona con relación a semejanto programa o actividad; o en la toma de decisiones de empleo en la administración de o en conección con semejante programa o actividad.

¿QUE HACER SI USTED CREE QUE HA EXPERIMETADO DISCRIMINACIÓN?

Si usted cree que ha estado sujeto a discriminación bajo cualquiera de los parogramas o actividades de WIA asistidos financieramente por el Título I, usted puede presentar una la denuncia dentro de los primeros 180 días después de la alegada violación al Oficial de Oportunidad de Igualdad (Equal Opportunity Officer) del destinatario (o la persona designada por el destinatario para este propósito); o

El director del Centro de Derechos Civiles (Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210.

Si usted presenta un denuncia al destinatario, deberá esperar hasta que el destinatario expida una Notificación de Acción Final por escrito o hasta que pasen 90 días (lo primero que suceda), antes de presentar la denuncia al Centro de drechos Civiles (Civil Rights Center) (vea la dirección arriba).

Si el destinatario no le provee una Notificación de Acción Final por escrito dentro de 90 días de la fecha cuando usted presentó su denuncia, usted no tiene que esperar que el destinatario expida la notificacion antes de presentar su denuncia al CRC. Sin embargo, deberá presentar su denuncia dentro de 30 días después del límite de 90 días (en otras palabras, 120 días depués de haber presentado la denuncia al destinatario).

Si el destinatario le expide una Notificación de Acción Final por escrito respondiendo a su denuncia pero usted no está satisfecho con la decisión o resolución, usted puede presentar su denuncia a CRC. Su demimcia deberá ser presentada al CRC dentro de 30 días de la fecha en que usted reciba su Notificación de Acción Final.

PARA INFORMACION O PARA REGISTRAR UNA QUERELLA, COMUNIQUESE CON

Harvey Andrews, Affirmative Action
Officer Iowa Workforce Development
1000 East Grand Avenue
Des Moines, Iowa 50319-0209
Telephone: (515) 281-8149
TDD No.: 1 (800) 831-1399
From Des Moines (515) 281-4748

Effective Date: This notice is effective immediately and will remain in effect until further notice.

Elisabeth Buck,
Director

I certify that I have been afforded an opportunity to discuss the "EQUAL OPPORTUNITY IS THE LAW" Notice with a Workforce Development Center Representative.

Please be advised that the information you provide to the Workforce Development Center may be made available to the Federal, State or Local agencies and their subcontractors who administer employment and training programs.

Print Name: _____

Signature: _____
Social Security Number: _____
Date: _____

Ayundantes auxiliares y servicios est'an disponibles para individuos con incapacidades siasi lo requieren.
Programa de oportunidades de igualdad del empleo.

70-8054-10-02

Americans With Disabilities Act Complaint Procedure

IOWA WORKFORCE DEVELOPMENT

Iowa Workforce Development has adopted an internal complaint procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice regulations implementing Title II of the Americans with Disabilities Act (ADA). Title II states, in part, that "no otherwise qualified individual with a disability shall, solely by reason of such disability, be excluded from the participation in, be denied benefits of, or be subjected to discrimination" in programs or activities sponsored by an agency.

Complaints should be addressed to: Harvey Andrews, Affirmative Action Compliance Officer, 1000 East Grand Avenue, Des Moines, Iowa 50319-0209, (515) 281-8149, TDD 1-800-831-1399, who has been designated to coordinate ADA compliance efforts. From Des Moines (515) 281-4748

1. A complaint should be filed in writing or verbally, contain the name and address of the person filing it, and briefly describe the alleged violation of the regulations.

2. A complaint should be filed within 180 days after the complainant becomes aware of the alleged violation. (Processing of allegations of discrimination which occurred before this complaint procedure was in place will be considered on a case-by-case basis.)

3. An investigation, as may be appropriate, shall follow a filing of complaint. The investigation shall be conducted by the Affirmative Action Compliance Officer or his/her designee. These rules contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.

4. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the Affirmative Action Compliance Officer or his/her designee and a copy forwarded to the complainant no later than 30 days after its filing.

5. The ADA coordinator shall maintain the files and records of Iowa Workforce Development relating to the complaints filed.

6. The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be made within 30 days to the Employee Services Manager , 1000 East Grand Avenue, Des Moines, Iowa 50319-0209, (515) 281-3315,
TDD 1-800-831-1399.
From Des Moines (515) 281-4748.

7. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of an ADA complaint with the responsible federal department or agency. Use of this complaint procedure is not a prerequisite to the pursuit of other remedies. You may file your complaint directly with the Directorate of Civil Rights (CRC). CRC encourages that the local level complaint process be pursued initially, failing a resolve or receiving an unsatisfactory resolution you may file with:

The Director
The Civil Rights Center "CRC") - U.S. Department of Labor

You may also file with: ***the Iowa Civil Rights Commission (ICRC) 400 East 14th Street - 2nd Floor - Des Moines, Iowa 50309-1858***
Phone: (515) 281-4121 OR 1-800-457-4416 - TTY (Voice) 1-800-735-2943 1-515-281-8085, TTY 1-800-735-2942

OR

U.S. Equal Opportunity Commission, 1801 L Street N.W.., Washington DC 20507 or an EEOC field office in Iowa call (800)669-4000 TDD Number: (800)669-6820

8. These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards, and to assure that Iowa Workforce Development complies with the ADA Complaint Proc.

70-8058 (10-02)

IOWA WORKFORCE DEVELOPMENT

El Acto de Americanos con Discapacidades (ADA Procedimiento de Hacer una Denuncia

Iowa Workforce Development ha adoptado un procedimiento interno de la limadura de la denuncia que asegura la resolución pronta y equitativa de cualquier denuncia que alegue las acciones prohibidas por las regulaciones de Departamento de Justicia (Department of Justice (DOJ)) para el Título II del Acto de Americanos con Discapacidades (Americans with Disabilities Act (ADA)). El Título II indica, en parte, que "ningún individuo de otra manera cualificado con una discapcidad, solamente por causa de tal discapacidad, sea excluido de la participación, esté negado los beneficios de o sujetado a la discriminación" en los programas o las actividades patrocinados por una agencia.

Las denuncias se deben enviar a: Harvey Andrews, State WIA EO Officer, (Oficial de Oportunidad de Igualdad del programa WIA (Workforce Investment Act)), 1000 East Grand Avenue, Des Moines, Iowa 50319-0209, (515) 281-8149, o en el área local de Des Moines (515) 281-4748, que se ha designado para coordinar los esfuerzos de la conformidad del ADA.

1. La denuncia debe estar presentada por escrito o verbalmente, debe contener el nombre y la dirección del demndante, y describir brevemente la violación alegada de las regulaciones.

2. La denuncia debe estar presentada dentro de 180 dias después de que el demandante se da cuenta de la violación alegada. El proceso de las alegaciones de la discriminación que ocurrieron antes de que este procedimiento de la denuncia estuviera en lugar, será considerado caso por caso.

3. Una investigación, como puede ser apropriada, seguirá la reclamación de una denuncia. La investigación será conducida por el oficial de la conformidad de la acción afirmativa o su designé. Estas reglas contemplaban investigaciones informales pero cuidadosas, produciendo a todas las personas interesadas y a sus representates, si los hay, una oportunidad de someter la evidencia relevante a la denuncia.

4. Una determinación escrita en cuanto a la validez del demandante y una descripción de la resolución, si la hay, será publicada por el oficial o su representante y una copia remitida al demandante no más antes de los 30 dias después de sumetir su reclamación.

5. El coordinador del ADA mantendrá los archivos y los expedientes de Iowa Workforce Development refrente al las denuncias.

6. El demandante puede solicitar una reconsideración del caso en las situaciones donde esté descontento con la resolución. El pedido de la reconsideración se debe hacer en el plazo de 30 dias al: Bureau Chief of Business Services (jefe de los servicios de negocio), 1000 E Grand Avenue, Des Moines, IA 50319-0209.

7. El derecho de una person a una resolución pronta y equitativa de la denuncia archivada abajo, no será deteriorada por la búsqueda de la persona de otros remedios tales como la reclamación de una denuncia del ADA con el departamento o la agencia federal responsable. El uso de este procedimiento de la denuncia no es un requisito previo a la búsqueda de otros remedios. Usted puede presentar la denuncia directamente con el Director de los Derechos Civiles (Director of Civil Rights (DCR)). El DCR anima que el proceso local de la denuncia esté perseguido inicialmente, fallando una resolución o recibiendo una resolución insatisfactoria, usted puede presentar una denuncia con:

The Director
Civil Rights Center (CRC) – U.S. Department of Labor
200 Constitution Avenue NW – Room N-4123, Washington, DC 20210

También puede presentar una denuncia con:

Iowa Civil Rights Commission (ICRC)
Grimes State Office Building
400 E 14th, Des Moines, IA 50309-1004
(515) 281-4121 o (800) 457-4416 – TTY – Voz- (515) 281-8085 o (800) 735-2943, TTY (800) 735-2942
O
U.S. Equal Opportunity Commission, 1801 L Street N.W., Washington, DC 20507
Para localizar una oficina en Iowa, llame al (800)669-4000 , TDD (800)669-6820

8. Estas reglas serán interpretadas para proteger los derechos substativas de personas interesadas de Resolver los estándares apropriados del proceso debido y de asegurarlos que Iowa Workforce Development se conforma con el ADA y las regulaciones que ponen en ejecución.

Un empleador de oportunidades iguales de empleo.
Servicios y herramientas auxiliares están disponibles al perdirlos a los individuales con descapacidades. Gente con deterioros de oido pueden llamar a 711. 70-8059 (02-07)

Section 6

ASSURANCE OF COMPLIANCE

ATTENTION: DO NOT DETACH THIS SECTION FROM YOUR GUIDE.

Assurance of Compliance

Please read this Assurance of Compliance on the following pages so that you are aware of and understand Iowa Workforce Development's obligations to provide its services, programs and activities free of illegal discrimination. The State WIA Equal Opportunity officer is available at (515) 281-8149 or Harvey.Andrews@iwd.iowa.gov to answer any questions you may have regarding this Assurance of Compliance. It is important that you be mindful of these obligations as you carry out your responsibilities.

Please read the Assurance of Compliance on the following pages, so that you are aware of Iowa Workforce Development obligations.

Each employee of the agency is required to read this guide. Should you have questions ask your supervisor, or call the WIA EO Officer at (515) 281-8149 or e-mail at Harvey.Andrews@iwd.iowa.gov

State of Iowa

**ASSURANCE OF COMPLIANCE WITH TITLE VI
OF THE CIVIL RIGHTS ACT OF 1964 AND
THE REGULATIONS OF
THE DEPARTMENT OF LABOR
UNDER THAT ACT**

The Iowa Workforce Development (hereinafter called the State Agency) hereby ASSURES that in its administration of the continuing public employment service and unemployment compensation programs, in its provisions of services in programs receiving Federal financial assistance and in its administration of any other program or activity for which it receives financial assistance from or through the Department of Labor it will comply with Title VI of the Civil Rights Act of 1964 (78 Stat. 241, hereinafter called the Act) and the Regulations of the Department of Labor issued pursuant to the Act (29 Code of Federal Regulations, Part 37, hereinafter called the Regulation).

To this end, the State Agency specifically AGREES:

That the State Agency will not select or refer any individual for employment or training on the basis of any job order or request containing discriminatory specifications with regard to race, color, religion, sex, national origin, age or disability notwithstanding traditional hiring practices on the basis of race, color, religion, sex, national origin, age or disability which may be prevalent in a given community.

That where a job specification, such as length of experience, union membership or other requirement, has the necessary effect under the circumstances, of discriminating on the basis of race, color, religion, sex, national origin, age or disability, the State Agency will not select or refer an individual for employment or training on the basis of a job order containing such a specification. That in referring the applicant to an employer the State Agency will not identify the race, color, religion, sex, national origin, age or disability of the applicant.

That in the dissemination of information about employment or training opportunities, the State Agency will use such methods as are designed to reach all persons, regardless of race, color, religion, sex, national origin, age or disability, likely to benefit from such opportunities.

That minority group applicants will be counseled according to their aptitude, experience, and interests rather than traditional occupational patterns for minority group persons in the community.

That employment service aptitude and proficiency tests will be administered without regard to the race, color, or national origin of the applicants, and that test results will be interpreted and used in conformance with instructions and guidelines issued by the Employment and Training Administration.

That in the taking of applications for jobs, local office functions will be performed according to the same standards for all applicants without regard to race, color, or national origin. To this end, the State Agency agrees, when interviewing a member of a minority group, (a) to conduct the interview in a manner which accords with the established policy and standard set forth in the Department of Administrative Services Administrative Rules; (b) to obtain all information required for job placement and to record such information accurately; (c) to refrain from receiving any identification, by code or otherwise, of the race, color, or national origin of the applicant except as may be required by the Secretary of Labor and; (d) to provide applicants with all information pertinent to their registration for work.

That assignment of an occupational classification on the basis of such non-job performance factors as race, color, or national origin violates Title VI of the Act and this assurance, and that the State Agency, accordingly, will not employ any criteria or utilize any methods of administration which have the effect of assigning any applicant for any occupational classification on the basis of race, color, or national origin. The State Agency agrees to inform the applicant of the occupational title and code finally selected after discussion with the job applicant.

That in the operation of a "casual labor" office, the State Agency will disseminate information to uses of said office about permanent job openings and training opportunities for permanent work and will counsel applicants with the view of placing them in permanent openings or training opportunities wherever appropriate.

That the dissemination of information about, and the registration, testing and selection of persons for, apprentice able trades will be conducted by the State Agency in such a manner as to insure that all qualified persons are selected and referred to openings without regard to race, color, or national origin.

That the State Agency will select trainees in accordance with the policies of the Employment and Training Administration that pertain to selection for employment, and will utilize no criteria or methods of administration which result in or have the effect of discouraging persons on account of their race, color, or national origin from participating in any training program under the workforce investment Act (WIA)or other public or privately sponsored training to which the State Agency is authorized to make referrals. The State Agency will make no distinction on the ground of race, color, or national origin, disability in its referral of persons to types of training and in its placement of persons after training.

That in the administration of the State and Federal unemployment insurance programs and in the payment of all allowances, filing for and adjudication and payment of benefits, and other application of the laws shall be without regard to race, color, or national origin or disability.

That the State Agency will eliminate any currently segregated office facilities and operate such facilities without distinction based on race, color, or national origin.

That the State Agency will inform and instruct the staff of all its offices concerning their obligations under Title VI of the Civil Rights Act of 1964 and will furnish a copy of this Assurance to all such staff.

That the State Agency will inform the general public of the fact the services and other benefits under all programs are provided on a non-discriminatory basis, as required by Title VI of the Civil Rights Act, and of the right of any person to file a complaint with the Secretary of Labor if it is believed that discrimination on the grounds of race, color, or national origin is being practiced.

That the State Agency, upon receipt of a written or oral complaint from any source, will notify immediately the Affirmative Action Officer of Iowa Workforce Development and promptly mail to the official so notified a copy of any written complaint. The State Agency will cooperate with Employment and Training Administration by undertaking such actions as may be requested.

That the State Agency will review the practices within all of its local offices to assure that these practices are in conformity with the Regulation and this Assurance and will do so not less frequently than every calendar quarter.

That the State Agency will describe in a Compliance Report the methods of administration, staffing arrangements, assignment of responsibility and procedures, including where appropriate copies of materials which the State Agency is establishing and will follow in carrying the activities it administers in accordance with the Act and Regulation.

That the State Agency will keep such records as required by the Secretary of Labor and from time to time submit reports as may be required to insure compliance with the Regulations and this Assurance. For the same purpose, all facilities of the State Agency and all records, books, accounts, and other sources of information pertinent to the ascertainment of the State Agency's compliance with the Regulations will be available for inspection at any time during normal business hours by a Department of Labor representative authorized to make such inspections.

The State Agency recognizes and agrees that the Federal Financial Assistance referred to herein and extended after the date hereof to the State Agency including installment payments after such date on account of arrangement for Federal Financial Assistance which were approved before such date will be extended in reliance on the representations contained in this Assurance.

That State Agency recognizes and agrees that such Federal Financial Assistance will be extended in reliance on the representations and agreements made in this Assurance, and that the United States shall have the right to seek judicial enforcement of this Assurance.

Iowa Workforce Development
(State Agency)

By Elisabeth Buck
(Director)

March 2, 2009
(Date)

Please sign below acknowledging you have read this compliance assurance and that you are aware of Iowa Workforce Development's obligations.

_____
(Employee Signature)

_____
(Date)

Equal Opportunity Employer/Program
Auxiliary aids and services available upon request
to individuals with disabilities.
For deaf and hard of hearing, use Relay 711