

**Agency for Workforce Innovation  
Office for Civil Rights**

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

**Tentative Agenda**

- I. The Methods of Administration: A look at seven elements and the September 2007 update
- II. Limited English proficiency
  - The guidance
  - Your region's plan: information and key documents in languages other than English
  - Posters and "I speak" cards
  - Locating vendors for language interpretation:
- III. Complaint handling
  - The complaint procedures and process
  - Discrimination complaints versus grievances
  - Complaint filing and investigation within the region: Do the regions want the authority that is currently at the federal and state levels only?
  - The on-line discrimination-complaint system
- IV. Nondiscrimination-program monitoring at the regional level
- V. Data analysis: Still a "work in progress"
- VI. Notable practices within the regions that have come to OCR's attention.
- VII. The Internet: Information from the OCR, and much more
- VIII. Tomorrow's Disability Services training

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**Disabilities Services Training**

**Tentative Agenda**

- 9:30 a.m. Welcome, introductions and housekeeping announcements  
The role of the “disabilities-services coordinator”
- 9:50 a.m. Element 5 of the *Methods of Administration*: Compliance with Laws Concerning  
Individuals with Disabilities  
The revised and expanded guidance paper: *Guidelines for Compliance with the  
Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act  
of 1973, and Section 188 of the Workforce Investment Act of 1998*  
What works and what doesn’t: Recommendations from the field for serving  
customers with disabilities  
*Hearing from the Disability Program Navigators and staff in the one-stop  
centers.*

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

- 11:50 p.m. Lunch (on your own)
- 1:15 p.m. Continuation of the morning’s discussion  
(tentative topic) “Hidden” disabilities: Observations from the U.S. Department of  
Health and Human Services 2007 Welfare Transition Program review
- 1:30 p.m. Potential changes to the federal facility accessibility regulations  
The Section 188 Disability Checklist
- 1:50 p.m. Break
- 2:00 p.m. Resources:  
On the Internet:
- A short course for one-stop (and service-provider) staff:  
*At Your Service: Welcoming Customers with Disabilities*
  - Linking through the OCR website
  - Other websites that could be of interest and assistance.
- Identifying your local resources
- 2:30 p.m. (Time permitting) Some exercises
- 3:15 p.m. Questions and answers  
Your needs and concerns: How may the OCR help you?  
Wrap-up