

State of Minnesota



Affirmative Action Plan

2012 – 2014

If you would like to request this document in an alternative format, such as Braille, large print or audio tape, please contact the Human Resources Management Office at (651)201-5770 (voice), (651)201-5779 (fax), (651)201-5797 (TTY), or via email at health.hr@state.mn.us. Our building address is 625 Robert Street North, St. Paul, MN 55155

**Minnesota Department of Health
2012 – 2014 Affirmative Action Plan**

Table of Contents:

I.	EXECUTIVE SUMMARY	4
II.	STATEMENT OF COMMITMENT	5
III.	PERSONS RESPONSIBLE FOR DIRECTING/IMPLEMENTING THE AFFIRMATIVE ACTION PLAN	6
	A. Commissioner	6
	B. Affirmative Action Officer	7
	C. ADA Coordinator	8
	D. Human Resources Director	9
	E. Managers and Supervisors	10
	F. All Employees.....	11
IV.	COMMUNICATION OF THE AFFIRMATIVE ACTION PLAN	12
	A. Internal Methods of Communication	12
	B. External Methods of Communication	13
V.	PROHIBITION OF HARASSMENT/DISCRIMINATION POLICIES	14
	Discrimination in Employment	14
	Policy	14
	Standard	14
	Procedure	16
	Affirmative Action.....	18
	Policy	18
	Standard	18
	Procedure	18
	Sexual Harassment	19
	Policy	19
	Standard	20
	General Provisions.....	20
	Procedure	21
	Internet, E-Mail and Electronic Calendar Usage	23
	Policy	23
	Standard	23
	Procedure	26
	Violence, Zero Tolerance for	28
	Policy	28
	Standard	28
	Procedure	29

VI.	COMPLAINT PROCEDURE FOR PROCESSING COMPLAINTS OF ALLEGED HARASSMENT/DISCRIMINATION	35
VII.	REASONABLE ACCOMMODATION POLICY	38
	Disability and Reasonable Accommodation	38
	Policy	38
	Standard	39
	Procedure	41
VIII.	EVACUATION PROCEDURES FOR PERSONS WITH DISABILITIES	44
	Emergency Closings.....	46
	Policy	46
	Standard	46
	Procedure	46
IX.	GOALS AND TIMETABLES	49
	Goals And Timetables	49
X.	AFFIRMATIVE ACTION PROGRAM OBJECTIVES	50
XI.	METHODS OF AUDITING, EVALUATING AND REPORTING PROGRAM SUCCESS	54
	State Agency EEO/AA/ADA Reporting Requirements.....	54
XII.	RECRUITMENT PLAN	62
XIII.	RETENTION PLAN	66
	Exit and Six Month Employee Surveys	70
	Analysis of Separation and Lay-Offs patterns for all employees.....	74


I. EXECUTIVE SUMMARY

Review revealed underutilization of the following protected group(s) in the following goal units:

GOAL UNITS	PROTECTED GROUPS		
	Women	Minorities Persons of Color	Persons With Disabilities
Officials/Administrators			X
Professionals			X
Technicians			X
Paraprofessionals			
Office/Clerical			X
Skilled Craft			X
Service Maintenance			X

Once approved, information about how to obtain or view a copy of this plan will be provided to every employee of the agency. Our intention is that every employee is aware of MDH's commitments to affirmative action and equal employment opportunity. The plan will also be posted on the agency's website and maintained in the Human Resources/Office of Workforce Diversity.

This affirmative action plan meets the applicable laws and rules governing affirmative action, and contains the goals and timetables as well as reasonable and sufficiently assertive methods for achieving them. This affirmative action plan contains an internal procedure for processing complaints of alleged discrimination from employees, and each employee has been apprised of this procedure.



Affirmative Action Officer (651)201-5789 August 8, 2012
Phone number Date

This affirmative action plan contains clear designations of those persons and groups responsible for implementing the attached affirmative action plan as well as my personal statement of commitment to achieving the goals and timetables described herein.



Human Resources Director August 8, 2012
Date

This affirmative action plan meets the statutes and rules governing affirmative action, and contains goals and timetables as well as methods for achieving them which are reasonable and sufficiently assertive to deal with the identified disparities.



Commissioner August 8, 2012
Date

II. STATEMENT OF COMMITMENT

The Minnesota Department of Health is committed to Minnesota's statewide affirmative action efforts and equal employment opportunity policies. I affirm my personal and official support of these policies which provide that:

- Discrimination against applicants or employees on the basis of race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, membership or activity in a local human rights commission, disability, sexual orientation, or age will not be tolerated.
- This agency is committed to the implementation of the affirmative action policies, programs, and procedures included in this plan;
- This agency will continue to actively promote a program of affirmative action, wherever minorities, women, and persons with disabilities are underrepresented in the workforce;
- This agency is committed to the retention all qualified, talented employees, including protected group employees.

I also commit to reevaluating the adequacy of the Department's affirmative action efforts when 2010 census data become available.

It is the agency's policy to provide an employment environment free of any form of discriminatory harassment as prohibited by federal, state, and local human rights laws. I strongly encourage suggestions as to how we may improve. We strive to provide equal employment opportunities and the best possible service to the citizens of Minnesota.



Commissioner

August 8, 2012
Date

III. PERSONS RESPONSIBLE FOR DIRECTING/IMPLEMENTING THE AFFIRMATIVE ACTION PLAN

Every employee of the Minnesota Department of Health is responsible for adhering to the department's policies related to EEO and affirmative action. Furthermore, all employees are expected to demonstrate respect for each other, our customers, clients and stakeholders. Specific responsibilities and duties are delegated to various positions within the department and are outlined below:

A. Commissioner

Responsibility

The Commissioner has the responsibility to oversee and ensure the implementation of this plan and to further ensure compliance with existing federal and state laws, rules and regulations.

Duties

- To appoint or designate the department's Affirmative Action Officer and to engage in regular communication with that person to identify pertinent issues in the department
- To include accountability for the administration of the Affirmative Action Plan in his or her position description and in the position description of staff reporting directly to him/her.
- To ensure that the department's managers and supervisors are informed of their individual responsibilities in the areas of EEO/Affirmative Action and Diversity
- To ensure that managers and supervisors are being held accountable for their responsibilities outlined in this plan
- To take action on complaints of discrimination as outlined in this plan's complaint procedures
- To state to all employees, both verbally and in writing, support for equal employment opportunity, affirmative action, diversity and the contents of this plan
- To change policy, procedure or practice as needed to remove barriers to the success of this plan

Accountability

To the Governor, and indirectly to the Commissioner at the Minnesota Department of Management and Budget.

B. Affirmative Action Officer

Responsibility

The Affirmative Action Officer is responsible for developing and administering this plan and monitoring the progress and results on behalf of the Commissioner.

Duties

- To disseminate and explain the department's policies and this plan to all employees
- To advise the Commissioner on all matters related to Affirmative Action, Equal Employment Opportunity and Diversity
- To monitor the day-to-day activities of the Affirmative Action, Equal Employment Opportunity and Diversity programs
- To work in partnership with managers and supervisors to assist them in fulfilling their responsibilities in diversity/affirmative action areas
- To investigate complaints of discrimination and report findings to appropriate managers, Director of Human Resources Management and the Commissioner
- To determine affirmative action and diversity training needs and design, arrange or conduct necessary training and informational activities
- To review hiring practices and proposed selections to ensure that protected group members in areas of disparity are available and considered
- To establish goals and timetables and monitor progress in meeting them in areas where disparities of protected group members exist
- To review policies, procedures, programs relating to diversity/affirmative action and recommend changes where appropriate
- To fulfill all Affirmative Action reporting requirements
- To serve as liaison between MDH and the Office of Workforce Diversity
- To advise agency management of the requirement to notify contractors and subcontractors of their Affirmative Action responsibilities
- To review reasonable accommodations for people with disabilities and to oversee the administration of the ADAA within the department
- To maintain records of requests for reasonable accommodation, missed opportunities and complaints of discrimination or discriminatory harassment
- To maintain contact with protected group organizations for recruitment purposes, and to hold membership in community organizations to create a connection with MDH in order to achieve program goals.

Accountability

To the Commissioner of Health and the Human Resource Management Director.

c. ADA Coordinator

Responsibility

To ensure compliance with the Americans with Disabilities Act (ADAA) as amended

Duties

- To provide assistance and interpretation of state and federal rules regarding ADAA to MDH's Commissioner, Deputy Commissioner, Assistant Commissioners, agency's managers and supervisors and to all employees
- Develop and implement the ADAA plan for the agency, incorporating all state and federal regulations and directives
- To develop, track, and implement legislative initiatives that will improve program delivery and responsiveness on ADAA issues
- To review MDH's policies and procedures under the ADAA and to recommend changes to the Commissioner for compliance
- To use the interactive process to reach agreements on reasonable accommodations and to follow up with employees on effectiveness
- To maintain records for reasonable accommodations, missed opportunities and goals and timetables under the ADAA
- To investigate all complaints of discrimination based on disability
- To serve as liaison between MDH and organizations that serve people with disabilities
- To provide training for MDH managers and supervisors and employees on ADAA issues and the reasonable accommodation process
- To compile reports on the ADAA and reasonable accommodation process for MMB

Accountability

To the Commissioner of Health and indirectly to the Human Resources Management Director

D. Human Resources Director

Responsibility

The Director of Human Resource Management is responsible for ensuring that human resources policies, procedures and practices are administered fairly and are uniformly applied to all employees, and to take positive action to remove all barriers to equal employment opportunity within the Department.

Duties

- To provide leadership to the Human Resource Management Division staff and ensure their adherence to affirmative action principles in the decision making process for all personnel actions
- To ensure that managers and supervisors are adhering to the pre-hire review process as outlined in this plan
- To provide guidance in the development and utilization of selection criteria to ensure, to the extent possible, that it is objective, uniform, and job related
- To include responsibility statements for Affirmative Action/Equal Employment Opportunity in position descriptions and annual performance objectives
- To aid in the recruitment of members of protected classes and notify managers and supervisors of existing disparities, at the time of the applicant interview
- To make available to the Affirmative Action Officer all records and data necessary to perform its Affirmative Action duties
- To work collaboratively with the Affirmative Action Officer on some personnel actions related to hiring, promotion, disciplinary actions, reallocations, transfers, and terminations
- To identify and resolve problems which inhibit equal employment opportunity and to discuss problems and resolutions with the Affirmative Action Officer
- To discuss with staff, the goals, timetables and strategies of this plan

Accountability

To the MDH's Commissioner, Deputy Commissioner and Assistant Commissioners

E. Managers and Supervisors

Responsibility

Supervisors and Managers are expected to ensure compliance with the department's EEO and affirmative action policies and this plan. They are further expected to ensure fair and equal treatment of all employees.

Duties

- To strive for a respectful working environment for all employees and to take appropriate steps to correct conflict situations in the work unit. These individuals are expected to work with the Affirmative Action Officer to develop constructive solutions through mediation, discussion and investigation of complaints and to advise all employees of their rights to file complaints
- To work collaboratively with the Affirmative Action Officer and the Human Resource Management Team to identify and eliminate barriers to the success of this plan
- To affirmatively recruit, hire, train and promote qualified protected group members wherever disparities exist and to ensure equal treatment in all aspects of employment for all employees
- To communicate and demonstrate a personal commitment to the department's EEO/AA policies and this plan for all employees in their areas of responsibility
- To objectively assess the performance of all employees and develop, with each employee, a plan for professional development on a regular basis
- To identify and communicate training needs in the areas of equal employment opportunity, affirmative action and diversity to the Affirmative Action Manager
- To ensure that all employees in their work unit are familiar with this plan and related policies and to discuss these concepts at regular staff meetings and other forums
- To be active and visible participants in the department's diversity learning process and to encourage the participation of employees

Accountability

Managers and supervisors are accountable to their managers and indirectly to the Commissioner, Deputy Commissioner and Assistant Commissioners.

F. All Employees

Responsibility

All MDH employees are responsible for following behavior guidelines in accordance with the policies and procedures identified in the Affirmative Action Plan. Employees will strive to behave in a respectful manner and to refrain from any behavior which could adversely affect a co-worker with respect to their race, color, creed, religion, national origin, sex, marital status, public assistance status, disability, sexual orientation, age, or membership activity in a local Human Rights Commission

Duties

- To strive for a respectful work environment
- To initiate the reasonable accommodation process in accordance with the ADA
- To report any instances of discrimination or harassment to their manager and/or supervisor, chain of command, affirmative action officer, unions, department of human rights and/or the equal employment opportunity commission
- To work collaboratively with managers and supervisors to maintain a respectful work environment

Accountability

Employees are accountable to their managers and supervisors and indirectly to the Affirmative Action Officer

IV. COMMUNICATION OF THE AFFIRMATIVE ACTION PLAN

The following information describes the steps the Department of Health takes internally and externally to communicate the Affirmative Action Plan to both employees and the general public.

A. Internal Methods of Communication

- A physical copy of the Affirmative Action Plan is available at the Office of Workforce Diversity (OWD), the Human Resources Director's office, and the MDH's Commissioner's office
- The Affirmative Action Plan is posted together with all the Federal and State posters ensuring Non-Discrimination and Equal Opportunity permanently in the Human Resources Management area. OWD oversees the currency of the posters.
- The Affirmative Action Plan is presented to new employees through the New Employee Orientation modules. The Affirmative Action Officer reviews the plan and shows its location on the Office of Workforce Diversity's website at:

<http://fyi.health.state.mn.us/fadmin/hrm/owd/aaplan/>

- The Affirmative Action Plan is also presented to new Managers and Supervisors during the New Managers and Supervisors orientation with the Affirmative Action Officer at the time of their appointment. During this one-on-one meeting, the Affirmative Action Officer reviews the plan with management and informs them of their duties and responsibilities under the plan. The plan is also easily accessible at the Office of Workforce Diversity's website at:

<http://fyi.health.state.mn.us/fadmin/hrm/owd/aaplan/>

- The Affirmative Action Plan is also available to MDH staff through the intranet link at :

<http://fyi.health.state.mn.us/fadmin/hrm/owd/aaplan/>

- A physical copy of The Affirmative Action Plan will be posted together with all Federal and State required posters in all of MDH's district offices
- The Affirmative Action Plan is available via the intraweb and in print copy to anyone who requests it. The Office of Workforce Diversity will supply the plan in full or in part, and it will be made available , upon request, in alternate formats

B. External Methods of Communication

- The Affirmative Action Plan is also available to external interested parties at the Minnesota Department of Health's external page at:

<http://www.health.state.mn.us/divs/hrm/aaplan.html>

- Anyone interested in reviewing the Department of Health's Affirmative Action Plan or who has concerns about Affirmative Action or Equal Employment Opportunity, may request a copy of the plan from Silvia Vaccaro at (651)201-5789 or silvia.vaccaro@state.mn.us
- MDH ensures that all forms, brochures, handouts, marketing, and advertising, job postings and department letterhead has the Equal Employment Opportunity statement "An equal opportunity employer and service provider" which reiterates MDH's commitment
- The Affirmative Action Plan is available via the intraweb and in print copy to anyone who requests it. The Office of Workforce Diversity will supply the plan in full or in part, and it will be made available , upon request, in alternate formats
- A copy of the plan is also available for viewing in the Human Resources Management waiting area located in the Freeman Office Building, 625 Robert Street North, St. Paul, MN 55155-2538, 1st Floor, Pod A.

V. PROHIBITION OF HARASSMENT/DISCRIMINATION POLICIES



Policy number - 405.01

Discrimination in Employment

Policy

The Minnesota Department of Health ("MDH") has a policy of zero tolerance for discrimination, including unlawful harassment, on the basis of race, color, creed, national origin, sex, age, membership in a local commission, disability, religion, sexual orientation, marital status and status with regard to public assistance. Sexual harassment is a form of discrimination and is prohibited under this policy. The Department is further committed to ensuring that all employees have a working environment that is free from discrimination, and will work proactively to eliminate barriers that inhibit equal opportunity. The agency will provide and financially support reasonable accommodations requested by qualified individuals with disabilities in all of its employment processes that do not create an undue hardship situation. Retaliation against individuals who bring forth a complaint is strictly prohibited. No employee shall intentionally use this policy or related procedure for reason of personal malice or abuse.

Standard

DEFINITIONS

Discrimination:

Unfair treatment, intentional or unintentional, based on an individual's or groups' protected class status, which will deprive them of employment opportunities or otherwise adversely affect the individual's work environment or status as an employee.

Other Harassment:

Any behavior that is demeaning, offensive, insulting, belittling or degrading and is related to the protected class status of an individual or group.

Harassment that is general in nature, and not related to an EEO protected status, is to be pursued under MDH's General Harassment Policy.

Standards

All applicants, employees, vendors, contractors and volunteers of the Minnesota Department of Health are covered by this policy. All employees are responsible for treating co-workers in a manner consistent with this policy. Supervisors have an additional responsibility to maintain a work environment free from discrimination, including harassment.

Complaint Procedure

This procedure applies to complaints that allege discrimination or harassment on the basis of race, color, creed, religion, national origin, gender, marital status, membership or activity in a local commission, status with regard to public assistance, disability, age or sexual orientation. Prohibition of discrimination is described in the policy. Sexual harassment is a form of discrimination based on gender and is also covered by this procedure.

The following provisions are not considered to be formal complaints and are not subject to processing under this procedure, unless you believe that one of the above factors is the basis. For these considerations, you are encouraged to contact a Human Resources Representative:

- Performance review/evaluation disputes
- Union contract terms and provisions, or how they are administered

General Provisions

- Any employee, applicant or eligible who believes that he or she has been subjected to discriminatory or harassing behavior or who believes he or she has witnessed such behaviors is encouraged to report this information
- MDH will work to ensure that no adverse or retaliatory action will occur to an employee who reports conduct which is alleged to be a violation of this policy
- Discrimination complaints, investigation data and findings are handled in accordance with the Minnesota Government Data Practices Act. A person is not legally required to provide this information, but it may be critical to conducting an investigation.
- Complaints will not be accepted after an employee terminates employment with the Department or if the same matter is being pursued simultaneously through another formal grievance or appeal process, unless the complaint is directly related to the employee's separation
- Complaints that are not based on one of the protected characteristics mentioned above shall not be resolved through this procedure. You are encouraged to contact the Office of Workforce Diversity and/or a Human Resources Representative for guidance.

- The complainant, through the Affirmative Action Officer, shall be advised of his or her right to file a charge of discrimination within 365 days after the occurrence of the event with the Commissioner or the Department of Human Rights or 300 days after the occurrence of the event for the Equal Employment Opportunity Commission or other legal channels

Prior to filing an internal formal complaint under this procedure, employees are encouraged to first consult with the Affirmative Action Officer to determine if the complaint is an appropriate matter for resolution under this procedure. If the issue is one appropriate for resolution through this procedure, the Affirmative Action Officer will advise the employee on how to proceed, including the completion of the discrimination complaint form. If not, the employee will be advised of other options for resolution. Initial determination of the appropriate method of resolution will be made within 10 working days from the date the complaint is received.

Employees should file the formal complaint within 30 days of the occurrence of the event, giving rise to the complaint. Complaints involving potential illegal discrimination filed between 30 and 365 days of the event may, at the discretion of the Affirmative Action Officer, be accepted and investigated.

Procedure

Step 1

The formal complaint should be presented to the Department's Affirmative Action Officer within 30 days of the occurrence of the event giving rise to the complaint. After receipt of a formal complaint, the Affirmative Action Officer shall determine whether or not the complaint alleges discrimination based on the individual's protected group characteristic (race, creed, color, sex, age, marital status, national origin, disability, religion, reliance on public assistance, membership or activity in a local commission or sexual orientation).

If the complaint is determined not to be based on an employee's individual protected group characteristic listed above but is appropriate as a general harassment complaint, then, the Affirmative Action Officer will refer the complaint to a Human Resources Representative who will follow the General Harassment Policy.

If the complaint is timely and proper for resolution through this complaint procedure, the Affirmative Action Officer shall immediately initiate an investigation. If the complainant is suffering irreparable or immediate harm, or may be subjected to such harm, the Affirmative Action Officer may take whatever action is necessary to remedy the situation while the complaint is being investigated.

Step 2

Within 60 days from the date the complaint is received, the Affirmative Action

Officer shall investigate the complaint. If extenuating circumstances inhibit meeting the 60-day timeframe, a written explanation of extension will be issued. The investigation may include interviews with or statements from all parties involved including, but not limited to, the complainant, respondent, complainant's supervisors, witnesses and co-workers. The Affirmative Action Officer's investigation will also include a review of all pertinent records or documents relating to the complaint.

Step 3

The Affirmative Action Officer shall prepare a report of his or her findings resulting from the investigation of the complaint. The findings will be communicated to the responsible party in the Department who is authorized to take action to resolve or correct the matter. Such corrective action may include discipline up to and including discharge when the investigative findings give merit to the complaint allegations. A letter of disposition will be issued to the complaining party within 5 working days from the date that the decision on appropriate action is made. The final determination of the complaint will be sent to the within 30 days of completion.

NOTE: Certain procedural requirements exist in various union contracts, which apply to complaints of alleged sexual harassment. For more specific information regarding these requirements, please refer to the applicable contract or inquire with the Affirmative Action Officer.

Responsible

Manager(s): Silvia Vaccaro
Affirmative Action Officer
651-201-5789
silvia.vaccaro@state.mn.us

Last Updated: 11/01/2009



Policy number - 401.02

Affirmative Action

Policy

The Minnesota Department of Health (MDH) will act affirmatively to eliminate under-utilization of protected groups in all facets of employment including, but not limited to: recruitment, selection, promotion, training and retention. The Department shall set reasonable hiring goals and all Department staff who have the authority to make hiring decisions shall adhere to the Department's pre-hire review process as outlined in the MDH Affirmative Action Plan. Affirmative action is a proactive and appropriate approach to ensure that the workforce of the Department reflects the same configuration as the related labor force as a whole. All managers and supervisors with hiring authority, the Human Resource Management staff and the Affirmative Action Manager are responsible for ensuring adherence to this policy. This policy applies to all competitive and unclassified appointments as described in the below referenced statutes.

Standard

DEFINITIONS

Protected Groups:

Women, people with disabilities, and people of color (African-American/Black; Chicano/Latino/Hispanic; American-Indian/Native-American/Alaskan Native; and Asian/ Pacific Islander) are the groups "protected" by Affirmative Action.

Hiring Goals:

The computations analysis to determine hiring goals for MDH uses a two (2)-factor analysis. A comprehensive definition and explanation of the two (2)-factor analysis is contained within this plan.

Procedure

Procedures for carrying out the commitment to Affirmative Action are in the Affirmative Action Plan.

Responsible

Manager(s): Silvia Vaccaro
Affirmative Action Officer
651-201-5789
silvia.vaccaro@state.mn.us

Last Updated: 07/14/200



Policy number – 422.02

Sexual Harassment

Policy

The Minnesota Department of Health ("MDH") has a policy of zero tolerance for discrimination. Sexual harassment is a form of discrimination and is prohibited under this policy.

Sexual Harassment is any behavior that is sexual in nature and is unwelcome, personally offensive, insulting and demeaning where:

- Submission to or rejection of such conduct is explicitly or implicitly made a term or condition of employment.
- Submission to or rejection of such conduct is used as a basis for decisions affecting a person's employment.
- Such conduct or communication has the purpose or effect of substantially interfering with an individual's employment, or creating an intimidating, hostile or offensive working environment.

Sexual harassment can occur in a variety of circumstances, including but not limited to the following:

- The victim as well as the harasser may be a woman or a man. The victim does not have to be of the opposite sex.
- The harasser can be the victim's supervisor, an agent of the employer, a supervisor in another area, a co-worker, or a non-employee.
- The victim does not have to be the person harassed but could be anyone affected by the offensive conduct.

Unlawful sexual harassment may occur without economic injury to or discharge of the victim.

The harasser's conduct must be unwelcome.

Adapted from the Equal Employment Opportunity Commission.

Standard

General Provisions

- Any employee, applicant or eligible who believes that he or she has been subjected to sexual harassment or who believes he or she has witnessed such behaviors is encouraged to report this information
- MDH will work to ensure that no adverse or retaliatory action will occur to an employee who reports conduct which is alleged to be a violation of this policy
- Sexual Harassment complaints, investigation data and findings are handled in accordance with the Minnesota Government Data Practices Act. A person is not legally required to provide this information, but it may be critical to conducting an investigation.
- Complaints will not be accepted after an employee terminates employment with the Department or if the same matter is being pursued simultaneously through another formal grievance or appeal process, unless the complaint is directly related to the employee's separation
- Complaints that are not sexual harassment shall not be resolved through this procedure. You are encouraged to contact the Office of Workforce Diversity and/or a Human Resources Representative for guidance.
- The complainant, through the Affirmative Action Officer, shall be advised of his or her right to file a charge of discrimination within 365 days after the occurrence of the event with the Commissioner or the Department of Human Rights or 300 days after the occurrence of the event for the Equal Employment Opportunity Commission or other legal channels

Prior to filing an internal formal complaint under this procedure, employees are encouraged to first consult with the Affirmative Action Officer to determine if the complaint is an appropriate matter for resolution under this procedure. If the issue is one appropriate for resolution through this procedure, the Affirmative Action Officer will advise the employee on how to proceed, including the completion of the discrimination complaint form. If not, the employee will be advised of other options for resolution. Initial determination of the appropriate method of resolution will be made within 10 working days from the date the complaint is received.

Employees should file the formal complaint within 30 days of the occurrence of the event, giving rise to the complaint. Complaints involving potential illegal discrimination filed between 30 and 365 days of the event may, at the discretion of the Affirmative Action Officer, be accepted and investigated.

Complaint Procedure

This procedure applies to complaints that allege sexual harassment.

The following provisions are not considered to be formal complaints and are not subject to processing under this procedure, unless you believe that one of the above factors is the basis. For these considerations, you are encouraged to contact a Human Resources Representative:

- Performance review/evaluation disputes
- Union contract terms and provisions, or how they are administered

Procedure

Step 1

The formal complaint should be presented to the Department's Affirmative Action Officer within 30 days of the occurrence of the event giving rise to the complaint. After receipt of a formal complaint, the Affirmative Action Officer shall determine whether or not the complaint alleges discrimination based on sexual harassment.

If the complaint is determined not to be sexual harassment but is appropriate as a general harassment complaint, then, the Affirmative Action Officer will refer the complaint to a Human Resources Representative who will follow the General Harassment Policy.

If the complaint is timely and proper for resolution through this complaint procedure, the Affirmative Action Officer shall immediately initiate an investigation. If the complainant is suffering irreparable or immediate harm, or may be subjected to such harm, the Affirmative Action Officer may take whatever action is necessary to remedy the situation while the complaint is being investigated.

Step 2

Within 60 days from the date the complaint is received, the Affirmative Action Officer shall investigate the complaint. If extenuating circumstances inhibit meeting the 60-day time frame, a written explanation of extension will be issued. The investigation may include interviews with or statements from all parties involved including, but not limited to, the complainant, respondent, complainant's supervisors, witnesses and co-workers. The Affirmative Action Officer's investigation will also include a review of all pertinent records or documents relating to the complaint.

Step 3

The Affirmative Action Officer shall prepare a report of his or her findings resulting from the investigation of the complaint. The findings will be communicated to the responsible party in the Department who is authorized to take action to resolve or correct the matter. Such corrective action may include discipline up to and including discharge when the investigative findings give merit to the complaint allegations. A letter of disposition will be issued to the complaining party within 5 working days from the date that the decision on appropriate action is made. The final determination of the complaint will be sent to the complainant within 30 days of completion.

NOTE: Certain procedural requirements exist in various union contracts, which apply to complaints of alleged sexual harassment. For more specific information regarding these requirements, please refer to the applicable contract or inquire with the Affirmative Action Officer.

Responsible

Manager(s): Silvia Vaccaro
Affirmative Action Officer
651-201-5789
silvia.vaccaro@state.mn.us

Last Updated: 08/11/2009



Internet, E-Mail and Electronic Calendar Usage

Policy

The State of Minnesota provides a variety of electronic tools such as telephones, computers, facsimile machines, pagers, electronic mail (e-mail) systems, and Internet access for employees, whose job performance would be enhanced by the technology. The State faces the challenge of making maximum use of the benefits of such tools, meeting legal requirements for access to information, and providing adequate protection for proprietary information. This policy memorandum governs access to and the appropriate use of State-provided electronic tools and technology at all times, including both work and non-work time, by State employees in the executive branch, consultants and/or contractors.

Employee access to and use of electronic tools such as e-mail and the Internet is intended for business-related purposes. Limited and reasonable use of these tools for occasional employee personal purposes in accordance with this policy that does not result in any additional costs of loss of time or resources for their intended business purpose is permitted.

Standard

State employees need to use good judgment in the use of the State-provided electronic tools and technology, including Internet access and e-mail use. They are expected to ensure that messages conveyed are appropriate in both the types of messages created and the tone and content of those messages. Employee use of all State-provided electronic tools and technology, including e-mail and the Internet, must be able to withstand public scrutiny without embarrassment to the agency or the State of Minnesota.

Examples of inappropriate use include, but are not limited to:

- Illegal activities;
- Wagering, betting, or selling;
- Harassment, disparagement of others, stalking, and/or illegal discrimination;
- Fund-raising for any purpose unless agency sanctioned;
- Commercial activities, e.g., personal for-profit business activities;
- Promotion of political or religious positions or activities;

- Receipt, storage, display, transmission or posting of material that is or may be reasonably regarded as violent, harassing, discriminatory, obscene, sexually explicit, or pornographic, including any depiction, photograph, audio recording, or written word;
- Downloading or installing software (including games and executable files) unless agency sanctioned;
- Unauthorized accessing of non-public data;
- Non-State employee use (e.g., family member or friend) at work or at home;
- Uses that are in any way disruptive, or harmful to the reputation or business of the State; and
- Purposes other than state business, except incidental or minimal use; for example, personal use of social networking sites..
- Use of "taglines," quotes, "thoughts for the day" or similar add-ons after the signature line in emailed communications

Engaging in any of the above listed activities may subject an employee to discipline, up to and including discharge.

The traditional communication rules of reasonableness, respect, courtesy, common sense, and legal requirements also apply to electronic communication. In all email correspondence, employees shall include a signature block at the end of emails that includes at a minimum, an employee's name, office, mailing address, and office phone number. Other pertinent work information such as a fax number, work cell phone or job title may also be included.

Employees should be aware that they might receive inappropriate, unsolicited e-mail messages. Under no circumstances should an employee either forward or reply to these messages prior to consulting with management.

While employees may make personal use of State technology such as e-mail and Internet access, the amount of use during working hours is expected to be limited to incidental use. Excessive time spent on such personal activities during working hours will subject the employee to disciplinary action.

Data that agencies maintain electronically are government data and, as such, are subject to classification and access under the Minnesota Government Data Practices Act, Minnesota Statutes, Chapter 13. Employees should understand that electronic data may not be completely secure. They should also understand that e-mail messages and Internet transactions, including those they delete or erase from their own files, may be backed up or recorded and stored centrally for system security and investigative purposes. E-mails and records of Internet activities may be retrieved and viewed by someone else with proper authority at

a later date. It is the user's responsibility to use care in communicating information not meant for public viewing.

Because electronic communication systems, such as facsimile, e-mail and Internet systems may not be secure, it is recommended that employees not send any data classified under the Minnesota Government Data Practices Act as not public (private or confidential data on individuals or nonpublic or protected nonpublic data not on individuals) through unsecured facsimiles or over the e-mail or Internet systems unless the data are encrypted or encoded.

State e-mail may be used by officially designated employee union representatives for certain specified union activities. Approved uses include posting of meeting notices, investigation and administration of grievances, contract questions, union election results and notice of arbitration and unit determinations. It may not be used for fund-raising, campaigning for union office, union organizing activities, solicitation of employees for union membership or political activities.

Monitoring

Electronic communication devices such as telephones, facsimile machines, pagers, State e-mail systems and Internet access are State property. Like other State resources, they are intended to be used for State business and other agency-sanctioned activities. Accordingly, the State reserves the right to monitor, and/or limit access to, any and all telephone, facsimile, pager, e-mail and Internet activities that occur on State equipment, including those which may be of a "personal" nature. State owned telephones, facsimile machines, pagers, e-mail and Internet systems and any and all software, data, or other information stored on a State owned computer are the property of the State and may be monitored, read, examined, seized, or confiscated as necessary. Therefore, employees should not expect that any facsimile, voice-mail, or e-mail message either sent or received, or any Internet activities will remain private. The State reserves the right to monitor any use of these systems, including use of these systems while the employee is on his/her own time, to access any information on these systems, and to take any action it determines to be appropriate with respect to that information.

Record Retention Schedules

Record retention schedules are the same regardless of the medium used to create or store the record. As a result, many electronic records and e-mail messages are official records of the agency and must be retained in accordance with the agency's approved record retention schedule appropriate for the type, nature and content of the record. Improper disposal may subject the employee and the agency to legal sanctions and other administrative or legal consequences. The same rules that are used to determine if a paper, microform or videotaped record should be retained apply to electronic records or e-mail messages.

Mail Maintenance

Messages (sent or received) should not be retained on the mail server. Employees are expected to read their e-mail and decide if it should be saved or deleted upon receipt. E-mails that are government records that are being saved electronically should be saved as files on a shared or home directory on the department server in accordance with the department's record retention schedule. E-mails that are government records shall not be saved on PC hard drives, removable discs or on personal digital assistants. E-mail pertinent to an employee's current assignments may also be saved as files. Employees are responsible for regular review and deletion of these files when no longer pertinent. If staff do not make a decision to save or delete their mail and keep it on the mail server, it will be automatically deleted after 90 days.

Electronic Calendars

The department uses a centrally administered electronic calendaring system to schedule meetings and other department resources such as meeting rooms and vehicles. Employees may use the same calendaring system to document their own activities and appointments. Mail server calendars are considered private data under the Minnesota Government Data Practices Act.

All employees must keep their calendars up-to-date and are responsible for knowing that meetings have been scheduled. All staff are required to maintain their business calendars on the mail server, except for staff who are exempted by their division director due to specific job-related reasons.

Staff scheduling meetings are responsible for providing ample advance notice of meetings to ensure attendance. Should cancellation of a meeting become necessary, as much advance notice as possible should be given for both attendees and for rescheduling of conference rooms. Sufficient information should be included with scheduled meetings to inform the participants of the meeting's purpose.

Procedure

Employee

Employees must be familiar with the provisions of this Policy and take personal responsibility for understanding its provisions. If there are any questions regarding the policy, employees should contact their supervisor or the HRM division.

Executive branch employees are responsible for appropriate use of electronic tools, including telephones, computers, facsimile machines, pagers, e-mail and Internet access. They are expected to adhere to the highest ethical standards when conducting State business and to follow the Code of Ethics and related State statutes applicable to executive branch employees. For example:

M.S. Section 43A.38, Subd. 4 provides "Use of state property":

(a) An employee shall not use or allow the use of state time, supplies, or state-owned or leased property and equipment for the employee's private interest or any other use not in the interest of the state, except as provided by law.

(b) An employee may use state time, property, or equipment to communicate electronically with other persons including, but not limited to, elected officials, the employer, or an exclusive bargaining representative under chapter 179A, provided this use, including the value of time spent, results in no incremental cost to the state or results in an incremental cost that is so small as to make accounting for it unreasonable or administratively impracticable.

M.S. Section 43A.39, Subd. 2 provides "Noncompliance":

Any employee who intentionally fails to comply with the provisions of Chapter 43A shall be subject to disciplinary action and action pursuant to Chapter 609.

Employees are to report suspected violations of this policy to their supervisor.

Manager/Supervisor

Make employees aware of the provisions of this Policy and ensure the appropriate use of all State electronic tools through training, supervising, coaching, etc.

Monitor use of e-mail and Internet use by employees and report alleged misuse to the HRM division. Participate in investigations as directed by HRM and take appropriate corrective action, including disciplinary action, when appropriate.

Division Directors may modify and/or supplement this Policy to meet their unique divisional work related needs, (for example, such as authorizing certain employees to access otherwise prohibited Internet sites on sexually transmitted disease for work related reasons) after review and discussion with the HRM Director.

Responsible

Manager(s): HRM Director/CIO

jamie.gudknecht@state.mn.us

Contact

Person(s):

tom.jahnsen@state.mn.us

Last Updated: 06/24/2010



Violence, Zero Tolerance for

Policy

Employees have the right to a workplace free from violence. Employees must refrain from engaging in acts or threats of violence in the workplace. For the purposes of this policy, the term "workplace" shall include actual MDH work locations, and other settings where employees are serving as representatives of the Department and experience violence which is directly related to their employment at MDH.

Standard

DEFINITION

Violence is defined as the threatened or actual use of force which results in or has a high likelihood of causing physical hurt, fear, injury, suffering or death. For the purposes of this policy, safety is defined as freedom from violence.

STANDARDS

Employees must treat individuals, including coworkers and members of the general public, with courtesy and respect. Employees must not engage in nor tolerate acts or threats of violence in the workplace.

Supervisors and managers will seek to eliminate any potential for violence in and around the Department work locations by ensuring that employees and the public are treated with dignity and respect.

The Department will respond promptly, positively and proactively in dealing with threats or acts of violence. Response will include timely involvement of law enforcement agencies when appropriate.

The Department will continue to offer employee assistance services to employees with personal issues which may pose a problem for the employee's safety as defined as freedom from violence.

Discipline: Employees who are involved in the commission of violence or threats of violence will be subject to disciplinary action up to and including discharge from employment.

Dangerous Weapons Prohibition: The possession or carrying of any dangerous weapon including firearms by an employee, whether or not a legal permit exists, in any Department workplace and while acting in the course and scope of his/her employment or while working on behalf of the Department is

strictly prohibited. **See Appendix A** for a list of dangerous weapons included in this prohibition.

"Employee", for the purpose of this prohibition includes any person in "employee" status appointed by and working for the Department. A condition of any volunteer, internship, consultant contract or other type of agreement between the Department and an individual or organization to provide services will include an acknowledgement that the provisions of this policy will be complied with while performing services or acting on behalf of the Department.

For the purpose of this prohibition, 'workplace' includes any state or department owned or leased building, any off-site location where an employee is working, driving on state business whether in a state owned, leased, rented or personal vehicle, riding as a passenger in a car or in any type of transit on state business, acting on behalf of the Department at any other places of business or residences and while attending training or conferences on behalf of the Department.

For the purpose of this prohibition, 'while acting in the course and scope of their employment' includes any time the employee is performing work on behalf of the State whether or not it is during his/her regular or normal work schedule. This includes during the regularly scheduled work day, any overtime work, whether compensated or not, after normal business hours and on weekends.

Employees may carry and possess firearms in their personal vehicles while in parking lots or parking areas if they have the appropriate permit issued in accordance with law. However, during the time that this personal vehicle is used in the performance of an employee's work, the dangerous weapon, including permitted firearms, may not be carried in the vehicle.

Procedure

Employee

Complaints of Acts of Violence or Threats of Violence

1. Is familiar with the MDH's policy on Zero Tolerance for Violence and his/her responsibility for preventing incidences of workplace violence.
2. Treats co-workers and others in the workplace with dignity and respect.
3. Participates in, as assigned, training for violence prevention and applies this knowledge and skills to the workplace.
4. Reports all perceived or real threats or acts of violence to a supervisor or manager immediately, orally or in writing.
5. Cooperates in investigations regarding workplace violence.

Supervisor/Manager

6. Is familiar with the MDH's Policy on Zero Tolerance of Violence and the procedures to be implemented when reporting acts, perceived or real, of workplace violence.

7. Documents all oral and written reports of violent incidents and consults with HRM on how to investigate and/or respond to the report.
8. Promotes positive behavior in employees, leads by example, and treats employees with respect and dignity.
9. Participates in training for violence prevention, and applies the knowledge and skills in the workplace.
10. Encourages the use of the EAP (Employee Assistance Program) as needed.
11. Encourages the reporting of all incidents of harassment, discrimination or violence in the workplace.
12. Responds appropriately and in a timely manner to all alleged incidents of violence in the workplace by investigating, or obtaining assistance from HRM in investigating, all such incidents.
13. Works to assure that areas in and around the workplace are designed and operated in a manner that provides for the safety of employees and guests by taking appropriate and timely action to eliminate violence in the workplace.
14. Holds employees accountable for their behavior, and implements appropriate corrective measures, including discipline up to and including discharge.

Facilities Management

15. Works with staff and the Department Safety Director to conduct a security vulnerability assessment for all Department locations initially and as needed thereafter.
16. Reports results and gives prioritized recommendations to agency management on security enhancements which should be completed for Department offices.

Human Resource Management

17. Assists in providing Employee Assistance Program services to employees with personal issues which may affect their workplace safety.
18. Assesses and responds to reported acts or threats of violence in conjunction with the manager or supervisor.
19. Reports serious or unresolved acts or threats of violence to the Commissioner.

Communications Director

20. Handles all media inquiries regarding incidents of workplace violence.

APPENDIX A

DANGEROUS WEAPONS

In accordance with State guidelines, and for the purpose of the Zero Tolerance for Violence policy, the Minnesota Department of Health will consider the following items to be "dangerous weapons":

- Any weapon which, per applicable law, is illegal to possess including but not limited to dangerous weapons indicated in MS 609.02. Subd. 6.
- Any firearm, loaded or unloaded, assembled or disassembled, including pellet, "BB" and stun guns (electronic incapacitation devices)
- Replicate firearms, as defined in Minnesota Statute 609.713 to include, but not limited to, devices or objects that are designed to fire only blanks
- Knives (and other similar instruments) with a blade length of more than three inches, other than those present in the workplace for the specific purpose of food preparation and service
- Any "switchblade" knife, "Brass knuckles", "metal knuckles" and similar weapons
- Bows, crossbows and arrows
- Explosives and explosive devices including fireworks, combustible or flammable liquids and incendiary devices
- "Throwing stars," "numchucks," clubs, saps, and any other item commonly used as, or primarily intended for use as, a weapon
- Any object that has been modified to serve as, or has been employed as, a dangerous weapon
- Any other item so designated by the Commissioner of Health

Related Law(s): MN Laws 2003, Chapter 28, Minnesota Citizens' Personal Protection Act, Minnesota Statutes, Sections 15.86, 182.651, 609.01, subd 6.

Responsible

Manager(s): Director, Human Resource Management
jamie.gudknecht@state.mn.us

Contact

Person(s): Department Safety Director, 651-201-5771
lonna.beilke@state.mn.us

Last Updated: 01/04/2007

Send completed form to:
e-mail:
Silvia.vaccaro@state.mn.us



Minnesota Department of Health
Office of Workforce Diversity

Discrimination/Harassment Complaint Form

Please Read Before Completion of Form

TENNESSEN NOTICE: This form asks you to supply data concerning yourself that may be considered private or confidential under the Minnesota Government Data Practices Act (MN. Stat., Chapter 13). The reason this data is being collected is to help the Department of Health understand and investigate a complaint that you wish to file alleging discrimination or harassment. Although you are not legally required to supply the requested data, failure to do so may make it difficult for the department to investigate your complaint. While providing data may put you at risk in terms of possible legal action that could be taken against you, the consequences of not supplying the data would be that we do not have all of the information relevant to your complaint. If you supply this data, you may be required to testify at subsequent hearings and/or data you provide may be used to take disciplinary or other remedial action.

The other persons or entities which, as authorized by law, may see the data at some point include: supervisors and managers whose input is necessary in the decision-making process; exclusive representatives of employees; staff of Minnesota Management and Budget; persons and/or entities authorized by you to see the data; arbitrators, hearing examiners and other judicial and/or quasi-judicial officials; and other entities involved in grievances, appeals and litigation over the subject matter of this investigation (includes the Attorney General's office). This could include the: State and federal courts; State and federal human rights enforcement agencies; the Re-employment Compensation Division of the Minnesota Department of Employment and Economic Development; law enforcement agencies; counsel for and parties to litigation pursuant a court order; the Legislative Auditor's office; the employee who is being investigated.

Name of Complainant

Division/Section/Unit

Job Title

Supervisor

Phone

E-mail

Check any of the following that you believe may be the basis for the complaint:

- | | | |
|-------------------------------------|---|--|
| <input type="checkbox"/> Disability | <input type="checkbox"/> National Origin | <input type="checkbox"/> Status with Regard to Public Assistance |
| <input type="checkbox"/> Race | <input type="checkbox"/> Religion | <input type="checkbox"/> Local Human Rights Commission Activity |
| <input type="checkbox"/> Sex | <input type="checkbox"/> Creed | <input type="checkbox"/> Retaliation for filing prior complaint |
| <input type="checkbox"/> Age | <input type="checkbox"/> Sexual Orientation | If so, date of complaint |
| <input type="checkbox"/> Color | <input type="checkbox"/> Marital Status | |

Why do you believe the reason(s) you checked above is the basis of your complaint?

Who do you believe discriminated against or harassed you?

Name
 Division/Section/Unit
 Phone

Please describe the reason (or reasons) you believe that you were discriminated against or harassed.

Describe the incident(s) in detail, with the most recent incident first (include names and types of behavior, dates, times, locations). Attach additional sheets if necessary. If you have documentation you believe is relevant to your complaint, please attach it to this complaint form.

1.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Has an act of physical violence occurred?
2.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Has intimidation or a threat of violence occurred?
3.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Did police or security respond to this incident? If yes, who responded?
4.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Was a police report filed? List Jurisdiction and report number.
5.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Was your supervisor notified? When?
6.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Was a weapon involved? If yes, specify.
7.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Were you alone when the incident occurred? List the names of any witnesses.
8.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Were you injured? Describe the nature of the injuries and list any facility where you were treated.
9.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Did you lose any work time as a result of this incident? Explain.

Were there any witnesses? If so, who?

Witness #1

Name

Division/Section/Unit

Phone

What did he/she observe?

Witness #2

Name

Division/Section/Unit

Phone

What did he/she observe?

Did you attempt resolution of this matter through any other process, such as a union grievance, mediation or other process? If so, please specify.

Did you file this complaint with any other agency? If so which agency and where is it in the process?

This complaint is being filed based on my honest belief that the named person(s) discriminated or harassed me. I hereby certify that the information I have provided in this complaint is true, correct, and complete, to the best of my knowledge and belief. I hereby affirm that I am not using this complaint procedure for reasons of personal malice or abuse towards another employee.

Signature

Date

Received by

Date

Saved on 2/20/2013 10:39:00 AM
C:\Documents and Settings\JAHNST1\Desktop\owd materials\discrimination_complaint.doc

Send completed form to:
e-mail:
Silvia.vaccaro@state.mn.us

VI. COMPLAINT PROCEDURE FOR PROCESSING COMPLAINTS OF ALLEGED HARASSMENT/DISCRIMINATION

The Minnesota Department of Health has established the following discrimination complaint procedure to be used by all employees and applicants. Coercion, reprisal, or intimidation against anyone filing a complaint or serving as a witness under this procedure is prohibited.

Responsibility of Employees

All employees shall respond promptly to any and all requests by the Affirmative Action Officer designee for information and for access to data and records for the purpose of enabling the Affirmative Action Officer designee to carry out responsibilities under this complaint procedure.

Who May File

Any employees or applicants who believes that s/he has been discriminated against by reason of race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, membership or activity in a local human rights commission, disability, sexual orientation, or age may file a complaint. Employees who are terminated are encouraged to file their internal complaint prior to their actual separation; however, complaints will be taken for a reasonable period of time subsequent to the actual separation date.

The Complaint Procedure

The internal complaint procedure provides a method for resolving complaints involving violations of this agency's nondiscrimination policy within the agency. Employees and applicants are encouraged to use this internal complaint process. Retaliation against a person who has filed a complaint either internally or through an outside enforcement agency or other legal channels is prohibited. The Affirmative Action Officer designee may contact the Office of Diversity and Equal Opportunity if s/he wants information about filing a complaint.

Filing Procedures

1. The employee or applicant completes the "Complaint of Discrimination Form" provided by the Affirmative Action Officer designee. Employees are encouraged to file a complaint within a reasonable period of time after the individual becomes aware that a situation may involve discriminatory harassment. The Affirmative Action Officer designee will, if requested, provide assistance in filling out the form.
2. The Affirmative Action Officer designee determines if the complaint falls under the purview of Equal Employment Opportunity law, i.e., the complainant is alleging discrimination or harassment on the basis of race, color, creed, religion, national

origin, sex, marital status, status with regard to public assistance, membership or activity in a local human rights commission, disability, sexual orientation, or age; or if the complaint is of a general personnel concern. The Affirmative Action Officer designee shall also discuss other options for resolution, such as workplace mediation program.

- A. If it is determined that the complaint is not related to discrimination but rather to general personnel concerns, the Affirmative Action Officer designee will inform the complainant, in writing, within ten (10) working days.
 - B. If the complaint is related to discrimination, the Affirmative Action Officer designee will, within ten (10) working days, contact all parties named as respondents and outline the basic facts of the complaint. The respondents will be asked to provide a response to the allegations within a specific period of time.
3. The Affirmative Action Officer designee shall then investigate the complaint. At the conclusion of the investigation, the Affirmative Action Officer designee shall notify the complainants and respondents that s/he has completed the investigation. The Affirmative Action Officer designee shall then review the findings of the investigation.
 - A. If there is sufficient evidence to substantiate the complaint, appropriate action will be taken.
 - B. If insufficient evidence exists to support the complaint, a letter will be sent to the complainants and the respondents dismissing the complaint.
 4. A written answer will be provided to the parties within sixty (60) days after the complaints are filed. The complainants will be notified should extenuating circumstances prevent completion of the investigation within sixty (60) days.
 5. Dispensation of the complaint will be filed with the Commissioner of the Minnesota Management & Budget after the final determination.
 6. All documentation associated with a complaint shall be considered investigative data under the Minnesota Government Data Practices Act. The status of the complaint will be shared with the complainants and respondents. After an investigation is completed and all appeals are exhausted, all documentation is subject to the provisions of the Minnesota Government Data Practices Act.
 7. All data collected may at some point become evidence in civil or criminal legal proceedings pursuant to state or federal statutes. An investigation may include, but is not limited to, the following types of data:
 - A. Interviews or written interrogatories with all parties involved in the complaint, e.g., complainants, respondents, and their respective witnesses; officials having pertinent records or files, etc.

- B. All records pertaining to the case i.e., written, recorded, filmed, or in any other form.
8. The Affirmative Action Officer designee shall maintain records of all complaints and any pertinent information or data for three (3) years after the case is closed.

VII. REASONABLE ACCOMMODATION POLICY



Policy number – 424.01

Disability and Reasonable Accommodation

Policy

The Department of Health is committed to recruit, select and retain qualified people with disabilities. Accommodations will be provided to qualified individuals, whether an employee or job applicant (including employees seeking promotion), when such accommodations are directly related to performing a job or competing for a job. Expenses incurred in this process can be funded by the indirect cost pool allocation or by the division/section/unit budget. Accommodations will not be provided for non-job related personal needs including transportation to and from work.

Examples of such accommodations may include, but are not limited to:

- modification of equipment or assistive devices such as special telephone equipment, communication equipment, or audiovisual aides
- job site modifications such as equipment height, addition or outlets, relocation of job site to an accessible area, special parking facilities or other types of similar modifications
- job restructuring such as flexible work hours or removal of marginal job functions
- support services such as interpreters, job coaches or readers
- reassignment to a vacant position for which the employee is qualified

Accommodations will be made when:

- A person has been determined to have a disabling condition as defined by the law; and
- the department knows of the disability; and
- the person seeks an accommodation; and
- the accommodation is necessary to enable the person to perform the essential functions of the job or to enjoy the same benefits and privileges; and

- the accommodation is reasonable, does not impose an undue hardship, and does not pose a genuine direct threat

Supported Employment Program

The Department will support and encourage the use of the State's Supported Employment Program. This program is designed to provide people with severe physical, mental health and developmental disabilities employment opportunities within State Government. The use of this program will be encouraged through the cooperation of managers and supervisors. Each Division of the Department will analyze the requirements of this program and determine the extent to which it might be of value in each Division. Specific positions will be identified which could provide the type of work and development envisioned by this program.

Standard

Definitions:

Disability Status and Establishment of a Reasonable Accommodation

In order to qualify for a reasonable accommodation under this plan, an individual must have a disability as defined by the Americans with Disabilities Act and the Minnesota Human Rights Act. The definition consists of three parts:

1. A physical, mental or emotional impairment that substantially limits the ability to perform one or more major life activities.

- Major life activities include, but are not limited to, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, sitting, reaching, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, interacting with others, and working.
- A major life activity also includes the operation of a major bodily function, including but not limited to, functions of the immune system, normal cell growth, digestive, genitourinary, bowel, bladder, neurological, brain, respiratory, circulatory, cardiovascular, endocrine, hemic, lymphatic, musculoskeletal, and reproductive functions.

2. The person is regarded as having such an impairment.

This prong of the definition protects individuals from being discriminated against if they are regarded as having an impairment that substantially limits any activity of central importance in a person's life.

A substantially limitation is defined as an impairment which severely restricts or prevents a person from performing activities of central importance to his/her life. The impairment's impact must also be either long-term or permanent.

Persons claiming a disability must present information that clearly shows that the impairment is substantial. Submission of a simple medical diagnosis will not be sufficient to establish disability status under the ADA. The existence of a disability will be determined on a case-by-case basis, and this review will include, among other things, an analysis of the impact that the impairment has on the individual, the anticipated duration and the nature and severity of the impairment.

Following a review of the aforementioned considerations, including discussions with the employee, his/her supervisor, and the employee's medical provider, a workplace accommodation may be provided by MDH.

3. The person has a record of having such an impairment.

Even when an individual no longer has an impairment that substantially limits a major life activity, they are protected from being discriminated against if they have a record of such an impairment.

Undue Hardship: An undue hardship is an action that is unduly costly, extensive, substantial, or disruptive, or that would fundamentally alter the nature or operation of the Department of Health.

When determining whether or not to make the accommodation without imposing undue hardship on the agency, the following factors will be considered:

- the size of the agency's budget;
- the nature and cost of the accommodation;
- the ability to finance the accommodation in relationship to the site(s) where there may be a need; and
- documented good faith effort to explore a less restrictive or less expensive alternative.

Essential Functions: Tasks that are basic, necessary, or fundamental to accomplish the duties of the job. They may vary with individual job descriptions and include 43 physical, mental, and interpersonal activities necessary to effectively achieve anticipated job performance.

Qualified Person with a Disability: A person with a disability who meets the necessary prerequisites for the job **AND** who can perform the essential functions of the job, with or without reasonable accommodation.

Process for Employees Requesting a Reasonable Accommodation

Procedure

Step 1

The employee or applicant must inform the department or his/her supervisor that there is a need for a reasonable accommodation under this process. They do not have to use the words 'disability' or 'reasonable accommodation', but they must indicate that they have a condition, which necessitates a modification to their job or the application process. This disclosure can be provided to the supervisor or manager, the Human Resource professional who is an ADA designee, or to the Affirmative Action Officer, who serves as the Department's ADA Coordinator. Employees are encouraged to use the Reasonable Accommodation Request form, but its use is not required.

Step 2

Upon receipt of a disability recognition/accommodations request (either informally or in writing from an employee or his/her supervisor, the ADA Coordinator will meet with the employee and/or the supervisor to review the employee's job's essential functions, and the individual's specific accommodations requests to determine the specific abilities and limitations that relate to the essential functions of that position. The ADA Coordinator will then identify any barriers to job performance and discuss how these barriers could be overcome with an accommodation.

During this consultation, the supervisor and employee may be asked to identify potential accommodations and assess how effective each would be. The supervisor or manager will forward the following information to the ADA Coordinator for his/her review and action: name of employee, his/her accommodations request, verified or anticipated cost of the accommodation, and anticipated duration of such accommodation. If the accommodation requested will cost \$5,000 or more, the ADA Coordinator will forward the request along with his or her recommendations to the Division Director or other designated authority.

When the ADA Coordinator or Designee receives an accommodations request inquiry from an employee or supervisor, he or she will meet with the employee to gather facts about the accommodations request, and obtain authorization to acquire information from the employee's treating physician, therapist or other professional who is familiar with the employee's condition. Authorization will be granted only by way of a written release form. The ADA Coordinator will then send a letter of inquiry to the employee's physician seeking information that will assist him or her in determining if the employee's condition meets the definition of a disability as defined in the ADA, such as data about the impact that the

disability has on the employee's ability to perform his/her job {with or without the accommodation(s)}, and any accommodations recommendations from the physician.

All medical information will be retained in a confidential file that will be separate from the employee's personnel records. The supervisor or manager will be provided only information about the impact of the impairment in relation to the employee's job duties and the accommodations recommended.

Process for Applicants Requesting a Reasonable Accommodation

All initial communication between a job applicant and a supervisor or personnel representative regarding a position in the agency shall indicate the willingness of the agency to make a reasonable accommodation upon request, prior to the job interview. Applicants must indicate what accommodation is necessary to help them compete for the position.

If an applicant indicates a need for an accommodation, the supervisor or personnel representative will review and grant the request and provide the accommodation requested in accordance with existing laws and policies.

As a part of the approval process, the supervisor or manager should forward all relevant information to the ADA Coordinator, including: name of applicant, accommodation request made, actual/potential cost of the accommodation and anticipated duration of such accommodation.

* **Note:** Denials of Requests - All denials of requests for accommodations or determinations of non-eligibility under the ADA will be documented and kept on file by the ADA Coordinator. The employee/applicant will be notified of the denial in writing and advised of their right to file a complaint of discrimination under the affirmative action plan procedure and their right to file a complaint with the Minnesota Department of Human Rights or the U.S. Equal Employment Opportunity Commission or any other appropriate agency.

Responsible

Manager(s): Silvia Vaccaro

Affirmative Action Officer
651-201-5789

silvia.vaccaro@state.mn.us

Last Updated: 09/12/2011

Send completed form to:
e-mail:
Silvia.vaccaro@state.mn.us



Minnesota Department of Health
Office of Workforce Diversity
Reasonable Accommodation Request Form

The information you provide on this form will be used as part of the reasonable accommodation process in determining the responsibilities of MDH under the Americans with Disabilities Act (ADA). The statements you provide in this accommodation request form, and any subsequent statements you make related to this request, will be used by the ADA coordinator and/or designees in order to determine eligibility under the ADA and appropriate accommodations and any other action that should be taken. This data will be handled as "confidential" and will be retained separate from any personnel files of the requesting employee. Supervisors and managers will not be given specific information related to diagnosis or medical condition. They will only be advised of their responsibilities under the ADA and any needed accommodations identified through this process.

Name of Requestor
Division/Section/Unit
Phone
E-mail
Date of Request

1. Do you have an impairment that substantially limits your ability to do things that the average person can do with little or no difficulty (such as walking, lifting, seeing, hearing, concentrating, etc)? If so, please describe the impact that the impairment(s) has on you, including the how long it will last and severity of the impairment.
2. How does your condition impair your ability to perform your job duties?
3. What type of reasonable accommodation are you requesting? Please be specific.
4. Which essential job functions will this accommodation allow you to perform? How?
*Please attach a current position description

Employee Signature

Date

Supervisor Signature

Date

ADA Coordinator/Designee

Date

Approved **Disapproved (Must provide written explanation to requesting employee)

Signature

Date

Saved on 2/20/2013 10:39:00 AM
C:\Documents and Settings\JAHNST1\Desktop\owd materials\reasonable_acom_request.doc

Send completed form to:
e-mail:
Silvia.vaccaro@state.mn.us

VIII. EVACUATION PROCEDURES FOR PERSONS WITH DISABILITIES

Employees with temporary or permanent mobility impairments, deaf or hard of hearing employees, or those who feel they would be unable to evacuate the building in a timely manner due to a personal health condition, may choose to select two (2) Evacuation Assistants to provide aid during an emergency. The employee, with his/her supervisor and the Evacuation Assistants, should form a plan to meet in a specific area of the workplace for ALL emergencies. If the employee is in another area of the building, or one or both of the Evacuation Assistants is not available to help, the employee will ask for assistance from other individuals. Please review the general procedures for your facility.

During an evacuation, one (1) Evacuation Assistant will remain with the employee and instruct a fellow employee (Floor Warden, Division Monitor, or another Evacuation Assistant) to leave and report to the Building Emergency Coordinator or Building Security Guard the location of the employee and the remaining Evacuation Assistant. These individuals will remain at this location until their rescue is assisted by the Fire Department or Emergency personnel. If, due to building conditions, they are unable to remain at this location, they will relocate to an area behind doors (an office or conference room), and will call 9-911 to advise them of their relocation. Elevators will be unavailable during a building evacuation except to emergency personnel.

Weather Emergencies (during the work day)

When a weather emergency is declared during the workday, employees will be notified of the emergency. A supervisor should form a plan with an employee who is deaf or hard of hearing to ensure access to appropriate technology and notification. Notice to move to shelter areas during a weather emergency will be provided over the public address system or by building management. Employees with mobility impairments, either temporary or permanent, assisted by the Evacuation Assistants, should move to the designated shelter area described in the emergency procedures. Management shall direct visitors with mobility impairments to an emergency team member for assistance.

Weather Emergencies (before the work day)

When a weather emergency is declared by the Commissioner of Minnesota Management and Budget, the announcement will be made over WCCO radio (830 AM), KSTP, WCCO and KARE TV for broadcast. The announcement would also be forwarded to the Associated Press (AP) to be put on the news wire for radio stations in greater Minnesota and placed on the MMB website, www.mmb.state.mn.us before the start of the workday that agencies will be closed, except for weather essential employees. In addition, the MDH has designated a toll-free emergency message line

#888-234-1244 that employees can call to check on closure information. Depending on the duration of the emergency, employees may also receive a broadcast message on their work voicemails or their home telephone.

Supervisors should follow the steps outlined below to ensure that employees who are deaf or hard of hearing receive the information:

- Consult with employees prior to the emergency to determine what appropriate action and method of notification works best for that employee
- If the employee has a TDD/TTY machine or other assistive technologies, the supervisor may make arrangements with the employee to contact them through the Minnesota Relay Service
- If another method of notice is possible and appropriate, the supervisor shall use this method.



Emergency Closings

Policy

The Department of Health closes facilities during emergencies and grants paid time off to affected personnel pursuant to Minnesota Management and Budget [Administrative Procedure 5.4. \(PDF document\)](#)

Standard

The Department of Health has the discretion to close a facility during an emergency if there is an immediate threat to health and safety. Persons authorized to make closures include the Commissioner, Deputy Commissioner, Assistant Commissioners, or Human Resource Management Director. Emergency leave with pay may be authorized at any time of the day during or after normal work hours and in various work locations throughout the state. Pay may be authorized only if the Commissioner of Minnesota Management & Budget declares the situation an emergency.

Procedure

An emergency is declared either by the Commissioner of Minnesota Management and Budget or the Department of Health. The Commissioner of Minnesota Management and Budget notifies the Commissioner's Office or Human Resource Management that an emergency has been declared.

If an emergency is declared during the normal work day, Human Resource Management or Commissioners Office notifies the appropriate staff affected by the emergency by E-mail or by placing a broadcast message on all voice mail boxes.

If an emergency is declared outside normal work hours, Minnesota Management and Budget (MMB) notifies WCCO Radio 830, KSTP, WCCO, FOX-9 and KARE TV for broadcast. The announcement would also be forwarded to the Associated Press (AP) to be put on the news wire for radio stations in greater Minnesota, placed on the MMB website, www.mmb.state.mn.us, www.bereadymn.com and a MMB Twitter feed - http://twitter.com/mmb_emerg_close.

Health Department Twin Cities Metro area employees can call in to their telephone voice mail box or 651/201-5775 to hear a broadcast message regarding the emergency leave.

MDH employees in Greater Minnesota, traveling outside the Twin Cities area, or

who do not have telephone voice mail boxes, can check out the above mentioned stations or web site or call the MDH toll free number, 1-888-234-1244, to hear a recorded message. It is a good idea to carry this toll free number with you if you travel around Minnesota, because a recorded message will be placed on this line identifying the geographic area covered by the emergency leave.

Human Resource Management

Develops and administers Emergency Closing Policy

Consults with MMB regarding approval to pay Emergency Leave for closures

Establishes procedures for notifying employees of closures

Advises managers and supervisors of procedures and the purpose and intent of Emergency Leave provisions

Office of Emergency Preparedness

Provides information to HRM Division Director regarding incidents or events that may cause an Emergency Closure of an MDH facility.

Managers and Supervisors

Seeks approval from Assistant Commissioner, Deputy Commissioner, Commissioner, or HRM Director to institute emergency closures when there is immediate threat to the health or safety of employees

Releases employees from duty after approval

If Emergency Closure has not been approved by MMB, explains situation to HRM Director to determine if paid emergency should be requested

Explains procedures and processes for emergency closures to employees

Ensures that time for Emergency Leave is properly recorded on time sheets

Employees

Provides advice on the procedures to be used during investigation.

Reads and understands Emergency Closure and Emergency Leave provisions

Monitors information available through MDH and local media to determine if emergency closure has been authorized

Reports time accurately on time sheets after emergency closures

Responsible

Manager(s):

Director, Human Resource Management

jamie.gudknecht@state.mn.us

Contact

Person(s):

Director, Human Resource Management

lonna.beilke@state.mn.us

Last Updated:

03/03/2011

IX. GOALS AND TIMETABLES

Goals And Timetables

EEO Job Group	Women			Minorities			People with a Disability		
	Number Underutilized	Goal	Timetable	Number Underutilized	Goal	Timetable	Number Underutilized	Goal	Timetable
Officials and Administrators	0			0			3	1	June 2014
Professionals	0			0			82	5	June 2014
Technicians	0			0			6	1	June 2014
Protective Services									
Paraprofessionals									
Office/Clerical	0			0			17	3	June 2014
Skilled Craft									
Service Maintenance	0			0			0		

X. AFFIRMATIVE ACTION PROGRAM OBJECTIVES

The Minnesota Department of Health's mission is to *protect, maintain and improve the health of all Minnesotans*. The Department has created equal employment opportunity, affirmative action and diversity strategic objectives and activities that are an integral part of that mission. These processes involve integrating practices of equal opportunity, affirmative action and diversity into all aspects of agency operations.

The Department, through the combined efforts of the Commissioner, Deputy Commissioner, Assistant Commissioners, Human Resource Management, Office of Workforce Diversity, division heads, managers, supervisors and staff shall work together to:

Objective I: Create and promote a respectful work environment free from harassment and discrimination
--

Goal 1:

To lessen/eliminate acts of harassment, discrimination, and hostility through continuous learning

Action Steps:

- Provide consistent and periodic EO/AA/ADAA laws and practices training to all MDH staff.
- Partner with other agencies and private sector associates to exchange EO/AA practices, ideas and training methods, which may be utilized to provide relevant and timely information to MDH staff and constituents
- Join with HRM to educate and train management and staff in the benefits of creating a respectful work environment. Utilize all means to resolve issues including using alternative dispute resolution techniques internally to resolve workplace disputes and help eliminate hostile work environments.

Goal 2:

To clarify and model appropriate behavior by leaders and staff

Action Steps:

- Persuade all senior and mid-level MDH management to serve as "champions" for diversity, EO/AA, and a hostile-free work environment at MDH in words and action, including, but not limited to: stating support for the department's EO/AA policies and practices, attending EO/AA trainings, cultural learning sessions, sponsoring "brown bag" diversity discussion sessions, and encouraging their staff members to participate
- Help establish a process that ensures that MDH administrators and managers are measured and held accountable for their role in accomplishing the agency's

equal opportunity and affirmative action policies and practices

Goal 3:

Consistently measure agency compliance

Action Steps:

- Work with senior staff and HRM to ensure that all MDH employees are aware of the existence of this Plan, its contents, and their responsibilities under the Plan
- Provide periodic reports to management and staff that document the status of EEO/AA strategic objectives, staff recruitment goals and employee retention strategies

Objective II: Create and work with HRM to successfully implement the Pre-Hire Review Process

Goal 1:

Review supervisory hiring protocol with Human Resources Management staff

Action Steps:

- Promote the Pre-Hire Review Process
- Train supervisors, managers and Human Resources Management staff about the Pre-Hire Review Process
- Gather feedback from supervisors, managers and Human Resources Management staff about the process and ways to make it more effective
- Monitor the Pre-Hire Review Process

Objective III: Recruit and hire a workforce that reflects the increasing diversity of Minnesota

Goal 1:

Establish and maintain a recruitment process at MDH

Action Steps:

- Develop a sustainable workforce development plan. Engage MDH's leadership to embed the principles and values of diversity throughout the organization.
- Identify and recommend local, regional and national recruitment strategies and practices that will attract qualified candidates to the department
- Work with HRM and department hiring authorities to identify current and future staffing needs, particularly in scientific, information technology, laboratory and emergency preparedness areas
- Partner with division managers and supervisors to create and implement unit-specific recruitment efforts

Goal 2:

Encourage diverse talent to seek opportunities with MDH through cost-effective means

Action Steps:

- Attend local, regional and national recruitment events
- Connect with various MDH units to create an employment opportunity marketing plan that is directed to various diverse groups in a medium which is most appropriate to their needs, such as information in their native language, recruiting efforts routed through community elders, etc.)
- Collaborate with HRM, MDH managers, public and private sector organizations, and community contacts to create and utilize innovative recruitment resources in the search for talent
- Establish new, and strengthen existing networking resources for the purpose of announcing job vacancies, and receiving referrals of specific candidates for open positions
- Assist in the development of a formal MDH internship program for college students, which will prepare them for future work opportunities within the agency

Objective IV: Retain a diverse workforce through the creation and maintenance of employee development opportunities and a positive, nurturing workplace environment
--

Goal 1:

Help foster an environment where people feel welcome, accepted and valued

Action Steps:

- Assess retention and workplace climate data through employee surveys and other information gathering means. Provide general findings and recommendations for changes in policy and practices to MDH administration, HRM, managers, and supervisors for their review and action
- Explore the development of an internal mentorship program that will provide employees with opportunities for professional skills development
- Work in conjunction with appropriate MDH administration and HRM to develop, enhance and implement a department succession plan and career development opportunities for staff
- Help support existing employee recognition programs, and propose new events, dependent upon resources.
- Support HRM, managers and supervisors in intervention efforts regarding workplace conflicts

Goal 2:

Reduce avoidable turnover of staff

Action Step:

- Conduct quantitative and qualitative analyses of agency turnover, report findings to HRM and department administration, and issue recommendations to decrease

Goal 3:

Provide opportunities for employee self-sufficiency

Action Steps:

- Encourage employees to explore career development and promotion opportunities within the Department, and refer them to resources for assistance
- Conduct outreach efforts with internal and community partners regarding EO/AA education, training and other joint ventures
- Collaborate with public and private organizations to provide and receive EO/AA

Objective V: Develop a new agency wide effort to address disparity issues for people with disabilities

Goal 1:

Review MDH's utilization charts, goals and timetables related to initiatives for recruiting, hiring, promoting and retaining disparate groups as a means to identify issues in Equal employment Opportunity at MDH.

Action Steps:

- Emphasize the need to address our disparity issues in creative and sustainable ways with activities that are an integral part of MDH's mission
- Review the Department's annual placement goals and determine courses of action to meet these goals
- Determine a timeline to meet goals and check periodically for progress

Goal 2:

Identify barriers to employment and retention for protected group individuals and address those barriers

Goal 3:

Foster an environment where people feel welcome, accepted and valued

Action Steps:

- Work in conjunction with appropriate MDH administration and HRM to develop, enhance and implement a department succession plan and career development opportunities for staff
- Help support existing employee recognition programs, and propose new events, dependent upon resources.
- Support HRM, managers and supervisors in intervention efforts regarding

workplace conflicts.

XI. METHODS OF AUDITING, EVALUATING AND REPORTING PROGRAM SUCCESS

The Minnesota Department of Health maintains its efforts to meet affirmative action goals and reports the resulting progress on a needed basis either monthly or quarterly. MDH Reporting requirements include:

State Agency EEO/AA/ADA Reporting Requirements

REPORT	RESPONSIBLE	TIMELINE	SUBMIT TO
Agency Affirmative Action Plan https://extranet.mmb.state.mn.us/diversity/aff_toolbx/plan.htm	Executive state agencies and MnSCU institutions https://www.revisor.leg.state.mn.us/statutes/?id=43A.191 ; 39105.0400; subp. 1 and subp. 2	July of even number years	MN Management & Budget
Affirmative Action Plan Audit http://extranet.mmb.state.mn.us/odeo/audit.htm	Selected state agencies and MnSCU institutions https://www.revisor.leg.state.mn.us/statutes/?id=43A.191 ; Subd. 3., A.P. 19.2, Section A	Odd year of the Affirmative Action Plan	MN Management & Budget
Monitoring the Hiring Process (MHP) https://extranet.mmb.state.mn.us/diversity/aff_toolbx/monitoringprocess.htm	Agencies with 25+ employees https://www.revisor.leg.state.mn.us/statutes/?id=43A.191	Each hiring transaction when there is a disparity in the EEO job group	Agency Affirmative Action Officer/ Human Resources
Quarterly Report http://extranet.mmb.state.mn.us/odeo/quarterly/report.htm	Agencies with 25+ employees https://www.revisor.leg.state.mn.us/statutes/?id=43A.191 ; 3905.0700, Subp.1	Third Friday of April, July, October, January	MN Management & Budget
Internal Complaint Disposition	All agencies STAT AUTH: MS 43A.04 subd 3 ; Rules 3905.0500	Within 30 days of final disposition of complaint	MN Management & Budget
Internal Complaint Report	All Agencies STAT AUTH: MS 43A.04	Annually –	MN

http://extranet.mmb.state.mn.us/odeo/complaint.htm	subd 3; Rules 3905.0500	Third Friday in January	Management & Budget
ADA Report http://www.mmb.state.mn.us/sub-ada	All agencies 43A.191, Subd.2, (b), 1, 2, 3., (c), (d) Titles I and II of the American's Disabilities Act and Executive Order 96-9	Annually – September 1st deadline	MN Management & Budget

Pre-Employment Review Process

The Minnesota Department of Health will act affirmatively to recruit and hire qualified individuals from protected groups. The following process describes the steps necessary prior to a supervisor making an offer of employment.

Responsible Entity	Action Required
Human Resource Management in partnership with Supervisors and Managers	Ensure that position descriptions accurately reflect the required knowledge, skills and abilities required to perform the essential functions of the position. Revise as required.
Human Resource Management	Upon receipt of a request to fill a position, the HRM staff will notify the supervisor of unmet affirmative action goals.
Supervisors & Managers	If a new job announcement is necessary, the hiring supervisor will be encouraged to target recruitment activities that will address any unmet goals.
Supervisors & Managers	Job related and objective questions will be prepared and asked during the interviews consistently to all candidates. Supervisors are encouraged to review interview questions with the agency affirmative action officer or HRM rep. to ensure that they are based on objective, job-related criteria.
Senior Leadership	Managers and supervisors will be accountable to Senior Leadership for meeting affirmative action goals.

Affirmative attempts to eliminate under-utilization can be undertaken at several points in the employment process. OWD and senior management of the Agency will encourage all hiring supervisors to consider the following issues during the course of employing individuals in the agency. The following questions address the areas in which supervisors can affirmatively ensure equal employment opportunity:

Anticipating a Need

1. What is the composition of the current staff complement?
2. Is there under-representation within the agency/division/unit?
3. What is the current capacity of staff to understand and meet the needs of a diverse constituency?

Establishing a Position

1. What knowledge, skills and abilities are needed in order to perform the essential functions of the position?
2. Who will be most impacted by the work of this position?
3. Are there any special skills required (such as bi-lingual capability or specific cultural sensitivity)?
4. Are there affirmative action goals for this job group?

Identifying Recruitment Resources

1. What media resources are available? Are they targeted to address under-utilization?
2. What internal resources are available (including staff within the agency)?
3. What electronic notification methods are available?
4. What relationships with recruitment sources exist?
5. What external events/activities can be used to promote this position?

Assessing Composition of the Applicant Pool

1. Does HRM indicate that there is a diverse pool of qualified applicants for this position?
2. If the pool is not diverse, can the position be re-posted?

Selecting Competent, Caring and Committed Staff

1. Do candidates possess the required knowledge, skills and abilities to perform the essential functions of the position?
2. Do they possess the capacity to understand and meet the needs of those impacted by the work?
3. Have they demonstrated the ability to work in diverse team environments?

Retaining Diverse Talent

1. Does staff have the needed training, support and feedback to be successful?
2. Is the work culture conducive to their professional growth?
3. Are there support mechanisms in the agency that will assist them in being productive?

Measuring Performance

1. Have they demonstrated competence in performing the essential job functions?

2. What accomplishments have they made?
3. What contributions have they made to the agency-wide affirmative action and diversity goals and objectives?
4. Have they demonstrated an ability to interact effectively with co-workers and stakeholders?
5. What development goals would assist them in being more effective in their work?

The Minnesota Department of Health is required by federal and state law to maintain various personnel records for the purpose of preparing reports. To meet this requirement, a centralized reporting system has been established and will be maintained by the Human Resource Management Division and the Affirmative Action Officer.

The department will evaluate its progress in the following ways:

- Through automated systems (Access, SEMA4, Crystal Reports) progress is measured and communicated to agency management members who shall disseminate that information to their respective areas of responsibility
- A pre-review of layoff decisions will be conducted to determine any adverse impact on protected group employees
- Employment interview methods will be randomly reviewed to ensure that all selection criteria are objective and job related
- Quarterly reports on hiring and separation rates will be generated, compiled and distributed to agency management
- Evaluations of all training will be conducted at the time of the training session to determine whether or not they meet the intended objectives



Complete this form ONLY for vacancies where there is an underutilization for a protected group in an EEO Job Category.

I. GENERAL INFORMATION

Agency Name (include location or facility):	Job Classification and Job Code (example: PCS, Sr / 0859):	EEO Job Category:
Requisition Number (if none, use Position Number):	Unlimited, Classified Filled Through Multi-Source (List) or Non-Competitive, Qualifying (Non-List) Appt SEMA4 Action/Reason Code (list):	Appointment Date:

II. IDENTIFY UNDERUTILIZED PROTECTED GROUP(S) FOR THIS VACANCY (Check all that apply)

- Women Minorities People with a disability

III. INDICATE RECRUITMENT CONDUCTED FOR THIS POSITION (Check all that apply)

- | | | |
|---|---|--|
| <input type="checkbox"/> Newspapers | <input type="checkbox"/> Community Newspaper | <input type="checkbox"/> |
| <input type="checkbox"/> Community/Civic Organization | | |
| <input type="checkbox"/> Internet Job Boards | <input type="checkbox"/> Diversity-focused Internet Sites | <input type="checkbox"/> |
| <input type="checkbox"/> Employee Suggestions | | |
| <input type="checkbox"/> Colleges/University Posting | <input type="checkbox"/> Trade/Technical School Posting | <input type="checkbox"/> |
| <input type="checkbox"/> Workforce Center | | |
| <input type="checkbox"/> Job Fair | <input type="checkbox"/> MMB Website | <input type="checkbox"/> Professional Organization |
| <input type="checkbox"/> Diversity-focused Magazine/Journal Website | <input type="checkbox"/> Disability/Minority Councils | <input type="checkbox"/> Agency |
| <input type="checkbox"/> Direct mailing | | |
| <input type="checkbox"/> Other, please explain: | | |

IV. RECRUITMENT COSTS FOR THIS POSITION \$ _____
(Cost of recruitment in Section III)

V. INDICATE WHO WAS INVOLVED IN THE RECRUITMENT (Check all that apply)

- Affirmative Action Officer Agency Recruiter Hiring Manager
 HR Staff MMB Recruiter
 Other, please explain:

VI. TOTAL NUMBER OF PEOPLE IN THE APPLICANT POOL _____

VII. NUMBER OF QUALIFIED PROTECTED GROUP MEMBERS IN THE APPLICANT POOL

Identify underutilized protected group(s) for this vacancy below.	# of protected group members in the Applicant Pool	# of protected group members the agency attempted to contact	# of protected group members responding to contact from agency	# of protected group members who were interviewed	# of protected group members who withdrew or declined job offer
<input type="checkbox"/> Females					
<input type="checkbox"/> Minorities					
<input type="checkbox"/> People with Disability					

VIII. APPOINTMENT

Affirmative Yes (If Yes, go to the last section and sign. You do not need to complete the rest of the form.)

OR

Non –Affirmative Yes (If Yes, indicate in the next section whether the appointment was Justified OR Non-justified.)

IX.

<p style="text-align: center;">JUSTIFIED</p> <p>The following reasons may apply if appointee is not a member of a protected group (women, minority or person with disability) for which there is an underutilization. Select a reason for each member of a disparate group.</p>	OR	<p style="text-align: center;">NON-JUSTIFIED</p>
--	-----------	---

Collective Bargaining Agreement Provisions

Contract/Plan provisions applied. Including, but not limited to: seniority, appointment from layoff, claiming, transfer/demotion in lieu of layoff or reassignment to avert a layoff.
Explain: _____

Appointment made in order to comply with grievance, arbitration, or litigation settlement.

Workers' Compensation/Disability

Appointed workers' compensation employee or appointed individual with a disability as a reasonable accommodation (under A.P. 13.1).
 Unable to make reasonable accommodation for applicant's disability.
Explain: _____

Human Resource, Protected Group or Requirement Issues

No members of disparate groups were in the Applicant Pool.
There were (_____) applicants in the pool who did not disclose their protected status.
 Member of disparate group failed to pass mandatory job requirements; such as: education, training, experience, certification /licensure, physical exam, or background check.
Explain: _____

Member of disparate group did not respond to agency's contact, voluntarily withdrew their name, or were not interested in the position.
 The person selected was not a member of the disparate group, but was **substantially** more qualified than the candidates not selected.
What Knowledge, Skills and Abilities made the appointee substantially more qualified?
Explain: _____

Missed opportunity
Explain: _____

X. PRE-APPOINTMENT/EMPLOYMENT REVIEW PROCESS

Was the **pre-appointment/employment review process** followed, as stipulated in agency affirmative action plan?

Yes No If no, please explain:

XI. SIGNATURE BLOCK

<p>_____ Signature of Agency Human Resource Staff</p> <p>Date _____ Phone _____</p>	<p>_____ Signature of Affirmative Action Officer</p> <p>Date _____ Phone _____</p>
---	--

XII. RECRUITMENT PLAN

The Department actively recruits talent from diverse backgrounds for all positions in the agency. Recruitment for agency positions is the responsibility of every manager and supervisor who has authority to make hiring decisions. HRM and OWD will partner with agency managers and supervisors to provide them with guidance and assistance as needed. OWD also assists by establishing recruitment contact relationships within diverse communities, and providing technical support as needed. The recruitment plan is paired with the retention plan to form a seamless and comprehensive workforce strategy.

The department takes a multi-faceted approach to actively recruit protected group members for positions in the agency. Recruitment of individuals with disabilities will be emphasized. We will engage in mutually beneficial partnerships with MDH disability issue-related committees, other state agencies and community organizations designed to provide employment services to people with disabilities as a part of our recruitment efforts.

Listed below are the various methods we employ in the area of recruitment during the period for this Plan:

A. Internal Recruitment Activities

MDH employees have access to internal postings and bid only postings through this direct intranet link to MDH positions:

<http://fyi.health.state.mn.us/fadmin/hrm/postings/>

MDH employees also have access to the State of Minnesota postings through this direct intranet link to State of Minnesota positions:

<http://www.health.state.mn.us/divs/hrm/postings.cfm>

Position announcements are also distributed via the internet, to various and diverse local, regional and community media publications, community groups, and by way of personal contacts in order to ensure receipt by the widest possible audience (Please see external recruitment activities). We will periodically review these recruitment efforts to determine the level of success of our efforts.

Furthermore, all of our new hired employees are surveyed about how they found out about our positions through the following questions:

- MDH Website, www.health.state.mn.us
- MDH Employee
- State of Mn Jobsite, www.state.mn.us
- State of Mn Job Phone Hotline

- Another State Agency
- Minnesota Workforce Center
- Faculty/Staff from School
- Job Fair
- Internet
- Community Agency/Organization
- Advertisement in Newspaper
- Other (explain)

Some questions have space to offer details about the question asked. From this survey, MDH has been able to identify that other employees and word-of-mouth are the most effective resources for finding qualified candidates.

Nevertheless, MDH's recruitment strategies focus on expanding the network of resources to include many external recruitment activities including but not limited to community groups, state agency networks, and college and university career offices. MDH's Office of Workforce Diversity has created a list of contacts from community-based groups, minority councils, and minority placement offices at local colleges and universities to use for targeted recruitment efforts.

B. External Recruitment Activities

Human Resources management staff, supervisors, managers, and directors are essential participants of the hiring process, they are trained with the expectation that they will be agents in meeting the goals set for the new biennium.

Other external recruitment activities MDH participates in are:

- **Job & Community Fairs**

The Department attends job fairs and community fairs (i.e. county fairs in conjunction with county health officials) during the term of this Plan, some of the job and community fairs attended are:

2012 Minnesota Veterans Career Fair

University of Minnesota School of Public Health Job Fair

Diversity Job Fair

ADA Career Fair

Hmong Career Fair

- **Recruitment Outreach**

The Office of Workforce Diversity will continue to inform collaborative partners and the general community regarding employment opportunities with the agency. For this purpose we utilize MMB's network of collaboration/enterprise with about 500 diverse organizations in diversity and public health.

Additionally, it is our commitment to meet our overarching strategic goal of eliminating health disparities for our protected group populations. An example of this commitment is our Office of Minority and Multicultural Health (OMMH) which provides leadership on

minority and multicultural health issues among programs and communities. OMMH promotes racial and ethnic approaches to public health and health care services and leads the department's Eliminating Health Disparities Initiative. This effort works to close the gap in the health status of African Americans/Africans, American Indians, Asian Americans, and Hispanic/Latinos in Minnesota compared with whites in the following priority health areas: breast and cervical cancer, cardiovascular disease, diabetes, HIV/AIDS and sexually transmitted infections, healthy youth development, and violence and unintentional injuries, and by 2010, decrease by 50 percent the disparities in infant mortality rates and adult and child immunization. This initiative partners with a wide variety of organizations and group and integrates state level activities within MDH.

Advertising

In addition to advertising specific vacancies in community newspapers, the department will utilize electronic media, and postings of internships and job opportunities with the

Star Tribune

Duluth News Tribune

Mankato Free Press

Rochester Post

Fergus Falls Daily Journal

St. Cloud Times

St. Paul Pioneer Press

Greystone Group Advertising

- **Websites**

The Human Resource Management division, the Office of Workforce Diversity and other agency program staff utilizes several websites for recruitment:

Minnesota Works <https://www.minnesotaworks.net/>

State of Minnesota <http://www.careers.state.mn.us/>

Minnesota Public Health Association <http://www.mpha.net>

Public Health Jobs <http://www.publichealthjobs.net>

CareerBuilder <http://careerbuilder.com>

Landit <http://www.landit.org/>

- **Educational Institutions**

We will also explore the creation and management of paid and unpaid internships as well as job shadowing experiences for students in a variety of fields. Some of the educational institutions used for recruitment:

University of Minnesota School of Public Health

University of Minnesota-Duluth
University of Wisconsin-Superior
St. Scholastica University
St. Katherine's University
MNSCU network

- **Targeted Recruiting**

Our strategy to expand diversity within our department is to concentrate our efforts in creating a national presence at organizations that represent diverse populations with the science skills necessary for our positions. These organizations represent women, minorities, and disabled individuals with careers in science. Some examples are:

SACNAS-Society for Advancement of Chicanos and Native Americans in Science

APPINA-Asian American/Pacific Islander Nurses Association

Minority Nurses-Nurses with Disabilities

The Minnesota Black Nurses Association

Minnesota Community Organizations <https://extranet.mmb.state.mn.us/hr-labor/hr/recruittoolbox/directory/community.as>

- **Relationships**

We will strengthen our current relationships with community partners (serving people with disabilities, people of color and women) as well as develop new ones. These relationships will be cultivated through:

- In-service learning opportunities for MDH staff
- Immersion experiences in the community
- Partnerships with a wide variety of community organizations (i.e. diversity roundtables and institutes, professional organizations, educational institutions, non-profit organizations, etc.)

We will offer in-service learning forums for community resource contacts to present information about their services to MDH staff. Community immersion experiences will be offered as they arise. Partnerships with other organizations will conserve resources and add value to our efforts. Some examples are:

MN NAP NAP - Minnesota Chapter of the National Association of Pediatric Nurse Practitioners

Society for Risk Analysis <http://www.sra.org/>

- **Supported Employment**

We will recruit candidates for supported employment positions from local community resources that provide employment services to people with disabilities.

XIII. RETENTION PLAN

The Minnesota Department of Health will strive to affirmatively ensure equal employment opportunity by retaining a diverse composite of talented and qualified employees, with emphasis on under-represented individuals. The responsibility for these retention efforts to be successful lies with all employees. The department's retention strategy is a multi-faceted approach, guided by the Health Steering Team, agency management, HR Director, and Affirmative Action Officer.

Responsibility for retention program activities:

Primary responsibility for retention activities:

- A. Jamie Gudknecht, Human Resources Director
- B. Silvia Vaccaro, Affirmative Action Officer

Secondary responsibility for retention activities

- A. Hiring authorities in all divisions
- B. Human resources staff in general
- C. Training and employee development staff

Through experience, we have found that the best way to retain valuable employees is to provide them with a variety of mechanisms to feel supported within the workplace. Our primary focus will be: to anticipate future needs for talent, cultivate our employees' knowledge, skills, and abilities in order to prepare them for advancement opportunities, and to continuously enhance all of our efforts so that employees view the Department as a preferred place in which to work.

To improve the rate of retention of talented employees, we will continue with current efforts and integrate new approaches. These efforts will consist of:

- Conducting quantitative and qualitative analysis of agency turnover
- Advising agency leadership of trends and solutions
- Implementation of efforts to reduce turnover in areas identified through analysis
- Implementation of efforts to create and promote employee development opportunities
- Encourage employees to seek out career development opportunities

Conducting quantitative and qualitative analysis of agency turnover

- Quantitative Analysis - We will continue to monitor the patterns of separation and other employment trends that may affect turnover. Quantitative data will be

available on both a quarterly and annual basis.

- Qualitative Analysis - In order to apply the most appropriate turnover reduction strategies, first, the cause of turnover behavior must be determined. We will accomplish this task via interviews, surveys, focus groups and by other information-gathering methods. Qualitative information will be available on both a quarterly and annual basis

Advising agency leadership of trends and solutions

- Each quarter, the Health Steering Team (Commissioner, Deputy Commissioner, Assistant Commissioners, division directors) will be provided with a “snapshot” of employee retention data (quantitative and qualitative)
- Twice per year, HRM and/or OWD staff will meet with division directors to advise them of their own divisional trends and make recommendations to remedy disproportionate patterns
- High-level data analysis will be available on the department intranet for all employees. This information will be updated quarterly.

Implementation of efforts to reduce “avoidable” turnover:

Avoidable turnover includes voluntary resignations of classified and unclassified positions. We will also review transfers to other state agencies and non-certifications (employees who do not pass the designated probation period). We will continue our efforts to reduce avoidable turnover. The efforts will be based on trends identified through data analysis, which includes, but is not limited to:

- Employee Orientation
- Performance Management
- Early Conflict Intervention
- Workforce Planning
- Employee Recognition
- Coaching
- Mentorship
- Professional Development
- Employee Surveys

Employee Orientation Efforts

- Managers and supervisors new to the department will be offered a special orientation opportunity. This effort is currently organized by the Center for Workforce Development.
- All new employees are offered a New Employee Orientation Session, which is a half-day program that provides information about agency resources (including

EEO/AA and diversity).

Work Environment Improvement

Employers who provide a safe environment where employees are free to share their ideas and opinions are more likely to retain diverse talent. This Agency is committed to workforce development and open communication, and OWD will partner with divisions and work units to accomplish these aims. We will work to implement methods to gather feedback from our employees through focus groups that encourage interactive, authentic dialogues.

Performance Management

When employees are clear about their expectations, have constructive feedback on an on-going basis and work with their supervisors to construct an individual development plan they are less likely to leave an organization. A performance management toolkit is available for supervisory use.

Human Resources Management provides on-line information to agency management regarding the number of completed performance reviews within a one-year time period. This office will work towards a goal of assisting and encouraging managers, supervisors and administrators in the completion of performance reviews and individual development plans of all MDH staff during the time period for this Plan. OWD will be available to work with supervisors and representatives of the bargaining units upon request to identify barriers employees have in meeting performance expectations and work on initiatives that will produce measurable results.

Early Conflict Intervention

Employers who quickly respond to employee disputes are less likely to lose valuable employees. The department strongly believes in early detection and intervention of employee conflicts. The department will continue its current efforts to retain employees by resolving conflicts at the earliest possible occasion. The Human Resources Management team, including the Office of Workforce Diversity, provides support and guidance to managers and supervisors to resolve conflicts. The OWD and HRM staff will meet with work units as needed and make referrals to the Employee Assistance Program as appropriate.

Workforce Planning

Human resources staffing data has shown that MDH will experience a rapid growth in retirement rates. OWD and HRM will monitor the retirement rates and provide these projections to agency management. A coordinated approach will be developed that will provide resources and information on specific steps to be taken to consider issues such as demographic staff composition, cultural sensitivity, human relations aptitude, diversity dynamics and inclusive processes. As required by Executive Order 07-16 MDH will develop a workforce plan that will position the department to meet future workforce needs. A focused effort at workforce planning in a couple of critical areas of the Department will be completed.

Employee Surveys

Organizations that continue to assess their work environment and listen to the opinions of their employees are more likely to respond to areas in need of improvement.

Exit Surveys are given to departing employees (surveys started November 1999), as well as Six Month Retention Surveys given to employees who have been in their current position for at least six months (surveys started November 2000). The intent of each survey respectively, is 1) to learn why employees leave employment, and 2) to learn why employees seek employment and stay. We will continue to provide survey interpretation and analysis to MDH's management, as well as high-level reporting to the entire agency, highlighting positive areas and areas in need of improvement.

MDH - Employee Exit Survey

Thank you for your service to the Department of Health and to the citizens we serve. Because we are committed to protecting, maintaining and improving the health of all Minnesotans and keeping all Minnesotans healthy, we value your opinions about your employment experience with us. The questions were designed to measure various reasons people choose to leave and what, if anything may have influenced their decision.

This survey should take about 10 minutes to complete.

NOTICE: You are not legally obligated to answer this survey. There is no consequence for not answering this survey. The information from many surveys will be collected and summarized. The summarized information will be shared with MDH management used to help develop human resource programs and services.

You may submit your responses by using the "submit" button at the end of the survey. If you would like to speak with a Human Resources Management team member, call 612-201-5770.

This material will be made available in an alternative format upon request.

Questions

1. Briefly describe the factor(s) that influenced you to originally seek employment with MDH. (i.e. salary, benefits, career path, education, knowing someone who worked at MDH, an interest in public health or other factors)
200 character limit

2. Briefly describe the factor(s) that influenced your decision to leave.
200 character limit

3. Briefly describe the factor(s) that may have influenced you to stay.
200 character limit

4. Checkmark any of the following initiatives that may have influenced your stay.

- Mentorship program (matched to another employee to learn the organizational culture)
- Job shadow program (learn from other employees about the work they do)
- Internal career advancement program (understanding career tracks within system)
- More internal training opportunities for professional development
- More external training opportunities for professional development
- Specific program designed to manage work and life concerns
- Cross-functional training (learning tasks outside the position you were hired for)
- Leadership training (learning what is needed to manage people and projects)

- Rotational Assignments (mobility program to gain experience in other functional areas)
- Other (please describe):

5. My level of satisfaction with MDH as a place to work was...

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied

6. I knew what the Department's mission and vision statements were.

- Yes
- No

7. I understood how my job contributed to the Department's mission and vision statements.

- Yes
- No

8. I thought the MDH work environment was welcoming, supportive, and inclusive.

- Yes
- No

9. I thought Agency Leadership was accessible.

- Yes
- No

10. I think MDH should spend more time helping employees learn about interacting with constituents and co-workers who are different than they are (for example: cultural competency, diversity and disability awareness and education).

- Yes
- No

11. I had a mentor or someone at work that I felt comfortable going to with ideas, issues, or concerns.

- Yes
- No

12. I felt my immediate supervisor:

	YES	NO
Seemed to care about me as a person	<input type="radio"/>	<input type="radio"/>
Demonstrated fair treatment to everyone in my work unit	<input type="radio"/>	<input type="radio"/>
Stated clear job performance expectations	<input type="radio"/>	<input type="radio"/>
Provided recognition or praise for a job well done	<input type="radio"/>	<input type="radio"/>

Gave me opportunities at work to learn and grow	<input type="radio"/>	<input type="radio"/>
Helped me set individual development goals	<input type="radio"/>	<input type="radio"/>
Resolved complaints and problems promptly	<input type="radio"/>	<input type="radio"/>
Was available when I had questions	<input type="radio"/>	<input type="radio"/>
Empowered me to be engaged and productive in my work	<input type="radio"/>	<input type="radio"/>

13. I had a copy of my position description.

- Yes
- No

14. I was given a formal performance review.

- Every six months
- Once per year
- Never

15. The type of feedback that I typically received from my supervisor was...

- Formal feedback (written performance reviews and development plans)
- Informal feedback (ongoing discussions)
- Both
- Neither

16. I had the materials and equipment I needed to do my work right.

- Yes
- No

17. At work, I felt that my opinions seemed to count.

- Yes
- No

Comments

18. Do you have any comments you'd like to make?

1,000 character limit. There are 1000 remaining

Demographic Information

19. Which division are you leaving?

Pick one...

Thank you for participating in this survey! This data will be used and held in accordance with the Minnesota Data Privacy Act (M.S. 13.43)

This questionnaire is NOT a method to address instances of unlawful discrimination or harassment. The department has an internal complaint procedure that can be obtained by contacting Human Resource Management.

MDH - Employee Six Month Survey

You have reached the Six Month mark in your current position with the Department of Health. Thank you for your service to the Department of Health and to the citizens we serve. Because we are committed to protecting, maintaining and improving the health all Minnesotans and keeping all Minnesotans healthy, we value your opinions about your employment experience with us. The questions were designed to measure overall reasons people choose to join an organization and what support they need in order to succeed in their position.

This survey will be used to help update a summary regarding employees' perspectives on employment with MDH and to identify where and how our organization can improve. It should take about 10 minutes to complete.

NOTICE: You are not legally obligated to answer this survey. There is no consequence you for not answering this survey. The information from many surveys will be combined and summarized. The summarized information will be shared with MDH management and used to help develop human resource programs and services.

You may submit your responses by using the "submit" button at the end of the survey. If you would like to speak with a Human Resources Management team member, call (651) 201-5770.

This material will be made available in an alternative format upon request.

Questions

1. Briefly describe the factor(s) that influenced you to originally seek employment with MDH. (i.e. salary, benefits, career path, education, knew someone who worked at MDH, an interest in public health or other factors)
200 character limit

2. I want to have long-term employment and grow my career at MDH.

- Yes
- No

3. I have an interest in being in a supervisor, manager or leadership role at MDH.

- Yes
- No

4. Checkmark any of the following initiatives that may be helpful to your success at MDH.

- Mentorship program (matched to another employee to learn the organizational culture)
- Job shadow program (learn from other employees about the work they do)
- Internal career advancement program (understanding career tracks within the system)
- More internal training opportunities for professional development
- More external training opportunities for professional development
- Specific program designed to manage work and life concerns

- Cross-functional training (learning tasks outside the position you were hired for)
- Leadership training (learning what is needed to manage people and projects)
- Rotational Assignments (mobility program to gain experience in other functional areas)
- Other (please describe):

5. My level of satisfaction with MDH as a place to work is...

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied

6. I know what the Department's mission and vision statements are.

- Yes
- No

7. I understand how my job contributes to the Department's mission and vision statements.

- Yes
- No

8. I think the MDH work environment is welcoming, supportive, and inclusive.

- Yes
- No

9. I think Agency Leadership is accessible.

- Yes
- No

10. I think MDH should spend time helping employees learn about interacting with constituents who are different than they are (for example: cross-cultural competencies and diversity).

- Yes
- No

11. I have a mentor or someone at work that I feel comfortable going to with ideas, issues, or concerns.

- Yes
- No

12. I feel my immediate supervisor:

	YES	NO
Seems to care about me as a person	<input type="radio"/>	<input type="radio"/>
Demonstrates fair treatment to everyone in my work unit	<input type="radio"/>	<input type="radio"/>
States clear job performance expectations	<input type="radio"/>	<input type="radio"/>
Provides recognition or praise for a job well done	<input type="radio"/>	<input type="radio"/>

Gives me opportunities at work to learn and grow	<input type="radio"/>	<input type="radio"/>
Helps me set individual development goals	<input type="radio"/>	<input type="radio"/>
Resolves complaints and problems promptly	<input type="radio"/>	<input type="radio"/>
Is available when I have questions	<input type="radio"/>	<input type="radio"/>
Empowers me to be engaged and productive in my work	<input type="radio"/>	<input type="radio"/>

13. I have a copy of my position description.

- Yes
- No

14. I have been given a formal performance review already.

- Yes
- No

15. The type of feedback that I typically receive from my supervisor is...

- Formal feedback (written performance reviews and development plans)
- Informal feedback (ongoing discussions)
- Both
- Neither

16. I have the materials and equipment I need to do my work right.

- Yes
- No

17. At work, I feel that my opinions seem to count.

- Yes
- No

Comments

18. Do you have any comments you'd like to make?

1,000 character limit. There are 1000 remaining

Demographic Information

19. Which division are you in?

Thank you for participating in this survey! This data will be used and held in accordance with the Minnesota Data Privacy Act (M.S. 13.43)

This questionnaire is NOT a method to address instances of unlawful discrimination or harassment. The department has an internal complaint procedure that can be obtained by contacting Human Resource Management.

Analysis of Separation and Lay-Offs patterns for all employees

MDH utilizes all separations data that identifies employees who have separated from employment in fiscal year 2011-2012. The data identifies all separations by types of separation and by protected groups.

Types of Separation	Number	Percentage
Dismissal or Non-Certification	5	4%
Resignations	63	50.8%
Retirements	44	35.5%
Death	0	0
Lay-off	12	9.7%
Total Separations	124	

Protected Groups	Number	Percentage
Female	87	70.2%
Minority	15	12.1%
Disabled	6	4.8%

Adverse impact means “a substantially different rate of selection in hiring, promotion, transfer, training, or other employment related decisions for any race, sex, or ethnic group.” A finding of adverse impact could be made through terminations. The data does not support a showing of adverse impact on terminations for women, minorities or disabled employees.