

AA/EEO
1989 MONITORING ASSESSMENT

MINNESOTA DEPARTMENT OF HUMAN SERVICES
AFFIRMATIVE ACTION & EQUAL OPPORTUNITY
FY '89 MONITORING ASSESSMENT OF
REGIONAL TREATMENT CENTERS

TABLE OF CONTENTS

I.	Introduction	Page
	Information Dissemination	1
	Recruitment	2
	Complaint Activity	3
	Action Steps & Objectives	3
	Conclusion	3
	System Wide Strengths and Weaknesses	4
	Recommendations	5
	Protected Group Employee Representation	6
II.	Facility Assessments	
	Ah Gwah Ching	7
	Anoka	9
	Brainerd	11
	Cambridge	13
	Faribault	15
	Fergus Falls	17
	Moose Lake	19
	Oak Terrace	21
	St. Peter	23
	Willmar	26
	Addendum: Monitoring Checklist	28

MARCH 1989

MINNESOTA DEPARTMENT OF HUMAN SERVICES
AFFIRMATIVE ACTION AND EQUAL EMPLOYMENT OPPORTUNITY
FY '89 MONITORING ASSESSMENT OF REGIONAL TREATMENT CENTERS

- S U M M A R Y -

INTRODUCTION: The DHS AA office has completed the department's first on-site monitoring of the RTC's to evaluate progress and achievement in their AA programs. A checklist was used in the monitoring process (attached). The evaluation concentrated in four main areas. These areas are essential elements of an AA program that are required by law and rule.

- A) Information dissemination, which included policies and procedures, training and information.
- B) Recruitment and community outreach.
- C) Discrimination complaint activity.
- D) Goal achievement and hiring/staffing activity and FY '89 AA plan goals and objectives.

PURPOSE: To look at targeted areas of AA/EEO responsibility in each facility to find the areas of strength, weakness, improvement and commonality so that appropriate feedback and action could be taken to assist the RTC's in maintaining and strengthening their AA program.

INFORMATION DISSEMINATION

Improvements found at all of the RTC's were centered in the area of information dissemination. Training, combined with more consistent policies and procedures, has increased the visibility and awareness of AA/EEO issues throughout the system.

TRAINING: AA training has become an integral part of the RTC's overall effort to disseminate information, especially to supervisors and managers. A great deal of training has been presented by Central Office AA staff. During the current fiscal year alone, 16 training sessions have been provided to RTC staff by Central Office staff. Training topics: Preventing Sexual Harassment, AA/EEO Overview, and Cultural Sensitivity. The RTC's use several methods of updating staff on these issues, for example annual legal liabilities training, where each staff person reviews the facility policies and procedures, then initials and discusses these policies with their immediate supervisor. AAO's, along with

staff development personnel, offer ongoing updates on Sexual Harassment. Sexual Harassment has been the primary topic of attention this year.

Orientation for new employees initiates a new employee to the facility's policies and procedures. AA/EEO policies are usually presented by the AAO an AA Committee member, or the personnel director in the AAO's absence. It is preferred that the AAO present this information because this is the most opportune time to establish the AAO's identity with new employees. Employees should know who the AAO is and know who to go to if there are problems or questions.

Overall training sessions have gone well. Training sessions for line staff are planned for the next fiscal year, with the cooperative efforts of Central office, the RTC AAO's and staff development personnel.

RECRUITMENT

This area is the "weak link" in the RTC's AA programs. Among explanations given by the RTC's for not recruiting: no dollars were available, no jobs were available or open, downsizing and hiring freezes. One AAO said that he didn't recruit because of course, there wasn't any money, because it wasn't a high priority, and because people didn't respond to ads. Three facilities requested assistance from Central Office to assist in specialized recruitment efforts but failed to take ownership themselves as an overall part of their recruitment responsibilities. Two facilities commented that the Department of Employee Relations, Equal Opportunity Division should be doing the recruitment and advertisement for them.

There is still a lack of communication between the facilities and minority and other protected group communities. Most facilities say that they are willing to establish relationships with these communities but no visible efforts were identified during the monitoring except for at three facilities. At one facility it was mentioned that the minority and majority communities were at odds because of certain city employees having to learn the language and culture of the minority group. In the view of this facility, this has apparently tainted relationships at this time. This is notable because it reflects a "let's wait and see what happens" attitude, instead of a constructive/positive one that could produce better communication. In order to have an effective AA program it is essential to have stronger recruitment involvement/initiative and "ownership" on the part of the facilities.

COMPLAINT ACTIVITY

There has been a relatively low level of internal complaint activity at the facilities. Most complaints were resolved internally with investigations being handled by the AAO and on occasion by Central Office AA staff. There has been one formal internal race discrimination complaint and four formal internal sexual discrimination complaints.

Consultation with AA officers on their discrimination complaints showed that additional training needs to be provided on investigation procedures and proper handling of confidential and private information, the training sessions would offer the opportunity for the AAO's to improve their skills increase self confidence in investigating complaints of discrimination.

There are presently ten active EEOC Human Rights charges. Four of the ten charges were initiated this fiscal year. One is based on race, and the other three are based on disability status.

ACTION STEPS AND OBJECTIVES

The facilities have worked diligently to stay within their own established timelines that were submitted for the AA plan. This is not a problem area. Two facilities are behind schedule in a particular area such as recruitment efforts, contacting minority organizations, placing ads in newspapers. Most facilities included in their action steps and objectives plans to review and update their AA policies and procedures, and to incorporate an AA training session for supervisors and managers. These training sessions have largely been completed. The RTC's developed objectives that they felt they could meet and they are making timely progress.

CONCLUSION

This first on-site monitoring was generally well received by the RTC's. The AAO's and others who provided information were cooperative and helpful. The AAO's for the most part appear to have a better attitude toward AA/EEO than they did in 1987. The monitoring process was an opportunity for comparison to the perceptions, strengths and weaknesses found in 1987. There has been an overall improvement. On-site monitoring is also an important means for emphasizing RTC accountability for AA/EEO. The AAO's appear to view the DHS AA Office in a positive manner and not just as a "watchdog". The facilities contact the office for information, clarification of issues, and for consultation and assistance. Recruitment and outreach should be strengthened.

SYSTEM-WIDE STRENGTHS AND WEAKNESSES

STRENGTHS

- A) Improved written policies & procedures
- B) Promotion and completion of training for supervisors and managers
- C) AA/EEO visibility has increased significantly over the last two years. Definite AA/EEO presence has been established in the facilities
- D) Staff are more aware of their responsibilities
- E) AAO's are more knowledgeable
- F) Facility AA designees are working more closely with Central Office AA staff
- G) Action Steps and Objectives are on target.

WEAKNESSES

- A) Lack of meaningful recruitment
- B) No \$\$ allocated for recruitment
- C) Lack of energy, no time to perform AA tasks
- D) AAO attitudes are more reactive than proactive
- E) Defeatist attitude
apathetic attitude

RECOMMENDATIONS

- 1) Facilities should initiate communication and establish working relationships with protected group organizations in their communities.
- 2) More training should be provided to all AAO's such as general updates on AA/EEO issues, and how to conduct investigations, proper handling of private and confidential data, the organizational "role" of an AAO.
- 3) All policies that are more than three years old should be revised.
- 4) Central office staff development unit should work with the AA Office to establish a video training package for the facilities on AA/EEO.
- 5) There should be closer coordination with the AAO and staff development coordinator at the facilities.
- 6) AA/EEO policies and procedures should be a mandatory annual training topic for supervisors and managers. This should be addressed in a RTC training policy.
- 7) Facilities should participate in an Open House that is planned by the AA Office during the next fiscal year, to improve communication with protected group communities.
- 8) CEO's should make funds available for recruitment initiatives such as advertising in protected group publications, attendance at minority job fairs, training for AAO's. It is imperative that line staff receive training on Sexual Harassment and other types of Discriminatory Harassment.
- 9) Central Office management (Residential Program Division and Assistant Commissioner) should include an "accountability for AA/EEO" message through informal as well as formal means, such as occasional CEO meeting agenda discussion items. CEO performance should be evaluated on the basis of AA/EEO effort and results. These recommendations should be visibly supported by Central Office management.

The numbers for protected group employees including women managers for all the facilities combined from January 1987 - January 1989 are as follows:

January 1987 total Facility employees 6303

Minorities 124-Disabled 431-Vietnam Vets 363-Women Managers 6
or 1.96% or 6.83% or 5.75% or .095%

January 1988 total Facility employees 6369.

Minorities 111-Disabled 401-Vietnam Vets 367-Women Managers 10
or 1.74% or 6.29% or 5.76% or .157%

January 1989 total Facility employees 6334

Minorities 135-Disabled 511-Vietnam Vets 384-Women Managers 15
or 2.13% or 8.06% or 6.06% or 0.23%

These numbers reflect a slight increase in protected group individuals employed by DHS over the past two years. The largest increase has been with people with disabilities.

AH GWAH CHING REGIONAL TREATMENT CENTER

Erma Schantle
Affirmative Action Officer
Personnel Director
Monitoring 1/12/89

INFORMATION DISSEMINATION

POLICIES AND PROCEDURES: In the area of Information Dissemination, new employees during orientation receive policy information from the AAO. The new employees sign off that they have reviewed the policies. A personnel handbook including all policies and procedures is located on all the work units. This is consistent with the methods used at the other facilities. The consolidated AA plan was not posted on the official bulletin board located in the personnel office at the time of monitoring. The AAO said that it had been there earlier but it was not there or found before leaving the facility. Policies and procedures will be revised during the next fiscal year.

TRAINING: Sexual Harassment training has been offered to both supervisors and line staff. One session was for supervisors and managers, and three shorter sessions for line staff. All of these sessions were conducted by Central Office AA staff. These training sessions were objectives in the 88-89 AA plan. There are no other training sessions scheduled for the fiscal year.

RECRUITMENT AND OUTREACH

There have been some recruitment efforts made but, not enough. There were two R.N. vacancies and 12 part-time HST positions vacant during the monitoring. Plans are to place ads in newspapers at Bemidji, Brainerd, Walker and Grand Rapids for the vacant R.N. positions. Several names had previously been given to the AAO for contacts at the Chippewa Community Center and at Bemidji University. No contacts had yet been made at the time of the assessment. There are also plans to attend the Bemidji University minority recruitment fair. Recruitment is the one area that it is hoped will begin to flourish at this facility because of its location. The Bemidji University's Native Americans in Medicine program geared to Native Americans could assist in increasing the number of minority staff employed at Ah Gwah Ching. There was an opportunity to correct a VEV disparity in November 1988. The facility took a missed opportunity stating that the individual was unqualified.

ACTION STEPS AND OBJECTIVES

Ah-Gwah-Ching has achieved some of its action steps and objectives, such as the training sessions and plans to attend career days at area Universities. The major problem area is in recruitment outreach efforts. Community outreach was to have been established by making local contacts by November 1988 with local community organization. Another objective was to tie in with CO/AA Office in specialized recruitment efforts as of July 1988. These areas need to be worked on since they are now behind schedule. The last objective is to strengthen manager accountability by updating and revising position descriptions. This is being worked on with a target date of April 1989.

CONCLUSION

This facility could do well but it lacks energy and enthusiasm in its AA efforts. This facility needs to become more active in its AA initiatives.

RECOMMENDATIONS

- a) improve minority and other protected group community outreach
- b) continue with the training of line staff in Sexual Harassment and other types of discriminatory harassment conducted by the AA designee and Staff Development Coordinator.

ANOKA REGIONAL TREATMENT CENTER

Atashi Acharya
Affirmative Action Officer
Mental Illness
Program Director
Monitoring 12/11/89

INFORMATION DISSEMINATION

POLICIES AND PROCEDURES: This facility has done quite well in this area. The facility's AA plan was revised in February 1988. This plan is well written and concise. The Sexual Harassment Policy, Reasonable Accommodation and others were all updated at this time. The AA Plan is located in the Personnel Office and on individual work units. New employees receive information on AA/EEO during orientation from the Personnel Director who is also a member of the AA committee.

TRAINING: In addition to Sexual Harassment training provided by Central Office AA staff in August 1988, there has been one supervisory session and eight sessions for both line staff and supervisors since October 1988. The AAO has presented the training sessions to her division. This has been an excellent approach to get information out to employees. This method gives the AAO visibility to all employees so that it is known who to go to if there are problems and concerns. Since the AAO has been in the role as AAO for less than two years this method informs employees of the shift of AAO responsibilities from the Personnel Director. Approximately 20 people attended each of the individual sessions and 15 supervisors attended the one training session presented by the AAO.

RECRUITMENT AND OUTREACH

Recruitment has been strong at this facility. Ads have been placed in protected group newspapers, such as Insight News, S.E. Asian Newspaper and the Spokesman. Positions recruited for were: one O.T., four C.O.T.A.'s, four Behavioral psychologist (being held) and 12 R.N. positions. There have been four protected group hires this fiscal year. An offer was made to a minority O.T. but was turned down by the candidate. All protected group candidates on the DOER lists were contacted for interviews whenever there was an opening. There is one missed opportunity this year according to the personnel director. The position was for a pharmacy clinician. Two protected group candidates were on the list one declined the interview the other was interviewed but not hired. Central Office AAO has been contacted by members of the AA Committee to assist with recruitment efforts. Supervisors such as

in the psychology and social work department have also contacted the AA office for recruitment assistance. This facility as part of the community outreach initiatives participated in the STEP project. John Gilmore, a member of the AA Committee made the necessary arrangements to accommodate the minority student worker. Outreach to the Minnesota Institute on Black Chemical Abuse for consultation continues to be an overall positive effort to support the needs of the clients served.

DISCRIMINATION COMPLAINT ACTIVITY

There have been three informal complaints. Two of the three complaints have been resolved. Both of these complaints were based on disability. The third informal inquire was regarding race discrimination. The AAO has offered assistance to the employee. There have been no formal internal complaints filed this year. There are two current, Human Rights charges one is based on disability and relates to service delivery. The other is also disability and relates to employment. No findings have yet been issued.

AFFIRMATIVE ACTION COMMITTEE

This committee consists of five members including the AAO. The committee has been instrumental in all phases of the AA program such as, in recruitment, revising the AA plan, and other AA initiatives. The meetings were being held monthly, but now ad-hoc mini meetings are held when needed.

ACTION STEPS AND OBJECTIVE

This facility is on target with its stated action steps and objectives. The facility participated in the STEP project, AA information is provided to staff through orientation, newsletters and training. The AA program has increased visibility through the training efforts provided by the AAO.

CONCLUSION

This facility has done quite well this fiscal year. The combined efforts of the AA Committee and the AAO have resulted in a much stronger program than in previous years.

RECOMMENDATIONS

- 1) continue the recruitment and outreach initiatives.
- 2) continue the AA-Sexual Harassment training sessions for line staff

BRAINERD REGIONAL TREATMENT CENTER

Keith Bernard
Affirmative Action Officer
Staff Services Director
Monitoring 1/26/89

INFORMATION DISSEMINATION

POLICIES AND PROCEDURES: This facility revised its AA procedures and policies in December 1988. This new policy had not been posted at the time of the monitoring because the AAO wanted them distributed to supervisors at a supervisory training session scheduled to take place February 1989. Policies are available to employees through policy manuals on each work area. This method is consistent with the methods used at the other RTC's. Orientation is another means for new employees to receive information on AA policies and procedures. New staff also sign a checklist after the review of policies and procedures. This sign-off sheet is then placed in their individual personnel files. The AAO usually sends a representative to discuss AA/EEO topics during orientation, usually the Personnel Officer or Personnel Director. The AAO should begin to have a more visible role in orientation because this provides new employees knowledge of who to go to if there are problems or questions. This facility has done an excellent job in re-writing and revising the AA policies and procedures. The plan mirrors the consolidated DHS AA Plan.

TRAINING: An Affirmative Action Training session took place on February 7, 1989, conducted by Central Office AA Director, and Officer. This was a mandatory AA update for supervisors and managers. Sexual harassment training is also scheduled for March 16, conducted by Central Office staff. By March 16 most supervisors at this facility will have received all basic information concerning their AA/EEO responsibilities.

RECRUITMENT

This facility has advertised in many newspapers, newsletters but none in specific protected group publications. Many of the ads were placed in areas that target minority populations such as Cass Lake, Bemidji and Walker. Some positions recruited: C.D. counselors, R.N.'s, and Physical Therapist. Approximately \$300 has been spent since July 1, 1988. This is a proactive effort. This facility has offered to participate in the STEP project as part of their outreach initiatives.

COMPLAINT ACTIVITY

There have been two internal discrimination complaints, both complaints were investigated by Central Office Staff. There is one external human rights charge that has not yet been resolved.

ACTION STEPS AND OBJECTIVES

This facility has achieved most of its action steps and objectives planned for 88-89. This facility has done well in re-evaluating and strengthening their AA policies and objectives. Information is being given to supervisors and employees. The new AA plan and re-writing of their policies will assist in this process of strengthening and reexamined.

CONCLUSION

Brainerd could become a model facility with the improvements that have been made and with a continued focus on AA/EEO.

RECOMMENDATIONS

- 1) the AAO should become more active in new employee orientation sessions.
- 2) place ads in protected group newspapers.

CAMBRIDGE REGIONAL HUMAN SERVICES CENTER

LuAnn Carlson
Affirmative Action Officer
Wellness Coordinator
Monitoring 12/7/88

INFORMATION DISSEMINATION

POLICY AND PROCEDURES: Cambridge revised its Sexual Harassment Policy in 1988 and its AA/EEO policy and Reasonable Accommodation policy in September 1988. The AAO states that the Sexual Harassment Policy although revised in April 1988 will be reviewed again to make it more concise, and easier to read by employees. A review of this policy is a good idea considering that it is quite lengthy. The methods that Cambridge uses in getting information out to employees is consistent with the way that it is done at most facilities, through the use of policy manuals, and orientation sessions.

TRAINING: The Staff Development Director and the AA designee work together at this facility to assure that staff receive accurate information. Staff development is involved in the planning of AA/EEO training sessions. Sexual Harassment training has been conducted for supervisors and managers by Central office staff, and a mini one-hour Sexual Harassment training session was also conducted for line staff.

RECRUITMENT AND OUTREACH

This is an area of weakness. There has been essentially no recruitment, and outreach has been limited to job service referrals. There has been no advertisement in newspapers or journals outside of the facility. The explanation was the fact of downsizing and building closings. Another factor has been the possibility of the facility closing. There has been a hiring freeze. Most jobs filled recently have been with emergency appointments or short term temporary employees. However, there are positions where shortages exist, such as O.T. and nursing positions where there could have been contact or notices sent out to individual organizations stating there were openings in specific areas.

COMPLAINT ACTIVITY

There have been two internal sexual harassment complaints during this fiscal year. One complaint was withdrawn and the other was resolved internally with the AAO conducting the investigation with consultation from the Central Office AAO. The second complaint resulted in a ten day suspension of the complaint's male co-worker. During the handling of this complaint the AAO's need for training and role clarification became apparent. This is addressed later in Recommendations.

88-89 ACTION STEPS & OBJECTIVES

AA policies and procedures were completed. An AA update training session was conducted by the AAO and staff development director. Sexual harassment training was conducted for supervisors and managers. An area that is behind schedule is establishing a list of minority and other contacts for referrals, identifying and publishing ads in protected group newspapers and establishing at least one new contact for protected group referrals.

CONCLUSION

Cambridge Regional Human Services Center has done well considering the changes that have taken place organizationally with a new AAO and Personnel Director. A concern is that the AAO should be empowered to have a direct line of contact with the CEO when dealing with AA/EEO issues, even though it might be a different chain of command when dealing with other aspects of her job. Another problem area is a concern about the AAO's need for training and clarification of job responsibilities.

RECOMMENDATIONS

- 1) The AA designee should deal directly with the CEO on AA/EEO matters.
- 2) Training should be provided to the designee on AA/EEO responsibilities, the role of an AAO, how to handle investigation of discrimination complaints.
- 3) Recruitment should be done in areas where there are shortages and where hiring will occur.
- 4) The facility should establish at least one new protected group contact, an objective Cambridge had previously established.

FARIBAUT REGIONAL TREATMENT CENTER

Dave Lenway
Affirmative Action Officer
Staff Development Director
Monitoring 1/17/89

INFORMATION AND DISSEMINATION

POLICIES AND PROCEDURES: This is DHS's largest facility and probably one of the best organized in terms of advising employees of their rights and responsibilities. FRC's policies are posted throughout the campus in the center regulations books. EEOC policy is posted on the official bulletin board in the administration building and the AA plan is posted in personnel. Center regulations are reviewed annually in legal liability training which is put on a viewing monitor for review by supervisors and employees. Each staff reviews the film, reads the policies, and discusses with their immediate supervisor, then signs off and initials when completed.

TRAINING: Sexual Harassment training was conducted by Central office AA staff in cooperation with the facilities AAO and AA committee members. The facility staff reviewed their AA policies and procedures and Central Office staff conducted the Sexual Harassment training. There were approximately 50-55 participants, primarily supervisors and managers, who attended the two training sessions. New employees receive this information during orientation from Ira Lewis, a member of the AA committee. During orientation new employees are told who the AAO is and what to do if there is a complaint or a problem. A tape on Sexual Harassment is shown in this one-hour session and policies and procedures are covered.

RECRUITMENT AND OUTREACH

Some, but not much recruitment has been done. "The facility is downsizing" is one of the reasons given for the minimal recruitment efforts. Ads were placed in Espanos Unidos, a Hispanic newspaper, once this fiscal year. The Twin Cities International Program, a program coordinated by Ann Taylor for the facility to provide internships for international professional students who are interested in Mental Retardation continues to be a positive program. The contracts are for international students who want to gain knowledge of M.R. clients and of services provided in a Minnesota RTC. Other reasons, in addition to downsizing given by the facility's AAO for the minimal recruitment efforts were, no time, not a high priority, people don't respond and obligation to go with the DOER system.

ACTION STEPS AND OBJECTIVES

Overall this facility has done quite well in most areas. The action steps and objectives for the 88-89 are on target. There have been some gains not necessarily in disparity areas for three veterans, and one minority. There have been no missed opportunities.

CONCLUSION

This facility continues to improve. If the current efforts and level of commitment of the AA officer and the AA Committee continue, the facility can make exceptional progress.

RECOMMENDATIONS

- a) the AA designee and personnel director should get together to review methods of bringing in shortage occupation minority candidates for employment.
- b) improved overall recruitment efforts
- c) funds should be budgeted for AA initiatives which would include recruitment, training opportunities for the AAO, protected group advertising costs.

FERGUS FALLS REGIONAL TREATMENT CENTER

Doug Boyer
Affirmative Action Officer
Personnel Director
Monitoring Jan. 11, 1989

INFORMATION DISSEMINATION

POLICIES AND PROCEDURES: Fergus Falls Regional Treatment Center revised their Reasonable Accommodation and Sexual Harassment Policies in January 1989. Policies and procedures are placed in manuals in the Personnel Office and on the work units. Orientation for new employees is a self study and review course with the immediate supervisor reviewing all policies and procedures. The AA plan, policies and procedures were all located in areas accessible to staff for review and as indicated on 88-89 transmittal form.

TRAINING: All new employees receive training on AA/EEO. The Mental Retardation, Mental Health and dietary units are required to have annual updates on AA/EEO Policies and procedures and responsibilities. Tremendous efforts have been made this year to provide sign language courses to staff who are interested in obtaining skills to help them in communication with hearing impaired clients, and others. The series of classes being taught are provided monthly.

RECRUITMENT AND OUTREACH

This facility has done some recruitment although the designee said that as with most facilities there is a shortage of money for recruitment efforts. Ads were placed in newspapers that had large concentration of minority readers such as Fargo Forum, Grand Forks News and Grand Lake Herald. There were no ads placed in specifically minority newspapers. Ads were placed for physical therapist, Occupational Therapist, dentist and physicians. The facility expects to hire a minority psychiatrist from Canada this month.

COMMUNITY OUTREACH

The facility participated in the STEP project providing Job Shadowing for five high school students for a week, and providing summer employment and housing to three college minority students. This was a successful experience both from the student's and facility's point of view. They were positive about the work and the community.

ACTION STEPS AND OBJECTIVES

The action steps and objectives are on target from the 88-89 AA plans. Policies were updated on time and the facility participated in the STEP project.

CONCLUSION

This facility continues to improve in all areas. Attitudes appear to have changed since the initial meeting in 1987 regarding AA initiatives. Fergus Falls Regional Treatment Center has been a excellent facility to work with.

RECOMMENDATIONS

- a) the AAO should become a more active participant in orientation for new employees.
- b) advertise in minority newspapers.
- c) ensure supervisors and managers receive Sexual Harassment training.

MOOSE LAKE REGIONAL TREATMENT CENTER

Earl Schiltz
Affirmative Action Officer
Personnel Director
December 13, 1988

INFORMATION DISSEMINATION

POLICIES AND PROCEDURES: Policies and procedures are located in the facility's policy and procedure manual in the Personnel Office and in various work area locations throughout the facility. The policies and procedures were updated in 1988. During new employee orientation AA policies and procedures are presented by the AAO. The Central Office brochure is also distributed during the session. The Central Office AA plan is located and posted for staff review outside of Personnel.

TRAINING: In addition to sexual harassment training provided by Central Office staff and Equal Opportunity Division staff, it was good to see that there was a sexual harassment training conducted by Lois Greene, Staff Development Director, and Earl Schiltz, the AAO. A fiscal year objective was to provide an in-service to supervisory staff on the structured interview process. Central Office AA staff will assist in providing this in-service. This in-service may not take place before June 1989 or later, thus is behind schedule.

RECRUITMENT AND OUTREACH

The AA office was not informed at the outset of the temporary hiring of registered nurses, needed to meet HCFA requirements. If the AA Office had been informed a coordinated recruitment effort could have been implemented, contacting organizations on the DHS resource list, and connecting the facility with individuals and community organizations located in the vicinity of the facility. There has been no outreach to protected group communities, no advertisements placed in protected group newspapers or newsletters. There were ten recruitable RN positions, one PT position, one psychiatrist and one speech clinician position yet, no outreach was done or attempted in the area. Eleven positions have been filled. Five of the 11 were R.N.'s, one psychiatrist, one neurologist, one P.T. assistant, one emergency social worker and one speech clinician. These positions were unfortunately filled without first expanding the applicant pool with protected group candidates.

ACTION STEPS AND OBJECTIVES

On schedule in all areas except for one which was to provide an in-service on the employment interview process. It should also be noted that Moose Lake participated in the STEP pilot project by having a minority student observe and work with staff in the OT/PT department. Gary Oltmann, P.T. supervisor and a member of the STEP project team was responsible for arranging for the facility's participation in the project.

CONCLUSION

Moose Lake Regional Treatment Center has done well in the training and information area and with the time lines in the action steps and objectives. The weakest area is recruitment and outreach. The AAO could have done more to expand the applicant pool with protected group candidates for the RN vacancies, and other recruitable positions.

RECOMMENDATIONS

This facility needs to start recruiting and contacting protected group organizations. There is no cost to place ads in some publications and in others advertising is inexpensive. This should be initiated by the AAO. The AA Office can be of assistance in this area.

OAK TERRACE NURSING HOME

Cathy Johnson
Affirmative Action Officer
Personnel Director
Monitoring 12/2/89

INFORMATION DISSEMINATION

POLICIES & PROCEDURES: The facility has done well in this area. AA policies were updated in March 1988. These policies include all of the elements necessary for an effective AA program. The policies were posted and available for review by employees. Oak Terrace has done an excellent job in completing needed revisions to all of their policies.

TRAINING: All new supervisors receive training on their AA/EEO responsibilities related to disability, reasonable accommodations, and the hiring process. This is a very effective way of assuring that new supervisors are aware of the policies since they will be held accountable for knowing this information. Sexual Harassment training for supervisors and managers is scheduled for April 1989 and will be conducted by Central Office AA staff.

RECRUITMENT AND OUTREACH

Recruitment and outreach has been a significant part of AA/EEO at this facility. There has been contact with Lutheran Social Service Community Outreach Program, Hubert Humphrey Job Corps Center, The Community Action Program. These are three places that have been successfully used to increase the protected group community's awareness and knowledge of job opportunities at the facility. Ads for RN's, LPN's, CNA's were placed in the Spokesman newspaper August 1988 and several CNA bulletins went out to the DHS AA protected group Resource list. Recruitment at this facility far exceeds the performance of other facilities.

This facility also participated in the STEP Project offering summer employment to a minority student which was another way of removing barriers to employment opportunities.

COMPLAINT ACTIVITY

There have been no formal internal complaints this year. One informal sex discrimination complaint was dealt with by the AAO swiftly and appropriately. There is one Human Rights charge from June 1988 that is based on disability that has not yet been resolved.

ACTION STEPS AND OBJECTIVES

This facility is on target with its stated action steps and objectives. Ads have been placed in protected group newspapers and other protected group resources. Oak Terrace met its objective to participate in the STEP project. A Sexual Harassment training session is scheduled to take place April 1989. Policies and procedures have been updated.

CONCLUSION

Overall this facility has done well in all areas. The AAO is knowledgeable and is in touch with the concerns and issues regarding affirmative action/EEO. This facility has the benefit of an AAO who possesses a great deal of energy and commitment to the program.

ST PETER REGIONAL TREATMENT CENTER

Gerald Ylinen
Affirmative Action Officer
Personnel Director
Monitoring 1/25/89

At this facility the chair of the AA Committee plays a very active role in the AA program, probably even more so than the AAO. The designee admits that because he is the personnel director and often hears grievances, the AA chair, Nancy Lundin helps in that she is an objective resource person available to listen to complaints and complement the technical knowledge of the AAO.

INFORMATION DISSEMINATION

POLICIES AND PROCEDURES: The sexual harassment policy will be revised to include general harassment procedures. The policies and procedures are located in all work areas, policy and procedure manuals, and also in the elevators and in a central location in the personnel office. All policies and procedures are reviewed annually by all staff. All staff are required to sign and check off that the policies have been reviewed. During orientation session AA/EEO is given 45 minutes for the AAO or representative to review the policies and procedures. Each new employee is given a copy of the sexual harassment policy to assure they know and understand this policy in particular.

TRAINING: Supervisory training sessions have been minimal. Sexual harassment training was scheduled but was cancelled because of a lack of registration. There have been several sexual harassment information sessions conducted by Nancy Lundin and Gene Reynolds, staff development personnel. This training is an ongoing part of St. Peter's pre-service information sessions. There is a independent study class on cultural diversity called "Ethnic Notions" which is made available to staff. This tape is available at all times for review but so far only five people have reviewed this tape. A cultural diversity course was presented by Central Office AAO on February 14, 1989.

RECRUITMENT AND OUTREACH

There have been a number of hires made at St. Peter Regional Treatment Center, primarily R.N.'s and L.P.N.'s, a social worker position was also filled this was a missed opportunity according to the AAO. An offer had been made for the social work position before receiving the list from DOER with the protected group candidates names. Approximately 120 people have been hired since July 1, 1988, one full time security counselor, and two HST

positions were protected group hires. Some of these positions were 1/2 time positions and intermittent positions. Ads were placed in several newspapers but none targeted to specific minority papers or newsletter except for targeted recruitment by the Central Office AA office.

This facility was a clinical site for a minority occupational therapy student from Tuskegee University and should be commended for the hard work and efforts put forth to accommodate the student's needs.

COMPLAINT ACTIVITY

There have been three informal general harassment complaints. All have been resolved. There was one formal complaint of sex discrimination and disability which was investigated by Central office AA staff. There was a no probable cause finding regarding this complaint.

AFFIRMATIVE ACTION COMMITTEE

There is an AA committee whose members are appointed by the CEO. The committee met on the same day that the monitoring took place. This group is newly appointed therefore no work plan has yet been established. This group appears to be enthusiastic and willing to be involved. It is hoped that the AA chair, and AAO will shape this committee into one that is participatory instead of just observant. Some suggestions made to the AA chair and the committee were to have training on AA/EEO so that they can understand what AA/EEO is and is not, possibly plan a cultural awareness event where members could have an active role.

ACTION STEPS AND OBJECTIVES

Some of the action steps and objectives submitted in the 88-89 plan have been achieved, others have not. The facility has not placed ads in protected group newspapers or established ne resources. Central office staff assisted in recruitment efforts during the fall by sending out information on job opportunities at the facility. A training session for supervisors was scheduled but cancelled due to lack of enrollment. Training on sexual harassment and other discriminatory harassment should be mandatory for supervisors.

CONCLUSION

Overall St. Peter's AA efforts are fair. I asked the AAO if he was comfortable with the role of AAO and had the time to devote to this effort. He said he was comfortable, although on occasion there have been conflicts with personnel duties but felt that the AA chair is there to assist when needed. It is clear that the AAO has not concentrated recruitment efforts in recruitable areas.

RECOMMENDATIONS

- a) the AAO should provide more technical personnel/AA training to the AA Chair on AA issues since she receives most of the AA complaints.
- b) increase and improve recruitment efforts.
- c) AA committee should establish a work plan and goals.

WILLMAR REGIONAL TREATMENT CENTER

Jo Thompson
Affirmative Action Officer
Volunteer Services Coordinator
Monitoring 1/24/89

INFORMATION DISSEMINATION

POLICIES AND PROCEDURES: This facility is consistent with most of the facilities in the area of information dissemination. Orientation is the point at which most staff are told of the the AA/EEO policies and procedures. This also informs new employees of who to go to if there are problems in the future. The method of having a policy and procedures manuals on each unit is also consistent with what is done elsewhere. The policies and procedures were updated prior to this fiscal year.

TRAINING: Equal Opportunity Division and Central Office AAO provided sexual harassment training in May 1988. AA training updates will be provided to managers and supervisors through cooperative efforts of the AAO and staff development personnel to take place May 1989.

RECRUITMENT AND OUTREACH

Recruitment and outreach has been minimal but a relationship continues with the Willmar Migrant Council. The Council and the facility have been working together for job referrals, and possible placement of the councils clients at the facility for work experience. On one occasion the council provided an emergency spanish speaking interpreter to the facility. Ads were placed in the Minneapolis Star and Tribune, Willmar newspaper and in the Migrant Council Newsletter.

There was a request from the Migrant Council for job placement for a four week work experience. The facility could not accommodate the individual because the person could not speak English. There should be continued contact with the Council because eventually the facility might be able to provide a work experience to someone referred. There have been 15 positions filled since July 1, 1988. Some were intermittent 1/2 time HST positions but others were in the area of psychologist, social worker, physician, areas where more recruitment could have been emphasized. There were no minority applicants for any of the positions filled. A minority psychologist from Washington D.C. had expressed an interest in employment but later changed her mind.

ACTION STEPS AND OBJECTIVES

In regard to the objectives and action steps Willmar is on target in all areas. The hiring goal of one minority in goal unit 214 has been achieved.

RECOMMENDATIONS

- a) the AAO is also volunteer Services Coordinator. The AAO should allowed more time to perform essential AA duties.
- b) upgrade recruitment efforts by expanding community outreach with minority and other protected group organizations.
- c) work to improve communication between personnel and AAO.

CONCLUSION

Overall this facility has done quite well. Jo Thompson, the AAO has been cooperative and easy to work with. The concerns of the AA program center around the lack of time that the AAO has to perform essential AA responsibilities.

RESIDENTIAL FACILITIES
AA/EEO MONITORING CHECKLIST
FOR FISCAL YEAR 19

INFORMATION DISSEMINATION

A. Policies and Procedures:

_____ revised (Identify policy):

_____ posted

_____ distributed to employees

_____ Included in orientation (describe how this information is communicated, e.g., through supervisor, information, packet, etc.)

B. Training and Information Sessions:

_____ Supervisory sessions conducted

_____ # sessions

_____ # participants

_____ Topics: _____

_____ Instructor: _____

_____ Employee Sessions conducted

_____ # sessions

_____ # participants

_____ Topics: _____

_____ Instructor: _____

RECRUITMENT and PROTECTED GROUP COMMUNITY OUTREACH

_____ Local, State or National Recruitment Sources or Protected Group Advocacy organizations contacted (name of contact) and form of contact (e.g., personal, telephone, correspondence): _____

_____ Nature of outreach (e.g., information meetings, open house, cooperative projects, recruitment for specific vacancies): _____

page two

October 6, 1987

Residential Facilities
Affirmation Action/Equal Employment Opportunity
Monitoring Checklist

_____ Advertising in predominantly protected group media, newsletters, etc:

Position

Publications in which ads were placed

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

_____ Total cost of specific Affirmative Action advertising: _____

_____ Total number of recruitable positions: _____

_____ Total number of positions for which affirmative recruitment was conducted: _____

DISCRIMINATION COMPLAINT ACTIVITY

A. Internal Complaints

_____ Total # of Informal Complaints or Inquiries: _____

<u>Nature of Complaint:</u>	<u>Resolved or withdrawn</u>	<u>Discrimination Found: Yes/No</u>
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_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

B. _____ Total # Formal (written) complaints:

<u>Nature of Complaint:</u>	<u>Resolved or withdrawn</u>	<u>Discrimination Found: Yes/No</u>
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_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

page three

October 6, 1987

Residential Facilities
Affirmative Action/Equal Employment Opportunities
Monitoring Checklist

C. _____ Total # EEOC, State Human Rights or private actions alleging discrimination:

Basis for Charge

Current status: open/closed; probable cause/no probable cause

AFFIRMATIVE ACTION COMMITTEES (if applicable)

_____ # and job classifications of committee members

_____ # protected group individuals who are committee members

_____ committee's work plan for the next fiscal year (attach)

_____ work plan or activities the committee has engaged in (attach)

_____ how often committee meets: _____

GOAL ACHIEVEMENT ACTIVITY

_____ Total # Bargaining Units currently disparate

_____ # opportunities to correct a disparity

_____ # opportunities taken

_____ # opportunities missed

_____ # opportunities missed in which the protected group applicant was:

_____ not qualified

_____ marginally qualified

page four

Residential Facilities
Affirmative Action/Equal Employment Opportunities
Monitoring Checklist

_____ qualified but less qualified than person selected

_____ qualified but far less qualified than person selected

_____ Total # of positions which were targeted for affirmative action
recruitment during this fiscal year

_____ Total # of protected group employees promoted

_____ adverse impact analyzed:

Job class/exam: _____

Action taken: _____