

STATE OF MINNESOTA

Minnesota Management and Budget

Affirmative Action Plan

August 2016 – August 2018

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Table of Contents

I.	EXECUTIVE SUMMARY.....	5
II.	STATEMENT OF COMMITMENT	6
III.	INDIVIDUALS RESPONSIBLE FOR DIRECTING/IMPLEMENTING THE AFFIRMATIVE ACTION PLAN	7
A.	Commissioner or Agency Head	7
B.	Affirmative Action Officer or Designee	7
C.	Americans with Disabilities Act Coordinator or Designee	9
D.	Human Resources Director or Designee	9
E.	Directors, 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	12
V.	STATEWIDE POLICY PROHIBITING DISCRIMINATION AND HARASSEMENT	13
VI.	COMPLAINT PROCEDURE FOR PROCESSING COMPLAINTS FOR ALLEDGED DISCRIMINATION/HARASSMENT	15
	Responsibility of Employee:	15
	Who May File:	15
	Complaint Procedure:	15
	Filing Procedures:.....	16
VII.	REASONABLE ACCOMODATION POLICY	17
	Applicant	18
	Americans with Disabilities Act (ADA) Coordinator	18
	Direct Threat	18
	Essential Functions.....	18
	Interactive Process	18
	Individual with a Disability	18
	Qualified Individual with a Disability.....	19
	Major Life Activities.....	19
	Medical Documentation.....	19
	Reasonable Accommodation	19
	Reassignment	20
	Support Person.....	20

Minnesota Management and Budget
AFFIRMATIVE ACTION PLAN 2016-2018

Undue Hardship.....	20
General Standards and Expectations	21
Individuals who may request a reasonable accommodation include.....	21
How to request a reasonable accommodation.....	21
Timing of the request.....	21
Form of the request	22
The interactive process entails.....	22
Agency responsibilities for processing the request	23
Analysis for processing requests	24
Obtaining medical documentation in connection with a request for reasonable accommodation...24	
Confidentiality requirements	25
Approval of requests for reasonable accommodation	26
Funding for reasonable accommodations.....	26
Procedures for reassignment as a reasonable accommodation.....	26
Denial of requests for reasonable accommodation.....	27
Consideration of undue hardship.....	27
Determining direct threat	28
Appeals process in the event of denial	28
Information tracking and records retention	28
VIII. EVACUATION PROCEDURES FOR INDIVIDUALS WITH DISABILITIES.....	29
Evacuation Options:	29
Evacuation Procedures for Individuals with Mobility, Hearing, or Visual Disabilities:	30
Severe Weather Evacuation Options:	31
IX. GOALS AND TIMETABLES.....	32
X. AFFIRMATIVE ACTION PROGRAM OBJECTIVES	34
Objective #1: Recruitment Planning.....	34
Action Steps:.....	34
Evaluation:.....	34
Objective #2: Agency-wide Diversity and Inclusion Team.....	34
Action Steps:.....	34
Evaluation:.....	35
Objective #3: Interns, Trainee, Community Outreach and Internal Outreach.....	35
Action Steps:.....	35

Minnesota Management and Budget
AFFIRMATIVE ACTION PLAN 2016-2018

Evaluation:.....	35
Objective #4: Promote Accessibility.....	35
Action Steps:.....	35
Evaluation:.....	35
XI. METHODS OF AUDITING, EVALUATING, AND REPORTING PROGRAM SUCCESS.....	36
A. Pre-Employment Review Procedure/Monitoring the Hiring Process	36
B. Pre-Review Procedure for Layoff Decisions	36
C. Other Methods of Program Evaluation	37
XII. RECRUITMENT PLAN.....	37
A. Advertising Sources	38
B. Job and Community Fairs	38
C. College and University Recruitment Events	38
D. Recruitment for Individuals with Disabilities	38
E. Relationship Building and Outreach.....	40
F. Internships.....	40
G. Supported Employment (M.S. 43A.191, Subd. 2(d)).....	40
H. Additional Recruitment Activities	40
XIII. RETENTION PLAN.....	40
A. Individual(s) Responsible for the Agency's Retention Program/Activities.....	41
B. Separation and Retention Analysis by Protected Groups	41
C. Methods of Retention of Protected Groups	41
APPENDIX	43
Complaint of Discrimination/Harassment Form	43
Employee/Applicant Request for ADA Reasonable Accommodation Form.....	46
Agency Profile and Organizational Chart	48
Underutilization Analysis Worksheets	49
Separation Analysis by Protected Groups Worksheets.....	50
Other Relevant Agency Information, Policies, or Documents.....	51

I. EXECUTIVE SUMMARY

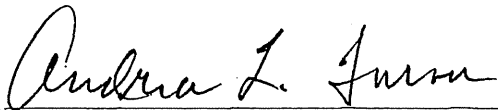
Review revealed underutilization of the following protected group(s) in the following job categories:

Table 1: UNDERUTILIZATION ANALYSIS OF PROTECTED GROUPS

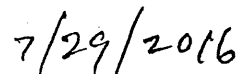
Job Categories	Women	Racial/Ethnic Minorities	Individuals With Disabilities
Officials/Administrators		XX	
Professionals			XX
Office/Clerical			
Technicians			

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 to is aware of Minnesota Management and Budget'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/Affirmative Action Office.

This Affirmative Action Plan meets the requirements as set forth by Minnesota Management and Budget, and contains affirmative action goals and timetables, as well as reasonable and sufficiently assertive hiring and retention methods for achieving these goals.



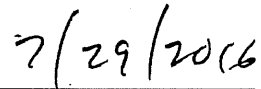
Affirmative Action Officer or Designee



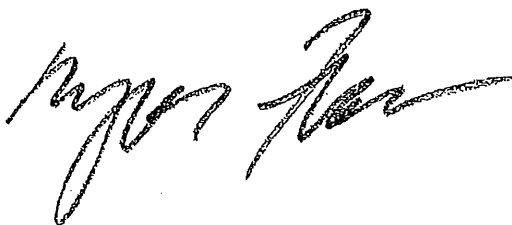
Date Signed



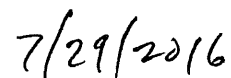
Human Resources Director or Designee



Date Signed



Commissioner



Date Signed

II. STATEMENT OF COMMITMENT

This statement reaffirms Minnesota Management and Budget is committed to Minnesota's statewide affirmative action efforts and providing equal employment opportunity to all employees and applicants in accordance with equal opportunity and affirmative action laws.

I affirm my personal and official support of these policies which provide that:

- No individual shall be discriminated against in the terms and conditions of employment, personnel practices, or access to and participation in programs, services, and activities with regard to race, sex, color, creed, religion, age, national origin, sexual orientation, disability, marital status, status with regard to public assistance, or membership or activity in a local human rights commission.
- This agency is committed to the implementation of the affirmative action policies, programs, and procedures included in this plan to ensure that employment practices are free from discrimination. Employment practices include, but are not limited to the following: hiring, promotion, demotion, transfer, recruitment or recruitment advertising, layoff, disciplinary action, termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship. We will provide reasonable accommodation to employees and applicants with disabilities.
- This agency will continue to actively promote a program of affirmative action, wherever minorities, women, and individuals with disabilities are underrepresented in the workforce, and work to retain all qualified, talented employees, including protected group employees.
- This agency will evaluate its efforts, including those of its directors, managers, and supervisors, in promoting equal opportunity and achieving affirmative action objectives contained herein. In addition, this agency will expect all employees to perform their job duties in a manner that promotes equal opportunity for all.

As the agency charged with administering the state's affirmative action program, statutes, and requirements, it is important that MMB lead by example and foster a culture that is inclusive, accountable, and customer focused. We must ensure both MMB and the enterprise provide an employment environment free of any form of discriminatory harassment. We strive to provide equal employment opportunities and exceptional service to all Minnesotans.



Commissioner

Date Signed

III. **INDIVIDUALS RESPONSIBLE FOR DIRECTING/IMPLEMENTING THE AFFIRMATIVE ACTION PLAN**

A. Commissioner

Myron Frans, Commissioner, Minnesota Management and Budget

Responsibilities:

The Commissioner is responsible for the establishment of an Affirmative Action Plan that complies with all federal and state laws and regulations.

Duties:

The duties of the Commissioner shall include, but are not limited to the following:

- Appoint the Affirmative Action Officer or designee and include accountability for the administration of the agency's Affirmative Action Plan in his or her position description;
- Take action, if needed, on complaints of discrimination and harassment;
- Ensure the Affirmative Action Plan is effectively communicated to all employees on an annual basis;
- Make decisions and changes in policy, procedures, or accommodations as needed to facilitate effective affirmative action and equal employment opportunity;
- Actively promote equal opportunity employment; and
- Require all agency directors, managers, and supervisors include responsibility statements for supporting affirmative action, equal opportunity, diversity, and/or cultural responsiveness in their position descriptions and annual objectives.

Accountability:

The Commissioner is accountable directly to the Governor and indirectly to the Minnesota Management and Budget Commissioner on matters pertaining to equal opportunity and affirmative action.

B. Affirmative Action Officer or Designee

Andrea L. Turner, Human Resources Director

Responsibilities:

The Affirmative Action Officer or designee is responsible for implementation of the policy's contained in the agency's affirmative action plan, and oversight of the agency's compliance with equal opportunity and affirmative action laws.

Duties:

The duties of the Affirmative Action Officer or designee shall include, but are not limited to the following:

- Prepare and oversee the Affirmative Action Plan, including development and setting of agency-wide goals;
- Monitor the compliance and fulfill all affirmative action reporting requirements;
- Inform the agency's Commissioner of progress in affirmative action and equal opportunity and report potential concerns;
- Review the Affirmative Action Plan at least annually and provide updates as appropriate;
- Provide an agency-wide perspective on issues relating to affirmative action and equal opportunity and assist in the identification and development of effective solutions in problem areas related to affirmative action and equal opportunity;
- Identify opportunities for infusing affirmative action and equal opportunity into the agency's considerations, policies, and practices;
- Participate in and/or develop strategies to recruit individuals in protected groups for employment, promotion, and training opportunities;
- Stay current on changes to equal opportunity and affirmative action laws and interpretation of the laws;
- Provide consultation, technical guidance, and/or training to directors, managers, supervisors, and staff regarding best practices in recruitment, selection, and retention, progress on hiring goals, reasonable accommodations, and other opportunities for improvement; and
- Serve as the agency liaison with Minnesota Management and Budget's Office of Equal Opportunity and Diversity and enforcement agencies.

Accountability:

The Affirmative Action Officer is accountable directly to the Deputy Commissioner of the Minnesota Department of Administration and indirectly to the Commissioner and Deputy Commissioner of Minnesota Management and Budget on matters pertaining to affirmative action and equal opportunity.

C. Americans with Disabilities Act Coordinator or Designee

Kate Rios, HR Consultant, Americans with Disabilities Act Coordinator

Responsibilities:

The Americans with Disabilities Act Coordinator or designee is responsible for the oversight of the agency's compliance with the Americans with Disabilities Act Title I – Employment and Title II – Public Services, in accordance with the Americans with Disabilities Act - as amended, the Minnesota Human Rights Act, and Executive Order 96-09.

Duties:

The duties of the Americans with Disabilities Act Coordinator shall include, but not limited to the following:

- Provide guidance, coordination, and direction to agency management with regard to the Americans with Disabilities Act in the development and implementation of the agency's policy, procedures, practices, and programs to ensure they are accessible and nondiscriminatory;
- Provide consultation, technical guidance, and/or training to directors, managers, supervisors, and staff regarding best practices in recruitment, selection, and retention of individuals with disabilities, provisions of reasonable accommodations for employees and applicants, and other opportunities for improvement; and
- Track and facilitate requests for reasonable accommodations for employees and applicants, as well as members of the public accessing the agency's services, and reports reasonable accommodations annually to Minnesota Management and Budget.

Accountability:

The Americans with Disabilities Act Coordinator reports directly to Admin Human Resources Director.

D. Human Resources Director or Designee

Andrea L. Turner, Human Resources Director

Responsibilities:

The Human Resources Director is responsible for ensuring equitable and uniform administration of all personnel policies including taking action to remove barriers to equal employment opportunity with the agency.

Duties:

The duties of the Human Resources Director include, but are not limited to the following:

- Provide leadership to human resources staff and others to ensure personnel decision-making processes adhere to equal opportunity and affirmative action principles;
- Ensure, to the extent possible, development and utilization of selection criteria that is objective, uniform, and job-related;
- Initiate and report on specific program objectives contained in the Affirmative Action Plan;
- Ensure pre-hire review process is implemented and receives support from directors, managers, and supervisors;
- Include the Affirmative Action Officer in the decision-making process regarding personnel actions involving protected group members, including hiring, promotion, disciplinary actions, reallocation, transfer, termination, and department and division-wide classification studies;
- Include responsibility statements for supporting affirmative action, equal opportunity, diversity, and/or cultural responsiveness in position descriptions and annual objectives;
- Assist in recruitment and retention of individuals in protected groups, and notify directors, managers, and supervisors of existing disparities;
- Make available to the Affirmative Action Officer and Americans with Disabilities Act Coordinator or designee all necessary records and data necessary to perform duties related to equal opportunity and affirmative action.

Accountability:

The Human Resources Director is directly accountable to the Deputy Commissioner for the Minnesota Department of Administration.

E. Directors, Managers, and Supervisors

Responsibilities:

Directors, Managers, and Supervisors are responsible for implementation of equal opportunity and affirmative action within their respective areas of supervision and compliance with the agency's affirmative action programs and policies to ensure fair and equal treatment of all employees and applicants.

Duties:

The duties of directors, managers, and supervisors include, but are not limited to the following:

- Assist the Affirmative Action Officer in identifying and resolving problems and eliminating barriers which inhibit equal employment opportunity;
- Communicate the agency's affirmative action policy to assigned staff;
- Carry out supervisory responsibilities in accordance with the equal employment opportunity and affirmative action policies embodied in this plan;
- Maintain a consistent standard within the workforce so that employees are evaluated, recognized, developed, and rewarded on a fair and equitable basis;
- Include responsibility statements for supporting affirmative action, equal opportunity, diversity, and/or cultural responsiveness in staff position descriptions and annual objectives;
- To provide a positive and inclusive work environment; and
- To refer complaints of discrimination and harassment to the appropriate parties.
- Attend Diversity and Inclusion training provided by the agency.

Accountability:

Directors, managers, and supervisors are accountable directly to their designated supervisor and indirectly to the agency's Commissioner.

F. All Employees

Responsibilities:

All employees are responsible for conducting themselves in accordance with the agency's equal opportunity and Affirmative Action Plan and policies.

Duties:

The duties of all employees shall include, but are not limited to the following:

- Exhibit an attitude of respect, courtesy, and cooperation towards fellow employees and the public; and
- Refrain from any actions that would adversely affect the performance of a coworker with respect to their race, sex, color, creed, religion, age, national origin, disability, marital status, status with regard to public assistance, sexual orientation, gender identity, gender expression, or membership or activity in a local human rights commission.

Accountability:

Employees are accountable to their designated supervisor and indirectly to the agency's Commissioner.

IV. COMMUNICATION OF THE AFFIRMATIVE ACTION PLAN

The following information describes the methods that the agency takes to communicate the Affirmative Action Plan to employees and the general public:

A. Internal Methods of Communication

- A memorandum detailing the location of the Affirmative Action Plan and the responsibility to read, understand, support, and implement equal opportunity and affirmative action will be sent from the agency's leadership or alternatively, the Affirmative Action Officer, to all staff on an annual basis.
- The agency's Affirmative Action Plan is available to all employees on the agency's internal website at <https://extranet.mmb.state.mn.us/diversity/pdf/affirmativeactionMMB.pdf> or in print copy to anyone who requests it. As requested, the agency will make the plan available in alternative formats.
- Nondiscrimination and equal opportunity statements and posters are prominently displayed and available in areas frequented and accessible to employees.
- Human Resources will provide quarterly updates to Senior Leaders and make recommendations for regular communication to managers and all staff regarding updates on progress and/or opportunities.

B. External Methods of Communication

- The agency's Affirmative Action Plan is available on the agency's external website at <https://mn.gov/mmb/employee-relations/laws-policies-and-rules/state-laws/affirmative-action/> or in print copy to anyone who requests it.
- The agency's website homepage, letterhead, publications, and all job postings, will include the statement "an equal opportunity employer."
- Nondiscrimination and equal opportunity statements and posters are prominently displayed and available in areas frequented by and accessible to members of the public. Examples of posters displayed include: Equal Employment Opportunity is the law, Employee Rights under the Fair Labor Standards Act, and the Americans with Disabilities Act Notice to the Public.

V. **STATEWIDE POLICY PROHIBITING DISCRIMINATION AND HARASSEMENT**

It is the policy of the State of Minnesota and Minnesota Management and Budget to maintain a work environment free from discriminatory harassment based on race, sex, color, creed, religion, national origin, disability, marital status, familial status, status with regard to public assistance, sexual orientation, gender identity, or membership or activity in a local human rights commission. Minnesota Management and Budget is committed to providing a positive environment in which all staff, members of the public and others doing business with the state are treated with professionalism and respect.

It is the policy of the of the State of Minnesota to prohibit harassment of its employees based on race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, membership or activity in a local human rights, disability, sexual orientation, gender identity, or age. This prohibition with respect to harassment includes both overt acts of harassment and those acts that create a negative work environment.

Any employee subjected to such harassment should file a complaint internally with the agency's Affirmative Action Officer or designee. If the employee chooses, a complaint can be filed externally with the Minnesota Department of Human Rights, the Equal Employment Opportunity Commission, or through other legal channels. These agencies have time limits for filing complaints, so individuals should contact the agencies for more information. In extenuating circumstances, the employee should contact the State Affirmative Action Program Coordinator in the Office of Equal Opportunity and Diversity at Minnesota Management and Budget for information regarding the filing of a complaint. Any unintentional or deliberate violation of this policy by an employee will be cause for appropriate disciplinary action.

Each employee is responsible for the application of this policy. This includes initiating and supporting programs and practices designed to develop understanding, acceptance, commitment, and compliance within the framework of this policy. All employees must be informed that harassment is unacceptable behavior. The Affirmative Action Officer or designee will be expected to keep Minnesota Management and Budget and its employees apprised of any changes in the law or its interpretation regarding this form of discrimination. The Affirmative Action Officer or designee is also responsible for:

- Notifying all employees and applicants of this policy; and
- Informing all employees of the complaint procedure and ensuring that all complaints will be investigated promptly and carefully.

Definitions:

Harassment is a form of discrimination and in general is the display of behavior by one employee toward another employee which has the purpose or effect of unreasonably

interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Discriminatory harassment is behavior based on protected class status that is unwelcome, personally offensive, insulting, or demeaning, and that unreasonably interferes with an individual's work performance or creating an intimidating, hostile or offensive work environment. For example, harassment based on national origin has been defined by the U.S. Equal Employment Opportunity Commission as "Ethnic slurs and other verbal or physical conduct relating to an individual's national origin."

Sexual harassment has also been specifically defined by the Minnesota Human Rights Act, which states in regard to employment, that:

"Sexual harassment" includes unwelcome sexual advances, requests for sexual favors, sexually motivated physical contact or other verbal or physical conduct or communication of a sexual nature when:

- Submission to that conduct or communication is made a term or condition, either explicitly or implicitly, of obtaining employment;
- Submission to or rejection of that conduct or communication by an individual is used as a factor in decision affecting that individual's employment; or
- That conduct or communication has the purpose or effect of substantially interfering with an individual's employment, and in the case of employment, the employer knows or should know of the existence of the harassment and fails to take timely and appropriate action.

It is possible for discriminatory harassment to occur:

- Among peers or coworkers;
- Between managers and subordinates; or
- Between employees and members of the public.

Employees who experience discrimination or harassment should bring the matter to the attention of Minnesota Management and Budget's Affirmative Action Officer or designee. In fulfilling our obligation to maintain a positive and productive work environment, the Affirmative Action Officer or designee and all employees are expected to address or report any suspected harassment or retaliation.

Varying degrees of discriminatory harassment violations can occur and require varying levels of progressive discipline. Individuals who instigate harassment are subject to serious disciplinary actions up to and including suspension, demotion, transfer, or termination. Additionally, inappropriate behaviors that do not rise to the level of discriminatory harassment, but are none

the less disruptive, should be corrected early and firmly in the interests of maintaining a barrier-free work place. Individuals who participate in inappropriate behaviors at work are also subject to disciplinary actions.

Any employee or applicant who believes that they have experienced discrimination or harassment based on 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 of discrimination.

Complaints of discrimination or harassment can be filed using the internal complaint procedure included in this Affirmative Action Plan.

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

Minnesota Management and Budget has established the following discrimination/harassment 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 Employee:

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

Who May File:

Any employees or applicants who believes that they have been discriminated against or harassed 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.

Complaint Procedure:

The internal complaint procedure provides a method for resolving complaints involving violations of this agency's policy prohibiting discrimination and harassment 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 or designee may contact the Office of Diversity and Equal Opportunity if more information is needed about filing a complaint.

Filing Procedures:

1. The employee or applicant completes the "Complaint of Discrimination/Harassment Form" provided by the Affirmative Action Officer or designee. Employees are encouraged to file a complaint within a reasonable period of time after the individual becomes aware that a situation may involve discrimination or harassment. The Affirmative Action Officer or designee will, if requested, provide assistance in filling out the form.
2. The Affirmative Action Officer or 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 or designee shall also discuss other options for resolution, such as the workplace mediation.
 - 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.
 - If the complaint is related to discrimination, the Affirmative Action Officer or 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 or designee shall then investigate the complaint. At the conclusion of the investigation, the Affirmative Action Officer or designee shall notify the complainants and respondents that the investigation is completed. The Affirmative Action Officer or designee shall then review the findings of the investigation.
 - If there is sufficient evidence to substantiate the complaint, appropriate action will be taken.
 - 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 complaint is filed. The complainants will be notified should extenuating circumstances prevent completion of the investigation within sixty (60) days.

5. Disposition of the complaint will be filed with the Commissioner of the Minnesota Management and Budget within thirty (30) days 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:
 - Interviews or written interrogatories with all parties involved in the complaint, i.e., complainants, respondents, and their respective witnesses; officials having pertinent records or files, etc.; and
 - All records pertaining to the case i.e., written, recorded, filmed, or in any other form.
8. The Affirmative Action Officer or designee shall maintain records of all complaints and any pertinent information or data for three (3) years after the case is closed.

VII. **REASONABLE ACCOMODATION POLICY**

Minnesota Management and Budget is committed to the fair and equal employment of individuals with disabilities. Reasonable accommodation is the key to this nondiscrimination policy. While many individuals with disabilities can work without accommodation, other qualified employees and applicants face barriers to employment without the accommodation process. It is the policy of Minnesota Management and Budget to reasonably accommodate qualified individuals with disabilities unless the accommodation would impose an undue hardship.

State agencies must comply with all state and federal laws that prohibit discrimination against qualified individuals with disabilities in all employment practices. All state agencies must provide reasonable accommodations to qualified applicants and employees with disabilities unless to do so would cause an undue hardship or pose a direct threat. Agencies must provide reasonable accommodation when:

- A qualified applicant with a disability needs an accommodation to have an equal opportunity to compete for a job;
- A qualified employee with a disability needs an accommodation to perform the essential functions of the employee's job; and

A qualified employee with a disability needs an accommodation to enjoy equal access to benefits and privileges of employment (e.g., trainings, office sponsored events).

Applicant

A person who expresses interest in employment and satisfies the minimum requirements for application established by the job posting and job description.

Americans with Disabilities Act (ADA) Coordinator

Each agency is required to appoint an ADA coordinator or designee, depending on agency size, to direct and coordinate agency compliance with Title I of the ADA.

Direct Threat

A significant risk of substantial harm to the health or safety of the individual or others that cannot be eliminated or reduced by reasonable accommodation.

The determination that an individual poses a direct threat shall be based on an individualized assessment of the individual's present ability to safely perform the essential functions of the job.

Essential Functions

Duties so fundamental that the individual cannot do the job without being able to perform them. A function can be essential if:

- The job exists specifically to perform the function(s); or
- There are a limited number of other employees who could perform the function(s); or
- The function(s) is/are specialized and the individual is hired based on the employee's expertise.

Interactive Process

A discussion between the employer and the individual with a disability to determine an effective reasonable accommodation for the individual with a disability. To be interactive, both sides must communicate and exchange information.

Individual with a Disability

An individual who:

- Has a physical, sensory, or mental impairment that substantially limits one or more major life activities; or

- Has a record or history of such impairment; or
- Is regarded as having such impairment.

Qualified Individual with a Disability

An individual who:

- Satisfies the requisite skill, experience, education, and other job-related requirements of the job that the individual holds or desires; and
- Can perform the essential functions of the position with or without reasonable accommodation.

Major Life Activities

May include, but are not limited to, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working.

Major life activities also include the operation of a major bodily function, including but not limited to, functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions.

Medical Documentation

Information from the requestor's treating provider which is sufficient to enable the employer to determine whether an individual has a disability and whether and what type of reasonable accommodation is needed when the disability or the need for accommodation is not obvious.

Medical documentation can be requested using the standardized **Letter Requesting Documentation for Determining ADA Eligibility from a Medical Provider.**

Reasonable Accommodation

An adjustment or alteration that enables a qualified individual with a disability to apply for a job, perform job duties, or enjoy the benefits and privileges of employment. Reasonable accommodations may include:

- Modifications or adjustments to a job application process to permit a qualified individual with a disability to be considered for a job; or
- Modifications or adjustments to enable a qualified individual with a disability to perform the essential functions of the job; or
- Modifications or adjustments that enable qualified employees with disabilities to enjoy equal benefits and privileges of employment.

Modifications or adjustments may include, but are not limited to:

- Providing materials in alternative formats like large print or Braille;
- Providing assistive technology, including information technology and communications equipment, or specially designed furniture;
- Modifying work schedules or supervisory methods;
- Granting breaks or providing leave;
- Altering how or when job duties are performed;
- Removing and/or substituting a marginal function;
- Moving to a different office space;
- Providing telework;
- Making changes in workplace policies;
- Providing a reader or other staff assistant to enable employees to perform their job functions, where a reasonable accommodation cannot be provided by current staff;
- Removing an architectural barrier, including reconfiguring work spaces;
- Providing accessible parking; or
- Providing a reassignment to a vacant position.

Reassignment

Reassignment to a vacant position for which an employee is qualified is a “last resort” form of a reasonable accommodation. This type of accommodation must be provided to an employee, who, because of a disability, can no longer perform the essential functions of the position, with or without reasonable accommodation, unless the employer can show that it will be an undue hardship.

Support Person

Any person an individual with a disability identifies to help during the reasonable accommodation process in terms of filling out paperwork, attending meetings during the interactive process to take notes or ask clarifying questions, or to provide emotional support.

Undue Hardship

A specific reasonable accommodation would require significant difficulty or expense. Undue hardship is always determined on a case-by-case basis considering factors that include the nature and cost of the accommodation requested and the impact of the accommodation on the operations of the agency. A state agency is not required to provide accommodations that would impose an undue hardship on the operation of the agency.

General Standards and Expectations

Individuals who may request a reasonable accommodation include

- Any qualified applicant with a disability who needs assistance with the job application procedure or the interview or selection process; or
- Any qualified agency employee with a disability who needs a reasonable accommodation to perform the essential functions of the position; or
- A third party, such as a family member, friend, health professional or other representative, on behalf of a qualified applicant or employee with a disability, when the applicant or employee is unable to make the request for reasonable accommodation. When possible, the agency must contact the applicant or employee to confirm that the accommodation is wanted. The applicant or employee has the discretion to accept or reject the proposed accommodation.

The agency must abide by the Minnesota Government Data Practices Act, Chapter 13, in obtaining or sharing information related to accommodation requests.

How to request a reasonable accommodation

An agency applicant or employee may make a reasonable accommodation request to any or all of the following:

- Immediate supervisor or manager in the employee's chain of command;
- Agency Affirmative Action Officer/Designee;
- Agency ADA Coordinator;
- Agency Human Resources Office;
- Any agency official with whom the applicant has contact during the application, interview and/or selection process.

Timing of the request

An applicant or employee may request a reasonable accommodation at any time, even if the individual has not previously disclosed the existence of a disability or the need for an accommodation. A request is any communication in which an individual asks or states that he or she needs the agency to provide or change something because of a medical condition.

The reasonable accommodation process begins as soon as possible after the request for accommodation is made.

Form of the request

The applicant or employee is responsible for requesting a reasonable accommodation or providing sufficient notice to the agency that an accommodation is needed.

An initial request for accommodation may be made in any manner (e.g., writing, electronically, in person or orally).

The individual requesting an accommodation does not have to use any special words and does not have to mention the ADA or use the phrase "reasonable accommodation" or "disability."

Oral requests must be documented in writing to ensure efficient processing of requests.

Agency request forms can be found at: "**Employee/Applicant Request for Reasonable Accommodation Form**".

When a supervisor or manager observes or receives information indicating that an employee is experiencing difficulty performing the job due to a medical condition or disability, further inquiry may be required. Supervisors or managers should consult with the agency ADA Coordinator for advice on how to proceed.

When an employee needs the same reasonable accommodation on a repeated basis (e.g., the assistance of a sign language interpreter), a written request for accommodation is required the first time only. However, the employee requesting an accommodation must give appropriate advance notice each subsequent time the accommodation is needed. If the accommodation is needed on a regular basis (e.g., a weekly staff meeting), the agency must make appropriate arrangements without requiring a request in advance of each occasion.

The interactive process entails

Communication is a priority and encouraged throughout the entire reasonable accommodation process. The interactive process is a collaborative process between the employee and/or applicant and the agency to explore and identify specific reasonable accommodation(s). (For information on the Interactive Process see the U.S. Department of Labor, Job Accommodation Network at <http://askjan.org/topics/interactive.htm>). This process is required when:

- The need for a reasonable accommodation is not obvious;
- The specific limitation, problem or barrier is unclear;
- An effective reasonable accommodation is not obvious;
- The parties are considering different forms of reasonable accommodation;
- The medical condition changes or fluctuates; or,
- There are questions about the reasonableness of the requested accommodation.

The interactive process should begin as soon as possible after a request for reasonable accommodation is made or the need for accommodation becomes known.

The process should ensure a full exchange of relevant information and communication between the individual and the agency. An individual may request that the agency ADA Coordinator, a union representative, or support person be present.

The agency ADA Coordinator shall be consulted when:

- Issues, conflicts or questions arise in the interactive process; and
- Prior to denying a request for accommodation.

Agency responsibilities for processing the request

As the first step in processing a request for reasonable accommodation, the person who receives the request must promptly forward the request to the appropriate decision maker. At the same time, the recipient will notify the requestor who the decision maker is.

Commissioner

The commissioner of the agency or agency head has the ultimate responsibility to ensure compliance with the ADA and this policy and appoint an ADA Coordinator.

ADA Coordinator

The agency ADA Coordinator is the agency's decision maker for reasonable accommodation requests for all types of requests outside of the supervisors' and managers' authority. The agency ADA Coordinator will work with the supervisor and manager, and where necessary, with agency Human Resources, to implement the approved reasonable accommodation.

Supervisors and Managers

Agencies have the authority to designate the level of management approval needed for reasonable accommodation requests for low-cost purchases. For example:

- Requests for standard office equipment that is needed as a reasonable accommodation and adaptive items costing less than \$100. [Agencies can adjust the dollar amount based on their needs]; and
- Requests for a change in a condition of employment such as modified duties, or a change in schedule, or the location and size of an employee's workspace. [Agencies can choose to delegate specific requests to supervisors or managers or require these types of requests to work through the agency ADA Coordinator].

Analysis for processing requests

Before approving or denying a request for accommodation, the agency decision maker with assistance from the agency ADA Coordinator will:

1. Determine if the requestor is a qualified individual with a disability;
2. Determine if the accommodation is needed to:
 - Enable a qualified applicant with a disability to be considered for the position the individual desires;
 - Enable a qualified employee with a disability to perform the essential functions of the position; or
 - Enable a qualified employee with a disability to enjoy equal benefits or privileges of employment as similarly situated employees without disabilities;
3. Determine whether the requested accommodation is reasonable;
4. Determine whether there is a reasonable accommodation that will be effective for the requestor and the agency; and
5. Determine whether the reasonable accommodation will impose an undue hardship on the agency's operations.

An employee's accommodation preference is always seriously considered, but the agency is not obligated to provide the requestor's accommodation of choice, so long as it offers an effective accommodation, or determines that accommodation would cause an undue hardship.

Obtaining medical documentation in connection with a request for reasonable accommodation

In some cases, the disability and need for accommodation will be reasonably evident or already known, for example, where an employee is blind. In these cases, the agency will not seek further medical documentation. If a requestor's disability and/or need for reasonable accommodation are not obvious or already known, the agency ADA Coordinator may require medical information showing that the requestor has a covered disability that requires accommodation. The agency ADA Coordinator may request medical information in certain other circumstances. For example when:

- The information submitted by the requestor is insufficient to document the disability or the need for the accommodation;
- A question exists as to whether an individual is able to perform the essential functions of the position, with or without reasonable accommodation; or

- A question exists as to whether the employee will pose a direct threat to himself/herself or others.

Where medical documentation is necessary, the agency ADA Coordinator must make the request and use the Letter Requesting Documentation for Determining ADA Eligibility from a Medical Provider. The agency ADA Coordinator must also obtain the requestor's completed and signed Authorization for Release of Medical Information.

Only medical documentation specifically related to the employee's request for accommodation and ability to perform the essential functions of the position will be requested. When medical documentation or information is appropriately requested, an employee must provide it in a timely manner, or the agency may deny the reasonable accommodation request. Agencies must not request medical records; medical records are not appropriate documentation and cannot be accepted. **Supervisors and managers *must not* request medical information or documentation from an applicant or employee seeking an accommodation.** Such a request will be made by the agency ADA Coordinator, if appropriate.

Confidentiality requirements

Medical Information

Medical information obtained in connection with the reasonable accommodation process must be kept confidential. All medical information obtained in connection with such requests must be collected and maintained on separate forms and in separate physical or electronic files from non-medical personnel files and records. Electronic copies of medical information obtained in connection with the reasonable accommodation process must be stored so that access is limited to only the agency ADA Coordinator. Physical copies of such medical information must be stored in a locked cabinet or office when not in use or unattended. Generally, medical documentation obtained in connection with the reasonable accommodation process should only be reviewed by the agency ADA Coordinator.

The agency ADA Coordinator may disclose medical information obtained in connection with the reasonable accommodation process to the following:

- Supervisors, managers or agency HR staff who have a need to know may be told about the necessary work restrictions and about the accommodations necessary to perform the employee's duties. However, information about the employee's medical condition should only be disclosed if strictly necessary, such as for safety reasons;
- First aid and safety personnel may be informed, when appropriate, if the employee may require emergency treatment or assistance in an emergency evacuation;
- To consult with the State ADA Coordinator or Employment Law Counsel at MMB, or the Attorney General's Office about accommodation requests, denial of accommodation requests or purchasing of specific assistive technology or other resources; or

- Government officials assigned to investigate agency compliance with the ADA.

Whenever medical information is appropriately disclosed as described above, the recipients of the information must comply with all confidentiality requirements.

Accommodation Information

The fact that an individual is receiving an accommodation because of a disability is confidential and may only be shared with those individuals who have a need to know for purposes of implementing the accommodation, such as the requestor's supervisor and the agency ADA Coordinator.

General Information

General summary information regarding an employee's or applicant's status as an individual with a disability may be collected by agency equal opportunity officials to maintain records and evaluate and report on the agency's performance in hiring, retention, and processing reasonable accommodation requests.

Approval of requests for reasonable accommodation

As soon as the decision maker determines that a reasonable accommodation will be provided, the agency ADA Coordinator will process the request and provide the reasonable accommodation in as short of a timeframe as possible. The time necessary to process a request will depend on the nature of the accommodation requested and whether it is necessary to obtain supporting information. If an approved accommodation cannot be provided within a reasonable time, the decision maker will inform the requestor of the status of the request before the end of 30 days. Where feasible, if there is a delay in providing the request, temporary measures will be taken to provide assistance.

Once approved, the reasonable accommodation should be documented for record keeping purposes and the records maintained by the agency ADA Coordinator.

Funding for reasonable accommodations

The agency must specify how the agency will pay for reasonable accommodations.

Procedures for reassignment as a reasonable accommodation

Reassignment to a vacant position is an accommodation that must be considered if there are no effective reasonable accommodations that would enable the employee to perform the essential functions of his/her current job, or if all other reasonable accommodations would impose an undue hardship.

The agency ADA Coordinator will work with agency Human Resources staff and the requestor to identify appropriate vacant positions within the agency for which the employee may be

qualified and can perform the essential functions of the vacant position, with or without reasonable accommodation. Vacant positions which are equivalent to the employee's current job in terms of pay, status, and other relevant factors will be considered first. If there are none, the agency will consider vacant lower level positions for which the individual is qualified. The EEOC recommends that the agency consider positions that are currently vacant or will be coming open within at least the next 60 days.

Denial of requests for reasonable accommodation

The agency ADA Coordinator must be contacted for assistance and guidance prior to denying any request for reasonable accommodation. The agency may deny a request for reasonable accommodation where:

- The individual is not a qualified individual with a disability;
- The reasonable accommodation results in undue hardship or the individual poses a direct threat to the individual or others. Undue hardship and direct threat are determined on a case-by-case basis with guidance from the agency ADA Coordinator; or
- Where no reasonable accommodation, including reassignment to a vacant position, will enable the employee to perform all the essential functions of the job.

The explanation for denial must be provided to the requestor in writing. The explanation should be written in plain language and clearly state the specific reasons for denial. Where the decision maker has denied a specific requested accommodation, but has offered a different accommodation in its place, the decision letter should explain both the reasons for denying the accommodation requested and the reasons that the accommodation being offered will be effective.

Consideration of undue hardship

An interactive process must occur prior to the agency making a determination of undue hardship. Determination of undue hardship is made on a case-by-case basis and only after consultation with the agency's ADA Coordinator. In determining whether granting a reasonable accommodation will cause an undue hardship, the agency considers factors such as the nature and cost of the accommodation in relationship to the size and resources of the agency and the impact the accommodation will have on the operations of the agency.

Agencies may deny reasonable accommodations based upon an undue hardship. Prior to denying reasonable accommodation requests due to lack of financial resources, the agency will consult with the State ADA Coordinator at MMB.

Determining direct threat

The determination that an individual poses a “direct threat,” (i.e., a significant risk of substantial harm to the health or safety of the individual or others) which cannot be eliminated or reduced by a reasonable accommodation, must be based on an individualized assessment of the individual's present ability to safely perform the essential functions of the job with or without reasonable accommodation. A determination that an individual poses a direct threat cannot be based on fears, misconceptions, or stereotypes about the individual's disability. Instead, the agency must make a reasonable medical judgment, relying on the most current medical knowledge and the best available objective evidence.

In determining whether an individual poses a direct threat, the factors to be considered include:

- Duration of the risk;
- Nature and severity of the potential harm;
- Likelihood that the potential harm will occur; and
- Imminence of the potential harm.

Appeals process in the event of denial

In addition to providing the requestor with the reasons for denial of a request for reasonable accommodation, agencies must designate a process for review when an applicant or employee chooses to appeal the denial of a reasonable accommodation request. This process:

- Must include review by an agency official;
- May include review by the State ADA Coordinator; and/or
- Must inform the requestor of the statutory right to file a charge with the Equal Employment Opportunity Commission or the Minnesota Department of Human Rights.

Information tracking and records retention

Agencies must track reasonable accommodations requested and report once a year by September 1st to MMB the number and types of accommodations requested, approved, denied and other relevant information.

Agencies must retain reasonable accommodation documentation according to the agency's document retention schedule, but in all cases for at least one year from the date the record is made or the personnel action involved is taken, whichever occurs later. 29 C.F.R. § 1602.14.

VIII. **EVACUATION PROCEDURES FOR INDIVIDUALS WITH DISABILITIES**

An online copy of the agency's weather and emergency evacuation plans can be found at: <http://mmbintranet/joomla/ch3> (this is the link to the policy, <http://mmbintranet/joomla/doc/emergency/COB-Emergency-Plan-2015.pdf> (is the link for the emergency evacuation plan. A copy of this plan is also attached in the appendices of this document.

Knowledge and preparation by both individuals needing assistance and those who don't is key to reducing the impact of emergencies. When developing a plan, safety needs should be determined on a case-by-case basis because it varies with each individual and building.

Everyone has a responsibility to develop their own personal emergency evacuation plan, this includes individuals with disabilities or individuals who will need assistance during evacuation. The Americans with Disabilities Act Coordinator or designee in each agency will work to develop a plan and consult the appropriate building and safety personnel.

Directors, managers, and supervisors should review the emergency evacuation procedures with staff, including informing all staff that if additional assistance may be needed, and individuals with disabilities should contact the agency contact(s) below to request the type of assistance they may need.

Roxanne LaPlante, Management Analysis Supervisor 2, 651-201-8080;
roxanne.laplante@state.mn.us

Evacuation Options:

Individuals with disabilities have four basic, possibly five, evacuation options:

- Horizontal evacuation: Using building exits to the outside ground level or going into unaffected wings of multi-building complexes;
- Stairway evacuation: Using steps to reach ground level exits from building;
- Shelter in place: Unless danger is imminent, remain in a room with an exterior window, a telephone, and a solid or fire resistant door. If the individual requiring special evacuation assistance remains in place, they should dial 911 immediately and report their location to emergency services, who will in turn relay that information to on-site responders. The shelter in place approach may be more appropriate for sprinkler protected buildings where an area of refuge is not nearby or available. It may be more appropriate for an individual who is alone when the alarm sounds;
- Area of rescue assistance: Identified areas that can be used as a means of egress for individuals with disabilities. These areas, located on floors above or below the building's

exits, can be used by individuals with disabilities until rescue can be facilitated by emergency responders; and/or

- For agencies equipped with an evacuation chair: Evacuation chairs or a light-weight solution to descending stairways can be used and generally require single user operation. If an agency is equipped with an evacuation chair, best practice indicates that all employees are trained and have practiced evacuating using an evacuation chair.

Evacuation Procedures for Individuals with Mobility, Hearing, or Visual Disabilities:

Individuals with disabilities should follow the following procedures:

- Mobility disabilities (individuals who use wheelchairs or other personal mobility devices (“PMDs”)): Individuals using wheelchairs should be accompanied to an area of rescue assistance by an employee or shelter in place when the alarm sounds. The safety and security staff will respond to each of the areas of rescue assistance every time a building evacuation is initiated to identify the individuals in these areas and notify to emergency responders how many individuals need assistance to safely evacuate.
- Mobility disabilities (individuals who do not use wheelchairs): Individuals with mobility disabilities, who are able to walk independently, may be able to negotiate stairs in an emergency with minor assistance. If danger is imminent, the individual should wait until the heavy traffic has cleared before attempting the stairs. If there is no immediate danger (detectable smoke, fire, or unusual odor), the individual with a disability may choose to wait at the area of rescue assistance until emergency responders arrive to assist them.
- Hearing disabilities: The agency’s buildings are equipped with fire alarm horns/strobes that sound the alarm and flash strobe lights. The strobe lights are for individuals with who are deaf and/or hard of hearing. Individuals with hearing disabilities may not notice or hear emergency alarms and will need to be alerted of emergency situations.
- Visual disabilities: The agency’s buildings are equipped with fire alarm horn/strobes that sound the alarm and flash strobe lights. The horn will alert individuals who are blind or have visual disabilities of the need to evacuate. Most individuals with visual disabilities will be familiar with their immediate surroundings and frequently traveled routes. Since the emergency evacuation route is likely different from the common traveled route, individuals with visual disabilities may need assistance in evacuating. The assistant should offer assistance, and if accepted, guide the individual with a visual disability through the evacuation route.

Severe Weather Evacuation Options:

Individuals with disabilities or who are in need of assistance during an evacuation have three evacuation options based on their location in their building:

- Horizontal evacuation: If located on the ground or basement floor, severe weather shelter areas are located throughout each floor;
- Elevator evacuation: If there are no safe areas above the ground floor, the elevator may be used to evacuate to the ground or basement levels; and/or
- Shelter in Place: Seeking shelter in a designated severe weather shelter and remaining there until the all clear is used.

Additional information is available at: <http://mmbintranet/joomla/component/content/article/8-general-general/7-evac>

IX. GOALS AND TIMETABLES

Through the utilization analysis, the agency has determined which job categories are underutilized for women, minorities, and individuals with disabilities within the agency and has set the following hiring goals for the next two years (Reference Table 2).

Table 2. Underutilization Analysis and Hiring Goals for 2016-2018

The second, third, and fourth columns of this chart show the number of underutilized individuals of each group in each category at this agency. The fifth, sixth, and seventh columns show the agency's hiring goals for each group in each category.

Job Categories	Underutilization - # of Individuals			Hiring Goals for 2016-2018		
	Women	Racial/Ethnic Minorities	Individuals With Disabilities	Women	Racial/Ethnic Minorities	Individuals With Disabilities
Officials/Administrators		2			2	1
Professionals			1			1
Office/Clerical					1	1
Technicians					1	1

Availability:

The agency determined the recruitment area to be nationwide for Officials/Administrators, statewide for Professionals, and Minneapolis/St. Paul Metropolitan area for Office/Clerical and Technicians. In conducting its underutilization analysis, the agency used the one and two-factor analysis. This decision was made based on the fact that the availability numbers are relatively equal. However, it is recognized that in some categories (i.e., technicians) we do not have a large population of internal candidates for which to meet our affirmative action goals for women, minorities, and individuals with disabilities, and therefore will need to tap into external resources.

Underutilization Analysis worksheets are attached in the appendix. Numbers less than 10 are indicated with "<10" in accordance with Minnesota Management and Budget's guidance on data privacy.

Women:

The population of women has remained consistent and our goal continues to be met (and, actually exceeded). In the 2014-2016 plan period there were 10 separations of female employees; however, the agency has managed to hire a sufficient number of women to stay above the availability number. The agency will continue to analyze separation data to ensure

there are no early warning signs suggesting that disparate impact exists in any job category. In this next review period, the agency will engage directors, managers, and supervisors in dialogue around recruitment strategies, retention strategies, and career development.

Minorities:

At the agency, the population of minorities has improved in the following job category: Professionals. This improvement is likely the result of a number of factors including 1) a significant amount of vacancies (new positions and refills of existing positions); 2) using the State's Executive Recruiter and related recruiting resources; and 3) managers and supervisors continuing to work in partnership with the HR office throughout the hiring process to ensure fair and affirmative hiring practices.

In conducting the two-factor analysis, the agency determined that 72.15% of all hires in the Officials/Administrators group and 64.95% of the Professionals group constituted internal moves (i.e., transfer, promotions, and movements). This was the result of several factors such as positions within the agency are typically seen as "subject-matter" experts in a particular, highly specialized fields and the state's ability to compete in the general market.

For the 2016-2018 plan period, the agency has set goals for the Officials/Administrators, Office/Clerical, and Technicians categories. In order to attract qualified minority applicants for these categories the agency will need to focus its efforts on external recruitment sources that have a proven record of success. The agency will continue to partner with the Statewide Executive Recruiter to create awareness about our executive vacancies amongst minority communities. The agency will also participate in at least two career fairs to get the word out to potential applicants regarding openings.

Individuals with Disabilities:

At the agency, the population of individuals with disabilities has remained the same with a slight exception in the Office/Clerical and Technicians job categories. One of the challenges is a low number of qualified candidates who identified themselves as having a disability. In the 2014-2016 plan period there were 2 separations of employees with disabilities which likely had a negative impact on overall number of employees with disabilities in the agency.

For the 2016-2018 plan period, the agency has set goals in most of the categories to be more aggressive in recruiting people with disabilities. The agency will work with programs (i.e., 700 Hour Program) to identify ways to increase our presentation of individuals with disabilities into the workforce.

X. AFFIRMATIVE ACTION PROGRAM OBJECTIVES

In pursuing the agency's commitment to affirmative action, the agency will take the following actions during 2016-2018:

Objective #1: Recruitment Planning – identify agency recruitment needs, assess current practices and identify best processes to better meet future recruitment needs, and to plan and document recruitment/outreach activities.

Action Steps:

1. Develop and implement an active, robust recruitment strategy for each vacancy where disparity exists.
2. Develop standard and targeted recruitment plans and materials when applicable for all relevant vacancies (including sources used, costs, evaluation, and future recommendations).
3. Develop capacity to better use social media for enhanced external recruitment (target to specific groups, educational contacts, etc.).
4. Develop and implement a screening question in Recruiting Solutions to track and evaluate recruitment results.
5. Continue utilizing statewide resources available for all relevant vacancies (e.g., MMB's Enterprise HR diversity recruitment tools website, MMB's diversity email list; DEED's "Job Bank", etc.).
6. Partner with other agencies to meet current and future staffing needs, such as DEED, when participating and planning career fairs. Represent the agency and State of Minnesota at recruiting events when feasible.
7. Partner with the Statewide Executive Recruiter to create awareness of MMB executive-level vacancies within diverse communities. Utilize the "Minnesota State Government Executive Job eblast" to promote executive and professional level positions within the agency.

Evaluation:

Some objectives above were set in the agency's last Affirmative Action Plan and some are new or revised. All objectives will continue in the new Affirmative Action Plan to ensure the agency's ongoing commitment to recruit affirmatively. The agency recognizes the need for targeted recruitment/outreach for categories which historically have proven to be difficult to fill.

Objective #2: Implement agency-wide Diversity and Inclusion Team

Action Steps:

1. Assess internal interest, needs, and resources.
2. Encourage employees to participate in the planning, meetings, trainings, activities, etc.
3. Offer diversity training to provide opportunities for new knowledge, insights, and open discussion (events, video conferences, computer-based learning, etc.).
4. Foster an inclusive, welcoming, and supportive work environment for all employees.

Evaluation:

This is a new objective.

Objective #3: Build a workforce pipeline for interns, trainees, community outreach and partnerships.

Action Steps:

1. Develop a community outreach plan.
2. Develop a plan to remain engaged with interns after internship is complete.
3. Develop improved intern metrics to track statistics and results (i.e., numbers hired, etc.).
4. Encourage and increase participation in Internship and other student employment programs; promote at the agency level and with senior leaders, directors, managers, and supervisors.

Evaluation:

The agency has utilized four student workers and two interns during the 2014-2016 reporting period. The agency continues to see value in exploring a variety of options to bring in interns and students workers to the organization.

Objective #4: Promote accessibility.

Action Steps:

1. Continue training and educating directors, managers, supervisors, and staff on how to create accessible documents, meetings and systems.
2. Roll out and promote agency policy on accessibility.
3. Continue to serve as enterprise resource for other agencies on accessibility and disability issues.
4. Launch accessibility marketing campaign internally and externally to build awareness.
5. Develop templates.
6. Regularly conduct quality checks of websites, documents, etc., to ensure accessibility.

Evaluation:

This is a new objective. We will measure the number of employees who are being trained, the number of complaints we receive, and how we respond.

Objective #5: Communicate opportunities for development, successes, and progress.

Action Steps:

1. Human Resources will provide quarterly updates to Senior Leaders.
2. Training will be provided to directors, managers, and supervisors on topics related to Affirmative Action, Equal Opportunity, Diversity, Inclusion and Biases.
3. Partner with senior leadership to develop plans to meet our training and development needs for managers and then moving it throughout the agency.

Evaluation:

This is a new objective.

XI. METHODS OF AUDITING, EVALUATING, AND REPORTING PROGRAM SUCCESS

A. Pre-Employment Review Procedure/Monitoring the Hiring Process

Minnesota Management and Budget will evaluate its selection process to determine if its requirements unnecessarily screen out a disproportionate number of women, minorities, individuals with disabilities, or veterans. The agency will use the monitoring the hiring process form for every hire to track the number of women, minorities, individuals with disabilities, and veterans in each stage of the selection process. Directors, managers, and supervisors will work closely with human resources and the Affirmative Action Officer in reviewing the requirements for the position, posting the position, and interviewing and selection to ensure that equal opportunity and affirmative action is carried out. Directors, managers, and supervisors will be asked to document their hiring decisions and equal opportunity professionals will review for bias.

Any time the agency cannot justify a hire, the agency takes a missed opportunity. Agency leadership will be asked to authorize the missed opportunity. The agency will report the number of affirmative and non-affirmative hires as well as missed opportunities to Minnesota Management and Budget on a quarterly basis.

When candidates are offered interviews, employees scheduling interviews will describe the interview format to the candidate and provide an invitation to request a reasonable accommodation for individuals with disabilities to allow the candidate equal opportunity to participate in the interview process. For example, describe if interview questions are offered ahead of time or what technology may be used during the interview process. This allows for an individual with a disability to determine if they may need a reasonable accommodation in advance of the interview.

All personnel involved in the selection process will be trained and accountable for the agency's commitment to equal opportunity and the affirmative action program and its implementation.

B. Pre-Review Procedure for Layoff Decisions

The Affirmative Action Officer, in conjunction with the agency's human resources office, shall be responsible for reviewing all pending layoffs to determine their effect on the agency's affirmative action goals and timetables.

If it is determined that there is an adverse impact on protected groups, the agency will document the reasons why the layoff is occurring, such as positions targeted for layoff,

applicable personnel policies or collective bargaining agreement provisions, or other relevant reasons. The agency will determine if other alternatives are available to minimize the impact on protected groups.

C. Other Methods of Program Evaluation

The agency submits the following compliance reports to Minnesota Management and Budget as part of the efforts to evaluate the agency's affirmative action program:

- Quarterly Monitoring the Hiring Process Reports;
- Biannual Affirmative Action Plan;
- Annual Americans with Disabilities Act Report;
- Annual Internal Complaint Report; and
- Disposition of Internal Complaint (within 30 days of final disposition).

The agency also evaluates the Affirmative Action Plan in the following:

- Monitors progress toward stated goals by job category;
- Analyzes employment activity (hires, promotions, and terminations) by job category to determine if there is adverse impact;
- Analyzes compensation program to determine if there are patterns of discrimination;
- Reviews the accessibility of online systems, websites, and ensures that reasonable accommodations can be easily requested; and
- Discusses progress with agency leadership on a periodic basis and makes recommendations for improvement.

XII. RECRUITMENT PLAN

The objective of this recruitment plan is to ensure the agency's vacancies are publicly marketed, are our recruiting efforts attract qualified applicants, enhance the image of state employment, and assist in meeting the affirmative action goals to achieve a diverse workforce.

Recruitment costs incurred during the 2014-2016 plan year total: \$6,000

Below are various recruitment methods or strategies utilized by the agency during the past year.

A. Advertising Sources

MMB used an array of advertising sources to attract qualified applicants during the 2014-2016 plan period (e.g., websites, job boards, newspapers, memberships, listserves, staffing agencies, etc.): LinkedIn, Star Tribune (print and online), MMB's diversity email list, DEED's MNWorks site, governmentjobs.com, Indeed, etc. We will continue to use a variety of sources and also plan to evaluate each source to assess effectiveness, return on investment, and utility for attracting a diverse pool of applicants.

B. Job and Community Fairs

During the 2014-2016 plan period the HR staff participated in a number of job fairs including U of MN Job and Internship Fair, Dunwoody Job Fair, DEED Job Fair, Veteran's Career Fair, State of MN Hiring Event housed by the Minneapolis South Workforce Center and the Workforce Center in Burnsville, and Humphrey School Career Engagement Fair.

MMB will plan for future participation in job and community fairs to attract qualified applicants during the 2016-2018 plan period based on research and recommendation on the most relevant sources; we will focus our work specifically on any relevant opportunities to partner with other agencies, as resources permit (e.g., job fairs, community events, conferences, etc.) – e.g., Human Rights conference, DEED Employer of the Day, etc. We will continue to participate in job fairs evaluating each event to assess effectiveness, return on investment, and utility for attracting a diverse pool of applicants.

C. College and University Recruitment Events

During the 2014-2016 review period the HR staff attended the following college/university recruitment events (e.g., college job fairs, mock interviews, employer panels, college/classroom visits, etc.): Minnesota Private College Council's Job Fair, University of Minnesota's College of Liberal Arts Job Fair; University of Minnesota's IT Symposium; Dunwoody Institute's career/technical representatives. We will formally evaluate each college/university source used in all future recruitments to assess effectiveness, return on investment, and utility for attracting a diverse pool of applicants.

D. Recruitment for Individuals with Disabilities

The agency will review all job postings for physical and sensory requirements and determine if the qualifications for the position are job-related and consistent with business necessity. Additionally, our agency will edit language pertaining to physical and sensory requirements and change this language to reflect more inclusive language for job qualifications.

1) Self-Identification

- a. At the time of application and once a year, our agency will communicate to our employees that we collect summary data related to the number of individuals who have applied for positions and who are in our workforce. We will inform employees that we collect this summary data to make

determinations about where we need to improve in terms of recruitment, selection, or retention of individuals with disabilities.

2) Supported Worker

- a. When our agency posts a position, we will review the position for tasks that can be completed by a supported worker. We will work with DEED Vocational Rehabilitation Services ("VRS") or the MMB State ADA Coordinator to assist us in our efforts.

3) 700-Hour Program

- a. Where possible, our agency will utilize the 700-hour program which allows our agency to hire an individual with a disability and provide them training. At the end of this period, our agency can hire the individual.

4) Go Accessible! Campaign

- a. Our agency will distribute marketing material and resources to our staff to remind them to create accessible electronic documents and systems, so that employees with disabilities coming into the workforce can contribute to the workforce and will be able to access similar information and resources as other employees.

5) Reasonable Accommodation

- a. We will prominently display on our career site that we will provide reasonable accommodation to qualified individuals with a disability who apply for our positions where needed. Once hired, we will educate employees and supervisors and managers on accommodating employees in the workplace.

6) Strategic Partnerships

- a. Our agency will build strategic partnerships with DEED - Vocational Rehabilitation Services ("VRS"), DEED - State Services for the Blind ("SSB"), and other state agency partners to conduct job evaluations and to assist in recruitment or referral of candidates to open positions. Our agency will work to inform VRS or SSB when a position is posted or prior to a posting if possible about the positions. Additionally, we will post positions for at least 7 days to ensure equal opportunity to apply for the position.

7) Self-Analysis

- a. Our agency will conduct periodic self-checks to determine if our systems or documents are accessible, language in our job postings is inclusive, and reasonable accommodations have been provided and staff have been trained on how to provide reasonable accommodations.

8) Reporting

- a. Our agency will conduct a quarterly analysis of the number of individuals with disabilities who have applied for positions and the number of individuals with disabilities hired.

E. Relationship Building and Outreach

- Develop contacts and ongoing relationships to promote and select students for the Star of the North Fellowship and other internship programs.
- Formally evaluate each source used in future recruitments to assess effectiveness, return on investment, and utility for attracting a diverse pool of applicants.
- Continue to identify and forge new relationships as opportunities become available.

F. Internships

MMB used internship programs during the 2014-2016 plan year, including the following: MMB-sponsored use of the City of St. Paul's "Right Track" program, the Fellowship program, and Urban Scholars, etc. The agency will continue to identify and forge new relationships as opportunities become available.

G. Supported Employment (M.S. 43A.191, Subd. 2(d))

The agency supports the employment of individuals with disabilities and will review vacant positions to determine if job tasks can be performed by a supported employment workers. We will work with community organizations that provide employment services to individuals with disabilities to recruit for these positions.

H. Additional Recruitment Activities

The agency will continue use of job boards, college/university programs, high school programs (Right Track). Although there are resource constraints which limit our ability to expand recruitment efforts across all job categories (i.e., existing funding and staff resources are limited); recruitment will be focused on targeted needs and opportunities for recruiting in partnership with other State agencies.

XIII. RETENTION PLAN

The agency is committed to not just the recruitment of women, minorities, individuals with disabilities, and veterans, but also to the retention of these protected groups.

A. Individual(s) Responsible for the Agency's Retention Program/Activities

Andrea L. Turner, Human Resources Director, 651/259-3636, andrea.l.turner@state.mn.us, in participation with directors, managers, and supervisors.

B. Separation and Retention Analysis by Protected Groups

a. Women

Women represent 68.51% of MMB's workforce is comprised of females. The separation report shows that 62% of resignations were by female employees. The rate of separation is similar to representation. However, when we narrow the scope, we can see that 100% of MMB's resignations in the Officials/Administrators job category were made by female employees as well. Further, the analysis of the separation report shows that 50% of separations resulted from retirements by female employees. We anticipate that this trend will continue given MMB's workforce is primarily comprised of female employees who are approaching retirement age.

b. Minorities

The underutilization analysis worksheet shows 11% of MMB's workforce is comprised of individuals that identify as minorities. The data shows that minorities have separated from MMB at nearly double the rate (21.62%). The separation report shows that 50% of all resignations were by minority employees. Further, 100% of MMB's resignations in the Professional job category were made by female employees who identified as minorities.

c. Individuals with Disabilities

Individuals with disabilities represent 6.81% of the total agency workforce. The data shows that individuals with disabilities have separated from MMB representing 8.11% of all separations. The majority of the separations were in the Professional category. There was one separation in the Office/Clerical category made by a female employee who identified as an individual with a disability.

C. Methods of Retention of Protected Groups

Andrea L. Turner, Human Resources Director, Cathy Bisser, Staffing Supervisor, and Colleen Siegel will work with agency managers, supervisors, and employees to achieve the following:

Training and Development:

- Continue to create learning/education opportunities related to diversity and cultural competence.
- Continue to review and ensure accessibility as possible.
- Train directors, managers, and supervisors on affirmative action and equal opportunity competencies.
- Explore opportunities to understand implicit bias and its impact on the hiring process.

- Provide managers and supervisors with information on accountability, recruitment, and hiring standards to encourage improved outcomes.

The Human Resources Director will explore opportunities for bringing in a subject matter expert to provide training on diversity and inclusion and bias in the hiring process. The Human Resources office is currently developing training for managers and supervisors on a variety of subjects including diversity and inclusion which will be rolled out in FY18.

Performance Management:

- Incorporate diversity and inclusion goals and expectations into performance evaluations.
- Ensure promotional and development opportunities are consistent with the plan objectives.
- Collaborate with Human Resources staff in the Performance Development Process. Encourage managers and supervisors to develop a Career Training plan for each employee that matches the employee's and organizations objectives.

MMB's Senior Leadership is currently reviewing the Performance Review/Appraisal process and will be making limited changes to the review forms in FY17 and more purposeful changes in FY18 to tie the agencies mission, vision, and goals into every employee review. Part of this process will include goals around diversity and inclusion.

The agency honors our colleagues and customers through inclusiveness, and we respect all perspectives and backgrounds. We will continue to monitor separations of protected group employees to see if there are any patterns that emerge and will appropriately adjust the measures for retention.

APPENDIX

Complaint of Discrimination/Harassment Form

Agency Name

Street Address

City, State Zip Code

Telephone Number

Please Read Before Completion of Form

Any complaint of discrimination/harassment is considered confidential data under Minnesota Statute 13.39, Subd. 1 and 2. This information is being collected for the purpose of determining whether discrimination/harassment has occurred. You are not legally required to provide this information, but without it, an investigation cannot be conducted. This information may only be released to the Affirmative Action Officer or designee, the complainant, the respondent and appropriate personnel.

Complainant (You)		
Complainant's Name	Job Title	
Work Address	Telephone	
Agency	Division	Manager

Respondent (Individual Who Discriminated Against/Harassed You)		
Respondent's Name	Respondent's Job Title	
Respondent's Work Address	Respondent's Telephone	
Respondent's Agency	Division	Manager

The Complaint		
<p align="center">Basis of Complaint</p> <p align="center">Place an "X" in the box for all that apply:</p>		
<input type="checkbox"/> Race	<input type="checkbox"/> Disability	<input type="checkbox"/> Sexual Orientation
<input type="checkbox"/> Sex	<input type="checkbox"/> Marital Status	<input type="checkbox"/> Status with Regard to Public Assistance
<input type="checkbox"/> Age	<input type="checkbox"/> National Origin	<input type="checkbox"/> Membership or Activity in a Local Human Rights Commission
<input type="checkbox"/> Color	<input type="checkbox"/> Creed	<input type="checkbox"/> Religion
Date most recent act of discrimination/harassment took place:		If you filed this complaint with another agency, give the name of that agency:
<p>Describe how you believe that you have been discriminated/harassed against (names, dates, places, etc.). Use a separate sheet of paper if needed and attach to this form.</p>		

Information on Witnesses Who Can Support Your Case		
Witness Names	Witness Work Addresses	Witness Work Telephones

Minnesota Management and Budget
AFFIRMATIVE ACTION PLAN 2016-2018

Additional witnesses may be listed in "Additional Information" or on a separate sheet attached to this form.		

This complaint is being filed on my honest belief that the State of Minnesota has discriminated against/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.

Complainant Signature

Date

Affirmative Action Officer Signature

Date

Employee/Applicant Request for ADA Reasonable Accommodation Form



State of Minnesota – Minnesota Management and Budget
Employee/Applicant Request for ADA Reasonable Accommodation Form

The State of Minnesota is committed to complying with the Americans with Disabilities Act ("ADA") and the Minnesota Human Rights Act ("MHRA"). To be eligible for an ADA accommodation, you must be 1) qualified to perform the essential functions of your position and 2) have a disability that limits a major life activity or function. The ADA Coordinator/Designee will review each request on an individualized case-by-case basis to determine whether or not an accommodation can be made.

Employee Name

Job Title

Work Location

Data Privacy Statement: This information may be used by your agency human resources representative, ADA Coordinator or designee, your agency legal counsel, or any other individual who is authorized by your agency to receive medical information for purposes of providing reasonable accommodations under the ADA and MHRA. This information is necessary to determine whether you have a disability as defined by the ADA or MHRA, and to determine whether any reasonable accommodation can be made. The provision of this information is strictly voluntary; however, if you refuse to provide it, your agency may refuse to provide a reasonable accommodation.

Questions to clarify accommodation requested.

1. What specific accommodation are you requesting?
2. If you are not sure what accommodation is needed, do you have any suggestions about what options we can explore.
 - a. If yes, please explain.

Questions to document the reason for the accommodation request *(please attach additional pages if necessary).*

1. What, if any job function are you having difficulty performing?
2. What, if any employment benefit are you having difficulty accessing?
3. What limitation as result of your physical or mental impairment is interfering with your ability to perform your job or access an employment benefit?
4. If you are requesting a specific accommodation, how will that accommodation be effective in allowing you to perform the functions of your job?

Information Pertaining to Medical Documentation

In the context of assessing an accommodation request, medical documentation may be needed to determine if the employee has a disability covered by the ADA and to assist in identifying an effective accommodation.

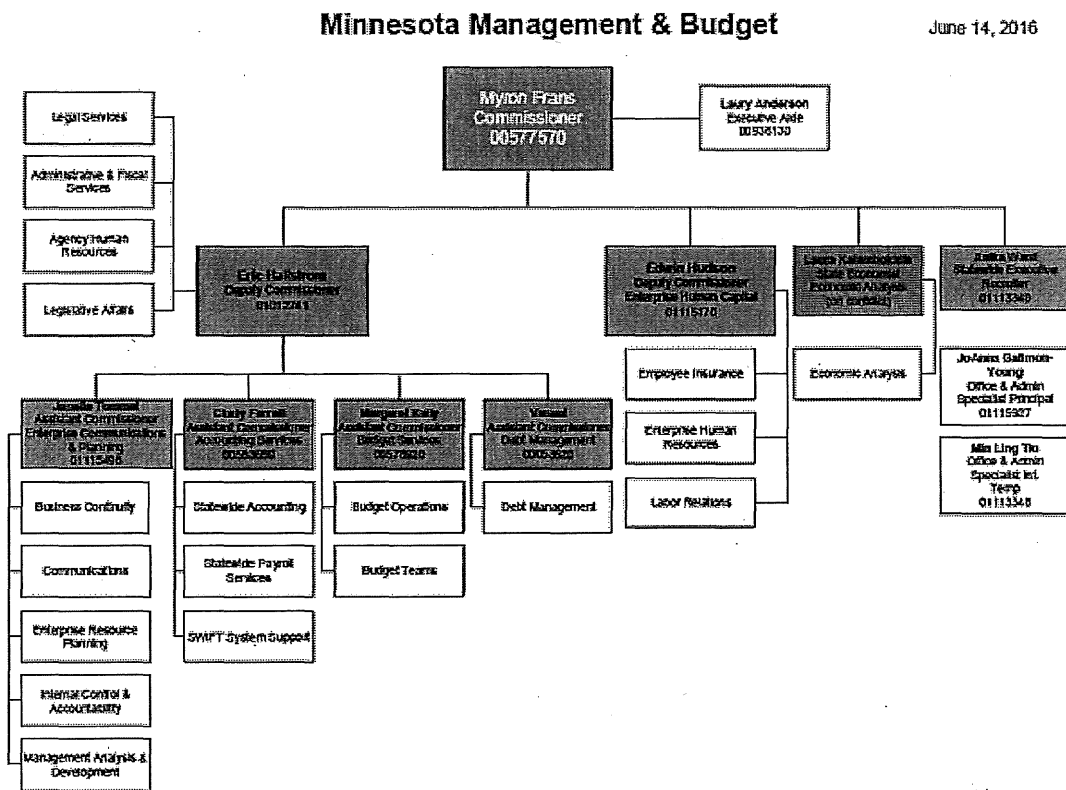
The ADA Coordinator or designee in each agency is tasked with collecting necessary medical documentation. In the event that medical documentation is needed, the employee will be provided with the appropriate forms to submit to their medical provider. The employee has the responsibility to ensure that the medical provider follows through on requests for medical information.

This authorization does not cover, and the information to be disclosed should not contain, genetic information. "Genetic Information" includes: Information about an individual's genetic tests; information about genetic tests of an individual's family members; information about the manifestation of a disease or disorder in an individual's family members (family medical history); an individual's request for, or receipt of, genetic services, or the participation in clinical research that includes genetic services by the individual or a family member of the individual; and genetic information of a fetus carried by an individual or by a pregnant woman who is a family member of the individual and the genetic information of any embryo legally held by the individual or family member using an assisted reproductive technology.

Employee Signature

Date

Agency Profile and Organizational Chart



Other Relevant Agency Information, Policies, or Documents

COB Emergency Plan

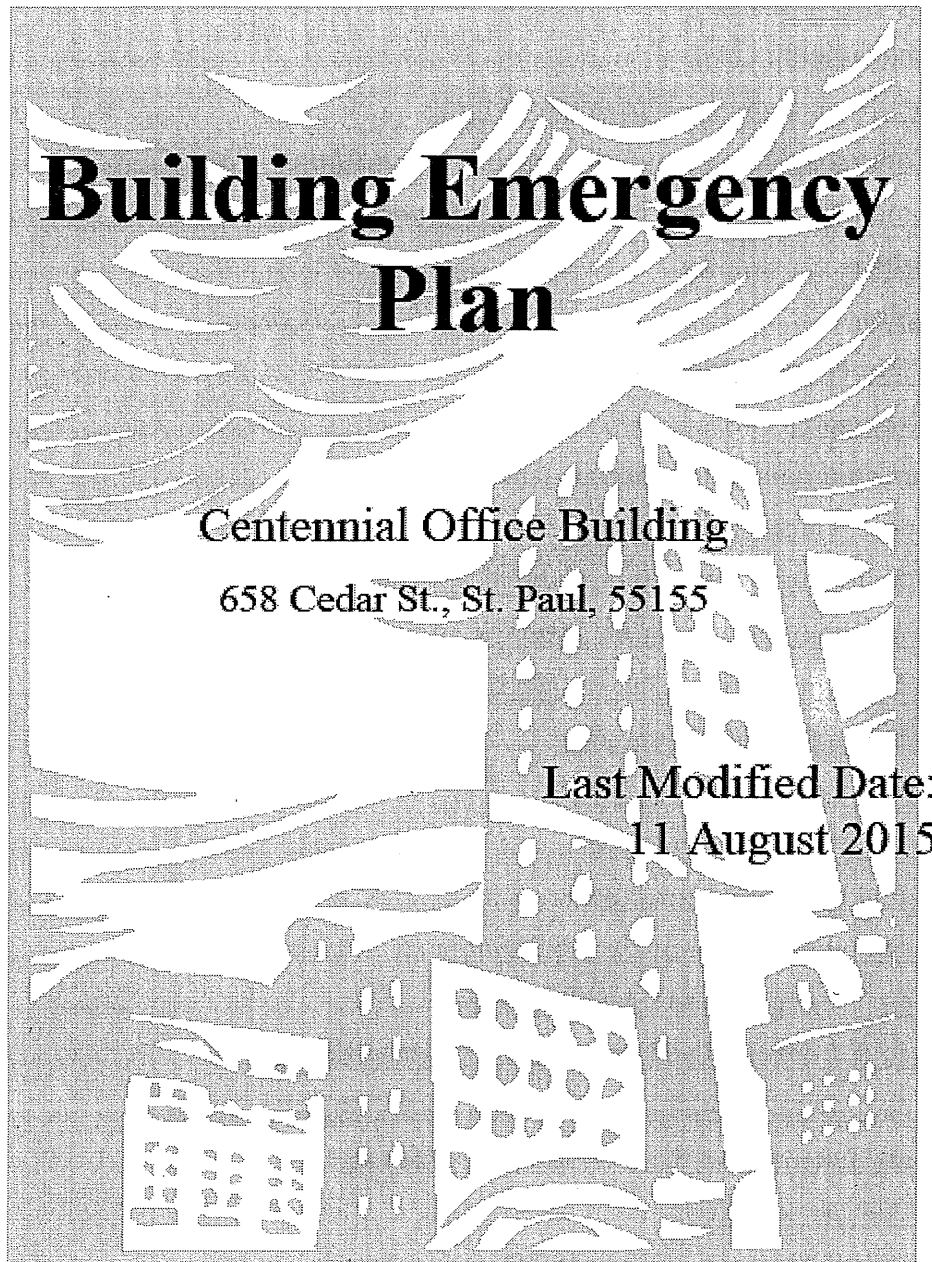


Table of Contents

<u>A. Introduction.....</u>	55
<u>B. General Responsibilities and Duties.....</u>	56
<u>Capitol Complex Security</u>	56
<u>Plant Management</u>	56
<u>Supervisors/Management – Occupying Entities.....</u>	56
<u>Building Emergency Director – Centennial (Andrew Kamm – 651/201-8212).....</u>	56
<u>Building Emergency Director Assistant – Centennial (Joel Siljendahl - 651/201-1150)</u>	56
<u>Floor Wardens.....</u>	57
<u>Floor Monitors</u>	57
<u>"Buddies" for Persons Mobility Impaired</u>	57
<u>Building Occupants</u>	57
<u>C. Afterhours Emergency Procedure – Calling ‘9-911’</u>	58
<u>D. What to do if you see Fire or Smoke.....</u>	58
<u>E. What to do if you suspect a Natural or LP Gas leak.....</u>	58
<u>F. What to do when the Fire Alarm System is activated.....</u>	58
<u>G. What to do when there is a Severe Weather or Tornado Warning.....</u>	59
<u>H. What to do in a Medical Emergency</u>	59
<u>I. What to do in case of a Bomb Threat</u>	60
<u>J. What to do if the Power goes out.....</u>	60
<u>K. What to do if the Phones go dead</u>	60
<u>L. What to do if you are trapped in the Elevator.....</u>	60
<u>M. What to do if there is Threatening Behavior.....</u>	61
<u>N. What to do if there is a Civil Disturbance or Demonstrations</u>	61
<u>O. What to do if there is Violence in the Workplace / Hostage Situation.....</u>	61
<u>P. What to do if you receive Suspicious Mail or Package</u>	61
<u>Appendix 1 - COB Occupant List</u>	62
<u>Appendix 2 - Severe Weather & Tornado Relocation Areas.....</u>	63
<u>Appendix 3 - COB Evacuation Routes/Assembly (Map).....</u>	1
<u>Appendix 4 - How to respond when an Active Shooter is in your vicinity</u>	2

Building Emergency Procedures

A. Introduction

This plan is designed to provide guidelines for responding to emergencies within the Centennial Office Building. Remember, not all emergencies fall within the parameters of a defined plan; sometimes individual judgment will be your best guide. Your preparedness, awareness and self-discipline are the keys to an orderly and safe emergency response.

Emergencies initiating evacuation to an assembly/meeting area outside the building may include:

- Fire, flame or smoke
- Bomb threats
- Floods
- Utilities (i.e., electrical, gas, sewer or water)

Emergencies requiring "Shelter-in-place" and/or relocation to a safe area within the building may include:

- Weather related (i.e., tornadoes, blizzards)
- Civil disturbances or demonstrations
- Chem., bio, or radiological contaminants
- Hostage situations

What actions should employees know before an emergency occurs?

- Be familiar with the work site's emergency evacuation plan;
- Know the pathway to at least two alternative exits from every room/area at the workplace;
- Recognize the sound/signaling method of the fire/evacuation alarms;
- Know who to contact in an emergency and how to contact them;
- Know how many desks or cubicles are between your workstation and two of the nearest exits so you can escape in the dark if necessary;
- Know where the fire/evacuation alarms are located and how to use them; and
- Report damaged or malfunction safety systems and back-up systems.

What should employees do in an emergency?

- Leave the area quickly but in an orderly manner, following the building emergency evacuation plan. Go directly to the nearest fire-free and smoke-free stairwell recognizing that in some circumstances the only available exit route may contain limited amounts of smoke or fire.
- Listen carefully for instructions over the building's public address system.
- Crawl low, under the smoke to breathe cleaner air if there is a fire. Test doors for heat before opening them by placing the back of your hand against the door so you do not burn your palm and fingers. Do not open a hot door, but find another exit route. Keep "fire doors" closed to slow the spread of smoke and fire.
- Avoid using elevators when evacuation a burning building.
- Report to the designated assembly area/meeting place.
- Don't re-enter the building until directed by authorities.

B. General Responsibilities and Duties

Capitol Complex Security

- Provides continuity of emergency administration within the capitol complex.
- Primary authority for emergencies requiring medical, fire, law enforcement or other assistance not contained within the individual units, divisions or buildings.
- Provides communication to Building Emergency Director and/or Assistant.

Plant Management

- Provide a building engineer to work with Capitol Security in emergency response.
- Evacuate Plant Management staff to an agreed assembly area and wait for further instructions.

Supervisors/Management – Occupying Entities

- Support the Building Emergency Director, Director Assistant, Floor Wardens and Monitors in communicating the building emergency plan and to carry out the commitment to keep people in the building safe.
- Work with mobility impaired employees to select two "buddies" to provide assistance to them during an emergency. See "Buddies" for Persons Mobility Impaired.
- Report missing or unaccounted staff and guests, under an emergency response, to appropriate emergency response personnel.

Building Emergency Director – Centennial

- Primary authority for developing and maintaining the Centennial Office Building emergency plan, procedures and communications network.
- Coordinating authority, with Capitol Security and Department of Administration personnel, for the testing and checking of emergency equipment.
- Coordinating authority, with Capitol Security, Department of Administration, and the St. Paul Fire Marshal, for fire safety and evacuation requirements for the Centennial Office Building.
- Primary authority for issuing emergency and emergency related information to Centennial Office Building occupants, via the PA system.
- Provide necessary training opportunities in emergency response procedures.

Building Emergency Director Assistant – Centennial

- Backup to the Building Emergency Director
- Liaison for the Building Emergency Director to the Floor Wardens.
- Liaison with the Building Emergency Director and the building occupants who have evacuated.
- Liaison with Building Emergency Director and Floor Wardens at the assembly area.
- Authorize building occupants to return to facility once the all clear has been given by the Building Emergency Director and/or Capitol Security.

Floor Wardens

- Ensure that Floor Monitor positions are always filled.
- Distribute information pertaining to emergency routes or other special instructions to Floor Monitors.
- Assist Building Director with communicating emergency planning, activities, and training.
- Attend Building Emergency and Safety Committee meetings scheduled by the Building Emergency Director.
- Facilitate emergency procedures for mobility impaired persons by working with Supervisors/Managers.
- During emergencies, check that the floor has been cleared or that building occupants have moved to designated relocation areas.
- Observe that the appropriate procedures have been followed and report the results to the Building Emergency Director or to the Building Emergency Director Assistant.

Floor Monitors

- Help to maintain clear aisles and stairwells during periods of emergency.
- Keep building occupants in your area informed of safety procedures, routes, assembly areas.
- Notify the Floor Warden of any missing or absent building occupants, following a building evacuation or relocation activation.
- Release building occupants to return to the building when informed it is safe to do so.

"Buddies" for Persons Mobility Impaired

- Employees who are mobility impaired are to work with their Supervisor/Manager to select two "buddies" to provide assistance to them during an emergency. The Supervisor/Manager, the employee and their "buddies" should form a plan to meet in a specific area of the workplace for all emergencies. Their plan should be discussed with the Floor Warden.

Building Occupants

- Check to see that fire doors are kept closed.
- Respond to emergency situations in a calm and orderly fashion.
- Move as quickly as possible to the evacuation and/or relocation areas when directed.

C. Afterhours Emergency Procedure – Calling ‘9-911’

When an emergency happens within the building and afterhours:

- Dial ‘9-911’ immediately to report the location and nature of the emergency.
 - This will automatically trigger a call to Capitol Security Dispatch, but Dispatch may only receive a number, no location. Dispatch will attempt to call the number they received.
- Notify the Capitol Security Emergency Line (9-651/296-2100) of the emergency.
- Capitol Security will send an officer to the building to provide access to emergency responders.

D. What to do if you see Fire or Smoke

When fire or smoke is observed:

- Dial ‘9-911’ immediately to report the location and nature of fire or smoke.
- Then notify Capitol Security Emergency Line (9-651/296-2100).
- Provide as much information about the incident as possible.

Some Don'ts

- Do not hesitate to begin the evacuation.
- Do not try to return to the building unless you are given the ‘All Clear’ to return.
- Do not open doors before properly checking for heat intensity, fire, odor or smoke.
- Do not use the elevators.

E. What to do if you suspect a Natural or LP Gas leak

When an unidentified odor is observed:

- DO NOT use the telephone or other apparatus likely to produce a spark.
- Go and speak with Building Capitol Security Officer, located on ground floor.
- Provide as much information about the incident as possible.

Some Don'ts

- Do not hesitate to begin the evacuation.
- Do not use the elevators.

F. What to do when the Fire Alarm System is activated

- Move immediately to a designated exit.
- Accept direction from Floor Wardens and Floor Monitors who will be wearing bright colored vests.
- "Buddies" and mobility impaired employees are to meet at their pre-determined area.
- Follow evacuation routes as seen on placards posted near exits and elevators.
- Report any unaccounted persons to appropriate authorities

Some Don'ts

- Do not hesitate to begin the evacuation.

- Do not open doors before properly checking for heat intensity, fire, odor or smoke.
- Do not use the elevators.

G. What to do when there is a Severe Weather or Tornado Warning

- Move away from windows and move to assigned relocation areas. (Appendix 2)
- Accept direction from Floor Wardens and Floor Monitors who will be wearing bright colored vests.
- "Buddies" and mobility impaired employees are to meet at their pre-determined area.
- Stairwells are not setup to receive PA announcements, so please follow instructions provided by Building Emergency Staff.

H. What to do in a Medical Emergency

- Dial '9-911' immediately to report the location and nature of the medical emergency.
- Do not hang up until the 911 operator tells you to.
- Then notify Capitol Security Emergency Line (9-651/296-2100).

Common 911 operator questions will be:

- What is the emergency?
- Where is the emergency?
- Who is injured?
- Are there any hazards in the area?
- What is your name and phone number you're calling from?

After you have called 911, there are several things you can do until Emergency Responders arrive. These simple procedures will greatly aid the Emergency Responders and the patient they will treat.

- Provide first aid to the best of your ability.
- Use precautions to prevent exposure to bodily fluids.
- If you determine that the patient has no pulse and is not breathing, begin cardiopulmonary resuscitation (CPR), but only if you have been trained in this life saving technique.
- Stay calm; do not get excited. This will reassure the patient that help is on the way.
- Refrain from moving the patient unless it is absolutely necessary for safety reasons.
- Make the patient as comfortable as possible.
- Gather all the medication that the patient may be taking. This will help Emergency Responders better determine the medical history of the patient.
- Remember the time, this is very important. When was the last time you talked to the patient? How long has this medical condition existed? How long has the person been unconscious?
- Meet, or have someone meet, the emergency responders and direct/lead them to the patient

I. What to do in case of a Bomb Threat

Type of Bomb threats

Written

- *Dial '9-911' immediately, then notify Capitol Security Emergency Line (9-651/296-2100).*
- Contact your supervisor.

Telephone

Attempt to determine:

- time set for detonation
- location of the bomb
- caller's name, gender, type of speech, any accent used
- why the bomb was set (motive)
- description of the device and type of explosive
- *Dial '9-911' immediately, then notify Capitol Security Emergency Line (9-651/296-2100).*
- Contact your supervisor.

E-Mail / Voice Mail

- Don't forward the message to anybody
- Don't close the threatening email
- *Dial '9-911' immediately, then notify Capitol Security Emergency Line (9-651/296-2100).*
- Contact your supervisor.

Decision Point: In the event an object that appears to be a bomb is found or the caller indicates the device will detonate an order to immediately evacuate the building will be made.

J. What to do if the Power goes out

- Contact your supervisor.
- Call the MN.IT Service Desk (9-651/297-1111), or Capitol Security (9-651/296-2100).

Back-up emergency lighting along evacuation routes will automatically energize.

K. What to do if the Phones go dead

- Contact your supervisor.
- Call the MN.IT Service Desk (9-651/297-1111).

L. What to do if you are trapped in the Elevator

- Remain calm.

- Use phone located in the elevator to call Capitol Security (9-651/296-2100).
- Capitol Security will remain on the phone with you, DO NOT hang up.
- Tell dispatcher what is happening.
- If you hear any unusual sounds or alarms, inform the dispatcher.

M. What to do if there is Threatening Behavior

- If the situation seems life threatening, dial '9-911' for immediate assistance.
- Notify Capitol Security (9-651/296-2100).
- Provide them with the information you have available.
- Contact your Supervisor.
- In any situation remind employees to remain calm, stay out of harm's way and be prepared to secure or restrict access to confidential records.

N. What to do if there is a Civil Disturbance or Demonstrations

- Keep building occupants advised of any threatening conditions and advise on areas to avoid.
- Employees should be reminded that they should give no information to reporters, etc. without the consent of executive authority.

O. What to do if there is Violence in the Workplace / Hostage Situation

- Dial '9-911' to report the issue.
- Contact Capitol Security (9-651/296-2100).
- Provide them with the information you have available.
- If possible, evacuate the area. Individuals who can be safely removed from the vicinity should leave.
- Avoid heroics. Don't threaten or intimidate. Keep at a safe, non-intimidating distance. Keep your hands clearly visible. Avoid abrupt, sporadic movements.
- Remind employees in your area to remain calm. The more intense the situation, the greater the need for calmness. Advising someone to remain calm is much easier than putting that calmness into practice; however, it is critically important to avoid escalating the incident's intensity. Look for a place to dive or jump. Be thinking about a potential escape plan for yourself and others.
- If employees are to hold their position, they should be advised to stay away from windows, drop to the prone position, take cover and wait for the all clear signal.
- Keep the blinds or windows open in an area where a hostage situation is taking place to help law enforcement in monitoring the situation.

P. What to do if you receive Suspicious Mail or Package

- **STOP! DON'T HANDLE** - Isolate it immediately and don't open, smell, or taste.
- Contact Capitol Security (9-651/296-2100).
- Contact your Supervisor.
- Wash your hands with soap and water.

Appendix 1 - COB Occupant List (by Floor)

Updated 1/07/15

Basement

MN.IT Services - Shared Services

Ground Floor

MN.IT Services - Shared Services
Cafeteria/Store
Press Corps
Capitol Security - Security Desk
Training and Conference Rooms

First Floor

Office of Legislative Auditor
MN.IT Services - Shared Services
Council on Asian Pacific Minnesotans
Campaign Finance and Public Disclosure Board

Second Floor

Minnesota Management and Budget (MMB)
MN.IT Services - Shared Services

Third Floor

Human Resources, Dept. of Administration & MMB
Office of Geographic and Demographic Analysis
Risk Management
STAR Program
MN Department of Human Rights – Contract Compliance Unit
Developmental Disabilities Council
MN.IT Services (ISRM)

Fourth Floor

Minnesota Management and Budget (MMB)
Treasurer's Office - Minnesota Management and Budget (MMB)
Statewide Integrated Financial Tools (SWIFT)

Fifth Floor

MN.IT Services
First Shift
Second Shift
Third Shift
MN Senate Staff Offices

Appendix 2 - Severe Weather & Tornado Relocation Areas (by Floor)

Basement level

People in the loading dock area should move immediately to the interior of the building. Others located in an interior portion of the basement should stay where you are.

Ground floor level

People in the cafeteria seating area should move immediately to an interior area (ex. north end of ground floor, stairwells, and tunnel) away from windows.

1st through 3rd floor levels

People on these floors should move to an interior area of the floor to designated safe rooms or move to the basement tunnel area, using the stairwell. The basement tunnel area is the preferred location.

4th and 5th floor levels

People on these floors should move down into the stairwells, below the 3rd floor. Please move down the stairwell to allow others to enter above you.

NOTE: Stairwells are not setup to receive PA announcements, so please follow instructions provided by Building Emergency Staff.

[illegible]

Appendix 4 - How to respond when an Active Shooter is in your vicinity

QUICKLY DETERMINE THE MOST REASONABLE WAY TO PROTECT YOUR OWN LIFE. GUESTS, CUSTOMERS AND CLIENTS ARE LIKELY TO FOLLOW THE LEAD OF EMPLOYEES AND MANAGERS DURING AN ACTIVE SHOOTER SITUATION.

1. Run

- Know the building evacuation plan and exits routes
- Leave your belongings behind
- Keep your hands visible

2. Hide

- Hide in an area out of the active shooter's view
- Block entry to your hiding place or lock doors
- Silence your cell phone and remain quiet

3. Fight

- As a last resort and only when your life is in imminent danger
- Attempt to incapacitate the active shooter
- Act with physical aggression and throw items at the active shooter

CALL 911 WHEN IT IS SAFE TO DO SO

HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES ON THE SCENE

- Remain calm, and follow officers' instructions
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movement toward officers such as holding on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

INFORMATION TO PROVIDE TO 911 OR LAW ENFORCEMENT

- Location of the victims and the active shooter
- Number of shooters, if more than one
- Physical description of shooter/s
- Number and type of weapons held by shooter/s
- Number of potential victims at the location

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For more information about Active Shooter Preparedness visit this Homeland Security site.
<http://www.dhs.gov/active-shooter-preparedness>