

**ROCK COUNTY
EQUAL EMPLOYMENT OPPORTUNITY
AND AFFIRMATIVE ACTION PLAN**

10/1/2015-9/30/2017

**The Rock County Personnel Policy, Chapter 18 of the Ordinances
of Rock County, commits the County to an Equal Opportunity
Personnel System. See Section 18.102.**

TABLE OF CONTENTS

GOAL	1
I. STATEMENT OF POLICY	1
II. LEGAL BASIS	2
III. RESPONSIBILITY FOR IMPLEMENTATION OF POLICY	3
A. Human Resources Department	3
B. County Administrator	5
C. Department Heads	5
D. Management.....	6
E. Staff	6
IV. PUBLICATION OF THE AFFIRMATIVE ACTION POLICY	6
A. Internal Distribution.....	6
B. Externally -- Recruitment Sources	7
C. Externally -- General Public.....	7
V. IDENTIFICATION OF COORDINATORS	7
VI. CONTRACT PROVIDER COMPLIANCE	8
VII. ACTION TAKEN	9
A. On-going Initiatives	9
VIII. COMPLAINT PROCESS	10
A. Complaints Related to Employment (AA)	10
B. Complaints Related to Service Delivery (CRC).....	11
C. Internal Investigation	12
D. When to File	12
E. How to File.....	12
F. Investigation Process	12
G. Right of Appeal.....	13
H. Retention of Records.....	13
I. Publication of Complaint Procedure.....	13
J. Non-Retaliation.....	13
IX. POLICY/PROCEDURE ON EEO/CIVIL RIGHTS TRAINING TO STAFF	13
A. Employment Training.....	13
B. Training Goals	14
1. Human Services.....	14
2. Child Support	14
3. Developmental Disabilities	14

4. Public Health Department	15
5. Council on Aging	15
6. Rock County 911 Communication Center.....	15
X. UTILIZATION ANALYSIS	16
A. Female-Male Concentrations By Occupational Classification	16
B. Minority Employment.....	16
C. Minority Distribution.....	16
D. Disabled Employment	17
E. Identification of Problem Areas	17
1. Utilization of White Males & Females.....	17
2. Utilization of Minorities	17
3. Utilization of Disabled.....	18
XI. OBJECTIVES AND GOALS	19
A. County-Wide	19
1. Under-Utilization of Minority Males.....	19
2. Under-Utilization of Minority Females	19
B. Agency Specific.....	19
1. Human Services.....	20
2. Child Support	20
3. Council on Aging	20
4. Developmental Disabilities	20
5. Public Health Department	21
6. Rock County 911 Communication Center.....	21
C. Method For Eliminating Under-Utilization	22
XII. CLIENT SERVICES POPULATION ANALYSIS	22
A. Human Services	23
B. Council on Aging	23
C. Child Support	24
D. Developmental Disabilities	24
E. Public Health Department	25
XIII. UTILIZATION OF PROTECTED GROUP PERSONS.....	25
XIV. SECTION 504 OF THE REHABILITATION ACT OF 1973.....	26
XV. POLICY/PROCEDURE ON INTERPRETERS OR TRANSLATORS.....	27
XVI. MONITORING OF AFFIRMATIVE ACTION PLAN.....	27
XVII. PROGRAM EVALUATION	28
XVIII. COUNTY FACILITIES UPDATES.....	28

REFERENCES.....	30
APPENDIX A –ROCK COUNTY WORKFORCE	31
APPENDIX B–DEPARTMENT WORKFORCE	32
A . Human Services	33
B. Health Department	34
C. Developmental Disabilities	35
D. Child Support	36
E. Council on Aging	37
F. Rock County 911 Communication Center.....	38
APPENDIX D –EMPLOYMENT DISCRIMINATION COMPLIANT FORM	39
APPENDIX E –DEPARTMENT CLIENT GRIEVANCE FORM	42
A . Human Services	43
B. Child Support.....	52
C. Health Department.....	53
D. Developmental Disabilities	57
E. Council on Aging	61
F. Rock County 911 Communication Center.....	63
APPENDIX F-AFFIRMATIVE ACTION CONTACTS.....	73

ROCK COUNTY

EQUAL EMPLOYMENT OPPORTUNITY AND AFFIRMATIVE ACTION PLAN

I. STATEMENT OF POLICY

- A. It is the policy of Rock County to affirm its commitment to equal opportunity and nondiscrimination in employment and service delivery, and to actively implement all Federal, State, and County Equal Employment Opportunity/Affirmative Action laws, policies, plans, rules, regulations and ordinances.
- B. The County recognizes and accepts its important leadership role in providing for equal employment/service opportunities for minorities, women and persons with disabling conditions.
- C. The County is committed to equal opportunity in all of its employment/service practices including, but not limited to: outreach, recruitment, selection, transfer, referral, promotion, testing, placement, layoffs or terminations, so that discriminatory practices against persons because of their sex, gender identity, gender expression, race, religion, color, national origin or ancestry, age, disability, political affiliation or beliefs, pregnancy, creed, arrest/conviction record, marital status, military services, or outside use of lawful products or any other cause for discrimination as defined by law, will not hinder access to either employment or services delivered.
- D. It is the express policy of Rock County to promote equal employment opportunity among all who are employed by Rock County and who seek employment with Rock County.
- E. Rock County does not and will not discriminate on the basis of protected status. Protected status means race, color, religion, national origin, sex, sexual orientation, marital status, disability, physical condition, pregnancy, creed, marital status, military services developmental disability (as defined in S.51.01(5)), arrest or conviction received (in keeping with S.111.32) age, gender identity, gender expression (except where sex, age, physical or mental requirements are bonafide occupational qualifications and marital status, where supervisory relationships exist) or membership in the military reserves or national guard as having any bearing on whether or not an individual might progress within the County organization thereafter, or receive services.
- F. Rock County ensures equal opportunity in all programs, services and activities, including, but not limited to, program eligibility, treatment by staff, communication of program information, access to facilities, assignment of clients to staff, communication of programs, outreach, intake and admissions,

assignment to facilities or referrals to other services, assessment/ diagnosis/evaluation and treatment, disciplinary actions and termination from programs. Communication of program services include sharing information in the appropriate language for non-English or limited English speaking persons and in the appropriate medium for persons with hearing or vision impediments. (NOTE: Program accessibility may require physical accessibility.)

- H. The commitment on non-discrimination and Affirmative Action applies to service delivery as well as employment practices.



Josh Smith
County Administrator

12-4-15

Date

II. LEGAL BASIS

The provisions of this Policy are based in part, upon the following laws, Executive Orders, rules, regulations and ordinances:

- Americans with Disabilities Act of 1990
- 13th Amendment to the U.S. Constitution
- 14th Amendment to the U.S. Constitution
- Federal Equal Pay Act of 1963
- Federal Civil Rights Act of 1964
- Federal Civil Rights Act of 1991
- Federal Age Discrimination Act of 1967
- Federal Equal Employment Opportunity Act of 1972
- Federal Education Amendments of 1972
- Federal Rehabilitation Act of 1973
- Federal Age Discrimination in Employment Act of 1975
- Federal Comprehensive Employment & Training Act of 1978
- Federal Genetic Information Non Discrimination Act of 2008
- Federal Executive Order 11246
- Federal Executive Order 11375
- Federal Uniform Guidelines On Employee Selection Procedures of 1978
- Federal Standards For A Merit System Of Personnel Administration of 1979

Since much of the County's work is service oriented, our decisions, rules and policies must also reflect our positive attitude toward Equal Employment Opportunity (EEO) and Affirmative Action (AA).

III. RESPONSIBILITY FOR IMPLEMENTATION OF POLICY

Specific ongoing responsibilities, policies and procedures for the Human Resources Department, County Administrator and Department Heads are identified and delegated as follows:

A. Human Resources Department

It is the responsibility of the Human Resources Department to ensure that:

1. Job applicant forms contain only job-related questions. The personal identifying questions will be kept separate from the application and will not be reviewed by the person doing the hiring.
2. Job announcements include only job-related information and all advertisements contain the designation "EEO/AA".
3. Information regarding job vacancies will continue to be made available to established minority and disabled advocacy organizations, related public agencies and recognized employment specialists which include, but are not limited to, Job Service, and Division of Vocational Rehabilitation.
4. Qualified women, disabled, minority and senior employees are included on interview and rating panels, whenever possible.
5. Information on the selection process is available to all applicants.
6. Rejected applicants are provided, upon request, with information on possible actions they may take to improve chances for employment.
7. The EEO-4 Report will be prepared and filed as required by the Equal Employment Opportunity Commission (EEOC).
8. The composition of the workforce will be analyzed by department and classification using EEOC categories.
9. Grievances are processed according to the processing systems developed and specified in union contracts and County personnel policies.
10. A record of the reasons job applicants were rejected is maintained through the use of an applicant flow chart.
11. Department Heads and their designees who conduct employment interviews meet with members of Human Resource Department prior to

interviews to discuss acceptable and appropriate interview questions. Questions which are not job-related will be eliminated and avoided. Suitability requirements will be applied with judgment and consideration as to the pertinence of the requirements to the job in order to prevent precluding employment of acceptable applicants.

12. Class specifications are periodically reviewed, evaluated, and revised to ensure that specifications accurately describe the work of the positions allocated to that class, that all entrance requirements are job related, that requirements of experience and education in, or restrictions on, age, sex or physical characteristics are deleted unless a BFOQ (bonafide occupational qualification) exists, and that unnecessarily narrow experience and education requirements which reduce competition for promotions and transfers between units are eliminated.
13. EEO/AA information is provided to Department Heads to assist them in the fulfillment of EEO/AA responsibilities.
14. Records of the County's employment goals are maintained in order to provide regular planning and performance monitoring of the County's Affirmative Action Plan.
15. County compliance with all Federal law, State law and County Affirmative Action Ordinances will be monitored.
16. The Human Resources Director will work with the County Administrator and Department Heads in the implementation of the Affirmative Action Plan.
17. Special recruitment campaigns are developed as necessary to ensure response from members of protected classes.
18. The Human Resources Department will continue to make use of temporary help as needed. This program accommodates the employment of minorities and/or women and provides them with actual work experience which may help them qualify for regular employment.
19. With the assistance of Department Heads, employment practices which impede the objectives of equal treatment and equal opportunity are identified and workable solutions, goals and timetables to rectify problem areas are devised.
20. Employment and selection procedures are evaluated for job-relatedness, validity and effectiveness, which helps to identify and eliminate any artificial barriers to employment.
21. All relevant personal data necessary to monitor the Affirmative Action Program including, but not limited to applicant flow (external and

internal), offers, hires, promotions, transfers, demotions, training program participation, termination, layoffs and recalls is maintained in appropriate files.

22. The Affirmative Action Plan is evaluated, reviewed and revised as necessary.
23. Department Heads help all contract providers understand County EEO, AA, and Civil Rights Compliance (CRC) policies and procedures.

B. County Administrator

The County Administrator shall:

1. Require that each Rock County department affirm its commitment to implement policies and procedures in compliance with the Affirmative Action Plan.
2. In the event of non-compliance with this Affirmative Action Plan and its goals, direct those departments not in compliance to comply in timely fashion.

C. Department Heads

Department Heads shall:

1. Cooperate with the County Administrator in all matters relating to EEO/AA and their responsibilities under this policy.
2. Ensure compliance by staff with all Federal, State and County EEO/AA laws, policies, plans and ordinances.
3. Communicate with the County Administrator and Human Resources Director regarding complaints of discrimination and assist in the development and implementation of positive action to correct said problems and situations.
4. Assist the Human Resources Department in the development, monitoring and evaluation of the County's plan.
5. Distribute the County Affirmative Action Plan to all contract providers and assist in the contract providers comprehension of this plan.
6. Ensure compliance by contract providers with all Federal, State and County EEO/CRC laws, policies, plans, and ordinances.

D. Management

1. The responsibilities of management staff include assisting in the development and implementation of the Affirmative Action/Equal Employment Opportunity Plan and program in order to meet the program's goals and objectives. Managers are responsible for ensuring that all selection decisions and the application of personnel policies and practices are consistent with the Equal Employment Opportunities policy.
2. The responsibilities of supervisory staff include implementing the objectives of the Affirmative Action/Equal Employment Opportunity Program and prohibiting the harassment of any employee placed through affirmative action efforts.

E. Staff

1. All staff, who have direct contact with clients or potential clients, have a responsibility to apply all agency rules equitably and to treat each individual fairly without regard to his/her protected status.

IV. PUBLICATION OF THE AFFIRMATIVE ACTION POLICY

A. Internal Distribution

1. Internally, the Affirmative Action plan will be made available to all management staff, employees, union officials, members of the Rock County Board of Supervisors and members of other boards and committees.
2. Periodically, the Policy is reviewed with executive, managerial and supervisory personnel along with instruction on the laws and regulations concerning Equal Employment Opportunity and Affirmative Action.
3. The "Equal Opportunity is the Law" poster is permanently and prominently displayed.
4. The "Wisconsin Fair Employment Act" poster is permanently and prominently displayed.
5. The Affirmative Action Program is communicated to all employees in policy statements which are posted and are communicated to employees during new-hire orientation.

6. All newly hired employees receive a summary of the Rock County Affirmative Action Plan during Orientation. This contains statements regarding policy, dissemination and complaint processes. As always, if anyone wishes to have an entire copy of the Rock County Affirmative Action Plan, it will be made available.

B. Externally--Recruitment Sources

1. The fact that Rock County is an equal opportunity employer will continue to be noted in all recruitment advertising.
2. The practice of providing notice of all job vacancies available to the public and to an established list of Affirmative Action contacts will be continued. The list of contacts includes agencies, organizations, churches, groups representing and/or serving minorities, women, disabled and other protected classes.
3. Prospective employees are made aware of the existence of our Affirmative Action Program and Policy on visual displays located in the application/reception area and on the application form.

C. Externally--General Public

The Affirmative Action Plan will be made available to any interested citizen or group. The Human Resources Department will continue to make itself available to provide information to individuals or groups upon request.

V. IDENTIFICATION OF COORDINATORS

The primary contact for all Affirmative Action/Equal Employment Opportunity as it pertains to employment purposes shall be the County Human Resources Director.

The following list of persons shall be the departmental Affirmative Action/Civil Rights Coordinators for service delivery purposes of their respective departments:

Joyce Lubben	Council on Aging
Kris Baker-Ellis	Child Support Enforcement
Phil Boutwell	Human Services Department
John Hanewall	Developmental Disabilities Board
Marie Noel Sandoval	Public Health Department
Sue Prostko	Rock Haven Nursing Home
Lori Williams	Public Works Department
Kathy Sukus	Communication Center - 911

EEO/CRC Coordinator

The EEO/CRC Coordinator shall have the following responsibilities:

1. Assist in the preparation and presentation of the Affirmative Action Plan.
2. Administer the Affirmative Action Plan for their respective department, including service delivery.
3. Disseminate equal opportunity information to agency staff, grantees/vendors, beneficiaries and interested parties.
4. Resolve complaints of discrimination.
5. Identify problems and assist management in problem resolution.
6. Implement all audit and reporting systems designed to measure the effectiveness of the program and review program results with management (i.e. workforce analysis).
7. Serve as liaison between the organization and compliance agencies and other relevant community organizations as necessary.
8. Keep management and staff informed of the latest developments in equal employment opportunity.
9. Ensure that all technical phases of compliance are met.
10. Provide technical assistance or civil rights training to staff, or refer staff to appropriate resources.
11. Monitor and evaluate equal opportunity.
12. Maintain essential civil rights records (i.e., demographics, self-evaluation, committee appointments, etc.).

VI. CONTRACT PROVIDER COMPLIANCE

Rock County and its agencies require all contract providers to have an approved Affirmative Action Plan.

The following is a list of persons who ensure compliance by contract providers with all Federal, State and County EEO/CRC laws, policies, plans and ordinances.

Joyce Lubben	Council on Aging
Kristine Baker-Ellis	Child Support Enforcement
Phil Boutwell	Human Services Department
John Hanewall	Developmental Disabilities Board
Marie Noel Sandoval	Public Health Department
Sue Prostko	Rock Haven Nursing Home

Lori Williams
Kathy Sukus

Public Works Department
Communication Center - 911

These contract monitors ensure compliance by conducting on-site and paper audits. With the exception of Child Support Enforcement, each agency monitors provider compliance by determining if pre-established criteria have been met on an annual basis.

The Child Support Unit monitors on an on-going basis through emergent problems or concerns.

These monitors verify and assist (if needed) in the compliance of the service provider's approved Affirmative Action Plan. Rock County will encourage service providers to attend in-house training sessions as long as the sessions can reasonably accommodate the number of people in attendance. A videotape of these sessions will be made available to any service provider who wishes to obtain a copy for their own training and orientation process.

The provider compliance monitors will request a written statement from the service providers outlining their position on goals accomplished to-date. If any service provider is having great difficulty in reaching a goal(s), Rock County will assist in any way possible in order to accomplish the goal(s).

All provider compliance monitors are required to attend state training programs on an annual basis in order to increase or maintain awareness and insight into equal employment and civil rights laws and their implementation.

VII. ACTION TAKEN

A. On-going Initiatives (See also Section III).

1. The County uses validated exams whenever possible. State exams that are used are validated and the validity evidence is transportable.
2. Employees are surveyed for their ability and willingness to act as translators for limited English-speaking persons and sign language interpreters. The Human Resources Department maintains and updates this list which is available to EEO Coordinators. A TTY (typewriter telephone) is available.
3. The Human Resources Department has and will continue to restructure selection/testing procedures to make a responsible accommodation to disabled applicants. Adaptive aids for the visually impaired will be available or a reader will be provided. Interpreters can be provided for the hearing impaired.

4. Job analyses are performed when there is a change in knowledge, skills, abilities and other qualification requirements in order to assure that selection of the applicant is based on correct job requirement information.
5. Training seminars in EEO/AA have been and will continue to be conducted for front-line supervisory staff, Human Resource staff and others identified as needing such training.
6. The staff of the Human Resources Department has received formal training in interviewing and selection, conducting job analyses and/or the Uniform Guidelines in Employee Selection.
7. A training program for first line supervisors provides training in areas such as supervisory skills, personnel role of supervisors, etc.
8. Class specifications and position descriptions have been constructed to establish valid selection procedures.
9. An extensive Physical Traits Job Analysis form is used, as required, to detail the physical requirements of a specific position and is used to determine what accommodations, if any, can be made for an employee who has a disabling condition.
10. Participation in workshops, job fairs and other informational and/or educational programs will be continued and encouraged.

VIII. COMPLAINT PROCESS

Any employee or applicant, client or potential client (one who sought services and was denied) may file a Complaint (either internally or externally) if the person feels he/she was discriminated against on the basis of protected status.

A. Complaints Related to Employment (AA).

Process for filing a complaint:

1. A complaint may be filed for investigation within our Internal Complaint Procedure. A sample copy of the Rock County Employment Discrimination Compliant Form may be found in Appendix D of this plan.
2. A complaint may also be filed directly with any of the following agencies:
 - a. Equal Rights Division, Wisconsin Department of Workforce Development, P.O. Box 8928, Madison, WI 53708

NOTE: Must be filed within 300 days of date of alleged discrimination.

- b. Federal Equal Employment Opportunity Commission, 310 West Wisconsin Avenue, Suite 500, Milwaukee, WI 53203-2292.
- c. Office for Civil Rights/Chicago, U.S Department of Health and Human Services, 233 N. Michigan Ave, Suite 240, Chicago, IL 60601.
- d. Department of Health Services Affirmative Action/Civil Rights Compliance Office, P.O. Box 7850, 1 West Wilson Street, Madison, WI 53707-7850.

NOTE: Complaints filed under b,c, and d, must be filed within 180 days of date of alleged discrimination.

B. Complaints Related to Service Delivery (Civil Rights Compliance).

Process for filing a complaint:

- 1. A complaint may be filed for investigation with our Internal Complaint Procedure. A sample copy of the Human Services, Child Support, Council on Aging, Health Dept. and Developmental Disabilities Client Grievance Form may be found in Appendix E of this report.
- 2. A complaint may also be filed directly with any of the following agencies:
 - a. Office for Civil Rights, U.S. Department of Health & Human Services (address previously listed).
 - b. Department of Health Services Affirmative Action/Civil Rights Compliance Office (address previously listed).
- 3. A non-civil rights discrimination complaint may also be filed. To obtain more information regarding these types of complaints, contact the following people:

Human Services Community Options Program (Benefits Only)
* Jennifer Anselmi, 741-3551

Human Services Economic Support Division (Benefits Only)
* Pat Nixon, 741-3451

C. Internal Investigation.

Those persons wishing to file a complaint are encouraged to utilize the Internal Complaint Procedure. Complaints may be filed by completing the “Rock County Employment Discrimination Complaint Form” or the “Client Grievance Form”. The Human Resources Director and EEO/CRC Coordinator shall maintain copies of the grievance form and shall respond to such grievances within fourteen (14) days after such grievance is submitted.

The Department Head or his/her designee shall review any grievances submitted every six months to determine the effectiveness of the grievance process and appropriate resolutions of such grievances.

D. When to File.

It is preferable that the Complaint be filed as soon as possible after the incident and hopefully within thirty (30) days of the incident. The prompt filing of a complaint will result in a more accurate and effective investigation and more timely resolution.

E. How to File.

A “Rock County Employment Discrimination Complaint Form” or “Client Grievance Form” is available upon request from the Human Resources Director or the EEO/CRC Coordinator.

If you need assistance in completing the form, you may arrange for it through the above. Complaints may be delivered to the office of the Human Resources Director or EEO/CRC Coordinator or be mailed to:

Rock County Human Resources Department
51 South Main St.
Janesville, WI 53545

F. Investigation Process.

The Human Resources Director or EEO/CRC Coordinator will make an investigation and full report regarding the basis of the complaint. The resolution of the complaint will be sent to the complainant in writing in a language understandable to the complainant. For visually impaired persons, the resolution of the complaint will be transmitted by a method which will be understood by the complainant.

The report will include a summary of the complaint, the scope of the investigation, facts which support or refute the complaint, the decision and the reasons for the decision. The report will be rendered within thirty (30) days of the date of receipt of the complaint.

G. Right of Appeal.

If the complainant is not satisfied with the resolution of the complaint, an appeal can be made to the County Administrator or his/her designee upon request to the Equal Employment Opportunity/Civil Rights Coordinator.

A formal right of appeal may be filed with any of the agencies listed under "Process for Filing a Complaint".

H. Retention of Records.

The records and reports relating to the complaint will be retained for three years from the date of final disposition of the complaint by the department.

I. Publication of Complaint Procedure.

This complaint procedure is provided to all employees/clients. The complaint procedure is posted in the general reception areas for applicant/potential client review.

J. Non-Retaliation.

No complainant will be intimidated, harassed or subjected to any other form of adverse action because of the filing of a complaint of discrimination. Staff members who are witnesses or knowledgeable parties are urged to cooperate fully in the complaint investigation process without fear of adverse action or retaliation.

IX. POLICY/PROCEDURE ON EEO/CIVIL RIGHTS TRAINING TO STAFF

A. Employment Training.

In order to provide awareness and insight into equal employment opportunity laws and their implementation, the County has provided/offered the following training to management, supervisory and line staff:

Continuous Training	Specific Dept or Offered to Entire County
Sexual Harassment	County-on line
Diversity	County-on line

2011 To Date	Specific Dept or Offered to Entire County
Management Leadership Training	Department Heads, Supervisors, and Managers

B. Training Goals.

Rock County and its agencies will provide EEO training to all supervisory and line staff on an annual basis.

1. Human Services Department

The Human Services Department designates its Deputy Director as the Equal Opportunities/Civil Rights Compliance Coordinator.

The HSD plans to update its Grievance/Complaint form AD-063. The form encompasses the broad categories of Affirmative Action, Civil Rights and Privacy Rights.

Training opportunities related to Civil Rights/Affirmative Action is made available periodically to all supervisors and line-staff. The ES Division is held to a higher training standard due to its basic mission of determining eligibility for state/federal benefits such as Medicaid and Food Share. They take the state's training program on an annual basis. The County's requirement of its employees to take Diversity Training meets the Civil Rights Compliance training requirements as well.

2. Child Support Enforcement

The State of Wisconsin has provided an on-line CBT training aid in regards to AA/EEO/CRC training. Each new employee must review and complete this training session when they are hired. Existing staff must review and complete this training once a year. Staff members may also attend a State or County sponsored training if they have not already done so.

3. Developmental Disabilities Board

The Developmental Disabilities Board remains in compliance with all standards set forth to ensure that all applicable equal opportunity rules, regulations and guidelines are maintained.

The Director is the Department's Equal Opportunity Coordinator.

Designated staff members attend AA/CRC trainings on a periodic/scheduled basis. Department staff members having impact/contact upon the Developmental Disabilities population are required to attend specific trainings related to Affirmative Action/Civil Rights Compliance at least once every two years. The Equal Opportunity Coordinator for the department attends Rock County's Affirmative Action training as it is offered. These trainings are designed to maintain an awareness and insight into equal employment and civil rights laws and their implementation.

The department's AA/CRC Coordinator holds AA/CRC meetings with all department staff members at least twice yearly; or more frequently if indicated. All contracted service providers are required to meet their training goals set forth by their own approved AA/CRC compliance plan. Contracted service providers are required to submit a copy of their individual compliance plan to the Department on an annual basis. Contract providers are encouraged to attend training programs offered to Rock County employees. Additionally, the Department offers training at least twice yearly to all contracted service providers on a variety of topics. Trainings typically focus on consumer rights and responsibilities as well as the rights and responsibilities of individual contracted service providers.

4. Public Health Department

All Public Health staff will expand their knowledge of diverse populations and other cultures by participating in at least one event or training targeted at improving cultural awareness and sensitivity.

5. Council on Aging.

All supervisory and line staff will be encouraged to attend diversity training provided either by the County Human Resources Department or outside of the County.

6. Rock County Communication Center - 911

The Communications Center's diversity training plan for 9/30/15-9/30/17 is to utilize Rock County's "Welcoming Diversity" online training for all supervisors and management. We do not have any planned training for staff during this time period as we follow the County's schedule for required training. The County required all staff to complete diversity training in 2014.

X. UTILIZATION ANALYSIS

Total employment of Rock County as of June 30, 2015, is shown in Appendix A. The breakdown utilizes the categories contained in the EEO-4 Report, which the County must submit to the Equal Employment Opportunity Commission.

The percentage of employees in sex and race categories in the County are compared to sex and race categories of the labor force. This comparison utilizes data published by the Wisconsin Department of Workforce Development, 2012-2013.

An analysis of the statistical data in **Appendix A** reveals the following:

A. Female Employment.

The Officials/Administrative category is comprised of 66.67% female and 33.33% male.

B. Female-Male Concentrations by Occupational Classification.

Females represent a majority in professional positions (73.99%), technicians (61.29%), Para-professional (83.81%), and in Administrative Support (96.30%).

C. Minority Employment.

The minority labor force in Rock County is 9.4%. (This number is a little higher, due to DWD having a category for 2 or more races. For this report, that category was not included). The Rock County workforce is composed of 6.90% minorities. NOTE: white females are not included in the minority numbers.

D. Minority Distribution.

Of the County's 96 minority employees, the following statistical tabulation reveals minority representation in the following occupational categories:

	<u># of Employees</u>	<u>Percentage</u>
Officials/Administrative	5	5.2%
Professional	23	24.0%
Technicians	6	6.3%
Protective Service	9	9.4%
Para-Professional	45	46.9%
Administrative Support	3	3.1%
Skilled Craft	0	0.0%
Service/Maintenance	<u>5</u>	<u>5.2%</u>
	96	100%

NOTE: white females are not included in the minority numbers.

E. Disabled Employment.

The disabled labor force in Rock County is 2.96%. Based on information maintained on County employees, the Rock County workforce is 0.36% disabled. It is likely that the percentage indicated by the respondent population may be somewhat lower than the actual figure, since the legal definition of “Disabling Condition” includes a broad range of conditions. Based on observation, it was evident that many employees had what could normally be considered a disabling condition, but felt that in their specific case it was not. When we surveyed employees in the past, many employees indicated that they did not consider themselves disabled even though they had conditions listed in the Fair Employment Act.

F. Identification of Problem Areas.

Based on the information provided in **Appendix B** and discussed above, the following comparisons can be made.

NOTE: The breakdown of individuals into specific minority groups has been collapsed into categories of minority male and minority female.

Rock County Workforce vs. Labor Force

	<u>White Male</u>	<u>Minority Male</u>	<u>White Female</u>	<u>Minority Female</u>	<u>Disabled Male/Female</u>
Rock County %	31.54	1.72	61.57	5.17	0.36
Labor Force %	<u>46.80</u>	<u>5.50</u>	<u>43.00</u>	<u>3.90</u>	<u>2.96</u>
Difference %	-15.26	-3.78	+18.57	1.27	-2.60
% WF vs LF*	67.39	31.35	143.18	132.63	12.15

(* % of Rock County Workforce to the Labor force)

1. Utilization of White Males and Females.

White Males--The data identifies underutilization of white males. White Female--The data identifies over-utilization of white females.

2. Utilization of Minorities.

Minority Males--The difference between Rock County’s utilization of males and the labor force’s utilization is -3.78% .

Appendix A can be further broken down by minority groups.

	<u>Black</u>	<u>Hispanic</u>	<u>Amer. Ind. Alask. Native</u>	<u>Asian/Pacific Other</u>
Rock Co. %	1.08	.43	.22	0.00
Labor Force %	<u>1.40</u>	<u>3.60</u>	<u>.10</u>	<u>0.40</u>
Difference %	-0.32	-3.17	0.12	-0.40

From this analysis, it becomes evident that the greatest need for improvement exists for Hispanic males.

The County would need to hire 5 Black, 45 Hispanic, and 6 Asian males to totally eliminate the underutilization of minority males.

Minority Females--The difference between Rock County's utilization of minority females and the labor force utilization is 1.27%

	<u>Black</u>	<u>Hispanic</u>	<u>Amer. Ind. Alask. Native</u>	<u>Asian/Pacific Other</u>
Rock Co. %	2.73	1.51	.72	.22
Labor Force %	<u>1.60</u>	<u>1.70</u>	<u>.10</u>	<u>.50</u>
Difference %	+1.13	-0.19	+0.62	-0.28

Similar to the minority males, the area in need of the most improvement is Hispanic females.

To totally eliminate the underutilization of minority females, 6 Hispanic and 3 Asian females would need to be hired.

3. Utilization of Disabled.

No breakdown is available for the sub-groups of male and female.

Rock County has a workforce of 0.36% that identifies themselves as disabled compared to 2.96% of the available labor force.

Rock County will continue to recruit and hire the most qualified candidates regardless of disability.

XI. OBJECTIVES AND GOALS.

The Affirmative Action Program will continue to rely on the commitment of the County Board, County Departments, and the Human Resources Department. This requires a continuing review and analysis of recruitment and selection methods and data.

See Section III, Responsibility for Implementation of Policy, and Section VI, Action Taken, detailed information on ongoing initiatives and policies and procedures. In addition, specific actions are needed to correct problem areas identified in Section IX (F).

Explanatory Comments and Background Information.

It should be noted that the majority of the County's positions have been covered by collective bargaining agreements, many of which used to contain provisions that required consideration of present County employees before outside applicants can be considered. These contract provisions have been retained in the Rock County Policies and Procedures Manual as a result of changes made by 2014 Wisconsin Act 10. This language restricts the applicant pool for many County vacancies.

A. County-wide.

1. Under-Utilization of Minority Males.

The County does underutilize minority males.

We will continue our efforts to expand our pool of candidates to increase the diversity of our work force.

2. Under-Utilization of Minority Females.

Rock County does underutilize females in certain minority groups, although not to the same degree as minority males.

We will continue our efforts to expand our pool of candidates to increase the diversity of our work force.

B. Agency Specific.

An analysis of the statistical data in **Appendix B** reveals the following

1. Human Services Department

	<u>White Male</u>	<u>Minority Male</u>	<u>White Female</u>	<u>Minority Female</u>	<u>Disabled Male/Female</u>
Hum. Serv. %	20.68	2.68	68.86	7.79	0.73
Labor Force %	<u>46.80</u>	<u>5.50</u>	<u>43.00</u>	<u>3.90</u>	<u>2.96</u>
Difference %	-26.12	-2.82	+25.86	+3.89	-2.69
% WF vs LF*	44.19	48.66	160.13	199.64	0.25

2. Child Support Enforcement

	<u>White Male</u>	<u>Minority Male</u>	<u>White Female</u>	<u>Minority Female</u>	<u>Disabled Male/Female</u>
Child Support %	6.25	0.00	93.75	0.00	0.00
Labor Force %	<u>46.80</u>	<u>5.50</u>	<u>43.00</u>	<u>3.90</u>	<u>2.96</u>
Difference	-40.55	-5.50	+50.75	-3.90	-2.96
% WF vs LF*	13.35	0.00	218.02	0.00	0.00

3. Council on Aging.

	<u>White Male</u>	<u>Minority Male</u>	<u>White Female</u>	<u>Minority Female</u>	<u>Disabled Male/Female</u>
Council Aging %	11.11	0.00	88.89	0.00	0.0
Labor Force %	<u>46.80</u>	<u>5.50</u>	<u>43.00</u>	<u>3.90</u>	<u>2.96</u>
Difference %	-35.69	-5.50	+45.89	-3.90	-2.96
% WF vs LF*	23.74	0.00	206.72	0.00	0.00

4. Developmental Disabilities Board

	<u>White Male</u>	<u>Minority Male</u>	<u>White Female</u>	<u>Minority Female</u>	<u>Disabled Male/Female</u>
Dev. Disab. %	25.00	0.00	75.00	0.00	0.00
Labor Force %	<u>46.80</u>	<u>5.50</u>	<u>43.00</u>	<u>3.90</u>	<u>2.96</u>
Difference %	-21.80	-5.50	+32.00	-3.90	-2.96
% WF vs LF*	53.42	0.0	174.42	0.00	0.00

5. Public Health Department.

	<u>White Male</u>	<u>Minority Male</u>	<u>White Female</u>	<u>Minority Female</u>	<u>Disabled Male/Female</u>
Health Dept %	21.21	0.00	66.67	12.12	0.00
Labor Force %	<u>46.80</u>	<u>5.50</u>	<u>43.00</u>	<u>3.90</u>	<u>2.96</u>
Difference %	-25.59	-5.50	+23.67	+8.22	-2.96
% WF vs LF*	45.33	0.00	155.04	310.80	0.00

6. Rock County Communication Center - 911

	<u>White Male</u>	<u>Minority Male</u>	<u>White Female</u>	<u>Minority Female</u>	<u>Disabled Male/Female</u>
Com Ctr %	28.26	0.00	67.39	4.35	0.00
Labor Force %	<u>46.80</u>	<u>5.50</u>	<u>43.00</u>	<u>3.90</u>	<u>2.96</u>
Difference %	-18.54	-5.50	+24.39	+0.45	-2.96
% WF vs LF*	60.39	0.00	156.72	111.48	0.00

Analysis and Goals:

All of the above Departments fall short in the area of disabled individuals. It should be noted, that Rock County allows our employees to self identify their handicap status. These departments, in conjunction with Human Resources, will continue to look for more recruitment opportunities directed to individuals with disabilities.

Our numbers in terms of minority females are very good in the Human Services Department, Public Health Department and pretty good in the Rock County Communication Center. The Human Resources Department will work with all of the other departments to recruit more minority females.

All departments have few or no male minorities. The Human Resources Department will work with all of these departments to recruit more minority males.

One unique aspect that the 911 Communication Center faces is that applicants must go through a very thorough and rigorous criminal background check; and a psychological testing program before being offered a position. The rigorous screening is due to the need for complete confidentiality and the testing is due to the significant amount of stress on the job. These job related screening processes do eliminate many applicants.

C. Methods for Eliminating Under-Utilization.

The procedure of informing Affirmative Action contacts of all positions open to the public will be continued. The newspapers in which job opportunities are published will continue to be in the Janesville Gazette, Beloit Daily News and the Beloit Chronicle. All vacant positions are also posted on the County's website and on NEOGOV (an international posting service for government jobs around the country).

Information is provided for the vacant positions on the County's job line. This was modified in 2011 to provide job announcements in both English and Spanish.

The Wisconsin State Journal, the Milwaukee Journal-Sentinel and the Rockford Register Star are used on Sundays for positions requiring a larger labor pool. These Affirmative Action contacts and newspapers should reach a large and diverse group of readers, including minority population in Milwaukee and Beloit.

We also distribute postings to a broad list of contacts and post job announcements to Facebook and Linked In. Affirmative Action contact points include African-American churches, minority organizations, minority focused job fairs, and organizations representing various individuals with disabilities. (See Appendix F for a complete list.)

The current practice of providing information on the County's application process to all citizens and groups that request it will be continued. In addition, contacts will be made with the school systems in the County, advising them of our willingness to speak to their students about job opportunities with the County.

The utilization of minorities for temporary positions will be continued. This will help provide individuals with on-the-job experience or the opportunity to update job skills.

It is also hoped that the efforts the County has been making with its Diversity Work Group and outreach efforts will show some positive results in terms of addressing the under utilization of minority groups throughout Rock County.

XII. CLIENT SERVICES POPULATION ANALYSIS

The Civil Rights Program will continue to rely on the commitment of the County Board, County Departments and agency staff to develop and improve the program service system. This requires a continuing review and analysis of program services and delivery methods.

The following are agency-specific analyses for client service populations:

A. Human Services Department

<u>PROTECTED STATUS</u>	<u>CLIENT POPULATION%</u>	<u>SERVICE AREA POPULATION%</u>	<u>PERCENTAGE VARIANCE</u>
White	72.75	86.85	-14.10
Black	13.18	4.44	+8.74
Hispanic	11.77	6.13	+5.64
Amer. Indian	0.51	0.16	+0.35
Asian/Pacific	1.08	1.01	+0.067
Multi Race	0.70	1.40	-0.70
Disabled	12.88	2.95	+9.93
Female	58.26	50.37	+7.89

Problem Areas

White --The white population is the most underserved population.

The Human Services Department will make efforts to provide all minority groups in the community with more information about the services they provide.

B. Council on Aging

<u>PROTECTED STATUS</u>	<u>CLIENT POPULATION%</u>	<u>SERVICE AREA POPULATION%</u>	<u>PERCENTAGE VARIANCE</u>
White	92.09	86.85	+5.24
Black	6.91	4.44	+2.47
Hispanic	0.67	6.13	-5.47
Amer. Indian	0.00	0.16	-0.16
Asian/Pacific	0.12	1.01	-0.89
Multi Race	0.21	1.40	-1.19
Disabled	32.93	2.95	+29.98
Female	66.44	50.37	+16.07

Problem Areas

Hispanic--The Hispanic population is the most under served by the Council on Aging Department.

Council on Aging will make efforts to provide the Hispanic community with more information about the services they provide.

C. Child Support Enforcement

<u>PROTECTED STATUS</u>	<u>CLIENT POPULATION%</u>	<u>SERVICE AREA POPULATION%</u>	<u>PERCENTAGE VARIANCE</u>
White	66.56	86.85	-20.30
Black	20.25	4.44	+15.80
Hispanic	8.38	6.13	+2.24
Amer. Indian	0.31	0.16	+0.15
Asian/Pacific	0.71	1.01	-0.30
Multi Race	3.79	1.40	+2.40
Disabled	6.77	2.95	+3.82
Female	56.35	50.37	+5.98

Problem Areas

White --The white population is the most underserved population.

D. Developmental Disabilities Board

<u>PROTECTED STATUS</u>	<u>CLIENT POPULATION%</u>	<u>SERVICE AREA POPULATION%</u>	<u>PERCENTAGE VARIANCE</u>
White	91.30	86.85	+4.45
Black	5.80	4.44	+1.35
Hispanic	1.61	6.13	-4.52
Amer. Indian	0.48	0.16	+0.32
Asian/Pacific	0.64	1.01	-0.37
Multi Race	0.16	1.40	-1.24
Disabled	98.39	2.95	+95.44
Female	45.57	50.37	-4.80

Problem Areas

All areas are underserved with the exception of the White, Black, and American Indian populations. It should be noted that many of the services that the Developmental Disabilities Board provides are handled thru a waiting list procedure. This makes it difficult to focus the Board's attention to one particular client population.

E. Public Health Department

<u>PROTECTED STATUS</u>	<u>CLIENT POPULATION%</u>	<u>SERVICE AREA POPULATION%</u>	<u>PERCENTAGE VARIANCE</u>
White	57.33	86.85	-29.52
Black	17.08	4.44	+12.64
Hispanic	23.56	6.13	+17.43
Amer. Indian	0.12	0.16	-0.04
Asian/Pacific	1.90	1.01	+0.89
Multi Race	12.95	1.40	+11.55
Disabled	0.00	2.95	0.00
Female	0.00	50.37	0.00

Problem Areas

Female & disabled categories have not been tracked by the Health Department in 2015 but they will tracking those categories in 2016.

The under-served populations identified will be contacted thru coalitions and public events (expanded outreach) to inform them of services available to them thru the Rock County Public Health Department.

XIII. UTILIZATION OF PROTECTED GROUP PERSONS

The following individuals representing various protected classes are involved in the formulation of policies affecting County employees.

<u>COMMITTEE</u>	<u>NAME</u>	<u>ROLE</u>	<u>PROTECTED GROUP STATUS</u>
Health Dept.	Sandra Kraft	Chair	Female
	Judith Wade	Member	Female
	Connie Winters	Member	Female
Co. Board Staff	Sandra Kraft	Vice Chair	Female
	Betty Jo Bussie	Member	Female
	Eva Arnold	Member	Female
	Mary Mawhinney	Member	Female
Dev. Disab. Board	Bridget Rolek	Member	Female
	Nancy Lannert	Member	Female

	Becky Heimerl	Vice Chair	Female
	Cheryl Drozdowic	Member	Female
Ed, Vets, and Aging	Norvain Pleasant	Member	Minority Male
	Kathy Schultz	Member	Female
Finance	Mary Mawhinney	Chair	Female
	Sandra Kraft	Vice Chair	Female
	Mary Beaver	Member	Female
Health Serv.	Betty Jo Bussie	Chair	Female
	Linda Garrett	Member	Minority Female
	Billy Bob Grahn	Member	Minority Male
	Norvain Pleasant	Member	Minority Male
Human. Serv.	Linda Garrett	Member	Minority Female
	Billy Bob Grahn	Member	Minority Male
	Ashley Kleven	Member	Female
	Kathy Schultz	Member	Female
	Shirley Williams	Member	Minority Female
	Sally Jean Weaver-Landers	Vice Chair	Female
Planning	Mary Mawhinney	Vice Chair	Female
Public Safety and Justice	Mary Beaver	Member	Female
Public Works	Betty Jo Bussie	Chair	Female
	Eva Arnold	Member	Female

XIV. SECTION 504 OF THE REHABILITATION ACT OF 1973

Rock County must comply with Section 504 of the Rehabilitation Act of 1973. This Act covers equal opportunity in the employment of and service delivery to the disabled. The County conducted a self-analysis several years ago to identify any obstacles to the disabled in the physical layout of County Facilities.

A few problems were identified and a transition plan to remove any barriers was developed and implemented. The identified obstacles have all been corrected.

An on-going plan to identify new obstacles is in place. (See Section XVIII County Facilities Updates.) If new obstacles are identified and it is determined not to be cost effective or are in the interim of being completed, the County will make a "reasonable accommodation."

A reasonable accommodation is an adaptation of the workplace, the equipment, or the job itself which enables a disabled employee to do a particular job for which he/she is qualified in training and abilities. An employer covered by the regulations is required to make reasonable accommodation to the known physical or mental limitations of an otherwise qualified disabled applicant or employee unless the recipient can demonstrate that the accommodation would impose an undue hardship on the operation of its program.

Some examples of reasonable accommodations are: 1) job restructuring; 2) providing ramps; 3) providing special equipment or devices; and 4) providing handicap parking spaces.

Employees who feel they have been denied reasonable accommodation by the County may file a grievance with the County, the State or the appropriate federal agency.

XV. POLICY/PROCEDURE ON INTERPRETERS OR TRANSLATORS

Rock County will continue to affirm its commitment to Equal Employment Opportunities/Affirmative Action by providing services and information on services to applicants/clients/general public in a medium that assists individuals in accessing, participating in and benefiting from employment opportunities or services. Any individual is entitled to a qualified interpreter or translator at the time of applying for employment/services, in receiving services or in processing a complaint/appeal.

The Human Resources Department will annually survey employees and develop a list of qualified volunteer interpreters/translators. The list will be distributed to all departments within the County.

Interpreters or translators can be reached by contacting the Human Resources Department. Interpreters or translators are comprised of qualified staff, qualified adult volunteers or qualified contracted personnel, who are sensitive to the linguistic and cultural perspectives of the applicant/client. Interpreters for the hearing impaired with OMI or RID certification will be sought through staff, volunteer adults, or an outside agency.

All contract providers are entitled to use the list of interpreters/translators whenever such need arises. They may contact either the agency for which services are provided or the Human Resources Department.

XVI. MONITORING OF AFFIRMATIVE ACTION PLAN

The Human Resources Department will compile, maintain and review the following Affirmative Action statistics. These statistics will be used to

evaluate the program, identify problems or barriers and modify or clarify practices:

- New Hire Reports by Job Category (quarterly)
- Minority Employees by Job Category (annual)
- Rock County Workforce Analysis (annual)
- Applicant Flow Data (continuous)
- Hires, Terminations of Disabled Employees (annual)

XVII. PROGRAM EVALUATION

The Affirmative Action Plan will be evaluated annually by the Human Resources Director or his/her designee. New objectives will be based upon needs of the program as identified in the evaluation process. The evaluation process will include, but not be limited to, the statistics listed in Section IX, a review of any EEO grievances or complaints and any other information deemed relevant. It is anticipated that the accumulation of Affirmative Action statistics will result in some refinements of the selection and the employment processes, so that any unknown barriers to employment will be systematically removed. Female and minority group statistics will be reviewed semi-annually.

In particular, the employment of minorities will be reviewed to detect trends, thereby identifying program accomplishments or deficiencies and facilitating the elimination of barriers and under-utilization of minorities on a more timely basis.

XVIII. COUNTY FACILITIES UPDATES

Courthouse - The Courthouse expansion and remodeling was completed in the fall of 2000. The newest part of the building on the west side of the complex contains Court Services and the older part of the building on the east side of the complex contains several County Departments. The entire building is fully ADA accessible. Handicap parking, per code, is available at the front entrance to the Courthouse. Because of the increased demand, two additional spaces were added in October 2009.

Department of Public Works - Highway, Parks, and Airport - Disabled parking signs have been properly installed. As repairs are needed, ADA compliant door handles have also been installed.

Sheriff's Office - Rock County Jail - An addition to the Jail for intake and release was completed in July of 2011. Remodeling was completed in the existing building in 2012, serving as a medical area for the Jail. The new, plus the remodeled areas are fully ADA compliant. Parking for the Sheriff's Office and Jail facility was expanded in 2012. Handicap parking, per code, is available at the front of the Sheriff's Office and Jail facility entrance. Automatic door operators

were added to the front entrance of the Sheriff's Office and Jail facility entrance in 2012.

Communication Center – 911 The Communication Center addition and renovation was completed in fall 2005. Within the addition, the consoles are height adjustable, enough space is provided between consoles for wheelchair accessibility, and the staff bathroom had handrails installed. Outside of the addition, there is wheelchair accessibility from the parking lot.

Eclipse Center, Beloit - In 2006, the County consolidated its Beloit Operations Office into one location at the former Beloit Mall. The offices include the Beloit Community Support, Beloit Counseling Center, Juvenile Probation, Health Department, UW Extension, and Veteran Services. The build out for these departments meets ADA requirements.

HSD - Job Center - Rock County's Job Center occupies a leased building that the County renovated in 1997. In 2013, a portion of the facility was renovated to create programmatic space for the Aging & Disability Resource Center (ADRC). All renovations for the ADRC are fully ADA compliant. The building continues to meet ADA requirements.

Public Health Department/Council on Aging-The former Glen Oaks School for the Disabled was renovated for office use in 1996. Renovations were ADA compliant. Parking for the Public Health Department/Council on Aging facility was expanded in 2012. Handicap parking, per code, is available at the front of the Public Health Department/Council on Aging facility entrance.

Sheriff's Office Diversions Division (former ASC building), and the JCC (Janesville Counseling Center) The JCC building is vacant. The Sheriff's Office Diversions Division building was renovated in 1996 and meets ADA requirements. The former JCC building is also disabled accessible. Parking for the Sheriff's Office Diversions Division/JCC facility was expanded in 2012. Handicap parking, per code, is available at the Sheriff's Office Diversions Division/JCC front entrance.

HSD – Youth Services Center -This building was newly constructed in 1996 meeting all ADA requirements.

Rock County Health Care Center - The five story HCC Building no longer houses residents and is now an office building for several departments including most of the Human Services Department. The building is disabled accessible.

Rock Haven Nursing Home - A new 1-story building was completed in 2013. The new nursing home moved in our residents on May 13, 2013 at which time the old home was closed. The new building is fully ADA compliant.

REFERENCES

1. Affirmative Action Data for Rock County-2012-2013. Department of Workforce Development
2. Council on Aging. Data period 2014
3. Developmental Disabilities Board. Data period 2014.
4. Human Services Department. Data period 2014.
5. Public Health Department. Data period 2014.
6. EEO Statistics for Rock County, broken out by Departments, September 30, 2015.

APPENDIX

A & B

APPENDIX A
ROCK COUNTY WORKFORCE
June 30, 2015

CATEGORY	MALE					FEMALE					Number Of Employees
	White	Black	Hisp	Alask/Amer Ind	Asian/Pac/Other	White	Black	Hisp	Alask/Amer Ind	Asian/Pac/Other	
Officials/Admin	30	1	1	0	0	61	1	2	0	0	96
Professionals	96	4	2	1	0	277	5	6	3	2	396
Technicians	58	2	0	0	0	91	1	2	0	1	155
Protective Service	114	1	1	2	0	31	1	4	0	0	154
Para-Professional	34	6	0	0	0	168	26	6	7	0	247
Administrative Support	6	0	1	0	0	180	1	1	0	0	189
Skilled Craft	32	0	0	0	0	5	0	0	0	0	37
Service/Maintenance	69	1	1	0	0	44	3	0	0	0	118
Totals	439	15	6	3	0	857	38	21	10	3	1392

Total Employment %	31.54%	1.08%	0.43%	0.22%	0.00%	61.57%	2.73%	1.51%	0.72%	0.22%	100.00%
Labor Force %	46.80%	1.40%	3.60%	0.10%	0.40%	43.00%	1.60%	1.70%	0.10%	0.50%	99.20%
New Hires/Full-Time	43	3	1	0	0	108	17	2	1	1	176
New Hire %	3.09%	0.22%	0.07%	0.00%	0.00%	7.76%	1.22%	0.14%	0.07%	0.07%	12.64%

**

Disabled in Labor Force 2.96%
Disabled in Rock County Work Force 0.36%

NON-MINORITY: 1296
% 93.10

MINORITY: 96
6.90

**DWD information contains category for 2 or more races

APPENDIX B
ROCK COUNTY WORKFORCE
HUMAN SERVICES DEPARTMENT
September 30, 2015

CATEGORY	MALE					FEMALE					Number Of Employees
	White	Black	Hisp	Alask/Amer Ind	Asian/Pac/Other	White	Black	Hisp	Alask/Amer Ind	Asian/Pac/Other	
Officials/Admin	12	1				34	2	1			50
Professionals	38	3		1		139	3	5	2	2	193
Technicians	2	2				1					5
Protective Service	0					0					0
Para-Professional	29	3				68	11	4		1	116
Administrative Support	4		1			41	1				47
Skilled Craft	0										0
Service/Maintenance	0										0
Totals	85	9	1	1	0	283	17	10	2	3	411
Disabled in Labor Force	2.96%										
Disabled in Rock County Work Force	0.36%										

APPENDIX B

ROCK COUNTY WORKFORCE

HEALTH DEPARTMENT

September 30, 2015

CATEGORY	MALE					FEMALE				Number Of Employees	
	White	Black	Hisp	Alask/Amer Ind	Asian/Pac /Other	White	Black	Hisp	Alask/Amer Ind		Asian/Pac/ Other
Officials/Admin	1					2					4
Professionals	5					13	1	2			21
Technicians											0
Protective Service											0
Para-Professional	1					1					2
Administrative Support						6					6
Skilled Craft											0
Service/Maintenance											0
Totals	7	0	0	0	0	22	1	3	0	0	33
Disabled in Labor Force											2.96%
Disabled in Rock County Work Force											0.36%

APPENDIX B
ROCK COUNTY WORKFORCE
DEVELOPMENTAL DISABILITIES BOARD
September 30, 2015

CATEGORY	MALE					FEMALE					Number Of Employees
	White	Black	Hisp	Alask/Amer Ind	Asian/Pac /Other	White	Black	Hisp	Alask/Amer Ind	Asian/Pac /Other	
Officials/Admin	1	0	0	0	0	1	0	0	0	0	2
Professionals	1	0	0	0	0	2	0	0	0	0	3
Technicians	0	0	0	0	0	0	0	0	0	0	0
Protective Service	0	0	0	0	0	0	0	0	0	0	0
Para-Professional	0	0	0	0	0	0	0	0	0	0	0
Administrative Support	0	0	0	0	0	3	0	0	0	0	3
Skilled Craft	0	0	0	0	0	0	0	0	0	0	0
Service/Maintenance	0	0	0	0	0	0	0	0	0	0	0
Totals	2	0	0	0	0	6	0	0	0	0	8
Disabled in Labor Force	2.96%										
Disabled in Rock County Work Force	0.36%										

APPENDIX B
 ROCK COUNTY WORKFORCE
 CHILD SUPPORT DEPARTMENT
 September 30, 2015

CATEGORY	MALE				FEMALE				Number Of Employees		
	White	Black	Hisp	Alask/Amer Ind	Asian/Pac/Other	White	Black	Hisp		Alask/Amer Ind	Asian/Pac/Other
Officials/Admin						1					1
Professionals						1					1
Technicians											0
Protective Service											0
Para-Professional	2					13					15
Administrative Support	0					15					15
Skilled Craft											0
Service/Maintenance											0
Totals	2	0	0	0	0	30	0	0	0	0	32
Disabled in Labor Force	2.96%										
Disabled in Rock County Work Force	0.36%										

APPENDIX B
ROCK COUNTY WORKFORCE
COUNCIL ON AGING
September 30, 2015

CATEGORY	MALE					FEMALE					Number Of Employees
	White	Black	Hisp	Alask/Amer Ind	Asian/Pac /Other	White	Black	Hisp	Alask/Amer Ind	Asian/Pac /Other	
Officials/Admin	0	0	0	0	0	1	0	0	0	0	1
Professionals	1	0	0	0	0	2	0	0	0	0	3
Technicians	0	0	0	0	0	0	0	0	0	0	0
Protective Service	0	0	0	0	0	0	0	0	0	0	0
Para-Professional	0	0	0	0	0	2	0	0	0	0	2
Administrative Support	0	0	0	0	0	3	0	0	0	0	3
Skilled Craft	0	0	0	0	0	0	0	0	0	0	0
Service/Maintenance	0	0	0	0	0	0	0	0	0	0	0
Totals	1	0	0	0	0	8	0	0	0	0	9
Disabled in Labor Force	2.96%										
Disabled in Rock County Work Force	0.36%										

APPENDIX B
ROCK COUNTY WORKFORCE
911 Communication Center
September 30, 2015

CATEGORY	MALE					FEMALE					Number Of Employees
	White	Black	Hisp	Alask/Amer Ind	Asian/Pac /Other	White	Black	Hisp	Alask/Amer Ind	Asian/Pac/ Other	
Officials/Admin	3	0	0	0	0	5	0	0	0	0	8
Professionals	0	0	0	0	0	0	0	0	0	0	0
Technicians	0	0	0	0	0	1	0	0	0	0	1
Protective Service	0	0	0	0	0	0	0	0	0	0	0
Para-Professional	10	0	0	0	0	24	0	1	0	1	36
Administrative Support	0	0	0	0	0	1	0	0	0	0	1
Skilled Craft	0	0	0	0	0	0	0	0	0	0	0
Service/Maintenance	0	0	0	0	0	0	0	0	0	0	0
Totals	13	0	0	0	0	31	0	1	0	1	46
Disabled in Labor Force	2.96%										
Disabled in Rock County Work Force	0.36%										

APPENDIX

C



ROCK COUNTY
EMPLOYMENT DISCRIMINATION COMPLAINT FORM

Name of Complainant: _____

Address: _____

City, State, Zip: _____

Name of Agency: _____

Are you an employee of this agency: Yes _____ No _____

Are you applying or did you apply for a job with this agency: Yes _____ No _____

What was the Position you applied for: _____

Basis for employment discrimination complaint: _____

(Such as age, race, religion, color, disability or association with a person with a disability, sex, national origin or ancestry, arrest or conviction record, sexual orientation, marital status, military participation, political affiliation, illegal harassment, denial of reasonable accommodation for disability or for religious practices, beliefs or convictions.)

Description of the action or treatment which you think was discriminatory. (Include information about who, what, when, where, how, why, and the names, addresses and phone numbers of any witnesses, if you know them. Please be specific about the date of the last incident. You may write this on another sheet of paper if you need more room. In the space below, please say how many pages are attached if you need to add pages.)

Describe the relief or satisfaction you want:

Complainant's Signature: _____ Date: _____

Note : You may call our Equal Opportunity Coordinator, Human Resources Director, at 608-757-5520.

*****For Office Use Only*****

Date Received: _____ Action Taken: _____

Name: _____

Title: _____

Agency: _____

Actions and Individual(s) to be investigated: _____

Further action required: Yes _____ No _____

If yes, what action is recommended: _____

Findings: _____

Written Response sent to Complaint on: _____

(Must be completed with in 30 days)

Signature: _____

APPENDIX

D

**Rock County Human Services Department
POLICY AND PROCEDURE MANUAL**

SECTION: RECORDS AND QUALITY MANAGEMENT
SUBJECT: GRIEVANCE RESOLUTION PROCEDURE
TITLE: GENERAL PROVISIONS

NO.: 528.0

The grievance resolution procedure is maintained primarily for use by clients, including but not limited to persons receiving treatment for mental illness, developmental disability or substance abuse, and persons acting on behalf of clients. However, any interested member of the public may submit a complaint or a grievance if it pertains to the Rock County Human Services Department staff or functions. (NOTE: This procedure is not for use regarding personnel issues or matters subject to collective bargaining. Other exceptions are described in this procedure.)

There is no limit to the number of grievances or complaints that a person may file. However, if more than one grievance is filed, the Clients Right Specialist (CRS) will establish an expanded timetable and priorities for the investigation in an efficient manner. Emergency situations will take priority over other grievances. The client, or grievant if different, and program/unit supervisor will be notified of these plans within ten days of beginning the inquiry.

Complaints by more than one person concerning the same issue or incident may be processed as one grievance. The client, or grievant if different, and program/unit supervisor will be notified of these plans within ten days of beginning the inquiry. If there is an objection that cannot be worked out to the satisfaction of all parties, the objecting party may request a review by the Department Director.

Besides this procedure, additional remedies are available through the courts. However, the initiation of legal action will terminate any pending grievance on the same issue. Legal action is assumed to have commenced when the client or grievant hires an attorney on the matter being grieved to investigate the possibility of litigation or to pursue action in court.

Time limits may be extended by mutual consent of all parties for an agreed upon period of time, usually 30 days, at any time. If a decision is late and being rendered without client consent, the client may appeal to the next stage as if an adverse decision had been made.

No person may be subjected to any form of retribution for their use of this procedure. Any such retribution is, in itself, a grievable issue. A CRS may not be subjected to retribution for any decision or recommendation made during the course of carrying out their grievance resolution responsibilities.

Any recommendations for change shall be followed up on by the person making such recommendations within a reasonable time. Reasonableness of that time will depend on the nature of the recommendation and the difficulties involved in making the change. If the client believes that a follow-up has not occurred within a reasonable time, they may appeal the issue to the next stage of the procedure.

Client Representative

The client may arrange for someone (for example, a friend, family member, or advocate) to represent his or her interests at any stage of the procedure. The client (or guardian) will sign an authorization (Confidential Information Release Authorization, MR116) giving permission for the CRS to discuss the grievance with the representative. If the grievant is someone other than the concerned client, the client has the same rights and receives the same notices and so on as the grievant. While an attorney may be involved as a friend, family member or advocate, when using the grievance resolution procedure, a client is not represented by legal counsel. As noted above, if the grievant elects to hire an attorney to pursue the matter in court, the grievance is terminated.

Grievance Presented on Behalf of a Client

When someone other than the client, the client's legal guardian, or the client's parent or guardian who is required to consent to treatment, files the grievance, the CRS shall meet with the client and/or the client's parent or guardian to determine if they wish the grievance investigated and resolved through the formal resolution process. If they are opposed, the CRS may proceed only if there are reasonable grounds to believe that failure to proceed may place the client or other clients at risk of physical or emotional harm. If there is no parent or guardian or that person is not available and the client is not able to express an opinion, the CRS will proceed.

If the grievant does not have a right to information about the client because of confidentiality statutes, that person may receive information only with the written authorization of the client or other authorized party as specified by the governing laws. In the absence of this authorization, the grievant may be informed of the determination of the CRS and of the Division Manager regarding the merit of the grievance but confidential text of the reports may not be disclosed.

The grievant may request additional review of an adverse decision up to and including final state review unless the client or parent or guardian is opposed. If the client or parent or guardian object, the grievance may proceed only if there are reasonable grounds to believe that failure to proceed may put the client or other clients at risk of physical or emotional harm.

Client Rights Specialist

The Administrative Secretary acts as the initial CRS and as a resource for the Grievance Procedure. This individual maintains a supply of forms, receives complaints, routes them to the appropriate investigator, maintains a log of grievances filed and their dispositions, answers questions regarding the grievance procedure, prepares a summary of grievances received and dispositions at the end of the year and maintains all related records.

A CRS conducts the stage one formal grievance investigation and may also be involved in the informal resolution process. One or more persons are designated as CRSs by each division. A CRS will be assigned by rotation from a list maintained by the Administrative Secretary within three days of the grievant's request to use the formal grievance resolution procedure. To maintain impartiality in the conduct of the inquiry, the CRS will not be from the Division that is receiving the grievance.

Refer to section heading "Complaints Related to Civil Rights—Equal Opportunity Officer" (page 3) for procedure to handle Civil Rights complaints.

The Administrative Secretary will orient the designated CRSs when they are appointed and will review the procedures and be available to assist as requested during the course of a grievance investigation and resolution. Each CRS is given an orientation folder containing the following material: HFS 92 Confidentiality of Treatment Records, HFS 94 Patients Rights, WI Stats. s. 51.61 Patient Rights, Rock County Human Services Department policies and procedures regarding client rights and grievance resolution, a client grievance form and a CRS Report form.

To assist CRSs in maintaining their familiarity with the governing laws and regulations and department policies and procedures, regular meetings will be held, at least twice a year, to review requirements and procedures (time limits, how to determine merit, the need to hear/interview all parties including both staff and clients, report content, and so on). These meetings will also offer staff serving as CRSs an opportunity to discuss problems and share solutions. Issues such as how to maintain objectivity and impartiality will be discussed at the meetings.

Grievance Format and Forms

A grievance may be submitted to any staff member using any form of communication. If the complaint is not in writing, the staff member will provide the standard forms and, if necessary, will assist the grievant in putting the concern in writing. Standard forms are available at each service location and from the Administrative Secretary. The form is the preferred method of filing a grievance. However, it is not required for access to the grievance procedure. A sample form is attached to pp 0528.1 as Attachment B.

Delivery and Time Limit

Complaints may be given to any department staff member (see above regarding forms and format). Upon receipt, the matter is immediately routed to the unit/location supervisor who will forward it to the Administrative Secretary if it is not resolved informally. Complaints must be filed within 45 days of the incident's occurrence or within 45 days of discovering the occurrence. Exceptions will be made to this time limit if good cause can be shown for the delay in filing.

Complaints Related to Civil Rights--Equal Opportunity Officer

Complaints related to civil rights (race, color, national origin, religion, sex, age, disability) will be processed through this complaint procedure but the following special conditions apply.

If the complaint received is definitely regarding a civil rights issue, the Administrative Secretary will refer the complaint directly to the Equal Opportunity Officer (EOO) for handling, rather than to a CRS.

However, if the complaint is ambiguous (perhaps only mentions the words "Civil Rights" or "discrimination"), the following procedure will be in effect:

- a. The Administrative Secretary will refer the complaint to a Division CRS for initial investigation.
- b. If the CRS determines the complaint is not a Civil Rights issue:
 - The CRS will follow the usual procedure for handling the complaint.
- c. If the CRS determines the complaint is is genuinely a Civil Rights issue:
 - CRS will contact the EOO to decide when and how to refer the complaint to the EOO for continued investigation.
 - CRS will forward information collected in initial investigation to the EOO.
 - CRS will notify the Administrative Secretary that the EOO will complete the investigation.
 - Administrative Secretary will notify the grievant that the complaint has been referred to the EOO.

The client will be informed of their right to file a formal complaint within 180 days of the event or treatment at issue. They may permit their grievance to proceed through our informal or formal process if they wish.

To file a formal discrimination complaint, the completed form may be sent directly to one of the state or federal agencies listed in appendix 1 attached to this policy.

Complaints Related to Economic Support (including W-2) Benefits or Services

This procedure is not for complaints related to Economic Support benefits or services. State and/or Federal laws and regulations have established other procedures that must be followed to deal with such issues.

Clients must contact the Economics Support Division to request a hearing if they are dissatisfied with benefit or service decisions.

Complaints Related to Long Term Support Benefits or Services

Clients must contact the Long Term Support Unit if they have a complaint regarding the reduction, denial or discontinuation of services. Such complaints may be pursued through the State's appeal process, through this Grievance Procedure or through both.

Complaints Related to Intoxicated Driver Assessments or Safety Plans

This procedure does not apply to the appeal process for intoxicated driver assessments or driver safety plans. Such appeals are initiated at the assessment facility according to the guidelines established by the State [HSS62.05(2)(f)]. Clients must contact the Intoxicated Driver Program.

Complaints Related to the Existence or Operation of the Grievance Resolution Procedure

A grievance regarding the existence or operation of the grievance resolution procedure may be registered directly to the State Grievance Examiner. If the existing program is not in compliance, the state examiner shall issue a report identifying the steps necessary for the program to achieve compliance with HFS 94 with a timeline for implementation. The grievant or the Human Services Department may seek a review of the examiner's report by the designated State Administrator.

Civil Court Action

Any person whose rights are protected by Wisconsin Statute 51.61, may go to court at any time if the person suffers damage as the result of the unlawful denial or violation of any of these rights. The grievance procedure is terminated if the grievant elects to pursue the matter in court.

Informal Resolution Process

Whenever possible, the program/unit supervisor will contact the grievant and involved parties and attempt to informally resolve the problem that is the basis for the complaint. The grievant may participate in the informal process or may request that the formal resolution process be started. The informal process may include discussion between the involved parties and any staff members involved. The grievant may request that the informal resolution process be used after the formal process has started. When this occurs, the time limits of the formal procedure are suspended until the grievant or any party to the grievance wants it to resume.

Written complaints, correspondence and other documents, if any, but excluding working notes, created during the informal resolution process are sent to and retained by the Administrative Secretary. The program/unit supervisor will also contact the Administrative Secretary to provide a statement of resolution for any grievances handled informally. The Supervisor may use a CRS Report form (AD-090), if desired. If a CRS becomes involved, the reports required in the formal, program-level process are also completed in the informal process (i.e. AD-090).

The informal resolution process may be used for any type of grievance.

Formal Resolution Process

The formal process involves program level and state level reviews. The program-level reviews are used for all grievances. The state-level reviews are used only for grievances within the jurisdiction of WI Stats. s.51.61 and HFS 94 (client rights) and WI Stats. s.51.30 and HFS 92 (confidentiality of treatment information).

Refer to pp528.1 for detailed information regarding the formal grievance resolution process.

Disposition/Resolution of Grievance

If the parties agree, the CRS can attempt to facilitate the resolution of a grievance at any point in the process.

Documentation

The grievance disposition must always be documented in writing (including those resolved by the informal process). The person responsible for rendering the decision is responsible for submitting a report to the Administrative Secretary of the decision and resolution of the complaint. The Administrative Secretary will assist in routing the report to all parties as required by HFS 94.

Refer to pp 528.1 and 528.2 for detailed information regarding required reports.

WRITTEN: February 1985 (Community Programs)

REVISED: 6/88, 11/90, 1/91, 2/92, 3/92, 4/93, 1/94, 7/97, 9/98, 5/99, 1/16/02, 7/9/07

APPROVED: Executive Staff on 7/97, 6/99; 2/02; Management Team 8/14/07

**ROCK COUNTY HUMAN SERVICES DEPARTMENT
DEPARTMENT MANUAL**

SECTION: Records and Quality Management
SUBJECT: Grievance Resolution Procedure
TITLE: Client Rights Specialist Procedures and Guidelines

NO: 0528.2

These guidelines are provided to help you, the Client Rights Specialist (CRS), with the investigation of a grievance. If you have any questions regarding the process, contact the Administrative Secretary (5271) or the Director of Records and Quality Management (5175) for assistance.

Purpose: The CRS provides an independent review by a neutral party. The CRS is not from the Division involved with the grievance so they will be less likely to have a preconceived or prejudiced opinion. The goal of the procedure is not to find one party right and one party wrong. The goal is to arrive at a solution within given laws, regulations and budgetary constraints with which everyone can be reasonably satisfied.

The grievance resolution procedure has a customer satisfaction tone even though you are frequently unable to do exactly what the client wants. The opportunity to be heard and an explanation of the program's position or requirements will often satisfy the client. Ideally, the issue will be resolved to the satisfaction of all parties involved. Feel free to suggest alternatives to what the grievant or program has suggested as a resolution.

Investigation: The CRS may interview staff and other persons (including clients), examine equipment and materials, review records, and conduct any other information gathering activities necessary to collect the facts to resolve the grievance. All persons are equal in the investigation process. The CRS is not to give greater importance to the opinions of supervisory or management staff. All opinions should be heard and evaluated in an unbiased manner. All involved staff should be interviewed but especially any staff named in the grievance. You may, but are not required, to hold a meeting of all involved parties. If you feel such a meeting would assist in resolving a grievance, it might be worth the time and effort.

The CRS is encouraged to use the expertise of other department staff. If you are not familiar with the laws, regulations, policies or procedures affecting a particular program, consult with any department staff that might have the information you lack such as, but not limited to, a program supervisor, your supervisor, the division manager, a member of the Corporation Counsel's staff or any department staff member. If the grievance has monetary implications, you must involve the HSD Controller for input.

You must contact the grievant and, if different, the client. Either a telephone call or an in person meeting is acceptable. When interviewing the grievant, some questions you might ask are as follows. Many of these are on the Client Grievance form but it is a good idea to hear the grievant's own words.

- ⇒ What is your complaint? What happened?
- ⇒ What would you like to see changed?
- ⇒ What would you like us to do to fix it?
- ⇒ What is the outcome you are looking for?

Each issue is different so it is impossible to determine the length of time it will take to complete an investigation. If you feel it will take more than four hours, consult with your division manager.

With approval from the grievant involved, program supervisors may attempt to resolve the grievance informally. The CRS will confirm the grievant's approval if the supervisor wishes to attempt the informal resolution.

Confidentiality: All applicable laws and regulations regarding client confidentiality apply to all aspects of the grievance resolution process. Any requesting party who is not permitted to receive information without client (or other authorized party) authorization will not be given information unless authorization is obtained or provided.

Client Risk: If you determine that clients are at risk of harm and the program has not acted to eliminate the risk, immediately notify the program supervisor, the division manager, the department director and the state grievance officer.

Timeline: In an emergency situation, the inquiry must be completed and report submitted within five (5) days. Ordinarily, the report is submitted to the Administrative Secretary for immediate routing as required and for resolution within 30 days of the department's receipt of the grievance.

CRS Report: The written report will include the following information. Also, see attached report form, which may be used.

1. A determination of whether the grievance is founded (has merit) or unfounded (does not have merit).
2. If the grievance is founded, include recommendations and actions already taken to resolve the issue/s. Also note if the grievance is not within the jurisdiction of WI Administrative Code HFS92 or WI Stats. Chapter 51.
3. The basis for the determination and a summary of the relevant facts.
4. Application of the appropriate laws or rules to the facts. If incidental issues affecting the quality of service are identified during the investigation, include informal suggestions for improvement and actions already taken.

References: Become familiar with and use the following documents to assist with the grievance resolution process.

- ⇒ Wisconsin Statutes Chapter 51, s. 51.61 Patient Rights
- ⇒ Wisconsin Administrative Code HFS 92 Confidentiality of Treatment Records
- ⇒ Wisconsin Administrative Code HFS 94 Patient Rights
- ⇒ HSD PP 527 Patient Rights
- ⇒ HSD PP 528 Grievance Resolution Procedure

EFFECTIVE: April 1998
REVISED: September 22, 1998, 5/02, 8/14/07
APPROVED: Executive Staff, 6/99, 5/2002; Client Rights Specialists 5/02
Management Team 8/14/07

**ROCK COUNTY, WISCONSIN
GRIEVANCE/COMPLAINT**
(INCLUDING AFFIRMATIVE ACTION, CIVIL RIGHTS AND PRIVACY COMPLAINTS)

It is our intent to provide care or services that meet your needs and are consistent with the requirements of different program areas. However, if you are dissatisfied with the services you are receiving, please complete this form, keep the pink copy and return the form to any staff member or mail it to: Complaint Coordinator, Rock County Human Services Department, P.O. Box 1649, Janesville, WI 53547. (Telephone: 608-757-5271, TTY: 608-757-5226)

DO NOT USE THIS FORM FOR COMPLAINTS RELATED TO BENEFITS OR AN INTOXICATED DRIVER ASSESSMENT. If you have a complaint about Economic Support/W-2 benefits or services, or about Long Term Support Unit services, or about the results of an intoxicated driver assessment, please contact your case manager for the correct process to follow.

Name of Applicant/Client _____ Date _____

Address _____

Department: Human Services Rock Haven Nursing Home Public Health Dept. Other _____

Name of Program/Unit/Clinic _____
(Where client is registered or against whom the complaint is filed)

Name of Staff Member/s _____
(Against whom the complaint is filed, if applicable)

What violation is alleged? (Please mark all that apply.)
 Civil Rights Violation – Circle basis for complaint: age, race, religion, color, sex, disability, national origin
 Privacy Rights Affirmative Action Other Violation: _____

Briefly, what happened? What is your concern?

What would you like to see done?

Do you require assistance from a Rock County staff member? Yes No
I realize that I have the right to pursue this grievance through the Civil Courts. I know that formal civil rights discrimination complaints may also be filed with the appropriate state or federal agency. Address and phone numbers will be provided if needed.

Your Signature

Phone number where you can be reached during weekdays
(OR please include your address below so we can contact you by US Mail)
WHITE: Grievance Coordinator **YELLOW:** Investigator **PINK:** Complainant

ROCK COUNTY ADMINISTRATIVE COMPLAINT FORM

If you believe that the Rock County Child Support Agency has delayed or not taken a mandatory action on your case as required by federal regulation or state law, please complete the form.

Once this form is submitted, your local child support agency will review the facts in your case and notify you whether or not an error has occurred or a required action has not been taken.

Name:	Date:
Address:	
City/State/Zip:	
Home/Cell Phone:	Work Phone:
IV-D Case Number or Court Case Number:	
SSN:	
Name of Other Parent:	

I request a review of my case. I believe that an error has occurred or an action was not taken that should have been taken on my case.

(Please describe the action that you think should have been taken but was not taken and when you think the action should have occurred. Also describe any information provided to you by your caseworker. Include copies of any evidence to support your request.

Signed: _____

Date: _____

ROCK COUNTY HEALTH DEPARTMENT

North Office

P.O. Box 1143
Janesville, WI 53547-1143
608-757-5440
608-758-8423 (fax)
www.co.rock.wi.us



South Office

61 Eclipse Center
Beloit, WI 53511
608-364-2010
608-364-2011 (fax)

Title: Case Management

Subject: Grievance Procedure for State Medical Assistance Case Management Clients

Public health nursing services are designed and intended to serve all clients with dignity, respect, and courtesy. Open communication, understanding, and mutual decision-making are important components of all case management services.

As a provider of case management services through the State Medical Assistance Program, client must be informed of their rights to a grievance procedure when for any reason the client or family is concerned, dissatisfied, or disagrees with services provided by Rock County public health nurses.

By signing this form, I indicate that the public health nurse has explained my right to a grievance if there is a disagreement, difficulty, or dispute concerning the services provided by the Rock County Health Department. The nurse has reviewed the grievance process and provided me with a copy of the procedure to follow.

Client Signature

Date

Guardian Signature

Date

Public Health Nurse

Date

Revision of Appendix D

Title: Case Management

Subject: Grievance Procedure State Medical Assistance Management Clients

1. This grievance procedure is used with clients served by the public health nurses from the Rock County Health Department as part of the state medical assistance program.
2. Nurses should provide an overview on grievance procedure on the first home visit, explaining the process, why it exists and how a person would go about initiating a grievance. The statement will remain in the medical record and retained for a year.
3. The client/guardian should sign a statement that he/she understands the information the nurse has presented.
4. Initiating a grievance will not be cause for retribution to the person
5. To initiate the grievance process, the client/guardian should first discuss their concern with the public health nurse.
6. If the client is not satisfied with the nurse's response, the client/guardian may call or write the nursing director regarding the concern. The nursing director will provide a written summary of the concern and discuss within 10 days of receipt of the complaint.
7. If satisfactory resolution does not occur with the nursing director, the complaint will be forwarded to the state medical assistance program on the insurance complaint form OC1-51-005. If the client/guardian is not able to complete the insurance complaint form agency staff will assist the client in completing the form

ROCK COUNTY HEALTH DEPARTMENT

North Office

P.O. Box 1143
Janesville, WI 53547-1143
608-757-5440
608-758-8423 (fax)
www.co.rock.wi.us



South Office

61 Eclipse Center
Beloit, WI 53511
608-364-2010
608-364-2011 (fax)

SERVICE DELIVERY DISCRIMINATION COMPLAINT FORM

NAME OF COMPLAINANT:

ADDRESS:

CITY, STATE, ZIP:

TELEPHONE NUMBER:

BASIS FOR DISCRIMINATION COMPLAINT:

(Such as: Age, Race, Religion, Color, Disability, Sex, National Origin)

NAME OF THE AGENCY AND/OR EMPLOYEE AGAINST WHOM THE COMPLAINT IS FILED:

DESCRIPTION of the action or treatment, which you think was discriminatory. Include information about who, what, when where, how, why, and the names, addresses and phone numbers of any witnesses, if you know them. You may write this on another sheet of paper if you need more room. In the space below, please say how many pages are attached if you need to add pages.

There is more on the back of this page, including the place to date and sign your complaint. The information below the double lines on the next page is to be completed by the person at the agency who receives your complaint, must look into it and respond to you.

DESCRIPTION OF RELIEF OR SATISFACTION YOU WANT

Signature: _____
(Complainant or Complainant's Representative)

Date: _____

Note: You may call our Equal Opportunity Coordinator, in the Human Resources Department at 608-757-5520 if you need help filling out this form.

Informal Complaint
Date Received _____
By (Name) _____
Title _____
Agency _____

Informal Complaint
Date Received _____
By (Name) _____
Title _____
Agency _____

Program and Individual(s) to be investigated:

Program and Individual(s) to be investigated:

Findings: _____

Findings: _____

(complete within 30 days)

(complete within 30 days)

Action Taken _____

Action Taken _____

Further Action Required
Yes _____ No _____
If yes, what action is recommended?

Further Action Required
Yes _____ No _____
If yes, what action is recommended?

Written response sent to Complainant
On _____

Written response sent to Complainant
On _____

Signed by _____
Date: _____

Signed by _____
Date: _____

ROCK COUNTY DEVELOPMENTAL DISABILITIES BOARD

Consumer Grievance Resolution Process

Who may File a Grievance?

Any person (Consumer) who is receiving services for mental illness, developmental disabilities, alcoholism or drug dependency. In this case, any person receiving services from an agency who receives funds for those services from the Rock County Developmental Disabilities Board. The grievance may be presented by the Consumer, their parent/guardian representative, family members, workers at service agencies, or any interested person acting on behalf of the Consumer.

How Is a Grievance Filed?

You can present your grievance to the manager of the program you are participating in, to the Developmental Disabilities Board Director, the program's Consumer Rights Specialist (CRS), or any staff person who works with you at the program or at the Developmental Disabilities Board. There is no limit to the number of grievances you may file. You should present your grievance within forty five (45) days of the offending event.

When you give the grievance to any staff member or Program manager, or DD Board Director, a Consumer Rights Specialist (CRS) will be assigned to handle your complaint. It is the Consumer Rights Specialist's job to help you resolve your grievance. You can present your grievance in writing or you can tell the CRS or staff person about your complaint. If you usually communicate through signing or any other means of communication, the CRS or staff person will assist you in presenting your grievance. The CRS or staff person will also help you put your complaint in writing.

When you file the grievance, you should give a description of the treatment or actions that took place you feel are the reason(s) for your complaint. You should also describe what happened, the date(s), time(s), where the event took place, and if there were other people around when this event took place.

The Consumer Rights Specialist (CRS) will follow up follow up on your complaint. The Consumer Rights Specialist (CRS) may wish to speak to you the consumer, your parent or guardian representative, and anyone else you have mentioned in your complaint

Informal Resolution:

If you wish to resolve your grievance informally, you may work closely with the CRS to find a solution. The informal resolution process usually involves having a discussion with the people involved in your complaint. The CRS will help to set up these discussions. The CRS will also provide a written summary of the complaint and how everyone involved in the complaint agreed to resolve the grievance. The CRS will provide you the Consumer, your parent/guardian representative, and others involved in the complaint with a copy of the written summary.

Formal Resolution Process:

If you choose to use the Formal Resolution Process to handle your complaint, the following activities will take place:

1. The CRS will meet with you the Consumer, your parent/guardian representative, and any other people mentioned In your complaint. The CRS will identify the problem areas and tell you about how the formal resolution process works. The CRS will also give you a written copy of the grievance.
2. The CRS will talk to everyone involved with your complaint. The CRS will write a report telling you how the complaint may be settled. The CRS will give you this report within thirty (30) days after your first meeting to settle the grievance.
3. If you disagree with the CRS 's report, you can have your grievance reviewed by the DD Board Director service agency Program Manager. A decision about your grievance will be made and given to you within ten (10) days.
4. If you feel the decision of the DD Board or the service agency Program Manager still does not settle your complaint, you can request that your grievance be reviewed by the Grievance Review Panel. You will have fourteen (14) days to request a review by the Grievance Review Panel. The Grievance Review panel will consider your grievance and give you a decision within thirty (30) days after they review your grievance.
5. If the decision of the Grievance Review Panel is not satisfactory, you can request a review by the Division of Supported Living-State Grievance Examiner. If you request a review by the State Grievance Examiner, you must make the request within fourteen (14) days of the decision of the Grievance Review Panel.
6. The State Grievance Examiner will review all aspects of your complaint and issue a written decision

within thirty(30) days. When you receive the State Grievance Examiner's decision, you will also receive information about how you can seek a final state review.

7. If you wish to have a final state review, you have fourteen(14) days from the time you receive the decision form the State Grievance Examiner to request a final review.
8. An administrator from the Department of Health and Family Services (DHFS) will conduct the final the final review of your grievance. The DHFS Administrator will issue a final written decision about your grievance within thirty (30) days of receiving your grievance.
9. The DHFS Administrator's decision is the final step in your grievance review process. When you receive the DHFS Administrator's final decision, you will also receive information about how you can take the grievance to court if you remain unsatisfied with the final state review/decision of your grievance.

IMPORTANT THINGS TO REMEMBER:

- ◆ If you wish to file a grievance and need help to do so, the Consumer Rights Specialist (CRS), will help you with every step in the process.
- ◆ It is important that you know who your Consumer Rights Specialist is; if you are not sure you should ask the Program Manager or any staff person who works with you.
- ◆ No one may threaten or harass you if you file a grievance.
- ◆ You will receive written copies of all the information about your grievance.

IF YOU NEED HELP OR INFORMATION YOU CAN CALL:

Rock County D.D. Board
Attn: Program Director
P.O. Box 2133
Janesville, WI. 53547
1 (608) 757-5050

Rock County D.D. Board
Attn: Consumer Rights Specialist
P.O. Box 2133
Janesville, WI. 53547
1 (608) 757-5052

Division of Supportive Living
Client Rights Unit-State Grievance Examiner
1 West Wilson Street
P.O. Box 7851
Madison, WI. 53707-7851
1 (608) 266-2701

Department of Health & Family Services
1 West Wilson Street
P.O. Box 7850
Madison, WI. 53707-7850
1 (608) 266-9622

ROCK COUNTY DEVELOPMENTAL DISABILITIES BOARD

CONSUMER GRIEVANCE FORM

Based on the Protection of Rights as set forth in Wl. S. 51.61, Stats., and HFS 94.

Name of Consumer/Complainant: _____

List the name of the person/CRS (if applicable), who is assisting you in completing this Grievance Form:

List the name of the agency where the offending incident is alleged to have occurred:

Describe the basis for your complaint:

Statement of Complaint: (briefly, describe what happened, list date(s), time(s), person(s) present, location(s))

(if you need additional space, you may use the back of this page or separate sheets)

List what violation(s)/Disagreement is alleged:

What Type of Remedy or Resolution is Requested?

It is understood that I may pursue this matter through the court system at any time.

Signature of the Consumer/Complainant

Date

Signature of the CRS/Individual Completing Form

Date

Signature of Consumer's Parent/Guardian (if applicable)

Date

Please complete this form in full. If you need assistance, you may contact your service agency's Consumer Rights Specialist (CRS), or the CRS at the Rock County Developmental Disabilities Board. The D.D. Board's CRS may be contacted at: (608) 757-5052



Rock County Council on Aging Title VI Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Rock County Council on Aging may file a Title VI complaint by completing and submitting the agency's Title VI complaint form.

Rock County Council on Aging investigates complaints received no more than 180 days after the alleged incident. Rock County Council on Aging will process complaints that are complete.

Once the complaint is received, the Rock County Council on Aging will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Rock County Council on Aging has 90 days to investigate the complaint. If more information is needed to resolve the case, the Rock County Council on Aging may contact the complainant.

The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, the Rock County Council on Aging can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- ✓ An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue, SE, Washington, DC 20590.

If information is needed in another language, then contact 608-757-5472.

Si se necesita informacion en otro idioma de contacto 608-757-5472.

Rock County Council on Aging Title VI Complaint Form

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "Yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are bringing the complaint:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experience was based on (check all that apply): <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witness(s). If more space is needed, please use an additional page.				

(over)

Section IV:

Have you previously filed a Title VI complaint with this agency?

Yes

No

Section V:

Have you filed this complaint with any other Federal, State, or local agency or with any Federal or State court? Yes No

If yes, check all that apply:

Federal Agency Federal Court State Agency State Court Local Agency

Please provide information contact information at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Section VI:

Name of agency complaint is against:

Contact person:

Title:

Telephone number:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature (required)

Date (required)

Please submit this form in person at 3328 U.S. Highway 51 North, Janesville, Wisconsin **or** mail this form to:

Rock County Council on Aging

Director

51 South Main Street

Janesville, Wisconsin 53545

Si se necesita informacion en otro idioma de contacto 608-757-5472.

SUMMARY

Policy: The Rock County Communications Center will continually strive to provide professional communication services for all Rock County citizens and user agencies. The Communications Center will respond appropriately to any questions/complaints surrounding Communications Center activities in order to promote user agency and citizen confidence.

A. Terminology

1. Complaint: Questions concerning any Communications Center related activities.
2. Informal Complaint: A complaint that could involve allegations of minor employee misconduct, which can be investigated and handled to conclusion by a LTC or Shift Supervisor. Informal complaints do not involve formal discipline (see Criteria for Personnel Action (C3)).
3. **Formal Complaint: A complaint that could result in formal discipline on the part of a Communications Center employee (see Criteria for Personnel Action (C3)) or may involve criminal activity of Communications Center staff. Formal complaints will be initially documented by the on-duty LTC or Shift Supervisor and forwarded to the Operations Manager for investigation as soon as possible.**
4. Internal Affairs Investigation: All formal complaint investigations, which are investigated and reviewed by the Operations Manager and Communications Director. Criminal internal affairs investigations will be referred to the law enforcement agency holding jurisdiction over the alleged offense.

These investigations will be completed within fourteen days of the date management has knowledge of the event or activity which may give

rise to discipline. The only exceptions would be those investigations that require outside jurisdiction investigations and investigations that legitimately require more time for completion.

Whenever a Communications Center employee becomes the subject of an internal affairs investigation, he/she will be provided with a written notification of his/her involvement (to include allegations), and the employee will be provided with information concerning their rights and responsibilities relative to the investigation. In situations where notification of an internal affairs investigation could jeopardize the investigation, the Communications Director will determine when notification will be made to the involved employee.

B. Citizen Complaints

1. All citizen and user complaints involving Communications Center activities or its employees shall be thoroughly researched and reviewed.
2. All complaints related to Communications Center activities, which are received from user agencies, and citizens will be initially responded to by the on-duty Lead Telecommunicator (LTC) or Supervisor as soon as the incident can be researched and analyzed. The LTC or Supervisor will verbally explain the applicable Communications Center policy/procedure to the user agency personnel or citizen in a first-level resolution attempt. Citizen complaints with user agency activities will be directly referred to the involved user agency supervisor as soon as possible. In most cases, user agency complaints will be forwarded through the user agency on-duty supervisor.
3. In the event that the citizen/user agency personnel are not satisfied with the initial explanation by the LTC or Supervisor, they will be referred directly to the Operations Manager. A Citizen Complaint Resolution form will be initiated by the on-duty LTC or Supervisor or forwarded to the requesting citizen (see Citizen Complaint Resolution Form) at the citizen's request. The Operations Manager will reexamine the complaint and further investigate any alleged policy/procedure violations. Within five (5) working days, the Operations Manager will respond to the citizen with the final result of the complaint review unless the complaint involves a situation where a more immediate

contact is required. The citizen response contact may be extended beyond the five (5) working days only for good cause and with the approval of the Communications Director. The Operations Manager will notify the Communications Director of all Citizen Complaint Resolution Forms received.

C. Communications Center Employee Complaints

1. Complaints that could involve allegations of minor employee misconduct (less than formal discipline) will be investigated and concluded by the on-duty LTC or Shift Supervisor, with documentation to the Operations Manager.
2. Complaints, which could result in formal discipline (suspension, demotion or termination) of a Communications Center employee or may involve the criminal activity of a Center employee will be documented by the on-duty LTC or Shift Supervisor and forwarded to the Operations Manager for investigation as soon as possible.

D. User Agency Complaints

User agency personnel are asked to complete a Quality Assurance Program form and forward it to the Operations Manager. In any case the complaint will be thoroughly documented and referred to the Operations Manager as soon as possible by the LTC or Supervisor. The Operations Manager will re-examine the complaint and further investigate any policy/procedure violations. Within five (5) working days the Operations Manager will respond to the user agency complaint unless the complaint involves a situation where immediate action is required. The Communications Director will be notified by the Operations Manager of any user agency complaint that requires immediate action or involves communications personnel criminal activity or policy/procedure violations.

E. Allegations of Criminal Activity

Complaints involving the criminal activity of any Communications Center employee will be researched and reviewed by the Communications Director. The Communications Director will immediately report all suspected criminal activity involving the Communications Center to the law enforcement agency holding jurisdiction. The appropriate law enforcement agency will investigate and report all pertinent criminal activity information

to the Communications Director. The investigating law enforcement agency will be responsible for completing the investigation in a manner that is consistent with legal requirements, case law and precedent.

F. Formal/Internal Investigations

1. Formal complaint investigations (also referred to as internal investigations) may result in a Communications Center employee being requested to voluntarily submit to certain investigative procedures, i.e., medical or laboratory examinations, photographs or fingerprints, submission of financial disclosure statements, polygraph.
2. Failure to submit to the requested test/s may result in disciplinary action within the Communications Center and/or court action in a criminal matter.
3. A Communications Center formal complaint investigation may result in the temporary suspension of the employee/s involved.
4. The Communications Center's Operations Manager will forward allegations of misconduct and/or criminal activity on the part of the Communications Director to the Rock County Administrator.
5. Allegations of misconduct on the part of Communications Center personnel will require a conclusion of fact. The following findings of fact will be used:
 - a. Sustained: The investigation has disclosed sufficient evidence to determine the complaint is substantiated.
 - b. Exonerated: The investigation has determined the incident did occur, but the employee involved acted properly and lawfully.
 - c. Not sustained: The investigation has been unable to substantiate the complaint. There is insufficient evidence to prove or disprove the allegation.
 - d. Unfounded: The complaint is false or not factual; the incident did not occur as reported and there was no misconduct.
 - e. Misconduct Not Based on Complaint: Substantiated employee misconduct, not previously alleged in the complaint, but determined through the investigation.
 - f. Violation of Policy or Procedure: Minor violations generally unintentional or due to lack of experience or training.

- g. Policy or Procedure Failure: The employee acted within policy or procedural guidelines, or the issue at question does not fall within the scope of existing policy or procedure. This situation indicates the need for a review and change of appropriate procedures or the drafting by Communications Center's Administration of new policy.
6. All participants will be provided written information as to the alleged misconduct and what/which factors may be modified to prevent further allegations of misconduct and/or what training concepts may be modified or expanded.
 7. All complaints surrounding Communications Center activities/personnel that have been documented, reviewed and investigated as listed in the above policy are treated as confidential and secured as such by Communications Center administration.
 8. The Rock County Communications Center has posted information at the Communications Center facility to advise the public as to the procedure for registering complaints about Communications Center activities and personnel. In addition, all agency personnel are instructed as to the procedures in place to facilitate complaint resolution and gain public confidence.



**ROCK COUNTY COMMUNICATIONS CENTER
CITIZEN CONCERN RESOLUTION FORM**

Please complete the following form with as much information as possible. All details will expedite our ability to reply to your concerns. Thank you.

CITIZEN CONCERN

Event Number: Event Date: Event Time:

Event Location:

Nature of complaint: (please be as detailed as possible):

Citizen Name: _____

Address: _____

Telephone: _____

Report taken by: _____ Date: _____

Reviewed by: _____ Date: _____

Rock County, Wisconsin

Communications Center

3636 N. County Highway F
Janesville, WI 53545
Phone (608)757-5100
Fax (608)757-5081



INTERNAL INVESTIGATION ADVISORY NOTICE

TO:

FROM: _____, Operations Manager

DATE: _____

This letter is to inform you that a complaint has been lodged against you. The complaint arises from your action in the Rock County Communications Center on _____, involving _____.

A copy of the complaint is also enclosed.

After review by our office, you will be contacted to arrange a personal interview. This interview will allow you to disclose all information known to you about the incident and your participation in it.

You have the right to have a person of your choice present with you during the meeting.

If you have further questions, please contact me; otherwise you will be notified of the time and date of your interview.

Rock County, Wisconsin

Communications Center

3636 N. County Highway F
Janesville, WI 53545
Phone (608)757-5100
Fax (608)757-5081



MEMORANDUM

TO:
FROM: _____, Operations Manager
DATE:
RE: Internal/Citizen Complaint

Brief description of incident (date, time, event, etc.)

You are ordered to leave a detailed report in response to the aforementioned allegations and your involvement in the *(described incident)*. The report must be a complete disclosure of all information available or known by you about the incident under investigation.

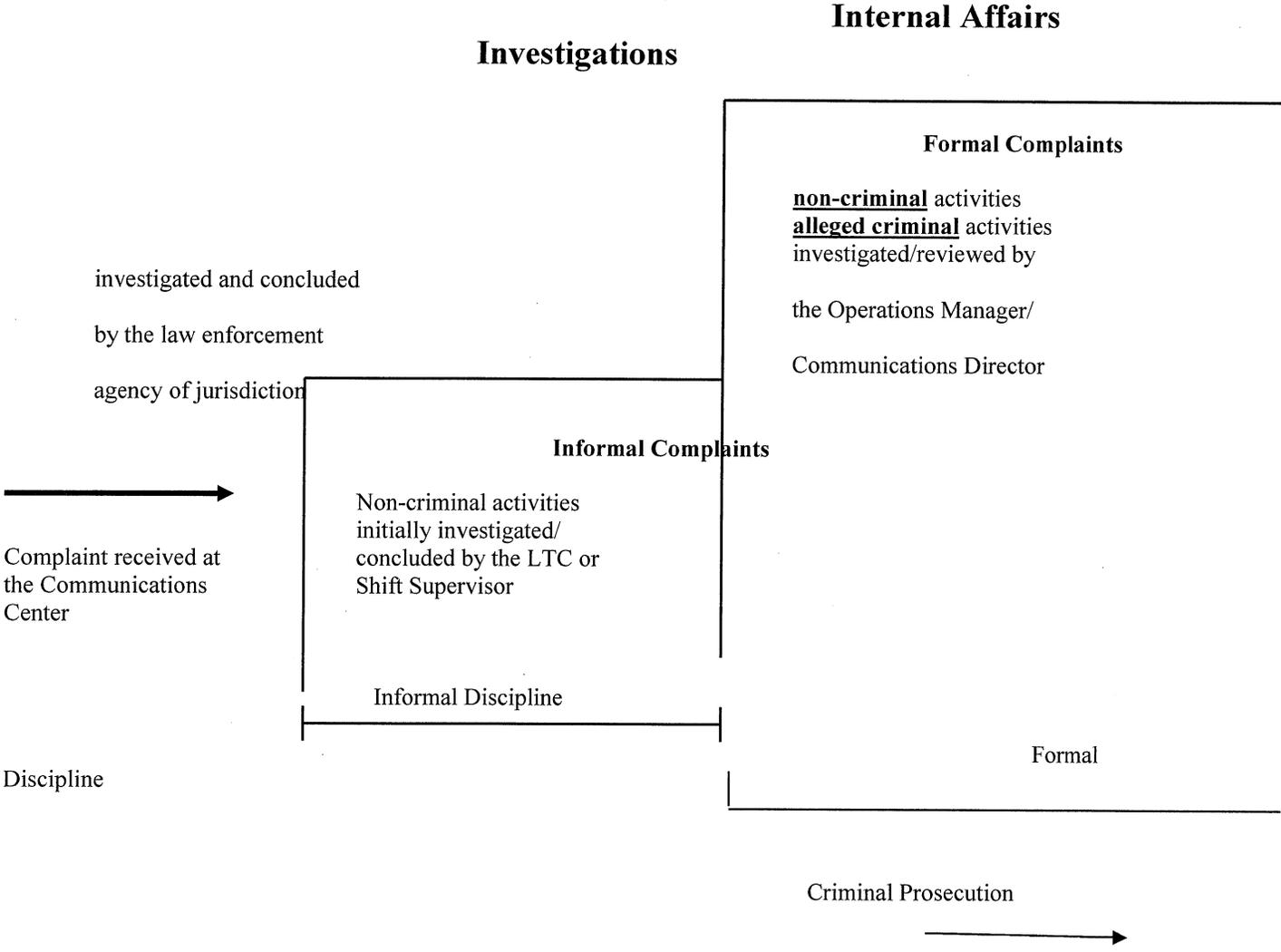
In addition, you are to answer the following questions at the conclusion of your report.

Questions:

Garrity Advisory

You are advised that a report is required from you as a part of an official internal investigation by the Rock County Communications Center. You are entitled to all of the rights and privileges guaranteed by the laws and the Constitution of this State and the Constitution of the United States, including the right not to be compelled to incriminate yourself. You are further advised that if you refuse to provide the requested report which relates to the performance of your duties and/or fitness for duty, you will subject to departmental charges which could result in your dismissal from the Rock County Communications Center. If you do submit the required report, neither your statements nor any information or evidence, which is gained by reason of such statements, can be used against you in any subsequent criminal proceeding. However, these statements may be used against you in relation to subsequent departmental charges.

Communications Center Complaint Procedures



APPENDIX

E

CONTACT	CONTACT NAME	PHONE	ADDRESS	CITY, STATE, ZIP
Higher Ground Christian Center		365-8870	3160 S Park Ave	Beloit WI 53511
Church of Living Water		(815) 389-3822	916 Bushell	Beloit WI 53511
Riverside C.O.G.I.C.		(608) 362-6244	1304 Keller Av	Beloit WI 53511
Little Rock Temple		362-2085	217 Carpenter St	Beloit WI 53511
Providence Missionary Baptist		365-6050	1261 Wisconsin Ave	Beloit WI 53511
Spirit of Hope		312-1087	PO Box 957	Beloit 53512-0957
Grace and Truth		207-9643	2230 Alongi Ln	Beloit WI 53511
Kingdom Voice Ministries		299-8199	2345 Prairie Av	Beloit WI 53511
Pentecostal Tabernacle		365-1150	1849 Bayliss	Beloit WI 53511
Fountain of Life THC		365-1220	1600 E Huebbe Pkwy	Beloit WI 53511
New Covenant Tabernacle		365-0374	1169 Milwaukee Rd	Beloit WI 53511
Faith Temple		362-2690	1642 Prairie Ave	Beloit WI 53511
New Life Ministries		313-9085??	1400 Harvey St	Beloit WI 53511
Avow Ministries		346-6917	1252 Prairie Av	Beloit WI 53511
House of God		362-9797	1822 Sixth St	Beloit WI 53511
New Restoration Ministries		414- 760-9403	PO Box 997	Menomonee Falls WI 53052
New Life		758-0568	2416 N Wright Rd	Janesville WI 53545
Iglesia Pentecostal		741-6337???	614 Miller	Janesville WI 53545
Send Inter-office to Rock County Job Center: WI Division of Voc Rehab				
Bethel AME Church	Brenda Atlas	365-7947	1314 Athletic Ave	Beloit WI 53511
Merrill Community Center	Regina Dunkin	365-1488	1428 Wisconsin Ave	Beloit WI 53511
Kandu Industries	Jean	755-4123	1741 Adel St	Janesville WI

	Randles			53545
Rene Bue		608-201-8727	3833 W Hwy 14	Janesville WI 53548
Community Baptist Church		815-389-1855	1634 Center St	South Beloit IL 61080
Community Action Inc.	Traci Scherck	755-2488	200 W Milwaukee St	Janesville WI 53548
School of the Visually Disabled		758-6100	1700 W State St	Janesville WI 53545
New Zion Baptist Church		362-7703	1905 Mound	Beloit WI 53511
Greater New Hope Baptist		365-4113	207 Olympian Blvd	Beloit WI 53511
Walworth County Job Center	Rick Heine	262-741-5180	1000 E Centralia St	Elkhorn WI 53121
YWCA		752-5445	1735 S Washington St	Janesville WI 53546
RVCP (Rock Valley Corrections Program)		741-4500	203 W Sunny Ln	Janesville WI 53546
Henderson Avenue	United Methodist Church	362-6031	727 Henderson Av	Beloit WI 53511
Beloit College	Heather	363-2630 (HR)		
Blackhawk Tech	Colleen Koerth	757-7724	PO Box 5009	Janesville WI 53547
Epilepsy Foundation of Southern WI		755-1821	205 N Main St, Suite 1060	Janesville WI 53545
Emmanuel Baptist Church		362-0562	1151 E Grand Ave	Beloit WI 53511
Beloit Public School District	Barb Hickman	361-4010	1633 Keeler Ave	Beloit WI 53511
CESA 2	Tina Smith	758-6232	448 E High St	Milton WI 53563
YMCA		365-2261	1865 Riverside Dr	Beloit WI 53511
Wesley Methodist Church		364-4291	1760 Shore Dr	Beloit WI 53511
UW Rock County	Student Services	758-6565	2909 Kellogg Ave	Janesville WI 53546
House of Mercy Homeless Shelter		754-0045	320 Lincoln St	Janesville WI 53545
Rock County Diversity Action	DATROC KCO.org	752-2100	Leslie Brunswell	
		755-8342	Neil Deupree	
W B Kennedy Lodge NO 3		362-0364	1111 Prince Hall Dr	Beloit WI 53511
Urban League of Greater Madison		608-729-1200		

News From Indian Country	Kimberlie	715-634-1429	8558N Cty Rd K	Hayward WI 54843-5800
Beloit Inner City Council		313-3120	74 Eclipse Ctr	Beloit WI 53511
Lighthouse Fellowship Church		363-9877	112 Merrill St	Beloit WI 53511
Neddy Astudillo		815-519-8090		
Beloit Public Library	Vicki Hahn	364-2905	605 Eclipse Blvd	Beloit WI 53511
Beloit Area Community Health	Dorothy Richardson	361-0311	74 Eclipse Ctr	Beloit WI 53511
WIC Office	Lisa	754-3722	32 E Racine	Janesville WI 53545
Stateline Literacy Council	Barb Peterson-Dir	362-5207	St Lawrence Ave	Beloit WI 53511
	or Ino (pronounced eno)			

