



Date: August 19, 2009

Ms. Susan Flessner  
Administrative Manager,  
Workforce Services Division of Will County  
214 North Ottawa Street  
Joliet, IL 60432-4077

Re: EO/ADA Monitoring Announcement Letter

Dear Ms. Flessner:

The Office of Equal Opportunity Monitoring and Compliance (EOMC) has scheduled your agency for an annual EO/ADA administrative review starting at 1:30 PM on October 5 - 7, 2009. The monitoring will cover the time period 7/1/07 to current date. The monitoring team will consist of R.A. Boschulte (Lead Monitor) and Tim Golemo.

The intent of this review is to provide assurance that your EO/ADA policies, operational programs, administrative procedures, records, and reports comply with State and Federal requirements, and to identify any errors or weaknesses which could potentially lead to findings or legal complaints. Further, if there are weaknesses, we will make recommendations to correct these findings. This review does not replace any bona-fide investigations pending on your Agency.

Specifically, the review will include:

- Comprehensive review of documentation and narrative for nine (9) elements of the MOA
- Demonstrated commitment from agency's leadership and designation of an Equal Opportunity Officer (a formal letter)
- EO Communications/Training notices (To all employees)
- EO Assurance clause in established all contracts
- ADA Policies and actions to accommodate persons with disabilities.
- EO History Files i.e. reports, complaint logs, record keeping, etc.
- Compliance Monitoring
- Complaint Procedures
- Corrective Sanctions
- Actions Pending
- Integration of EO into the Agency's strategic mission i.e. Strategic Plan
- Management and program accountability
- Proactive prevention of unlawful discrimination including training & projected training
- Review of prior year monitoring findings resolutions, if any
- Bulletin boards

I will E-mail to you a copy of a Self Assessment Tool and the Monitoring Instrument. You can expedite the review if you would assign one of your staff to facilitate my visit. Also, I am requesting that you set aside a suitable working

Internet Address <http://www.commerce.state.il.us>

620 East Adams Street  
Springfield, Illinois 62701-1615

217/782-7500  
TDD: 800/785-6055

James R. Thompson Center  
100 West Randolph Street, Suite 3-400  
Chicago, Illinois 60601-3219  
312/814-7179  
TDD: 800/785-6055

2309 West Main, Suite 118  
Marion, Illinois 62959-1180

618/997-4394  
TDD: 800/785-6055

area with access to a telephone. In addition, provide a copy of the following for your local area during the entrance briefing:

- a. Letter designating EO Officer.
- b. EO Officer's Job Description
- c. MOA (Modifications to Element-One of the MOA - Call about this to save time or for clarity)
- d. Complaint Logs for last year
- e. Complaint Processing Procedures
- f. EO Policies and Procedures
- g. Samples of Communication Material w/Agency's Tag Line
- h. Records and Reports showing EO Training Programs and methods of training
- i. Other information including: (1) Organizational Chart, (2) Organizational strategy which would influence or impact on EO or ADA, (3) Facilities improvement plans if applicable, and any minutes or notes from the WIB Board or Youth Council relative to EO.
- j. Select five (5) or (6) employees from your workNet Centers who deal with clients to participate in a short EO survey. Kindly have them complete the attached Staff Assessment. (My Tool - Append D)

During the entrance briefing, be prepared to engage in a brief discussion about demographics data as it relates to race/ethnicity, and sex of WIA applicants and employment training.

If you have any questions concerning the review or problems in scheduling, please contact me at (217) 558-4755.

Sincerely,

  
R.A. Boschulte

Equal Opportunity Compliance Officer  
Office of Equal Opportunity Monitoring and Compliance,  
Department of Commerce and Economic Opportunity

Enclosure: as

cc: Mr. Willis Bailey, Managing Director of Equal Opportunity Monitoring and Compliance  
Ms. Kim McCarthy, LWIA #10 EO Officer  
Mr. Tim Golemo, EO/ADA Monitor