

Equal Opportunity is the Law

It is against the law for the South Dakota Department of Labor & Regulation (SDDLRL), a recipient of Federal financial assistance, to discriminate on the following bases:

- Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, veteran status, political affiliation or belief; and
- Against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title financially assisted program or activity.

SDDLRL must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access, to any WIA Title I-financially assisted program or activity; or
- Providing opportunities in, or treating any person with regard to, such a program or activity; or
- Making employment decisions in the administration of, or in connection with, such a program or activity.

What To Do If You Believe You Have Experienced Discrimination

If you think that you have been subjected to discrimination under a WIA Title I- financially assisted program or activity, you must file a complaint within 180 days from the date of the alleged violation. This complaint must be filed with the State of South Dakota, Department of Labor & Regulation Equal Opportunity Officer/Customer Relations at (801) 526-4390 or 1-800-331-4341, or in writing to either SDDLRL or The Civil Rights Center, as listed below:

Equal Opportunity Officer SD Department of Labor & Regulation Kneip Building 700 Governor's Drive Pierre, SD 57501	The Director, Civil Rights Center (CRC) U.S. Department of Labor 200 Constitution Ave. NW Room N-4123 Washington, DC 20210
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If you file a complaint with SDDLRL, you must wait until SDDLRL issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the CRC, (see address above).

If SDDLRL does not send you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for SDDLRL to issue that Notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with SDDLRL).

If SDDLRL does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

Facts About Unemployment Insurance Benefits



www.sdjobs.org

Unemployment Insurance (UI) Division
www.sd.uiclaims.com

DO NOT DISCARD – RETAIN FOR YOUR RECORDS.

Trade Adjustment Assistance

Trade Adjustment Assistance (TAA) is available to workers who lose their jobs as a result of increased imports.

Workers whose employment is adversely affected by increased imports may file a petition with the Office of Trade Adjustment Assistance to establish eligibility. A petition must be filed within one year from the date the worker is laid off from a job.

Petitions may be filed by a group of three or more workers, their union or an authorized representative. Forms on which to file a petition for TAA can be obtained by writing the South Dakota Department of Labor and Regulation, UI Division, P.O. Box 4730, Aberdeen, SD 57402-4730 or by calling 605.626.2452.

If the petition for TAA is certified, workers may be eligible for additional weekly benefit payments, training, job search assistance, relocation allowances and other re-employment services. Contact your local Department of Labor and Regulation office for information.

Quality Control Program

Individuals who have filed a claim for unemployment insurance benefits may be randomly selected for a Quality Control program audit. Each claim will be subjected to an intensive verification of benefit eligibility. The audit will involve a complete review of the claim, an interview with the individual, and verifications with other parties. Failure to cooperate with the Quality Control program audit may result in loss of benefits.

Information We May Share

The Deficit Reduction Act of 1984 (Public Law 98-369) requires that certain state agencies maintain an income and eligibility verification system. This system is used to verify eligibility for Supplemental Nutrition Assistance Program, Aid to Families with Dependent Children or Medicaid; and potential liability for child support payments. State agencies administering these programs may verify your eligibility for benefits (or child support obligations) by using information contained in Department of Labor and Regulation records. Information used would be your past wages, as reported by former employers, and your eligibility for or receipt of unemployment benefits.

Notice about Income Tax

Your unemployment insurance benefits are subject to federal income tax law. The Internal Revenue Service will furnish complete information on how to report and compute the tax.

You do have the option of having tax deducted from your benefit payments. The rate of deduction is 10 percent per week. If you have questions, call the Benefit Section at 605.626.2452.

It may be necessary for you to make estimated tax payments. For more information on when you should make estimated tax payments, see *IRS Publication 505, Tax Withholding and Estimated Tax*, or the instructions for Form 1040-ES.

You will be furnished a statement, Form 1099-G, at the end of the year in which benefits were paid to you. The Internal Revenue Service will be given the same information.

Equal Opportunity Employment Rights

It is against the law for this recipient of federal financial assistance (the Department of Labor and Regulation) to discriminate on the following bases against any individual in the United States: race, color, religion, sex, national origin, age, disability, political affiliation or belief; and against any benefi-

ciary of programs financially assisted under Title 1 of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States or his or her participation in any WIA Title 1 financially assisted program or activity. The recipient must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access, to any WIA Title 1 financially assisted program or activity.
- Providing opportunities in, or treating any person with regard to, such a program or activity.
- Making employment decisions in the administration of, or in connection with, such a program or activity.

What do I do if I believe I have experienced discrimination?

If you think you have been subjected to discrimination under a WIA Title 1 financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either of the offices listed below:

Department of Labor and Regulation
Equal Opportunity Officer
420 S. Roosevelt St.
P.O. Box 4730
Aberdeen, SD 57402-4730
Phone: 605.626.2452

After you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (CRC) (see address below). If the recipient does not give you a written Notice of Final Action within 90 days from the day on which you filed your complaint, you do not have to wait for the recipient to issue that notice before filing a complaint with the CRC.

Director
U.S. Department of Labor
Civil Rights Center
200 Constitution Avenue NW
Room N-4123
Washington, DC 20210

However, you must file your CRC complaint within 30 days of the 90-day deadline. (In other words, you must file within 120 days after the day on which you filed your complaint with the recipient). If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with the CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

**If you have questions this book does not answer,
please contact the Benefit Section at 605.626.2452.**

What is workforce training?

The South Dakota Department of Labor and Regulation (DLR) offers employment and training programs designed to help provide employers a quality workforce. DLR can increase the employability skills of potential workers through a variety of services.

Businesses and other organizations interested in hiring full-time employees with the specific skills needed for their workplaces can benefit. As a training partner, you can increase your pool of potential employees and may even be reimbursed for some of your payroll

What are the benefits of hiring a trainee?

- Shape and tailor your workforce by training on-site
- Acquire employees who are open to careers in non-traditional occupations
- Contribute to positive outcomes for both adults and youth
- Receive assistance while planning your training or handling trainee issues
- Reduce recruitment and training costs
- Possibly increase tax credits

Contact your local DLR office!

Aberdeen	605.626.2340
Brookings	605.688.4350
Hot Springs	605.745.5101
Huron	605.353.7155
Lake Andes	605.487.7607
Madison	605.256.5300
Mitchell	605.995.8060
Mobridge	605.845.2971
North Sioux City	605.242.5445
Pierre	605.773.3372
Pine Ridge	605.867.5843
Rapid City	605.394.2296
Sioux Falls	605.367.5300
Sisseton	605.698.3964
Spearfish	605.642.6900
Vermillion	605.677.6900
Watertown	605.882.5131
Winnier	605.842.0474
Yankton	605.668.2900

Auxiliary aids and services available upon request to individuals with disabilities. State and federal laws require the Department of Labor and Regulation to provide services to all qualified persons without regard to race, color, creed, religion, age, sex, ancestry, political affiliation or belief, national origin, or disability.

Three thousand copies of this publication were produced by the South Dakota Department of Labor and Regulation at a cost of 3 cents per copy.



Printed on recycled paper.

Helping You Meet Your Workforce Needs

south dakota department of
**labor
regulation**

Your workforce experts.
www.sdjobs.org

Workforce Training

What can workforce training do for my business?

DLR programs will help you train your future workforce in the skills needed to help your business thrive and be successful.

In addition, you may qualify for wage reimbursement of up to 50 percent by working with prospective employees needing improved:

- Math or communication skills.
- Basic education.
- Job-readiness capabilities, such as appearance or personal responsibility.
- Job-specific skills.

Training programs include:

Work Experience

These planned learning experiences help potential employees learn about the world of work, develop skills and knowledge necessary to succeed, and learn about the specifics of your workplace. Even better, DLR will be paying the trainee's wages, Social Security taxes and workers' compensation insurance.

On-the-Job Training

(OJT) Occupational training at your business allows you to train specifically for your needs. If you hire the trainee full time at the end of the training period, you may be reimbursed for up to half the beginning wage over the training period.

Customized Skill Training

When one or more businesses need structured training in specific skills, the DLR local office will work with you to organize a program geared to your occupational needs. This program may be a combination of classroom training and OJT experiences.

Who are the participants?

DLR looks for those individuals who are seeking their first job, who are under-employed in entry-level jobs or who need extra help to complete their education or training or to keep a long-term job. Workers who have been laid off may also be eligible.

Workforce training is **not** an entitlement program. Adults and youth seeking employment or training can participate if they have been selected by a DLR local office. This eligibility decision is based on an assessment of the individual's needs, interests, abilities, motivation and prospect for successful completion of training.

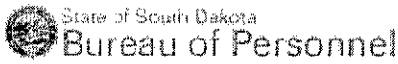
How can the Career Learning Centers help?

In addition to the training programs, your business may be able to take advantage of the Career Learning Centers (CLCs).

These are local, nonprofit organizations that assist with work readiness, education programs, skill training and employment counseling. CLCs will work closely with you and the DLR local office to design a training program right for your future workforce.

Where can I get more information?

- Visit your DLR local office
- Visit www.sdjobs.org



TRAINING AND DEVELOPMENT

- 1 Professional Development Training
- 2 Computer Training
- 3 Special Events and Seminars
- 4 Point. Click. Learn.
- 5 GIS Training
- 6 DOT Training



Professional Development

General Training:

Business English
Effective Writing
Email Netiquette
The Effective Emailer
Meetingful Minutes

NEW Relationship Strategies
You Don't Need a Title to Be a Leader
Communication Breakdown
Myers-Briggs Type Indicator Personality Profile
Connecting the Generations

First Aid/CPR
Defensive Driving

Time Management for Employees
Customer Service - Give em' the pickle!
The Fred Factor
PPAR: The Employee's Role* (Recently Updated)
ACES for Employees

* Required of all new employees

Required courses for all supervisors:

Legal Side of Discrimination & Harassment *
Legal Side of ADA, FMLA and Workers Compensation *
Legal Side of Hiring and Discipline *
Interview and Selection of New Employees **
Orienting the New Employee **
Documenting Discipline **
The Supervisor's Recognition Kit **
PPAR: The Supervisor's Role ** (Recently Updated)

* To be repeated every three years.
** To be repeated every five years.

Supplementary Supervisory Training:

ACES for Supervisors
Module: Time Management for Supervisors
Module: Effective Emailer for Supervisors
The Leadership Secrets of Santa Claus

Special Requests:

All of the listed classes are available by special request. In addition, you may also request these courses:

- The Leadership Secrets of Santa Claus
- Cascades: Teambuilding
- Five Levels of Leadership
- Working With You is Killing Me
- Harassment & Discrimination in the Workplace

If you are interested in a topic not listed, please email BOP Training.

- Additional Information:
- 1 Training Master Calendar
 - 2 BOP Training Center
 - 3 Audio/Video Lending Library
 - 4 How to register for a class
 - 5 Cancellation Policy

Sandra J. Zinter,
Commissioner

Bureau of Personnel - Training
Becker-Hansen Building
700 East Broadway Avenue
Pierre, SD 57501
605.773.3461
605.773.5389 (fax)
More Contact Information

Department Of Human Services CHOICES

COMMUNITY ♦ HOPE ♦ OPPORTUNITY ♦ INDEPENDENCE ♦ CAREERS ♦ EMPOWERMENT ♦ SUCCESS



Laurie R. Gill
Secretary

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WELCOME TO THE DEPARTMENT OF HUMAN SERVICES

Mission

To promote the highest level of independence for all individuals regardless of disability or disorder.

Guiding Principles

- Fiscal Responsibility
- Ethical Actions and Decision Making
- Culturally Responsive Services
- "No Wrong Door" Approach

Goals

- Develop improved satisfaction and quality of services.
- Prepare children to become successful adults.
- Continually enhance access to individualized services to achieve individuals desired quality of life.
- Utilize quality assurance methods to guide services and promote quality improvement.

Strategic Plan

DHS Strategic Plan

Budget & Finance

[Council on
Developmental Disabilities](#)

[Developmental Disabilities](#)

[Disability
Determination Services](#)

[Guardianship Program](#)

[Rehabilitation Services](#)

[Service to the Blind
and Visually Impaired](#)

[South Dakota
Developmental Center](#)

LINKS AND RESOURCES

KEY SERVICES

[Administrative Rules and Codified Laws](#)
[Bureau of Finance and Management - Budget](#)
[Contact the Juvenile Corrections Monitor](#)
[Department of Social Services](#)
[Emergency Preparedness](#)
[Health Insurance Portability Accountability Act \(HIPAA\)](#)
[Internet Links Relating to Human Services](#)
[Promoting Awareness of Early Childhood Development](#)
[SD 211 Help Line](#)
[Social Security Administration](#)
[U.S. Dep. of Health and Human Services Federal Grants](#)

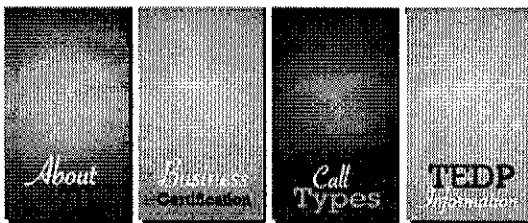
[Adult Foster Care](#)
[Cochlear Implant Program](#)
[Deaf Services](#)
[Family Support](#)
[Interpreter Certification for the Deaf](#)
[PASRR](#)
[Respite Care](#)
[Vocational Rehabilitation Services](#)

3800 East Hwy 34, Hillsview Plaza • c/o 500 East Capital Avenue • Pierre, SD 57501
605.773.5990 • 1.800.265.9684 • TTY: 605.773.6412 • Fax: 605.773.5483

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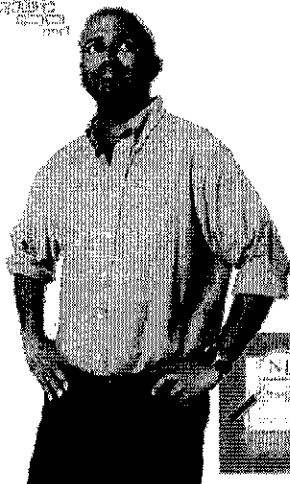


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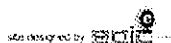


What is Relay South Dakota?

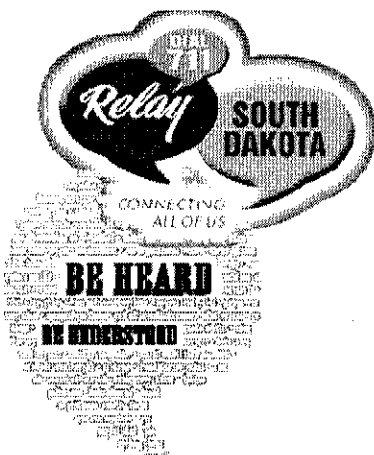
Relay South Dakota provides telephone accessibility to people who are deaf, hard-of-hearing or speech-disabled. Relay South Dakota is available 24 hours a day, 365 days a year, with no restrictions on the length or number of calls placed. Relay South Dakota provides state-of-the-art technology, a full range of features and highly trained, professional Communication Assistants (CAs) to ensure that users are able to communicate easily and effectively - every time they place a relay call. All calls are strictly confidential and no records of any conversations will be maintained. Use Relay South Dakota when you need to be heard and be understood on the phone!



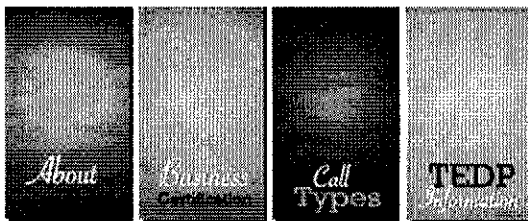
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[711 Certified Business](#)

[Don't Hang Up](#)

[Scam Calls](#)

[Certified Businesses](#)

Making the Most of Customer-to-Business Connections

Don't miss your opportunity to gain customers or make a sale. There are over 72,000 people in South Dakota with hearing or speech disabilities that use South Dakota Relay to make calls not only for pleasure, but for important business reasons too.

The South Dakota Relay Partner program was designed with the overall goal of reducing or eliminating hang ups, Relay users sometimes experience when making business calls. Any business, large or small, that is based in South Dakota is eligible to join the free South Dakota Relay 711 Certification program. Relay users and Relay Partners both benefit from the program, gaining confidence and making it easier than ever before to conduct business by phone.

Top reasons to become Relay 711 Certified:

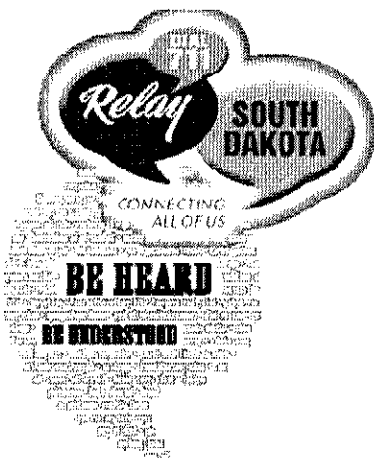
1. Broaden your customer base
2. Increase potential revenue
3. Build positive relationships with the community
4. Increase employee awareness on serving customers with hearing loss or speech disability

Take the necessary steps to become Relay 711 Certified. Call today.

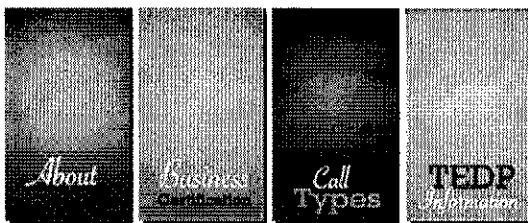


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Call Types Overview

- [TTY](#)
- [Voice](#)
- [HCO](#)
- [VCO](#)
- [STS](#)
- [Additional Features](#)

Telcommunications Relay Service (TRS) is a telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls. TRS is available in all 50 states, the District of Columbia, Puerto Rico, and the U.S. territories for local and/or long distance calls.

TRS uses operators, called communication assistants (CAs), to facilitate telephone calls between people with hearing loss and/or speech disabilities and other individuals. A TRS call may be initiated by either a person with a hearing or speech disability, or a person without such a disability, with the CA serving as the link for the call.

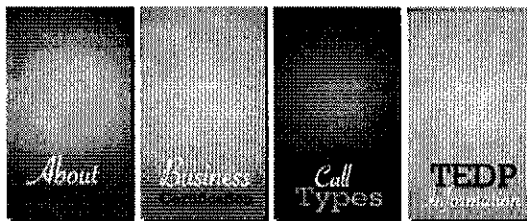
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Equipment

- [TEDP Program Overview](#)
- [TEDP Video](#)
- [Regions Overview](#)

All the following equipment as well as a description of each, are available for your review. For additional information about any of the equipment, please contact Relay South Dakota Outreach Services.

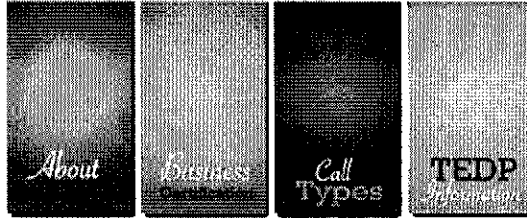
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How to make a Relay call.


- [Communication](#)
- [Assistants](#)
- [Confidentiality And Ethics](#)
- [Relay Numbers](#)

Relay South Dakota makes it possible for deaf, hard-of-hearing or speech disabled people to communicate via telephone. The service is available 24/7/365 with no restrictions on the length or number of calls placed. All calls are strictly confidential and no records of conversations are ever maintained.



1. Dial 7-1-1 from anywhere inside South Dakota, or dial toll-free (800) 877-1113 from anywhere outside the state.
2. Ask the communication assistant to dial the area code and telephone number you are calling.
3. The communication assistant will type the spoken words to the TTY user and voice the typed words back to the standard phone you are calling.
4. Speak slowly and directly to the person you are calling, not to the relay operator.
5. Remember to say "go ahead" (typed "GA" on the TTY) each time you finish your part of the conversation to let the other person know to respond.

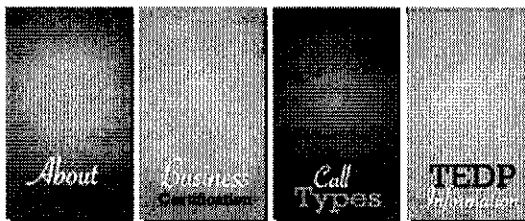
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We keep you connected.

- [Connecting All Of Us Campaign](#)
- [Newsletters](#)

It is important to us to educate and inform the public about Relay South Dakota. It is equally as important for us to keep our deaf and hard of hearing population connected with the world and informed on the things we are doing to make their life easier.

Please view the "Connecting All of Us" Campaign materials and read our newsletters!

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DRAFT

Szilvasi, Andrew

To: Dovre, Dawn
Subject: RE: EEO assistance

From: Dovre, Dawn
Sent: Thursday, January 05, 2012 3:59 PM
To: Szilvasi, Andrew
Subject: RE: EEO assistance

On all publications where space allows, we include the following statement:

Auxiliary aids and services available upon request to individuals with disabilities. State and federal laws require the Department of Labor and Regulation to provide services to all qualified persons without regard to race, color, creed, religion, age, sex, ancestry, national origin, or disability.

An example of what is included on public notices is available at: http://dlr.sd.gov/workforce_training/wdc/wdcnotice010512.pdf

From: Szilvasi, Andrew
Sent: Thursday, January 05, 2012 9:06 AM
To: Dovre, Dawn
Subject: EEO assistance

Dawn-
Could you provide a three or four electronic files of past notices DLR has posted that indicate we are an EEO, EEOC, etc. employer and/or accessibility notices on postings of public meetings, etc.?

NOTICE

Workforce Development Council Meeting

The next Workforce Development Council (WDC) meeting will be held on Thursday, January 5, 2012 beginning at 1:30 p.m. CDT.

The meeting will be held via the Dakota Digital Network (DDN). Site locations include:

- Pierre Kneip Building Conference Room # 3, 700 Governors Drive
- Huron DHS, 2361 Dakota Avenue S
- Sioux Falls DHS, 811 E 10th Street
- Aberdeen DOL, 420 S Roosevelt Street
- Rapid City DHS, 111 New York Street
- Belle Fourche DOT, Hwy 34 West
- Yankton RTEC, 1200 W 21st Street
- Brookings SDSU SPC203, 1015 8th Street

If you have any questions, please contact Kari Porch at 605.773.5017.

Individuals needing assistance, special accommodations, or materials in an alternative format pursuant to the American Disabilities Act should notify Monica Harding prior to this public meeting. Please call 605.773.3101.