

## MADISON JOB SERVICE

A review was completed on August 15, 2018.

### PROGRAM REVIEW

Resulted in no formal findings and six areas of concern. Technical assistance was provided for the finding, which has since been resolved through training and process changes. Technical assistance was provided in relation to the areas of concern while the review team was on site. Three promising practices were identified.

**Area of Concern #1:** Several participant files that should have had Basic Skills Deficient (BSD) marked in SDWORKS, did not.

**Area of Concern #2:** Staff are not entering thorough case notes in a timely manner.

**Area of Concern #3:** Staff are not uploading the signed Employment Plan and objectives into SDWORKS.

**Area of Concern #4:** Some Wagner-Peyser files reviewed did not contain an Initial Assessment service and/or case note.

**Area of Concern #5:** Some of the files reviewed did not have intake forms scanned and uploaded into SDWORKS or services were provided prior to the completion of the forms.

**Area of Concern #6:** Job Search Planning for Wagner-Peyser only did not contain a Job Search Planning Service and/or case note.

### Promising Practices

- The Madison Job Service Office does well when it comes to writing case notes for a participant. It is easy to follow the participant's story and what the local office did to help that participant.
- The Madison Job Service Office has the highest number of participants enrolled in more than one program.
- It is essential local offices develop partnerships within their community. Madison has developed one such partnership with Wells Fargo who administers the Financial Literacy class.

### EQUAL OPPORTUNITY REVIEW

Resulted in no findings and two opportunities for improvement.

**Improvement Opportunity #1: EO Coordinator Responsibilities (Element 1: Designation of EO Officer)**

With the transition from the old Equal Opportunity Methods of Administration to the new NDP, staff have had minimal Equal Opportunity training.

**Improvement Opportunity #2: Equal Access (Element 4: Universal Access)**

Based on responses in the monitoring tool and during the on-site interview with an employment specialist, Madison Job Service staff are not aware of the relay service (Relay SD) we use to ensure equal access for clients who are deaf, hard-of-hearing, deaf-blind, and/or speech-disabled.

## **AMERICANS WITH DISABILITIES ACT REVIEW**

Resulted in three high effort findings, two medium effort findings, and five low effort findings.

### **Approach and Entrance**

#### **Finding – High Effort**

Entrance cross-slope is greater than 1:48. Actual is 3.5:48

#### **Finding – High Effort**

The threshold of front door is more than ¾" from the top of the bevel due to break-up and settling of concrete in front of the door.

#### **Finding – Medium Effort**

Access aisles in parking lot are not marked as required.

#### **Finding – Low effort**

Van accessible signage needs to be ordered. Bottom of the sign(s) must be 60" from the ground.

### **Access to Goods and Services**

#### **Finding – High Effort**

The entire reception counter is 43" high. ADA requires no higher than 36".

#### **Finding – Medium Effort**

Interior doors are equipped with knobs instead of compliant handles or push bars.

#### **Finding – Low Effort**

Fire extinguisher protrudes 4.5" into path with tactile warning. Four inches is the maximum allowed under ADA with permanent tactile warning in place, e.g. planter or garbage can.

#### **Finding – Low Effort**

No Braille signs designating permanent rooms not likely to change over time.

### **Restrooms –**

#### **Finding – Low Effort**

Pipes below the lavatory are not insulated or otherwise configured to protect against contact.

#### **Finding – Low Effort**

Toilet paper dispenser needs to be relocated to correct ADA standards.

Suggested Recommendations for Improvement:

**Program Review:** When policy memos are released, review them as a team. Train all staff on these policies to increase their knowledge and comfort level in learning new programs. Ensure American Job Center brand is displayed on the front door.

**Equal Opportunity Review:** Complete the improvement training and outreach opportunities identified in the Equal Opportunity review. Seek assistance from the One Stop Operator or DLR Equal Opportunity Officer as needed.

**Americans with Disabilities Act Review:** Complete the low and moderate effort items identified for the Americans with Disability Act review. When the office is remodeled the high effort adjustment can be made. Seek assistance from the One Stop Operator or Administrative Services Division as needed.

Continue with American Job Center Affiliate Site Certification.