

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

**10/1/2019-9/30/2021**

**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.**



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# ROCK COUNTY

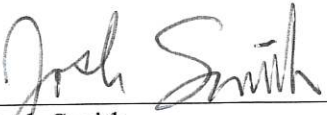
## EQUAL EMPLOYMENT OPPORTUNITY AND AFFIRMATIVE ACTION PLAN

### 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

4/7/21  
\_\_\_\_\_  
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. Effort will be made to include qualified women, disabled, minority and senior employees on interview and rating panels.
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 Ordinances.
10. A record of the reasons job applicants were rejected is maintained through the exam plan steps in our applicant tracking system.
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.

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.
7. Department Heads will help all contract providers understand County EEO, AA, and Civil Rights Compliance (CRC) policies and procedures.

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 positions shall be the departmental Affirmative Action/Civil Rights Coordinators for service delivery purposes of their respective departments:

Director of Council on Aging	Council on Aging
Child Support Director	Child Support Enforcement
HSD Deputy Director	Human Services Department
Health Officer	Public Health Department
Nursing Home Administrator	Rock Haven Nursing Home
Parks Manager	Public Works Department
Communications Center Director	Communications 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.

Director of Council on Aging	Council on Aging
Child Support Director	Child Support Enforcement
HSD Deputy Director	Human Services Department
Health Officer	Public Health Department
Nursing Home Administrator	Rock Haven Nursing Home
Parks Manager	Public Works Department
Communications Center Director	Communications 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 recording 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).

## **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.
3. The Human Resources Department has and will continue to restructure selection/testing procedures to make a reasonable 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 Complaint 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, 1 West Wilson Street, Room 651, P.O. Box 7850, 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, and Council on Aging 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 Economic Support Division (Benefits Only)  
\* Maria Delgado, 741-3491

Records & Quality Management  
\* Jodi Parson, Administrative Secretary, 757-5271

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:

On-Going Training	Participant Group	Frequency	Format
Harassment	New Hires Management/supervisors Line Staff	1 <sup>st</sup> day of employment Annual Every 5 years	In person On-line On-line
Diversity and Inclusion	New Hires Management/supervisors Line Staff	1 <sup>st</sup> day of employment Annual Annual	In person On-line On-line
Management Leadership Training	Department Heads, Supervisors, Managers	Required Series	On-line

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 trains all employees on Diversity, Inclusion, and Cultural Competence with additional training for supervisors and managers. The Human Services Department has also created a Diversity and Inclusion Workgroup which advises on and Coordinates activities and trainings related to this subject matter. In addition, the Economic Support Division participates annually in the State's Civil Rights/Affirmative Action trainings in line with their basic mission of determining eligibility for state/federal benefits such as Medicaid and Food Share.

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. 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.

4. Council on Aging.

All supervisory and line staff will participate in all mandatory training provided by Rock County.

5. Rock County Communications Center - 911

In 2019, supervisors and management attended Rock County's "Implicit & Explicit Bias Training. In 2020, all staff will attend "Cultural Diversity Ripped from the Headlines", by the Public Safety Group Training Company. Supervisors and management will also complete the county selected diversity training in 2020 & 2021.

**X. UTILIZATION ANALYSIS**

Total employment of Rock County as of September 27, 2019, 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 U. S. Census Bureau, 2006-2010, American Community Survey.

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

A. Female Employment.

The Officials/Administrative category is comprised of 59.09% female and 40.91% male.

B. Female-Male Concentrations by Occupational Classification.

Females represent a majority in professional positions (77.62%), technicians (72.17%), Para-professional (84.02%), and in Administrative Support (95.53%).

C. Minority Employment.

The minority labor force in Rock County is 10.60%. (This number is a little higher, due to having a category for 2 or more races. For this report, that category was not included). The Rock County workforce is composed of 8.83% minorities. NOTE: white females are not included in the minority numbers.

D. Minority Distribution.

Of the County's 120 minority employees, the following statistical tabulation reveals minority representation in the following occupational categories:

	<u># of Employees</u>	<u>Percentage</u>
Officials/Administrative	4	3.33%
Professional	30	25.0%
Technicians	10	8.33%
Protective Service	20	16.67%
Para-Professional	39	32.5%
Administrative Support	12	10.0%
Skilled Craft	0	0.0%
Service/Maintenance	<u>5</u>	<u>4.17%</u>
	120	100%

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

E. Disabled Employment.

The disabled labor force in Rock County is 7.20%. Based on information maintained on County employees, the Rock County workforce is 0.37% 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 A** 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 %	31.20	1.99	59.97	6.84	0.37
Labor Force %	<u>45.30</u>	<u>5.90</u>	<u>42.80</u>	<u>4.70</u>	<u>7.20</u>
Difference %	<b>-14.10</b>	<b>-3.91</b>	<b>+17.17</b>	<b>2.14</b>	<b>-6.83</b>

% WF vs LF\*            **68.87**    **33.67**            **140.12**    **145.60**            **5.11**

(\* % 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 -3.91%.

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. %	0.74	1.03	0.07	0.15
Labor Force %	<u>1.70</u>	<u>3.70</u>	<u>0.10</u>	<u>0.40</u>
Difference %	-0.96	-2.67	-0.03	-0.25

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

The County would need to hire 14 Black, 37 Hispanic, 1 Amer, Ind/Alask Native and 4 Asian/Pacific 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 2.14%

	<u>Black</u>	<u>Hispanic</u>	<u>Amer. Ind. Alask. Native</u>	<u>Asian/Pacific Other</u>
Rock Co. %	2.94	2.94	0.37	0.59
Labor Force %	<u>1.80</u>	<u>2.30</u>	<u>0.00</u>	<u>0.60</u>
Difference %	+1.14	+0.64	+0.37	-0.01

From this analysis, it becomes evident that the greatest need for improvement exists for Asian/Pacific females.

The County would need to hire 1 Asian/Pacific female to totally eliminate the underutilization of minority females.

3. Utilization of Disabled.

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

Rock County has a workforce of 0.37% that identifies themselves as disabled compared to 7.20% 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.

Prior to Wisconsin Act 10, the majority of the County positions were covered by a collective bargaining unit that included contract language related to hires and promotions. Post Act 10, the County retained some of these contract provisions in the Rock County Policy and Procedures Manual. Whenever possible, Rock County will conduct a competitive recruitment including both internal and external candidates and will make hiring decisions based on the background, education, and experiences of the applicants when compared to the essential functions of the vacant position.

A. County-wide.

1. Under-Utilization of Minority Males.

The County does underutilize minority males in every minority category.

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.

The County does underutilize minority female in Asian/Pacific Islander category.

We will continue our efforts to seek out recruitment sources for this category.

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. %	13.98	3.32	73.46	9.24	0.71
Labor Force %	<u>45.30</u>	<u>5.90</u>	<u>42.80</u>	<u>4.70</u>	<u>7.20</u>
Difference %	<b>-31.32</b>	<b>-2.58</b>	<b>+30.66</b>	<b>+4.54</b>	<b>-6.49</b>
% WF vs LF*	<b>30.86</b>	<b>56.23</b>	<b>171.63</b>	<b>196.63</b>	<b>9.87</b>

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 %	8.82	0.00	85.29	5.88	0.00
Labor Force %	<u>45.30</u>	<u>5.90</u>	<u>42.80</u>	<u>4.70</u>	<u>7.20</u>
Difference	<b>-36.48</b>	<b>-5.90</b>	<b>+42.49</b>	<b>+1.18</b>	<b>-7.20</b>
% WF vs LF*	<b>19.48</b>	<b>0.00</b>	<b>199.29</b>	<b>125.16</b>	<b>0.00</b>

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>45.30</u>	<u>5.90</u>	<u>42.80</u>	<u>4.70</u>	<u>7.20</u>
Difference %	<b>-34.19</b>	<b>-5.90</b>	<b>+46.09</b>	<b>-4.70</b>	<b>-7.20</b>
% WF vs LF*	<b>24.53</b>	<b>0.00</b>	<b>207.68</b>	<b>0.00</b>	<b>0.00</b>

4. 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 %	21.43	0.00	67.86	10.71	0.00
Labor Force %	<u>45.30</u>	<u>5.90</u>	<u>42.80</u>	<u>4.70</u>	<u>7.20</u>
Difference %	<b>-23.87</b>	<b>-5.90</b>	<b>+25.06</b>	<b>+6.01</b>	<b>-7.20</b>
% WF vs LF*	<b>47.30</b>	<b>0.00</b>	<b>158.54</b>	<b>227.96</b>	<b>0.00</b>

6. Rock County Communications 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 %	29.55	0.00	65.91	4.55	0.00
Labor Force %	<u>45.30</u>	<u>5.90</u>	<u>42.80</u>	<u>4.70</u>	<u>7.20</u>
Difference %	<b>-15.75</b>	<b>-5.90</b>	<b>+23.11</b>	<b>-0.15</b>	<b>-7.20</b>
% WF vs LF*	<b>65.22</b>	<b>0.00</b>	<b>153.99</b>	<b>96.71</b>	<b>0.00</b>

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 disability 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 Rock County Human Services Department and the Public Health Department. and pretty good in the Communications Center and Child Support Office. 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 Communications 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.

All vacant positions are posted on the County's website, NEOGOV (an international posting service for government jobs around the country) and Facebook. Positions requiring a larger labor pool may also be posted on job specific website, job boards, LinkedIn or Indeed.

While our recruitment efforts are primarily conducted through on-line job announcements, we may also use print media for certain positions. Newspapers in which job opportunities may be published are the Janesville Gazette, Beloit Daily News and the Beloit Chronicle.

Information is also 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.

Rock County also sends all external job announcements to Affirmative Action contact points which include minority churches, minority organizations, minority focused job fairs, and organizations representing various individuals with disabilities. (See Appendix E) for a complete list.

Distribution of our job announcements thru a variety of outlets should help Rock County reach a large and diverse group of candidates.

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	68.31	82.50	-14.19
Black	13.50	5.30	+8.20
Hispanic	12.80	8.90	+3.90
Amer. Indian	0.43	0.50	-0.07
Asian/Pacific	1.14	1.50	-0.36
Multi Race	3.82	2.40	+1.42
Disabled	17.60	10.80	+6.80
Female	58.48	50.70	+7.78

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	92.84	82.50	+10.34
Black	5.81	5.30	+0.51
Hispanic	0.77	8.90	-8.13
Amer. Indian	0.24	0.50	-0.26
Asian/Pacific	0.34	1.50	-1.16
Multi Race	0.00	2.40	-2.40
Disabled	0.00	2.95	-2.95**
Female	67.77	50.70	+17.07

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	64.04	82.50	-18.46
Black	20.09	5.30	+14.79
Hispanic	10.26	8.90	+1.36
Amer. Indian	0.31	0.50	-0.19
Asian/Pacific	0.66	1.50	-0.84
Multi Race	4.64	2.40	+2.24
Disabled	7.44	10.80	-3.36
Female	56.98	50.70	+6.28

Problem Areas

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

D. Public Health Department

<u>PROTECTED STATUS</u>	<u>CLIENT POPULATION%</u>	<u>SERVICE AREA POPULATION%</u>	<u>PERCENTAGE VARIANCE</u>
White	73.81	82.50	-8.69
Black	12.73	5.30	+7.43
Hispanic	8.99	8.90	+0.09
Amer. Indian	0.24	0.50	-0.26
Asian/Pacific	1.25	1.50	-0.25
Multi Race	2.99	2.40	+0.59
Disabled	0.00	2.95	-2.95**
Female	60.47	50.70	-9.77

Problem Areas

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.

\*\*Departments do not track disabled status for clients.

**XIII. UTILIZATION OF PROTECTED GROUP PERSONS (as of 3/16/20)**

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>
Ag/Ext.	Stephanie Aegerter	Member	Female
Board of Health.	Connie Winters	Vice Chair	Female
	Kaitlyn Meyers	Member	Female
	Judith Wade	Member	Female
	Danette Rynes	Member	Female
	Vijaya Somaraju	Member	Female
Co. Board Staff	Mary Mawhinney	Vice Chair	Female
	Betty Jo Bussie	Member	Female
Ed, Vets, and Aging	Kevin Leavy	Member	Minority Male
Finance	Mary Mawhinney	Chair	Female
	Mary Beaver	Vice Chair	Female
Health Serv.	Mary Beaver	Vice Chair	Female
	Kevin Leavy	Member	Minority Male
	Kathy Schultz	Member	Female
Human. Serv.	Stephanie Aegerter	Member	Female
	Ashley Kleven	Member	Female
	Kathy Schultz	Member	Female
	Shirley Williams	Member	Minority Female
	Sally Jean Weaver-Landers	Vice Chair	Female
Land Cons.	Stephanie Aegerter	Member	Female
Planning	Mary Mawhinney	Vice Chair	Female
Public Safety and Justice	Mary Beaver	Chair	Female

Public Works	Betty Jo Bussie	Chair	Female
	Mary Mawhinney	Member	Female
Southern WI Airport	Mary Mawhinney	Member	Female
	Katie Reese	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.

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.

Rock County recognizes the added skill set that bilingual staff bring to the organization. In 2018 Rock County included a bilingual pay incentive for positions designated by the Department Head and approved by Human resources when an employee uses their bilingual skills an average of 10% or more of their total work time. Employees are eligible for this pay whether they are using such skills in a conventional, interpretation, or translation setting. Bilingual pay is available for Spanish, Hmong, and American Sign Language.

#### **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. In 2020 the courthouse completed a security up grade. This included renovation of the east entrance. An elevator was added as well as a wheel chair ramp on 3<sup>rd</sup> floor underground parking entrance to give us an additional ADA compliant entrance including additional Handicap parking stalls. We opened up the double elevator door entrances also off the front lobby giving better ADA accessibility to the rest of the Courthouse.

**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. Sidewalks have been replaced with no curbing to the parking lot for easier wheelchair access. Since 2019 a number of improvements have made to the parks system. Every new bathroom that was installed is ADA accessible and has an ADA accessible path. Parking lots at Royce Dallman and Gibbs Lake have been re-stripped adding ADA parking spots. A new pier has been installed at Gibbs Lake that is ADA accessible and does have wheelchair bumpers.

**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. The design of phase one renovation started in 2021 and construction scheduled to start in 2022 at this time we will bring all affected areas to current ADA standards.

**Communications Center – 911** The Communications 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. In 2021 design and construction will begin with an addition to house the Information Technology department. The two non ADA restrooms at the 911 communication Center will be renovated to ADA standards. The new section will also meet all the newest ADA standards. This is scheduled to be completed June of 2022.

**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 was leased and then purchased in 2016. 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. In 2017, we renovated the 3 public restrooms to be ADA complaint as well as the drinking fountains outside of restrooms. A building in a new location is being renovated currently to house all the programs within the Job Center building and will be completed in Sept 2021. The new location will meet all the current ADA needs and requirements. The current Job Center building will be sold.

**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 houses UW extension administrative programs. 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. As door hardware is replaced the knob style is replaced with Lever handle style. A building in a new location is being renovated currently to house most of the programs currently in the Health Care Center building and will be completed in Sept 2021. The new location will meet all the current ADA needs and

requirements. The Health Care Center building will be vacant as of 2024 and scheduled for demolition.

**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. U. S. Census Bureau, 2006-2010, American Community Survey
2. Council on Aging. Client Data period 2019
3. Human Services Department. Client Data period 2019.
4. Public Health Department. Client Data period 2019.
5. Child Support Department. Client Date period 2019.
5. EEO Statistics for Rock County, September 27, 2019.

# APPENDIX

## A & B

APPENDIX A  
ROCK COUNTY WORKFORCE  
FULL TIME EMPLOYEES  
September 27, 2019

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	26	0	1	0	0	36	0	2	1	0	66
Professionals	86	4	1	1	0	295	10	12	1	1	411
Technicians	31	1	0	0	0	74	3	5	0	1	115
Protective Service	118	3	7	0	2	28	2	6	0	0	166
Para-Professional	35	2	2	0	0	170	19	10	1	5	244
Administrative Support	6	0	2	0	0	161	3	5	2	0	179
Skilled Craft	30	0	0	0	0	7	0	0	0	0	37
Service/Maintenance	92	0	1	0	0	44	3	0	0	1	141
Totals	424	10	14	1	2	815	40	40	5	8	1359
Total Employment %	31.20%	0.74%	1.03%	0.07%	0.15%	59.97%	2.94%	2.94%	0.37%	0.59%	100.00%
Labor Force %	45.30%	1.70%	3.70%	0.10%	0.40%	42.80%	1.80%	2.30%	0.00%	0.60%	98.70%
New Hires/Full-Time	44	2	4	1	0	110	13	11	1	0	186
New Hire %	3.24%	0.15%	0.29%	0.07%	0.00%	8.09%	0.96%	0.81%	0.07%	0.00%	13.69%
Disabled in Labor Force	7.20%										
Disabled in Rock County Work Force	0.37%										
NON-MINORITY:	1239					MINORITY:	120				
%	91.17						8.83				
**US Census Bureau information contains category for 2 or more races											
Difference	-14.10%	-0.96%	-2.67%	-0.03%	-0.25%	17.17%	1.14%	0.64%	0.37%	-0.01%	

APPENDIX B  
 ROCK COUNTY WORKFORCE  
 HUMAN SERVICES DEPARTMENT  
 March 2, 2020

CATEGORY	MALE					FEMALE					Number Of Employees
	White	Black	Hisp	Alask/Amer r Ind	Asian/Pac/Ot her	White	Black	Hisp	Alask/Amer Ind	Asian/Pac/ Other	
Officials/Admin	9	3				36	3	1		1	53
Professionals	34	2		1		181	4	9	1		232
Technicians											0
Protective Service											0
Para-Professional	15	4	3			55	7	11		1	96
Adminstrative Support	1		1			38	1				41
Skilled Craft											0
Service/Maintenance											0
Totals	59	9	4	1	0	310	15	21	1	2	422
Disabled in Labor Force	7.20%										
Disabled in Rock County Work Force	0.37%										
Total Employment	13.98%	2.13%	0.95%	0.24%	0.00%	73.46%	3.55%	4.98%	0.24%	0.47%	100.00%
Labor Force %	45.30%	1.70%	3.70%	0.10%	0.40%	42.80%	1.80%	2.30%	0.00%	0.60%	98.70%

APPENDIX B  
ROCK COUNTY WORKFORCE  
HEALTH DEPARTMENT  
March 2, 2020

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	2					1		1			4
Professionals	4					14	1	1			20
Technicians											0
Protective Service											0
Para-Professional											0
Administrative Support						4					4
Skilled Craft											0
Service/Maintenance											0
Totals	6	0	0	0	0	19	1	2	0	0	28
Disabled in Labor Force	7.20%										
Disabled in Rock County Work Force	0.37%										
Total Employment	21.43%	0.00%	0.00%	0.00%	0.00%	67.86%	3.57%	7.14%	0.00%	0.00%	100.00%
Labor Force %	45.30%	1.70%	3.70%	0.10%	0.40%	42.80%	1.80%	2.30%	0.00%	0.60%	98.70%



APPENDIX B  
ROCK COUNTY WORKFORCE  
CHILD SUPPORT DEPARTMENT  
March 2, 2020

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						2						2
Technicians												0
Protective Service												0
Para-Professional						13						13
Administrative Support	3					13		1		1		18
Skilled Craft												0
Service/Maintenance												0
<b>Totals</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>29</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>34</b>
Disabled in Labor Force	7.20%											
Disabled in Rock County Work Force	0.37%											
Total Employment	8.82%	0.00%	0.00%	0.00%	0.00%	85.29%	0.00%	2.94%	0.00%	2.94%	0.00%	100.00%
Labor Force %	45.30%	1.70%	3.70%	0.10%	0.40%	42.80%	1.80%	2.30%	0.00%	0.60%	0.00%	98.70%

APPENDIX B  
ROCK COUNTY WORKFORCE  
COUNCIL ON AGING  
March 2, 2020

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					1					1
Professionals	1					2					3
Technicians											0
Protective Service											0
Para-Professional						2					2
Administrative Support						3					3
Skilled Craft											0
Service/Maintenance											0
Totals	1	0	0	0	0	8	0	0	0	0	9
Disabled in Labor Force	7.20%										
Disabled in Rock County Work Force	0.37%										
Total Employment	11.11%	0.00%	0.00%	0.00%	0.00%	88.89%	0.00%	0.00%	0.00%	0.00%	100.00%
Labor Force %	45.30%	1.70%	3.70%	0.10%	0.40%	42.80%	1.80%	2.30%	0.00%	0.60%	98.70%

APPENDIX B  
 ROCK COUNTY WORKFORCE  
 911 Communication Center  
 March 2, 2020

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	5					3					8
Professionals											0
Technicians						1					1
Protective Service											0
Para-Professional	8					24		1		1	34
Administrative Support						1					1
Skilled Craft											0
Service/Maintenance											0
Totals	13	0	0	0	0	29	0	1	0	1	44
Disabled in Labor Force	7.20%										
Disabled in Rock County Work Force	0.37%										
Total Employment	29.55%	0.00%	0.00%	0.00%	0.00%	65.91%	0.00%	2.27%	0.00%	2.27%	100.00%
Labor Force %	45.30%	1.70%	3.70%	0.10%	0.40%	42.80%	1.80%	2.30%	0.00%	0.60%	98.70%

# 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: 0100 – Administrative  
Subject: Complaint and Grievance Resolution  
Title: Complaint and Grievance Resolution

No. 0109

The Rock County Human Services Department (HSD) strives to deliver high quality services in a manner that is fair and consistent with its mission. The HSD welcomes expressions of concern from individuals receiving services and their family members or supports when they believe services have not been delivered in a fair and competent manner. Those expressions of concern along with an expectation of a response or fix is the basis of a complaint. Complaints are taken seriously and investigated in a fair and timely fashion. Whenever possible, information is used to promote improvement in service delivery and to reduce the potential for future complaints.

The complaint and grievance resolution procedures outlined below are for clients, persons acting on behalf of clients, or the public if it pertains to the Rock County Human Services Department staff or function. There are different statutes and administrative codes that direct a number of different complaint processes given the diverse nature of the services delivered by the HSD. Most of them are outside Policy #0109. Thus, the aggrieved party has different paths to follow depending on an alleged violation or grievance related to the type of service rendered. Those alternatives are identified under Section 2 below.

Section 1 pertains to complaints relating to the services rendered by staff or a contracted service provider. In order to resolve the complaint, the HSD shall assist the client to clearly define the problem or issue, and articulate what outcome or fix is requested by the grievant. Clients are urged to make their complaint in writing using Rock County Human Services Complaint Form (Attachment A). No person may be subjected to retribution for their use of this procedure.

**Section 1, HSD Complaint and Grievance Resolution Procedures**

Step1. Whenever possible, staff should make a good faith effort to resolve client complaints. If the complaint cannot be resolved, inform your first line supervisor so she/he can contact the grievant. The process may include discussion between the parties involved, staff members and the Supervisor. If the grievant is not a party to the action, they must secure a written release from the client in order to permit communication regarding the resolution of the complaint. Staff and Supervisors are instructed to explain why the attached confidential information release form (Attachment B) is needed, and help the client fill out the form to authorize a release of information. The HSD allows the first line Supervisor 20 working days to fix the problem prior to going to Step 2.

The Supervisor sends the HSD Administrative Secretary any written complaints, correspondence and other documents (excluding working notes or drafts) created during the resolution process.



The Administrative Secretary assigns a number to the complaint and creates a file in the calendar year complaint and grievance binder. The Supervisor will also contact the HSD Administrative Secretary to provide a statement of resolution for the grievance. The Division Manager takes over if the complaint or grievance cannot be resolved.

Step 2. The Division Manager has 20 working days to resolve the problem and may assign a Program Manager to seek resolution. All documentation, (excluding working notes or drafts) is sent to the HSD Administrative Secretary. If the parties agree to a solution, it shall be documented in writing, such as an email or letter to the grievant. If the complaint cannot be resolved at the Division level, the grievance advances to Step 3.

Step 3. The HSD Director has 20 working days to resolve the problem and may assign the Deputy Director to seek resolution. All documentation, (excluding working notes or drafts) is retained by the HSD Administrative Secretary. HSD Administration shall ensure a good faith effort was made to resolve the complaint within 20 working days. If it cannot be resolved, HSD Administration shall issue a letter of closure and explain why the grievance has no standing.

## **Section 2, Complaint Processes not Under Policy #0109.**

### Economic Support 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.

### 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.

### Services for Mental Health Issues, Substance Abuse or a Developmental Disability

Wisconsin has "patient rights" set for in 51.61 (1), Wisconsin Statutes. Included in those rights is access to a grievance resolution system which is in compliance with subchapter rules developed by the Department of Health Services. The rules for the state grievance resolution process are set forth in Subchapter III of DHS 94, Wisconsin Administrative Code. Behavioral Health Division Policy #0804 contains the program guidelines and requirements for compliance with the state grievance resolution system.

Allegations of Civil Rights Violations under HSD Policy #0110

Federal law such as Title VI of the Civil Rights Act, The Age Discrimination Act, and Section 504 of the Rehabilitation Act prohibit discrimination in employment and service delivery. Rock County Human Services receives federal financial assistance that pays for service delivery. State agencies such as DCF and DHS require the County to comply with federal rules. The HSD Civil Rights Discrimination Complaint form and instructions are found under Policy #0110 Attachment A, HSD Civil Rights Discrimination Complaint. Questions about the policy should be directed to the HSD Deputy Director, who is the Department's Equal Opportunities Coordinator / Civil Rights Coordinator (EOC/CRC).

Filing Allegations of Civil Rights Violations with State or Federal Agencies

Clients who receive services from any program administered or funded by the Wisconsin Department of Children and Families or the Wisconsin Department of Health Services may also file a complaint with those agencies or the U.S. Department of Health and Human Services, or the U.S. Department of Justice. Questions about where to file should be directed to the HSD Deputy Director, who is the Department's Equal Opportunities Coordinator / Civil Rights Coordinator (EOC/CRC).

Circuit Court Action

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.

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, 7/07, 1/17  
Approved: Executive Staff on 7/97, 6/99; 2/02; Management Team 8/14/07, 1/17/17

Formerly PP0528.0 Grievance Resolution

Rock County Human Services Department  
Complaint Form

<b>Section 1</b>		
Name:		Address:
Home Phone:	Cell:	Work:
What special accommodations do you need for us to communicate with you about this complaint:		
<b>Section 2</b>		
Are you filing this complaint on your own behalf?		Yes* <input type="checkbox"/> No <input type="checkbox"/>
* If you answered "Yes" to this question, go to Section 3.		
If no, please supply the name and relationship of the person for who you are bringing the complaint:		
Please explain your reason for submitting this complaint on behalf of the person listed above:		
Please attach a Release of Information form signed by the aggrieved party if you are filing on behalf of a third party. Form attached:		Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>Section 3</b>		
Date of Concern or Incident (Month, Day, Year):		
Explain as clearly as possible the nature of your complaint. Include name of the person(s) involved and names of witnesses. If more space is needed, please use additional pages.		
You may attach any written materials or other information that you think is relevant. Over		

\_\_\_\_\_  
Signature (required)

\_\_\_\_\_  
Date (required)

Please submit this form in person or by mail to address below to:

Rock County Human Services  
Attn: Administrative Secretary  
P.O. Box 1649  
Janesville, WI 53547-1649

**Rock County Human Services Department  
Policy and Procedure Manual**

Section: 0100 - Administrative  
Subject: Civil Rights Discrimination  
Title: Civil Rights Discrimination

No. 0110

Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, other civil rights laws, and 45 Code of the Federal Regulations (CFR) Part 80, prohibit discrimination in service delivery by agencies that receive federal financial assistance. Federal law requires those agencies to have grievance procedures available to the public to file a complaint, and have step-by-step written procedures to investigate the complaint. This policy meets those standards.

Any person who believes she or he has been discriminated against based on their protected class by Rock County Human Services may file a complaint by completing and submitting the Department's Civil Rights Discrimination Complaint form (Attachment A). All formal complaints must be filed within 180 days of the event or treatment.

1. The Administrative Secretary acts as the primary contact for the complaint procedure. Completed complaint forms must be filed with the Secretary at the address below:

Administrative Secretary  
Rock County Human Services Department  
P.O. Box 1649  
Janesville WI 53547-1649  
(608) 757-5271

2. The Administrative Secretary refers the complaint to the HSD Deputy Director for investigation. The complaint will be reviewed to determine if the HSD is the appropriate agency to investigate the complaint. The complainant will receive an acknowledgement letter informing her/him that the complaint will be investigated by the HSD or referred to the appropriate agency.
3. The HSD has 90 days to investigate the complaint. The Deputy Director will contact the complainant in writing if more information is needed.
  - a. The complainant has 15 business days from the date of the information request to respond.
  - b. If no response is received within 15 business days, the investigation will be closed.
  - c. The complaint will be closed if the Complainant no longer wishes to pursue it.
4. Upon completion of the investigation, the HSD Deputy Director will issue one of two letters: a Closure Letter or a Letter of Finding (LOF).
  - a. The Closure Letter summarizes the allegations, states there was not a violation of Civil Rights and the investigation is closed.

- b. The LOF summarizes the allegations and confirms the findings and the corrective actions that will be made by the HSD.
5. If the complainant disagrees with the closure, findings or corrective actions, they may file a Civil Rights Service Delivery Discrimination Complaint with the State of Wisconsin or the Federal Government. To file a service delivery complaint with the DCF, the applicant/participant can obtain a complaint form from the provider agency's Equal Opportunity Coordinator, from the DCF Equal Opportunity Officer (EEO), (608) 266-5335/ (866) 864-4585 TTY (Toll Free), or from the DCF website under the title DCF Service Delivery Discrimination Complaint How to File a Civil Rights Complaint With the Department of Children and Families form DCF-F-2466-e (instruction for completing the form can be found on the back of the form).

WRITTEN: February 1985 (Community Programs)  
REVISED: 6/88, 11/90, 1/91, 2/92, 3/92, 4/93, 1/94, 5/97, 9/98, 1/02, 7/9/07, 12/16  
APPROVED: By Executive Staff 7/97, 2/02; Management Team 8/14/07, 1/17/17

Formerly PP0528.1 Civil Rights Discrimination Complaint

**Rock County Human Services**  
Civil Rights Discrimination Complaint Form

<b>Section 1</b>			
Name:		Address:	
Home Phone:	Cell:	Work:	
What special accommodations do you need for us to communicate with you about this complaint:			
<b>Section 2</b>			
Are you filing this complaint on your own behalf?		Yes* <input type="checkbox"/>	No <input type="checkbox"/>
* If you answered "Yes" to this question, go to Section 3.			
If no, please supply the name and relationship of the person for who you are bringing the complaint:			
Please explain your reason for submitting this complaint on behalf of the person listed above:			
Please attach a Release of Information form signed by the aggrieved party if you are filing on behalf of a third party. Form attached:		Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>Section 3</b>			
I believe that I have be discriminated against on the basis of: (check applicable).			
Race <input type="checkbox"/>	Color <input type="checkbox"/>	Age <input type="checkbox"/>	Gender <input type="checkbox"/> Disability <input type="checkbox"/> Religion <input type="checkbox"/>
National origin or ancestry		Other Specify:	
<b>Section 4</b>			
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 name of the person(s) involved and names of witnesses. If more space is needed, please use additional pages.			
			Over

<b>Section 5</b>					
Have you previously filed a Civil Rights complaint with us?				Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>Section 6</b>					
Have you filed this complaint with any other federal, state, or local agency, or with any federal or state court? <input type="checkbox"/> Yes <input type="checkbox"/> No					
Check if yes:	federal agency <input type="checkbox"/>	state agency <input type="checkbox"/>	local agency <input type="checkbox"/>	federal court <input type="checkbox"/>	state court <input type="checkbox"/>
Please provide contact information at the agency/court where the complaint was filed.					
Name:					
Title:					
Agency/Court:					
Address:					
Telephone:					

You may attach any written materials or other information that you think is relevant

\_\_\_\_\_  
Signature (required)

\_\_\_\_\_  
Date (required)

Please submit this form in person or by mail to the address below:

Rock County Human Services  
Attn: Administrative Secretary  
P.O. Box 1649  
Janesville, WI 53547-1649



### CHILD SUPPORT COMPLAINT FORM

If you have a dispute with a child support office, please try to resolve the concern with staff in that office before filing a formal complaint. If you believe that you were treated unfairly, your case was not handled correctly, or your local child support agency has delayed and not taken a mandatory action on your case, please complete this form.

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

Information provided on this form (including any attachments) may be shared with others only for the purpose (s) of administration of the child support program and other related programs [Wis. statutes, s. 49.83].

Name	Date
Address	
City/State/Zip Code	
Home/Cell Phone Number ( )	Work Telephone Number ( )
IV-D Case Number or Court Case Number	
Social Security Number (SSN) or KIDS Personal Identification Number (PIN)	

**Either your SSN or KIDS PIN Number is necessary for us to process your complaint. Failure to provide this information may result in a delay in processing your request.**

Name of Other Parent \_\_\_\_\_

Describe the action you think should have been taken by your local child support agency but was not. Provide any information given to you by your caseworker and include copies of any evidence to support your complaint.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signed \_\_\_\_\_ Date \_\_\_\_\_

Jan-21

Initial Contact

Date Complaint Received: \_\_\_\_\_

Time Received: \_\_\_\_\_

Complaint Received By: \_\_\_\_\_

Service Complaint       Service Compliment       Miscellaneous/Not Classified

**Source:**

Citizen Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: (home) \_\_\_\_\_ (office) \_\_\_\_\_ (cell) \_\_\_\_\_

**Incident/Information Furnished:**

Date: \_\_\_\_\_ Time: \_\_\_\_\_ Bus Number: \_\_\_\_\_

Route: \_\_\_\_\_ Driver: \_\_\_\_\_

**Explanation/Description of Complaint**

Forwarded for Action To: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Initial Supervisor Review by: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Discussed with Employee, if applicable: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Discussed with Citizen, if applicable: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Discussed with Citizen, if applicable: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Discussed with Citizen, if applicable: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

**Explanation/Description of Conversations with Employee(s) &/or Citizen(s)**

Supervisor Section

**Action Taken/Recommended:**

Supervisor's Signature/Initials: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Referred to Council on Aging Director for Review By: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Council on Aging Director Section  
Operations Supervisor Section

Jan-21

Council on Aging Director Notes/Comments/Direction:

Council on Aging Director Signature/Initials: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Janesville Transit Operations Supervisor Notes/Comments/Direction:

Operations Supervisor Signature/Initials: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

## 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, including ones made anonymously, 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 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 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 Supervisor as soon as the incident can be researched and analyzed. The 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 Supervisor, they will be referred directly to the Operations Manager. A Citizen Complaint Resolution form will be initiated by the on-duty Supervisor or forwarded to the requesting citizen (see Citizen Complaint Resolution Form) at the citizen's request.

The Operations Manager will re-examine 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 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 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 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 G. 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: \_\_\_\_\_

---



**Section: O2**  
**Date: 03/15/17**

**Title: Organizational Integrity**  
**Authority: Communications Center**

**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 representative of your choice who is not a supervisor or manager within Rock County. The representative is limited to listening and advising you but will not be allowed to speak in your place.

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

Section: O2  
Date: 03/15/17

Title: Organizational Integrity  
Authority: Communications Center

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.

**Section: O2**

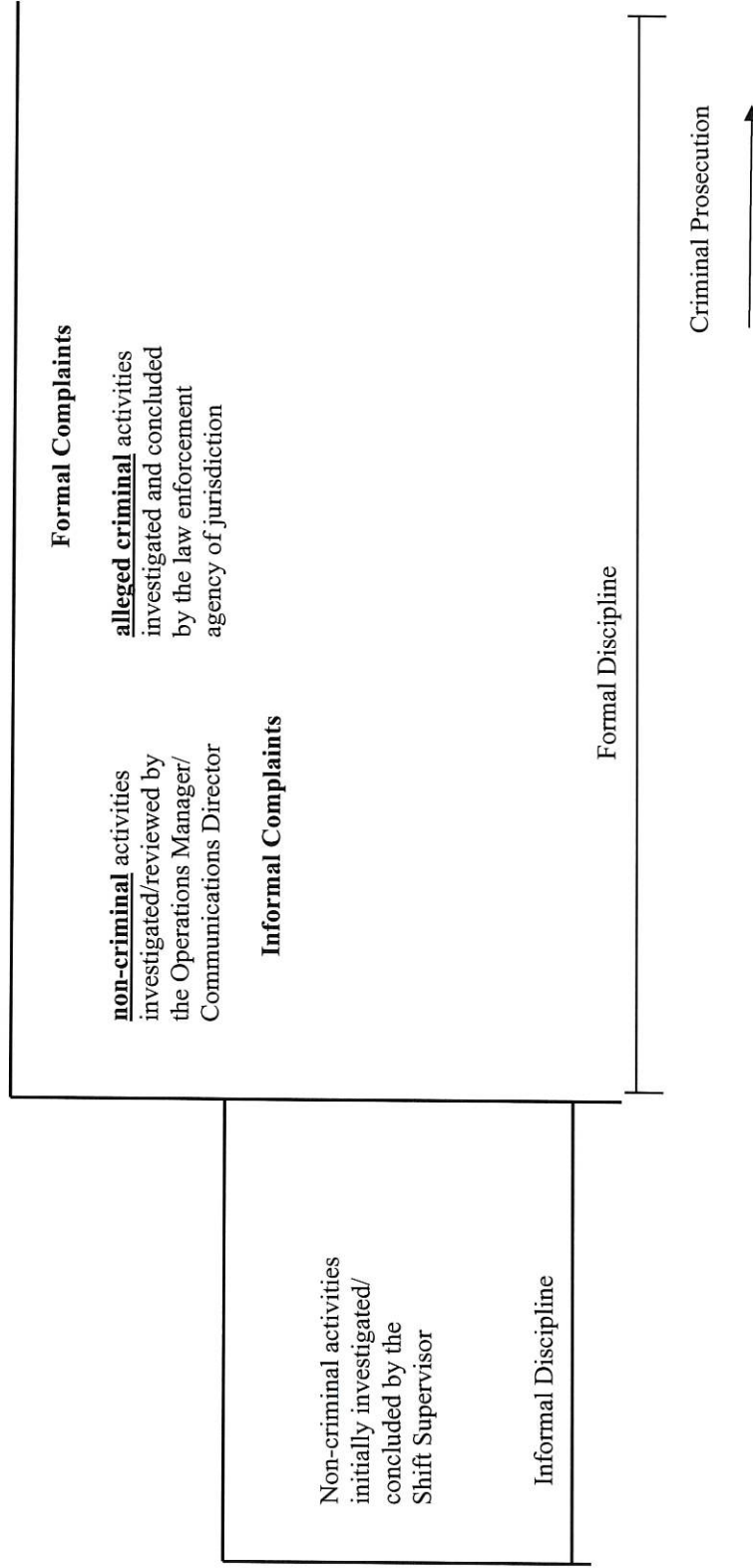
**Date: 03/15/17**

**Title: Organizational Integrity**

**Authority: Communications Center**

## **Communications Center Complaint Procedures**

### **Internal Affairs Investigations**







# APPENDIX

# E

CONTACT	CONTACT NAME	PHONE	ADDRESS	CITY, STATE, ZIP	E-MAIL	ADDITIONAL INFORMATION
Higher Ground Christian Center		365-8870	3160 S Park Ave	Beloit WI 53511	<a href="mailto:lahomachild@hotmail.com">lahomachild@hotmail.com</a>	
House of God Church			1509 S Grant St	Janesville WI 53546		
Riverside C.O.G.I.C		(608) 362-6244	1304 Keller Av	Beloit WI 53511	No E-Mail	
Little Rock Temple		362-2085	217 Carpenter St	Beloit WI 53511	No E-Mail	
Providence Missionary Baptist		365-6050	1261 Wisconsin Ave	Beloit WI 53511	<a href="mailto:blessedwaters@yahoo.com">blessedwaters@yahoo.com</a>	
Church of Living Water			11247 S Merlet	Beloit WI 53511	Mail	
Grace and Truth		207-9643	2230 Alongi Ln	Beloit WI 53511	SENT LETTER AS UNABLE TO REACH	
Pentecostal Tabernacle		365-1150	1849 Bayliss	Beloit WI 53511	No E-Mail	
Fountain of Life THC		365-1220	1600 E Huebbe Pkwy	Beloit WI 53511	No E-Mail	
YWCA of Madison	Vanessa McDowell	608-257-1436		Madison, WI	<a href="mailto:vmcdowell@ywcamadison.org">vmcdowell@ywcamadison.org</a>	
New Life Ministries		313-9085? ?	1400 Harvey St	Beloit WI 53511	Mail	
Avow Ministries		346-6917	1252 Prairie Av	Beloit WI 53511	<a href="mailto:avowadvantage@gmail.com">avowadvantage@gmail.com</a>	

House of God		362-9797	1822 Sixth St	Beloit WI 53511	<a href="mailto:elemcamp2@yahoo.com">elemcamp2@yahoo.com</a>	
New Restoration Ministries		414-760-9403	PO Box 997	Menomonee Falls WI 53052	<a href="mailto:nrcc.buzofc@gmail.com">nrcc.buzofc@gmail.com</a>	
New Life		758-0568	2416 N Wright Rd	Janesville WI 53545	<a href="mailto:jhernandez@nlag.net">jhernandez@nlag.net</a>	Spanish
Iglesia Pentecostal		741-6337??	614 Miller	Janesville WI 53545	Mail	
Send Inter-office to					<a href="mailto:lesley.luna@dwd.wisconsin.gov">lesley.luna@dwd.wisconsin.gov</a>	
Rock County Job Center:					<a href="mailto:michelle.eggert@dwd.wisconsin.gov">michelle.eggert@dwd.wisconsin.gov</a>	
WI Division of Voc Rehab						
Bethel AME Church		365-7947	1314 Athletic Ave	Beloit WI 53511	No email	
Kandu Industries		755-4123	1741 Adel St	Janesville WI 53545	<a href="mailto:sbrowning@kanduindustries.com">sbrowning@kanduindustries.com</a>	-
Rene Bue		608-201-8727	3833 W Hwy 14	Janesville WI 53548	<a href="mailto:rbue@hedbergpubliclibrary.org">rbue@hedbergpubliclibrary.org</a>	
Community Baptist Church		815-389-1855	1634 Center St	South Beloit IL 61080	Mail	
Community Action Inc.	Greg Ramirez	755-2488	200 W Milwaukee St	Janesville WI 53548	<a href="mailto:gramirez@community-action.org">gramirez@community-action.org</a>	
School of the Visually Impaired	Elizabeth Barbarick	758-6100	1700 W State St	Janesville WI 53545	<a href="mailto:elizabeth.barbarick@dpi.wi.gov">elizabeth.barbarick@dpi.wi.gov</a>	

New Zion Baptist Church		362-7703	1905 Mound	Beloit WI 53511	<a href="mailto:nzbc@newzionbeloit.net">nzbc@newzionbeloit.net</a>	
Greater New Hope Baptist		365-4113	207 Olympian Blvd	Beloit WI 53511	Continue to mail (no fax or email)	
YWCA		752-5445	1735 S Washington St	Janesville WI 53546	<a href="mailto:exec@ywcarockco.com">exec@ywcarockco.com</a>	
RVCP (Rock Valley Corrections Program)	Tiffany Ford	741-4500	203 W Sunny Ln	Janesville WI 53546	<a href="mailto:tford@rvcp.org">tford@rvcp.org</a>	
Henderson Avenue	United Methodist Church	362-6031	727 Henderson Av	Beloit WI 53511	Mail	
Beloit College	Alisa Bue	363-2630 (HR)			<a href="mailto:buea@beloit.edu">buea@beloit.edu</a>	
Blackhawk Tech	Colleen Koerth	757-7724	PO Box 5009	Janesville WI 53547	<a href="mailto:ckoerth@blackhawk.edu">ckoerth@blackhawk.edu</a>	
Emmanuel Baptist Church		362-0562	1151 E Grand Ave	Beloit WI 53511	No email – continue to mail	
CESA 2	Nicole Barlass	758-6232	448 E High St	Milton WI 53563	<a href="mailto:nicole.barlass@cesa2.org">nicole.barlass@cesa2.org</a>	
YMCA	Joseph Russell	365-2261	1865 Riverside Dr	Beloit WI 53511	<a href="mailto:jrussell@statelinefamilyymca.org">jrussell@statelinefamilyymca.org</a>	
Wesley Methodist Church		364-4291	1760 Shore Dr	Beloit WI 53511	<a href="mailto:wjgmc@sbcglobal.net">wjgmc@sbcglobal.net</a>	
UW Rock County	Student Services	758-6565	2909 Kellogg Ave	Janesville WI 53546	Continue to mail –They do not want to receive the email-too many and costs for them to print	
House of Mercy Homeless Shelter	Amanda O’Kane	754-0045	320 Lincoln St	Janesville WI 53545	<a href="mailto:aikane@mhemail.org">aikane@mhemail.org</a>	

Rock County Diversity Action	DATROCKCO.org	752-2100	Leslie Brunswel 1		lrbrunsell@aol.com	
Urban League of Greater Madison		608-729-1200			<a href="mailto:jobs@ulgm.org">jobs@ulgm.org</a>	
Lighthouse Fellowship Church		363-9877	112 Merrill St	Beloit WI 53511	Continue to mail	
Beloit Public Library	Michael DeVries	364-2905	605 Eclipse Blvd	Beloit WI 53511	<a href="mailto:mdevries@beloitlibrary.org">mdevries@beloitlibrary.org</a>	
WIC Office	Susan Stein	754-3722	32 E Racine	Janesville WI 53545	<a href="mailto:sues@nhawic.org">sues@nhawic.org</a>	
Stateline Literacy Council	Barb Peterson-Dir	362-5207	St Lawrence Ave	Beloit WI 53511	<a href="mailto:statelitbeloit@gmail.com">statelitbeloit@gmail.com</a>	
Illinois Department of Employment Security	Scott Haugh	815-395-6630			<a href="mailto:Scott.Haugh@Illinois.gov">Scott.Haugh@Illinois.gov</a>	
Rockford University	Jeremy Ennis	815-394-4287	5050 E. State St.	Rockford, IL 61108	<a href="mailto:careers@rockford.edu">careers@rockford.edu</a>	
Rock Valley College	Eric Willard	815-921-2067	3301 N Mulford Rd	Rockford, IL 61114	<a href="mailto:EricRockford@comcast.net">EricRockford@comcast.net</a>	
Office of Veterans Services	William Matteson				<a href="mailto:william.matteson@dwd.wisconsin.gov">william.matteson@dwd.wisconsin.gov</a>	
Madison Black Chamber of Commerce		608-622-7289	2222 S Park St Ste 200	Madison, WI 53713	<a href="mailto:upchurch@uwalumni.com">upchurch@uwalumni.com</a>	
Wisconsin LGBT Chamber of	Jason Rae	715-790-4334	5027 W. North Ave	Milwaukee, WI 53208	<a href="mailto:jason@wislgbtchamber.com">jason@wislgbtchamber.com</a>	

Commerc e						
Southwes t Wisconsi n Technical College	Heather Fifrick	608- 822- 2414	1800 Bronson Blvd	Fennimor e, WI 53809	<a href="mailto:hfrick@swtc.edu">hfrick@swtc.edu</a>	
UW Whitewat er	Giorgianne Maziarka	262- 472- 7157	800 W Main St	Whitewat er, WI 53190	<a href="mailto:maziarkg@uww.edu">maziarkg@uww.edu</a>	
Madison 1					<a href="mailto:mark@emum.org">mark@emum.org</a>	updated 3/13/18