



# *Community* *Action* OF SOUTHEAST IOWA

## Equal Employment Opportunity Affirmative Action Plan



Board Approved

July 20, 2021

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## Affirmative Action Statement

Community Action of Southeast Iowa is committed to providing equal opportunity in employment and program participation for all people without regard to race, color, creed, national origin, religion, pregnancy, sex, gender identity, sexual orientation, age, physical or mental disability, genetic information, veteran status, uniformed service, or any other characteristic protected by federal, state or local law. This policy applies to all hiring, compensating, training, and promoting.

Community Action of Southeast Iowa has pledged to develop and support an environment of affirmative action, including affirmative action recruitment of candidates for positions at all levels.

Community Action of Southeast Iowa is committed to the intent of all legislation concerning Affirmative Action and Equal Employment including United States Executive Order No. 11246/11375, State of Iowa Executive Orders No. 15 and No. 46, the Civil Rights Act of 1964, and amendments of 1972, the State of Iowa Civil Rights Act of 1965 as amended, Section 503 of the Rehabilitation Act of 1973, the Age Discrimination Acts of 1967 and 1978 and the Americans with Disabilities Act of 1990 to ensure equal opportunities. This commitment is being implemented through a program of affirmative action in our agency, which is carried out by the executive director. It is the responsibility of the agency to periodically review its progress and procedures, and to take further action to achieve and maintain its goals.

If an employee feels they have been discriminated against they should follow agency policy 718 Problem Resolution. An employee also has the right to file a complaint with the Iowa Civil Rights Commission, EEO Office, the local Human Rights Commission, or any other oversight agency within 180 days of the alleged incidence of discrimination.

If a program participant or members of the public feel they have just cause to believe they have been discriminated against in regard to the provision of services by Community Action of Southeast Iowa they should follow the Participant Grievance Procedure included at the back of this plan.



## Goals and Objectives

### Definition of Goals and Objectives

Affirmative action goals and objectives are those specific action-oriented procedures that result in equal employment opportunity. Affirmative action goals are not fixed quotas. They are implied minimums which, when reached or exceeded, indicate that equal employment is a reality.

### Intent of Goals and Objectives

Traditionally, affirmative action goals and objectives have been made for minority group members and women. The affirmative action objectives for women differ from those developed for minorities at our agency in that, traditionally, women have made up a substantial portion of our work force.

- I. Goals for minority groups are:
  - a. To actively recruit qualified minority applicants for positions at Community Action.
  - b. The hiring of more minority group members.
  - c. The need to broaden minority group member participation in all categories.

### Quantitative Goals

To employ minority group members and women to adequately meet equal opportunity requirements:

- I. We will take efforts to maintain present minority percentage of employees and hire additional minorities when qualified applicants present themselves. This will be done in expanding recruitment possibilities.
  - a. Job openings are posted on the agency web-site concurrent with their announcement to other sources.
  - b. Openings are posted at each of our locations.
  - c. Applications are available online and at each of our locations.
  - d. Head Start parents are notified of agency openings.
  - e. Notices of job openings are provided to Iowa Workforce Development Center.
  - f. All notices of job openings indicate that Community Action is an Equal Opportunity Employer.
  - g. Selection procedures are followed in accordance with the agency's policies.

### Non-Quantitative Goals

- I. Ensure all program directors are knowledgeable on equal employment opportunity and affirmative action matters by providing training.
  - a. Provide training on Equal Employment Opportunity/Affirmative Action topics to be attended by program directors.
  - b. Provide one-on-one training for newly hired supervisors and program directors as needed.
2. Educate program directors who are responsible for specific Equal Employment Opportunity/Affirmative Action and the American Disabilities Act (ADA) in their program.
3. Include essential job duties in job descriptions.



## Identification of Responsibilities

### Governing Board

1. Final responsibility for the overall administration of the Equal Employment/Affirmative Action Plan rests with the Governing Board.
2. The board approves all policies, procedures, and plans to meet Equal Employment Opportunity/Affirmative Action guidelines.
3. Periodically review the Equal Employment Opportunity/Affirmative Action Plan for progress on goals.
4. Support the goals of the Equal Employment Opportunity/Affirmative Action Plan.

### Executive Director

1. Responsible for ensuring equal employment opportunity is a reality and all departments are meeting affirmative action objectives.
2. Participates directly in the evaluation of the Equal Employment Opportunity/Affirmative Action policies, practices, and results.
3. Participate (by direct involvement or by appointment of a designated representative) in the prompt and thorough investigation of all discrimination complaints.
4. Apply only valid job-related criteria in selection and promotion of employees.

### Equal Employment Opportunity/Affirmative Action Officer

1. Develop and periodically revise the EEO/Affirmative Action Plan as needed.
2. Publicize and communicate the agency's Equal Employment Opportunity/Affirmative Action Plan, including posters and other pertinent materials.
3. Conduct studies to determine needs, realistic goals, training requirements and potential promotions that will enhance the success of the plan.
4. In conjunction with program directors and the executive director, develop attainable goals and identify potential vacancies.
5. Develop and maintain an internal auditing and reporting system.
6. Ensure the agency's Equal Employment Opportunity/Affirmative Action policy and plan is adhered to by all management and employees.
7. Train and update management and employees on Equal Employment Opportunity/Affirmative Action policies, practices, laws, rules, and responsibilities.
8. Investigate and process all complaints involving alleged discrimination following the outlined procedures.
9. Participate in recruitment efforts for job placement of disabled, minorities and women.

### Program Directors

1. Ensure that Equal Employment Opportunity/Affirmative Action goals and objectives are being met in their respective programs.
2. Participate in the development and evaluation of the Equal Employment Opportunity/Affirmative Action policies, practices, goals, and results within the agency.
3. Provide a climate for employee development to promote individual advancement to the greatest extent possible.

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4. Ensure that all employees are being treated fairly and with due consideration for individuals' rights in accordance with Equal Employment Opportunity/Affirmative Action practice and civil rights legislation.
  5. Apply only valid job-related criteria in selection and promotion of employees.
  6. Responsible for employment and program availability within the agency.
  7. Ensure that reasonable accommodations are made for qualified disabled individuals and consult with the EEO Officer to determine when reasonable accommodations become an undue hardship.
  8. Provide written notification of this policy to all their program's vendors, suppliers and subcontractors requesting appropriate action on their part.

## Dissemination of Policy

Community Action of Southeast Iowa shall communicate its policy of Affirmative Action and Equal Employment Opportunity within the agency and to the public.

### External Dissemination of Policy

The purpose of communicating this policy externally is to ensure the public is aware of the agency's commitments to Equal Employment Opportunity and Affirmative Action. Formal dissemination of this policy will be accomplished in the following manner:

1. All recruiting sources will be informed of this Equal Employment Opportunity/Affirmative Action Policy, and stipulate that these sources actively recruit and refer minority and female applicants for positions advertised.
2. All employment advertisements will contain the statement "Equal Opportunity Employer."
3. Written notification of this policy will be sent to all vendors, suppliers and subcontractors requesting appropriate action on their part.
4. Other relevant organizations, clubs, community agencies, churches, educational institutions, and partners in the service area will be notified of the policy.
5. All pamphlets, brochures and other printed material prepared for public circulation in the future, which contain photographs of agency employees and clients, will reflect representative diversity so far as is possible.
6. All pamphlets, brochures and other printed material prepared for public circulation in the future will state that agency employment and programs are equally open to all citizens, regardless of political or religious opinions or affiliations, or because of race, color, religion, pregnancy, sex, national origin, age, physical or mental disability, veteran status, uniformed service, or other protected characteristic.

### Internal Dissemination of Policy

The purpose of communicating the policy internally is to ensure all employees of the agency know and understand their rights and responsibilities. This requires several different techniques aimed at both employees and all levels of management. The agency will disseminate its policy internally as follows:

1. Include the policy statement in the Personnel Policies Handbook and any management handbook that may be developed.
2. Copies of a written Equal Employment Opportunity/Affirmative Action Plan will be distributed to the following:

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- a. Executive Director
  - b. Program Directors
  - c. Each agency location
3. Individual employee orientation meetings and the annual New Employee Orientation training will include discussions of the Equal Employment Opportunity/Affirmative Action policy.
  4. Periodic meetings with program directors will occur to explain the intent of the policy and each individual's responsibility for effective implementation, making clear the agency's commitment to Equal Employment Opportunity/Affirmative Action.
  5. The agency will display Equal Employment Opportunity/Affirmative Action posters and agency policies at all agency locations.
  6. Management and employees engaged in personnel matters will receive additional training on the applicable local, state and federal Equal Employment Opportunity and Affirmative Action regulations and be involved in discussing responsibilities in implementing the plan.
  7. This policy will be periodically reviewed with employees. This will include an explanation of the employees' responsibilities regarding the Equal Employment Opportunity/Affirmative Action plan.

## Objective of Affirmative Action Program

The long-range objective of Community Action of Southeast Iowa's Affirmative Action Plan in hiring and promoting employees is to make every reasonable attempt to place minorities and women into all phases and operation of its work force. We endeavor to insure that both the percentage and distribution of minorities and women throughout all levels of our work force are representative of the percentage and distribution of minorities and women in the surrounding labor force.

## Data Comparisons

The US Census Bureau, American Community Survey; 2015-19 shows the Community Action four county service area (Des Moines, Lee, Henry, and Louisa Counties) has a minority population (non-white) of 8.41%<sup>1</sup>. As of November 2020 our agency had 133 employees on its payroll; of this number, there were nine minorities. These minorities made up 6.77% of our workforce. Of our employees: 2 (1.5%) identified as Asian, 5 (3.76%) as black, 2 (1.5%) as Hispanic, and 124 (93.23%) as white.

An optional demographic data form is attached to outgoing applications and is not made a part of turned in applications. Of the 52 applications with response data received for fiscal year 2020, 2% (1) were Hispanic, 8% (4) were black, and 90% (47) were white.

As of November 2020 our agency employed 16 males and 117 females. Males make up 12.03% of our workforce and females make up 87.97%<sup>2</sup>. Eight women also identify as being of a minority race<sup>2</sup>. The national average of female's participation in the labor force is 57.1% according to the US Department of Labor 2018 Annual Averages<sup>3</sup>.

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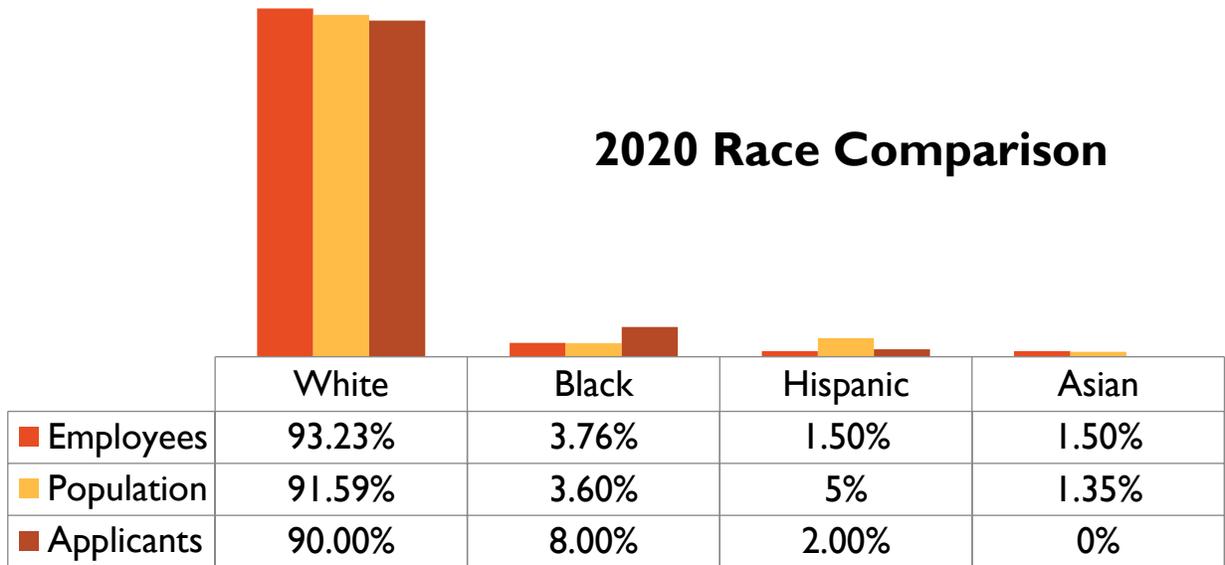
<sup>1</sup> US Census Bureau, American Community Survey. US Census Bureau, Decennial Census. 2015-19. Population 104,732, Hispanic Population 5,241 (5%)

<sup>2</sup> Payroll data from November 7, 2020 for Community Action of Southeast Iowa.

<sup>3</sup> Bureau of Labor Statistics. <https://www.bls.gov/opub/reports/womens-databook/2019/home.htm>



## 2020 Race Comparison



### Employment Practices

The Personnel Policies of Community Action of Southeast Iowa will provide the appropriate means whereby personnel practices and procedures will be administered without regard to race, color, creed, national origin, religion, pregnancy, sex, gender identity, sexual orientation, age, physical or mental disability, genetic information, veteran status, uniformed service, or any other characteristic protected by federal, state or local law; except where age, sex, mental or physical requirements are a bona fide occupational qualification.

Changes in the Personnel Policies will be in compliance with state and federal equal opportunity laws and will be approved by the governing board.

### Specific Areas of Personnel Actions

#### Recruitment

Recruitment is the process by which Community Action develops an applicant pool for each position opening from which employees are selected. Recruitment will include an attempt to locate minority group members and women with the necessary qualifications and communicate to them the possibility of their employment with Community Action. To ensure that non-discriminatory personnel recruitment occurs, the following policies will prevail:

1. Job openings will be posted so current employees will be given the opportunity to apply. Employees will need to follow the guidelines set forth in the Community Action Personnel Policies. The job posting will occur prior to, or concurrent with, the posting of the position with outside resources.
2. Notice of job openings will be provided to the Iowa Workforce Development Center and local newspapers.
3. Job openings will be posted on the agency web site.
4. All notices of job openings shall indicate that Community Action is an Equal Opportunity/Affirmative Action Employer.



## Selection

In order to accomplish the objectives of Community Action of Southeast Iowa's Affirmative Action Plan, it is recognized that after the establishment of an applicant pool, which may include qualified minority group members and women, if they apply, the process of selection from that pool must insure all applicants equal opportunity for employment. To provide such assurance, Community Action hereby adopts the following policies without regard to race, color, creed, national origin, religion, pregnancy, sex, gender identity, sexual orientation, age, physical or mental disability, genetic information, veteran status, uniformed service, or any other characteristic protected by federal, state or local law.

1. Consistent with Community Action policy, when hiring and promoting employees, the agency will make every reasonable attempt to place qualified minorities and women into all phases of its work force to reflect the percentage and distribution of minorities and women in the area labor force.
2. Employment forms and applications shall not have any references to characteristics protected by federal, state or local law; except as may be required to meet EEOC or other requirements.
3. "Eligible Applicants" will be those individuals who have been determined to possess the necessary minimum qualifications required by the position for which they applied. All applicants for employment will remain in consideration until a determination is made establishing the applicant to be an "Eligible Applicant" or until the final decision is made as to which applicant will be hired.
4. All applicants will be given whatever assistance is necessary to complete fully and thoroughly any and all employment application forms upon request.
5. Applicants will be required to grant a release of criminal records for those positions which require background investigation by the nature of the duties involved.
6. Records of convictions will not automatically exclude an applicant from employment. Consideration of applicants will be made in accordance with the agency's Personnel Policies.
7. All job descriptions and/or basic criteria for employment in each job classification will be made as explicit as possible and will be accessible to all employees and applicants.
8. No standards for hiring, placement, promotion, or job classification may draw a distinction based upon any characteristic protected by federal, state or local law, nor may they be applied in any way to deny any person equal opportunity for employment.
9. All persons conducting pre-employment interviews shall be trained in their responsibilities of this plan in order to interview and evaluate applicants on a non-discriminatory basis.
10. Interviews will be conducted following the agency hiring procedures and agency employment Personnel Policies to insure applicants are treated in a non-discriminatory manner.

## Terms and Conditions of Employment

Community Action of Southeast Iowa recognizes the importance of insuring the terms and conditions of employment with the agency are established in an equitable manner. Community Action therefore adopts the following items as policy without regard to race, color, creed, national origin, religion, pregnancy, sex, gender identity, sexual orientation, age, physical or mental disability, genetic information, veteran status, uniformed service, or any other characteristic protected by federal, state or local law:

1. All work assignments, work schedules, promotions, enforcement of discipline, and other actions affecting the conditions of employment with the agency will not be made on their basis.
2. Except where matters of personal privacy are concerned, the use of facilities will not be decided on their basis.

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3. Payment of all wages and salaries will not be made on their basis.
  4. Disciplinary actions will not be made on their basis. Persons taking disciplinary action shall follow the steps established in the Employee Personnel Policy Handbook on disciplinary matters.
  5. Action to terminate employment will not be made on their basis.
  6. Complaints may be made in accordance with the complaint procedures.
  7. The terms, conditions, or records of employment of any employee shall not be adversely affected in any manner in hearings or proceedings involving Community Action in civil rights cases before any board, commission, governmental body or court of law.
  8. Any employee or program participant, upon request, will be furnished a copy of the Community Action Affirmative Action Plan.

## Upward Mobility System

Community Action of Southeast Iowa recognizes the importance of promoting minorities and women as part of this Affirmative Action Plan. Community Action will make all promotions without regard to protected characteristics. All notices of opportunities for promotions are posted in accordance with established guidelines for posting of job openings.

## Internal Auditing and Reporting System

An internal auditing and reporting system will be established to monitor and evaluate progress in each aspect of the plan.

The internal auditing and reporting systems will be designed so that it will include:

1. Measuring the effectiveness of the agency plan.
2. Determining the degree to which agency objectives have been met.
3. Indicating the need for corrective action.

Forms and records will be developed in accordance with EEOC guidelines that will show:

1. Application flow data.
2. Promotion and transfer data.
3. Training activities.
4. Termination data.
5. Goals and timetable evaluation.

# Agency Workforce Analysis

## Employment Information: EEO-1, Agency Workforce November 7, 2020

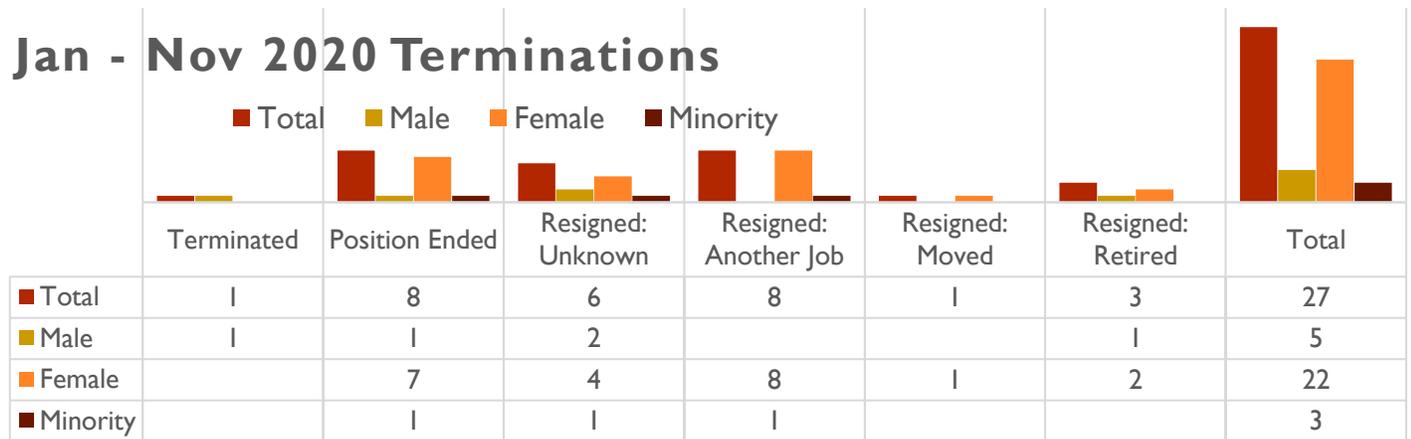
Job Category	Hispanic or Latino		Male		Female			Total
	Male	Female	White	Black	White	Black	Asian	
Executive			2		7			9
Managers			3		12			15
Professionals			3	1	44	2	2	52
Admin Support		1			7			8
Craft Workers			4					4
Operatives					1			1
Labor & Helpers		1	1		33	2		37
Service Workers			2		5			7
<b>Total</b>	<b>0</b>	<b>2</b>	<b>15</b>	<b>1</b>	<b>109</b>	<b>4</b>	<b>2</b>	<b>133</b>

### Analysis of Terminations, January – November 2020

As noted in the following table, resignations due to taking another job and positions ending are the reasons why most vacancies occur. From January 2020 up through November 7, 2020 there were 27 persons whose employment was ended with our agency and 133 who continued employment, for a total of 160 employees between January and November of 2020. This makes for a turnover rate of 16.88% (27/160). Early Head Start and Head Start combined had a turnover rate of 16.5% (17/103).

Five males, 18.52%, and 22 females, 81.48%, which included 3 minorities (11.11%, 2 males and 1 female) employment was ended with the agency during this time.

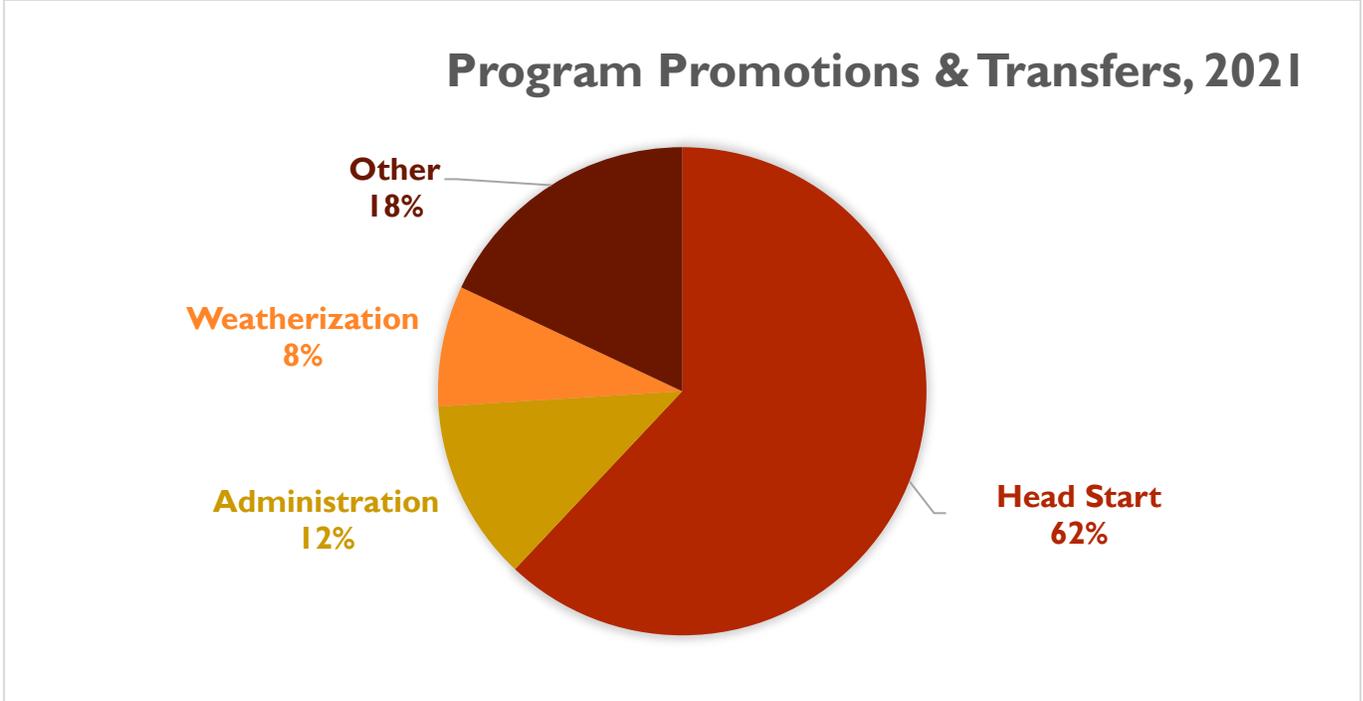
Nonprofit HR in their 2019 Nonprofit Employment Practices Survey Results report a total average turnover of 21.3% for the nonprofit sector, a 16.7% voluntary turnover rate, and a 5.2% average involuntary turnover<sup>4</sup>. Our agency has an 11.25% (18/160) voluntary turnover rate and a 5.63% (9/160) involuntary turnover rate. Head Start’s involuntary turnover rate is 7.77% (8/103) while the rest of the agency’s is 1.75% (1/57).



<sup>4</sup> 2019 Talent Retention Practices Survey Results. Non Profit HR. Page 8. <https://www.nonprofithr.com/wp-content/uploads/2019/06/Nonprofit-HR-Talent-Retention-Survey-Findings-2019-.pdf>

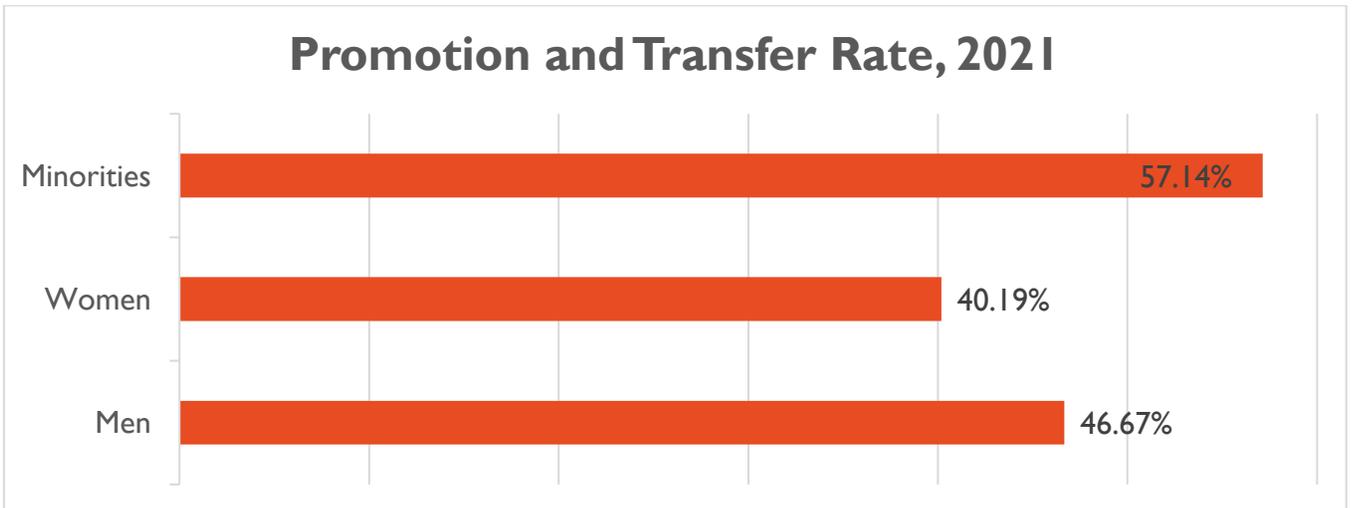
## Analysis of Promotions and Transfers

As of June 29, 2021 Community Action of Southeast Iowa had 122 employees. Of the 122, 50 (40.98%) have been promoted or transferred within the agency during their time with us. Of the 92 employees who have been with the agency for over two years, 45 (48.91%) have been promoted or voluntarily transferred within the agency.



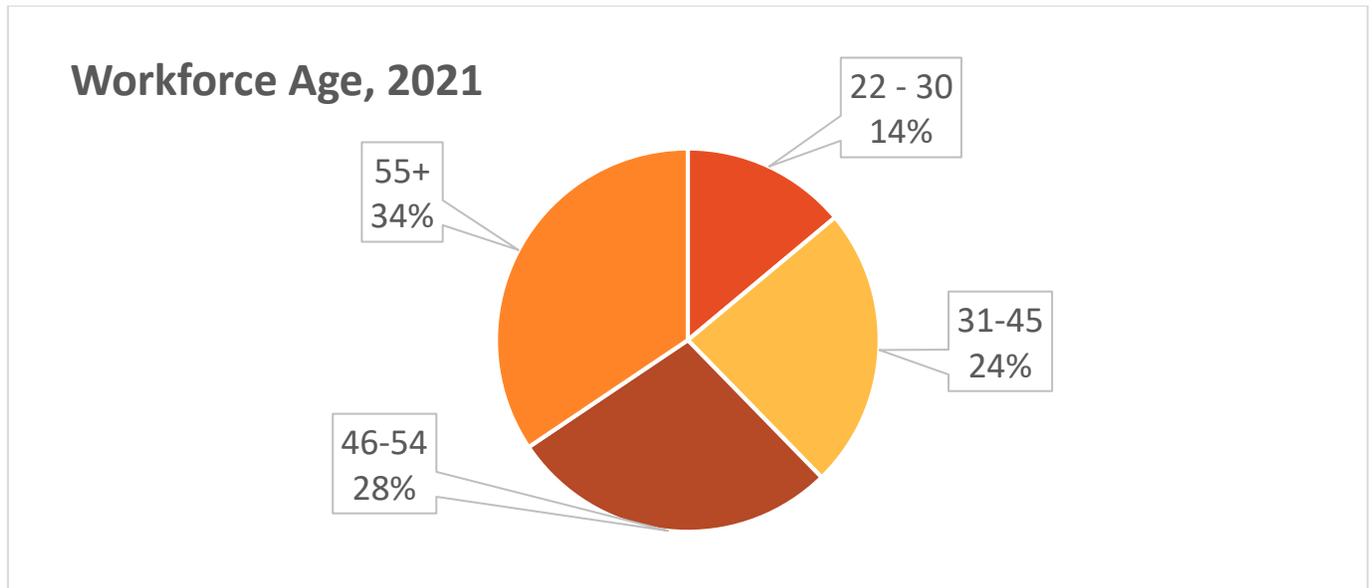
As noted in the pie chart above, 31 employees were promoted or transferred within Head Start, 6 in Administration, 4 in Weatherization, and 9 in other programs.

As seen in the bar graph below, men were promoted or voluntarily transferred at a rate of 46.67% (7 of 15 employees), women were promoted at a rate of 40.19% (43 of 107 employees), and minorities at a rate of 57.14% (4 of 7 employees).



## Age Data

The employment rate among people 55+ is 38.3% in Iowa<sup>5</sup>. As of June 29, 2021 Community Action of Southeast Iowa had 122 employees. Of the 122, 42 (34.43%) were over the age of 55; 25 (20.49%) were over the age of 60, and 11 (9%) were over 65 years of age. Of the 29 respondents on the optional demographic data form attached to agency applications 1 (3%) was over 60 and 12 were aged 40-59 (41%).



## Analysis of Training

The agency has a policy on training that allows employees to attend various courses, seminars and workshops provided there is some association to the individual's job and if funds are available. All employees attend agency In-Service training offered twice a year.

In fiscal year 2020, staff received a combined 2,620 hours of training. Below is a chart of agency employees at the end of fiscal year 2020 with various certifications.

<b>The number of agency staff who HOLD certifications that increase agency capacity to achieve family and community outcomes, as measured by one or more of the following:</b>	<b>Agency Staff</b>
Nationally Certified ROMA Trainers	2
Certified Community Action Professionals (CCAP)	3
Staff with a child development certification	25
Staff with a family development certification	16
Energy Auditors	2
Quality Control Inspectors (QCI)	3
Building Performance Institute (BPI) certified professionals	3
Registered Nurses (RN)	3
Registered Dietitian and Licensed Dietitian (RDLD)	4
Licensed Dietitian (LD)	1

<sup>5</sup> The Center on Aging & Work. Iowa Indicators: Aging & Work. Page 10.  
[https://www.bc.edu/content/dam/files/research\\_sites/agingandwork/pdf/publications/states/iowa.pdf](https://www.bc.edu/content/dam/files/research_sites/agingandwork/pdf/publications/states/iowa.pdf)



## Analysis of Discrimination Complaints

In 2014 a claim was filed by a terminated employee alleging discrimination due to failure to accommodate her disability. The claim was withdrawn in 2014 by the complainant stating that she never requested accommodation. In 2020 there was an external claim filed by a terminated employee alleging age discrimination. The claim was determined as unfounded by the Iowa Civil Rights Commission. There have been no discrimination complaints filed since.

## Discrimination Complaint Procedures

### Introduction

The discrimination complaints section of this manual will provide information on types of complaints and procedures for filing complaints. This section is intended as a guide for all agency personnel, program participants, and members of the general public.

### Origin of Complaints

Any aggrieved program participant, member of the public, employee, former employee, or applicant for employment, who feels they have been unfairly treated or discriminated against by the agency because of any characteristic protected by federal, state or local law may file a complaint. The complaint must be initiated within one hundred eighty (180) days of the incident.

### Types of Complaints

#### Internal Complaints

These are discrimination complaints, which originate within the agency. This type of complaint will usually occur when an employee or program participant feels the agency will objectively and fairly investigate the complaint.

Internal complaints normally appear in one of the following ways:

1. An employee or participant discusses his/her complaint with the immediate supervisor, program coordinator, or executive director.
2. Other employees or participants who have knowledge of one who feels they have been discriminated against will communicate these concerns to a supervisor or director.

#### External Complaints

These are discrimination complaints, which originate outside of the agency. This type of complaint usually occurs when an employee feels there will not be an objective and fair investigation of the complaint within the agency.

External complaints are normally initiated through; the Iowa Civil Rights Commission, state office that grants the agency funds, Human Rights Commission, or legal action initiated by the complainant.

It is the policy of Community Action of Southeast Iowa that all employees, volunteers and participants have the right to disclose information to an oversight agency, the Office of Citizens' Aide, the Auditor of

the State, or the Office of the Attorney General. No employee, volunteer or participant shall receive any adverse action for disclosing any information about a service contract to the oversight agency, the Auditor of the State, the Office of Citizens' Aide, or other oversight agency.

Complaints may also be made to the EEOC office online at <https://publicportal.eeoc.gov> or by calling 1-800-669-4000 or mailing information to Reuss Federal Plaza, 310 West Wisconsin Avenue, Suite 500, Milwaukee, WI 53203-2292.

### Telephone Numbers of Oversight Agencies

Oversight Agency	Phone Number
Attorney General of the State of Iowa	(515) 281-5164
Auditor of the State of Iowa	(515) 281-5834
Children First - Lee/Van Buren Early Childhood Iowa	(319) 526-5686
Des Moines, Henry, Louisa, Washington Early Childhood Iowa Area (DHLW)	(319) 461-1369
Federal Emergency Food & Shelter	(703) 706-9660
Federal Emergency Management Agency	(202) 646-2500
Iowa Department of Economic Development	(800) 245-4692
Iowa Department of Education	(515) 281-5294
Iowa Department on Aging	(515) 725-3333
Iowa Department of Human Rights	(515) 242-5655
Iowa Department of Human Services	(800) 972-2017
Iowa Department of Public Health	(515) 281-7689
Iowa Division of Community Action Agencies	(515) 281-3861
Iowa Office of Citizens' Aide	(515) 281-3592
Office of Head Start Services	(816) 426-3981

### How to File an Internal Complaint

Internal complaints by program participants or the public should follow the agency's Participant Grievance Procedure provided in this plan. Internal complaints by employees should follow the process detailed in Personnel Policy 718.

### Complaint Procedures

1. All complaints of discriminatory or unfair acts will be brought immediately to the attention of the executive director and the EEO/AA Officer by the supervisor.
2. All complaints will be promptly and thoroughly investigated by the executive director or their designated representative. The objective of the agency conducting its own investigation is to obtain the fairest solution for the employee or participant in light of the known facts.
3. No employee will be harassed, discharged or otherwise interfered with because they have filed a complaint.
4. In the case of internal complaints, the executive director will insure that the employee has been communicated with concerning the agency finding.
5. Due to the personal nature of a complaint, information pertaining to a complaint will be considered confidential and treated appropriately. Details of each complaint will be discussed with only those personnel directly involved in the complaint.

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6. Departments and individual employees are expected, with direction from the EEO/AA Officer, to assist in providing material and information which is relevant to complaint investigations. All employee files or records will be retained.

Program directors have the responsibility to insure their employees have a thorough understanding of the procedures outlined in this section. The executive director will coordinate and investigate all complaints and make appropriate reviews to ensure the procedures outlined in this section are being followed.

### Summary

Community Action of Southeast Iowa hereby reaffirms its full support of the concept of equal employment opportunity and affirmative action and will take all steps necessary to implement a successful affirmative action plan to accomplish the objectives stated herein. It is the end result of the plan, which indicates the degree of success. The plan will be evaluated at periodic intervals and positive corrective actions will be taken where deemed necessary to insure the overall success of the plan.



# Community Action of Southeast Iowa

## Personnel Policy 718 Problem Resolution

Community Action is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from Community Action supervisors and management.

If employees disagree with established rules of conduct, policies, or practices, they may express their concern through the problem resolution procedure.

If a situation occurs when an employee believes that a condition of employment or a decision affecting the employee is unjust or inequitable, the employee is encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

1. Employee presents problem to immediate supervisor after incident occurs. If supervisor is unavailable, the employee may present the problem to the Program Director.
2. Supervisor responds to problem during discussion or after consulting with appropriate management, when necessary. Supervisor documents discussion.
3. If the employee is not satisfied with the supervisor's decision an appeal may be made to the Program Director. The Program Director meets with the employee and documents discussion and decision.
4. If the problem is unresolved, the employee presents the problem to the executive director in writing.
5. Executive director reviews and considers problem. Executive director informs employee of decision and forwards copy of written response to the Program Director for employee's file. The Executive Director has full authority to make any adjustment deemed appropriate to resolve the problem.
6. If, after discussing the problem with the executive director, the employee is not satisfied, the employee will have five (5) working days to file a written request for a hearing with the Board of Directors at the next scheduled meeting of the Board. The decision of the Board of Directors shall be final.

# Community Action of Southeast Iowa

## Participant Grievance Procedure

If a potential participant or a participant of a program, which Community Action of Southeast Iowa operates, has a grievance, the following steps should be taken to address the concern:

1. The participant should speak directly with the person involved with the concern at the local level and try to resolve the concern.
2. If this does not resolve the conflict, the participant may put the concern in writing and submit it to the Program Director. The following details should be included:
  - The date and location of the incident.
  - An explanation of the specific incident.
  - A list of all individuals involved in the incident.
  - A brief summary of the attempt made to resolve the incident.
3. If the conflict involves an allegation of discrimination, the concern will be submitted to the Equal Employment Opportunity/Affirmative Action Officer and the Executive Director by the Program Director. The process will then proceed to step 5 and be handled by the Executive Director.
4. The Program Director will meet with the person involved to resolve the concern within five working days. This decision will be put in writing to the persons involved within five working days of the meeting and will include information on the right to appeal the decision.
5. If the participant is not satisfied with the decision, he or she may send a written appeal to the Program Director and Community Action's Executive Director, who will meet with all parties involved within five working days of receiving the appeal and make a decision on the grievance. The written decision will be made within five working days of the meeting.

If the participant is with the Head Start or Early Head Start program and the decision is not satisfactory, he or she may submit a written appeal to the Policy Council within five working days of the decision. The Policy Council will review the appeal at the next regularly scheduled meeting and prepare a written decision within five working days.

6. If that decision is not satisfactory, the next step is to take the grievance to the Community Action Board of Directors. Members of the Board will meet with those involved within 10 working days to hear the grievance and issue their decision within 5 working days.
7. If the decision of the Board is not satisfactory to the participant, the final step is for the participant to pursue their rights outside of the agency. Information concerning the program funding source or state office involved with the program will be provided in writing to the participant such as the Iowa Division of Community Action Agencies, Head Start Office or Civil Rights Commission.

Contact information for the agency and directors can be found on the agency website:

<https://caofseia.org/about-us/staff/> or may be obtained by calling Central Office: 319-753-0193

EO: February 1997; January 2005; September 2007; September 2012; February 2015

# Community Action of Southeast Iowa

## Grievance Appeal Form

Community Action of Southeast Iowa is committed to providing equal opportunity in employment and program participation for all people without regard to race, color, creed, national origin, religion, pregnancy, sex, gender identity, sexual orientation, age, physical or mental disability, genetic information, veteran status, uniformed service, or any other characteristic protected by federal, state or local law.

You have a right to appeal a decision made regarding your grievance. Please follow the guidelines laid out in the Participant Grievance Procedure which lists instructions and timelines.

You may complete and submit this form or include the applicable information and submit it in writing.

Name of person submitting the appeal \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Date of incident \_\_\_\_\_

Location of incident \_\_\_\_\_

Explanation of incident \_\_\_\_\_

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Brief summary of attempt(s) made to resolve the incident \_\_\_\_\_

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Please see Participant Grievance Procedure for the appropriate person to whom to submit your appeal.

Submitted to: \_\_\_\_\_ on (date): \_\_\_\_\_

Submitted to: \_\_\_\_\_ on (date): \_\_\_\_\_