

Florida Department of Transportation



Individuals with Disabilities Affirmative Action Plan

January 1, 2017 –December 31, 2020

TABLE OF CONTENTS

Section One

Introduction.....	5
Department’s Organizational Chart	6
Secretary’s Affirmation Statement	7
Department’s Affirmation of Policy and the Affirmative Action Plan.....	8
Dissemination of Policy	9
Internal	9
External	9
Department Policy and Procedures.....	10

Section Two

Responsibility for Implementation of Affirmative Action Plan	11
Secretary and District Secretaries	11
Equal Employment Opportunity/Affirmative Action (EEO/AA) Officer	11
Director of Human Resources.....	11
Human Resources Managers.....	12
Managers.....	12
Supervisors.....	12
Review of Personnel Processes.....	13
Review of Physical and Mental Qualifications.....	13

Section Three

Florida Available Labor Market (ALM).....	15
ALM Chart Table.....	16

Section Four

EEO-4 Job Group Definitions.....	18
FDOT Labor force by EEO-4 Job Categories.....	19

Section Five

Underutilization Analysis and Development of IWDAAP Goals	21
IWDAAP Goals Chart Table	23

Section Six

Action Oriented Initiatives and Good Faith Efforts.....	25
---	----

Section Seven

Agency Specific Plan27

Section Eight

Computer Based Training30

Section Nine

Employment Discrimination Complaints Procedure.....32

Procedures

Topic No: 001-275-001 **Equal Employment Opportunity/Affirmative Action Policy @**
<http://fdotewp2.dot.state.fl.us/ProceduresInformationManagementSystemIntranet/Procedures?viewBy=2&procType=po&officeID=15>

Topic No: 250-015-005 **Recruitment and Selection@**
<http://fdotewp2.dot.state.fl.us/ProceduresInformationManagementSystemIntranet/Procedures?viewBy=2&procType=pr&officeID=21>

Topic No: 275-000-001 **Americans with Disabilities (ADA) Request for Recommendation for Payment of Reasonable Accommodation @**
<http://fdotewp2.dot.state.fl.us/ProceduresInformationManagementSystemIntranet/Procedures?viewBy=2&procType=pr&officeID=15>

**Florida Department of Transportation's
Individuals with Disabilities Affirmative Action Plan (IWDAAP)**

Effective Date of AA Plan: January 1, 2017 – December 31, 2020

Agency Head: Jim Boxold

Address: Florida Department of Transportation
Haydon Burns Building
605 Suwannee Street, Mail Station 57
Tallahassee, Florida 32399-0450

Telephone: (850) 414-5205

EEO/AA Officer: Victoria Smith

Address: Equal Opportunity Office
605 Suwannee Street, Mail Station 65
Tallahassee, Florida 32399-0450

Telephone: (850) 414-4747

SECTION ONE

Policy Statement,
Purpose of IWDAAP and
Dissemination of Policy

INTRODUCTION

The Florida Department of Transportation (the Department) is committed to a policy of equal employment opportunity for the disabled and to a plan of affirmative action to fulfill that policy. In accordance with Section 110.12 Florida Statutes, and Chapter 2016-3, Laws of Florida, Individuals with Disabilities Act, this affirmative action plan serves as a guide that outlines to management their responsibilities regarding the implementation of the Individuals with Disabilities Affirmative Action Plan (IWDAAP). This initial plan will be for a period of six months in order to develop an accurate database of current employees and job applicants who have self-identified as Individuals with Disabilities (IWD). The stated hiring goals within this plan are based on statewide data from the 2010 U.S. Census available labor market for IWD in each of the equal employment opportunity job categories. This plan will be updated on July 1, 2017 with acquired data as indicated above.

The Department was created by the Governmental Reorganization Act of 1969, by merging the powers, duties, and responsibilities of the Florida State Road Board; Florida State Road Department; Florida State Turnpike Authority; Florida Transportation Authority; Board of Highway Secondary Trust Fund Trustees; and the Aviation Section of the Board of Commissioners and Institutions.

Pursuant to Section 334.046, Florida Statutes, the mission of the Department shall be to provide a safe transportation system that ensures the mobility of people and goods, enhances economic prosperity, and preserves the quality of our environment and communities. The Department values of Integrity, Respect, Commitment, One FDOT, Trust and Customer Driven are the foundation of achieving the mission of the Department.

To support the Department in achieving the mission, this affirmative action plan reinforces equal opportunity employment principles by ensuring that individuals with disabilities have an equal opportunity to enter public service and work in an environment free of unlawful barriers to employment based upon disabilities except as provided by law.

The current Florida Department of Transportation Organization Chart is located @
<http://www.fdot.gov/humanresources/documents/FDOTOrganizationChart.pdf>

Department Secretary's Affirmation Statement in Support of Equal Employment Opportunity and Affirmative Action for Individuals with Disabilities

As the Florida Department of Transportation (FDOT) moves forward in meeting the needs of the state of Florida in transportation, I reaffirm our commitment to affirmative action and equal opportunity in employment for individuals with disabilities.

In regards to affirmative action, we must be an organization that seeks individuals with the best minds and broad experience to ensure that every qualified person has an equal chance to compete and contribute. Ensuring that individuals with disabilities are included in this search is affirmative action at its best.

Equal employment opportunity for individuals with disabilities covers all employment programs, management practices, and decisions including, but not limited to recruitment, hiring, promotion, transfer, reassignments, training and career development, benefits, and separation. FDOT supports the rights of individuals with disabilities who exercise their available rights under applicable civil rights laws. Retaliation against an individual with disabilities who engages in an exercise of their rights against unlawful discrimination will not be tolerated.

FDOT provides an environment that honors excellence, teamwork, fairness, and equity. We will ensure that environment applies to individuals with disabilities. We strive to exemplify in all of our decision making the principle that individuals with disabilities have the freedom to compete on a fair and level playing field. Upon request and as appropriate, we will provide reasonable accommodations to qualified individuals with disabilities.

In furtherance of the FDOT's policy regarding affirmative action and equal employment opportunity, we developed a written Affirmative Action Program (AAP). The AAP sets forth the policies, procedures, and practices that FDOT is committed to in order to ensure that affirmative action and equal opportunity for qualified individuals with disabilities is accomplished. The AAP is available for inspection by any employee or applicant for employment upon request, during normal business hours, in the FDOT's Equal Opportunity Office located at 605 Suwannee Street, Tallahassee FL 32399. Interested persons should contact the Equal Opportunity Office at 850-414-4747 for assistance.



Jim Boxold
Secretary

AFFIRMATION OF POLICY AND AFFIRMATIVE ACTION

Achieving the Department's affirmative action goals for individuals with disabilities requires the commitment and leadership of every manager and supervisor within the Department. To assist in the achievement of these affirmative action goals, this affirmative action plan establishes several tools that will be used as employment decisions are made within the Department.

It is the Department's practice that appointing authorities filling vacancies in the Department will inquire from the Department's Human Resources Office, whether the Department has a hiring need in the particular equal employment opportunity (EEO) job category for the position being filled. In the event that there is a need, Department appointing authorities will discuss with the Department Human Resources Office, whether recruitment assistance is necessary to increase the pool of qualified individuals with disabilities applicants for the position.

Achieving the goals of the Department's Individuals with Disabilities Affirmative Action Plan will require all managers and supervisors to take those actions necessary to reach out to ensure that the Department is an equal opportunity employer with respect to recruitment, merit, retention, promotion, training and all other terms and conditions of employment. All employment decisions will be made without consideration of disability, except as provided by law. To monitor and report compliance with equal employment opportunity policies, the Department's Equal Opportunity Office will continue all necessary monitoring efforts, including the quality assurance review program which includes reviewing Department wide employment practices.

DISSEMINATION OF POLICY

1) Internal Dissemination

The Department is committed to ensuring that each employee is aware of his/her rights concerning affirmative action and discrimination policies. Supervisors and managers at all levels are responsible for being familiar with these policies and communicating them to their subordinates. Listed below is the manner in which this affirmative action plan and related policies will be disseminated within the Department.

- a) Copies of the Department Individuals with Disabilities Affirmative Action Plan will be disseminated to office level.
- b) Copies of the Department's EEO/AA Policy Statement and the Secretary's Affirmation Statement in support of Equal Employment Opportunity and Affirmative Action for Individuals with Disabilities will be posted in all District and Central Office facilities in prominent locations convenient to all employees. These statements, as well as procedure 275-010-001, Employment Discrimination Complaints which specifies the process for filing discrimination complaints related to disability, is also available from the Department's Equal Opportunity Office website.
- c) American with Disabilities and Americans with Disabilities Amendment (BT-20-0123) is required training for all hiring managers and supervisors prior to taking any hiring actions.

2) External Dissemination

- a) The Department's IWDAAP and related information will be made available to interested parties on the EOO's internet site.

SECTION TWO

Responsibility for the
IWDAAP

RESPONSIBILITIES FOR IMPLEMENTING THE INDIVIDUALS WITH DISABILITIES AFFIRMATIVE ACTION PLAN

- 1) Secretary/ District Secretaries:** In accordance with Section 110.112, Florida Statutes, the Secretary of Transportation (the Secretary) is responsible for the development and implementation of the Department's IWDAAP. All District Secretaries and the Director of Turnpike Enterprise shall support the Secretary in implementing the Department's IWDAAP.

- 2) EEO/AA Officer:** The Equal Opportunity Office Manager is the EEO/AA Officer for the Department. The Equal Opportunity Office Manager reports to the Director of Transportation Support and has access to the Department's Secretary regarding matters relating to the IWDAAP. The EEO/AA Officer's responsibilities include oversight of:
 - a) Development of IWDAAP goals, monitoring compliance, and providing consultation to District managers regarding progress, deficiencies, and appropriate corrective actions to achieve Departmental goals.
 - b) Maintenance of the Department's IWDAAP and policy statements, and publicizing their content.
 - c) Monitoring of hiring, recruitment, promotion, lay-off, termination, training and other conditions of employment to ensure compliance with the IWDAAP goals and other Departmental policies.
 - d) Development of reports as required by the state and federal government in the administration of the Department's IWDAAP
 - e) Investigations of employment discrimination complaints related to disability.

- 3) Director of Human Resources:** The Director of Human Resources oversees:
 - a) The hiring processes to ensure compliance with Departmental policies and procedures in support of IWDAAP goals.
 - b) All new employees will be provided and acknowledge receipt of the Secretary's affirmation statement in support of the IWDAAP during the on-boarding process.

4) Human Resources Managers: The Human Resources Managers are the EEO/AA Officers for the Districts. The Human Resources Managers report to the Director of Human Resources in Central Office and have access to the District Secretary regarding matters relating to EEO/AA. Their responsibilities include:

- a) Intake of employment discrimination complaints and notifying the EEO of all discrimination complaints. This also includes assisting in the resolution of any complaints.
- b) Maintaining files on affirmative action-related materials in order to assure documentation of good faith efforts in this area.

5) Department Managers and Supervisors: It is the responsibility of all managers and supervisors to implement the following aspects of the Department's IWDAAP and related policies:

a) **Managers:**

- (1) Monitoring and ensuring compliance with IWD affirmative action goals in all areas under their authority.
- (2) Ensuring that all subordinate managers and supervisors understand the Department's IWDAAP and solicit their full support in achieving the Department's goals and objectives.
- (3) Monitoring all employment actions under their authority, such as hiring, promotion, training, and any other term or condition of employment. The goal is to ensure that no barriers preclude equal employment opportunity based on disability.
- (4) Ensuring that all supervisors under their supervision have completed the IWD computer based training.
- (5) Reporting immediately any request for accommodation or complaint of disability discrimination to the Human Resources Office or the Equal Opportunity Office.

b) **Supervisors:**

- (1) Identifying barriers to equal employment opportunity for IWD and notifying the appropriate manager or authority.
- (2) Ensuring that all non-management employees are aware of the Department's commitment to the IWDAAP.

- (3) Ensuring that no barriers exist which preclude equal opportunity for IWD in hiring, promotion, training, or any other term or condition of employment with the Department.
- (4) Reporting immediately any issue relating to disability or requests for accommodation to their Human Resources Office.

6) Review of Personnel Processes

The Human Resources Office will review all processes associated with recruitment and selection to ensure equal access. The goal of the review is to ensure equal access to personnel processes including: application, recruiting and hiring, promotions, training, accommodation requests, and accessibility (physical and virtual). This information will be reviewed in the Department's Equal Employment Opportunity Program Plan.

7) Review of Physical and Mental Qualifications

The Department maintains a position description website for all positions where hiring managers can review physical and mental qualifications for each position prior to advertising. The position descriptions are reviewed on a recurring basis to ensure that knowledge, skills and abilities standards (and minimum qualifications for Career Service positions) are job-related for each position and consistent with business necessity. The link to this website is:

<http://webapp01.dot.state.fl.us/EnterpriseInformationAssets/FDOTEnterpriseSearch/PositionDescription/PositionDescriptionSearch.aspx>

SECTION THREE

Survey of Available Labor Market

FLORIDA LABOR AVAILABILITY ANALYSIS

Labor market information is useful when developing affirmative action plans. For example, the demographic characteristics of the population, labor force, or employment in particular occupations are compared to the characteristics of the employer's own workforce.

For IWDAAP purposes, availability is defined as the percentage of IWD in the relevant recruitment area who have the skills necessary for entry into a specific job group or, who are capable of acquiring such skills. The purpose of the availability analysis is to determine the number of persons by who disclose their disability that are available for employment within each of the job groups. The availability analysis provides the basis for determining whether or not IWD are underutilized in the work force and the degree of significance of any such underutilization.

The availability analysis involves three major steps:

- 1) Determining the sources providing employees to job groups;
- 2) Calculating the number of IWD from each source; and
- 3) Determining the relative number of available employees provided by each source.

For the purposes of this analysis the percentage of IWD having requisite skills in the reasonable recruitment area applies to IWD and will be different for each job group. The sources used to determine this percentage is the 2010 Census Data and PeopleFirst.

Available Labor Market on the following page, reflects the 2010 census data for the Florida Available Labor Market(ALM) in terms of population makeup, skills and availability for employment in the EEO-4 job categories for IWDs and the available labor market with no disabilities.

Florida's Available Labor Market by EEO Job Category for Individuals with a Disability

Florida	Total	Officials and Administrators	Professionals	Technicians	Protective Service Workers	Para - Professionals	Administrative Support	Skilled Craft Workers	Service Maintenance
Total Civilian Labor Force (CLF) 16 yrs. and over	8,982,788	838,181	1,716,558	300,243	232,443	450,159	2,468,425	956,513	2,020,266
	100.0%	9.3%	19.1%	3.3%	2.6%	5.0%	27.5%	10.6%	22.5%
# With Disability	513,214	38,258	73,867	14,429	13,659	27,114	140,915	58,464	146,508
% CLF With Disability	5.7%	4.6%	4.3%	4.8%	5.9%	6.0%	5.7%	6.1%	7.3%
# No Disability	8,469,574	799,923	1,642,691	285,814	218,784	423,045	2,327,510	898,049	1,873,758
% CLF No Disability	94.3%	95.4%	95.7%	95.2%	94.1%	94.0%	94.3%	93.9%	92.7%

Source: U.S. Census Bureau, 2008-2010 American Community Survey.

SECTION FOUR

Analysis of FDOT's Workforce

JOB GROUP ANALYSIS

FDOT EEO-4 Job Groups Job Group Category Definitions

Officials/Administrators	Occupations requiring administrative personnel who set broad policies, exercise overall responsibility for execution of these policies, and direct individual departments or special phases of an agency's operations or provide specialized consultation on a state wide or District basis.
Professionals	Occupations which require specialized and theoretical knowledge which is usually acquired through college training or work experience and other training which provides comparable knowledge.
Technicians	Occupations requiring a combination of basis scientific or technical knowledge and manual skill which can be obtained through specialized post-secondary education, offered in many technical institutions and junior colleges, or through equivalent on-the-job training.
Administrative Support	Occupations in which workers are responsible for internal and external communication, recording and retrieval of data and/or information and other paperwork required in an office. Paraprofessionals are included in this job category and include occupations in which workers perform some of the duties of a professional or technician in a supportive role, which usually requires less formal training and/or experience normally required for professional or technical status.
Skilled Craft	Occupations in which workers perform jobs which require special manual skills and thorough and comprehensive knowledge of the processes involved in the work, which is acquired through on-the-job training and experience or through apprenticeship or other formal training programs.
Service Maintenance	Occupations in which workers perform duties which result in or contribute to the comfort, convenience, hygiene, or safety of the general public or which contribute to the upkeep or care of buildings, facilities or grounds on public property. Workers in this group may operate machinery

In summary, FDOT had a total of 5,685 employees in its permanent workforce as of June 30, 2016. This total includes:

EEO Job Category	Current Employees
01- OFFICIALS AND ADMINISTRATORS	180
02- PROFESSIONALS	3,989
03- TECHNICIANS	547
06- ADMINSTRATIVE SUPPORT	268
07- SKILLED CRAFT	380
08- SERVICE MAINTENANCE	321

SECTION FIVE

IWDAAP Goals

UNDERUTILIZATION ANALYSIS

The utilization analysis is a comparison of the estimated availability percentages (calculated in the availability analysis) to the actual employment percentages (reflected in the job group analysis). This analysis serves as the basis for setting minimum goals.

This IWDAAP will establish goals based upon the statewide analysis of IWD based upon the **Any Difference Rule**. The **Any Difference Rule** determines if underutilization exist by simply doing a visual inspection to determine if there is any difference between the current percentage of employees and their percentage of availability. If the current workforce is less than availability, underutilization is declared and a goal is set.

For example, if the representation of IWD among incumbents in a particular job group is far enough below the corresponding estimated availability, IWD should be declared underutilized in that job group and a goal set for the hiring or promotion of IWD into that job group. The same goal establishment procedure applies all job groups found to be underrepresented for IWD.

There is presently insufficient information available for determining the total number of Department employees who are IWD. During the first six months current employees and job applicants will be given a voluntary opportunity to identify as an IWD. After receiving additional data, an update to this AAP will be issued on July 1, 2017.

IDENTIFICATION OF AREAS OF CONCERN

The Department's economic parity reporting process has been an effective mechanism for monitoring and improving its level of compliance with its race/sex affirmative action goals. To achieve IWDAAP goals, the Department's economic parity reporting process will be used as well. IWDAAP goals will be added to monthly economic reporting process and is one area of concern to be monitored by the Department during the effective period of this affirmative action plan. Another area of concern includes ensuring that employment opportunities offered by the Department are available to all employees without regard to race, color, national origin, sex, religion, **disability**, age and marital status, except as provided by law. While these areas of concern will continue to be monitored by the Equal Opportunity Office, each manager and supervisor within the Department will fulfill his/her responsibility to ensure that the Department is an equal employment opportunity employer.

AFFIRMATIVE ACTION GOALS

Affirmative action goals must be reasonable in consideration of the extent of under-representation, the availability of candidates, the number of vacancies, and the timeframe of the Affirmative Action Plan and not impose disproportionate harm on the interests of qualified individuals who are not members of an under-represented group. If significant numbers of employees in an underrepresented group must be hired to come close to the labor market, yet the turnover rate is low, it will take time before the goal can be

reached. The availability of IWD candidates is also dependent on effective community outreach, Department recruitment, applicant flow, relevant qualifications, training and promotions. Problems and barriers to the employment of targeted groups should be identified and eliminated.

The overall affirmative action goal is to attract and employ qualified IWD applicants for the equal employment opportunity categories identified as under-represented in our Department. In establishing affirmative action goals, we strive to achieve a workforce which closely reflects the available labor force. Because of various barriers in recruiting qualified applicants from the current labor market, goals may not be achievable within time period of this affirmative action plan. However, managers and supervisors are encouraged to strive for equality in all equal employment opportunity groups as employment opportunities present themselves.

Using the **Any Difference Rule**, the Department's AAP goals for IWDs were developed by the following formula and are listed in the following table:

FDOT Employees # for EEO Job Category multiplied by the statewide IWD available labor force % equals the FDOT goal.

For example: 180 (FDOT Officials/Administrators EEO Job Category 1) x 4.6% (Florida statewide IWD for Officials/Administrators EEO Job Category 1) = 8 (FDOT goal)

IWDAAP Goals using the Any Difference Rule							
	Officials Administrators	Professionals	Technicians	Administrative Support	Skilled Craft Worker	Service Maintenance	Total
Total Workforce #	180	3,989	547	268	380	321	5,685
Status Not Disclosed #	TBD	TBD	TBD	TBD	TBD	TBD	TBD
IWD in Workforce #	TBD	TBD	TBD	TBD	TBD	TBD	TBD
IWD in Workforce %	TBD	TBD	TBD	TBD	TBD	TBD	TBD
IWD ALM #	38,258	73,867	14,429	168,029	58,464	146,508	513,214
IWD ALM %	4.6%	4.3%	4.8%	5.80%	5.7%	6.1%	5.7%
% Difference	NA	NA	NA	NA	NA	NA	NA
Underutilized?	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Goals	8	171	26	15	21	19	324

SECTION SIX

How goals will be achieved

ACTION ORIENTED INITIATIVES and GOOD FAITH EFFORTS

As referenced throughout this Affirmative Action Plan, the IWDAAP initiatives and good faith efforts outlined below will be practiced by every manager and supervisor within the Department. These affirmative initiatives and good faith efforts outlined below express the commitment of the Department. The Department's expectation towards managers is to make the Department a discrimination free workplace for IWD that expresses the highest values of equality. These initiatives include:

- 1) Ensuring that needs in achieving IWDAAP goals are reported.
- 2) Initiating active recruitment strategies to include attracting an applicant pool of qualified IWD applicants.
- 3) Exercising good faith hiring practices and strategies.
- 4) When possible, mentoring, coaching and developing IWD subordinates for promotional opportunities to assist in meeting AAP goals.
- 5) Ensuring that all employment actions such as recruitment, merit, retention, promotions, training, and all other terms and conditions of employment, are available to all IWD employees.
- 6) Making a firm commitment to the Department's EEO/AA programs and to the IWDAAP.

SECTION Seven

Agency Specific Plan

**FLORIDA DEPARTMENT OF TRANSPORTATION
PLAN FOR EMPLOYMENT OF INDIVIDUALS WITH DISABILITIES**

Goal 1: Ensure a collaborative effort to increase recruitment and hiring of individuals with disabilities is established among Senior Leadership, HR, EEO and hiring managers.

Activity	Timeframe	Office/ Person(s) Responsible	Activity Description	Performance Outcomes
Issue notice from Agency Head encouraging managers and supervisors to recruit, hire, and retain individuals with disabilities.	January 2017	Equal Opportunity Office (EEO)/Equal Employment Opportunity / Affirmative Action Officer (EEO/AA Officer)	Issue notice encouraging managers and supervisors to recruit, hire, and retain people with disabilities, describing the agency's obligation to do so under section 110.112, F.S.	Executive leadership, managers and supervisors will demonstrate a shared commitment to the employment of individuals with disabilities.

Goal 2: Create and publicize a hiring goal for individuals with disabilities.

Activity	Timeframe	Office/ Person(s) Responsible	Activity Description	Performance Outcomes
Set a hiring goal for individuals with disabilities.	FY 2016-2017	EEO/EEO/AA Officer	Memorandum disseminating the hiring goal for will be sent out by email by the Secretary once plan is finalized February 1, 2017.	All managers, supervisors and HR staff are aware of the hiring goal.

Goal 3: Increase outreach and recruitment efforts for individuals with disabilities.

Activity	Timeframe	Office/ Person(s) Responsible	Activity Description	Performance Outcomes
Meeting with Division of Vocational Rehabilitation (VR).	April 1, 2017	Recruitment Manager and EEO/AA Officer	Provide information regarding agency job vacancies and discuss their client support services.	Build direct relationship with VR to assist with identifying qualified candidates for job vacancies.

**FLORIDA DEPARTMENT OF TRANSPORTATION
PLAN FOR EMPLOYMENT OF INDIVIDUALS WITH DISABILITIES**

Goal 4: Ensure tools used within the selection process support the employment of individuals with disabilities.

Activity	Timeframe	Office/ Person(s) Responsible	Activity Description	Performance Outcomes
1. Review and ensure that job announcements are clear as to any required qualifications, especially any essential physical requirements.	FY 2016-2017	Recruitment Manager and ADA Coordinator	<ul style="list-style-type: none"> a. Eliminate non-essential physical requirements and add "with accommodation when necessary". b. Distribute any revised "boiler plates." c. Promote the use of the revised announcements. d. Review announcements to ensure that when physical requirements, such as lifting, are essential to the job, they are clearly stated. e. Include disability accommodation language. 	<ul style="list-style-type: none"> a. All agency job announcements will welcome individuals with disabilities and make any physical requirements clear. b. Applicants will understand what is needed to perform the essential functions of the position and how to request accommodation.

Goal 5: Administer an effective reasonable accommodation program.

Activity	Timeframe	Office/ Person(s) Responsible	Activity Description	Performance Outcomes
1. Require reasonable accommodation training course using computer based training (CBT).	On-going	EEO/EEO/AA Officer/ Organizational Development Office	<ul style="list-style-type: none"> a. Mandatory training course b. Train current managers and supervisors. 	All new supervisors/hiring managers are trained on reasonable accommodation.
2. Inform all employees of the proper procedures for requesting a reasonable accommodation	On-going	EEO/EEO/AA Officer	<ul style="list-style-type: none"> a. Draft and release an agency notice. b. Post procedure on the Equal Opportunity Office website 	All employees receive notice of proper procedures to request an accommodation.

SECTION

Eight

Computer Based Training

Hiring managers and supervisors will take the Department's computer based training (CBT) pertaining to the Americans with Disabilities Act and Americans with Disabilities Amendment prior to taking any hiring actions. The CBT will provide the required knowledge needed to ensure that all IWD applicants are protected in all phases of the hiring process. The web link is listed below:

<http://cvt.dot.state.fl.us/ois/ADACBT/ADA2013.htm>

SECTION Nine

Employment Discrimination Complaints Procedure

If an applicant or employee (who is an IWD) feels that they have been discriminated against or harassed in any aspect of employment based on their disability, they have can file a complaint of discrimination. The Department’s procedure, “**Employment Discrimination Complaints**”, provides information on filing a complaint either internally with the Department or externally with the Equal Employment Opportunity Commission or the Florida Commission on Human Relations. The web link for this procedure is located at:

<http://fdotewp2.dot.state.fl.us/ProceduresInformationManagementSystemIntranet/Procedures?viewBy=2&procType=pr&officeID=15>