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# State of Minnesota

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## Affirmative Action Plan

**2010 - 2012**

If you would like to request this document in an alternative format, such as Braille, large print or audio tape, please contact the Human Resources Management Office at (651)201-5770 (voice), (651)201-5779 (fax), (651)201-5797 (TTY), via email at [health.hr@state.mn.us](mailto:health.hr@state.mn.us). Our building address is 625 Robert Street North, St. Paul, MN 55155

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## Transmittal Sheet

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1. A review of our workforce revealed underutilization of the protected group(s) in the following EEO 4 categories:

### Statewide Underutilization

Goals	Women	Minorities	Disability
Officials/Managers		X	X
Professionals			X
Technicians			X
Protective Service Workers			
Paraprofessionals			
Office/Clerical			X
Skilled Craft Workers			
Service/Maintenance			

### Metro Area Underutilization

Goals	Women	Minorities	Disability
Officials/Managers		X	X
Professionals			X
Technicians			X
Protective Service Workers			
Paraprofessionals			
Office/Clerical			X
Skilled Craft Workers			
Service/Maintenance			

## Greater Minnesota Underutilization

Goals	Women	Minorities	Disability
Officials/Managers		x	x
Professionals			x
Technicians			x
Protective Service Workers			
Paraprofessionals			
Office/Clerical			x
Skilled Craft Workers			
Service/Maintenance			

2. This annual plan meets the rules governing Affirmative Action MCAR Chapter 3905.0600, statutory authority 43A.04, and contains the goals and timetables as well as methods for achieving which are reasonable and sufficiently aggressive to deal with the identified disparities.




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Silvia Vaccaro, Affirmative Action Manager




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Sanne Magnan, M.D., Ph.D.  
Commissioner

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## Commissioner's Statement of Commitment to Equal Employment Opportunity and Affirmative Action

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The Minnesota Department of Health (MDH) is committed to Minnesota's statewide affirmative action efforts and equal employment opportunity policies. I affirm my personal and official support of these policies which provide that:

- Discrimination against employees, applicants, or eligibles on the basis of race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, membership or activity in a local human rights commission, disability, sexual orientation, or age will not be tolerated;
- The Department of Health is committed to the implementation of the affirmative action policies, programs, and procedures included in this plan;
- The Department of Health will continue to actively promote a program of affirmative action, wherever minorities, women, and persons with disabilities are underrepresented in the workforce;
- The Department of Health is committed to the retention all qualified, talented employees, including protected group employees.

Silvia Vaccaro will act as the Department of Health's Affirmative Action Officer designee and ADA Coordinator designee. She is responsible for monitoring the day-to-day activities of both programs.

Anyone interested in reviewing the Department of Health's affirmative action plan or who has concerns about affirmative action or equal opportunity issues may request a copy of the plan from Silvia Vaccaro, Affirmative Action Officer.

It is the policy of the Department of Health to provide an employment environment free of any form of discriminatory harassment as prohibited by federal, state, and local human rights laws. I strongly encourage suggestions as to how we may improve the Department of Health. We strive to provide equal employment opportunities and the best possible service to the citizens of Minnesota.

November 1, 2010

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Date



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Sanne Magnan, M.D., Ph.D.  
Commissioner

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## **Responsibility, Duties and Accountability of implementing the Affirmative Action Plan**

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Every employee of the Minnesota Department of Health is responsible for adhering to the department's policies related to EEO and affirmative action. Furthermore, all employees are expected to demonstrate respect for each other, our customers, clients and stakeholders. Specific responsibilities and duties are delegated to various positions within the department and are outlined below:

### **COMMISSIONER OF HEALTH**

The Commissioner has the responsibility to oversee and ensure the implementation of this plan and to further ensure compliance with existing federal and state laws, rules and regulations.

#### **Responsibilities**

- To appoint or designate the department's Affirmative Action Officer and to engage in regular communication with that person to identify pertinent issues in the department
- To ensure that the department's managers and supervisors are informed of their individual responsibilities in the area of EEO/Affirmative Action and Diversity
- To ensure that managers and supervisors are being held accountable for their responsibilities outlined in this plan
- To take action on complaints of discrimination as outlined in this plan's complaint procedures
- To state to all employees, both verbally and in writing, support for equal employment opportunity, affirmative action, diversity and the contents of this plan
- To change policy, procedure or practice as needed to remove barriers to the success of this plan
- To evaluate, along with the Director of Human Resource Management, the performance of the Affirmative Action Officer

#### **Accountability**

To the Governor, and indirectly to the Commissioner at the Minnesota Department of Management and Budget.

## **AFFIRMATIVE ACTION OFFICER**

The Affirmative Action Officer is responsible for developing and administering this plan and monitoring the progress and results on behalf of the Commissioner.

### **Responsibilities**

- To work in partnership with managers and supervisors to assist them in fulfilling their responsibilities in diversity/affirmative action areas
- To assist MDH administrators and Human Resource Management in coordinating and monitoring diversity/affirmative action activities and results
- To investigate complaints of discrimination and report findings to appropriate managers, director of Human Resource Management and the Commissioner
- To disseminate and explain the department's policies and this plan to all employees
- To determine affirmative action and diversity training needs and design, arrange or conduct necessary training and informational activities
- To review hiring practices and proposed selections to ensure that protected group members in areas of disparity are available and considered
- To establish goals and timetables and monitor progress in meeting them in areas where disparities of protected group members exist
- To review policies, procedures, programs relating to diversity/affirmative action and recommend changes where appropriate
- To fulfill all affirmative action reporting requirements
- To advise agency management of the requirement to notify contractors and subcontractors of their affirmative action responsibilities
- To review reasonable accommodations for people with disabilities and to oversee the administration of the ADA within the department
- To maintain records of requests for reasonable accommodation, missed opportunities and complaints of discrimination or discriminatory harassment

### **Accountability**

To the Commissioner of Health and the Human Resource Management Director.

## **SUPERVISORS AND MANAGERS**

Supervisors and Managers are expected to ensure compliance with the department's EEO and affirmative action policies and this plan. They are further expected to ensure fair and equal treatment of all employees.

### **Responsibilities**

- To strive for a respectful working environment for all employees and to take appropriate steps to correct conflict situations in the work unit. These individuals are expected to work with the Affirmative Action Officer to develop constructive solutions through mediation, discussion and investigation of complaints and to advise all employees of their rights to file complaints
- To work collaboratively with the Affirmative Action Officer and the Human Resource Management Team to identify and eliminate barriers to the success of this plan
- To affirmatively recruit, hire, train and promote qualified protected group members wherever disparities exist and to ensure equal treatment in all aspects of employment for all employees
- To communicate and demonstrate a personal commitment to the department's EEO/AA policies and this plan for all employees in their areas of responsibility
- To objectively assess the performance of all employees and develop, with each employee, a plan for professional development on a regular basis
- To identify and communicate training needs in the areas of equal employment opportunity, affirmative action and diversity to the Affirmative Action Manager
- To ensure that all employees in their work unit are familiar with this plan and related policies and to discuss these concepts at regular staff meetings and other forums
- To be active and visible participants in the department's diversity learning process and to encourage the participation of employees

### **Accountability**

Managers and supervisors are accountable to their managers and indirectly to the Commissioner, Deputy Commissioner and Assistant Commissioners.

## **DIRECTOR OF HUMAN RESOURCE MANAGEMENT**

The Director of Human Resource Management is responsible for ensuring that human resources policies, procedures and practices are administered fairly and are uniformly applied to all employees, and to take positive action to remove all barriers to equal employment opportunity within the Department.

### **Responsibilities**

- To provide leadership to the Human Resource Management Division staff and ensure their adherence to affirmative action principles in the decision making process for all personnel actions
- To ensure that managers and supervisors are adhering to the pre-hire review process as outlined in this plan
- To provide guidance in the development and utilization of selection criteria to ensure, to the extent possible, that it is objective, uniform, and job related
- To identify and resolve problems which inhibit equal employment opportunity and to discuss problems and resolutions with the Affirmative Action Officer
- To discuss with staff, the goals, timetables and strategies of this plan

### **Accountability**

To the Commissioner, Deputy Commissioner and Assistant Commissioners of Health.

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## Communication of Affirmative Action Plan

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The following information describes the steps the Department of Health (MDH) is taking both internally and externally to communicate the Affirmative Action Plan to both employees in general and the general public.

### Internal/External Dissemination

- A physical copy of the Affirmative Action Plan is available at the Office of Workforce Diversity (OWD), the Human Resources Director's office, and the MDH library.
- The Affirmative Action Plan is posted together with all the Federal and State posters ensuring Non-Discrimination and Equal Opportunity permanently in the Human Resources Management area. OWD oversees the currency of the posters.
- The Affirmative Action Plan is presented to new employees through the New Employee Orientation modules. The Affirmative Action Officer reviews the plan and shows its location on the Office of Workforce Diversity's website at:

<http://fyi.health.state.mn.us/fadmin/hrm/owd/aaplan/>

- The Affirmative Action Plan is also presented to new Managers and Supervisors during the New Managers and Supervisors orientation with the Affirmative Action Officer at the time of their appointment. During this one-on-one meeting, the Affirmative Action Officer reviews the plan with management and informs them of their duties and responsibilities under the plan. The plan is also easily accessible at the Office of Workforce Diversity's website at:

<http://fyi.health.state.mn.us/fadmin/hrm/owd/aaplan/>

- The Affirmative Action Plan is also available to MDH staff through the intranet link at : <http://fyi.health.state.mn.us/fadmin/hrm/owd/aaplan/>
- The Affirmative Action Plan is also available to external interested parties at the Minnesota Department of Health's external page at:

<http://www.health.state.mn.us/divs/hrm/aaplan.html>

- Anyone interested in reviewing the Department of Health's affirmative action plan or who has concerns about affirmative action or equal opportunity, may request a copy of the plan from Silvia Vaccaro at (651)201-5789 or [Silvia.Vaccaro@state.mn.us](mailto:Silvia.Vaccaro@state.mn.us). A copy of the plan is also available for viewing in the Human Resources Management waiting area located in the Freeman Office Building, 625 Robert Street North, St. Paul, MN 55155-2538, 1<sup>st</sup> Floor, Pod A.

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## **Harassment/Discrimination Policies**

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### **General Harassment - 412.01**

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#### **POLICY**

Employees have the right to work in an environment free from general harassment. Employees must refrain from engaging in behaviors which have the purpose or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile or offensive work environment for another employee.

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#### **STANDARD**

##### **DEFINITION**

General harassment is verbal and/or physical behavior that is abusive, unwelcome, offensive, insulting or demeaning with the purpose or effect of: interfering with or jeopardizing an individual's employment or creating an intimidating, hostile or offensive employment environment among employees.

For the purposes of this policy, general harassment does not include routine interpersonal relationship conflicts between employees, general rudeness, or disputes between employees and/or their supervisors regarding work requirements or expectations, performance evaluations, department or division policies, or union contract provisions.

##### **STANDARD**

Employees are expected to conduct themselves with dignity and respect for others. Employees are responsible for creating and maintaining an environment free from harassment. Employees must not engage in behavior which has the purpose or effect of harassing another employee.

Managers and supervisors are responsible for ensuring that their work units are free of harassment.

Employees who engage in general harassment in the work place will be subject to disciplinary action, up to and including discharge from employment.

Employees who make a complaint of general harassment will not experience any retaliation or intimidation directed toward them because they initiated a complaint. Employees engaging in behaviors of retaliation or intimidation toward a complaining employee will be subject to disciplinary action, up to and including discharge from employment.

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## PROCEDURE

**Employee** 1. Attempts to resolve concern or complaint by discussion with the employee, the supervisor, or the division director, within ten (10) days after the occurrence of the events giving rise to the concern.

2. If concern is not resolved, files complaint in writing using the department's discrimination/harassment complaint form within 30 (thirty) days of the occurrence of the event giving rise to the complaint. Complaints should be filed with the department's affirmative action officer.

**Affirmative Action Officer** 3. Determines if the complaint is discriminatory harassment.

If the complaint is discriminatory harassment the complaint will be processed by the affirmative action officer.

If the complaint is general harassment, the affirmative action officer will refer the complaint to the appropriate Division Director for review and/or investigation.

**Division Director** 4. Assigns responsibility for investigation and reviews the investigation. The investigation shall take no longer than 60 days from the date of the written complaint.

5. Reviews the results of the investigation in conjunction with Human Resource Management Division. Any corrective action decision will be made within five (5) working days of the end of the investigation. The decision of the division director is final.

**Human Resource Director** The Human Resource Director will review the investigation and advise the division director of the appropriate response to the complaint.

**Note:** The time limits set forth in the above procedure may be extended by notice to the complaining employee.

You may [download the complaint/harassment form here \(MS Word document\)](#).

**Responsible  
Manager(s):** Human Resource Director  
[Jody.OMalley@state.mn.us](mailto:Jody.OMalley@state.mn.us)

**Contact  
Person(s):**

Last Updated: 11/01/2009

# Discrimination in Employment - 405.01

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## **POLICY**

The Minnesota Department of Health ("MDH") has a policy of zero tolerance for discrimination, including unlawful harassment, on the basis of race, color, creed, national origin, sex, age, membership in a local commission, disability, religion, sexual orientation, marital status and status with regard to public assistance. Sexual harassment is a form of discrimination and is prohibited under this policy. The Department is further committed to ensuring that all employees have a working environment that is free from discrimination, and will work proactively to eliminate barriers that inhibit equal opportunity. The agency will provide and financially support reasonable accommodations requested by qualified individuals with disabilities in all of its employment processes that do not create an undue hardship situation. Retaliation against individuals who bring forth a complaint is strictly prohibited. No employee shall intentionally use this policy or related procedure for reason of personal malice or abuse.

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## **STANDARD**

### **DEFINITIONS**

#### **Discrimination:**

Unfair treatment, intentional or unintentional, based on an individual's or groups' protected class status, which will deprive them of employment opportunities or otherwise adversely affect the individual's work environment or status as an employee.

#### **Other Harassment:**

Any behavior that is demeaning, offensive, insulting, belittling or degrading and is related to the protected class status of an individual or group.

Harassment that is general in nature, and not related to an EEO protected status, is to be pursued under MDH's General Harassment Policy.

#### **Standards**

All applicants, employees, vendors, contractors and volunteers of the

Minnesota Department of Health are covered by this policy. All employees are responsible for treating co-workers in a manner consistent with this policy. Supervisors have an additional responsibility to maintain a work environment free from discrimination, including harassment.

### **Complaint Procedure**

This procedure applies to complaints that allege discrimination or harassment on the basis of race, color, creed, religion, national origin, gender, marital status, membership or activity in a local commission, status with regard to public assistance, disability, age or sexual orientation. Prohibition of discrimination is described in the policy. Sexual harassment is a form of discrimination based on gender and is also covered by this procedure.

The following provisions are not considered to be formal complaints and are not subject to processing under this procedure, unless you believe that one of the above factors is the basis. For these considerations, you are encouraged to contact a Human Resources Representative:

- Performance review/evaluation disputes
- Union contract terms and provisions, or how they are administered

### **General Provisions**

- Any employee, applicant or eligible who believes that he or she has been subjected to discriminatory or harassing behavior or who believes he or she has witnessed such behaviors is encouraged to report this information
- MDH will work to ensure that no adverse or retaliatory action will occur to an employee who reports conduct which is alleged to be a violation of this policy
- Discrimination complaints, investigation data and findings are handled in accordance with the Minnesota Government Data Practices Act. A person is not legally required to provide this information, but it may be critical to conducting an investigation.
- Complaints will not be accepted after an employee terminates employment with the Department or if the same matter is being pursued simultaneously through another formal grievance or appeal process, unless the complaint is directly related to the employee's separation

- Complaints that are not based on one of the protected characteristics mentioned above shall not be resolved through this procedure. You are encouraged to contact the Office of Workforce Diversity and/or a Human Resources Representative for guidance.
- The complainant, through the Affirmative Action Officer, shall be advised of his or her right to file a charge of discrimination within 365 days after the occurrence of the event with the Commissioner or the Department of Human Rights or 300 days after the occurrence of the event for the Equal Employment Opportunity Commission or other legal channels

Prior to filing an internal formal complaint under this procedure, employees are encouraged to first consult with the Affirmative Action Officer to determine if the complaint is an appropriate matter for resolution under this procedure. If the issue is one appropriate for resolution through this procedure, the Affirmative Action Officer will advise the employee on how to proceed, including the completion of the discrimination complaint form. If not, the employee will be advised of other options for resolution. Initial determination of the appropriate method of resolution will be made within 10 working days from the date the complaint is received.

Employees should file the formal complaint within 30 days of the occurrence of the event, giving rise to the complaint. Complaints involving potential illegal discrimination filed between 30 and 365 days of the event may, at the discretion of the Affirmative Action Officer, be accepted and investigated.

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## PROCEDURE

### **Step 1**

The formal complaint should be presented to the Department's Affirmative Action Officer within 30 days of the occurrence of the event giving rise to the complaint. After receipt of a formal complaint, the Affirmative Action Officer shall determine whether or not the complaint alleges discrimination based on the individual's protected group characteristic (race, creed, color, sex, age, marital status, national origin, disability, religion, reliance on public assistance, membership or activity in a local commission or sexual orientation).

If the complaint is determined not to be based on an employee's individual protected group characteristic listed above but is

appropriate as a general harassment complaint, then, the Affirmative Action Officer will refer the complaint to a Human Resources Representative who will follow the General Harassment Policy.

If the complaint is timely and proper for resolution through this complaint procedure, the Affirmative Action Officer shall immediately initiate an investigation. If the complainant is suffering irreparable or immediate harm, or may be subjected to such harm, the Affirmative Action Officer may take whatever action is necessary to remedy the situation while the complaint is being investigated.

### **Step 2**

Within 60 days from the date the complaint is received, the Affirmative Action Officer shall investigate the complaint. If extenuating circumstances inhibit meeting the 60-day timeframe, a written explanation of extension will be issued. The investigation may include interviews with or statements from all parties involved including, but not limited to, the complainant, respondent, complainant's supervisors, witnesses and co-workers. The Affirmative Action Officer's investigation will also include a review of all pertinent records or documents relating to the complaint.

### **Step 3**

The Affirmative Action Officer shall prepare a report of his or her findings resulting from the investigation of the complaint. The findings will be communicated to the responsible party in the Department who is authorized to take action to resolve or correct the matter. Such corrective action may include discipline up to and including discharge when the investigative findings give merit to the complaint allegations. A letter of disposition will be issued to the complaining party within 5 working days from the date that the decision on appropriate action is made. The final determination of the complaint will be sent to the within 30 days of completion.

**NOTE:** Certain procedural requirements exist in various union contracts, which apply to complaints of alleged sexual harassment. For more specific information regarding these requirements, please refer to the applicable contract or inquire with the Affirmative Action Officer.

[INTERNAL DISCRIMINATION COMPLAINT FORM \(MS Word\)](#)

Further requirements may be outlined in the employees' collective bargaining agreements.

Reference: [MDH Affirmative Action Plan](#)

[Minnesota Human Rights Act \(M.S. 363\)](#)  
[Title VII of the Civil Rights Act](#)  
[Americans With Disabilities Act](#)

**Responsible  
Manager(s):** Silvia Vaccaro  
Affirmative Action Officer  
651-201-5789  
[silvia.vaccaro@state.mn.us](mailto:silvia.vaccaro@state.mn.us)

**Last** 11/01/2009

## Sexual Harassment - 422.02

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### POLICY

The Minnesota Department of Health ("MDH") has a policy of zero tolerance for discrimination. Sexual harassment is a form of discrimination and is prohibited under this policy.

Sexual Harassment is any behavior that is sexual in nature and is unwelcome, personally offensive, insulting and demeaning where:

- Submission to or rejection of such conduct is explicitly or implicitly made a term or condition of employment.
- Submission to or rejection of such conduct is used as a basis for decisions affecting a person's employment.
- Such conduct or communication has the purpose or effect of substantially interfering with an individual's employment, or creating an intimidating, hostile or offensive working environment.

Sexual harassment can occur in a variety of circumstances, including but not limited to the following:

- The victim as well as the harasser may be a woman or a man. The victim does not have to be of the opposite sex.
- The harasser can be the victim's supervisor, an agent of the employer, a supervisor in another area, a co-worker, or a non-employee.
- The victim does not have to be the person harassed but could be anyone affected by the offensive conduct.

Unlawful sexual harassment may occur without economic injury to or discharge of the victim.

The harasser's conduct must be unwelcome.

*Adapted from the Equal Employment Opportunity Commission.*

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### STANDARD

#### General Provisions

Any employee, applicant or eligible who believes that he or she has been subjected to sexual harassment or who believes he or she has witnessed such behaviors is encouraged to report this information

MDH will work to ensure that no adverse or retaliatory action will occur to an employee who reports conduct which is alleged to be a violation of this policy

Sexual Harassment complaints, investigation data and findings are handled in accordance with the Minnesota Government Data Practices Act. A person is not legally required to provide this information, but it may be critical to conducting an investigation.

Complaints will not be accepted after an employee terminates employment with the Department or if the same matter is being pursued simultaneously through another formal grievance or appeal process, unless the complaint is directly related to the employee's separation. Complaints that are not sexual harassment shall not be resolved through this procedure. You are encouraged to contact the Office of Workforce Diversity and/or a Human Resources Representative for guidance.

The complainant, through the Affirmative Action Officer, shall be advised of his or her right to file a charge of discrimination within 365 days after the occurrence of the event with the Commissioner or the Department of Human Rights or 300 days after the occurrence of the event for the Equal Employment Opportunity Commission or other legal channels.

Prior to filing an internal formal complaint under this procedure, employees are encouraged to first consult with the Affirmative Action Officer to determine if the complaint is an appropriate matter for resolution under this procedure. If the issue is one appropriate for resolution through this procedure, the Affirmative Action Officer will advise the employee on how to proceed, including the completion of the discrimination complaint form. If not, the employee will be advised of other options for resolution. Initial determination of the appropriate method of resolution will be made within 10 working days from the date the complaint is received.

Employees should file the formal complaint within 30 days of the occurrence of the event, giving rise to the complaint. Complaints involving potential illegal discrimination filed between 30 and 365 days of the event may, at the discretion of the Affirmative Action Officer, be accepted and investigated.

#### **Complaint Procedure**

This procedure applies to complaints that allege sexual harassment. The following provisions are not considered to be formal complaints and are not subject to processing under this procedure, unless you believe that one of the above factors is the basis. For these considerations, you are encouraged to contact a Human Resources Representative: Performance review/evaluation disputes, Union contract terms and provisions, or how they are administered

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## **PROCEDURE**

### **Step 1**

The formal complaint should be presented to the Department's Affirmative Action Officer within 30 days of the occurrence of the event giving rise to the complaint. After receipt of a formal complaint, the Affirmative Action Officer shall determine whether or not the complaint alleges discrimination based on sexual harassment.

If the complaint is determined not to be sexual harassment but is appropriate as a general harassment complaint, then, the Affirmative Action Officer will refer the complaint to a Human Resources Representative who will follow the General Harassment Policy.

If the complaint is timely and proper for resolution through this complaint procedure, the Affirmative Action Officer shall immediately initiate an investigation. If the complainant is suffering irreparable or immediate harm, or may be subjected to such harm, the Affirmative Action Officer may take whatever action is necessary to remedy the situation while the complaint is being investigated.

### **Step 2**

Within 60 days from the date the complaint is received, the Affirmative Action Officer shall investigate the complaint. If extenuating circumstances inhibit meeting the 60-day time frame, a written explanation of extension will be issued. The investigation may include interviews with or statements from all parties involved including, but not limited to, the complainant, respondent, complainant's supervisors, witnesses and co-workers. The Affirmative Action Officer's investigation will also include a review of all pertinent records or documents relating to the complaint.

### **Step 3**

The Affirmative Action Officer shall prepare a report of his or her findings resulting from the investigation of the complaint. The findings will be communicated to the responsible party in the Department who is authorized to take action to resolve or correct the matter. Such corrective action may include discipline up to and including discharge when the investigative findings give merit to the complaint allegations.

A letter of disposition will be issued to the complaining party within 5 working days from the date that the decision on appropriate action is made. The final determination of the complaint will be sent to the complainant within 30 days of completion.

**NOTE:** Certain procedural requirements exist in various union contracts, which apply to complaints of alleged sexual harassment. For more specific information regarding these requirements, please

refer to the applicable contract or inquire with the Affirmative Action Officer.

[INTERNAL DISCRIMINATION COMPLAINT FORM \(MS Word\)](#)

Further requirements may be outlined in the employees' collective bargaining agreements.

Reference: [MDH Affirmative Action Plan](#)

Minnesota Human Rights Act (M.S. 363)

Title VII of the Civil Rights Act

Americans With Disabilities Act

**Responsible  
Manager(s):**

Silvia Vaccaro  
Affirmative Action Officer  
651-201-5789  
[silvia.vaccaro@state.mn.us](mailto:silvia.vaccaro@state.mn.us)

**Updated:** 08/11/2009

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# Internal Harassment/Discrimination Complaint Form

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Minnesota Department of Health  
**Office of Workforce Diversity**  
Discrimination/Harassment Complaint Form

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**\*Please Read Before Completion of Form\***

TENNESSEN NOTICE: This form asks you to supply data concerning yourself that may be considered private or confidential under the Minnesota Government Data Practices Act (MN. Stat., Chapter 13). The reason this data is being collected is to help the Department of Health understand and investigate a complaint that you wish to file alleging discrimination or harassment. Although you are not legally required to supply the requested data, failure to do so may make it difficult for the department to investigate your complaint. While providing data may put you at risk in terms of possible legal action that could be taken against you, the consequences of not supplying the data would be that we do not have all of the information relevant to your complaint. If you supply this data, you may be required to testify at subsequent hearings and/or data you provide may be used to take disciplinary or other remedial action.

The other persons or entities which, as authorized by law, may see the data at some point include: supervisors and managers whose input is necessary in the decision-making process; exclusive representatives of employees; staff of the Minnesota Department of Employee Relations; persons and/or entities authorized by you to see the data; arbitrators, hearing examiners and other judicial and/or quasi-judicial officials; and other entities involved in grievances, appeals and litigation over the subject matter of this investigation (includes the Attorney General's office). This could include the: State and federal courts; State and federal human rights enforcement agencies; the Re-employment Compensation Division of the Minnesota Department of Employment and Economic Development; law enforcement agencies; counsel for and parties to litigation pursuant to court order; the Legislative Auditor's office; the employee who is being investigated.

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**Name of Complainant**

**Division/Section/Unit**

**Job Title**

**Supervisor**

**Phone**

**E-mail**

**Check any of the following that you believe may be the basis for the complaint:**

- |                                     |   |  |
|-------------------------------------|---|--|
| <input type="checkbox"/> Disability | <input type="checkbox"/> National Origin    | <input type="checkbox"/> Status with Regard to Public Assistance |
| <input type="checkbox"/> Race       | <input type="checkbox"/> Religion           | <input type="checkbox"/> Local Human Rights Commission Activity  |
| <input type="checkbox"/> Sex        | <input type="checkbox"/> Creed              | <input type="checkbox"/> Retaliation for filing prior complaint  |
| <input type="checkbox"/> Age        | <input type="checkbox"/> Sexual Orientation | If so, date of complaint   |
| <input type="checkbox"/> Color      | <input type="checkbox"/> Marital Status     |  |

**Why do you believe the reason(s) you checked above is the basis of your complaint?**

**Who do you believe discriminated against or harassed you?**

Name

Division/Section/Unit

Phone

**Please describe the reason (or reasons) you believe that you were discriminated against or harassed.**

Describe the incident(s) in detail, with the most recent incident first (include names and types of behavior, dates, times, locations). Attach additional sheets if necessary. If you have documentation you believe is relevant to your complaint, please attach it to this complaint form.

1.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Has an act of physical violence occurred?
2.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Has intimidation or a threat of violence occurred?
3.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Did police or security respond to this incident? If yes, who responded?
4.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Was a police report filed? List Jurisdiction and report number.
5.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Was your supervisor notified? When?
6.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Was a weapon involved? If yes, specify.
7.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Were you alone when the incident occurred? List the names of any witnesses.
8.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Were you injured? Describe the nature of the injuries and list any facility where you were treated.
9.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Did you lose any work time as a result of this incident? Explain.

**Were there any witnesses? If so, who?**

**Witness #1**

Name

Division/Section/Unit

Phone

**What did he/she observe?**

**Witness #2**

Name

Division/Section/Unit

Phone

**What did he/she observe?**

**Did you attempt resolution of this matter through any other process, such as a union grievance, mediation or other process? If so, please specify.**

**Did you file this complaint with any other agency? If so which agency and where is it in the process?**

.....  
This complaint is being filed based on my honest belief that the named person(s) discriminated or harassed me. I hereby certify that the information I have provided in this complaint is true, correct, and complete, to the best of my knowledge and belief. I hereby affirm that I am not using this complaint procedure for reasons of personal malice or abuse towards another employee.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Received by

\_\_\_\_\_  
Date

Saved on 2/23/2011 2:16:00 PM  
C:\Documents and Settings\JAHNST1\Desktop\owd materials\discrimination\_complaint.doc

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## Goals and Timetables

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The Minnesota Department of Health uses the federal government regulations regarding the quantitative components analysis of affirmative action plans (41 C.F.R. Part 60-2). The two-factor analysis method used in this Plan is in compliance with the aforementioned regulations, and has been approved by the State of Minnesota Department of Management and Budget. The two-factor analysis requires consideration of the following:

- The placement of minorities and women with requisite skills in the “reasonable” recruitment area. The reasonable recruitment area is defined as the geographical area from which the employer either usually or may reasonably seek candidates to fill vacancies (*External factor*).
- The percentage of women and minorities amongst those individuals who may be promoted, trained or transferred within the organization (*Internal factor*).

Once the aforementioned factors are calculated, a comparison is made between the current numbers of incumbent women, minority and disabled employees and their estimated availability within the reasonable recruitment area. Any difference between these figures creates an “underutilization” regarding the protected group category. A goal must then be established by the agency to address the underutilization.

This agency’s workforce disparity statistics and hiring goals objectives are set out in the charts on the following pages entitled “**Utilization Analysis**” and “**Goals and Timetables**”. Department workforce disparity numbers and hiring goals established for this biennial reporting period were developed using 2000 census data. For standard workforce reporting, only Non-Academic Unlimited Employees are counted. For our purposes, Paraprofessionals are included in Office/Clerical and/or Technicians group.

While these documents contain specific hiring goals for identified protected groups within MDH, the department is committed to a general goal of increasing the percentage of people of color and disabled individuals within our workforce each year of this biennial reporting period as well as maintaining or increasing the current participation of women in the workplace.

# Utilization Analysis

## Protected Group: Ethnic Minority Employees

	A	B	C	D	E	F	G
EEO JOB GROUP	Total Number in Group	Total Number of Ethnicity in Group	% Ethnicity in the Group	Availability % (Census Table)	Availability Number	AAP 2010-2012 Number Underutilized	AAP 2008-2010 Number Underutilized
Officials and Administrators	67	2	2.99%	5.1%	3	1	1
Professionals	1113	110	9.88%	8.0%	89	0	0
Technicians	30	0	0.00%	6.8%	2	2	0
Protective Services: sworn	0	0	0.00%	0.0%	0	0	0
Protective Services: non-sworn	0	0	0.00%	0.0%	0	0	0
Paraprofessionals (included in Office/Clerical and/or Technicians group)			0.00%		0	0	
Office/Clerical	283	41	14.49%	8.2%	23	0	0
Skilled Craft	0	0	0.00%	0.0%	0	0	0
Service Maintenance	4	1	25.00%	14.3%	1	0	0

## Protected Group: Female Employees

	A	B	C	D	E	F	G
EEO JOB GROUP	Total Number in Group	Total Number of Female in Group	% Female in the Group	Availability % (Census Table)	Availability Number	AAP 2010-2012 Number Underutilized	AAP 2008-2010 Number Underutilized
Officials and Administrators	67	39	58.21%	37.8%	25	0	0
Professionals	1113	751	67.48%	53.8%	599	0	0
Technicians	30	24	80.00%	63.1%	19	0	0
Protective Services: sworn	0	0	0.00%	0.0%	0	0	0
Protective Services: non-sworn	0	0	0.00%	0.0%	0	0	0
Paraprofessionals (included in Office/Clerical and/or Technicians group)			0.00%		0	0	
Office/Clerical	283	227	80.21%	67.7%	192	0	0
Skilled Craft	0	0	0.00%	0.0%	0	0	0
Service Maintenance	4	2	50.00%	43.6%	2	0	0

### Protected Group: Disabled Employees

	A	B	C	D	E	F	G
EEO JOB GROUP	Total Number in Group	Total Number of Disability in Group	% Disability in the Group	Availability % (Census Table)	Availability Number	AAP 2010-2012 Number Underutilized	AAP 2008-2010 Number Underutilized
Officials and Administrators	67	5	7.46%	11.3%	8	3	3
Professionals	1113	39	3.50%	10.9%	121	82	67
Technicians	30	3	10.00%	11.5%	3	0	6
Protective Services: sworn	0	0	0.00%	0.0%	0	0	0
Protective Services: non-sworn	0	0	0.00%	0.0%	0	0	0
Paraprofessionals <i>(included in Office/Clerical and/or Technicians group)</i>			0.00%		0	0	0
Office/Clerical	283	16	5.65%	11.6%	33	17	9
Skilled Craft	0	0	0.00%	0.0%	0	0	0
Service Maintenance	4	0	0.00%	11.4%	0	0	0

**Column**

**A** = Total number of employees in the job group

**B** = Total number of protected group in the job group

**C** = The percentage that the total number of protected group is to the total number in the job group (Column B divided by Column A)

**D** = Availability % (from the Census data, 1 of 8 factors)

**E** = Column A multiplied by Column D (example: 40 times 41.20 = 16.4 rounded to 16 women)

**F** = Comparison of B and E. If B is larger than E, not underutilized, no disparity. If E is larger than B, underutilized, there is a disparity, and a goal would be set reflecting the difference between the number available and the actual number utilized in the job group.

## Goals And Timetables

EEO Job Group	Women			Minorities			People with a Disability		
	Number Underutilized	Goal	Timetable	Number Underutilized	Goal	Timetable	Number Underutilized	Goal	Timetable
Officials and Administrators	0			1	1	June 2012	3	1	June 2012
Professionals	0			0			82	5	June 2012
Technicians	0			0			6	1	June 2012
Protective Services									
Paraprofessionals									
Office/Clerical	0			0			17	3	June 2012
Skilled Craft									
Service Maintenance	0			0			0		

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## Program Objectives

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The Minnesota Department of Health's mission is to *protect, maintain and improve the health of all Minnesotans*. The Department has created equal employment opportunity, affirmative action and diversity strategic objectives and activities that are an integral part of that mission. Equal employment opportunity, affirmative action and diversity efforts are processes, not programs. These processes involve integrating practices of equal opportunity, affirmative action and diversity into all aspects of agency operations.

The Department, through the combined efforts of the Commissioner, Deputy Commissioner, Assistant Commissioners, Human Resource Management, Office of Workforce Diversity, division heads, managers, supervisors and staff shall work together to:

<b>Objective I: Ensure that the Department is free from discrimination and harassment</b>
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**Goal 1:**

To lessen/eliminate acts of harassment, discrimination, and hostility through continuous learning

**Action Steps:**

- Provide consistent and periodic EO/AA/ADA laws and practices training to all MDH staff.
- Partner with other agencies and private sector associates to exchange EO/AA practices, ideas and training methods, which may be utilized to provide relevant and timely information to MDH staff and constituents
- Join with HRM to educate and train management and staff in the benefits of utilizing alternative dispute resolution techniques internally to resolve workplace disputes and help eliminate hostile work environments.

**Goal 2:**

To clarify and model appropriate behavior by leaders and staff

**Action Steps:**

- Persuade all senior and mid-level MDH management to serve as “champions” for diversity, EO/AA, and a hostile-free work environment at MDH in words and action, including, but not limited to: stating support for the department’s EO/AA policies and practices, attending EO/AA trainings, cultural learning sessions, sponsoring “brown bag” diversity discussion sessions, and encouraging their staff members to participate
- Help establish a process that ensures that MDH administrators and managers are measured and held accountable for their role in accomplishing the agency’s equal opportunity and affirmative action policies and practices

**Goal 3:**

Consistently measure agency compliance

**Action Steps:**

- Work with senior staff and HRM to ensure that all MDH employees are aware of the existence of this Plan, its contents, and their responsibilities under the Plan
- Provide periodic reports to management and staff that document the status of EEO/AA strategic objectives, staff recruitment goals and employee retention strategies

<b>Objective II: Recruit and hire a workforce that reflects the increasing diversity of Minnesota</b>
---

**Goal 1:**

Establish and maintain a recruitment process at MDH:

**Action Steps:**

- Develop a sustainable workforce development plan. Engage MDH's leadership to embed the principles and values of diversity throughout the organization.
- Identify and recommend local, regional and national recruitment strategies and practices that will attract qualified candidates to the department
- Work with HRM and department hiring authorities to identify current and future staffing needs, particularly in scientific, information technology, laboratory and emergency preparedness areas
- Partner with division managers and supervisors to create and implement unit-specific recruitment efforts

**Goal 2:**

Encourage diverse talent to seek opportunities with MDH through cost-effective means

**Action Steps:**

- Attend local, regional and national recruitment events
- Connect with various MDH units to create an employment opportunity marketing plan that is directed to various diverse groups in a medium which is most appropriate to their needs, such as information in their native language, recruiting efforts routed through community elders, etc.)
- Collaborate with HRM, MDH managers, public and private sector organizations, and community contacts to create and utilize innovative recruitment resources in the search for talent
- Establish new, and strengthen existing networking resources for the purpose of announcing job vacancies, and receiving referrals of specific candidates for open positions

- Assist in the development of a formal MDH internship program for college students, which will prepare them for future work opportunities within the agency

**Objective III: Retain a diverse workforce through the creation and maintenance of employee development opportunities and a positive, nurturing workplace environment**

**Goal 1:**

Help foster an environment where people feel welcome, accepted and valued

**Action Steps:**

- Assess retention and workplace climate data through employee surveys and other information gathering means. Provide general findings and recommendations for changes in policy and practices to MDH administration, HRM, managers, and supervisors for their review and action
- Explore the development of an internal mentorship program that will provide employees with opportunities for professional skills development
- Work in conjunction with appropriate MDH administration and HRM to develop, enhance and implement a department succession plan and career development opportunities for staff
- Help support existing employee recognition programs, and propose new events, dependent upon resources.
- Support HRM, managers and supervisors in intervention efforts regarding workplace conflicts

**Goal 2:**

Reduce avoidable turnover of staff

**Action Step:**

- Conduct quantitative and qualitative analyses of agency turnover, report findings to HRM and department administration, and issue recommendations to decrease

**Goal 3:**

Provide opportunities for employee self-sufficiency

**Action Steps:**

- Encourage employees to explore career development and promotion opportunities within the Department, and refer them to resources for assistance
- Conduct outreach efforts with internal and community partners regarding EO/AA education, training and other joint ventures
- Collaborate with public and private organizations to provide and receive EO/AA training and information

## Methods of Auditing, Evaluating, and Reporting Program Success

The Minnesota Department of Health maintains its efforts to meet affirmative action goals and reports the resulting progress on a needed basis either monthly or quarterly. MDH Reporting requirements include:

### State Agency EEO/AA/ADA Reporting Requirements

REPORT	RESPONSIBLE	TIMELINE	SUBMIT TO
Agency Affirmative Action Plan <a href="https://extranet.mmb.state.mn.us/diversity/aff_toolbx/plan.htm">https://extranet.mmb.state.mn.us/diversity/aff_toolbx/plan.htm</a>	Executive state agencies and MnSCU institutions <a href="https://www.revisor.leg.state.mn.us/statutes/?id=43A.191">https://www.revisor.leg.state.mn.us/statutes/?id=43A.191</a> ; 39105.0400; subp. 1 and subp. 2	July of even number years	MN Management & Budget
Affirmative Action Plan Audit <a href="http://extranet.mmb.state.mn.us/odeo/audit.htm">http://extranet.mmb.state.mn.us/odeo/audit.htm</a>	Selected state agencies and MnSCU institutions <a href="https://www.revisor.leg.state.mn.us/statutes/?id=43A.191">https://www.revisor.leg.state.mn.us/statutes/?id=43A.191</a> ; Subd. 3., A.P. 19.2, Section A	Odd year of the Affirmative Action Plan	MN Management & Budget
Monitoring the Hiring Process (MHP) <a href="https://extranet.mmb.state.mn.us/diversity/aff_toolbx/monitoringprocess.htm">https://extranet.mmb.state.mn.us/diversity/aff_toolbx/monitoringprocess.htm</a>	Agencies with 25+employees <a href="https://www.revisor.leg.state.mn.us/statutes/?id=43A.191">https://www.revisor.leg.state.mn.us/statutes/?id=43A.191</a>	Each hiring transaction when there is a disparity in the EEO job group	Agency Affirmative Action Officer/ Human Resources
Quarterly Report <a href="http://extranet.mmb.state.mn.us/odeo/quarterlyreport.htm">http://extranet.mmb.state.mn.us/odeo/quarterlyreport.htm</a>	Agencies with 25+ employees <a href="https://www.revisor.leg.state.mn.us/statutes/?id=43A.191">https://www.revisor.leg.state.mn.us/statutes/?id=43A.191</a> ; 3905.0700, Subp.1	Third Friday of April, July, October, January	MN Management & Budget
Internal Complaint Disposition	All agencies STAT AUTH: MS 43A.04 subd 3; Rules 3905.0500	Within 30 days of final disposition of complaint	MN Management & Budget
Internal Complaint Report <a href="http://extranet.mmb.state.mn.us/odeo/complaint.htm">http://extranet.mmb.state.mn.us/odeo/complaint.htm</a>	All Agencies STAT AUTH: MS 43A.04 subd 3; Rules 3905.0500	Annually – Third Friday in January	MN Management & Budget
ADA Report <a href="http://www.mmb.state.mn.us/sub-ada">http://www.mmb.state.mn.us/sub-ada</a>	All agencies 43A.191, Subd.2, (b), 1, 2, 3,, (c), (d) Titles I and II of the American's Disabilities Act and Executive Order 96-9	Annually – September 1st deadline	MN Management & Budget



**State of Minnesota  
Monitoring the Hiring Process Form**

**Complete this form ONLY for vacancies where there is an underutilization for a protected group in an EEO Job Category.**

**I. GENERAL INFORMATION**

Agency Name (include location or facility):	Job Classification and Job Code (example: PCS, Sr / 0859):	EEO Job Category:
Requisition Number (if none, use Position Number):	Unlimited, Classified Filled Through Multi-Source (List) or Non-Competitive, Qualifying (Non-List) Appt SEMA4 Action/Reason Code (list):	Appointment Date:

**II. IDENTIFY UNDERUTILIZED PROTECTED GROUP(S) FOR THIS VACANCY (Check all that apply)**

- Women       Minorities       People with a disability

**III. INDICATE RECRUITMENT CONDUCTED FOR THIS POSITION (Check all that apply)**

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Newspapers Organization            | <input type="checkbox"/> Community Newspaper              | <input type="checkbox"/> Community/Civic Organization |
| <input type="checkbox"/> Internet Job Boards Suggestions    | <input type="checkbox"/> Diversity-focused Internet Sites | <input type="checkbox"/> Employee                     |
| <input type="checkbox"/> Colleges/University Posting        | <input type="checkbox"/> Trade/Technical School Posting   | <input type="checkbox"/> Workforce Center             |
| <input type="checkbox"/> Job Fair Organization              | <input type="checkbox"/> MMB Website                      | <input type="checkbox"/> Professional                 |
| <input type="checkbox"/> Diversity-focused Magazine/Journal | <input type="checkbox"/> Agency Website                   | <input type="checkbox"/> Disability/Minority Councils |
| <input type="checkbox"/> Direct mailing                     |   |   |
| <input type="checkbox"/> Other, please explain:             |   |   |

**IV. RECRUITMENT COSTS FOR THIS POSITION \$ \_\_\_\_\_**  
(Cost of recruitment in Section III)

**V. INDICATE WHO WAS INVOLVED IN THE RECRUITMENT (Check all that apply)**

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Affirmative Action Officer | <input type="checkbox"/> Agency Recruiter | <input type="checkbox"/> Hiring Manager |
| <input type="checkbox"/> HR Staff                   | <input type="checkbox"/> MMB Recruiter    |   |
| <input type="checkbox"/> Other, please explain:     |   |   |

**VI. TOTAL NUMBER OF PEOPLE IN THE APPLICANT POOL \_\_\_\_\_**

**VII. NUMBER OF QUALIFIED PROTECTED GROUP MEMBERS IN THE APPLICANT POOL \_\_\_\_\_**

Identify underutilized protected group(s) for this vacancy below.	# of protected group members in the Applicant Pool	# of protected group members the agency attempted to contact	# of protected group members responding to contact from agency	# of protected group members who were interviewed	# of protected group members who withdrew or declined job offer
<input type="checkbox"/> Females					
<input type="checkbox"/> Minorities					
<input type="checkbox"/> People with Disability					

**VIII. APPOINTMENT**

**Affirmative**  Yes (If Yes, go to the last section and sign. You do not need to complete the rest of the form.)

**OR**

**Non –Affirmative**  Yes (If Yes, indicate in the next section whether the appointment was Justified

OR Non-justified.)

**IX.**

<b>JUSTIFIED</b>	<b>OR</b>	<b>NON-JUSTIFIED</b>
<p>The following reasons may apply if appointee is not a member of a protected group (women, minority or person with disability) for which there is an underutilization. Select a reason for each member of a disparate group.</p>		
<p><b>Collective Bargaining Agreement Provisions</b></p> <p><input type="checkbox"/> Contract/Plan provisions applied. Including, but not limited to: seniority, appointment from layoff, claiming, transfer/demotion in lieu of layoff or reassignment to avert a layoff. Explain: _____ _____</p> <p><input type="checkbox"/> Appointment made in order to comply with grievance, arbitration, or litigation settlement.</p> <p><b>Workers' Compensation/Disability</b></p> <p><input type="checkbox"/> Appointed workers' compensation employee or appointed individual with a disability as a reasonable accommodation (under A.P. 13.1).</p> <p><input type="checkbox"/> Unable to make reasonable accommodation for applicant's disability. Explain: _____ _____</p> <p><b>Human Resource, Protected Group or Requirement Issues</b></p> <p><input type="checkbox"/> No members of disparate groups were in the Applicant Pool. There were (____) applicants in the pool who did not disclose their protected status.</p> <p><input type="checkbox"/> Member of disparate group failed to pass mandatory job requirements; such as: education, training, experience, certification /licensure, physical exam, or background check.</p>		<p><input type="checkbox"/> Missed opportunity Explain: _____ _____ _____ _____</p>

<p>Explain: _____</p> <p>_____</p> <p>_____</p> <p><input type="checkbox"/> Member of disparate group did not respond to agency's contact, voluntarily withdrew their name, or were not interested in the position.</p> <p><input type="checkbox"/> The person selected was not a member of the disparate group, but was <b>substantially</b> more qualified than the candidates not selected. What Knowledge, Skills and Abilities made the appointee substantially more qualified? Explain: _____</p> <p>_____</p> <p>_____</p> <p>_____</p>	
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**X. PRE-APPOINTMENT/EMPLOYMENT REVIEW PROCESS**

Was the **pre-appointment/employment review process** followed, as stipulated in agency affirmative action plan?

- Yes     No

If no, please explain:

\_\_\_\_\_

**XI. SIGNATURE BLOCK**

<p>_____</p> <p>Signature of Agency Human Resource Staff</p> <p>Date _____</p> <p>Phone _____</p>	<p>_____</p> <p>Signature of Affirmative Action Officer</p> <p>Date _____</p> <p>Phone _____</p>
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The Minnesota Department of Health will act affirmatively to recruit and hire qualified individuals from protected groups. The following process describes the steps necessary prior to a supervisor making an offer of employment.

### **Pre-Employment Review Process**

<b>Responsible Entity</b>	<b>Action Required</b>
<b>Human Resource Management in partnership with Supervisors and Managers</b>	Ensure that position descriptions accurately reflect the required knowledge, skills and abilities required to perform the essential functions of the position. Revise as required.
<b>Human Resource Management</b>	Upon receipt of a request to fill a position, the HRM staff will notify the supervisor of unmet affirmative action goals.
<b>Supervisors &amp; Managers</b>	If a new job announcement is necessary, the hiring supervisor will be encouraged to target recruitment activities that will address any unmet goals.
<b>Supervisors &amp; Managers</b>	Job related and objective questions will be prepared and asked during the interviews consistently to all candidates. Supervisors are encouraged to review interview questions with the agency affirmative action officer or HRM rep. to ensure that they are based on objective, job-related criteria.
<b>Senior Leadership</b>	Managers and supervisors will be accountable to Senior Leadership for meeting affirmative action goals.

Affirmative attempts to eliminate under-utilization can be undertaken at several points in the employment process. OWD and senior management of the Agency will encourage all hiring supervisors to consider the following issues during the course of employing individuals in the agency. The following questions address the areas in which supervisors can affirmatively ensure equal employment opportunity:

#### **Anticipating a Need**

1. What is the composition of the current staff complement?
2. Is there under-representation within the agency/division/unit?
3. What is the current capacity of staff to understand and meet the needs of a diverse constituency?

#### **Establishing a Position**

1. What knowledge, skills and abilities are needed in order to perform the essential

functions of the position?

2. Who will be most impacted by the work of this position?
3. Are there any special skills required (such as bi-lingual capability or specific cultural sensitivity)?
4. Are there affirmative action goals for this job group?

### **Identifying Recruitment Resources**

1. What media resources are available? Are they targeted to address under-utilization?
2. What internal resources are available (including staff within the agency)?
3. What electronic notification methods are available?
4. What relationships with recruitment sources exist?
5. What external events/activities can be used to promote this position?

### **Assessing Composition of the Applicant Pool**

1. Does HRM indicate that there is a diverse pool of qualified applicants for this position?
2. If the pool is not diverse, can the position be re-posted?

### **Selecting Competent, Caring and Committed Staff**

1. Do candidates possess the required knowledge, skills and abilities to perform the essential functions of the position?
2. Do they possess the capacity to understand and meet the needs of those impacted by the work?
3. Have they demonstrated the ability to work in diverse team environments?

### **Retaining Diverse Talent**

1. Does staff have the needed training, support and feedback to be successful?
2. Is the work culture conducive to their professional growth?
3. Are there support mechanisms in the agency that will assist them in being productive?

### **Measuring Performance**

1. Have they demonstrated competence in performing the essential job functions?
2. What accomplishments have they made?
3. What contributions have they made to the agency-wide affirmative action and diversity goals and objectives?
4. Have they demonstrated an ability to interact effectively with co-workers and stakeholders?
5. What development goals would assist them in being more effective in their work?

The Minnesota Department of Health is required by federal and state law to maintain various personnel records for the purpose of preparing reports. To meet this requirement, a centralized reporting system has been established and will be maintained by the Human Resource Management Division and the Affirmative Action Officer.

The department will evaluate its progress in the following ways:

- Through automated systems (Access, SEMA4, Crystal Reports) progress is measured and communicated to agency management members who shall disseminate that information to their respective areas of responsibility
- A pre-review of layoff decisions will be conducted to determine any adverse impact on protected group employees
- Employment interview methods will be randomly reviewed to ensure that all selection criteria are objective and job related
- Quarterly reports on hiring and separation rates will be generated, compiled and distributed to agency management
- Evaluations of all training will be conducted at the time of the training session to determine whether or not they meet the intended objectives

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## **Weather Emergencies and Evacuations**

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Employees with temporary or permanent mobility impairments, deaf or hard of hearing employees, or those who feel they would be unable to evacuate the building in a timely manner due to a personal health condition, may choose to select two (2) Evacuation Assistants to provide aid during an emergency. The employee, with his/her supervisor and the Evacuation Assistants, should form a plan to meet in a specific area of the workplace for ALL emergencies. If the employee is in another area of the building, or one or both of the Evacuation Assistants is not available to help, the employee will ask for assistance from other individuals. Please review the general procedures for your facility.

During an evacuation, one (1) Evacuation Assistant will remain with the employee and instruct a fellow employee (Floor Warden, Division Monitor, or another Evacuation Assistant) to leave and report to the Building Emergency Coordinator or Building Security Guard the location of the employee and the remaining Evacuation Assistant. These individuals will remain at this location until their rescue is assisted by the Fire Department or Emergency personnel. If, due to building conditions, they are unable to remain at this location, they will relocate to an area behind doors (an office or conference room), and will call 9-911 to advise them of their relocation. Elevators will be unavailable during a building evacuation except to emergency personnel.

### **Weather Emergencies (during the work day)**

When a weather emergency is declared during the workday, employees will be notified of the emergency. A supervisor should form a plan with an employee that is deaf or hard of hearing to ensure access to appropriate technology and notification. Notice to move to shelter areas during a weather emergency will be provided over the public address system or by building management. Employees with mobility impairments, either temporary or permanent, assisted by the Evacuation Assistants, should move to the designated shelter area described in the emergency procedures. Management shall direct visitors with mobility impairments to an emergency team member for assistance.

### **Weather Emergencies (before the work day)**

When a weather emergency is declared by the Commissioner of Finance and Employee Relations, the announcement will be made over WCCO radio (830 AM) and perhaps the local news stations before the start of the workday that agencies will be closed, except for essential employees. In addition, the MDH has designated a toll-free emergency message line #888-234-1244 and employees will receive a broadcast message on their work voicemails.

Supervisors should follow the steps outlined below to ensure that employees who are deaf or hard of hearing receive the information:

- Consult with employees prior to the emergency to determine what appropriate action and method of notification works best for that employee
- If the employee has a TDD/TTY machine or other assistive technologies, the supervisor may make arrangements with the employee to contact them through the Minnesota Relay Service
- If another method of notice is possible and appropriate, the supervisor shall use this method.

# Emergency Closings - 407.01

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## POLICY

The Department of Health closes facilities during emergencies and grants paid time off to affected personnel pursuant to Minnesota Management and Budget [Administrative Procedure 5.4](#).

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## STANDARD

The Department of Health has the discretion to close a facility during an emergency if there is an immediate threat to health and safety. Persons authorized to make closures include the Commissioner, Deputy Commissioner, Assistant Commissioners, or Human Resource Management Director. Emergency leave with pay may be authorized at any time of the day during or after normal work hours and in various work locations throughout the state. Pay may be authorized only if the Commissioner of Minnesota Management & Budget declares the situation an emergency.

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## PROCEDURE

An emergency is declared either by the Commissioner of Minnesota Management and Budget or the Department of Health. The Commissioner of Minnesota Management and Budget notifies the Commissioner's Office or Human Resource Management that an emergency has been declared.

If an emergency is declared during the normal work day, Human Resource Management or Commissioners Office notifies the appropriate staff affected by the emergency by E-mail or by placing a broadcast message on all voice mail boxes.

If an emergency is declared outside normal work hours, Minnesota Management and Budget (MMB) notifies WCCO Radio 830, KSTP, WCCO and KARE TV for broadcast. The announcement would also be forwarded to the Associated Press (AP) to be put on the news wire for radio stations in greater Minnesota and placed on the MMB website, [www.mmb.state.mn.us](http://www.mmb.state.mn.us).

Health Department Twin Cities Metro area employees can call in to their telephone voice mail box or 651/201-5775 to hear a broadcast

message regarding the emergency leave.

MDH employees in Greater Minnesota, traveling outside the Twin Cities area, or who do not have telephone voice mail boxes, can check out the above mentioned stations or web site or call the MDH toll free number, 1-888-234-1244, to hear a recorded message. It is a good idea to carry this toll free number with you if you travel around Minnesota, because a recorded message will be placed on this line identifying the geographic area covered by the emergency leave.

**Human  
Resource  
Management**

Develops and administers Emergency Closing Policy

Consults with MMB regarding approval to pay Emergency Leave for closures

Establishes procedures for notifying employees of closures

Advises managers and supervisors of procedures and the purpose and intent of Emergency Leave provisions

**Managers  
and  
Supervisors**

Seeks approval from Assistant Commissioner, Deputy Commissioner, Commissioner, or HRM Director to institute emergency closures when there is immediate threat to the health or safety of employees

Releases employees from duty after approval

If Emergency Closure has not been approved by MMB, explains situation to HRM Director to determine if paid emergency should be requested

Explains procedures and processes for emergency closures to employees

Ensures that time for Emergency Leave is properly recorded on time sheets

**Employees**

Provides advice on the procedures to be used during investigation.

Reads and understands Emergency Closure and Emergency Leave provisions

Monitors information available through MDH and local media to determine if emergency closure has been authorized

Reports time accurately on time sheets after emergency closures

Revised: November, 2008

References: Minnesota Statutes 43A.05, Subd. 4

<http://www.revisor.leg.state.mn.us/stats/43A/05.html>

MMB [Administrative Procedure 5.4.](#)

**Responsible  
Manager(s):** Director, Human Resource Management (651) 201-5785  
[Jody.OMalley@state.mn.us](mailto:Jody.OMalley@state.mn.us)

**Contact  
Person(s):** Director, Human Resource Management  
[Lonna.Beilke@state.mn.us](mailto:Lonna.Beilke@state.mn.us)

**Last Updated:** 11/25/2008

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## Reasonable Accommodation Policy

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### Disability and Reasonable Accommodation - 424.01

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#### POLICY

The Department of Health is committed to recruit, select and retain qualified people with disabilities. Accommodations will be provided to qualified individuals, whether an employee or job applicant (including employees seeking promotion), when such accommodations are directly related to performing a job or competing for a job. Expenses incurred in this process can be funded by the indirect cost pool allocation or by the division/section/unit budget. Accommodations will not be provided for non-job related personal needs including transportation to and from work.

Examples of such accommodations may include, but are not limited to:

- modification of equipment or assistive devices such as special telephone equipment, TTY/TDD communication equipment, or audiovisual aides
- job site modifications such as equipment height, addition or outlets, relocation of job site to an accessible area, special parking facilities or other types of similar modifications
- job restructuring such as flexible work hours or removal of marginal job functions
- support services such as interpreters, job coaches or readers
- reassignment to a vacant position for which the employee is qualified

Accommodations will be made when:

- A person has been determined to have a disabling condition as defined by the law; and
- the department knows of the disability; and
- the person seeks an accommodation; and
- the accommodation is necessary to enable the person to perform the essential functions of the job or to enjoy the same benefits and privileges; and

- the accommodation is reasonable, does not impose an undue hardship, and does not pose a genuine direct threat

### **Supported Employment Program**

The Department will support and encourage the use of the State's Supported Employment Program. This program is designed to provide people with severe physical, mental health and developmental disabilities employment opportunities within State Government. The use of this program will be encouraged through the cooperation of managers and supervisors. Each Division of the Department will analyze the requirements of this program and determine the extent to which it might be of value in each Division. Specific positions will be identified which could provide the type of work and development envisioned by this program.

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## **STANDARD**

### **Definition of Disability Status and Establishment of a Reasonable Accommodation**

In order to qualify for a reasonable accommodation under this plan, an individual must have a disability as defined by the Americans with Disabilities Act and the Minnesota Human Rights Act. The definition consists of three parts:

#### **1. A physical, mental or emotional impairment that substantially limits the ability to perform one or more major life activities.**

- Major life activities include, but are not limited to, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working.
- A major life activity also includes the operation of a major bodily function, including but not limited to, functions of the immune system, normal cell growth, digestive, bowel, bladders, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions

**2. The person is regarded as having such an impairment.** This prong of the definition protects individuals from being discriminated against if they are regarded as having an impairment that substantially limits any activity of central importance in a person's life.

A substantially limitation is defined as an impairment which severely restricts or prevents a person from performing activities of central

importance to his/her life. The impairment's impact must also be either long-term or permanent.

Persons claiming a disability must present information that clearly shows that the impairment is substantial. Submission of a simple medical diagnosis will not be sufficient to establish disability status under the ADA. The existence of a disability will be determined on a case-by-case basis, and this review will include, among other things, an analysis of the impact that the impairment has on the individual, the anticipated duration and the nature and severity of the impairment.

Following a review of the aforementioned considerations, including discussions with the employee, his/her supervisor, and the employee's medical provider, a workplace accommodation may be provided by MDH.

**3. The person has a record of having such an impairment.** Even when an individual no longer has an impairment that substantially limits a major life activity, they are protected from being discriminated against if they have a record of such an impairment.

***Process for Employees Requesting a Reasonable Accommodation***

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## **PROCEDURE**

### **Step 1**

The employee or applicant must inform the department or his/her supervisor that there is a need for a reasonable accommodation under this process. They do not have to use the words 'disability' or 'reasonable accommodation', but they must indicate that they have a condition, which necessitates a modification to their job or the application process. This disclosure can be provided to the supervisor or manager, the Human Resource professional who is an ADA designee, or to the Affirmative Action Officer, who serves as the Department's ADA Coordinator. Employees are encouraged to use the Reasonable Accommodation Request form, but its use is not required.

### **Step 2**

Upon receipt of a disability recognition/accommodations request (either informally or in writing from an employee or his/her supervisor, the ADA Coordinator will meet with the employee and/or the supervisor to review the employee's job's essential functions, and the individual's specific accommodations requests to determine the specific abilities and limitations that relate to the essential functions of

that position. The ADA Coordinator will then identify any barriers to job performance and discuss how these barriers could be overcome with an accommodation.

During this consultation, the supervisor and employee may be asked to identify potential accommodations and assess how effective each would be. The supervisor or manager will forward the following information to the ADA Coordinator for his/her review and action: name of employee, his/her accommodations request, verified or anticipated cost of the accommodation, and anticipated duration of such accommodation. If the accommodation requested will cost \$5,000 or more, the ADA Coordinator will forward the request along with his or her recommendations to the Division Director or other designated authority.

When the ADA Coordinator or Designee receives an accommodations request inquiry from an employee or supervisor, he or she will meet with the employee to gather facts about the accommodations request. In case the ADA Coordinator deems necessary, a medical authorization form might be signed by the employee seeking a reasonable accommodation. This authorization allows the ADA Coordinator to acquire information from the employee's treating physician, therapist or other professional who is familiar with the employee's condition. The ADA Coordinator might send a letter of inquiry to the employee's physician seeking information that will assist him or her in determining data such as the impact that the disability has on the employee's ability to perform his/her job {with or without the accommodation(s)}, and any accommodations recommendations from the physician. Authorization will be granted only by way of a written release form.

All medical information will be retained in a confidential file that will be separate from the employee's personnel records. The supervisor or manager will be provided only information about the impact of the impairment in relation to the employee's job duties and the accommodations recommended.

### ***Process for Applicants Requesting a Reasonable Accommodation***

All initial communication between a job applicant and a supervisor or personnel representative regarding a position in the agency shall indicate the willingness of the agency to make a reasonable accommodation upon request, prior to the job interview. Applicants

must indicate what accommodation is necessary to help them compete for the position.

If an applicant indicates a need for an accommodation, the supervisor or personnel representative will review and grant the request and provide the accommodation requested in accordance with existing laws and policies.

As a part of the approval process, the supervisor or manager should forward all relevant information to the ADA Coordinator, including: name of applicant, accommodation request made, actual/potential cost of the accommodation and anticipated duration of such accommodation.

**\* Note: Denials of Requests** - All denials of requests for accommodations or determinations of non-eligibility under the ADA will be documented and kept on file by the ADA Coordinator. The employee/applicant will be notified of the denial in writing and advised of their right to file a complaint of discrimination under the affirmative action plan procedure and their right to file a complaint with the Minnesota Department of Human Rights or the U.S. Equal Employment Opportunity Commission or any other appropriate agency.

[REQUEST FOR REASONABLE ACCOMMODATION \(MS Word\)](#)

Further requirements may be outlined in the employees' collective bargaining agreements.

Reference: [MDH Affirmative Action Plan](#)  
Minnesota Human Rights Act (M.S. 363)  
Title VII of the Civil Rights Act  
Americans With Disabilities Act

**Responsible  
Manager(s):** Silvia Vaccaro  
Affirmative Action Officer  
651-201-5789

**Last  
Updated:** 08/11/2009

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# Reasonable Accommodation Form

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Minnesota Department of Health  
**Office of Workforce Diversity**  
Reasonable Accommodation Request Form

*The information you provide on this form will be used as part of the reasonable accommodation process in determining the responsibilities of MDH under the Americans with Disabilities Act (ADA). The statements you provide in this accommodation request form, and any subsequent statements you make related to this request, will be used by the ADA coordinator and/or designees in order to determine eligibility under the ADA and appropriate accommodations and any other action that should be taken. This data will be handled as "confidential" and will be retained separate from any personnel files of the requesting employee. Supervisors and managers will not be given specific information related to diagnosis or medical condition. They will only be advised of their responsibilities under the ADA and any needed accommodations identified through this process.*

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**Name of Requestor**

**Division/Section/Unit**

**Phone**

**E-mail**

**Date of Request**

1. Do you have an impairment that substantially limits your ability to do things that the average person can do with little or no difficulty (such as walking, lifting, seeing, hearing, concentrating, etc)? If so, please describe the impact that the impairment(s) has on you, including the how long it will last and severity of the impairment.
2. How does your condition impair your ability to perform your job duties?
3. What type of reasonable accommodation are you requesting? Please be specific.
4. Which essential job functions will this accommodation allow you to perform? How?  
\*Please attach a current position description

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
ADA Coordinator/Designee

\_\_\_\_\_  
Date

Approved     \*\*Disapproved (Must provide written explanation to requesting employee)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

Saved on 2/23/2011 2:16:00 PM

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## **Recruitment Plan**

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The Department will actively recruit talent from diverse backgrounds for all positions in the agency. Recruitment for agency positions is the responsibility of every manager and supervisor who has authority to make hiring decisions. HRM and OWD will partner with agency managers and supervisors to provide them with guidance and assistance as needed. OWD will also assist by establishing recruitment contact relationships within diverse communities, and providing technical support as needed. The recruitment plan will be paired with the retention plan to form a seamless and comprehensive workforce strategy.

The department will take a multi-faceted approach to actively recruit protected group members for positions in the agency. Recruitment of individuals with disabilities will be emphasized. We will engage in mutually beneficial partnerships with MDH disability issue-related committees, other state agencies and community organizations designed to provide employment services to people with disabilities as a part of our recruitment efforts.

Listed below are the various methods we will employ in the area of recruitment during the period for this Plan:

### **Internal Recruitment Activities**

Department employees will be informed of MDH recruitment activities, MDH internal positions, and State of Minnesota open positions in a variety of ways, including:

- Direct intranet links to MDH positions:
- Internet links to State positions

Position announcements will be distributed via the internet, to various and diverse local, regional and community media publications, community groups, and by way of personal contacts in order to ensure receipt by the widest possible audience. We will periodically review these recruitment efforts to determine the level of success of our efforts.

### **Job & Community Fairs**

The Department will attend job fairs and community fairs (i.e. county fairs in conjunction with county health officials) during the term of this Plan when it is notified and based upon available resources.

### **Recruitment Outreach**

The Office of Workforce Diversity will continue to inform collaborative partners and the general community regarding employment opportunities with the agency. Employment opportunity information will be provided via the Resumix database, the department's internet employment opportunities site, and other methods outlined within this Plan's goals and objectives section. Individuals hired through this process will continue to be tracked to measure the department's compliance with its equal access and opportunity policies.

We will provide information to all individuals interested in working for MDH to educate them on the state hiring system and career opportunities with MDH as these requests occur. This information will also be made available to current temporary or unclassified MDH staff that want to learn how to gain access to permanent employment with the agency.

We will also continue and enhance our partnership with managers and supervisors through education regarding recruitment strategies, providing them access to multi-cultural resources, and by encouraging them to participate in various internal and external department recruitment and outreach efforts.

### **Advertising**

In addition to advertising specific vacancies in community newspapers, the department will utilize electronic media, and postings of internships and job opportunities with the University of Minnesota School of Public Health, national universities, medical organizations and diversity groups.

### **Visibility**

The Human Resource Management division, the Office of Workforce Diversity and other agency program staff will continue to partner in representing the agency at community events.

### **Educational Outreach**

We will also explore the creation and management of paid and unpaid internships as well as job shadowing experiences for students in a variety of fields. This office will also develop training materials that will orient managers and supervisors to diversity and affirmative action best practices.

### **Relationships**

We will strengthen our current relationships with community partners (serving people with disabilities, people of color and women) as well as develop new ones. These relationships will be cultivated through:

- In-service learning opportunities for MDH staff
- Immersion experiences in the community
- Partnerships with a wide variety of community organizations (i.e. diversity roundtables and institutes, professional organizations, educational institutions, non-profit organizations, etc.)

We will offer in-service learning forums for community resource contacts to present information about their services to MDH staff. Community immersion experiences will be offered as they arise. Partnerships with other organizations will conserve resources and add value to our efforts.

### **Supported Employment**

We will recruit candidates for supported employment positions from local community resources that provide employment services to people with disabilities.

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## Retention Plan

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The Minnesota Department of Health will strive to affirmatively ensure equal employment opportunity by retaining a diverse composite of talented and qualified employees, with emphasis on under-represented individuals. The responsibility for these retention efforts to be successful lies with all employees. The department's retention strategy is a multi-faceted approach, guided by the Health Steering Team, agency management, HR Director, and Affirmative Action Officer.

Through experience, we have found that the best way to retain valuable employees is to provide them with a variety of mechanisms to feel supported within the workplace. Our primary focus will be: to anticipate future needs for talent, cultivate our employees' knowledge, skills, and abilities in order to prepare them for advancement opportunities, and to continuously enhance all of our efforts so that employees view the Department as a preferred place in which to work.

To improve the rate of retention of talented employees, we will continue with current efforts and integrate new approaches. These efforts will consist of:

- Conducting quantitative and qualitative analysis of agency turnover
- Advising agency leadership of trends and solutions
- Implementation of efforts to reduce turnover in areas identified through analysis
- Implementation of efforts to create and promote employee development opportunities
- Encourage employees to seek out career development opportunities

### **Conducting quantitative and qualitative analysis of agency turnover**

- Quantitative Analysis - We will continue to monitor the patterns of separation and other employment trends that may affect turnover. Quantitative data will be available on both a quarterly and annual basis.
- Qualitative Analysis - In order to apply the most appropriate turnover reduction strategies, first, the cause of turnover behavior must be determined. We will accomplish this task via interviews, surveys, focus groups and by other information-gathering methods. Qualitative information will be available on both a quarterly and annual basis

### **Advising agency leadership of trends and solutions**

- Each quarter, the Health Steering Team (Commissioner, Deputy Commissioner, Assistant Commissioners, division directors) will be provided with a "snapshot" of employee retention data (quantitative and qualitative)
- Twice per year, HRM and/or OWD staff will meet with division directors to advise

them of their own divisional trends and make recommendations to remedy disproportionate patterns

- High-level data analysis will be available on the department intranet for all employees. This information will be updated quarterly.

### **Implementation of efforts to reduce “avoidable” turnover:**

Avoidable turnover includes voluntary resignations of classified and unclassified positions. We will also review transfers to other state agencies and non-certifications (employees who do not pass the designated probation period). We will continue our efforts to reduce avoidable turnover. The efforts will be based on trends identified through data analysis, which includes, but is not limited to:

- Employee Orientation
- Employee Surveys
- Performance Management
- Early Conflict Intervention
- Workforce Planning
- Employee Recognition
- Coaching
- Mentorship
- Professional Development

### **Employee Orientation Efforts**

- Managers and supervisors new to the department will be offered a special orientation opportunity. This effort is currently organized by the Center for Workforce Development.
- All new employees are offered a New Employee Orientation Session, which is a half-day program that provides information about agency resources (including EEO/AA and diversity).

### **Employee Surveys**

Organizations that continue to assess their work environment and listen to the opinions of their employees are more likely to respond to areas in need of improvement.

Exit Surveys are given to departing employees (surveys started November 1999), as well as Six Month Retention Surveys given to employees who have been in their current position for at least six months (surveys started November 2000). The intent of each survey respectively, is 1) to learn why employees leave employment, and 2) to learn why employees seek employment and stay. We will continue to provide survey interpretation and analysis to MDH’s management, as well as high-level reporting to the entire agency, highlighting positive areas and areas in need of improvement.

**MDH - Employee Exit Survey**

Thank you for your service to the Department of Health and to the citizens we serve. Because we are committed to protecting, maintaining and improving the health of all Minnesotans and keeping all Minnesotans healthy, we value your opinions about your employment experience with us. The questions were designed to measure over reasons people choose to leave and what, if anything may have influenced their decision.

This survey should take about 10 minutes to complete.

**NOTICE:** You are not legally obligated to answer this survey. There is no consequence for not answering this survey. The information from many surveys will be collected and summarized. The summarized information will be shared with MDH management and used to help develop human resource programs and services.

You may submit your responses by using the "submit" button at the end of the survey. If you would like to speak with a Human Resources Management team member, call 612-201-5770.

This material will be made available in an alternative format upon request.

**Questions**

**1. Briefly describe the factor(s) that influenced you to originally seek employment with MDH. (i.e. salary, benefits, career path, education, knowledge of someone who worked at MDH, an interest in public health or other factors)**  
*200 character limit*

**2. Briefly describe the factor(s) that influenced your decision to leave.**  
*200 character limit*

**3. Briefly describe the factor(s) that may have influenced you to stay.**  
*200 character limit*

**4. Checkmark any of the following initiatives that may have influenced your decision to stay.**

- Mentorship program (matched to another employee to learn the organizational culture)
- Job shadow program (learn from other employees about the work they do)
- Internal career advancement program (understanding career tracks within the system)
- More internal training opportunities for professional development
- More external training opportunities for professional development
- Specific program designed to manage work and life concerns
- Cross-functional training (learning tasks outside the position you were hired for)
- Leadership training (learning what is needed to manage people and projects)

- Rotational Assignments (mobility program to gain experience in other functional areas)
- Other (please describe):

**5. My level of satisfaction with MDH as a place to work was...**

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied

**6. I knew what the Department's mission and vision statements were.**

- Yes
- No

**7. I understood how my job contributed to the Department's mission and vision statements.**

- Yes
- No

**8. I thought the MDH work environment was welcoming, supportive, and inclusive.**

- Yes
- No

**9. I thought Agency Leadership was accessible.**

- Yes
- No

**10. I think MDH should spend more time helping employees learn about interacting with constituents and co-workers who are different than they are (for example: cultural competency, diversity and disability awareness and education).**

- Yes
- No

**11. I had a mentor or someone at work that I felt comfortable going to with ideas, issues, or concerns.**

- Yes
- No

**12. I felt my immediate supervisor:**

	YES	NO
Seemed to care about me as a person	<input type="radio"/>	<input type="radio"/>
Demonstrated fair treatment to everyone in my work unit	<input type="radio"/>	<input type="radio"/>
Stated clear job performance expectations	<input type="radio"/>	<input type="radio"/>
Provided recognition or praise for a job well done	<input type="radio"/>	<input type="radio"/>

Gave me opportunities at work to learn and grow	<input type="radio"/>	<input type="radio"/>
Helped me set individual development goals	<input type="radio"/>	<input type="radio"/>
Resolved complaints and problems promptly	<input type="radio"/>	<input type="radio"/>
Was available when I had questions	<input type="radio"/>	<input type="radio"/>
Empowered me to be engaged and productive in my work	<input type="radio"/>	<input type="radio"/>

**13. I had a copy of my position description.**

- Yes
- No

**14. I was given a formal performance review.**

- Every six months
- Once per year
- Never

**15. The type of feedback that I typically received from my supervisor was...**

- Formal feedback (written performance reviews and development plans)
- Informal feedback (ongoing discussions)
- Both
- Neither

**16. I had the materials and equipment I needed to do my work right.**

- Yes
- No

**17. At work, I felt that my opinions seemed to count.**

- Yes
- No

**Comments**

**18. Do you have any comments you'd like to make?**

1,000 character limit. There are 1000 remaining

**Demographic Information**

**19. Which division are you leaving?**

Pick one...

*Thank you for participating in this survey! This data will be used and held in accordance with the Minnesota Data Privacy Act (M.S. 13.43)*

*This questionnaire is NOT a method to address instances of unlawful discrimination or harassment. The department has an internal complaint procedure that can be obtained by contacting Human Resource Management.*

**MDH - Employee Six Month Survey**

You have reached the Six Month mark in your current position with the Department of Health. Thank you for your service to the Department of Health and to the citizens we serve. Because we are committed to protecting, maintaining and improving the health all Minnesotans and keeping all Minnesotans healthy, we value your opinions about your employment experience with us. The questions were designed to measure overall reasons people choose to join an organization and what support they need in order to succeed in their position.

This survey will be used to help update a summary regarding employees' perspectives on employment with MDH and to identify where and how our organization can improve. It should take about 10 minutes to complete.

**NOTICE:** You are not legally obligated to answer this survey. There is no consequence for not answering this survey. The information from many surveys will be combined and summarized. The summarized information will be shared with MDH management and used to help develop human resource programs and services.

You may submit your responses by using the "submit" button at the end of the survey. If you would like to speak with a Human Resources Management team member, call (651) 201-5770.

This material will be made available in an alternative format upon request.

**Questions**

**1. Briefly describe the factor(s) that influenced you to originally seek employment with MDH. (i.e. salary, benefits, career path, education, knew someone who worked at MDH, an interest in public health or other factors)**  
200 character limit

**2. I want to have long-term employment and grow my career at MDH.**

- Yes
- No

**3. I have an interest in being in a supervisor, manager or leadership role at MDH.**

- Yes
- No

**4. Checkmark any of the following initiatives that may be helpful to your success at MDH.**

- Mentorship program (matched to another employee to learn the organizational culture)
- Job shadow program (learn from other employees about the work they do)
- Internal career advancement program (understanding career tracks within the system)
- More internal training opportunities for professional development
- More external training opportunities for professional development
- Specific program designed to manage work and life concerns

- Cross-functional training (learning tasks outside the position you were hired for)
- Leadership training (learning what is needed to manage people and projects)
- Rotational Assignments (mobility program to gain experience in other functional areas)
- Other (please describe):

**5. My level of satisfaction with MDH as a place to work is...**

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied

**6. I know what the Department's mission and vision statements are.**

- Yes
- No

**7. I understand how my job contributes to the Department's mission and vision statements.**

- Yes
- No

**8. I think the MDH work environment is welcoming, supportive, and inclusive.**

- Yes
- No

**9. I think Agency Leadership is accessible.**

- Yes
- No

**10. I think MDH should spend time helping employees learn about interacting with constituents who are different than they are (for example: cross-cultural competencies and diversity).**

- Yes
- No

**11. I have a mentor or someone at work that I feel comfortable going to with ideas, issues, or concerns.**

- Yes
- No

**12. I feel my immediate supervisor:**

	YES	NO
Seems to care about me as a person	<input type="radio"/>	<input type="radio"/>
Demonstrates fair treatment to everyone in my work unit	<input type="radio"/>	<input type="radio"/>
States clear job performance expectations	<input type="radio"/>	<input type="radio"/>
Provides recognition or praise for a job well done	<input type="radio"/>	<input type="radio"/>

Gives me opportunities at work to learn and grow	<input type="radio"/>	<input type="radio"/>
Helps me set individual development goals	<input type="radio"/>	<input type="radio"/>
Resolves complaints and problems promptly	<input type="radio"/>	<input type="radio"/>
Is available when I have questions	<input type="radio"/>	<input type="radio"/>
Empowers me to be engaged and productive in my work	<input type="radio"/>	<input type="radio"/>

**13. I have a copy of my position description.**

- Yes
- No

**14. I have been given a formal performance review already.**

- Yes
- No

**15. The type of feedback that I typically receive from my supervisor is...**

- Formal feedback (written performance reviews and development plans)
- Informal feedback (ongoing discussions)
- Both
- Neither

**16. I have the materials and equipment I need to do my work right.**

- Yes
- No

**17. At work, I feel that my opinions seem to count.**

- Yes
- No

#### Comments

**18. Do you have any comments you'd like to make?**

1,000 character limit. There are  remaining

#### Demographic Information

**19. Which division are you in?**

Pick one...

*Thank you for participating in this survey! This data will be used and held in accordance with the Minnesota Data Privacy Act (M.S. 13.43)*

*This questionnaire is NOT a method to address instances of unlawful discrimination or harassment. The department has an internal complaint procedure that can be obtained by contacting Human Resource Management.*

### **Work Environment Improvement**

Employers who provide a safe environment where employees are free to share their ideas and opinions are more likely to retain diverse talent. This Agency is committed to workforce development and open communication, and OWD will partner with divisions and work units to accomplish these aims. We will work to implement methods to gather feedback from our employees through focus groups that encourage interactive, authentic dialogues.

### **Performance Management**

When employees are clear about their expectations, have constructive feedback on an on-going basis and work with their supervisors to construct an individual development plan they are less likely to leave an organization. A performance management toolkit is available for supervisory use.

Human Resources Management provides on-line information to agency management regarding the number of completed performance reviews within a one-year time period. This office will work towards a goal of assisting and encouraging managers, supervisors and administrators in the completion of performance reviews and individual development plans of all MDH staff during the time period for this Plan. OWD will be available to work with supervisors and representatives of the bargaining units upon request to identify barriers employees have in meeting performance expectations and work on initiatives that will produce measurable results.

### **Early Conflict Intervention**

Employers who quickly respond to employee disputes are less likely to lose valuable employees. The department strongly believes in early detection and intervention of employee conflicts. The department will continue its current efforts to retain employees by resolving conflicts at the earliest possible occasion. The Human Resources Management team, including the Office of Workforce Diversity, provides support and guidance to managers and supervisors to resolve conflicts. The OWD and HRM staff will meet with work units as needed and make referrals to the Employee Assistance Program as appropriate.

### **Workforce Planning**

Human resources staffing data has shown that MDH will experience a rapid growth in retirement rates. OWD and HRM will monitor the retirement rates and provide these projections to agency management. A coordinated approach will be developed that will provide resources and information on specific steps to be taken to consider issues such as demographic staff composition, cultural sensitivity, human relations aptitude, diversity dynamics and inclusive processes. As required by Executive Order 07-16 MDH will develop a workforce plan that will position the department to meet future workforce

needs. A focused effort at workforce planning in a couple of critical areas of the Department will be completed.

