

Americans with Disabilities Act, Title II NOTICE TO THE PUBLIC

In accordance with the requirements of Title II of the Americans with Disabilities Act (ADA), the Department of Employment and Economic Development (DEED) will not discriminate against qualified individuals with disabilities based on disability in its services, programs, or activities.

DEED does not discriminate based on disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission (EEOC) under Title I of the ADA.

DEED will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in its programs, services and activities, including providing qualified sign language interpreters, documents in Braille or other information and communication accessible to people who have speech, hearing or vision impairments.

DEED will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all its programs, services, and activities.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program service, or activity of DEED should contact the designee below as soon as possible but no later than 3 business days before the scheduled event.

The ADA does not require DEED to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

Please see other side of this document for Grievance Procedure.

Name	Karen Lilledahl
Address	MN Department of Employment and Economic Development 180 E 5th Street, Suite 1200 St. Paul, MN 55101
Other Contact	Voice – 651-259-7089 or 651-259-7094 Email – karen.lilledahl@state.mn.us or DEED.ODEO@state.mn.us

This material is available in alternative formats to individuals with disabilities by calling 651-259-7094 or by contacting us via your preferred telecommunications relay service.

MINNESOTA DEPARTMENT OF EMPLOYMENT AND ECONOMIC DEVELOPMENT

Grievance Procedure under Title II of the Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (“ADA”). It may be used by anyone who wishes to file a complaint alleging discrimination based on disability in the provision of services, activities, programs, or benefits by DEED, including workforce development programs. DEED policy [PPM #404](#) governs employment-related complaints of disability discrimination. The WIOA complaint process is also available to individuals. See [Chapter 7.1 Discrimination Complaint Procedure](#).

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The grievant and/or designee should submit the complaint as soon as possible but no later than 60 calendar days after the alleged violation to:

Karen Lilledahl, DEED, Office of Diversity and Equal Opportunity (ODEO)
180 E 5th Street, Suite 1200, St. Paul, MN 55101; phone 651-259-7089, fax 651-297-5343, or by email karen.lilledahl@state.mn.us

Complaints that a program, service, or activity of DEED is not accessible to persons with disabilities should be directed to the local-level Equal Opportunity Officer or Karen Lilledahl.

Within 15 calendar days after receipt of the complaint, DEED ADA Coordinator or their designee will contact the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, DEED’s ADA Coordinator or their designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of DEED and offer options for substantive resolution of the complaint.

If the response by the DEED ADA Coordinator or their designee does not satisfactorily resolve the issue, the complainant and/or designee may appeal the decision within 15 calendar days after receipt of the response to the Director of the Office of Diversity and Equal Opportunity, Heather Stein, heather.stein@state.mn.us or 651-259-7097.

Within 15 calendar days after receipt of the appeal, the ODEO Director or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the ADA Coordinator or their designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by DEED ADA Coordinator or their designee, appeals to the Director of the Office of Diversity and Equal Opportunity, and responses from these two offices will be retained by the DEED for at least three years.