



EQUAL EMPLOYMENT OPPORTUNITY POLICY AND PLAN and ADA ACCOMMODATION
POLICY AND PLAN ISSUED BY CEO

OUTREACH is an Equal Employment Opportunity employer. OUTREACH affirms its commitment to treat all applicants for employment and employees equally without regard to race, religion, creed, color, national origin, sex, gender, gender-identification, disability, veteran status, marital status, age (over 40), or other class protected by local, State, or Federal law. OUTREACH and its employees are prohibited from discriminating against an applicant for employment or employee on the basis of race, religion, creed, color, national origin, sex, gender, gender-identification, disability, veteran status, marital status, age (over 40), or other class protected by local, State, or Federal law, or to be excluded from participation in, or denied the benefits of, or be subject to discrimination under any project, program, or activity funded in whole or part through Federal financial assistance.

OUTREACH supports the concept of an active affirmative action program consistent with Federal laws, court decisions, Executive Orders, and regulations, including goals and timetables, in order to overcome the effects of past discrimination of minorities and women. OUTREACH is firmly committed to a policy of equal employment opportunity and will administer its personnel policies and conduct its employment practices in a manner that results in treatment based on merit, experience and other work related criteria, without regard to race, color, creed, religion, sex, gender, gender-identification, national origin, age, disability, age (over 40), or any other protected characteristic under relevant State and Federal laws.

The CEO, Kathryn Heatley, has overall responsibility for the Equal Employment Opportunity/Affirmative Action Program (EEO/AAP). The responsibility for the day-to-day implementation of the EEO/AAP is delegated to Mr. David Ramirez, who has direct reporting responsibilities to CEO, Kathryn Heatley. Mr. David Ramirez, EEO Manager/Officer may be reached by telephone at (408) 678-8585 and is located at 2221 Oakland Road, Suite 200, San Jose, California. 95131. EEO Specialist, Ms. Lien Nguyen, may also be phoned at (408) 678-8585 and is located at the same address.

Mr. Ramirez has been delegated responsibility for developing and monitoring equal employment opportunity programs. However, Officials, Administrators, Managers and Supervisors at every level share in the responsibility for promoting equal employment opportunity and ensuring requisite compliance. Officials, Administrators, Managers and Supervisors shall ensure compliance is achieved through understanding, communicating, and active involvement in the



support of this policy. Officials, Administrators, Managers and Supervisors will be evaluated on the efforts they expend to insure the success of the EEO program in the same manner as their performance on other organizational goals.

This policy extends to all areas of employment including recruitment, selection and placement, compensation, promotion, transfer, discipline, demotion, lay-off, termination, training, daily working conditions, benefits, and all other terms and conditions of employment.

OUTREACH intends that this policy statement include our commitment to Title 1 of the ADA. In accordance with Title 1 of the ADA, OUTREACH affirms its commitment to ensure non-discrimination for ADA-eligible persons in terms of employment; to have policies and procedures in place to support reasonable accommodations for persons with disabilities; and to track all requests of applicants and employees in terms of requests for reasonable accommodations and outcomes. This data shall be tracked, monitored and reported along with the EEO data.

Applicants and employees have the right to file complaints alleging discrimination with the CEO or the EEO Officer, Paratransit Manager, and Federal or State Civil Rights Commissions, and the EEOC (Equal Employment Opportunity Commission). Specific information on the complaint filing procedure is included in this document, on the OUTREACH internal intranet at <http://myoutrreach/staff>, and on the agency's external web page at www.outreach1.org.

This policy shall be updated a minimum of every three years or as needed. Administrators, Managers and Supervisors will meet at least twice a year to discuss the compliance of this program and any implementations. OUTREACH shall solicit input from minority, female, and other "protected groups" to obtain suggestions on the program as needed. All new hires shall receive training to the Equal Employment Opportunity Policy, the EEOP/AAP, and reasonable ADA Accommodation during their new hire orientation. A copy of this policy is provided with the employee personnel policies and procedures manual, and posted in public and employee areas, within recruiting application packages, and posted on OUTREACH's website for the public on the agency's internal intranet for employees.

Kathryn B. Heatley

July 3, 2018

Kathryn Heatley, CEO
Approved by Outreach & Escort Board of Directors on July 3, 2018



**NOTIFICATION OF EQUAL EMPLOYMENT OPPORTUNITY POLICY AND PLAN FOR
EXISTING AND NEW EMPLOYEES**

Date: July 3, 2018

To: All OUTREACH Employees

From: Kathryn Heatley
CEO, OUTREACH

Subject: Equal Employment Opportunity Manager and Specialist Here for You

Mr. David Ramirez is OUTREACH's Equal Employment Opportunity (EEO) Manager. The EEO Manager is tasked with ensuring that our employees are afforded the opportunity to work in an environment free of unlawful harassment and discrimination. Ms. Lien Nguyen is OUTREACH's EEO Specialist tasked to support the EEO Manager and employees in this important area.

It is also important that all employment actions are conducted in a manner consistent with OUTREACH's Equal Opportunity Employment Plan/Affirmative Action Plan. However, we recognize that our success is dependent on the collective support we receive from our managers, supervisors, and fellow employees.

Our common goal is to promote a positive work environment that values diversity and fosters respect for a myriad of differences which are the cornerstones of a creating a fair, unbiased workplace free of unlawful harassment, discrimination, and any other Civil Rights violations. In that regard, our EEO Manager is ready to assist you in addressing your employment issues, including the provisions of the Americans with Disabilities Act of 1990 (ADA) including reasonable accommodation, Labor Relations, Disadvantaged Business Enterprises (DEB), Title VI (Limited English Proficiency activities) and Equal Employment Opportunity (EEO). We solicit your cooperation and full support as we work collectively towards the achievement of OUTREACH's mission:

To connect multicultural seniors, frail elderly, persons with disabilities, and low-income persons, including families and children, with the services they need to live independently and with dignity. We do this with a holistic approach, applying technology and partnerships to achieve the highest benefit for our clients and our community.



Should you have a need to contact the EEO Manager, he can be reached Monday through Friday, from 8:00am – 5:00pm, at 408-436-2865, after hours you can leave a confidential message. His office is located at OUTREACH's business location at 2221 Oakland Road, Suite 200, San Jose, California. 95131.

Please be informed that employees have the right to file complaints alleging discrimination with the EEO Manager and/or EEO Specialist. OUTREACH is committed to handling all complaints in a fair, equitable, and confidential manner. A copy of the complaint process is on the agency's web page (www.outreach1.org) as well as in the Employee Policies and Procedures Manual. You are provided a paper copy upon hiring and on an annual basis and may obtain a copy if needed from the EEO staff or from Controller Bob Gruss. With the complaint process you shall have alternative contact information if you wish to file your complaint outside of the agency.

In addition, if you require language assistance or translation assistance for any aspects of this process, OUTREACH would be pleased to provide that assistance.

As CEO I have an "Open Door" policy and if you have any questions, please do not hesitate to come see me or call me at 408-678-8585.

Kathryn B. Heatley

Kathryn Heatley, CEO
Approved by Outreach & Escort Board of Directors on July 3, 2018



NOTIFICATION OF AMERICAN WITH DISABILITIES ACT ACCOMMODATION POLICY AND PLAN

Date: July 3, 2018

To: All OUTREACH Applicants and Employees

From: Kathryn Heatley
CEO, OUTREACH

Subject: Equal Employment Opportunity Employment for Persons with Disabilities and Title 1 ADA Accommodations

OUTREACH is an Equal Employment Opportunity employer with a commitment to employing persons with disabilities among our diverse workforce. OUTREACH is committed to making reasonable accommodations for individuals with known disabilities upon request at the time of application and during employment. In accordance with Title 1 of the ADA, OUTREACH affirms its commitment to ensure non-discrimination for ADA-eligible persons in terms of employment; to have policies and procedures in place to support reasonable accommodations for persons with disabilities; and to track all requests of applicants and employees in terms of requests for reasonable accommodations and outcomes. This data shall be tracked, monitored and reported along with the EEO/AAP data.

Mr. David Ramirez serves as OUTREACH's Equal Employment Opportunity (EEO) Manager. As the EEO Manager, Mr. Ramirez also fills the role of ADA Coordinator. The EEO Manager is tasked with ensuring that applicants and employees with disabilities are afforded the opportunity to apply for employment and work in an environment free of unlawful harassment and discrimination. Furthermore, the EEO Manager/ADA Coordinator shall oversee policies and procedures specific to Title 1 of the ADA reasonable accommodation for applicants and employees with known disabilities upon request. Ms. Lien Nguyen is OUTREACH's EEO Specialist tasked to support the EEO Manager in the area of ADA accommodation and related matters for applicants and employees in this important area.

Mr. Ramirez will accept your reasonable accommodation request and follow an interactive process with you regarding how to make your request in writing, to supply documentation with your request, and to work with you in an interactive way to select the accommodation that is most appropriate in view of your needs and that of the organization.



Should you have a need to contact the EEO Manager/ADA Coordinator, Monday through Friday, from 8:00am – 5:00pm, the telephone number is 408-678-8585; after hours you can leave a confidential message in his voicemail. His office is located at OUTREACH's business location at 2221 Oakland Road, Suite 200, San Jose, California. 95131.

Please be informed that employees may access the formal procedures on Title 1 ADA reasonable accommodation from Mr. David Ramirez, Ms. Lien Nguyen, or from Controller Bob Gruss. The information on ADA Accommodation is included with your annual update of OUTREACH's Policies and Procedures and when you are hired as a new employee. You may access these documents on the agency's web page or from administration.

OUTREACH is committed to creating an accommodating environment to the best of our ability for persons with disabilities. In addition, if you require language assistance or translation assistance for any aspects of this process, OUTREACH would be pleased to provide that assistance.

As CEO I have an "Open Door" policy and if you have any question, please do not hesitate to come see me or call me at 408-436-2865, Ext. 290.

Kathryn B. Heatley

July 3, 2018

Kathryn Heatley, CEO

Approved by Outreach & Escort Board of Directors on July 3, 2018