DATE: November 25, 2013

TO: LA's Workforce Development System

FROM: Jaime H. Pacheco-Orozco, Director Workforce Development System

SUBJECT: WDS DIRECTIVE NO. 14-07
(Supersedes Directive No. 09-04)
TRANSMITTAL OF SUMMARY OF THE CITY OF LOS ANGELES LOCAL WORKFORCE INVESTMENT AREA (LWIA) COMPLAINT RESOLUTION PROCEDURES AND SIGNATURE PAGE, ENGLISH AND SPANISH VERSIONS

EFFECTIVE DATE
This directive is effective for PY 2013-14, beginning July 1, 2013.

PURPOSE
This directive supersedes Directive No. 09-04, dated July 17, 2008, and it reflects the change in the department name and the appointment of the new General Manager. The new department name is Economic and Workforce Development Department. The General Manager is Jan Perry. The purpose of this directive is to transmit the complaint resolution policy, provided in English and Spanish, detailing the steps necessary to comply with Federal nondiscrimination laws and the State Methods of Administration under the Workforce Investment Act.

REQUIRED ACTION
A copy of the City of Los Angeles LWIA Summary of the Complaint Resolution Procedures must be given to all new staff and new participants. The attached signature page (with the text from the Summary) must be kept in the participant's or staff's file.

This directive is not retroactive. New signature pages do not need to be obtained for existing clients or staff if they have the previous signature in their files. It is strongly recommended that all staff be trained on the new City of Los Angeles LWIA Summary of the Complaint Resolution Procedures.

PERFORMANCE EVALUATION CRITERIA
Both Operations monitors and EO Compliance Unit monitors will be looking for the new signature pages in PY 2013-14 files.

CONTACT
If you have any questions or require further information, please contact Maureen Brown at (213) 744-7272, TTY (213)744-7290.

JHP:MAB:am
Attachments