DATE: April 13, 2016

TO: LA’s Workforce Development System

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

SUBJECT: WDS DIRECTIVE NO. 16-08
(Supersedes Directive No.14-07) TRANSMITTAL OF SUMMARY OF THE CITY OF LOS ANGELES LOCAL WORKFORCE DEVELOPMENT AREA (LWDA) COMPLAINT RESOLUTION PROCEDURES AND SIGNATURE OF RECEIPT

EFFECTIVE DATE
This directive is effective immediately upon issue.

PURPOSE
The purpose of this directive is to transmit the updated Summary of the City of Los Angeles LWDA Complaint Resolution Procedures, and the Signature of Receipt. The Spanish translation will be transmitted at a later time.

REQUIRED ACTION
For all new participants and staff, a copy of the City of Los Angeles LWDA Summary of the Complaint Resolution Procedures must be given to new staff and participants, and the enclosed Signature Page (with the text from the Summary) must be kept in the participant or staff file. Only the copies of the two attached documents should be given to the participants.

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 page in their file. 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 participant files.

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

JHP: MB
Attachments: Summary of LWDA Complaint Resolution Procedures
Signature of Receipt