What is Fraud and Abuse? How do I file a Complaint Alleging Fraud and/or Abuse in program activities?

WIOA regulations require that the LWDA immediately report any allegations of possible program fraud or abuse to the Department of Labor, Office of Inspector General. Examples of fraud include: embezzlement, forgery, theft, falsification of records and claims, gross mismanagement, inaccurate fiscal or program reports and payroll deductions not made to the Internal Revenue Service or the State of California Franchise Board.

Any allegation(s) should be made immediately to:

City of Los Angeles  
Economic and Workforce Development Department  
1200 West 7th Street, 6th Floor  
Los Angeles, CA 90017  
Attn: Maureen Brown, EO Compliance Officer  

Telephone Number: (213) 744-7272  
TTY Number: (213) 744-7290  
FAX Number: (213) 744-7118  
E-mail: Maureen.Brown@lacity.org

I have received a copy of the City of Los Angeles LWDA Summary of the Complaint Resolution Procedures and I understand them.

________________________________________
Signature

________________________________________
Date

Were the Complaint Procedures provided in another language? _____________

Were the Complaint Procedures accessed in an alternate format? ______________
The purpose of the meeting is (a) to find out about your complaint issues; (b) to discuss the issue(s); and (c) to resolve your complaint.

If there is an agreement to resolve your complaint issue(s), a settlement agreement will be prepared. All the parties that attend the meeting will sign the settlement agreement. A copy of the settlement agreement will be mailed to the EO Compliance Unit, Economic and Workforce Development Department.

If there is no agreement, then EO Complaints Officer must provide you with written notice of your right to request an administrative hearing before a hearing officer. The request for hearing should be mailed within three (3) days and sent to:

City of Los Angeles
Economic and Workforce Development Department
1200 West 7th Street, 6th Floor
Los Angeles, CA 90017
Attn: Maureen Brown, EO Compliance Officer

The request for hearing should include the following information:

- Your full name, telephone number and mailing address;
- The name, address and telephone number of the WorkSource/YouthSource Center;
- A copy of the written decision issued by the WorkSource/YouthSource Center;
- A statement of why you are requesting a hearing;
- Your solution to the complaint.

A hearing will be held before an impartial Hearing Officer, and the Hearing Officer will file his/her advisory report with recommendations to the General Manager, Economic and Workforce Development Department.

The General Manager of the Economic and Workforce Development Department will mail you the decision within the 60 calendar days or (90 days for discrimination complaints) from when you file the complaint.

The written decision will contain the following information:

- The names of the parties involved;
- Complaint issues;
- A statement of the facts;
- The Hearing Officer’s recommended decision and the reasons for the decision;
- The General Manager’s decision;
- A list of solutions;
- Your right to request an appeal to the State Review Panel, within 10 days of the receipt of the decision.

HOW DO I FILE A DISCRIMINATION COMPLAINT?

Any complaint involving discrimination should be filed either with the City of Los Angeles, EO Compliance Unit or Department of Labor, Civil Rights Center (CRC). You may file a complaint within 180 days from the incident.

City of Los Angeles
Economic and Workforce Development Department
1200 West 7th Street, 6th Floor
Los Angeles, CA 90017
Attn: Maureen Brown, EO Compliance Officer

Telephone Number: (213) 744-7272
TTY Number: (213) 744-7290
FAX Number: (213) 744-7118
Email: Maureen.Brown@la.com

OR

Director
Civil Rights Center (CRC)
United States Department of Labor
200 Constitution Avenue NW
Room 4-1232
Washington, D.C. 20210

If you choose to file with the City of Los Angeles, you must wait until the City provides you with a decision or until 60 days or 90 days for discrimination complaints has passed, whichever comes first. If the City did not provide you with a written decision within 60 days of filing the complaint, you may file a complaint with the CRC. If you are dissatisfied with the City’s decision, you may file a complaint with the CRC. Your complaint must be filed within 30 days from the date you received the City’s decision.

If you choose to file with the City of Los Angeles, you have the option of (1) Alternative Dispute Resolution (ADR) or (2) having the City of Los Angeles EO Compliance Unit investigate the complaint. If you elect ADR and the parties fail to reach a resolution, you have the right to file directly with the Department of Labor at the address above. If the City of Los Angeles investigates the complaint, after the report is issued you will have the option of an informal resolution meeting or an administrative hearing.