DATE:       June 21, 2016

TO:         LA's Workforce Development System

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

SUBJECT:    WDS DIRECTIVE NO. 17-03
            (Supersedes WDS Directive No.16-02)
            REQUEST FOR EQUAL OPPORTUNITY (EO) COMPLAINTS OFFICER,
            DISABILITY COORDINATOR, AND LIMITED ENGLISH PROFICIENCY
            (LEP) COORDINATOR

EFFECTIVE DATE
This directive is effective upon date of issue.

PURPOSE
The purpose of this directive is to request EO Complaints Officer, Disability Coordinator, and the
LEP Coordinator information per the Equal Opportunity/Nondiscrimination Obligations and
Assurances under the City of Los Angeles Workforce Innovation and Opportunity Act (WIOA)
Title I financially assisted programs. This directive also delineates the roles and responsibilities
of those three positions.

BACKGROUND
The nondiscrimination regulations of the Workforce Investment Act, Section 188 of the WIA, are
referenced and incorporated into the WIOA. Section 188 of the WIA lays out the Methods of
Administration, a framework for the delivery of services in a nondiscriminatory manner.

The City of Los Angeles previously issued an Equal Opportunity/Nondiscrimination Policy, based
on Section 188 of the WIA. [See City WDS Directive 8-15.] This policy is expected to be re-issued
soon with updates to reflect new guidance from the United States Department of Labor.

The Equal Opportunity/Nondiscrimination Policy details the requirement that each WorkSource
Center/America’s Job Center of California and YouthSource Center (Centers) appoint an Equal
Opportunity (EO) Complaints Officer. This individual is responsible for coordinating the Centers’
obligations under Federal, State, and City regulations. This includes handling, at the first level,
complaints brought under the WIOA. Handling complaints at the first level consists of
acknowledging receipt of the complaint and scheduling an informal resolution meeting,
facilitating the informal resolution meeting, and preparing the settlement agreement.

This WIOA Title I financially assisted program or activity is an equal opportunity employer/program.
Auxiliary aids and services are available upon request to individuals with disabilities.
If a complaint proceeds to administrative hearing, the Centers’ EO Complaints Officer is expected to coordinate the presentation of the Centers’ position on the complaint case before the administrative hearing officer, and possibly make the presentation for the agency.

The Centers’ EO Complaints Officer is also responsible for ensuring that the WIOA programs are delivered in full compliance with all nondiscrimination regulations and the State Methods of Administration. The Centers’ EO Complaints Officer should routinely provide training to all staff on EO topics, and should coordinate with the Disability Coordinator and LEP Coordinator to have them provide training. The name and phone number of the Centers’ EO Complaints should be widely publicized to clients and staff. It is mandatory that the Centers’ EO Complaints Officer attend all EO Officer training as well as Legacy I training even if Legacy live training is not offered because of funding issues, designated individuals are expected to complete the on-line course. The module “Roles and Responsibilities” provided in the EO Officer’s handbook details the duties of these positions.

The EO Complaints Officer is responsible for completing the biennial Physical and Program Accessibility Checklist (PPA). Although it is assumed that the Disability Coordinator and others will assist on this project, the EO Complaints Officer is ultimately responsible for completion of this project.

The Equal Opportunity/Nondiscrimination Policy also requires that each WIOA service provider designate a person to coordinate the agency’s efforts in complying with the Section 504 Rehabilitation Act regulations. This individual should develop expertise in serving people with disabilities, particularly through training offered through the EmployABILITY Partnership and the Legacy program. The Disability Coordinator must

- Attend all EO Officer training;
- Complete Legacy I, II, and III;
- Regularly attend meetings of the EmployABILITY Partnership; and
- Disseminate the information learned at these meetings to all staff in training sessions and at staff meetings.

In response to Executive Order 13166 and in order to ensure compliance with the Dymally-Alatorre Bilingual Services Act, the City of Los Angeles Local Workforce Development Area (LWDA) requires each WorkSource/America’s Job and OneSource Center to appoint an LEP Coordinator. The LEP Coordinator is responsible for coordinating service to persons with Limited English Proficiency. The LEP Coordinator should

- Attend all EO Officer training,
- Complete Legacy I,
- Attend all LEP Coordinator meetings,
- Disseminate the information learned at these meetings to all staff in training sessions, and
- Maintain a list of staff members, including partner staff, who are bilingual.

It is useful, but not mandatory, to have designated alternates for each of these positions who have completed the training and are able to assist each of the coordinators. Designated alternates are especially useful when the coordinator is on vacation or leave. It is also very useful to have a trained alternate when it is necessary to make a change in the designated individual.
Performance Evaluation Criteria
Response to this directive will have an influence on two administrative capability factors. The response will be judged as to its timeliness (received by the deadline stated.) The designated Centers’ EO Complaints Officer, Disability Coordinator, and LEP Coordinator will be evaluated to determine if they have completed the requisite training.

It is the responsibility of the Centers to notify the EO Compliance Unit promptly when there is a change in the designated individuals.

ACTION REQUESTED
Each WorkSource/America’s Job Center and YouthSource Center is requested to submit in writing, on its own letterhead,

1) The name of center, and address where City-funded WIOA services are being provided;
2) The name and email address of program director;
3) The name, address, phone number, fax number, TTY number, and -email address of the Centers’designated EO Complaints Officer;
4) The name, address, phone number, fax number, TTY number, and e-mail address of the designated Disability Coordinator; and
5) The name, address, phone number, fax number, TTY number, and e-mail address of the designated LEP Coordinator.

If there are designated alternates, please provide the same information for the alternates. The response to this directive should be signed by the Executive Director.

DEADLINE FOR RESPONSE
The deadline for response is August 19, 2016. Please submit the requested information to

    Maureen Brown
    EO Compliance Officer
    City of Los Angeles
    Economic and Workforce Development Department
    1200 W. 7th St., 6th Floor
    Los Angeles, CA 90017

The response may be faxed to (213) 744-7118. The response may also be submitted electronically, as a scanned attachment, to Maureen.Brown@lacity.org.

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

JHP:mb