



JAMES K. HAHN  
MAYOR

**DATE:** 10-16-02

**TO:** Full Service WorkSource Centers; Satellite WorkSource Centers; WIA Youth Contractors, Leads and Joints; Youth Opportunities Movement

**FROM:** Ann Giagni, Director  
Workforce Development Division

**SUBJECT:** DIRECTIVE NO: 03-13

**TRANSMITTAL OF TRANSLATED CITY OF LOS ANGELES WIA COMPLAINT PROCEDURES**

**BACKGROUND**

Element 4 of the Methods of Administration under the Workforce Investment Act (WIA) focuses on universal accessibility of services. 29 CFR 37.42 (Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Investment Act of 1998) addresses the responsibilities of each WIA grant recipient:

Recipients must take appropriate steps to ensure that they are providing universal access to their WIA Title I-financially assisted programs and activities. These steps should involve reasonable efforts to include members of both sexes, various racial and ethnic groups, individuals with disabilities, and individuals in differing age groups. Such efforts may include, but are not limited to:

- a) Advertising the recipient's programs and/or activities in media, such as newspapers or radio programs that specifically target various populations;
- b) Sending notices about openings in the recipient's programs and/or activities to schools or communities that serve various populations; and
- c) Consulting with appropriate community service groups about ways in which the recipient may improve its outreach and service to various populations.

Executive Order 13166 (January 17, 2001) gives Policy Guidance on the Prohibition Against National Origin Discrimination as it Affects Persons With Limited English Proficiency. A copy of this document is attached.



By means of this directive, copies of translations of the City of Los Angeles Summary of the Workforce Investment Act Complaint Procedures are being transmitted to the EO Complaints Officer of each WorkSource Center or Lead Agency. The translations are provided in the following languages:

Chinese	Korean
Japanese	Cambodian
Vietnamese	Spanish
Russian	Tagalog
Farsi	Armenian

A copy of this directive, along with Executive Order 13166, is being sent to other key staff at each WorkSource Center and Lead Agency. If you need a copy of the WIA Complaint Procedures in any of these languages, please contact your designated EO Complaints Officer.

#### ACTION REQUIRED

Copies of the translations of the Complaint Procedures should be made available at Orientation presentations. If a participant's primary language is other than English, the participant should be offered a copy of the Complaint Procedures in their primary language. It should be noted in the participant file that the participant received a copy of the Complaint Procedures in another language (specify which language), as well as English. This should be done on the acknowledgment of receipt of Complaint Procedures form..

The Local Workforce Investment Area (LWIA) has a clear mandate to improve access to persons with Limited English Proficiency. Your effective use of these translated materials will assist in this goal.

If you have any questions regarding this matter, please contact Maureen Brown at (213) 485-2996.