

**CITY OF LOS ANGELES**  
CALIFORNIA

CLIFFORD W. GRAVES, FAICP  
GENERAL MANAGER

**COMMUNITY DEVELOPMENT  
DEPARTMENT**

215 W. 6TH STREET  
LOS ANGELES, CA 90014



JAMES K. HAHN  
MAYOR

**DATE:** NOV 07 2003

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

**FROM:** Robert Ruiz  
Assistant General Manager

**SUBJECT:** DIRECTIVE NO: 04-11

**REQUEST FOR EO COMPLAINTS OFFICER AND DISABILITY COORDINATOR INFORMATION PER THE EQUAL OPPORTUNITY/NONDISCRIMINATION OBLIGATIONS AND ASSURANCES UNDER THE CITY OF LOS ANGELES WIA TITLE I-FINANCIALLY ASSISTED FUNDED PROGRAM**

Directive 01-52, dated April 12, 2001, transmitted the City of Los Angeles Local Workforce Investment Area (LWIA) Equal Opportunity/Nondiscrimination Policy. This policy details the steps necessary to comply with Federal nondiscrimination laws and the State Methods of Administration, which are required under the Workforce Investment Act.

The policy details the requirement to appoint an Equal Opportunity (EO) Complaints Officer (see page 7). This individual is responsible for coordinating the Full Service WorkSource Center/Satellite WorkSource Center/Lead Agency's obligations under the Federal, State, and City regulations, including handling, at the first level, complaints brought under the WIA. 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. If a complaint proceeds to administrative hearing, the EO Complaints Officer is expected to be the spokesperson for the agency.

The EO Complaints Officer is also responsible to ensure that the WIA programs are delivered in full compliance with all nondiscrimination regulations and the State Methods of Administration. The EO Complaints Officer's name and phone number should be widely publicized to clients and staff.

The Equal Opportunity/Nondiscrimination policy also requires that each WIA service provider designate a person to coordinate the agency's efforts in complying with the Section 504 Rehabilitation Act regulations (see page 3). This individual should develop expertise in serving persons with disabilities, particularly through training offered through the EmployAbility Partnership and the Legacy program.



**The EO Compliance Unit has been advised that the United States Department of Labor (DOL) will be conducting a compliance review site visit of the City of Los Angeles in 2004, including some of the WorkSource Centers. These designated staff members will be key individuals during those site visits. They will also attend mandatory training offered by the EO Compliance Unit in early Spring, 2004.**

**ACTION REQUESTED**

Each WIA contractor is requested to submit in writing, on its own letterhead, the name, address, phone number, fax number, and e-mail for the designated EO Complaints Officer and the designated disability coordinator, as well as the designated LEP Coordinator. This statement should be signed by the Executive Director.

Even if you have previously submitted this information and there have been no changes, please submit the information to confirm the information.

Please submit the requested information by **November 20, 2003** to:

EEO Compliance Unit  
City of Los Angeles  
Community Development Department  
215 West Sixth Street, 7<sup>th</sup> floor  
Los Angeles, CA 90014  
Attn: Maureen Brown, Management Analyst II

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