

Clifford W. Graves
GENERAL MANAGER

City of Los Angeles

CALIFORNIA



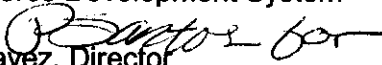
ANTONIO VILLARAIGOSA
MAYOR

COMMUNITY DEVELOPMENT
DEPARTMENT

1200 W. 7TH STREET
LOS ANGELES, CA 90017

DATE: August 31, 2005

TO: LA's Workforce Development System

FROM: Manny Chavez, Director 
Workforce Development Division

SUBJECT: DIRECTIVE NO: 06-02
(Supersedes Directive 5-17)

**REQUEST FOR EO COMPLAINTS OFFICER, DISABILITY COORDINATOR,
AND LEP COORDINATOR INFORMATION PER THE EQUAL
OPPORTUNITY/NONDISCRIMINATION OBLIGATIONS AND ASSURANCES
UNDER THE CITY OF LOS ANGELES WIA TITLE 1-FINANCIALLY ASSISTED
PROGRAM**

PURPOSE

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 (WIA).

The policy details the requirement to appoint an Equal Opportunity (EO) Complaints Officer (see page 7). This individual is responsible for coordinating the WorkSource Center/Lead Agency's obligations under 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 the informal resolution meeting; and preparing the settlement agreement. 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. It is recommended that the EO Complaints Officer have completed EO Officer training as well as Legacy I.

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 Disability Coordinator should have completed EO Officer training (either in 2004 or 2005). It is recommended that the designated Disability Coordinator should have completed Legacy I and begun Legacy II.

The LEP Coordinator is responsible for assisting persons who have Limited English Proficiency. The LEP Coordinator should maintain a list of staff members, including partner staff, who are bilingual. The LEP Coordinator should also be instrumental in developing programs specifically targeted at LEP clients. The LEP Coordinator should have completed EO Officer training, either in 2004 or 2005.

It is useful, but not required, to have designated alternates for each of these positions, who have completed the training, and assist each of the coordinators. Designated alternates are especially useful when the coordinator is on vacation or leave.

ACTION REQUESTED

Each WIA contractor is requested to submit **in writing, on its own letterhead**, the name, address, phone number, fax number, TTY phone number, and e-mail address for the designated EO Complaints Officer, the designated Disability Coordinator, and the designated LEP Coordinator. If there are designated alternates, please provide the same information for the alternates.

In order to evaluate the training needs of the WIA contractors, please list the training status of each person listed above for the following courses:

- EO Officer training 2004 (2 day)
- EO Officer training 2005 (1 day)
- Legacy I (not enrolled, enrolled in progress, or graduated)
- Legacy II (not enrolled, enrolled in progress, or graduated)

The response to this directive should be signed by the Executive Director.

DEADLINE FOR RESPONSE

Please submit the requested information by **September 30, 2005**.

CONTACT INFORMATION

EO Compliance Unit
City of Los Angeles
Community Development Department
1200 West Seventh Street, 4th floor
Los Angeles, CA 90017
Attn: Maureen Brown, Management Analyst II

TECHNICAL ASSISTANCE

If you have any questions regarding this request, please contact Maureen Brown at (213) 744-7272 or mbrown@cdd.lacity.org

MC:mab