

# CITY OF LOS ANGELES

CALIFORNIA



ANTONIO R. VILLARAIGOSA  
MAYOR

COMMUNITY DEVELOPMENT  
DEPARTMENT

1200 WEST SEVENTH STREET  
LOS ANGELES, CA 90017

**DATE:** May 18, 2006  
**TO:** LA's Workforce Development System  
**FROM:** Manny Chavez, Director  
Workforce Development Division  
**SUBJECT:** PY 05-06 WIA DIRECTIVE NO. 06-19  
(Supersedes Directive 06-02)

**REQUEST FOR EO COMPLAINT 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**

**EFFECTIVE DATE:**

This directive is effective upon date of issue.

**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 (MOA) 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/OneSource Center'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 resolution meeting; and preparing the settlement agreement. If a complaint proceeds to administrative hearing, the EO Complaints Officer is expected to coordinate the presentation for the agency, and possibly making the presentation 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 should routinely give training to all staff on EO topics, and should coordinate with the Disability Coordinator and LEP to have them provide training. The EO Complaints Officer's name and phone number should be widely publicized to clients and staff. It is mandatory that the EO Complaints Officer attend all 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 people with disabilities, particularly through training offered through the EmployABILITY Partnership and the Legacy program. The Disability Coordinator must attend all EO Officer training. The Disability Coordinator must complete Legacy I and II, and when it is available, Legacy III. The Disability Coordinator should regularly attend meetings of the EmployABILITY Partnership.

The LEP Coordinator is responsible for coordinating service to persons with Limited English Proficiency. The LEP Coordinator should maintain a list of staff members, including partner staff, who are bilingual. The LEP Coordinator should attend all LEP Coordinator meetings. The LEP Coordinator should disseminate the information learned at these meetings to all staff in training sessions. The LEP Coordinator must attend all EO Officer training, and must complete Legacy I.

It is useful, but not mandatory 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 WorkSource/OneSource Center 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.

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

#### **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 before the stated deadline.) The designated EO Complaints Officer, Disability Coordinator, and LEP Coordinator will be evaluated to determine if they have completed the requisite training.

#### **DEADLINE FOR RESPONSE**

Please submit the requested information by **June 9, 2006** to

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

#### **CONTACT**

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

MC:mab