



WS 11-05

February 15, 2011

To: Workforce Solutions Contractors

From: Rodney Bradshaw
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Subject: Orientation to Discrimination Complaint Form

Purpose

Transmit instructions for implementing the requirement to use the Orientation to Discrimination Complaint Form for some customers.

Background

We must tell our customers how they can complain to the appropriate people if the customer believes we have illegally discriminated against her/him. Career offices must have required EO posters and a large display with a pocket filled with complaint forms easily available to everyone. Staff will find our policy and procedures for how we assure our customers the right to complain on our website at this address: <http://www.wrksolutions.com/staff/eeostaff.html>

Using the Orientation to Discrimination Complaint Procedures Form

Beginning right away staff must include a customer signed "Orientation to Discrimination Procedures Form" in some customers' paper file.

1. Who needs the form in file – Customers you tag in a Workforce Solutions MIS to one of the fund sources noted at the top of the form.
 - ✓ Workforce Investment Act (WIA)
 - ✓ Temporary Assistance for Needy Families (TANF) /Choices
 - ✓ Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T)
 - ✓ Child Care Assistance
 - ✓ Trade Adjustment Assistance (TAA) and Trade Readjustment Allowances (TRA)
 - ✓ Project Reintegration of Offenders (Project RIO)
2. When to put the form in the file
 - ✓ You must include the signed form in the file when you first tag the customer to one of

the listed fund sources

- ✓ Add a form to the paper file when you reopen a customer record that is completely closed - all services in every fund source are closed. We consider the customer in this instance to be a “new” customer.
 - ✓ Add a form to the file of current customers who come into the office for continued service and/or financial aid. Do not require customers currently tagged to one of the listed fund sources to come to the office or send a signed form, when the customer receives her needed service without coming in.
3. How to use the form – Always give the customer a form to keep and put a signed form in the customer’s paper file.
 4. Where to file the form – keep the form in the customer paper file or attached to the addendum if there is no other paper file.

Action

1. Make sure that all appropriate staff begins to use the form as instructed here immediately.

Questions

Direct questions through the electronic Q&A posted with the policy on the website at <http://www.wrksolutions.com/staff/policiesandprocedures.html>.

Attachments: Orientation-to-Complaint Form 01-6-11
Orientation-to-Complaint Form 01-6-11 (Spanish)