

**SOP 17-02 Revision 1**  
**Non-Discrimination and Equal Opportunity**  
**Standard Operating Procedures**  
**Grow Southwest Indiana Region 11**  
**WDB Approval Date: 04-28-2017**  
**Revision 1 Date: 2/24/2023**  
**Revision 2 Date: 5/8/2024**

**Purpose**

To provide initial guidance regarding the observance and enforcement of the nondiscrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act (WIOA) and its implementing regulations found at 29 CFR Part 38.

**Recission**

DWD Policy 2012-04 Nondiscrimination and Equal Opportunity Requirement of the Workforce Innovation and Opportunity Act, issued December, 2012.

DWD Policy 2012-05 WIA Equal Opportunity Notice and Posting Requirements within the Workforce Investment System, issued September, 2012.

DWD Policy 2007-30 Ensuring Nondiscrimination and Equal Opportunity to Persons with Disabilities Participating in Programs and Activities in the WorkOne Delivery System, issued April 4, 2008.

DWD Policy 2007-31 Equal Opportunity Monitoring for the Workforce Investment Act (WIA) Title 1, issued April 4, 2008.

DWD Policy 2006-22 Nondiscrimination Requirements of the Workforce Investment Act, issued May 15, 2007.

DWD Policy 2006-19 Policy Guidance for Ensuring Access to Services for Persons with Limited English Proficiency issued April 4, 2007.

Region 11 SOP 15-13; 15-14; 15-15

**Action**

Equal Opportunity and Nondiscrimination Guidance Letter, will be implemented as Region 11 SOP Policy 2017-02.

## **Background**

All WIOA Title I recipients (Recipients), defined at 29 CFR 38.4, are responsible for ensuring equal opportunity (EO) and nondiscrimination in programs and activities funded in whole or in part under WIOA. Specifically, recipients must comply with all nondiscrimination requirements in the administration and operation of programs, activities, and employment as provided by WIOA Section 188 and its implementing regulations under the 29 CFR Part 38 (Final Rule). The requirement applies to all programs and activities that are operated by One-Stop partners, as defined in WIOA section 121(b), as part of the One-Stop delivery system (the WorkOne system).

The Final Rule became effective on January 3, 2017. This Guidance is intended to provide an initial summary of the major content areas covered in the Final rule and includes important procedures recipients must follow to maintain compliance. Additional guidance will be issued as available.

## **Guidance**

WIOA Section 188 prohibits discrimination on the basis of race, color, religion, sex, national origin, age, disability, or political affiliation or belief, or, for beneficiaries, applicants, and participants only, on the basis of citizenship status or participation in a WIOA Title I-financially assisted program or activity.

The following requirements are found in the Final Rule:

### **A. Notice and Communication (38.34-38.40)**

a. EO Poster. Each Recipient will provide initial and continuing notice that it does not discriminate on any prohibited basis. Appropriate steps will be taken to ensure that communications with individuals with disabilities are as effective as communications with others and that this notice is provided in appropriate languages to ensure meaningful access for limited English proficient (LEP) individuals.

The Final Rule provides exact language for the *Equal Opportunity is the Law* notice/poster (the EO Poster). This language cannot be altered except to include the Recipient's Local EO Officer information. **The EO Poster must be initially published within 90 days of January 3, 2017.** The language of the new EO Poster is included in this Guidance for convenience as **Attachment A**. The EO Poster can be found in multiple languages on the Civil Rights Center's website in a fillable, printable, pdf format.

The direct link to the English EO Poster is:

<https://www.dol.gov/oasam/programs/crc/pdf/EO Notice WIOA English.pdf>

Links to the EO Poster in other languages can be found at:

<https://www.dol.gov/oasam/programs/crc/external-compliance-assistance.htm>

The EO Poster will be:

- posted prominently, in reasonable numbers and places, in available and conspicuous physical locations and on recipients' website pages;
- disseminated in internal memoranda and other written or electronic communication with

staff

- included in employee handbooks or manuals;
- provided to each participant and employee and made a part of each participant's and employee file;
- provided in appropriate formats for the visually impaired and record of such alternate format in participants or employee file; and
- provided in appropriate languages other than English.

**b. EO Tagline and Relay Service.** All publications, broadcasts, and other communications will include that the program or activity in question is an "equal opportunity employer/program" and that "auxiliary aids and services are available upon request to individuals with disabilities."

Where such communications indicate that the Recipient may be reached by telephone, the materials will provide the telephone number of the text telephone (TTY) number or equally effective telecommunications system, such as a relay service, videophone, or captioned telephone.

**c. Orientations.** Any such WIOA Title I orientation for new participants, employees, or the general public will include a discussion of rights and responsibilities under the EO and nondiscrimination provisions of WIOA and the Final Rule, including the right to file a complaint. This information will be communicated in appropriate languages and accessible formats.

**d. Affirmative Outreach.** Recipients will take appropriate steps to ensure that they are providing equal access to WIOA Title I-financially assisted programs and activities. These steps should involve reasonable efforts to include members of the various protected groups, including, but not limited to persons of different sexes, various racial and ethnic/national origin groups, various religions, LEP individuals, individuals with disabilities, and individuals in different age groups.

Examples of affirmative outreach efforts:

- Targeting specific populations when advertising programs/services
- Sending information to schools or community service groups that serve various populations
- Consulting with community service groups on ways to improve outreach and service

## **B. Equal Opportunity Officers (38.28-38.33)**

Every Recipient, except small recipients (defined as serving fewer than 15 beneficiaries during an entire grant year and employing fewer than 15 employees on any given day) and service providers, will designate an EO Officer with adequate knowledge, skills, and abilities to ensure EO/Nondiscrimination in the administration and operation of programs and services. An EO Officer will be a senior level employee with sufficient authority, staff, resources, and training to fulfill his/her responsibilities and maintain competency. The EO Officer will not have other responsibilities that create a conflict or the

appearance of a conflict with EO responsibilities.

The State EO Officer's responsibilities include, but are not limited to"

- Overseeing the development and implementation of the state's Nondiscrimination Plan (NDP);
- Serving as the state's liaison with CRC;
- Monitoring compliance of WIOA Title I EO and nondiscrimination requirements;
- Undergoing training and providing training and technical assistance to Local EO Officers; and
- Developing procedure for and investigating discrimination matters that rise to the state level.

The Local EO Officer's responsibilities include, but are not limited to:

- Reporting EO/nondiscrimination matters to the State EO Officer;
- Processing and investigating regional discrimination complaints;
- Monitoring compliance of regional WIOA Title I complaints;
- Undergoing training and providing training for staff and service providers (participant required for quarterly conference calls and training sessions conducted by DWD's State EO Officer);
- Surveying WorkOne offices to ensure compliance with applicable accessibility requirements;
- Reviewing the region's policies to ensure they are nondiscriminatory;
- Conducting outreach and education about EO and nondiscrimination requirements and how an individual may file a complaint; and
- Ensuring overall implementation of the NDP.

The EO Officer's name, position, title address, and telephone number (voice and TDD/TTY) will be made public, with the EO Officer's identity and contact information listed on all internal and external communication about the Recipient's nondiscrimination and equal opportunity programs. Changes regarding a Recipient's EO Officer will be updated in all areas where the information is published. Updated contact information will also be forwarded to the State EO Officer at [EO@dwd.in.gov](mailto:EO@dwd.in.gov).

### **C. Language Services (38.9)**

Recipients will take reasonable steps to ensure meaningful access to LEP individuals via every delivery method (written, electronic, and in person). Such steps may include, but are not limited to:

- Assessment to determine language assistance needs
- Outreach to LEP communities to improve service delivery in needed languages
- Oral interpretation or written translation

Recipients will not require an LEP individual to provide their own interpreter, nor rely on an LEP individual's minor child or adult family or friend except in emergency situations. An accompanying adult may interpret or facilitate communication when the information conveyed is of minimal importance or when the LEP individual specifically requests the accompanying adult to provide language assistance. When the Recipient permits the accompanying adult to provide such assistance, it will be documented that the LEP individual decided to use their own interpreter.

Even where an LEP individual elects to use their own interpreter, a Recipient has the option to provide

an independent interpreter where precise, complete, and accurate information is critical, or where the competency of the LEP individual's requested interpreter is not established.

For languages spoken by a significant amount of the eligible population to be served, or likely to be encountered, Recipients will translate vital information in written materials and have them readily available in hard copy, upon request, or electronically. Even where languages are not spoken by significant amount of the eligible population, Recipients will take reasonable steps to meet the particularized language needs of LEP individuals. The Final Rule does not specify what constitutes a "significant amount", but rather stresses that providing meaningful access to the LEP population should be handled at the recipient level based upon the circumstances found in their local area. The Appendix to Section 38.9 of the Final Rule provides further insight into strategy and practice and is a valuable resource surrounding this topic.

Vital information means information that is

- necessary for an individual to understand how to obtain any aid, benefit, service, and/or training; necessary to obtain any aid, benefit, service, and/or training; or
- required by law.

Examples include, but are not limited to:

- applications,
- consent and complaint forms, and
- notices of rights and responsibilities.

All communication of vital information will include a "Babel notice," which is a short notice included in a document or electronic medium in multiple languages informing the reader that the communication contains vital information and explaining how to access language services to have the contents of the communication provided in other languages.

#### **D. Assurances (38.25-28.27)**

Each application for financial assistance under WIOA Title I will include the assurance language found included in the Guidance as Attachment B.

The assurance is considered incorporated by operation of law in the grant, cooperative agreement, contract, or other arrangement whereby Federal financial assistance under Title I of WIOA is made available, whether it is explicitly incorporated in such document and whether there is a written agreement between the Department and the recipient, between the Department and the Governor, between the Governor and the recipient, or between recipients. The assurance also may be incorporated in such grants, cooperative agreements, contract, or other arrangement by reference.

In lieu of including the assurance language in its entirety for smaller contracts or agreements (such as OJT contracts, etc.), the following reference to the language may be used:

"The equal opportunity and nondiscrimination assurances at 29 CFR Part 38.25 apply to this contract/agreement."

## **E. Accessibility and Reasonable Accommodation (38.12-38.14)**

**a. Physical Accessibility.** Recipients will ensure that their facilities are accessible and usable by individuals with disabilities. Recipients will meet applicable accessibility obligations under Section 504 of the Rehabilitation Act and the implementing regulations at 29 CFR Part 32 and the American with Disabilities Act (ADA).

**b. Programmatic Accessibility.** All WIOA Title I programs and activities will be programmatically accessible, which includes providing reasonable accommodations for individuals with disabilities, making reasonable modifications to policies, practices, and procedures, administering programs in the most integrated setting appropriate, communicating with persons with disabilities as effectively as with others, and providing appropriate auxiliary aids or services, including assistive technology devices and services, where necessary.

**c. Reasonable Accommodations and Modifications.** Recipients will provide reasonable accommodations to qualified individuals with disabilities unless providing the accommodation would cause undue hardship.

A qualified individual with a disability, with respect to aid, benefits, services, or training, is an individual who, with or without auxiliary aids and services, reasonable accommodations, and/or reasonable modifications in policies, practices and procedures, meets the essential eligibility requirements; or, with respect to employment, an individual who satisfies the requisite skill, experience, education, and other job-related requirements, with or without reasonable accommodation can perform the essential functions of such position.

Reasonable accommodation includes, but is not limited to:

- Making existing facilities readily accessible and usable;
- Restructuring of a job or service, or of the way in which aid, benefits, services, or training is/are provided;
- Part-time or modified work or training schedules;
- Acquisition or modification of equipment or devices;
- Appropriate adjustment or modifications of examinations, training materials, or policies;
- Provision of readers or interpreters

Undue hardship means significant difficulty or expense incurred by a Recipient. Factors to be considered in determining whether a reasonable accommodation would impose an undue hardship on a Recipient include:

- Nature and cost of accommodation needed;
- Overall financial resources of the facility;
- Overall financial resources of the Recipient;
- Type of operations of the Recipient; and
- Impact of the accommodation upon the operation of the facility

## **E. Data and Information Collection and Maintenance (38.41-38.45)**

**a. Data Collection.** Recipients will collect EO data for applicants, registrants, eligible applicants/registrants, participants, terminees, employees, and applicants for employment and record the race/ethnicity, sex, age, and where known, disability status. Beginning on January 3, 2019, each Recipient will also record LEP and preferred language.

Data collected will be stored in a manner that ensures confidentiality and used only for purposes of:

- Recordkeeping and reporting
- Determining eligibility for WIOA Title I programs or activities
- Determining the extent to which the recipient is operating its WIOA programs and activities in a nondiscriminatory manner; or
- Other uses authorized by law.

Any medical or disability-related information will be collected on separate forms, and maintained in separate files apart from any other information about the individual. This information will be treated as confidential and locked or otherwise secured (for example, through password protection).

Records will be maintained for a period of not less than three years from the close of the applicable program year.

**b. Complaint Logs.** Recipients will maintain a log of complaint filed with the Recipient that allege discrimination on the basis(es) of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin, age, disability, political affiliation or belief, citizenship, and/or participation in a WIOA Title I-financially assisted program or activity.

The log will include the name and address of complainant, basis of complaint, a description of the complaint, the date the complaint was filed, the disposition and date of disposition of the complaint, and other pertinent information. Recipients will submit their complaint logs on a quarterly basis to DWD's EO Officer at [EO@dwd.in.gov](mailto:EO@dwd.in.gov). Logs will cover the Recipient's entire region and are due on or before the following dates:

- April 5
- July 5
- October 5
- January 5

## **G. Complaint Processing Procedures (38.69-38.85)**

**a. Complaints.** A complainant may file a complaint by completing and submitting CRC's Complaint Information and Privacy Act Consent Forms, which may be obtained either from the Recipient's EO Officer or from CRC. Complaints will be filed in writing, either electronically or in hard copy, and will contain the following information:

- Complainant's name, mailing address, and if available email address (or another means of contact);
- Identity of respondent;
- Description of allegations;
- Written or electronic signature of the complainant or complainant's representative

**b. Complaint Processing (See Attachments C, D, and E)**

- A Recipient's procedure will state that the Recipient will issue a written Notice of Final Action on complaints within 90 days of the date on which the complaint is filed. The procedure will include, at a minimum, the following elements:
  - Initial, written notice to complaint acknowledging receipt of complaint, notice of complainant's right to representation, notice of rights contained in the EO Poster, and notice that complainant has the right to request and receive, at no cost, auxiliary aids and service, language assistance services, and that this notice will be translated as required;
  - Written statement of the issue(s), provided to complainant, that includes a list of issues raised in the complaint and whether the Recipient will accept or reject each issue;
  - Period for fact-finding or investigation;
  - Period for attempt to resolve complaint, including provision for alternative dispute resolution (ADR);
  - Written Notice of Final Action provided to complainant within 90 days of filing date.



## Attachment A

### Equal Opportunity Is the Law

It is against the law for this recipient of Federal financial assistance to discriminate on the following bases: Against any individual in the United States, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or, against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA Title I-financially assisted program or activity.

The recipient must not discriminate in any of the following areas: Deciding who will be admitted, or have access, to any WIOA Title I financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity.

Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

#### ***What To Do If You Believe You Have Experienced Discrimination***

If you think that you have been subjected to discrimination under a WIOA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

<b>Recipient's Local Equal Opportunity Officer</b>	or	<b>The Director, Civil Rights Center (CRC)</b>
Jody Robinson		U.S. Department of Labor
Southwest Indiana Workforce		200 Constitution Avenue NW.
4600 Washington Ave. Suite 113		Room N- 4123
Evansville, IN 47714		Washington, DC 20210

or electronically as directed on the CRC Web site at [www.dol.gov/crc](http://www.dol.gov/crc).

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above). If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you may file a complaint with CRC before receiving that Notice. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient). If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action

## Attachment B

### Required Assurance Language (38.25)

(1) Each application for financial assistance, under Title I of WIOA, as defined in § 38.4, must include the following assurance:

- (i) As a condition to the award of financial assistance from the Department of Labor under Title I of WIOA, the grant applicant assures that it has the ability to comply with the nondiscrimination and equal opportunity provisions of the following laws and will remain in compliance for the duration of the award of federal financial assistance:
  - (A) Section 188 of the Workforce Innovation and Opportunity Act (WIOA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or against beneficiaries on the basis of either citizenship status or participation in any WIOA Title I financially assisted program or activity;
  - (B) Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color and national origin;
  - (C) Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
  - (D) The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and
  - (E) Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.
- (ii) The grant applicant also assures that, as a recipient of WIOA Title I financial assistance, it will comply with 29 CFR part 38 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIOA Title I-financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIOA Title I-financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.

## **Attachment C**

### **Complaint Processing Procedures**

DWD Technical Assistance 2021-07 provides guidance for recipient complaint processing procedures as required by:

- WIOA Section 188
- 29 CFR Part 38
- DWD Policy 2016-09 Equal Opportunity and Nondiscrimination Guidance Letter

Per Grow Southwest Indiana Workforce Standard Operating Procedure 17-02, section G. b. Complaint Processing (38.69-38.85) must include, at a minimum, the following elements:

- Initial written notice to complainant acknowledging receipt of complaint, complainant's right to representation, notice of rights contained in EO poster, notice that complainant has the right to request and receive, at no cost, auxiliary aids and service, language assistance services, and that this notice will be translated as required.
- Written statement of the issue(s) provided to complainant, that includes a list of issues raised in the complaint and whether the Recipient will accept or reject each issue
- Period for fact-finding or investigation
- Period for attempt to resolve complaint, including provision for alternative dispute resolution (ADR)
- Written Notice of Final Action provided to complainant within 90 days of filing date.

#### **Discrimination Complaint Process**

There are six (6) steps:

##### **1. Filing a complaint**

- Complaint forms are available from the Local EO Officer, the State EO Officer, or from the Civil Rights Center (CRC).
- The following information must be provided by complainant:
  - a) Complainant name, mailing address, e-mail address, if available, and telephone number (or another means of contact)
  - b) The identity of the respondent (the individual or entity that the complainant alleged is responsible for the discrimination)
  - c) A description of the complainant's allegations. There must be enough detail to allow the local area, the DWD, or the CRC to decide whether:
    - Local, State, or the CRC has jurisdiction over the complaint.
    - The complaint was timely filed (within 180 days)
    - The complaint has merit (allegation (if true) violate any of the nondiscrimination and equal opportunity provisions of Section 188 of the WIOA. Form may provide this information.)
  - d) Complainant's written or electronic signature or authorized representative.

## **2. Jurisdiction**

- Upon receipt, the Local EO Officer will log the complaint on the Quarterly Complaint Log, and if necessary, confer with the State EO Officer to determine the jurisdiction over the complaint.
- If not local jurisdiction, the Local EO Officer will refer the complaint to the State EO Officer and notify the complainant of the referral and reasons for the referral.
- If under local jurisdiction, the Local EO Officer will issue a letter to the complainant acknowledging receipt of the complaint, identify the issues, and include that the complainant has the right to file with the Director of the CRC within 30 calendar days of the date on which the complainant received the notice.
- If the complaint contains insufficient information or is missing requirements, the Local EO Officer will attempt to obtain information from the complainant. If complainant fails to provide information, the local area can reject the complaint.
- If the complaint is a state level complaint, the State EO Officer will work with the program point of contact to follow the steps for their particular program.
- If complaint is sent directly to the State EO officer and it falls under the jurisdiction of the local level, the State EO Officer will contact the Local EO Officer to address the complaint locally.

## **3. Notice of Receipt Letter (see Attachment B)**

- The Local EO officer will issue an initial written Notice of Receipt letter to the complainant that includes the following:
  - Acknowledgement of receipt of the complaint
  - Notice that the complainant has the right to be represented in the discrimination complaint process.
  - Equal Opportunity is the Law notice (Attachment A)
  - Notice that the complainant has the right to request and receive, at no cost, auxiliary aids and services, language assistance services, and that the notice will be translated into the appropriate non-English language.
- The following information will be provided in a written statement to the complainant, preferably in the Notice of Receipt Letter:
  - A list of each issue in the discrimination, and for each issue, a statement that the issue is accepted or is not accepted.
  - Reasons for rejection must be provided.
  - An invitation to participate in ADR (see section 5)

## **4. Begin the investigation**

- Investigation begins immediately after issuance of Notice of Receipt. Time for investigation: 30 days
- Total time for processing the discrimination complaint is 90 calendar days from the date on which the complainant filed.
- If by the end of 90 days from the filing date, the recipient has failed to issue a Notice of Final Action, the complainant may file complaint with the CRC Director within 30 days of the expiration of the 90-day period (within 120 days of filing date).

- If the complainant decides to file with the CRC, the complainant must be informed that the local area has 90 calendar days to process the complaint and the CRC will not investigate the complaint until the 90-day calendar period has expired.

## **5. Alternative Dispute Resolution (ADR)**

- If complainant selects ADR, the complainant or representative must respond in writing, dated, and signed by the complainant, and include the relief sought.
- ADR must be requested before receipt of Notice of Final Action (NFA).
- If ADR is chosen, the respondent will be notified, and a mediator will be assigned.
  - Mediators must be neutral, third-party individuals.
  - Mediators do not rule as to who is right or wrong or take sides or advocate for one side or the other.
  - Mediators to not impose a decision on the parties.
- Mediation procedures:
- Parties receive notice of where and when the mediation will be conducted.
- If parties do not reach agreement, notice will be issued outlining the facts or circumstances relevant to the attempt to settle the issues.
- Notice will be given that the complaint has been referred for investigation.
- If mediation is successful, a description of the resolution will be provided.
- A copy will be provided to the complainant and respondent.
- Agreement will contain:
  - Signatures of mediator, complainant, and respondent
  - Description of the settlement of the issues
  - If the parties do not reach an agreement under mediation, the complaint will be referred for investigation.
- If possible, the ADR process will be completed within 30 calendar days of receipt of the complaint to assist with the 90 calendar-day timeframe of the written NFA if the ADR is not successful.
- If resolution is reached under ADR, the agreement will be in writing with a copy of signed agreement sent to the State EO Officer.
- If an agreement is reached under ADR but a party believes the agreement has been breached, the non-breaching party may file a complaint with the CRC within 30 calendar days of the date on which the non-breaching party learns of the alleged breach.
- If parties do not reach resolution under ADR, the local EO Officer will continue with the investigations, or the complainant may file a complaint with the CRC.

## **6. Provide a written Notice of Final Action (see Attachment C)**

- After the Local EO Officer investigates the complaint and/or participates in ADR, a Written NFA must be provided to the complainant within 90 days of the date on which the complaint was filed.
- The notice will contain for each issue in the complaint, a statement of either:
  - The recipient's decision on the issue and an explanation of the reasons underlying the decision OR

- A description of the way the parties resolved the issue AND
  - A statement that the NFA is issued during the 90-day period and the complainant is dissatisfied with the decision. The complainant or representative has a right to file a complaint with the Civil Rights Center within 30 days of the date on which the complainant received the NFA. Only the Director of the Civil Rights Center may extend the 30-day time limit for good cause. The complainant has the burden of proving to the Director of CRC, that the time limit should be extended.
- If by the end of the 90 days from the date on which the complainant filed the complaint, the Local EO Officer has not completed its processing of the complaint or failed to issue a NFA, the complainant or representative may file a complaint with the CRC within 30 days of the expiration of the 90-day period. The complaint must be filed with the CRC within 120 days of the date on which the Local EO Officer received the complaint.

**Attachment D**  
**Example: Initial Written Notice of Receipt Letter**

**NOTICE OF RECEIPT**

Date:

Complainant Name or Attorney  
Complainant or Attorney Address  
Complainant or Attorney City, State, Zip

**RE: WIOA Complaint by (name of complainant)**

Dear (complainant name)

The (recipient) received the discrimination complaint (“Complaint”) dated XXXXXX, submitted by name of complainant (“Complainant”) by counsel XXXXXX.

**Notices required by 29 CFR § 38.72(b)(1)**

Pursuant to 29 CFR § 38.72 (b)(1)(i), the (recipient) acknowledges that the Complaint has been received.

Pursuant to 29 CFR §§ 38.71 and 38.72 (b)(1)(ii), Complainant has the right to be represented by an attorney or other individual of their choice.

Pursuant to 29 CFR § 38,72(b)(1)(iii), find enclosed a notice of rights.

Pursuant to 29 CFR § 38.72 (b)(1)(iv), Complainant has the right to request and receive, at no cost, auxiliary aids and services, language assistance services, and this notice will be translated into the non-English languages as required in 29 CFR §§38,4 (h) and (i), 38,34, and 38.36.

**The Complaint**

The Complaint alleges the (Recipient) discriminated against Complainant due to Complainant’s XXXXXX. Specifically, the Complaint alleges the following:

Issue #1 – On (date), at the (location), XXXXXX.

**Acceptance of Issues for Investigation & Procedure**

The (recipient) accepts the issue in the Complaint for investigation.

The (recipient) will conduct a 60-day fact finding and attempt a satisfactory resolution with

Complainant, by counsel. At any point within those 60 days, any party can request the use of an Alternative Dispute Resolution (ADR) process, such as mediation.

The (recipient) will issue a Notice of Final Action on the complaint within 90 days of the date the Complaint was filed. Therefore, the (recipient) may issue a Notice of Final Action in this matter on or before (date). If Complainant is dissatisfied with the (recipient's) decision or resolution, the Complainant may file a complaint with the Director of the Civil Rights Center (CRC) for the U. S. Department of Labor at <https://www.dol.gov/agencies/oasam/centers-offices/civil-rights-center/external/ho-to-file-complaint> . You must file your CRC complaint within 39 days of the date on which you received the Notice of Final Action.

If the (recipient) does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you may file a complaint with CRC before receiving that Notice. However, you must file your CRC complaint within 30 days of the 90-days deadline (in other words, within 120 days after the day on which you filed your complaint with the (recipient)).

Sincerely,

(Name of Local EO officer)

Equal Opportunity Officer

Address:

Phone:

(email)

(web)



**Attachment E**  
**Example: Notice of Final Action Letter**

Date:

Complainant or Representing Attorney Name  
Complainant or Representing Attorney Address  
Complainant or Representing City, State, and Zip

RE: WIOA Complaint by (complainant)

Dear (Complainant or Representing Attorney):

**Notice of Final Action (NFA)**

By Notice of Acceptance dated (enter date), the parties were notified of an accepted complaint of discrimination filed by (Name of Complainant), against the (Recipient's Name).

The Complainant alleges that the (Recipient) discriminated against the Complainant on the basis of XXXX, in violation of Section 188 of the Workforce Innovation and Opportunity Act (WIOA). The complaint was filed timely, and all other jurisdictional requirements are met.

**Issues Accepted**

The following issues were accepted for investigation in the Notice of Acceptance and are the subject of this Notice of Final Action:

Issues #1 – On (date), at the (location of complaint), XXXXX.

**Findings of Fact**

Based on documentation during the investigation, the (Recipient) makes the following findings of fact:

1. XXXXX

**Conclusion**

Regarding the Issues Accepted for this investigation, and based on the foregoing Findings of Fact, it is concluded that XXXXX.

## Remedies

The (Recipient) is committed to providing equal opportunity and equal access to all individuals in programs and activities funded by Title I of the Workforce Innovation and Opportunity Act (WIOA) (29 USC 3248) and its implementing Regulations (Final Rule, 29 CFR Part 38). Based on our investigation, the following actions have been or will be taken to ensure those remedies are addressed.

XXXXXXXX

### Notice of Right to File with Civil Rights Center

If the Complainant is dissatisfied with this Notice of Final Action, you may file a complaint with the:

Civil Rights Center  
U.S. Department of Labor  
200 Constitution Avenue  
Washington, DC 20210

The complaint must be filed within 30 days of the date on which you receive this Notice of Final Action.

Sincerely,

(Name of EO Officer)  
Equal Opportunity  
(Name of Recipient)  
(Recipient address)  
(Recipient phone)  
(Recipient email)  
(Recipient web address)