

**M E M O R A N D U M**

**DATE:** January 11, 2022

**TO:** Job Center Directors and Regional Managers

**FROM:** DSS Office of Procedures

**SUBJECT:** WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) EQUAL OPPORTUNITY AND NONDISCRIMINATION COMPLIANCE

The purpose of this Center Director (CD) Memorandum is to remind the Human Resources Administration (HRA)/Department of Social Services (DSS) Job Center Directors and Regional Managers of the Workforce Innovation and Opportunity Act (WIOA) Equal Opportunity (EO) and nondiscrimination requirements. As EO Officers, Job Center Directors and their designees have the responsibility of monitoring Equal Opportunity and nondiscrimination compliance at each Job Center.

**Notices and Communication**

The “Equal Opportunity is the Law” notice is available in alternate formats and languages, and for individuals with hearing and/or visual impairments. A TDD/TTY number is provided as a means of communication. All pamphlets and brochures include the taglines “Equal Opportunity employer/program.”

**Universal Access**

At all Job Centers, a designated restroom or a restroom stall must be available for individuals with disabilities, indicated by the universal symbol of accessibility. Additionally, entrances to the Job Centers are accessible for wheelchairs, and all services/activities provided in the Job Centers are accessible to persons with disabilities. Job Center Directors must ensure that individuals with Limited English Proficiency are given appropriate translation services. Refer to [PD # 18-10-OPE](#) for more information. Auxiliary aids and reasonable accommodations are provided to individuals with disabilities upon request. Lastly, Job Center Directors and all staff are reminded of the procedure to address Reasonable Accommodation (RA) requests under [PD # 16-27-OPE](#).

**Note:** There is no designated parking for any applicants/participants.

## Submitting Equal Opportunity Complaints

HRA/DSS staff and job applicants/participants should follow the Equal Employment Opportunity (EEO) Complaint and Investigation Procedure that is contained in [HRA Procedure No. 15-11](#) whenever they have a complaint or are aware of a problem with the agency possibly involving employment discrimination or sexual harassment. To ensure that each civil rights complaint is being tracked and handled appropriately, the following process must be implemented at Job Centers.

Job Center Directors will handle all complaints that come into the Job Center, and specifically, are responsible for the following:

- Ensure that the Job Center maintains a log of complaints, using the Service Representative Complaint Log (**M-43**) form. Staff must fill out the **M-43** by recording the name of the Applicant/Participant, Case Number or Social Security Number, Date of Complaint, Nature of Complaint, Complaint Type, whether it is a valid complaint, Outcome/Resolution, and Comments.
- Medical files are maintained as strictly confidential.
- All staff and applicants/participants are advised of the policy on filing complaints of discrimination.
- Complaints of discrimination are entered into the complaint log, and letters of acknowledgement are issued within five days of the receipt of the complaint.
- Complainants are advised of their right to representation and a Statement of Issues is sent within 15 days of receipt of the complaint.
- Staff and applicants/participants are made aware that retaliation by management and/or coworkers for filing a complaint or participating in a complaint investigation is prohibited.
- Staff and applicants/participants are informed of the:
  - (a) Affirmation Action Policy Statement
  - (b) Sexual Harassment Policy Statement

*Effective Immediately*

### References:

[18-ADM-03](#)  
[New York State Nondiscrimination Plan](#)

**Related Items:**

[PD # 18-10-OPE](#)

[PD # 16-27-OPE](#)

[CD # 15-16](#)

[HRA Procedure No.15-11](#)

**Attachment:**

**M-43** Services Representative Complaint Log (Rev. 7/15/2014)

cc: FIA Call Center  
Code X  
DSS/EEO Office

