

Administrative Policy Issuance

POLICY NUMBER:
IAQA01-201605

Policy Name: Equal Opportunity Responsibilities and Expectations	Description: Requirements for notification of Equal Opportunity Rights and the non-discriminatory delivery of services.
Date of Approval: May 24, 2016	Revision History: Previous Policy Number EO 01-03-01
Effective Date: May 24, 2016	Scheduled for Review: May 24, 2020
Policy Topic: Quality Assurance	Administering Department: Quality Assurance

DEFINITIONS: N/A

POLICY STATEMENT:

Workforce Solutions for North Central Texas (WSNCT) will provide initial and continuing notice, discrimination on any ground is prohibited to:

- registrants and applicants, both eligible and non-eligible, in any Workforce Program delivered through the Workforce locations;
- Workforce Investment and Opportunity Act (WIOA) participants;
- applicants for employment and employees funded, in whole or in part, by WIOA funds or positions located within Workforce locations;
- unions or professional organizations holding collective bargaining or professional agreements with the recipient;
- all contractors receiving WIOA Title 1 funds from the subrecipient; and
- members of the public, including those with impaired vision or hearing.

WSNCT will take appropriate steps to ensure communications with Individuals with Disabilities (IWD) are as effective as communications with others.

WSNCT locations must prominently display in [English](#) and [Spanish](#) without alteration, the *Workforce Solutions for North Central Texas Equal Opportunity (EO) Notice*, displaying clearly the EO Officer's name and contact information. Specific procedures for the Complaint Process are outlined within the *EO Notice*.

The exact language of the *WSNCT EO Notice* must be included in handbooks, manuals or other formats of human resource policy distribution, including electronic systems.

The exact language of the *Orientation to Discrimination Complaint* ([English](#) and [Spanish](#)) must be maintained and provided to:

- WIOA participants with a copy in the WIOA case record;
- other Workforce Program participants with a copy in the case record, except where specific alternative *EO Notice* is required by a specific program's own regulations; and
- employees of a Service Provider or the administrative entity with a copy in the personnel file.

WSNCT locations must ensure the *EO Notice* is provided in appropriate formats to individuals with visual impairments and documented in The Workforce Information System of Texas (TWIST) case notes when the *EO Notice* is given in an alternative format.

Orientations informing new participants, new employees, or the general public of WIOA financially assisted programs or activities, and other Workforce programs and services must include a discussion of rights under the non-discrimination and EO provisions, including the right to file a discrimination complaint. Distribution of the *Orientation to Discrimination Complaint* form may satisfy this requirement, if included in written procedures or the distribution is noted in Orientation scripts.

WSNCT *Marketing Standards and Guidelines* policy provides requirements regarding EO taglines in publications, broadcasts, and other communications.

With regard to all individuals with physical, learning, emotional or behavioral disabilities, or with Limited English Proficiency (LEP), WSNCT programs must ensure the following equal opportunity and access requirements of WIOA and other program legislation be followed:

- all federally-funded workforce and child care services, including training, be provided in a manner to ensure equal opportunity and equal access;
- all communications be as effective as communications with others;
- services be provided in the most integrated setting appropriate to the needs of qualified individuals with disability;
- no surcharges be placed on individuals or a group of individuals with disabilities to cover the cost of measures such as auxiliary aids or program accessibility, or for LEP individuals, for the cost of translation services;
- reasonable accommodation be provided to qualified individuals with disability who are applicants, registrants, eligible applicants/registrants, participants, employees or applicants for employment unless providing the accommodation would cause undue hardship; and
- IWDs are not required to accept an accommodation, aid, benefit, service, training, or opportunity the individual chooses not to accept.

The Workforce Solutions for North Central Texas Development Board, Contractors and One-Stop partners must ensure:

- selection of a site or location of a facility does not have a discriminatory effect;
- eligibility criteria do not screen out or tend to screen out an IWD or class of IWD and such criteria are not imposed unless, such criteria can be shown to be necessary for the provision of the aid, benefit, service, training, program, or activity being offered;
- licensing and certification programs be administered in a manner that is not discriminatory on the basis of disability;
- opportunity to participate as a member of the Board, or local planning or advisory board/committee not be denied to a qualified individual with a disability;
- directly, or through contractual or other arrangements, discrimination against qualified individuals with disabilities are not perpetuated by providing significant assistance to an agency, organization or person who discriminates on the basis of disability;
- no person who exercises any rights and privileges under the nondiscrimination and equal opportunity provisions of WIA and 29 CFR 37, or WIOA and 29 CFR 38 may be subjected to retaliation of any kind; and
- all additional requirements of 29 CFR 38 and WIOA final rules will be followed and further specified in Standard Operating Procedures in order to maintain compliance, including:
 - [Required Equal Opportunity Compliance Posters in WSNCT Centers](#)
 - [How to Assist Customers with Limited English Proficiency](#)
 - [How to Recognize and Process and EO Complaint in WSNCT](#)
 - [How Workforce Centers Should Prepare for and Address Customer Complaints in WSNCT](#)
 - [How to File a Discrimination Complaint or WIOA Program Grievance Complaint](#)
 - [How Service Providers Must Provide Reasonable Accommodation](#)

ACTION REQUIRED:

All contractors must enact all requirements of this policy and develop and maintain additional procedures as needed to ensure ongoing compliance with this policy and related procedures. Other one-stop partners must adhere to these policies and procedures where WIOA regulations take precedence.

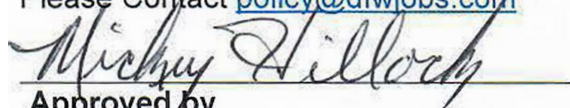
RELATED POLICIES/RESOURCES:

Code of Federal Regulations, Title 29-Labor, Section 37 "Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Investment Act of 1998 (WIA)" §37.29-37.36 and successor rule 29 CFR 38 as issued.

Methods of Administration for the State of Texas, as posted
Texas Workforce Commission WD Letter 16-14: "Equal Opportunity Notice"

INQUIRIES:

Please Contact policy@dfwjjobs.com



Approved by
Mickey Hillock
Board Chair
Workforce Solutions for North Central Texas



Reviewed by
Debra Kosarek
Quality Assurance Manager, EO Officer,
504 Coordinator

**NORTH CENTRAL TEXAS WORKFORCE DEVELOPMENT BOARD
ORIENTATION TO DISCRIMINATION COMPLAINT PROCEDURES FORM
(29 CFR Part 38)**

This Orientation to Discrimination Complaint Procedures form addresses discrimination complaint procedures for the listed programs and services administered in the local workforce development area by the Workforce Development Board and its Contractors:

**Workforce Innovation and Opportunity Act (WIOA)
Temporary Assistance for Needy Families (TANF) / CHOICES
Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T)
Child Care Services (CC)
Trade Adjustment Assistance (TAA) and Trade Readjustment Allowances (TRA)**

THE RECIPIENT OF THE FEDERAL FINANCIAL ASSISTANCE IS:

**North Central Texas Workforce Development Board
P.O. Box 5888
Arlington, TX 76005-5888**

**Equal Opportunity (EO) Officer: Debra Kosarek
Telephone Number: (817) 640-3300
Relay Texas: 1-800-735-2989/ TTY 1-800-735-2988 (Voice)**

The North Central Texas Workforce Development Board (the Board) shall resolve equal opportunity complaints in a fair and prompt manner. Acts of restraint, interference, coercion, discrimination, or reprisal towards complainants exercising their rights to file a complaint under this procedure are prohibited. This procedure applies to all applicants and participants who have cause to file a discrimination complaint related to activities or programs administered by the Board. If you have an equal opportunity complaint concerning any of these programs, you may submit your written complaint to the Board or Contractor EO Officer, as appropriate.

After your equal opportunity complaint has been received, the EO Officer will notify you of the next step in the complaint process. As long as you wish to pursue your complaint, the Board or Contractor will follow the steps described below. You should study the Discrimination Complaint Procedure carefully, and if you feel that the required steps are not being followed, contact the EO Officer. Remember, if you feel you are not being provided enough help at any stage of the complaint process, you should contact:

**Texas Workforce Commission (TWC)
Equal Opportunity Monitoring
101 E. 15th St., Room 242-T
Austin, TX 78778-0001**

**Telephone Numbers:
(512) 463-2400
Relay Texas: 1-800-735-2989
TTY 1-800-735-2988 (Voice)**

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, national origin, age, disability, political affiliation or belief; and against any beneficiary of programs financially assisted under Title I of the Workforce Innovation and Opportunity Act (WIOA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her 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.

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: the recipient's Equal Opportunity Officer (or the person whom the recipient has designated for this purpose); or the Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210. 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 do not have to wait for the recipient to issue that Notice before filing a complaint with CRC. 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.

PROCEDURES ON HOW TO FILE A COMPLAINT

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) / TRADE ADJUSTMENT ASSISTANCE (TAA) and TRADE READJUSTMENT ALLOWANCES (TRA):

If you think you have been subjected to equal opportunity discrimination under a WIOA Title I or a TAA/TRA financially assisted program or activity, you may file a discrimination complaint within 180 days from the date of the alleged violation with either the Board/Contractor Equal Opportunity Officer (or designee) or Director, Civil Rights Center (CRC), U.S. Dept. of Labor, 200 Constitution Avenue NW, Room N-4123 Washington, DC 20210. If you file your complaint with the Board or Contractor, you must wait until you receive a written Notice of Final Action or 90 days have passed (whichever is sooner) before you can file with the CRC. If the written Notice of Final Action is not issued within 90 days of the day you filed your complaint, you have 30 days following the 90-day deadline to file a complaint with CRC (that is, within 120 days of the day you first filed your complaint). If you receive a written Notice of Final Action on your complaint but are dissatisfied with the decision, you may file a complaint with CRC. However, you must file your CRC complaint within 30 days of receiving the Notice of Final Action.

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF) / CHOICES and/or CHILD CARE SERVICES (CC):

If you think you have been subjected to equal opportunity discrimination under a TANF/Choices and/or Child Care (CC) program or activity receiving federal financial assistance, you may file a complaint within 180 days from the date of the alleged violation with either the Board/Contractor Equal Opportunity Officer (or designee) or U.S. Department of Health and Human Services (HHS), the Office for Civil Rights, 1301 Young Street, Suite 1169, Dallas, TX 75202, (800) 368-1019. Those filing complaints against child care program services receiving USDA federal financial assistance may choose to contact the U.S. Department of Agriculture (USDA), Office of Adjudication, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410. If you file your complaint with the Board or Contractor, you must wait until a written Notice of Final Action is issued or until 90 days have passed (whichever is sooner) before you can file with the U.S. Department of Health and Human Services.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM EMPLOYMENT AND TRAINING (SNAP E&T):

If you think you have been subjected to discrimination under a SNAP E&T financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either the Board/Contractor Equal Opportunity Officer (or designee) or the U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, DC 20250-9410, (202) 260-1026. If you file your complaint with the Board or Contractor, you must wait either until a written Notice of Final Action is issued or until 90 days have passed (whichever is sooner) before filing with the U.S. Department of Agriculture.

Please do not sign this notice until you have read it and understand its contents.

By my signature below, I acknowledge this orientation to the discrimination complaint procedure and the statement regarding Equal Opportunity Is the Law. I affirm that I have read the *Orientation to Discrimination Complaint Procedures Form* and that I have been given the opportunity to ask questions about its contents. I understand that the One-Stop application form is not a job application; rather, this form is used to determine my eligibility to receive program services and to meet federal reporting requirements. I further understand that failure to provide the requested information may prevent me from receiving services.

Applicant Signature

Printed Name

Date

**NORTH CENTRAL TEXAS WORKFORCE DEVELOPMENT BOARD
FORMULARIO PARA LA ORIENTACIÓN A LOS PROCEDIMIENTOS DE QUEJA
DE DISCRIMINACIÓN
(29 CFR Part 38)**

Este Formulario para la Orientación a los Procedimientos de Queja de Discriminación explica los procedimientos de queja de discriminación para los programas y los servicios mencionados administrados en el Local Workforce Development Area por el Workforce Development Board y sus contratistas:

**Workforce Innovation and Opportunity Act (WIOA)
Temporary Assistance for Needy Families (TANF) / CHOICES
Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T)
Child Care Services (CC)
Trade Adjustment Assistance (TAA) and Trade Readjustment Allowances (TRA)**

RECIPIENTE DEL APOYO FINANCIERO FEDERAL ES:

**North Central Texas Workforce Development Board
P.O. Box 5888
Arlington, TX 76005-5888**

**Oficial de Igualdad de Oportunidades (EO): Debra Kosarek
Número telefónico: (817) 640-3300
Relay Texas: 1-800-735-2989/ TTY 1-800-735-2988 (Voz)**

El North Central Texas Workforce Development Board (el Board) resolverá quejas de la igualdad de oportunidades de una manera justa y expeditiva. Se prohíben los actos de internamiento, de interferencia, de la coerción, de la discriminación, o de la represalia hacia los denunciantes que ejercitan sus derechos de presentar una queja conforme a este procedimiento. Este procedimiento se aplica a todos los aspirantes y participantes que tengan causa para presentar una queja de la discriminación relacionada con las actividades o los programas administrados por el Board. Si tiene una queja de la igualdad de oportunidades referente a cualquiera de estos programas, puede presentar su queja oficial por escrito al Oficial de EO del Board o del contratista, como sea apropiado.

Después de que se haya recibido su queja de la igualdad de oportunidades, el oficial del EO le notificará del paso siguiente en el proceso de la queja. Mientras desea perseguir su queja, el Board o el contratista seguirá los pasos descritos abajo. Debe estudiar el procedimiento de queja de la discriminación cuidadosamente, y si se siente que los pasos requeridos no se están siguiendo, póngase en contacto con el oficial del EO. Recuerde que si se siente que no le están proporcionando bastante ayuda en cualquier etapa del proceso de la queja, usted debe ponerse en contacto con:

**Texas Workforce Commission (TWC)
Equal Opportunity Monitoring
101 E. 15th St., Room 242-T
Austin, TX 78778-0001**

**Números telefónicos:
512-463-2400
Relay Texas: 1-800-735-2989
TTY 1-800-735-2988 (Voz)**

LA IGUALDAD DE OPORTUNIDADES ES LA LEY

El destinatario de asistencia financiera del Gobierno Federal tiene prohibido por ley discriminar, con base en los conceptos a continuación: discriminar a cualquier persona en los Estados Unidos por motivos de su raza, color, religión, sexo, origen nacional, edad, incapacidad, afiliación o ideología política; discriminar a cualquier beneficiario de programas que cuenten con apoyo financiero a tenor del Título I de la Acta Fuerza Laboral de Innovación y Oportunidad (Workforce Innovation and Opportunity Act o WIOA), por motivo de la ciudadanía o calidad migratoria del beneficiario en tanto inmigrante legalmente autorizado para trabajar en los Estados Unidos; o por motivo de su participación en cualquier programa o actividad que cuente con apoyo financiero a tenor del Título I de la WIOA. El destinatario de tal asistencia no debe discriminar en ninguno de los conceptos a continuación: en decidir quiénes han de ser admitidos o tener acceso a cualquier programa o actividad que cuente con apoyo financiero a tenor del Título I de la WIOA; en la provisión de oportunidades en tal programa o actividad y en el trato a cualquier personal con respecto al programa o actividad; o en la toma de decisiones de empleo en la administración de tal programa o actividad o con respecto al mismo.

Qué hacer si usted cree haber sido discriminado/a: Si cree haber sufrido discriminación en un programa o actividad con apoyo financiado a tenor del Título I de la WIOA, puede presentar una queja, dentro de los 180 días subsiguientes a la fecha de la supuesta infracción, con el Oficial de Igualdad de Oportunidades del destinatario de asistencia federal (o la persona designada por el destinatario para ese efecto), o bien, con el Director, Civil Rights Center (CRC), U.S. Dept. of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, D.C. 20210. Si presenta su queja con el destinatario de asistencia federal, tendrá que esperar a que éste le expida un Aviso de Acción Definitiva por escrito, o hasta transcurridos 90 días (en la más temprana de las dos fechas) antes de presentar su queja al CRC). Si el destinatario de asistencia federal no le entrega un Aviso de Acción Definitiva por escrito dentro de los 90 días de la fecha de presentación de su queja, usted no tiene obligación de esperar a que el destinatario le expida dicho Aviso para presentar una queja con el CRC. Por otra parte, la queja con el CRC debe presentarse dentro de los 30 días del vencimiento del plazo de 90 días, es decir, dentro de 120 días a partir de la fecha en que presentó su queja con el destinatario. Si éste le entrega un Aviso de Acción Definitiva por escrito con respecto a su queja y usted sigue inconforme con la decisión o resolución, puede presentar una queja con el CRC. Hay que presentarla dentro de los 30 días subsiguientes a la fecha en que recibió el Aviso de Acción Definitiva.

INSTRUCCIONES DETALLADAS PARA CLASIFICAR UNA QUEJA

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) / TRADE ADJUSTMENT ASSISTANCE (TAA) y TRADE READJUSTMENT ALLOWANCES (TRA):

Si cree haber sufrido discriminación en un programa o actividad con apoyo financiero a tenor del Título I de la WIOA o TAA/TRA, puede presentar una queja dentro de los 180 días subsiguientes a la fecha de la supuesta infracción, con el Oficial de Igualdad de Oportunidades del destinatario de asistencia federal (o la persona designada por el destinatario para ese efecto), o bien, con el Director, Civil Rights Center (CRC), U.S. Dept. of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210. Si presenta su queja con el destinatario de asistencia federal o su contratista, tendrá que esperar a que éste le expida un Aviso de Acción Definitiva por escrito, o hasta transcurridos 90 días (en el más temprano de las dos fechas) antes de presentar su queja al CRC. Si el destinatario de asistencia federal no le entrega un Aviso de Acción Definitiva por escrito dentro de los 90 días de la fecha de presentación de su queja, usted puede presentar una queja con el CRC. La queja CRC debe presentarse dentro de los 30 días del vencimiento del plazo de 90 días, es decir, dentro de 120 días a partir de la fecha en que presentó su queja con el destinatario. Si éste le entrega un Aviso de Acción Definitiva por escrito con respecto a su queja y usted sigue inconforme con la decisión o resolución, puede presentar una queja con el CRC. Hay que presentarla con el CRC dentro de los 30 días subsiguientes a la fecha en que recibió el Aviso de Acción Definitiva.

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF) / CHOICES and/or CHILD CARE SERVICES (CC):

Si cree haber sufrido discriminación en un programa o actividad a tenor TANF/Choices y/o Child Care Services (CC) que recibe asistencia financiera federal, puede presentar una queja, dentro de los 180 días subsiguientes a la fecha de la supuesta infracción, con el Oficial de Igualdad de Oportunidades del destinatario de asistencia federal (o la persona designada por el destinatario para ese efecto), o bien, con la Office for Civil Rights, 1301 Young Street, Suite 1169, Dallas, TX 75202, (800) 368-1019. Si cree haber sufrido discriminación en un programa o actividad a tenor de la CC que recibe asistencia financiera federal de USDA, puede proponerse en contacto con el U.S. Department of Agriculture (USDA), Office of Adjudication, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410. Si presenta su queja con el destinatario de asistencia federal, tendrá que esperar a que éste le expida un Aviso de Acción Definitiva por escrito, o hasta transcurridos 90 días (en el más temprano de las dos fechas) antes de presentar su queja al U.S. Dept. of Health and Human Services.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM EMPLOYMENT AND TRAINING (SNAP E&T):

Si cree haber sufrido discriminación en un programa o actividad con apoyo financiero a tenor del programa SNAP E&T, puede presentar una queja, dentro de los 180 días subsiguientes a la fecha de la supuesta infracción, con el Oficial de Igualdad de Oportunidades del destinatario de asistencia federal (o la persona designada por el destinatario para ese efecto), o bien, con el U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, DC 20250-9410 o llame al 202-260-1026. Si presenta su queja con el destinatario de asistencia federal o su contratista, tendrá que esperar a que éste le expida un Aviso de Acción Definitiva por escrito, o hasta transcurridos 90 días (en el más temprano de las dos fechas) antes de presentar su queja al U.S. Dept. of Agriculture.

Favor de no firmar sin haber leído este aviso y haber comprendido su contenido.

Por mi firma abajo, reconozco esta orientación al procedimiento de queja de la discriminación y la declaración con respecto a que la igualdad de oportunidades es la ley. Afirmo que he leído el *Formulario para la Orientación a los Procedimientos de Queja de Discriminación* y que me han dado la oportunidad de hacer preguntas acerca de su contenido. Entiendo que el formulario One-Stop no es solicitud para trabajo; se utiliza para determinar mi elegibilidad para recibir servicios de programa y para cumplir con requisitos federales de información. Entiendo también que la falta de proporcionar la información pedida puede evitar que reciba servicios.

Firma del solicitante

Nombre en letra de molde

Fecha

EMPLEADOR CON IGUALDAD DE OPORTUNIDAD DE EMPLEO/PROGRAMAS
Ayudas auxiliares y servicios están disponibles a petición para individuos con incapacidades
Relay Texas: 1-800-735-2989 (TTY); 1-800-735-2988 (Voz); 1-800-622-4954 (Español)

August 2015

Workforce Solutions for North Central Texas N O T I C E

Equal Opportunity Is the Law

Workforce Solutions for North Central Texas, as a recipient of Federal financial assistance, must provide the following notice that it does not discriminate on any prohibited ground:

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, national origin, age, disability, political affiliation or belief; and against any beneficiary of programs financially assisted under Title I of the Workforce Innovation and Opportunity Act (WIOA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her 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.

What To Do If You Believe You Have Experienced Discrimination

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

- the recipient's Equal Opportunity Officer (or the person whom the recipient has designated for this purpose); or
- the Director, Civil Rights Center (CRC), U. S. Department of Labor, 200 Constitution Avenue NW,

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 do not have to wait for the recipient to issue that Notice before filing a complaint with CRC. 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 receive the Notice of Final Action.

If you wish to file a complaint, please ask for the Workforce Center manager, or you may contact:

Debra Kosarek, Equal Opportunity Officer

P.O. Box 5888

Arlington, TX 76005-5888

Telephone: (817) 640-3300 / Fax: (817) 640-6480

Relay Texas: 711 or

1-800-735-2989 (TTY/TDD)

1-800-735-2988 (Voice)

Boone Fields, TWC EO Officer

101 East 15th Street, Room 556

Austin, Texas 78778

(512)463-2400/Fax:(512)463-8727

Relay Texas: 711 or

1-800-735-2989 (TTY/TDD)

1-800-735-2988 (Voice)



Auxiliary aids and services are available upon request to individuals with disabilities
Equal Opportunity Employer / Program

La Igualdad de Oportunidades Es La Ley

Workforce Solutions for North Central Texas, como recipiente de asistencia financiera federal, tiene que proveer la siguiente noticia que no discrimina por motivos de cualquier base prohibido:

LA IGUALDAD DE OPORTUNIDADES ES LA LEY

El destinatario de asistencia financiera del Gobierno Federal tiene prohibido por ley discriminar, con base en los conceptos a continuación: discriminar a cualquier persona en los Estados Unidos por motivos de su raza, color, religión, sexo, origen nacional, edad, incapacitación, afiliación o ideología política; discriminar a cualquier beneficiario de programas que cuenten con apoyo financiero a tenor del Título I de la Acta Fuerza Laboral de Innovación y Oportunidad (Workforce Innovation and Opportunity Act o WIOA), por motivo de la ciudadanía o calidad migratoria del beneficiario en tanto inmigrante legalmente autorizado para trabajar en los Estados Unidos; o por motivo de su participación en cualquier programa o actividad que cuente con apoyo financiero a tenor del Título I de la WIOA.

El destinatario de tal asistencia no debe discriminar en ninguno de los conceptos a continuación:

- en decidir quiénes han de ser admitidos o tener acceso a cualquier programa o actividad que cuente con apoyo financiero a tenor del Título I de la WIOA;
- en la provisión de oportunidades en tal programa o actividad y en el trato a cualquier personal con respecto al programa o actividad;
- o en la toma de decisiones de empleo en la administración de tal programa o actividad o con respecto al mismo.

Qué Hacer Si Usted Cree Haber Sido Discriminado/a

Si cree haber sufrido discriminación en un programa o actividad con apoyo financiado a tenor del Título I de la WIOA, puede presentar una queja, dentro de los 180 días subsiguientes a la fecha de la supuesta infracción, con:

- El Oficial de Igualdad Oportunidades del destinatario del destinatario de asistencia federal (o la persona designada por el destinatario para ese efecto); o bien

- El Director, Civil Rights Center (CRC), U. S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210.

Si presenta su queja con el destinatario de asistencia federal, tendrá que esperar a que este le expida un Aviso Acción Definitiva por escrito, o hasta transcurridos 90 días (en la más temprana de las dos fechas) antes de presentar su queja al CRC). Si el destinatario de asistencia federal no le entrega un Aviso de Acción Definitiva por escrito dentro de los 90 días de la fecha de presentación de su queja, usted no tiene obligación de esperar a que el destinatario le expida dicho Aviso para presentar una queja con el CRC. Por otra parte, la queja con el CRC debe presentarse dentro de los 30 días del vencimiento del plazo de 90 días, es decir, dentro de 120 días a partir de la fecha en que presento su queja con el destinatario. Si este le entrega un Aviso de Acción. Si este le entrega un Aviso de Acción Definitiva por escrito con respecto a su queja y usted sigue inconforme con la decisión o resolución, puede presentar una queja con el CRC. Hay que presentarla dentro de los 30 días subsiguientes a la fecha en que recibió el Aviso de Acción Definitiva.

Si desea presentar una queja, sírvase preguntar por el Administrador de Oficinas Central (Workforce Center Manager) o comuníquese con:

Debra Kosarek, Equal Opportunity Officer

P.O. Box 5888

Arlington, TX 76005-5888

Telephone: (817) 640-3300 / Fax: (817) 640-6480

Relay Texas: 711 or

1-800-735-2989 (TTY/TDD)

1-800-735-2988 (Voice)

Boone Fields, Oficial de Igualdad Oportunidades de la TWC

101 East 15th Street, Room 556

Austin, Texas 78778

(512)463-2400/Fax:(512)463-8727

Relay Texas:1-800-735-2989 (TTY)

1-800-735-2988 o 711 (Voice)

1-800-822-4954 (Español)



Empleador con igualdad de oportunidad de empleo/programas
Ayudas auxiliares y servicios están disponibles a petición para individuos con