

FIELD MEMO PY04-2

DATE: JUNE 28, 2004

TO: ALL WIA ADULT AND DWP CONTRACTORS
TOPIC: GRIEVANCE

On June 10, 2004, the Region 2 Workforce Investment Board adopted a Grievance Policy and staff developed associated procedures. These were distributed via Field Memo PY04-1 with the Region 2 Adult Workforce Policies. Following are the directions for implementation.

There are three different types of grievances covered by these procedures:

- Section I outlines procedures when a complaint is received that does not entail allegations of criminal activity or discrimination.
- Section II outlines the process for responding to a complaint of discrimination.
- Section III outlines the process for reporting allegations of criminal fraud and abuse.

Please review these procedures carefully and note the following:

Equal Opportunity Officers (EOO)

The Regional Equal Opportunity Officer has been designated: Clover Mow.

Each One Stop site and the Dislocated Worker Central Office must designate a program Equal Opportunity Officer who will be the first point of contact for all grievances. Distributed with the Policy and Procedures was the Equal Opportunity and Grievance Officer Designation WIA Title 1B Programs. **Action Step:** Complete the designation form as directed and return to Clover Mow by July 15, 2004.

EOO and Manager Training

WSI has requested of Office of Community College and Workforce Development (OCCWD) a regional training for all EOO and site/program managers. After completion of the State training, site/program EOOs will be asked to conduct a staff meeting to communicate the procedures in place to respond appropriately to grievances. We anticipate this to take place in the fall; as soon as OCCWD provides us with the date, time and place of this training, we will communicate immediately. The training will be mandatory for all EOOs.

Grievance Procedures

Please review with your designated EOO the Regional policy and procedures and associated forms. Once training is complete, each site/program will be asked to establish in writing the program/site specific grievance procedures.

Allegations of Criminal Fraud and/or Abuse

Section III of the Program Procedures outlines revised procedures for the handling of allegations of criminal fraud and/or abuse. Please review this section carefully with managers and staff to ensure everyone is apprised of the process.

Anyone may file a report, either through your program (in which case you are to follow the process outlined in III.A. and report to OCCWD and Worksystems, Inc.). However, allegations may also be filed anonymously and outside the OCCWD process, as outlined in III.B.

New Forms

Please begin using immediately the following forms as required or necessary:

Grievance Form 5-05/04 Grievance Procedure and Equal Opportunity is the Law Statement.

This is the new Statement which is to be provided to each applicant and a signed copy secured and maintained in an applicant file. **Action Step:** Please take the form provided and insert the appropriate information in the section "For Additional Information or to File a Complaint, Contact" with your site EOO Name, Organization Name, Address, and the EOO telephone number. Please do not make any other changes to the document. Replace all existing stock with the new form and begin using immediately with all Applicants.

Grievance Form 1-05/04 Workforce Investment Act Complaint Form. This is the form which should be given to customers who wish to file a written complaint. It is returned to the program EOO for processing. **Action Step:** Please destroy any old forms used for this purposes and replace with this form for use beginning immediately. It is available in both English and Spanish.

Grievance Form 4-05/04 Equal Opportunity Discrimination Complaint Log: This is the new log to track Discrimination complaints. **Action Step:** Please close out any old logs and begin using this new form July 1, 2004.

Questions

If you have questions about this policy or its implementation, please contact Kurt Shovlin, Manager, Adult Workforce Services Team at 503.478.7352.