



**SOUTHEAST LOS ANGELES COUNTY WORKFORCE DEVELOPMENT BOARD  
(SELACO WDB)  
CIVIL RIGHTS AND COMPLAINTS SUMMARY FORM  
EQUAL OPPORTUNITY/NON-DISCRIMINATION POLICY**

It is the policy of the Southeast Los Angeles County Workforce Development Board (SELACO WDB), that there shall not be discrimination against any applicant, participant, employee, One-Stop partner, subcontractor, or vendor based on any of the reasons mentioned below. In addition, sexual harassment is against the law. Acts of sexual harassment are grounds for a discrimination complaint based on sex under Title VII of the Civil Rights Act of 1964.

The SELACO WDB will give initial and continuing notice that it does not discriminate to:

Applicants/registrants, eligible applicants/registrants, participants, applicants for employment, employees, unions, or professional organizations holding collective bargaining or professional agreements with the SELACO WDB, sub-recipients of WIOA Title I Funds and members of the public, including those with impaired vision and hearing.

The SELACO WDB prohibits retaliation or reprisal against an individual that has:

- (1) Filed a complaint,
- (2) Opposed a practice prohibited by the non-discrimination and EO provisions of WIOA,
- (3) Furnished information to, or assisted or participated in any manner in, an investigation, review, hearing, or any other activity related to the administration of the WIOA non-discrimination and EO provisions, and
- (4) Otherwise exercised any rights and privileges under the WIOA non-discrimination and EO provisions

**EQUAL OPPORTUNITY IS THE LAW**

It is against the law for the SELACO WDB, as a recipient of federal financial assistance, to discriminate on the following bases:

Against any individual in the United States, on the basis of race, religious creed, color, national origin (including limited English proficiency), ancestry, physical or mental disability, medical condition (including cancer/genetic characteristics) or AIDS/HIV status, genetic information, reproductive health decision-making, marital status (including registered domestic partnership status), sex (including pregnancy, perceived pregnancy, childbirth, lactation and related medical conditions), sexual orientation, sex stereotyping, gender (including gender identity, gender expression and transgender status), age (40 and over), political affiliation or belief, Civil Air Patrol status, military and veteran status and any other consideration protected by federal, state or local law (sometimes referred to, collectively, as "protected characteristics"); 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.

SELACO WDB 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.

SELACO WDB takes reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. SELACO WDB provides appropriate auxiliary aids and services to qualified individuals with disabilities upon request and at no cost to the individual.

**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 written complaint within 180 days from the date of the alleged violation with either the SELACO WDB's EO Officer:

***Corina Coronel, EO Officer – Customers Only***  
***Deputy Director of Program Operations***  
***SELACO WDB***  
***10900 E. 183<sup>rd</sup> Street, Suite 350, Cerritos, CA 90703***  
***(562) 484-5059***  
***TDD/TTY: (562) 403-2125***

***Carol Reyes-Davis, EO Officer – Employees Only***  
***Human Resources Manager/Executive Secretary***  
***SELACO WDB***  
***10900 E. 183<sup>rd</sup> Street, Suite 350, Cerritos, CA 90703***  
***(562) 484-5008***  
***TDD/TTY: (562) 403-2125***

***Sandra Michel, EO Officer – State Liaison***  
***Director of Contracts, Policy, and Compliance***  
***SELACO WDB***  
***10900 E. 183<sup>rd</sup> Street, Suite 350, Cerritos, CA 90703***  
***(562) 484-5046***  
***TDD/TTY: (562) 403-2125***

or with the Civil Rights Center:

***The Director, Civil Rights Center (CRC)***  
***U.S. Department of Labor***  
***200 Constitution NW, Room N-4123***  
***Washington, D.C. 20210***  
***or electronically as directed on the CRC Website at [www.dol.gov/crc](http://www.dol.gov/crc)***

If you file your complaint with the SELACO WDB, you must wait either until you are issued a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the CRC at the above address.

If the SELACO WDB 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 issuance of 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 SELACO WDB).

If the SELACO WDB 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.

**SOUTHEAST LOS ANGELES COUNTY WORKFORCE DEVELOPMENT BOARD  
(SELACO WDB)  
CIVIL RIGHTS AND COMPLAINTS SUMMARY FORM**

**COMPLAINT PROCEDURE**

Any person who believes that either he or she, or any specific class of individuals, has been or is being subjected to discrimination, may file a written complaint as set forth below. Any person who believes that there has been a violation of the requirements of the Workforce Innovation and Opportunity Act (WIOA) in the operation of SELACO WDB programs and activities may also file a complaint. Such programmatic complaints must be filed within one year of the alleged violation and must be done so in writing. In both cases, the complaint and any appeal may be filed through a representative of the complainant's choosing at their own expense. Any person filing a complaint has the right to receive technical assistance which will be provided by SELACO WDB. Copies of all correspondence will be maintained in the complainant's file.

"Person" means an applicant, participant, employee, One-Stop partner, subcontractor, vendor, or interested party.

"Discrimination" means discrimination on basis of race, religious creed, color, national origin (including limited English proficiency), ancestry, physical or mental disability, medical condition (including cancer/genetic characteristics) or AIDS/HIV status, genetic information, reproductive health decision-making, marital status (including registered domestic partnership status), sex (including pregnancy, perceived pregnancy, childbirth, lactation and related medical conditions), sexual orientation, sex stereotyping, gender (including gender identity, gender expression and transgender status), age (40 and over), political affiliation or belief, Civil Air Patrol status, military and veteran status and any other consideration protected by federal, state or local law (sometimes referred to, collectively, as "protected characteristics"). Discrimination includes sexual harassment. Discrimination also means discrimination against any beneficiary of a program financially assisted under Title I of the Workforce Innovation and Opportunity Act 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.

**DISCRIMINATION COMPLAINTS**

**LEVEL I**

The complainant may attempt informal resolution. The complainant will meet with the SELACO WDB Equal Opportunity Officer and receive a copy of the complaint procedure. The EO Officer shall decide the matter and inform the complainant in writing within 30 days after the meeting. If the complainant is not so informed or wishes to appeal the decision, the complainant must comply with Level II. Time spent on informal resolution does not extend the filing deadline in Level II.

**LEVEL II**

a. The complainant shall file a written complaint with the EO Officer within 180 days of the alleged discrimination. Complaint forms are available from the EO Officer. The complaint must contain, among other things, the following:

1. Complainant's full name, mailing address or other means of contact.
2. Clear, concise, and detailed allegations including dates of the alleged violations and how other persons were treated differently than complainant.
3. Any written material that supports the allegations.
4. Full name, mailing address and telephone number of the individual and/or entity responsible for the alleged violations (respondent).
5. The remedy sought by complainant.
6. Signature of the complainant or his or her representative.

Complaints must be filed within 180 days of the alleged discrimination, unless the filing is extended by the EO Officer for good cause shown.

b. The EO Officer will promptly file complaints with:

***The Director, Civil Rights Center (CRC)  
U.S. Department of Labor  
200 Constitution NW, Room N-4123  
Washington, D.C. 20210  
or electronically as directed on the CRC Website at [www.dol.gov/crc](http://www.dol.gov/crc)***

- c. After receiving the complaint, the EO Officer shall issue to complainant an initial notice containing:
  - 1. An acknowledgment of receipt of the complaint; and
  - 2. Notice that the complainant may be represented in the complaint process.
- d. After receiving the complaint, the EO Officer or designee shall issue to complainant a written statement of the issues that includes the following information:
  - 1. A list of the issues raised in the complaint; and
  - 2. For each issue, whether it is accepted for investigation or rejected, and the reasons for each rejection.
- e. The EO Officer will investigate the circumstances underlying the complaint.
- f. Before issuing a written decision, the EO Officer will attempt to resolve the complaint. The methods available to resolve the complaint includes alternative dispute resolution (ADR). Complainant chooses whether to use ADR or the customary process. Both parties must uphold an agreement made under ADR. If a party breaches an agreement, the non-breaching party may file a complaint with the CRC within 30 days after learning of the alleged breach. Address to:

***The Director, Civil Rights Center (CRC)  
U.S. Department of Labor  
200 Constitution NW, Room N-4123  
Washington, D.C. 20210  
or electronically as directed on the CRC Website at [www.dol.gov/crc](http://www.dol.gov/crc)***

- g. The EO Officer must provide complainant with a written decision within 60 days after the complaint was filed. The written decision must contain the following:
  - 1. For each issue, a decision and its rationale, or a description of how the issue was resolved; and
  - 2. Notice that the complainant may appeal the decision to SELACO WDB's Executive Director within 10 days of the date of the issuance of the decision.

### **LEVEL III**

- a. The complainant may appeal the EO Officer's decision by filing a written appeal with the Executive Director within 10 days after the decision was issued, at:

***Yolanda Castro, Executive Director  
SELACO WDB  
10900 E. 183<sup>rd</sup> Street, Suite 350, Cerritos, CA 90703  
(562) 484-5045  
TDD/TTY: (562) 403-2125***

- b. If the EO Officer fails to issue a decision within 60 days after the complaint was filed, the complainant may appeal to the Executive Director within 10 days after expiration of the 60 day time limit.
- c. The Executive Director shall review the EO Officer's decision and any supporting information and, if necessary and at the Executive Director's discretion, further investigate the complaint.
- d. The Executive Director must provide complainant with a Notice of Final Action on the complaint within 90 days after the complaint was filed. The Notice of Final Action must contain the following information:
  - 1. For each issue, a decision and its rationale, or a description of how the issue was resolved; and
  - 2. Notice that the complainant may appeal the Notice of Final Action to the CRC within 30 days after the Notice of Final Action was issued. The address of the CRC is set forth above.

### **LEVEL IV**

- a. The complainant or complainant's representative may appeal the Notice of Final Action to the CRC within 30 days after the Notice of Final Action was issued.
- b. If no Notice of Final Action was issued within 90 days after the complaint was filed, the complainant may appeal to the CRC within 30 days after expiration of the 90-day time limit, that is, within 120 days after the complaint was filed. Address to:

**The Director, Civil Rights Center (CRC)  
U.S. Department of Labor  
200 Constitution NW, Room N-4123  
Washington, D.C. 20210  
or electronically as directed on the CRC Website at [www.dol.gov/crc](http://www.dol.gov/crc)**

c. The CRC will determine whether to accept a complaint and notify the complainant and the SELACO WDB in accordance with Code of Federal Regulations, title 29, part 37. Additional information on federal and state regulations can be obtained from the SELACO WDB.

**GENERAL PROVISION: HEARINGS**

At the discretion of the EO Officer or Executive Director, before a decision is rendered, an informal hearing may be held, without strict rules of evidence enforced. Each party shall have the right to present written and/or oral testimony, to call and question witnesses in support of the party's position, to present oral and/or written arguments, and to examine records and documents relevant to the issues. A hearing may be recorded mechanically or by court reporter, at the discretion of the EO Officer or Executive Director. EO Officer means the EO Officer or the EO Officer's designee.

For more information or to file a complaint, contact:

**Corina Coronel, EO Officer – Customers Only  
Deputy Director of Program Operations  
SELACO WDB  
10900 E. 183<sup>rd</sup> Street, Suite 350, Cerritos, CA 90703  
(562) 484-5059  
TDD/TTY: (562) 403-2125**

**Carol Reyes-Davis, EO Officer – Employees Only  
Human Resources Manager/Executive Secretary  
SELACO WDB  
10900 E. 183<sup>rd</sup> Street, Suite 350, Cerritos, CA 90703  
(562) 484-5008**

**TDD/TTY: (562) 403-2125  
Sandra Michel, EO Officer – State Liaison  
Director of Contracts, Policy and Compliance  
SELACO WDB  
10900 E. 183<sup>rd</sup> Street, Suite 350, Cerritos, CA 90703  
(562) 484-5046  
TDD/TTY: (562) 403-2125**

## **PROGRAMMATIC COMPLAINTS**

### **FILING A COMPLAINT**

Complaints must be filed within one year of the alleged violation. The complaint must be done in writing, signed, and dated. The official filing date of the complaint is the date that the written complaint is received by the SELACO WDB. A written decision will be issued within 60 days of the filing of the complaint. Complaints relating to WIOA programs filed directly with the State will be sent back to the SELACO WDB to undergo its local process in accordance with its complaint procedures.

### **INFORMAL RESOLUTION**

The complainant may attempt informal resolution where he or she will meet with the SELACO WDB Equal Opportunity Officer. When a complaint is resolved through informal resolution, the EO Officer will send the complainant a notice of resolution. The complainant will be asked to provide a written withdrawal of the complaint within 10 days of the receipt of the notice of resolution or in the event that he or she decides not to proceed to an administrative hearing.

### **NOTICE AND CONDUCT OF HEARINGS**

Hearings shall be conducted within 30 days of the filing of a complaint. The EO Office will send written notification of the hearing to both complainant and respondent 10 days prior to the scheduled hearing date. An impartial hearing officer will conduct the hearing in an informal manner, without strict rules of evidence enforced. Each party shall have the right to present written and/or oral testimony, to call and question witnesses in support of the party's position, to present oral and/or written arguments, and to examine records and documents relevant to the issues. The hearing may be recorded mechanically or by court reporter.

### **DECISION AND APPEAL**

The hearing officer shall send by first class mail to each party a written decision no later than 60 days after the filing of the complaint. If the complainant does not receive a decision from the SELACO WDB within 60 days from the date of filing the complaint, or receives an adverse decision, he or she has the right to file an appeal with the State. The complainant may request a State hearing by submitting a written notice of appeal to:

***Chief, Compliance Review Division, MIC 22-M  
Employment Development Department  
P. O. Box 826880  
Sacramento, CA 94280-0001***

### **REQUEST FOR EDD REVIEW**

A complainant may file a request for review with EDD if no decision has been made within the 60-day time limit or if there has been an incident of restraint, coercion or reprisal as the result of filing a complaint. The request for an EDD review or appeal shall be filed or postmarked (if mailed) within 10 days from the date on which the complainant received an adverse decision or 15 days from:

1. The date on which a complainant should have received a decision which is defined as 5 days from the date the decision was due, or
2. The date on which an instance of restraint, coercion or reprisal was alleged to have occurred as a result of filing the complaint.

For more information or to file a programmatic complaint, contact:

***Corina Coronel, EO Officer – Customers Only  
Deputy Director of Program Operations  
SELACO WDB  
10900 E. 183<sup>rd</sup> Street, Suite 350, Cerritos, CA 90703  
(562) 484-5059  
TDD/TTY: (562) 403-2125***

**SOUTHEAST LOS ANGELES COUNTY WORKFORCE DEVELOPMENT BOARD (SELACO WDB)  
CIVIL RIGHTS AND COMPLAINTS SUMMARY FORM**

**SIGNATURE PAGE**

1. I understand that the SELACO WDB may not discriminate against me on basis of race, religious creed, color, national origin (including limited English proficiency), ancestry, physical or mental disability, medical condition (including cancer/genetic characteristics) or AIDS/HIV status, genetic information, reproductive health decision-making, marital status (including registered domestic partnership status), sex (including pregnancy, perceived pregnancy, childbirth, lactation and related medical conditions), sexual orientation, sex stereotyping, gender (including gender identity, gender expression and transgender status), age (40 and over), political affiliation or belief, Civil Air Patrol status, military and veteran status and any other consideration protected by federal, state or local law (sometimes referred to, collectively, as “protected characteristics”).
2. I understand that the SELACO WDB is an employment and training program. I further understand that the SELACO WDB is funded by the Workforce Innovation and Opportunity Act granted by the federal Department of Labor through the state of California, to assist me in obtaining appropriate training and other services for the sole purposes of obtaining employment and attaining greater self-sufficiency.
3. I have received a copy of the Civil Rights and Complaints Summary Form(s) that explain my rights as an applicant/participant in a SELACO WDB sponsored program, and complaint process, which I can use to file a complaint against the SELACO WDB for discrimination and/or programmatic violations.
4. I understand that as a participant, I will not be financially responsible for any services provided by or through SELACO WDB. I further understand that the SELACO WDB staffs will follow-up on my progress in all activities while I am enrolled. I agree to provide information regarding my progress, changes in employment, including current contact information until I am notified my file is closed.
5. I understand that as a participant, I will be asked to evaluate services regarding my participation in the program, and services provided by or through SELACO WDB via a customer service survey.
6. I understand that the SELACO WDB does not require social security numbers for participation in the program, except as required for receiving training services and employment verification. However, the federal Standardized Program Information Report (SPIR), and Section 15026 of the California Unemployment Insurance Code (CUIC) require the collection of social security numbers for reporting and evaluation of federally funded programs, for this reason(s) SELACO WDB staff will collect my social security number. My social security number will be used for no other purpose.
7. I understand that SELACO’s objective is to assist me in meeting my employment/career goals, however, SELACO’s programs are not entitlement programs and therefore enrollment into any one of SELACO’s Career Center activities is not a guarantee.
8. I understand that the SELACO WDB does not impose extra charges upon individuals with disabilities to cover the costs of effective communication, reasonable accommodations, or access features.
9. I certify that a member of my immediate family (spouse, parent, child, brother, sister-in-law, uncle, aunt, nephew, niece, first cousin, stepparent, stepchild) is/is not **(circle one)** an elected City or County official.
10. I certify that a member of my immediate family (spouse, parent, child, brother, sister-in-law, uncle, aunt, nephew, niece, first cousin, stepparent, stepchild) is/is not **(circle one)** an employee of a City, County, WIOA, CalWorks or other federally funded organization.

I consent to the sharing of information between the SELACO WDB and One-Stop Partner Agencies.

\_\_\_\_\_  
Customer’s Signature

\_\_\_\_\_  
Date Signed

\_\_\_\_\_  
Workforce Development Board Representative

\_\_\_\_\_  
Date Signed