

CITY OF LOS ANGELES

CALIFORNIA

JAN PERRY
GENERAL MANAGER

ECONOMIC AND WORKFORCE
DEVELOPMENT DEPARTMENT



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LOS ANGELES, CA 90017

ERIC GARCETTI
MAYOR

DATE: April 13, 2016

TO: LA's Workforce Development System

FROM: Jaime H. Pacheco-Orozco, Director
Workforce Development System 

SUBJECT: **WDS DIRECTIVE NO. 16-08**
(Supersedes Directive No. 14-07)
**TRANSMITTAL OF SUMMARY OF THE CITY OF LOS ANGELES LOCAL
WORKFORCE DEVELOPMENT AREA (LWDA) COMPLAINT RESOLUTION
PROCEDURES AND SIGNATURE OF RECEIPT**

EFFECTIVE DATE

This directive is effective immediately upon issue.

PURPOSE

The purpose of this directive is to transmit the updated Summary of the City of Los Angeles LWDA Complaint Resolution Procedures, and the Signature of Receipt. The Spanish translation will be transmitted at a later time.

REQUIRED ACTION

For all new participants and staff, a copy of the City of Los Angeles LWDA Summary of the Complaint Resolution Procedures must be given to new staff and participants, and the enclosed Signature Page (with the text from the Summary) must be kept in the participant or staff file. Only the copies of the two attached documents should be given to the participants.

This directive is not retroactive. New signature pages do not need to be obtained for existing clients or staff if they have the previous signature page in their file. It is strongly recommended that all staff be trained on the new City of Los Angeles LWIA Summary of the Complaint Resolution Procedures.

PERFORMANCE EVALUATION CRITERIA

Both Operations monitors and EO Compliance Unit monitors will be looking for the new signature pages in participant files.

CONTACT

If you have any questions or require further information, please contact Maureen Brown at (213) 744-7272, TTY (213) 744-7290.

JHP: MB

Attachments: Summary of LWDA Complaint Resolution Procedures
Signature of Receipt