

CITY OF LOS ANGELES

CALIFORNIA

JOHN L. REAMER, JR.
INTERIM GENERAL MANAGER



ERIC GARCETTI
MAYOR

ECONOMIC AND WORKFORCE
DEVELOPMENT DEPARTMENT

1200 W. 7TH STREET
LOS ANGELES, CA 90017

DATE: December 4, 2019

TO: LA's Workforce Development System

FROM: Gerardo Ruvalcaba, Director
Workforce Development System

SUBJECT: **WDS DIRECTIVE NO. 20-10**
(Supersedes Directive 19-03)

**TRANSMITTAL OF UPDATED 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, the Signature of Receipt form, and updated contact information for the City of Los Angeles' Equal Opportunity Compliance Officer.

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 provided, and the enclosed signature page (with the text from the Summary) must be kept in the participant or staff member's file. Only the copies of the two attached documents should be given to 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' LWDA Summary of the Complaint Resolution Procedures.

PERFORMANCE EVALUATION CRITERIA

Both Program and EO Compliance Unit monitors will be checking for updated signature pages in participant files.

CONTACT

If you have any questions or require further information, please contact your assigned Program Monitor or Richard Cheng at Richard.Cheng@LACity.org or (213) 744-9351, 711 for TRS.

GR:RC:cg

Attachments: 1. Summary of LA LWDA Complaint Resolution Procedures
2. LWDA Complaint Resolution Procedures Signature of Receipt