

Technical Assistance Guidance

TAG-14-2016

Issued Date: **Wednesday, December 7, 2016**

Subject: Workforce Connections – Policy Revisions & Updates
General – GEN-050-01
Equal Opportunity Standards and Grievance Process

Purpose

To announce publication and effective date of revisions/updates made to Workforce Connections' (WC) policy GEN-050-01
This TAG provides sub-recipients with a helpful tool to improve quality of service, effective management practices and ensure compliance with Federal, State and local regulations.

Background

It is the policy of Workforce Connections (WC) to ensure **nondiscrimination** and **equal opportunity** in the administration and operation of all programs, services, and activities funded in whole or in part with WIOA Title I funds.

With the commitment to improve processes and after further research and assessment of recently established requirements, WC has revised the above mentioned policy to reflect the following:

Policy revised and updated to reflect new streamlined process and overall provisions governing the resolution of grievance(s)/complaint(s).

Sec. VI (Page No. 8) – “Provisions for Processing Grievance(s)/Complaint(s)” was revised in its entirety.

The procedure for processing grievance(s)/complaint(s) shall apply to all individuals accessing, or attempting to access, services at any of the following: a) the One-Stop Career Center (OSCC); affiliate sites; partner agencies participating in the One-Stop Delivery System (OSDS); and employment and training programs operated by or funded in whole or in part under Title I of WIOA within the Southern Nevada Workforce Development Area (SNWDA). This procedure also applies to any entity or community organization participating in the OSDS within the SNWDA, e.g., eligible providers of training services.

WC will continue to provide technical assistance to support the workforce system. For more information and/or updates, please contact your Contract Administrator at your earliest convenience. Sub-recipients are encouraged to carefully read and get familiar with the revised policies since their organization will be impacted by the new requirements and/or regulations affecting compliance.

Action: Please share this information with all staff and other interested parties.

Policy revisions/updates adopted and implemented as of Monday December 07, 2016. WC Policies can be located at: <http://nvworkforceconnections.org>

Technical Assistance: Available upon request.