EQUAL OPPORTUNITY NOTIFICATION AND COMPLAINT PROCEDURE

EQUAL OPPORTUNITY IS THE LAW

It is against the law for WorkSource Atlanta ("WSA"), a recipient of Federal financial assistance, to discriminate on the following bases: Against any individual in the United States, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or, against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA Title I-financially assisted program or activity.

WorkSource Atlanta 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.

WorkSource Atlanta takes all reasonable steps to ensure communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

What To Do If You Believe You Have Experienced Discrimination

If you think that you have been subjected to discrimination under a IOA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

Ruth Alvarez-Moon, EEO Officer
WorkSource Atlanta
818 Pollard Boulevard, SW, Suite 209
Atlanta, GA 30315
Phone: (404) 546-3000
Email: ramoon@atlantaga.gov

TCSG OWD Compliance Director
1800 Century Place, NE, Suite 150
Atlanta, GA 30345-4304
Phone: (404) 679-1371
Email: wioacompliance@tcsg.org

Director, Civil Rights Center
Office of External Enforcement
U. S. Department of Labor
200 Constitution Avenue, NW, Room N-4123
Washington, DC 20210
Phone: (202) 693-6500
Fax: (202) 693-6505 (limit 15 pages)
Email: CRCExternalComplaints@dol.gov

Or as directed on the CRC website at:
www.dol.gov/crc

- If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above).
- If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you may file a complaint with CRC before receiving that Notice. 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 recipient).

- If the recipient 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.

Who Can File A Complaint

- A person, or any specific class of individuals, that has been or is being discriminated against based on race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief, citizenship status, or participation in any WIOA Title I-financially assisted program or activity as prohibited by WIOA or this part.

- Either the person, or any specific class of individuals, that has been discharged, intimidated, retaliated against, threatened, coerced, or discriminated against because the individual has filed a complaint alleging a violation of the nondiscrimination and equal opportunity provisions of WIOA or furnished information to, or assisted or participated in any manner in, an investigation, review, hearing, or any other activity related to any of the following:

What Must Be Included In Your Complaint

Each complaint must be filed in writing, either electronically or in hard copy, and must contain the following information:

- The complainant's name, mailing address, and, if available, email address (or another means of contacting the complainant).
- The identity of the respondent (the individual or entity that the complainant alleges is responsible for the discrimination).
- A detailed description of the complainant's allegations.
- The written or electronic signature of the complainant or the written or electronic signature of the complainant's representative.

Your Right to Representation

Both the complainant and the respondent have the right to be represented by an attorney or other individual of their choice.

Timeline for Processing Your Complaint

- All discrimination-based complaints must be filed within one hundred and eighty (180) days of the alleged discrimination.
- A response from WSA shall be issued within ninety (90) days of the complaint's filing.
- The resolution shall be the written Notice of Final Action.
- Options for Complaint resolution shall include alternative dispute resolution (ADR).
- If the complainant is dissatisfied with the resolution of his/her complaint by WSA or the Technical College System of Georgia, Office of Workforce Development ("OWD"), the complainant may file a new complaint with CRC within thirty (30) days of the date on which the complainant receives the Notice of Final Action.

- If WSA or OWD fails to issue the Notice of Final Action within ninety (90) days of the date on which the complaint was filed, a new complaint may be filed with CRC within thirty (30) days of the expiration of the ninety (90) day period (in other words, within one hundred and twenty (120) days of the date on which the original Complaint was filed).

Required Elements of WorkSource Atlanta's Response to Your Complaint

WorkSource Atlanta will issue a written Notice of Final Action on complaints within 90 days of the date on which the complaint is filed that must include the following elements:

- Initial, written notice to the complainant that contains the following information:
  - An acknowledgment that WSA has received the complaint; and
  - Notice that the complainant has the right to be represented in the complaint process; and
  - Notice of rights contained in the EO Notice; and
  - Notice that the complainant has the right to request and receive, at no cost, auxiliary aids and services, language assistance services, and that this notice will be translated into the non-English languages as required in §§38.4(h) and (i), 38.34, and 38.36.
- A written statement of the issue(s) provided to the complainant includes the following information:
  - A list of the issues raised in the complaint; and
  - For each such issue, a statement whether WSA will accept the issue for investigation or reject the issue, and the reasons for each rejection.
- A period for fact-finding or investigation of the circumstances underlying the complaint.
- A period during which WSA attempts to resolve the complaint. The methods available to resolve the complaint must include alternative dispute resolution (ADR).
  - The complainant may attempt ADR at any time after the complainant has filed a written complaint with the recipient, but before a Notice of Final Action has been issued.
  - The choice whether to use ADR or the customary process rests with the complainant.
  - A party to any agreement reached under ADR may notify OWD or CRC in the event the agreement is breached. In such circumstances, the following rules will apply:
    - The non-breaching party may notify OWD or CRC within 30 days of the date on which the non-breaching party learns of the alleged breach: and
    - OWD or CRC must evaluate the circumstances to determine whether the agreement has been breached. If OWD or CRC determines that the agreement has been breached, the complaint will be reinstated and processed in accordance with WSA's procedures.
    - If the parties do not reach an agreement under ADR, the complainant may file a complaint with OWD, or CRC as described in §§38.69 through 38.71.
- A written Notice of Final Action, provided to the complainant within 90 days of the date on which the complaint was filed, that contains, for each issue raised in the complaint, a statement of either:
  - The recipient's decision on the issue and an explanation of the reasons underlying the decision; or
  - A description of the way the parties resolved the issue; and,
  - Notice that the complainant has a right to file a complaint with CRC within 30 days of the date on which the Notice of Final Action is received if the complainant is dissatisfied with the recipient's final action on the complaint.

COMPLAINTS OF FRAUD

In cases of suspected fraud, abuse, or other alleged criminal activity, you should direct your concerns to the Office of Inspector General, U.S. Department of Labor, at 1-866-435-7644 or inspector.general@oig.ga.gov.

COMPLAINTS AGAINST PUBLIC SCHOOLS

If the complaint is not resolved informally and it involves public schools of the State of Georgia, the grievance procedure will comply with WIOA and OCGA 20-2-1160.

I certify that I have received a copy of WorkSource Atlanta's Equal Opportunity Notice and Complaint Procedure. I have read and understand the above information and acknowledge so with my signature.

Print Name

Customer's Signature **Date**

Parent's Signature (as applicable) **Date**

Updated April 1, 2022 – WSA
Updated August 7, 2019 – TSCG

This page must be signed in the presence of a Notary Public.
All WIOA Applicants must submit a signed, notarized O.C.G.A. Affidavit

O.C.G.A. § 50-36-1(e)(2) Affidavit

By executing this affidavit under oath, as an applicant for Workforce Innovation and Opportunity Act (WIOA) Employment and Training Services as referenced in O.C.G.A. § 50-36-1, the undersigned applicant verifies one of the following with respect to my application for a federally funded program:

1) _____ I am a United States citizen.

2) _____ I am a legal permanent resident of the United States.

3) _____ I am a qualified alien or non-immigrant under the Federal Immigration and Nationality Act with an alien number issued by the Department of Homeland Security or other federal immigration agency.

My alien number issued by the Department of Homeland Security or other federal immigration agency is:_____.

The undersigned applicant also hereby verifies that he or she is 18 years of age or older and has provided at least one secure and verifiable document, *such as Georgia Driver's License, State issued Identification card, US Passport, US Birth Certificate, US Permanent Resident Card or Alien Registration Receipt Card*, as required by O.C.G.A. § 50-36-1(e)(1), with this affidavit.

The secure and verifiable document provided with this affidavit can best be classified as: _____.

In making the above representation under oath, I understand that any person who knowingly and willfully makes a false, fictitious, or fraudulent statement or representation in an affidavit shall be guilty of a violation of O.C.G.A. § 16-10-20, and face criminal penalties as allowed by such criminal statute.

Executed in _____ (city), _____(state).

_____
Signature of Applicant

_____
Printed Name of Applicant

SUBSCRIBED AND SWORN
BEFORE ME ON THIS THE
___ DAY OF _____, 20____

_____
NOTARY PUBLIC
My Commission Expires:

WIOA RELEASE OF INFORMATION CONSENT / CERTIFICATION & ACKNOWLEDGMENT FORM

Please read carefully, initial each release/acknowledgment, sign and date.

Name:	**SS# (last 4 digits): ____ ____ ____ ____**

WIOA Release of Information Consent / Certification & Acknowledgment
(Please initial, sign and date where indicated)

RELEASE INFORMATION FOR ELIGIBILITY	**Initial Here**	

I authorize the release of my information to **WorkSource Atlanta** as necessary to determine my eligibility for the Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, and Youth Programs and Services. I further authorize the release of information by staff necessary to secure related services and assistance on my behalf and share information with other programs from which I receive or have received services such as Vocational Rehabilitation, Division of Family & Children Services (DFCS), and the Department of Labor. This authorization to gather information about me and share necessary and pertinent personal information about me is given with the understanding that the information will be used in a confidential and responsible manner.

RELEASE INFORMATION FOR EDUCATION INSTITUTION	**Initial Here**	

I authorize the release of my current and past educational records from high schools, colleges, universities, and training schools to **WorkSource Atlanta**. Such records include my current/past enrollment, transcripts, attendance records, graduation and/or completion information and the diploma/certificate/credential attained. I understand that under the Family Educational Rights and Privacy Act of 1974 (FERPA), which is a Federal law that protects the privacy of student education records that the Workforce Development Division, **WorkSource Atlanta** must have my written consent to obtain my educational records. I certify that this authorization of release form may be sent as a fax, email, or a photocopy presented in person with appropriate identification from the above agency's staff to the record holder.

RELEASE INFORMATION FOR EMPLOYMENT	**Initial Here**	

I authorize the release of my current and past employment information to **WorkSource Atlanta**. Such records include information related to my job title, start/end day, hourly wages and hours worked per week.

CERTIFICATION & ACKNOWLEDGMENT	**Initial Here**	

I hereby affirm that the information provided on this application is true and complete to the best of my knowledge. I also agree that falsified information or significant omissions may disqualify me from further consideration for WIOA program activities and may be considered justification for dismissal if discovered at a later date. I acknowledge that my Personally Identifying Information (PII) will be used for grant purposes only.

AUTHORIZATION TO PUBLISH	**Initial Here**	

WIOA program activities are federally funded and all activities must adhere to transparency and accountability guidelines. In some cases, pictures may be taken to document our local efforts to assist area residents obtain training and employment services. **WorkSource Atlanta** may use my photo in print advertising or on the local area's website.

_____ I AGREE **_____ I DO NOT AGREE**

Signature:	**Date:**
Parental Signature: (if under age 18)	**Date:**

All information I hereby authorize to be obtained from this agency will be held strictly confidential and cannot be released by the recipient without written consent. I understand that this authorization will remain in effect for the period necessary to complete all transactions on accounts related to services provided to me. I understand that I may revoke this consent at any time by notifying the facility in writing, except to the extent that action has been taken in reliance on my consent. A photocopy of this authorization is to be considered as valid as the original document.

(USE THIS SPACE ONLY IF THE CLIENT WITHDRAWS CONSENT)

_____ (Date Consent is Revoked by Client)

_____ (Client Signature or Authorized Representative)