



## OVERSIGHT AND MONITORING OF NONDISCRIMINATION AND EO PROCEDURES

Department: Office of Economic & Workforce Development

Effective Date: July 1, 2021

Directive #: WDD 21-41

Supersedes: N/A

### PURPOSE

This directive provides guidance and establishes procedures regarding the oversight and monitoring of the nondiscrimination and equal opportunity (EO) procedures for the City and County of San Francisco Local Workforce Development Area.

### REFERENCES

- EDD Directive WSD17-05
- Workforce Innovation and Opportunity Act (WIOA) (Public Law 113-128) Sections 121(b), 188, and 183(c)
- Americans with Disabilities Act of 1990 (Public Law 101-336)
- Age Discrimination Act of 1975 (Public Law 94-135)
- Rehabilitation Act of 1973 (Public Law 93-112) Title V, Section 504
- Education Amendments of 1972 (public Law 92-318) Title IX
- Civil Rights Act of 1964 (Public Law 88-352) Titles VI and VII
- Title 20 Code of Federal Regulations (CFR) Section 658.400
- Title 28 CFR Part 35, Subpart A
- Title 29 CFR Parts 38, 31, 32, 34, and 1690-1691
- Title 41 CFR Part 101-19, Subpart 101-19.6
- Title 45 CFR Part 90, Subpart D, Section 90.43(c)(3)
- Dymally-Alatorre Bilingual Services Act, Government Code Section 7290-7299.8
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency
- Fair Employment and Housing Act, California Government Code Section 12900-12996
- California Government Code Section 11135
- Workforce Services Directive WSD17-01, Subject: Nondiscrimination and Equal Opportunity Procedures (August 1, 2017)

### **STATE-IMPOSED REQUIREMENTS:**

This policy contains some State-imposed requirements. These requirements are indicated by bold, italic type.

### **BACKGROUND:**

The non-discrimination and equal opportunity provisions outlined in Section 188 of WIOA and 29 CFR Part 38 prohibit discrimination on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including LEP), age, disability, or political affiliation or belief, or, for beneficiaries, applicants, and

participants only on the basis of citizenship status or participation in a WIOA Title I financially assisted program or activity.

Section 188 of WIOA and 29 CFR Part 38 require that states conduct annual monitoring reviews to determine whether each recipient is operating its WIOA Title I financially assisted program or activity in a nondiscriminatory way.

In California, the Employment Development Department (EDD) is responsible for the oversight and monitoring of all WIOA Title I financially assisted state programs, which is one of the components of the Nondiscrimination Plan as outlined in WSD17-01. Consequently, the EDD's Equal Employment Opportunity (EEO) Office will conduct annual onsite compliance monitoring reviews of all Local Areas to ensure compliance with the nondiscrimination and equal opportunity provisions of Section 188 of WIOA and 29 CFR Part 38.

## **POLICY AND PROCEDURES**

### **Definitions:**

For purposes of this policy and procedures, the following definitions apply:

*Compliance Monitoring Guide* – A tool or instrument that the EDD EEO Office staff use to conduct compliance monitoring reviews of Local Areas. It contains all the different elements of the onsite compliance monitoring review and documents findings of noncompliance.

*Corrective Action Plan* – A list of specific steps that recipients must take within a stated period of time in order to achieve compliance.

*Recipient* – Any entity to which financial assistance under WIOA Title I is extended, either directly from Department of Labor or through the Governor or another recipient (including any successor, assignee, or transferee of a recipient), but excluding the ultimate beneficiaries of the WIOA title I funded program or activity. In addition, One-Stop partners as defined in Section 121(b) of WIOA, are treated as “recipients” and are subject to the nondiscrimination and equal opportunity requirements of 29 CFR Part 38, to the extent that they participate in the One-Stop delivery system (29 CFR Section 38.4[zz]).

*Small Recipient* – A recipient who serves a total of fewer than 15 beneficiaries during the entire grant year and employs fewer than 15 employees on any given day during the grant year (29 CFR Section 38.4[hhh]).

*State EO Officer* – The EDD's EO Officer.

*Local EO Officer* – The Local Area's EO Officer.

## Compliance Monitoring Review Process

The compliance monitoring review process includes the following steps:

1. Notification – Approximately two to four weeks prior to conducting an onsite compliance monitoring review, the EDD's EEO Office will notify each Local Area Director/Administrator and the Local EO Officer about the upcoming review.
2. Request for Preliminary Information – The notification of the onsite compliance monitoring review will include a request for preliminary information such as applicants/clients demographic data, random sample application, Local Area compliance monitoring reports, discrimination complaint logs, etc. The request for preliminary information will also include a copy of the Compliance Monitoring Guide that the EDD EEO Office staff will use to conduct the compliance monitoring review. Having a copy of the Compliance Monitoring Guide will assist Local Areas to prepare for the compliance monitoring review. ***Preliminary information must be submitted to the EDD EEO Office within 10 days of the request.***
3. Desk Review – Upon receipt of the preliminary information and prior to the onsite compliance monitoring review, the EDD EEO Office staff will conduct a desk review that will include an analysis of applicant/client demographic data, random sample applications, Local Area monitoring reports, discrimination complaint logs, etc. The desk review will help identify potential items to be address during the onsite compliance monitoring review.
4. Onsite Compliance Monitoring Review – The focus of the onsite compliance monitoring review is to determine compliance with the WIOA nondiscrimination and equal opportunity requirements and to review significant differences or disparities identified during the desk review.
5. Entrance Conference – The EDD EEO Office staff will meet with the appropriate Local Area Director/Administrator and/or Local Area EO Officer to discuss the scope of the review, make arrangements for client and staff interviews or file reviews, and to discuss preliminary findings of the data analysis.
6. Exit Conference – Immediately following the completion of the onsite compliance monitoring review, the EDD EEO Office staff will conduct an exit conference with the appropriate Local Area Director/Administrator and/or Local Area EO Officer to discuss the findings and clarify areas in question. A preliminary compliance status may be given at this time and corrective action(s) suggested.

## Corrective Action Process

The corrective action process includes the following steps:

1. The EDD EEO Office will issue an initial written report within 30 days of completion of the onsite compliance monitoring review. The initial written report will be issued to the Local Area Director/Administrator and to the Local EO Officer. The initial written report will address areas of non-compliance and outline those areas that are found in compliance.
2. When areas of non-compliance are found, the EDD EEO Office will make recommendation(s) for corrective action(s) in the initial written report.
3. If the Local Area Director/Administrator or the Local EO Officer agree with the recommendation(s) of the EDD EEO Office, **a Corrective Action Plan (CAP) must be forwarded to the EDD EEO Office within 30 days of the date the Local Area received the recommendation(s).**
4. If the Local Area Director/Administrator or Local EO Officer disagree with the EDD EEO Office recommendation(s), the Local Area Director/Administrator or Local EO Officer may contact the EDD EEO Office to attempt an informal resolution of the issue(s).
5. When an informal resolution is reached, **a CAP must be forwarded to the EDD EEO Office within 30 days of the date the Local Area accepts the recommendation(s).**
6. If an informal resolution is not reached, the State EO Officer will meet with the Local EO Officer and the appropriate management official for the Local Area to develop recommendations to bring the Local Area into full compliance.
7. Six months after the recommendations are implemented, a follow-up review may be scheduled to assess the progress made by the Local Area resolving the identified areas of non-compliance.

It is important to note that monetary corrective actions may not be paid from Federal funds.

## **Local Area Monitoring Responsibilities**

The Local Area EO Officer is required to annually monitor the compliance of all local grant recipients and sub-recipients of WIOA or Wagner-Peyser funds, including America's Job Center of California locations. Additionally, the Local Area will annually monitor all service providers, including eligible training providers, for compliance with Section 188 of the WIOA and 29 CFR Part 38. The Workforce Investment Board of San Francisco (WISF) will utilize the established State process outlined above for monitoring all local grant recipients, sub-recipients, service providers, and eligible training providers annually.

Copies of local compliance monitoring efforts and reports will be kept on file by the Local EO Officer. These compliance monitoring reports will be used as reference documents when developing CAPs and for scheduled onsite monitoring reviews that may be required by authorized Federal and state reviewers.

Inquiries If you have any questions regarding this policy, contact the Executive Director or the Local EO Officer at 415-701-4848 or [workforce.development@sfgov.org](mailto:workforce.development@sfgov.org).

*OEWD and its service providers shall follow this policy. This policy will remain in effect from the date of issue until such time that a revision is required.*