

## **Fresno County Workforce Investment Board**

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*Blake G. Konczal, Director*

<b>FCWIB Information Bulletin:</b> <u>03-09</u> <b>Date:</b> <u>February 17, 2009</u>
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**TO: All Fresno County Workforce Investment Board (FCWIB) Providers of Services**  
**FROM: Pam Lassetter, Assistant Director**  
**SUBJECT: Summary Complaint Process – Alternate Format Request**

This Information Bulletin (IB) references Operational Directive (OD) 11-06, Discrimination, Program and Nepotism Procedures, released on March 15, 2006; OD 10-08, Combined Discrimination & Program Complaint Summary Form, released on February 5, 2008; OD 02-09 Reasonable Accommodation Request Process, released on February 17, 2009.

Effective immediately, when a client who requires a reasonable accommodation due to a disability or limited English proficiency, they are to be provided the Summary Complaint Process in a format they understand.

To document the provision of the Summary Complaint Process (form# QUA-031) in an alternate format, the provider of services is to fill out the Agency Statement, Form# [GEN-004](#). The completed form is to be filed in the client's case file.

Any questions are to be directed to the FCWIB Quality & Contracting Manager.



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