



A proud partner of America's Job Center of CaliforniaSM network.

Workforce Connection

Operations Manual

WIOA Provider and Partner Policies and Procedures for the AJCC One-Stop System

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Section I: Introduction

Welcome to the Workforce Connection (WFC) Americas Job Center of California (AJCC). It is the goal of the Fresno Regional Workforce Development Board to provide high quality customer focused services to all customers by creating a comprehensive service experience for all WFC customers.

Many partners are co-located and/or provide services within the WFC AJCC Job Centers. The following policies and procedures outlined in this manual are designed to facilitate a comprehensive service across agencies and programs to ensure that customers have a consistent service experience in all interactions within the center. All Workforce Innovation and Opportunity Act (WIOA) Providers of Services and AJCC partner staff are required to be knowledgeable and comply with all policies and procedures outlined in this manual.

For the purpose of this manual, all WIOA Provider of Services and AJCC partner staff will be referred herein as “AJCC staff”.

Section II: Center Management

A. Overview

The Workforce Connection (WFC) AJCC Job Centers are managed through the partnership of the WIOA Provider of Services (POS) and the One-Stop Coordinator (OSC). A WIOA POS will be designated as the site manager for each WFC Job Center and will be responsible for the day-to-day operational issues that arise within the center. The names of designated with manager by location is provided on the cover page. The site manager is responsible for operational management, scheduling, and ensuring that services are being delivered in accordance with the Fresno Regional Workforce Development Board's (FRWDB) established guidelines and quality standards.

The site manager does not have responsibility to provide work direction to partner staff for whom they do not have direct supervision. Staff issues that arise with partner staff must be communicated to the individual's manager.

1. Site Manager Responsibilities

- a. Manage the daily operations in coordination with local fiscal agents for the lease, utilities, and other property activities in support of AJCC premises.
- b. Manage the hours of operation for AJCCs.
- c. Manage the Resource Room services.
- d. Provides staffing for the front desk and resource room.
 - i. Organizes and directs operations for Public, WIOA POS and Partner customers and enforces policies and procedures:
 - ii. Customer and Participant Dress Code

iii. Resource Room Guidelines

- e. Responds to requests for information from internal and external customers, the media, and the public.
- f. Manage the Room Calendars – Scheduling and canceling.
- g. Ensures effective operational processes for seamless delivery of services across multiple providers and partner organization.

2. One Stop Operator Responsibilities

Coordinates the service delivery of required AJCC partners and WIOA POS in accordance with the AJCC Memorandum of Understanding (MOU). Ensures the implementation of partner responsibilities and contributions agreed upon in the MOU.

B. Hours of Operation/Holiday Schedules

The WFC Job Center is open to the public Monday through Friday from 8:00 am to 5:00 pm. The hours do not vary unless a specific incident occurs that would cause a need for a delayed opening or closing.

The WFC Job Center will observe the following holidays: New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Veteran's Day, Thanksgiving Break (Thursday and Friday), Christmas Break (Day before Christmas thru Day after Christmas) and New Year's Eve. The site manager will provide a holiday calendar schedule with coordinating dates at the beginning of each program year.

If a known closure is to occur, the site manager will post signs at the public entrance and the Front Desk notifying the public at least two weeks prior of the closure. A notice will be sent via email to all staff and will be posted on the WFC website. The Center may also occasionally be open evenings as deemed necessary by the FRWDB to increase access and to provide services to customers. As additional hours are formalized, they will be posted at the front desk.

C. Customer Flow

The WFC Job Center has adopted a client-driven approach to ensure that all customers'/participants' needs are met. Customers/participants shall not be found wandering the premises unattended. All AJCC staff must guide their customers to their designated meeting rooms and ensure that all visitors are able to locate restrooms, the water fountain, and the exit.

To help streamline service delivery and anticipate customer/participant needs and staff coverage issues, the Resource Room staff must be made aware of all group meetings or events taking place at the AJCC.

The Resource Room staff will contact AJCC staff whose guests have arrived by e-mail and/or phone. All AJCC staff are expected to greet their visitors within ten (10) minutes of arrival. If guests are not greeted and staff have not responded to the

Resource Room, guests will be asked to call point of contact and reschedule appointment.

D. Front Desk and Resource Room Operations

Front desk staff will be responsible for:

- Maintaining the center's visitor log to ensure that all vendors, and guests, who are not clients, sign in and out upon arrival and exit.
- Registering all new customers on CalJOBS and providing everyone with Passport scan cards.
- Providing new Resource Room visitors with a welcome packet that includes Resource Room Guidelines and Resource Room Dress Code.
- Assisting all customers visiting the Resource Room and using the Resource Room computers.
- Maintaining the cleanliness and orderliness of the Resource Room by disinfecting workstations after each use and clearing obstructions in all walkways.
- Maintaining the digital content on Resource Room monitors by working collaboratively with the FRWDB Marketing manager.
- Ensuring that the Resource Room has an adequate supply of copy paper, copy supplies, printer ink, etc.
- Reporting all malfunctioning equipment such as: computers, fax machines, monitors, pin pads, phones, and ADA equipment must be submitted through the FRWDB's Help Desk.

E. WFC Resource Kiosk Management

The site manager is responsible for maintaining the center's resource kiosk to accommodate the posting of flyers and the sharing of information on WFC kiosks, and ensuring that the following guidelines are adhered to.

All printed material posted to the kiosk must meet the following guidelines:

- Should be in English & Spanish when possible.
- Must be no larger than 8.5 x 12 inches and cannot exceed two pages.
- Must be "High Resolution" to allow for printing from the kiosk.
- Should include a QR Code if available.
- Must include the specific contact information of the Partner or sponsoring organization (Phone number, e-mail and address).
- Event and recruitment flyers must include an effective date and end date of the activity.
- WIOA related material must be approved by the FRWDB Marketing Manager.

The following is a list of allowable material that **MAY BE** posted in the kiosk:

Special Project Recruitment Flyers

- Partner Informational Flyers
- Upcoming Events – Job Fairs, Workshops, Community Events that are directly related to WIOA services.
- WFC Program Information flyers

The following material **MAY NOT** be posted to the kiosk:

- Outdated documents,
- Job Postings,
- Material that do not meet the minimum formatting requirements, and
- Material related to sales or for-profit promotions.

Partners or sponsoring organizations must email the material to be posted to the site manager at least 1 week prior to desired posting date. The site manager will review all material and determine if it meets the required guidelines listed above. Documents that do not meet the required guidelines to be posted must be returned to the partner/organization by the site manager. The site manager is responsible to ensure that all documents posted to the Kiosk are current. All documents that have an expiration date or are not current must be removed from the kiosk. The site manager must send a request to the “Help Desk” to have outdated documents removed from the Kiosk.

To post material the site manager will submit a request through the Help Desk application. The request must include the approved material with the expiration date if applicable.

F. Scheduling Space

Client Interview Rooms, Training Rooms and Conference Rooms are reserved for use by all AJCC staff, subject to availability. All WFC staff will make room reservations through the Outlook calendar management system. AJCC partner staff will be able to make room reservations two ways: a dedicated PC at the center or by contacting the Resource Room staff by phone or email. Two client Interview Rooms at the Fresno Comprehensive Center will be designated for walk-in traffic and may be used by all AJCC staff. Customers/participants should not be left unattended in Client Interview Rooms for an extended period of time. All Client Interview Rooms, Training Rooms, and Conference Rooms should be cleaned and organized after use.

Conference Rooms are not to be used for meetings with customers/participants. All meetings with participants or customers must be conducted in the Client Interview Rooms.

G. Mail, Deliveries, Packages and Packets

1. USPS Mail

All WFC POS and Partner Agencies are responsible for their own outgoing mail. The site management team will distribute incoming mail.

2. Deliveries of Packages

The Resource Room staff will accept deliveries on behalf of all staff. The security guard will place packages in respective POS and partner agency storage rooms.

3. Customer Packets or Forms

To limit the exposure of PII information, the Resource Room staff will not accept any program related packets from customers. If customers need to drop off any program related packets or forms, the AJCC staff will be contacted by phone and/or email.

H. Use of Facilities for Other Purposes

For approval on the use of the center for workforce related events or after hour activities, please coordinate with the site manager well in advance of the event.

I. Media Relations Policy

To ensure that accurate, consistent, and timely information is provided to the media, all AJCC staff must follow the guidelines in the FRWDB Media Relations Operational Directive. (see Exhibit I).

J. Office Guidelines and Etiquette

The following guidelines have been developed in collaboration with the FRWDB, WIOA POS and partner agencies for all AJCC staff. It is hoped that these guidelines will not be considered restrictive, but that they will help to maintain a positive and safe work environment of which we can all feel proud of.

All AJCC staff must comply with the following guidelines.

1. Office/Cubicle Decorum

Since a large part of the staff's day is spent in the work environment, personal items such as figurines and framed photos, may be placed in offices and cubicles. The FRWDB strives to provide a work environment that is pleasant and professional, however, the work environment must be free from intimidation, hostility, or other offenses against protected classes that might interfere with work performance. These classes include, but are not necessarily limited to, race, color, religion, sex (including gender and gender identity), age, sexual orientation, national origin or ancestry, disability, medical condition, marital status, veteran status, or any other protected status as defined by law.

Therefore, to reflect our responsibility to be respectful of all AJCC staff, customers, participants, business clients, guests or co-workers, all items displayed in an office or cubicle must be in compliance with the following guidelines.

- a. At all times, there should be no material such as notes, photographs, cartoons, posters, mugs, artwork, screensavers, etc. of a harassing or offensive nature. Personal items displayed in the workplace must not discriminate against any protected class.
- b. The script or image on personal items bearing a relationship or identification with a political or religious viewpoint should be no larger than an 8" by 10" picture, mug, placard, etc. For instance, a 2" by 2" saying on a 10" by 10" calendar would be fine.
- c. Keep in mind that the item should not be the focal point of a guest or visitor's interaction with you at your workstation. For example, it should not be a desk mat that the guest or visitor must put their papers on.

2. Common and Public Areas

- a. No personal items are allowed at the reception desk or any public areas.
- b. All countertops at the reception desk and all public areas must always be neatly maintained and appear inviting to visitors and guests.
- c. All materials in public areas, such as waiting room, resource room, and computer lab, must be in good taste and meet the standards listed above. This includes any newspapers/magazines, as well as special projects in the co-location sites.
- d. All work areas and storage areas are to be kept clean, neat, and orderly.
- e. All aisles, stairways, exits, and access ways shall always be kept clear.
- f. All flyers, posters, and other information materials shall only be posted in the information kiosk in the resource room.

3. Interior Wall Space Displays, Signage or Notices for Offices and Cubicles

Cubicle or office glass should remain clear of obstructions or taped items. Nothing should be hung or taped to the ceiling, ceiling tile, or tile grid.

- a. Personal effects should not be placed on top of cubicle walls, or on side panels.
- b. Displays/attachments are allowed only on the tack boards on interior wall space of the cubicle. All displays/attachments must be in good taste and uniform with overall office style and décor. And must be compliant with the decorum policy listed in section I above.
- c. No stickers may be attached to any office or interior or exterior cubicle wall space or furniture.
- d. Any item(s) that need to be affixed to an office or cubicle interior wall space need to be affixed by an approved facilities method. See General Services Department for the proper attachment method/tool.
- e. There should be no attachments or displays to the exterior wall space of your office or cubicle.
- f. There should be no photos of enrolled participants within your office or cubicle wall space without their authorized consent.

- g. All measures should be taken, in not displaying any private or sensitive information (home address, personal phone number, personal or business calendar, etc.) for your safety.
- h. Individual desktop coffee/teacup warmers or personal coffee pots/Keurig's are not allowed.
- i. Electric (or USB) personal space heaters are not permitted.

4. FRWDB Non-Responsibility Policy

- a. The FRWDB will not be responsible or liable for any personal item(s) that are lost, stolen, destroyed, damaged, or broken while on company property. All AJCC staff retain full responsibility for such items and occurrences.
- b. Valuable and/or fragile personal items should not be brought into the workplace or displayed in workstation areas. If a staff chooses to do so, it will be at their own risk and responsibility.

5. Secure Desktop and Workspace Guidelines

- a. All AJCC staff must comply with the following guidelines to prevent the loss and the unauthorized or accidental access, inspection, use, modification, disclosure, or destruction of confidential or sensitive information.
 - i. Remove from your work area all files (in any media) that contain sensitive or confidential information when the work area is left unattended for any reason (desktop, countertop, copier, computer, file room, etc.)
 - ii. Store all files (in any media) that contain sensitive or confidential information in a locked area and return these files to the locked area as soon as their use is over.
 - iii. Position computer terminal screens in such a way as to prevent unauthorized viewing of the confidential or sensitive information displayed on the screen.
 - iv. Log out of computers when leaving your workstation unattended, or use password protected screen savers that automatically activate within a few minutes of inactivity.
 - v. Protect incoming and outgoing mail distribution points.
 - vi. Remove documents with sensitive or confidential information immediately from printers and fax machines.
 - vii. Dispose of records (in any media) containing sensitive or confidential information in a manner that protects the security and privacy of the information they obtain.

6. Speaker Phones/Radios

Because a telephone call is a private communication, speakerphones should not be used unless you can secure the conversation. Telephones should not be used in speaker mode, unless it is in a private office or conference room, with the door closed.

AJCC staff may use personal radios/CD players to listen to music so long as the staff uses headphones, and it does not interfere with one's job duties or disturb other staff.

AJCC staff may not stream music or non-work-related media platforms on work computers.

7. Plants and Flowers

Live plants and/or flowers are not allowed. Artificial plants and flowers enhance the working environment and are encouraged so long as they are properly maintained.

Up to three small artificial plants or flowers may be displayed on the counter/desktops within a workstation; however, they should not exceed the height of a workstation or drape over any part of the work area, thereby causing a detriment to, or dominating one's workspace.

8. Food in your Workspace

We would like to extend the privilege of being able to consume certain foods and beverages at the work area with the following provisions.

- a. Beverages are permitted in work areas so long as they are in spill-proof containers.
- b. Snacks can be consumed at your workstation with the following provisions:
 - i. Items to be consumed in the workstations are only limited to snacks. Therefore, full meals and entrees should be consumed only in the breakroom. Examples of items that we do not consider snacks include sandwiches, cooked Lean Cuisine meals, breakfast burritos, ice cream, etc.
 - ii. Eating should not be done over the computer keyboard.
 - iii. Crumbs or food particles should be immediately cleaned up.
 - iv. The snack should not produce a strong aroma.
 - v. Open bags of snacks, such as chips or cookies, which are consumed throughout the day should be stored out of sight. While an item may be a snack to you, consider the overall professional image of your workstation when making your choice of what is appropriate. **Snacks cannot be stored in the workstation overnight.**
 - vi. Food that is perishable or subject to spoilage should be stored in the refrigerator in the staff break room. It is important to remember that the use of the refrigerator is only intended to accommodate your daily consumption. Since there is the possibility of more staff utilizing the refrigerator, it is important that we afford everyone adequate space in this amenity.
- c. Any cubicle and shared workspaces are not to be used for potlucks or as food stations. Food distribution shall be limited to break areas.

As with any privilege, if this policy is misused in any way, or if eating and drinking in workstations are causing detrimental sanitary impact, this policy may be revoked.

9. Common Spaces/Breakroom

All AJCC staff are expected to clean up after themselves to maintain a professional and clean environment. This applies to individual workstations as well as common areas such as the lunchroom, restroom, conference rooms, and copier/fax areas. If staff do not have the proper organization tools to maintain a clean and organized work area, they should talk to their supervisor.

To maintain a clean and odor-free breakroom and refrigerator, there should be no foods stored loosely in the breakroom cabinets or refrigerator. All foods should be kept in a closed and sealed container, clearly labeled with the owner's name and date. This would include bags of chips, bread, and cereal.

- a. Appliances used in the breakroom shall be limited to a coffee maker. No other appliances such as air fryers or crockpots are allowed in the breakroom on a permanent basis. If any other appliance such as a crockpot is brought in for a potluck, it must be removed at the end of the day of the event.
- b. Frozen foods such as lean cuisines, ice cream, etc., should be kept to a minimum and labeled appropriately with the owner's name and date.
- c. Refrigerators and cabinets will be cleaned out every 3rd Friday of each month. All items with dates older than three weeks will be discarded.
- d. To prevent waste and potential hazards, employees are asked to rinse the coffee pot and turn off the burner when they take the last cup of coffee.
- e. Please wipe down the counter tops or tables in the breakroom after use.
- f. If using common utensils and serving items, do not leave them in the sink dirty. Please wash them and put away.
- g. Keep the microwave clean. It gets food hot, fast. It does not automatically clean itself after each use. Be sure to wipe down the inside and the handle if it gets splattered or greasy.
- h. Be considerate. Do not reheat old fish or bring in a fragrant or exotic dish if it will distract everyone else with its smell.
- i. Put off non-urgent business. Let your co-workers enjoy their lunch. Unless it is an emergency, wait until they are back at their desks to talk about ordering supplies or rescheduling a meeting.
- j. Talk softly. When one person raises his or her voice, everyone tends to talk louder to compensate. Use your indoor voice. The people who work next to the break room will be especially grateful. Similar guidelines apply for cell phone conversations.
- k. Do not eat or take food items that do not belong to you. Doing so is considered theft.

10. Common Courtesy

As a courtesy to others, AJCC staff is encouraged to use conference rooms or private offices for scheduled or impromptu staff meetings, rather than meeting in the hallway or next to someone's workstation. The coordinator of each meeting is responsible for ensuring that the conference room is cleaned, coffee and water removed, etc. once the meeting is over.

Be aware of your surroundings; talking too loudly while co-workers are on the phone; interrupting co-workers while they are already in a conversation with a visitor or with another co-worker. Talking across cubicles can be a distraction to those around you. Please walk over to the person's cubicle or call them on the phone.

Please knock before entering someone's office if they have the door closed. If you do not get a response immediately, he or she may be in a meeting or on a phone call. Do not continue to knock or pound on the door. At no time should you enter a staff member's office when the door is closed.

Take personal or sensitive calls in private by closing your office doors or going outside.

11. Cell Phones

Cell phones can be a distraction in the workplace. Check your cell phones upon entering the office to ensure they are on silent or vibrate mode. Put your cell phone away. Avoid placing it on your desk as it is impolite, and you may find yourself distracted or tempted to check it. Out of sight out of mind.

Give your undivided attention to a customer/participant and/or co-worker. Be present for the moment and save your personal affairs for your own time.

Filter your language when speaking on your phone in the One-Stop center. You may not realize it, but you may be speaking loudly and people around you may hear your conversation. Be aware of your surroundings and do your best to not offend or disturb others in the area.

Good manners and politeness can go a long way. It is easy to get caught up in our cell phones, as it provides everything at our fingertips.

12. Social Media Guidelines

Separate your work and personal social media. When performing on the job, it is important to keep your personal and work/professional pages separate on social media.

Think before you share. Your post becomes a representation of you and your place of business. Consider factors like who your audience is, what is expected on that platform, and which content makes it appear professional.

Do not share without researching first. Sharing content is often seen as an endorsement of that content and of the user who posted it, so be careful what you share, it could become part of your profile.

Do not automate without thought. If you are using the same content across your social media platforms (and you can), take the time to change the voice of the message to match the network. Take the extra time to write an original

message for each social media network based on its intended purpose and audience.

13. ID Badges

ID badges will be provided with a badge clip or lanyard. All AJCC staff must always carry an ID badge. If you cannot locate your ID badge or misplace it, please call FRWDB's Help Desk immediately to deactivate for security reasons.

14. Energy Conservation

To conserve energy, employees are encouraged to turn off unnecessary lights and electrical devices.

K. AJCC One-Stop Center Parking Guidelines

All AJCC staff must park in the yellow designated staff parking areas only. The red designated areas are reserved for clients and visitors. The designated parking areas for each location have been identified on the parking maps provided in Exhibit II.

All AJCC staff are responsible for all personal items left in their automobile. No parking is allowed in any area that does not have a clearly marked stall. Please refrain from parking along fences, red curbs, and /or undeveloped areas. Vehicles parked within a stall shall not overlap the lines that designate that stall.

All vehicle license plates must be properly mounted and clearly visible from the drive aisle.

Painted curbs are one of the indications of restricted parking; the color denotes the type of parking allowed:

- RED ZONE: Indicates no parking or stopping any time, whether vehicle is attended or unattended.
- YELLOW ZONE: Service vehicles ONLY
- BLUE ZONE: Indicates Disabled placard parking area ONLY, DMV State issued placard/plate must be displayed to park in blue zones.
- WHITE ZONE: Indicates a timed loading/unloading zone.
- GREEN ZONE: Indicates a timed loading/unloading zone.

L. IT Cyber Security

Network and data security are crucial elements to keep in mind as moving about the office working in various areas and on different devices. WFC has both public and staff areas and securing information and network devices must be considered regardless of in which area staff are working.

1. Personally, Identifiable Information (PII)

PII shall not be left out in either paper or electronic format where anyone (including other staff) can access it. PII shall not be stored on electronic devices or paper for any time longer than required to upload or file the data in its secure; permanent location. Data must be deleted or destroyed after it has been placed in its secure; permanent location. If for any reason, PII

must be temporarily retained overnight, it must be locked up in a secure location. If it is determined that PII must be retained for a longer period, electronic copies must be encrypted and paper copies must be locked away in a secure location.

Conversations that include PII among staff, or with customers/participants must take place in a quiet manner and not loudly enough for others within hearing to easily identify the PII.

Printing or scanning PII must be done securely. Printing PII must be sent to hold and release at the printer. Scanning PII must be done to a USB flash drive or network drive and deleted in a timely fashion per the instructions above.

2. Workstations

Workstations connected to the network with staff logins must be locked when staff are not physically at the device. If a staff person steps away from their workstation for any reason, the workstations must be locked to prevent unauthorized access to the network.

Passwords to workstations or applications that contain PII must not be shared

3. Removable USB Flash Drives

Removable drives or USB sticks shall not be left connected to the computer when not in use. These items should be stored in the office desk overnight.

If a USB flash drive is found anywhere in the facility and the owner is unknown, the device shall not be inserted into a workstation to determine its contents. Please contact the FRWDB's Information and General Services Manager to assess the contents on the device.

M. Help Desk (Technology and Facilities Support)

All AJCC staff must submit all facility and technology support requests through the WFC Help Desk application. The process for submitting requests is outlined in the FRWDB Technology and Facilities Support Information Bulletin (see Exhibit III).

N. Security Response Process

In the event of a specific threatening situation and for reporting incidents, all AJCC staff must follow the processes outlined in the FRWDB One Stop Security Processes Operational Directive (see Exhibit IV).

Emergency Action Plan

In the event of an emergency, all AJCC staff must follow the FRWDB Emergency Action Plan (see Exhibit V)

Section III: Customer/Participant Related Policies

A. Dress Code

To maintain a professional environment and to support customers/participants efforts in employment search, all AJCC staff must ensure that the FRWDB dress code policy is enforced (see Exhibit VI).

B. Accessibility

To ensure that all customers/participants have access to all services provided at the WFC Job Center, and to ensure that reasonable accommodations are provided upon request, all AJCC staff must follow the FRWDB's Reasonable Accommodation Request process (see Exhibit VII).

C. Customer Complaints/Grievances

All AJCC staff must follow the procedures outlined in the FRWDB's programs complaint procedures (see Exhibit VIII) and discrimination procedures (see Exhibit IX) to process all customer/participant program and/or discrimination complaints.

D. Guest and Children in the Center

Visitors are not encouraged to bring their children to the center. It is important to recognize that the resource room is an area designed for job seekers to work on their job search with minimal distraction; therefore, guests and children are not permitted in the resource room, nor may guests or children wait in the lobby.

E. Resource Room Customer Guidelines

The WFC resource room offers resources to assist customers in job search activities. All WFC visitors are required to comply with the Resource Room Guidelines. Failure to comply with these guidelines will result in the loss of resource room privileges. WFC is not responsible for any visitor's lost, stolen, or damaged items.

WFC resource room staff reserves the right to deny services to any visitor whose behavior is offensive, harassing, disruptive, or threatening. No loitering inside the resource room is allowed. If WFC resource staff observes a visitor is behaving in a threatening manner, security and/or law enforcement will be called IMMEDIATELY to remove the person from the facility. The person will be denied any future services at any Fresno County WFC facility. The resource room is under video surveillance for the protection of visitors, staff, and facilities.

1. Admittance

Customers will be issued a passport scan card which must be used to access the resource room. It is unacceptable and grounds for denial of further access to WFC facilities for a visitor to access WFC resources to use, submit, publish, display, or transmit on the Internet or e-mail system any information which (a) violates or infringes on a person's right to privacy; (b) contains or depicts defamatory, false, abusive, obscene, pornographic, profane, threatening, racially offensive, harassing, or discriminatory language, or otherwise is illegal; or to (c) conduct any unapproved business; (d) solicit any activity that is prohibited by law; and/or (e) conduct any political activity. WFC is not responsible for the accuracy of any information found on the Internet.

2. Smoking

Smoking (including the use of e-cigarettes) is prohibited in all enclosed areas, including, the waiting room, resource room, restrooms, interview rooms, and conference rooms and within 20 feet of the any entrance to the building.

3. Food and Beverages

Food and beverages, including water, are not allowed in the Resource Room.

4. Computer Use

WFC resource room staff must monitor all visitor's computer access, may need to limit each visitor's daily use to a maximum of two (2) hours, with adjustments as necessary based on usage.

5. Telephone Use

Phones are to be used to conduct job search related activities only. WFC resource room staff is to ensure phone conversations are kept low to show respect for others in the resource room. WFC resource room staff must approve all long-distance calls and must maintain a long-distance call log.

6. Internet and E-Mail Use

The use of the internet is available to conduct job search related activities only and must not be used to conduct other personal business, research, personal e-mail, or for accessing websites not related to job search or training activities. WFC resource room staff is responsible for monitoring the proper usage of internet access. Any visitor who knowingly accesses websites that deal with pornography, hate, weapons, terrorism, etc. will be asked to immediately leave the facility and could be denied further access to WFC facilities.

7. USB Memory Devices

Visitors may use their own USB memory devices in the resource room. WFC resource room staff must inform visitors of proper labeling of all USB memory devices as well as informing them that WFC assumes no responsibility for damage to USB memory devices or loss of data files. Copyrighted software is not to be copied from or to any WFC computer. Visitors are responsible for any consequences of copyright infringement through printing or downloading from the Internet. All un-labeled USB memory devices left in the resource room will be discarded.

8. Cell Phones

As a courtesy to other visitors, the use of cell phones will be prohibited while visiting the resource room.

9. Charging Electronic Devices

Visitors will be permitted to charge electronic devices by plugging into a computer's USB outlet only, provided they are using the workstation for WFC activities. WFC assumes no responsibility for personal items that are lost, stolen, or damaged.

10. Fax and Copier Use

Faxes sent from WFC are for WFC related activities only; a visitor is not allowed to receive a fax in the resource room. Copiers/Printers are available for job search or WFC or Partner program purposes only. Visitors are limited to copying/printing no more than 20 pages/copies without prior staff

approval. Visitors must not attempt any type of maintenance or repair on any WFC equipment or resource room machine. Any problem with resource room equipment is to be reported to a staff member.

11. Personal Belongings

Visitors must limit personal belongings in the resource room (i.e., small bag or notebook). WFC assumes no responsibility for personal items that are lost or stolen. No visitor shall possess any weapon, i.e., firearm, knife, and/or similar implements, of any kind within any WFC facility. Any visitor who is observed to possess such a weapon will be escorted from the facility by authorities, and such possession will be grounds for denial of further access to any WFC facility.

12. Compliance

The site manager and the OSO are responsible for ensuring that all AJCC staff follow these policies and procedures, which will be reviewed annually by a committee comprised of FRWDB, POS and Partner staff.

Fresno County Workforce Investment Board

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Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 32-04, Revision C

Date Released: May 27, 2016

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: May 27, 2016

Subject: Media Relations

Applicable Program: All

Revision History: Initial Release – 10/26/04; Revision B – 1/28/10; Revision B1 – 10/23/15

This Revision C updates Form MCD-004, Media Liability Release form and updates terminology for WIOA and name change.

Effective immediately, all providers of services and/or subcontractors are to adhere to this OD.

It is the practice of the Fresno Regional Workforce Development Board (FRWDB) to provide accurate, consistent and timely information to the media.

The purpose of this OD is to assure that information about FRWDB and its policies, practices, and programs is communicated properly and reported accurately in the media.

Guidelines and Procedures

The FRWDB Marketing & Communications Manager is the **primary** media contact on behalf of FRWDB staff, contractors and subcontractors. No one other than the FRWDB Director, and Marketing & Communications Manager shall represent FRWDB's position to the media unless expressly directed to do so by one of the aforementioned individuals.

Responding to Media Inquiries for Information

- The FRWDB Marketing & Communications Manager is responsible for assisting FRWDB staff, contractors and subcontractors in the preparation of information in the manner and form suitable for release to the public media.
- All inquiries regarding FRWDB, or FRWDB contractors and subcontractors, for an interview, quote and/or statistical data from a member in print or broadcast media (such as reporters, editors, researchers, librarians and radio hosts) are to be referred to the FRWDB Marketing & Communications Manager.

- All requests for documentation, including but not limited to Worker Adjustment and Retraining Notification Act (WARN), Letters of Agreement, etc., from members of the media and/or other outside parties, should be received in writing and referred to the FRWDB Marketing & Communications Manager.
- If the FRWDB Marketing & Communications Manager is not immediately available, collect the appropriate information such as, name, organization, phone number, deadline and area of interest, and contact the FRWDB Marketing unit.
- The FRWDB Marketing unit will:
 - o Assess the inquiries and/or requests;
 - o Consult with the FRWDB Director;
 - o Contact the appropriate subject matter expert(s) to address the inquiry and/or request;
 - o Request that the Media Release of Liability form (MCD-004) is signed by participants (adult and/or youth) who agree to participate in any photographs, television and/or radio interviews, etc*
 - o Coordinate logistics for the interview;
 - o Attend the interview (when possible).

*Please note: Refusal to sign the Media Release of Liability only means the individual can not participate in any of the event(s) identified in the Media Release of Liability form. It does not preclude the individual from participating in any FRWDB Workforce Connection or All Youth One System programs.

Request for Press Release

- FRWDB staff, contractors and subcontractors must submit information for a press release two weeks in advance of the event (except for emergencies) to the FRWDB Marketing & Communications Manager.
- News items may be sent via e-mail and must include a contact name, phone number and basic information about the subject matter.
- FRWDB Marketing unit will:
 - o Write and submit the press release to the FRWDB Director for approval;
 - o Upon approval, disseminate to the media and appropriate contacts.

All questions are to be directed to the FRWDB Marketing & Communications Manager.

Form:

[MCD-004](#) Media Release of Liability



Media Release Form

I grant permission to the Fresno Regional Workforce Development Board (FRWDB), on behalf of its agents, contractors, subcontractors and employees to use:

- Any and all photographs, statements and quotes, for editorial use, promotion, publication in brochures, flyers, annual reports, electronic versions of the same publications, social media, the FRWDB web site or other electronic forms or media including television and radio.

However, I reserve the right to submit a request in writing to the FRWDB for:

- The removal of all photographs used for the above purposes at any given time it is deemed detrimental to my safety.

I CERTIFY THAT I HAVE READ THE ABOVE MEDIA RELEASE FORM BEFORE SIGNING BELOW, AND I FULLY UNDERSTAND THE CONTENTS, MEANING AND IMPACT OF THIS CONSENT, WAIVER OF LIABILITY AND RELEASE, AND AGREE TO THE TERMS AND CONDITIONS.

Date: _____

Name: (please print) _____

Signature: _____

IF UNDER THE AGE OF 18, THE PARENT(S) OR LEGAL GUARDIAN(S), MUST SIGN

Date

Signature of Parent(s) or Legal Guardian(s)

Staff and Visitor Designated Parking Maps

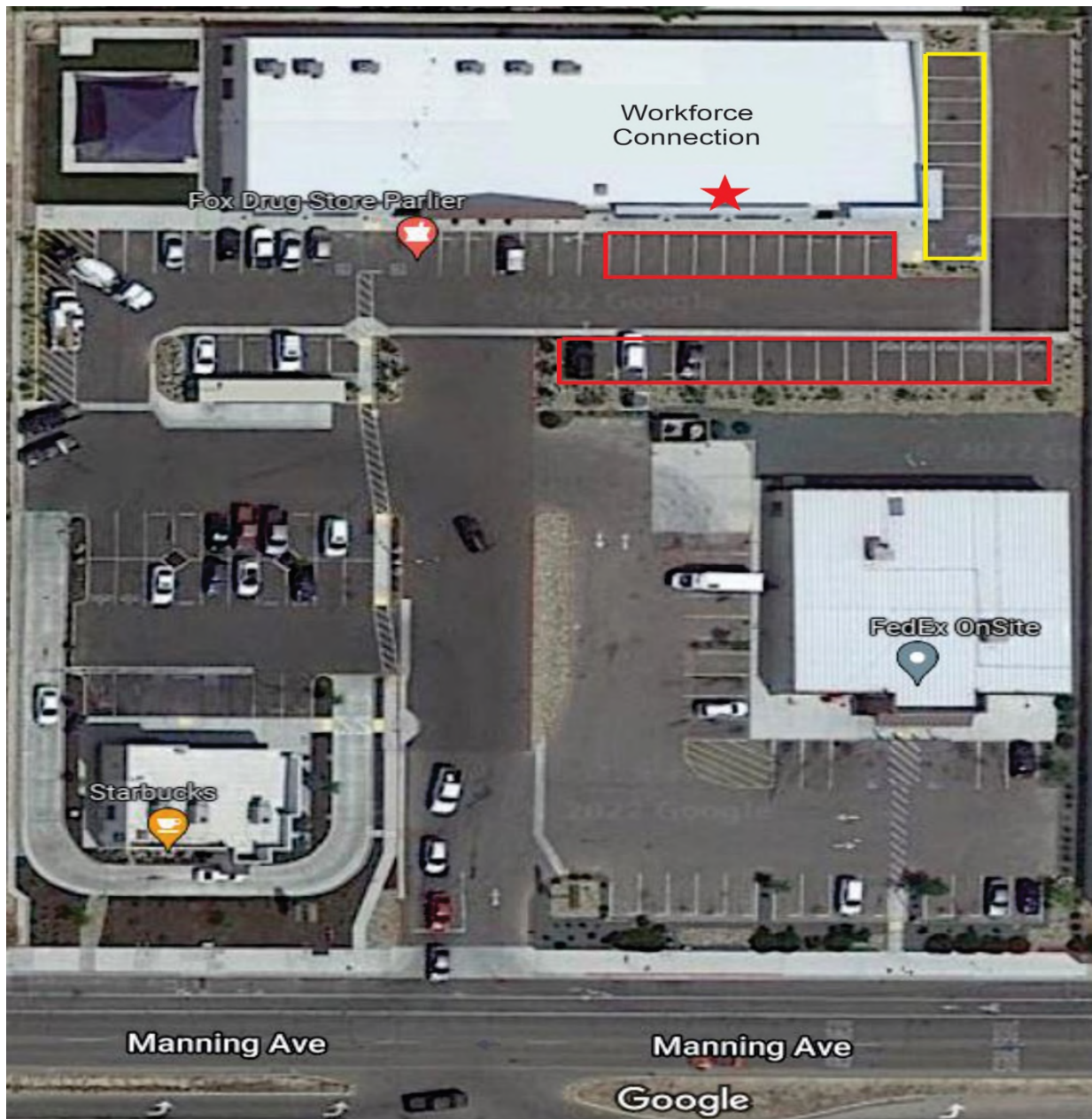
Workforce Connection AJCC Comprehensive - Fresno



Workforce Connection AJCC Affiliate – Fresno East



Workforce Connection AJCC Affiliate - Parlier



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Blake Konczal, Executive Director

Information Bulletin

FRWDB IB # 06-08 Revision E

Date Released: July 1, 2021

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: July 1, 2021

Subject: Technology and Facilities Support

Applicable Program: All

Revision History: Initial Release – 12/4/08, Rev B – 3/1/13; Rev C – 3/6/14; Rev D – 7/15/15

This Revision E updates the overall process and adds Help Desk Request instructions.

Facility and Technology Support

The Workforce Connection Help Desk is the focal point for all facility and technology related requests. This includes but is not limited to lost or new ID badges, lighting or plumbing issues, etc. for facilities and problems with personal computers (PCs), telephones, email, etc. for technology. The requestor will submit a request utilizing Workforce Connection's Help Desk application. The application will create a work order trouble ticket and route the ticket to the appropriate personnel to resolve. After the work order trouble ticket has been closed, the support desk will notify the requestor via email that the work order trouble ticket has been completed or closed.

If the request is an emergency and requires immediate assistance, the requestor is to call the Support Desk at (559) 230-4444.

Instructions on how to create a work order ticket is located can be found, beginning on Page 2.

New and Departing Staff (AJCC locations only)

Each Provider of Service will utilize the Workforce Connection Help Desk application for any staffing related requests such as new or departing employees. The support desk application has a help request type labeled "HR – Employees" with additional sub-categories to select depending on the need. The "HR-Employee" request type will only appear as a category if you are authorized by your organization to do so. Instructions on how to submit this type of work order will be sent to authorized personnel.

CalJOBS User ID's for New and Departing Staff (Young Adult System only)

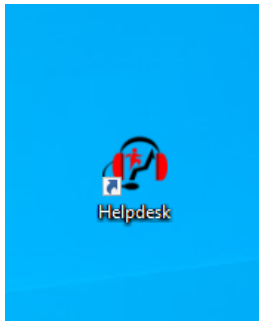
Youth providers are to email the Workforce Connection Help Desk at helpdesk@workforce-connection.com for both new and departing staff for all user IDs including CalJOBS, I-Train, Aztec, ACT Curriculum, WorkKeys, CASAS, and IMAGO as needed. The email needs to contain:

- Agency Name
- Full Name (First and Last)
- Job Title
- Phone Number
- E-mail Address
- Starting or Departing Date

If the request is an emergency and requires immediate assistance, the requestor is to call the Support Desk at (559) 230-4444.

How to Create a Help Desk Work Order Trouble Ticket

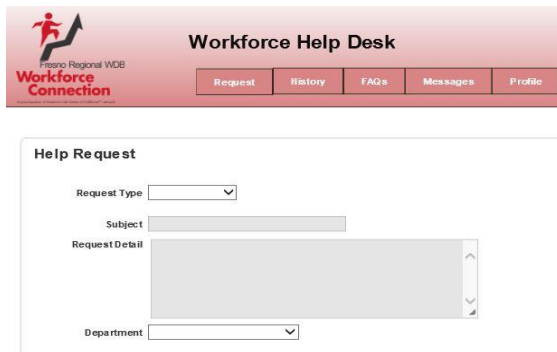
1. Locate the Help Desk icon on your desktop and click to open the application.



2. Login into the Help Desk application with your email and network password.

A screenshot of a web browser displaying the "Workforce Help Desk" login page. The page has a red header with a logo of a person climbing a ladder and the text "Pescno Regional WDB Workforce Connection". Below the header, a message box says "Welcome to Pescno Regional Workforce Development Board Helpdesk.". The main section is titled "Log In" and contains two input fields: "E-Mail" and "Password". Below the "Password" field is a checkbox labeled "Remember me" and a "Log In" button. At the bottom right, there is a "Forgot Pass word" link.

3. Create a new Help Desk Ticket by using the drop-down menu.

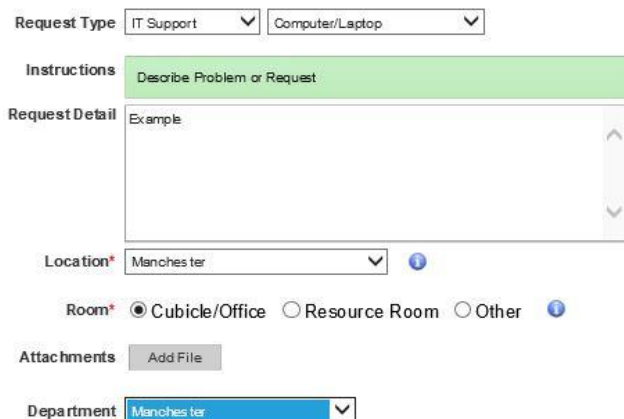


The screenshot shows the 'Workforce Help Desk' interface. At the top, there is a header with the 'Fresno Regional WDB Workforce Connection' logo and a navigation bar with links: 'Request', 'History', 'FAQs', 'Messages', and 'Profile'. Below the header, the 'Help Request' form is displayed. It includes a 'Request Type' dropdown menu, a 'Subject' text input field, a 'Request Detail' text area with a scrollbar, and a 'Department' dropdown menu.

4. Fill in the requested information for each box

- Request Type
- Subject
- Request Detail
- Location
- Room
- Attachments of Files or Photo if needed
- Department if it applies to the location

Help Request



The screenshot shows the 'Help Request' form with the following fields filled out: 'Request Type' is set to 'IT Support' and 'Computer/Laptop'; 'Instructions' is 'Describe Problem or Request'; 'Request Detail' contains the text 'Example'; 'Location*' is set to 'Manchester'; 'Room*' has radio buttons for 'Cubicle/Office' (selected), 'Resource Room', and 'Other'; 'Attachments' has an 'Add File' button; and 'Department' is set to 'Manchester'.

5. Click the save button, this will create the Help Desk work order ticket and the application will dispatch the work order to the IT Department or the General Services Department.

Fresno County Workforce Investment Board

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Blake G. Konczal, Director

OPERATIONAL DIRECTIVE

FCWIB OD # 13-04

Date: April 13, 2004

To: All Fresno County Workforce Investment Board (FCWIB) Providers of Services

From: Blake G. Konczal, Director

Effective Date: April 13, 2004

Subject: One-Stop Security Processes – Threatening Situations

This Operational Directive releases Work Instructions [WIB-GSA-001](#), Security Response Process, [WIB-QUA-009](#), Communicating Aggressive Behavior, and [Form# QUA-020](#), Incident Report template.

The Work Instruction WIB-GSA-001 documents the process that must be followed when any One-Stop staff (both Providers of Services and co-located Partner Agencies) find themselves in a threatening situation with a customer. Certain automated actions will be different site-to-site as documented by the respective Site Councils.

Work Instruction WIB-QUA-009 documents the process that must be followed to report incidents to FCWIB staff. FCWIB staff will gather information and determine the next appropriate steps (including legal action) in order to protect One-Stop staff, customers and facilities, system-wide.

These work instructions document the process to be followed when a specific threatening situation occurs and for reporting incidents to FCWIB staff for investigation and further actions, as required, to protect One-Stop staff, customers and facilities.

For the purpose of this Operational Directive and the associated work instructions, a threat is defined as: An action or a pattern of conduct of another person, that poses a significant threat to the health (physical or emotional) or safety of another, and it reasonably appears to the recipient of the threat that such threat and/or action was intended to be carried out against the person or a facility.

Because the need exists to ensure that the Workforce-Connection system provides a safe and productive environment for all staff and customers, all FCWIB Providers of Services and Partner Agencies must communicate this process to their respective staff.

Please direct any questions directly to the FCWIB Quality Manager and/or GSA Manager.

Fresno Regional WDB

Workforce Connection



Emergency Action Plan

FRESNO AJCC | 3170 WEST SHAVE AVENUE,
SUITE 101, FRESNO, CA 93711

REV. 1.00

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Introduction

Workforce Connection programs and services are committed to the safety and well-being of all internal and external customers. Crucial to this commitment is implementation of sound emergency procedures. This manual was developed to foster safety awareness and thorough emergency preparedness.

This manual is a customized Emergency Preparedness Manual for the Fresno Regional Development Board Workforce Connection offices throughout Fresno County and has taken into consideration federal, state, and local requirements and codes.

This emergency plan is reviewed and updated at least annually. An evacuation drill will be conducted at least once a year, at a minimum.

EVACUATION PROCEDURES

To be used in the event of:

- Fire within the building
- Chemical release within the building
- Gas Leak within the building
- After significant damage to the building (earthquake, storm, etc.)
- Building failure or potential failure due to damage or failing structural support
- Anytime the building must be immediately evacuated

Staff will:

- File out of the building by the nearest designated route
- Proceed to the designated assembly area
- Allow for the Program Manager, Supervisor, Building Safety Coordinator, or designee to take roll call
- Await further instructions

Evacuation order is lifted when:

- It is deemed safe by Site Manager, responding law enforcement, emergency responders, or designee
- Staff are not to return to the building until given the "all clear" from a responder referenced above

Evacuation

MEDICAL EMERGENCY

To be used in the event of:

- When a medical event arises that exceeds the level of expertise of those present
- When an individual is in a critical state and experiencing symptoms of: shortness of breath, not breathing, unresponsive, choking, severe bleeding, seizure, chest pain, stroke, and other conditions

Call 911 (8-911 if using a Workforce phone) immediately if:

- A person is not breathing. Begin rescue breathing if trained to do so 911 operator may guide you if those present are untrained
- A person is unresponsive or showing signs of declining response
- A person is choking. 911 Operator may guide you on how to assist if those present are untrained in dealing with this type of medical emergency
- A person has severe bleeding. The onsite First Aid kit is equipped with protective gloves and medical bandages that can be used to apply pressure to the wound
- A person is having a seizure. Assist by placing the person on their side, while not restraining them
- A person is experiencing chest pain
- A person is experiencing a stroke. Symptoms of a stroke include: sudden numbness or weakness of the face, arm or leg, sudden confusion, trouble speaking, and sudden trouble seeing

Staff will:

- Offer emergency aid if trained to do so
- Offer emergency aid if instructed to by the 911 Operator
- Remain calm throughout, and stay with the person until assistance arrives

Medical Emergency

FIRE PROCEDURES

To be used in the event of:

- Fire within the building or adjacent to the building

Staff will:

- EAP Team will activate the alarm
- Always evacuate at the sound of an alarm
- Exit by the nearest designated route
- Close but do not lock doors as you leave
- Support those that may need assistance
- Proceed to the designated assembly area and check-in
- Await further instructions

Building Safety Coordinator(s) will:

- Attempt to extinguish the fire only if: trained on the use of portable fire extinguishers, the fire is in its beginning stage, and it can be extinguished safely
- Assist disabled and non-ambulatory (unable to walk) persons who have requested assistance. Advise the Fire Department or Security of personnel who are trapped or may require assistance to evacuate
- If safe to do so, sweep the building to ensure all have evacuated and that no one is left behind
- Proceed to the designated assembly area and assist with check-in if feasible
- Call 911 (8-911 if using a Workforce phone) immediately

Evacuation order is lifted when:

- It is deemed safe by Fire Department, site manager, responding law enforcement, emergency responders, or designee
- Staff are not to return to the building until given the "all clear" from a responder referenced above

Fire

EARTHQUAKE PROCEDURES

To be used in the event of:

- An initial earthquake and aftershock(s)

Earthquakes generally occur without warning and may result in minor to serious ground shaking. The initial action for any earthquake will be "Duck and Cover."

If indoors, staff will:

- Duck and Cover
- Seek shelter under desks or tables
- Move away from windows and shelving

If outdoors, staff will:

- Seek open space
- Move away from buildings, power lines, and trees

Once the shaking has stopped:

- Be aware of your surroundings
- Be attentive as there may be damage to the building or grounds
- Await further instructions

Earthquake

HAZARDOUS MATERIAL AND CHEMICAL INCIDENTS

To be used in the event of:

- The releasing of a substance or agent capable of posing an unreasonable risk to humans, the environment, or property

During a hazardous material or chemical incident, staff will:

- Evacuate the building by the nearest designated route
- Close but do not lock doors as you leave
- Once outside, stay clear and upwind from the building
- Call 911 (8-911 if using a Workforce phone) immediately
- Await further instruction

The incident is over when:

- The hazardous material or chemical has been neutralized
- Emergency responders have given the “all clear”

Hazardous Material and Chemical Incidents

ACTIVE SHOOTER PROCEDURES

To be used in the event of:

- Armed intruder on-site
- Civil disturbance on-site
- Hostage Crisis
- Other situations where there is an active threat

The initial action(s) for any active shooter / active threat will be:

RUN, HIDE, FIGHT

During an active shooting / threat, staff will:

RUN:

- If possible, exit the building immediately and warn others on your way out
- Leave your belongings behind
- Keep your hands visible so that you are not seen as a threat to responding law enforcement

HIDE:

- Find a place to hide out of the shooter's view
- Block entry to your hiding place and lock / secure doors
- Remain quiet, and silence your cell phone

FIGHT:

- As a last resort and only when your life is in immediate danger, attempt to incapacitate the shooter
- Act with physical aggression towards the shooter

When safely able to, call 911 Operator (8-911 if in a Workforce building) and provide your location, and await instruction

The threat is over when:

- The threat has been neutralized
- Law enforcement has cleared the building
- You can safely exit the threatened area

Active Shooter

LOCK-DOWN / SHELTER IN PLACE PROCEDURES

To be used in the event of:

- Civil Disturbance within the vicinity
- Gunfire / Police activity within the vicinity
- Other threats as appropriate

Notification to lock down / shelter in place may come in various forms:

- Workforce Mass Notification System
- Office phone alerts
- Text message alerts
- Email alerts
- Verbally through law enforcement
- Verbally through on-site Manager, who will immediately alert Fresno County Security and law enforcement

If lock down / shelter in place is ordered, staff will do the following:

If indoors and in a safe location, staff will:

- Stay where they are
- Immediately lock building doors including staff and public entrances, lobby doors, offices
- Locate an interior room to shelter inside
- Contact law enforcement by dialing 911 (8-911 if in a Workforce building) and report the incident and your location within the building

If outdoors, staff will:

- Proceed to the next available accessible building
- If buildings are not accessible, locate an area that provides cover/protection
- Contact law enforcement by dialing 911 and report the incident and your location

Lock down / shelter in place order is lifted when:

- It is deemed safe by responding law enforcement, emergency responders, site manager or designee
- Staff are not to restore the building to normal operating functions until given the "all clear" from a responder referenced above

Lock-Down

GAS LEAK PROCEDURES

To be used in the event of:

- Natural gas leak in the building or immediate area

During an active gas leak, staff will:

- Remove any immediate source of ignition such as cigarettes or candles
- Immediately exit the building or area, and proceed to the designated assembly area if it is within a hazard-free area
- Await further instructions

When safely able to, Call 911 (8-911 if using a Workforce phone) immediately to report the gas leak

The threat is over when:

- The gas leak has been fixed
- Any agent within the air has dissipated

Public Utility Company and / or emergency responders have given the “all clear” to safely re-enter the building/area

Gas Leak

BOMB THREAT / SUSPICIOUS PACKAGE

To be used in the event of:

- Written threat by way of note, letter, email, text, or social media
- Verbal threat either over the phone or in person
- Discovery of an unfamiliar, unclaimed, potentially dangerous package

If a written bomb threat is received, staff will:

- Save all the materials received
- Notify Supervisor
- Call 911 (8-911 if using a Workforce phone) immediately
- Remain calm and await further instructions as decisions will be made by the site manager, responding law enforcement agencies on whether it is safe to remain within and/or evacuate from the building
- If instructed to evacuate, gather your immediate belongings such as keys, purse, wallet, briefcase, and jacket, and proceed to the designated assembly area

If a verbal bomb threat is received, staff will:

- Remain calm and keep the individual engaged if in person, or on the line if by phone
- **Ask:**
 - Where is the bomb?
 - What kind of bomb is it?
 - What does it look like?
 - When will it explode?
 - What is your name?
- Disengage the person or hang up the phone, only after the person has left or hung up
- Notify Supervisor
- Call 911 (8-911 if using a Workforce phone) immediately
- Remain calm and await further instructions as decisions will be made by Fresno County Security, Fresno County Sheriff, or responding law enforcement agencies on whether it is safe to remain within and/or evacuate from the building
- If instructed to evacuate, gather your immediate belongings such as: keys, purse, wallet, briefcase, and jacket, and proceed to the designated assembly area

If a suspicious package is discovered, staff will:

- Notify Supervisor
- Instruct everyone to stay away
- Call 911 (8-911 if using a Workforce phone) immediately
- Await further instructions. If instructed to evacuate, gather your immediate belongings such as: keys, purse, wallet, briefcase, and jacket, and proceed to the designated assembly area

Bomb Threat / Suspicious Package

SECURITY GUARD NEEDED *(only at Fresno AJCC Comprehensive and Mendota)*

To be used in the event:

- when staff feels threatened by a client or guest in a public room/cubicle.

Staff will:

- Dial #07 on a Workforce phone which will send a silent message to the front desk, all managers at the site, and alert the security guard via text and mobile app to come to the public room/space.
- Security guard will assess the situation and direct staff on what to do next.
- Manager(s) will be in close proximity to manage the situation and provide direction to staff and clients.

Optional:

- Staff will have the option to check out a wireless panic button at the front desk. The wireless panic button will:
 - a.) trigger a call to 911,
 - b.) trigger the audible and blue strobe light that assistance is needed in a public area.

ASSISTANCE NEEDED *(only at Parlier)*

To be used in the event:

- when staff feels threatened by a client or guest in a public room/cubicle.

Staff will:

- Dial #07 on a Workforce phone which will send a silent message to the front desk, all managers at the site, and alert the response team via text and mobile app to come to the public room/space.
- Response Team will assess the situation and direct staff on what to do next.
- Manager(s) or designee will be in close proximity to manage the situation and provide direction to staff and clients.
- Call 911 (8-911 if using a Workforce phone) immediately if directed by lead staff.

Security Guard/Assistance Needed

Appendix A: Building Information

Building, Center, or Complex Name:	Winepress Shopping Center
Site Name:	Workforce Connection, Fresno AJCC Comprehensive
Street Address:	3170 W. Shaw Ave., Fresno, CA 93711
Phone Number:	(559) 230-3600
Fax Number:	(559) 230-4044
Emergency Contact Number:	Ani Kitsinian (626) 636-5937, Rigoberto Medina (559) 393-8909
Date Plan Written:	September 1, 2022
Lead Evacuation Facilitator:	Ani Kitsinian – Equus Program Director

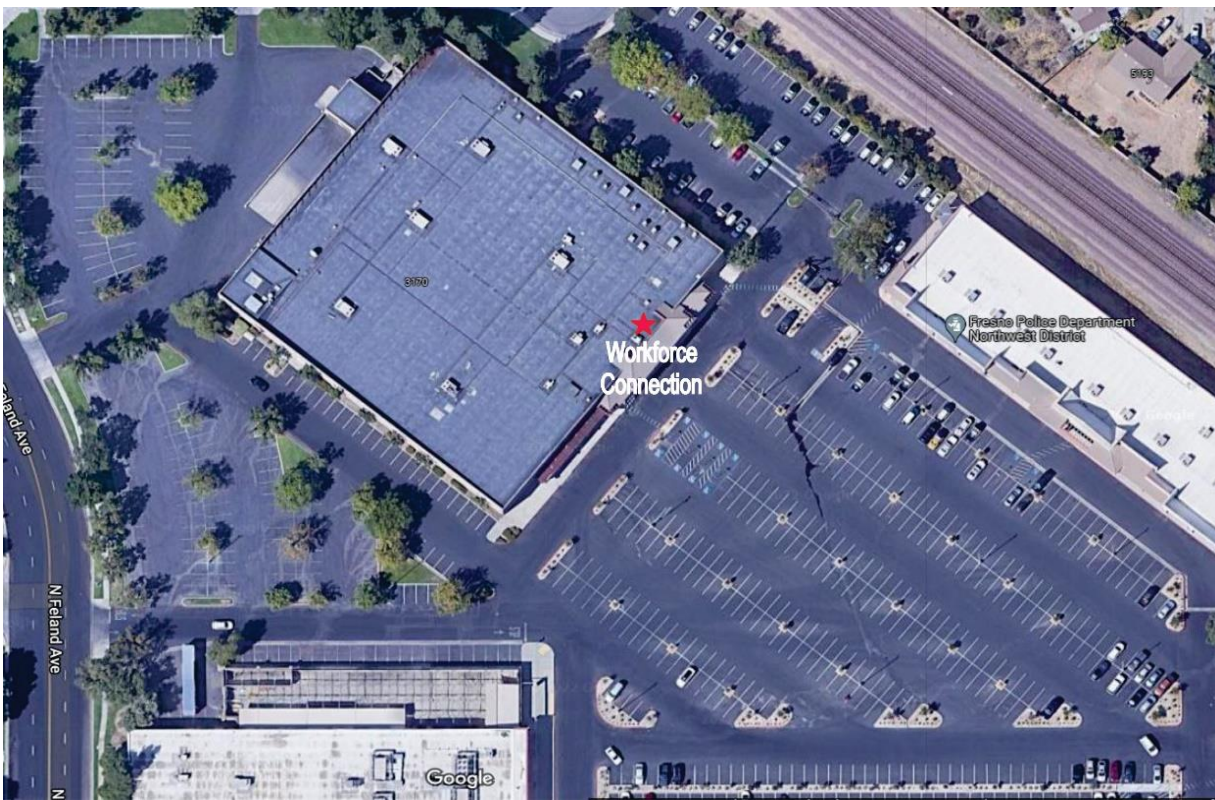
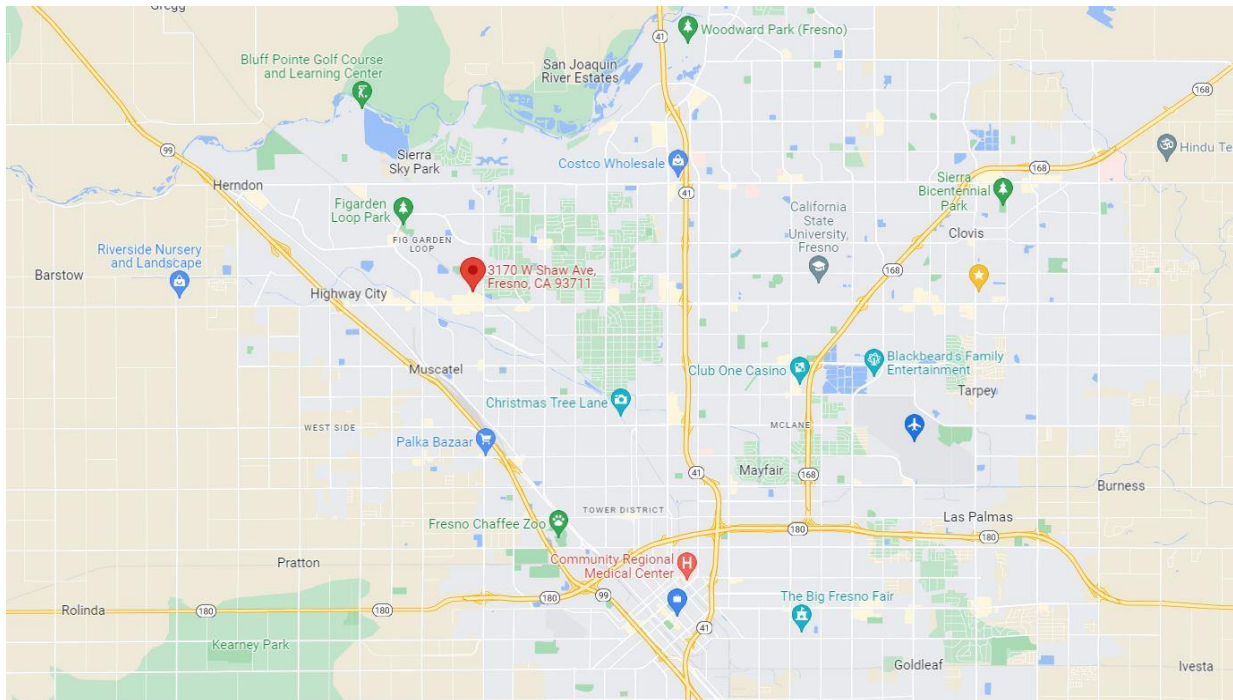
Building, Center, or Complex Name:	N/A
Site Name:	Workforce Connection, Fresno East AJCC Affiliate
Street Address:	1455 East Shaw Avenue, Fresno, CA 93710
Phone Number:	(559) 230-4440
Fax Number:	(559) 230-4441
Emergency Contact Number:	Arthur Moss (559) 455-7757
Date Plan Written:	September 1, 2022
Lead Evacuation Facilitator:	Arthur Moss – CLC Partnership Regional Project Manager

Building, Center, or Complex Name:	Parlier Professional Center
Site Name:	Workforce Connection, Parlier AJCC Affiliate
Street Address:	13660 E. Manning Ave. Suite 103
Phone Number:	(559) 230-4400
Fax Number:	(559) 230-4044
Emergency Contact Number:	Ani Kitsinian (626) 636-5937, Rigoberto Medina (559) 393-8909
Date Plan Written:	September 1, 2022
Lead Evacuation Facilitator:	Ani Kitsinian – Equus Program Director

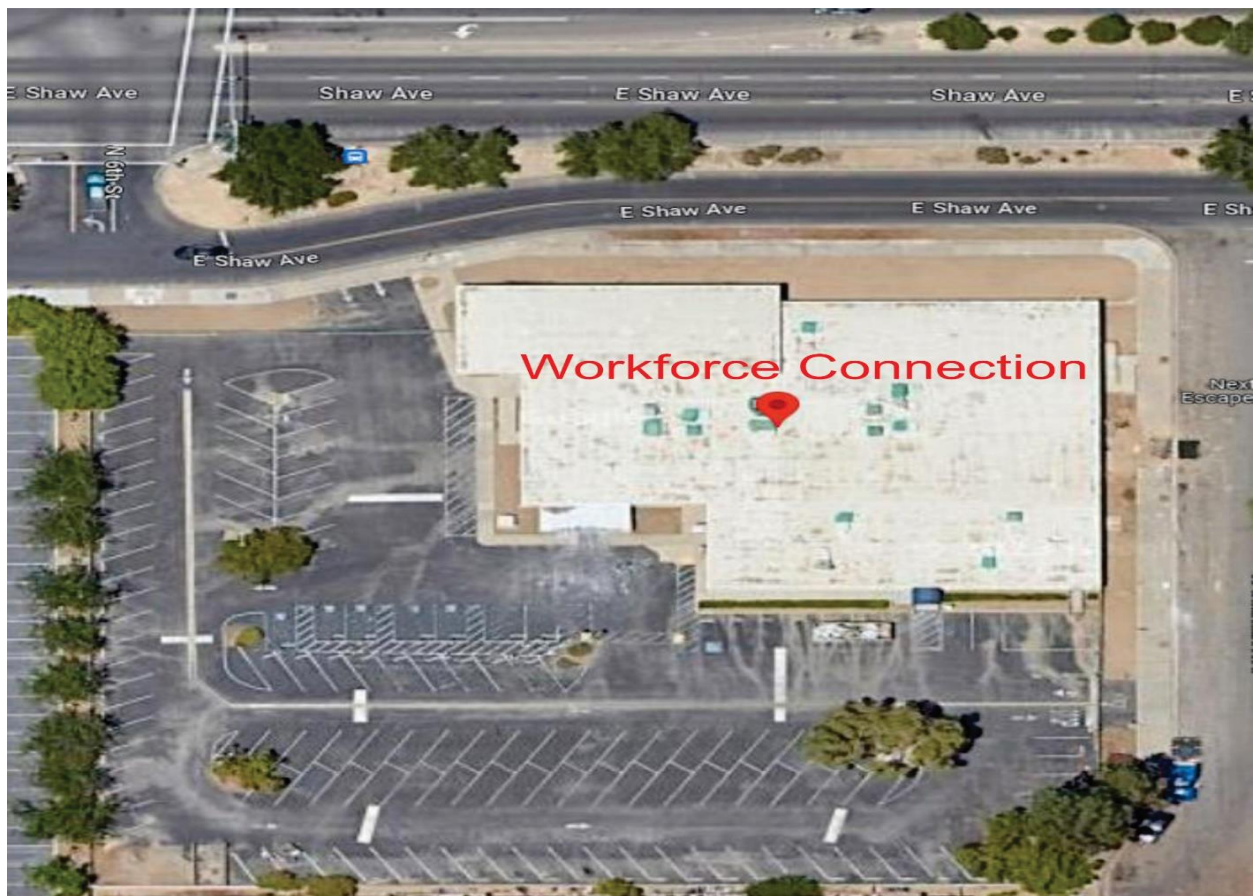
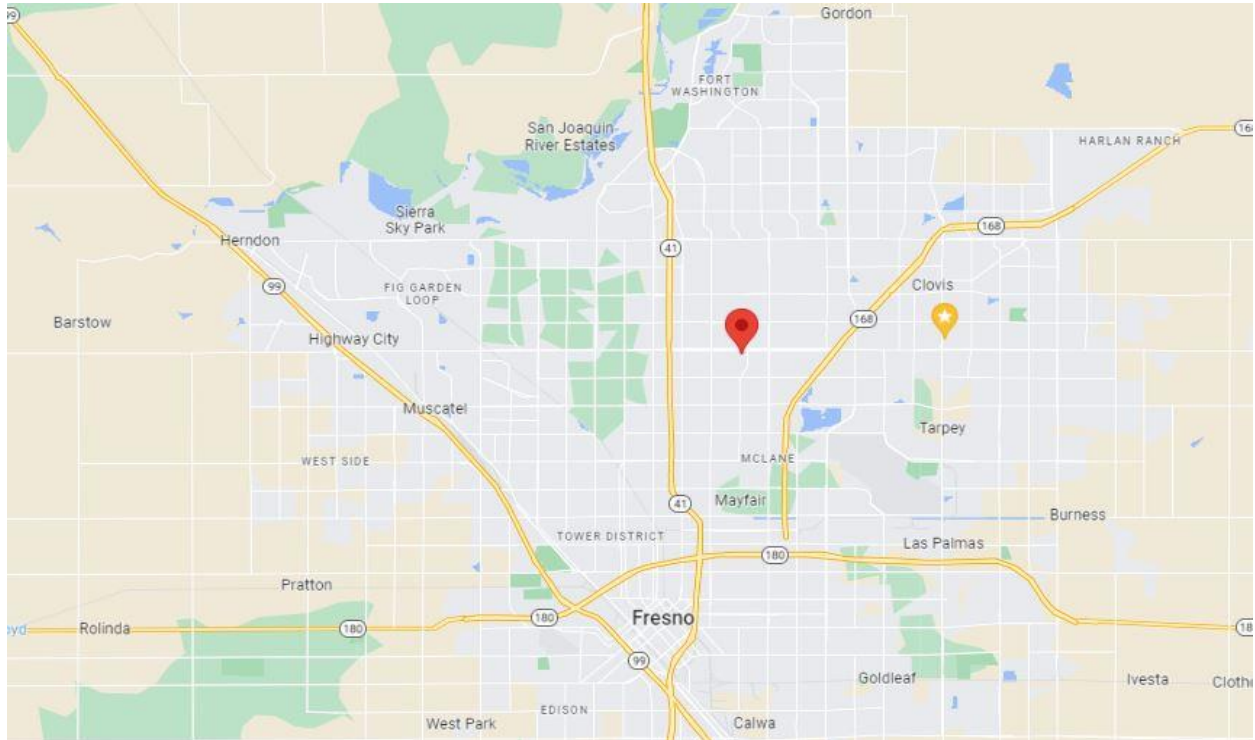
Building, Center, or Complex Name:	ED Petry Civic Center
Site Name:	Workforce Connection, Mendota AJCC Affiliate
Street Address:	655 Quince Street Mendota, CA 93640
Phone Number:	(559) 230-4500
Fax Number:	(559) 230-4500
Emergency Contact Number:	Arthur Moss (559) 455-7757
Date Plan Written:	September 1, 2022
Lead Evacuation Facilitator:	Arthur Moss – CLC Partnership Regional Project Manager

Appendix B: Aerial and Site Maps

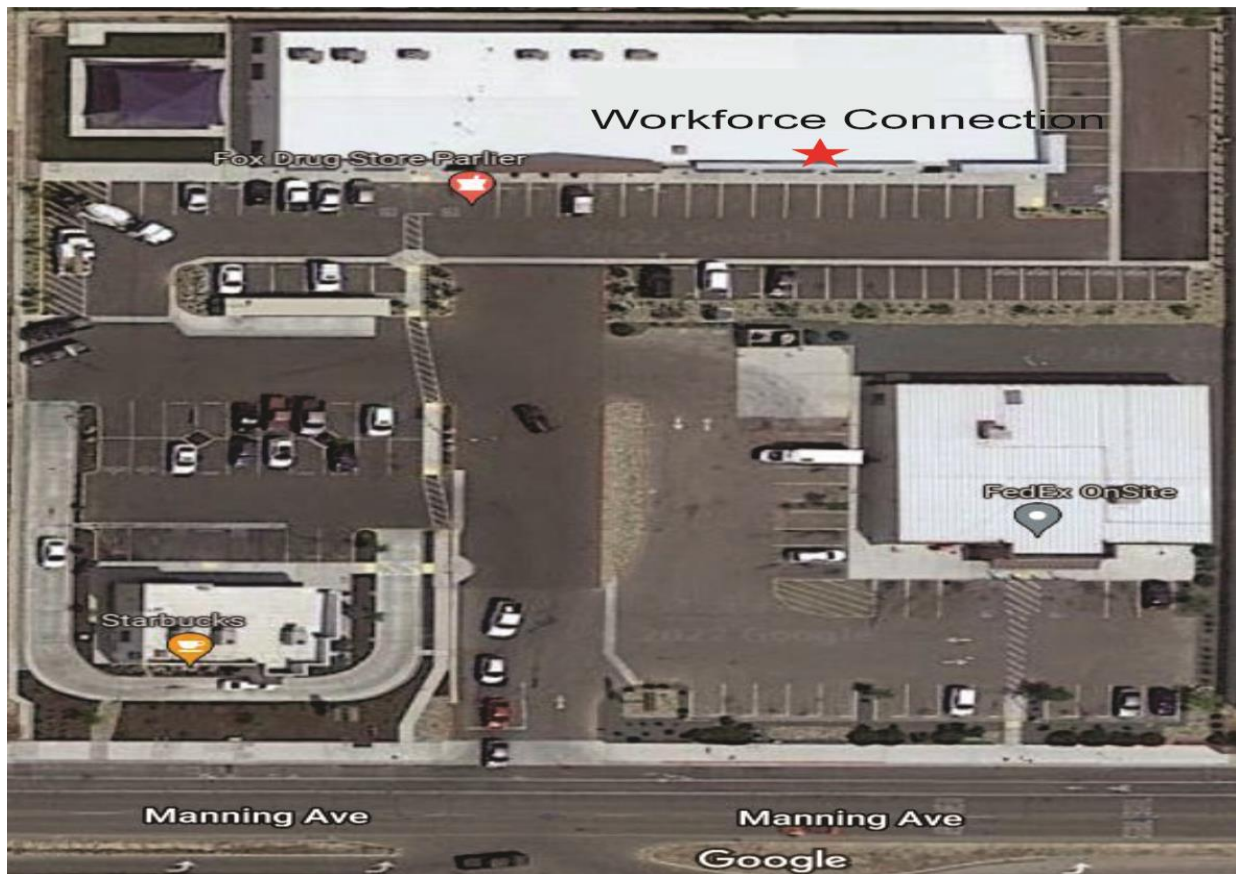
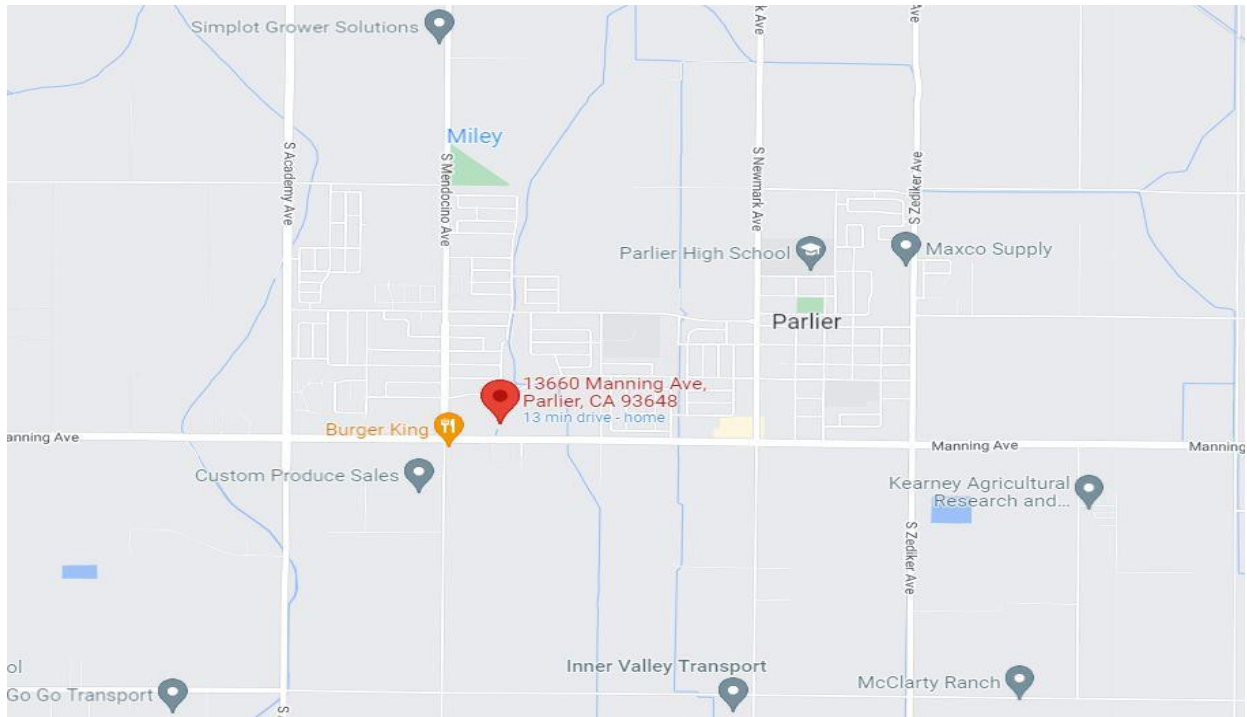
Workforce Connection – Fresno AJCC Comprehensive



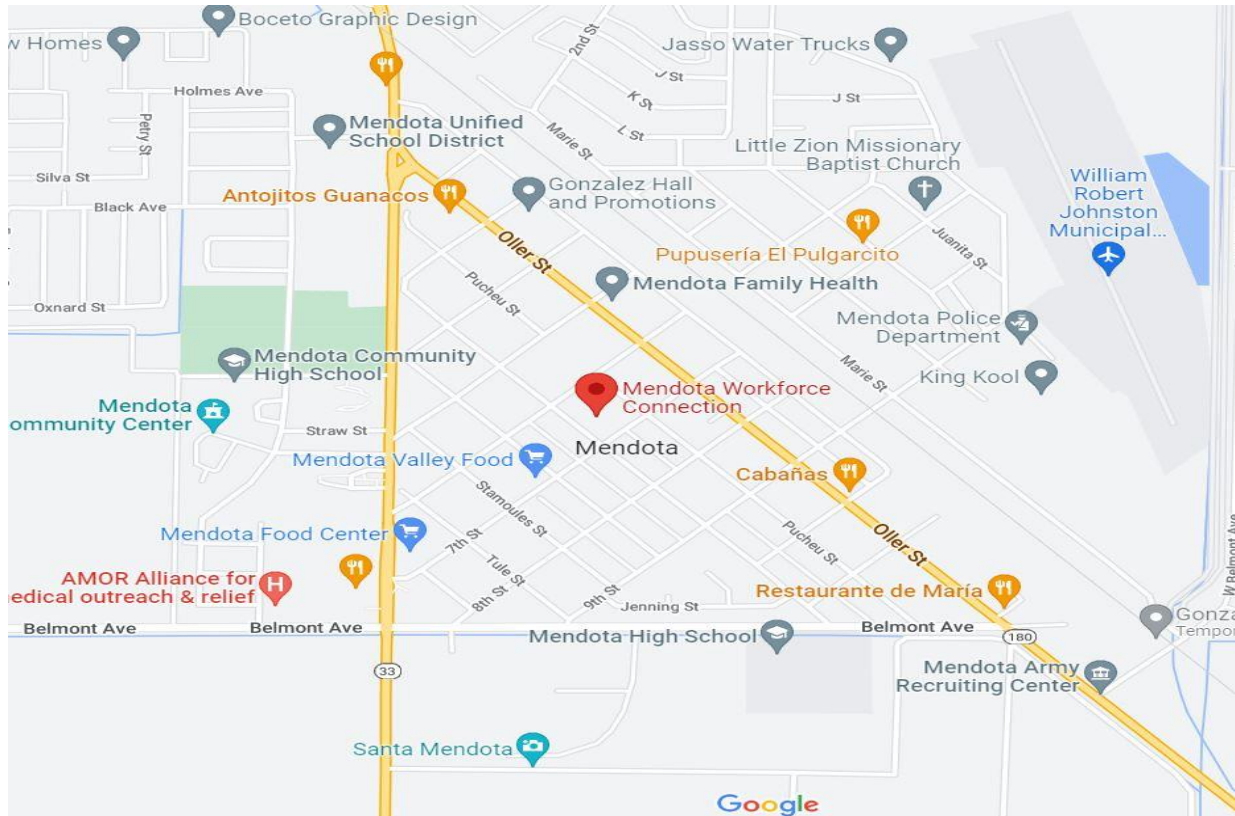
Workforce Connection – Fresno East Affiliate



Workforce Connection – Parlier AJCC Affiliate Aerial and Site Maps

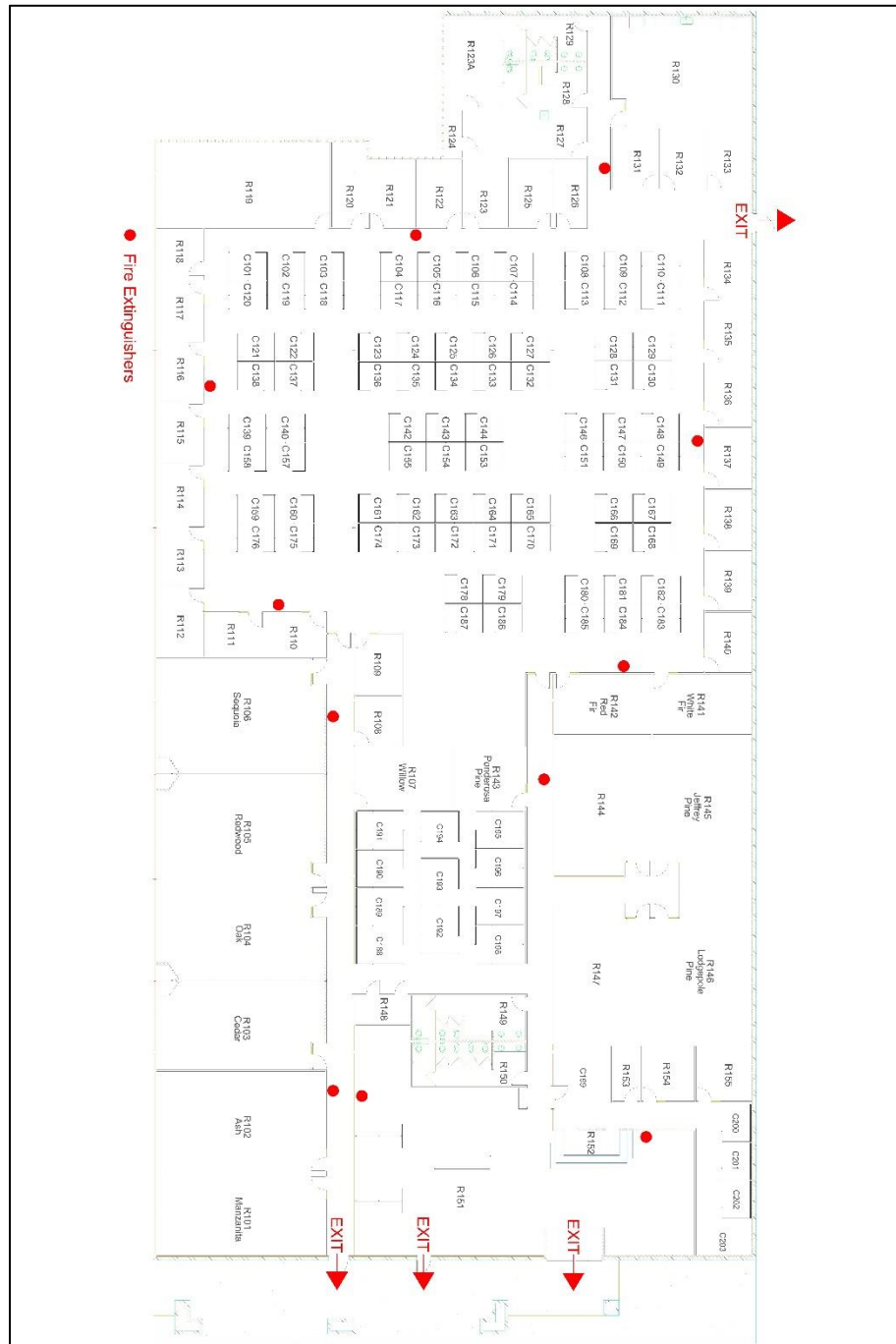


Workforce Connection – Mendota AJCC Affiliate Aerial and Site Maps



Appendix C: Floor Plans with Exits

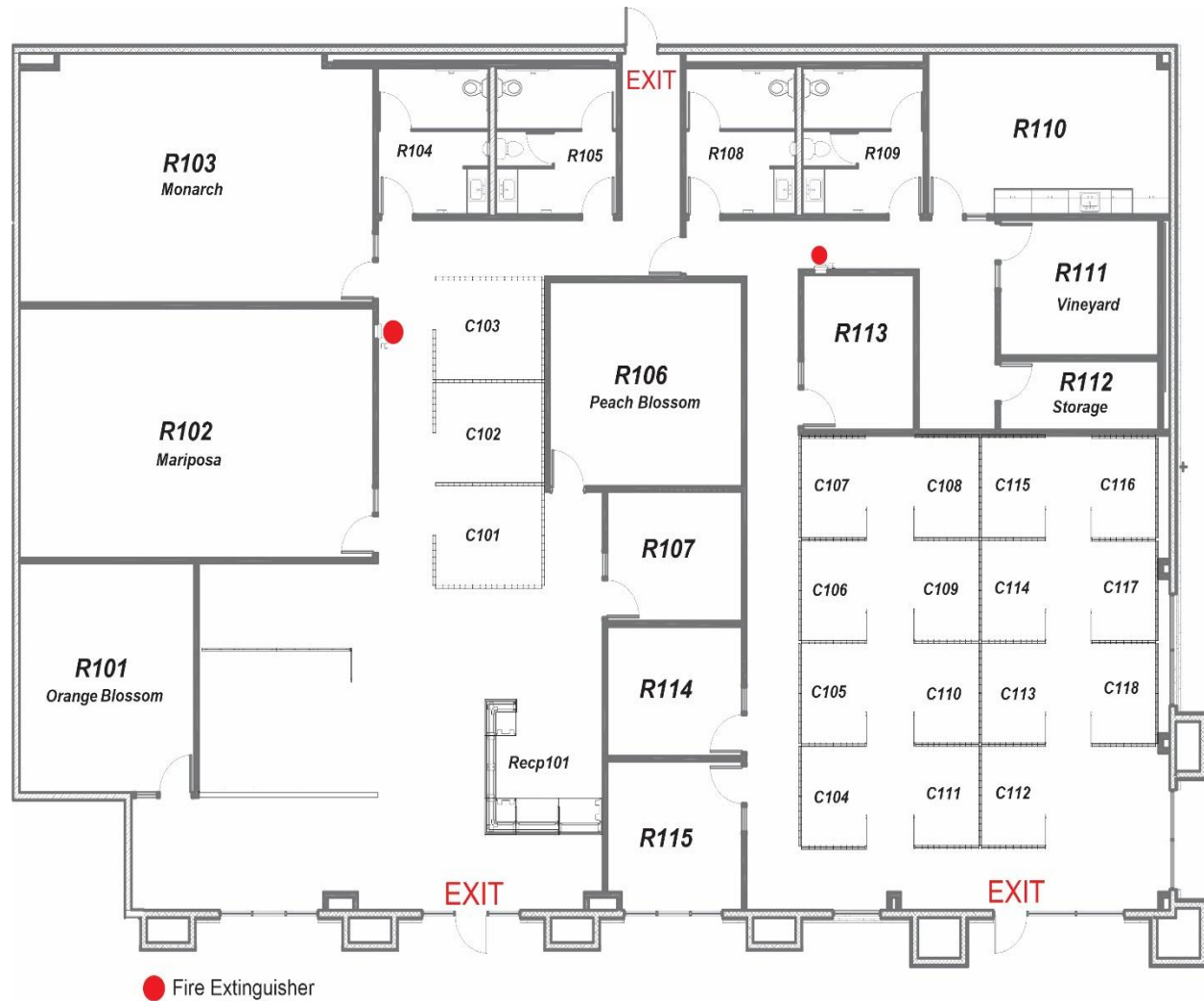
Workforce Connection – Fresno AJCC Comprehensive Floor Plan with Exits



Workforce Connection – Fresno AJCC East Affiliate Floor Plan with Exits

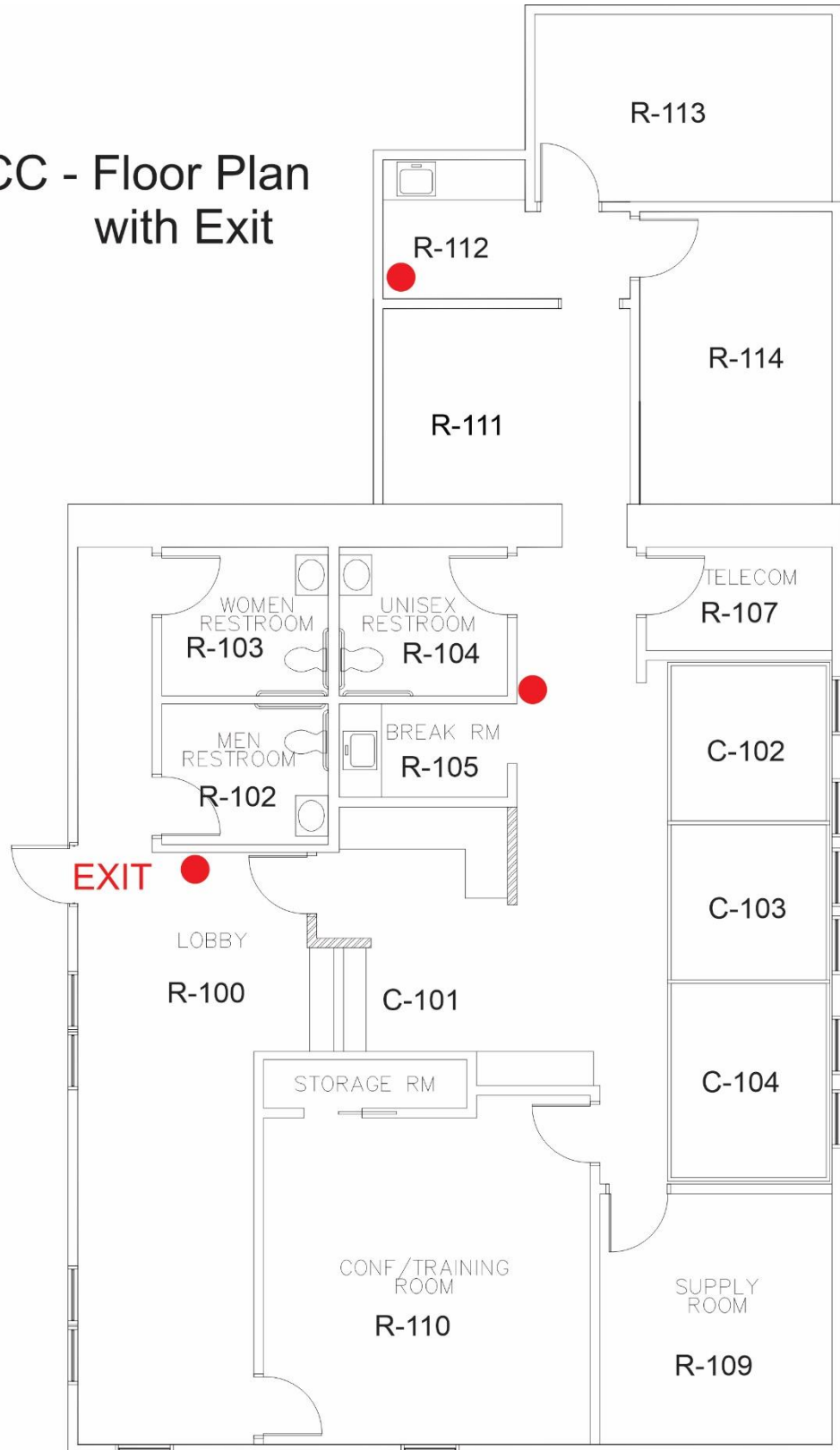


Workforce Connection – Parlier AJCC Affiliate – Floor Plan with Exits



Workforce Connection – Mendota AJCC Affiliate – Floor Plan with Exits

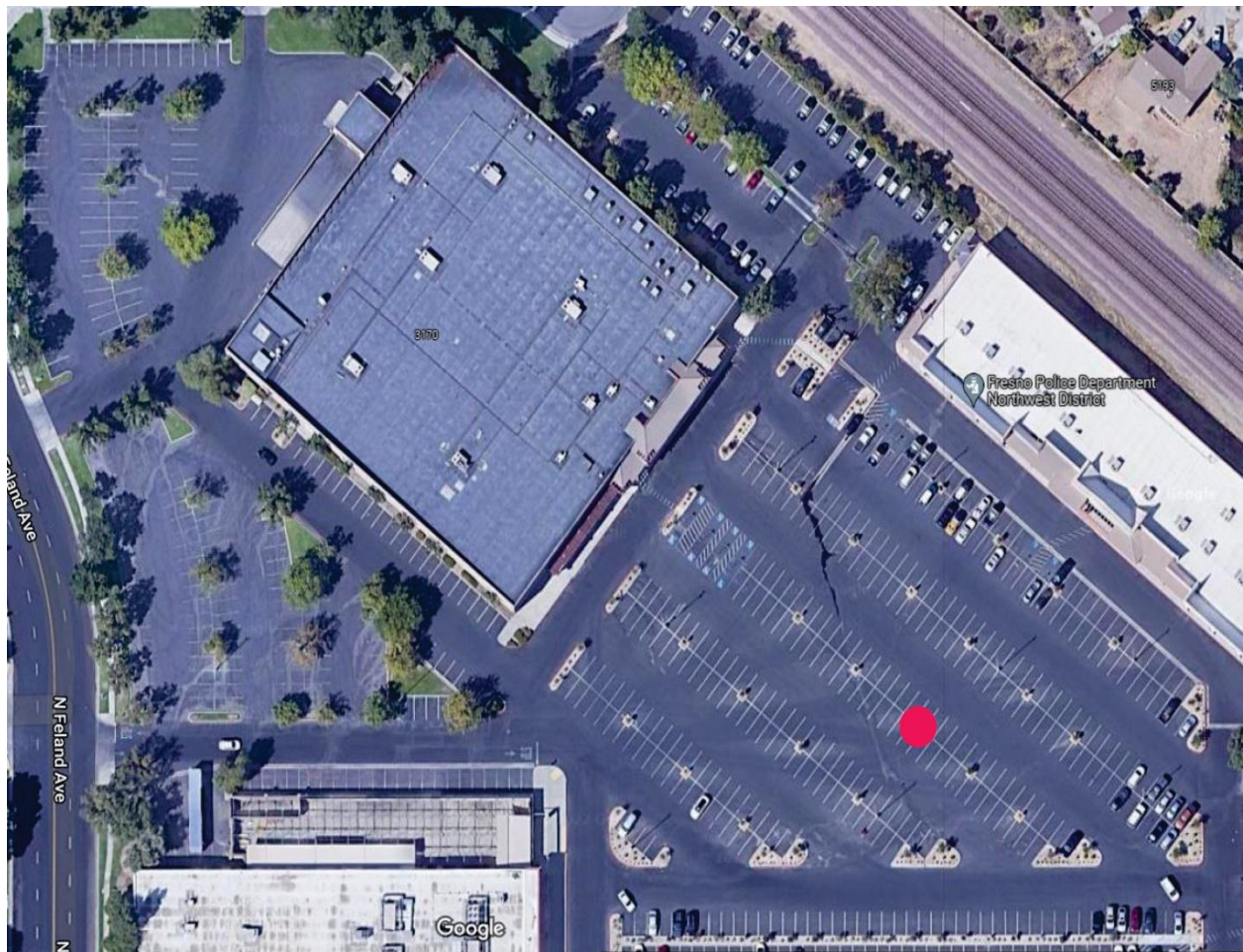
**Mendota AJCC - Floor Plan
with Exit**



● Fire Extinguisher

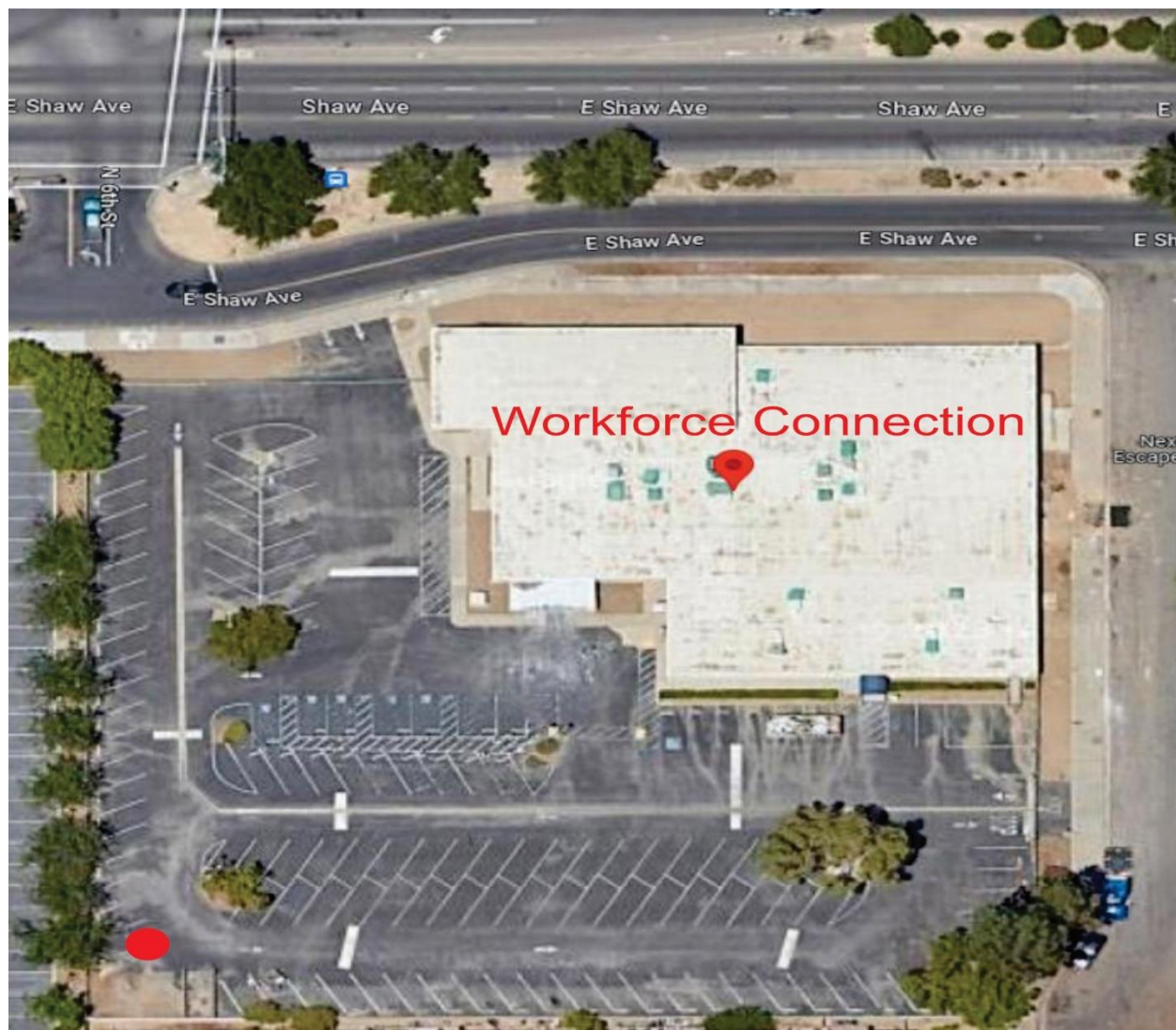
Appendix D: Designated Assembly Areas

Workforce Connection – Fresno AJCC Comprehensive: Designated Assembly Area



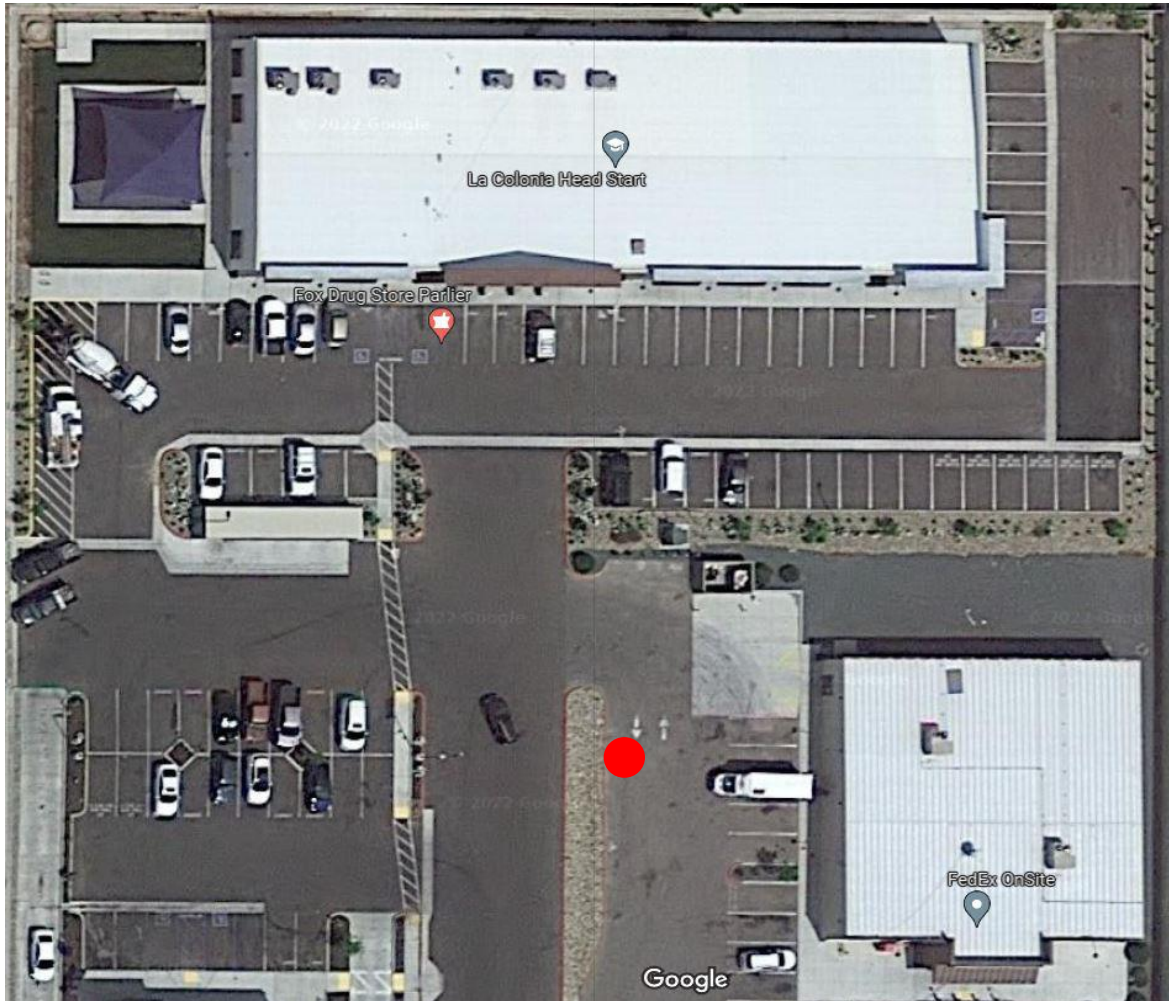
● Designated Meeting Point

Workforce Connection – Fresno AJCC East Affiliate: Designated Assembly Area



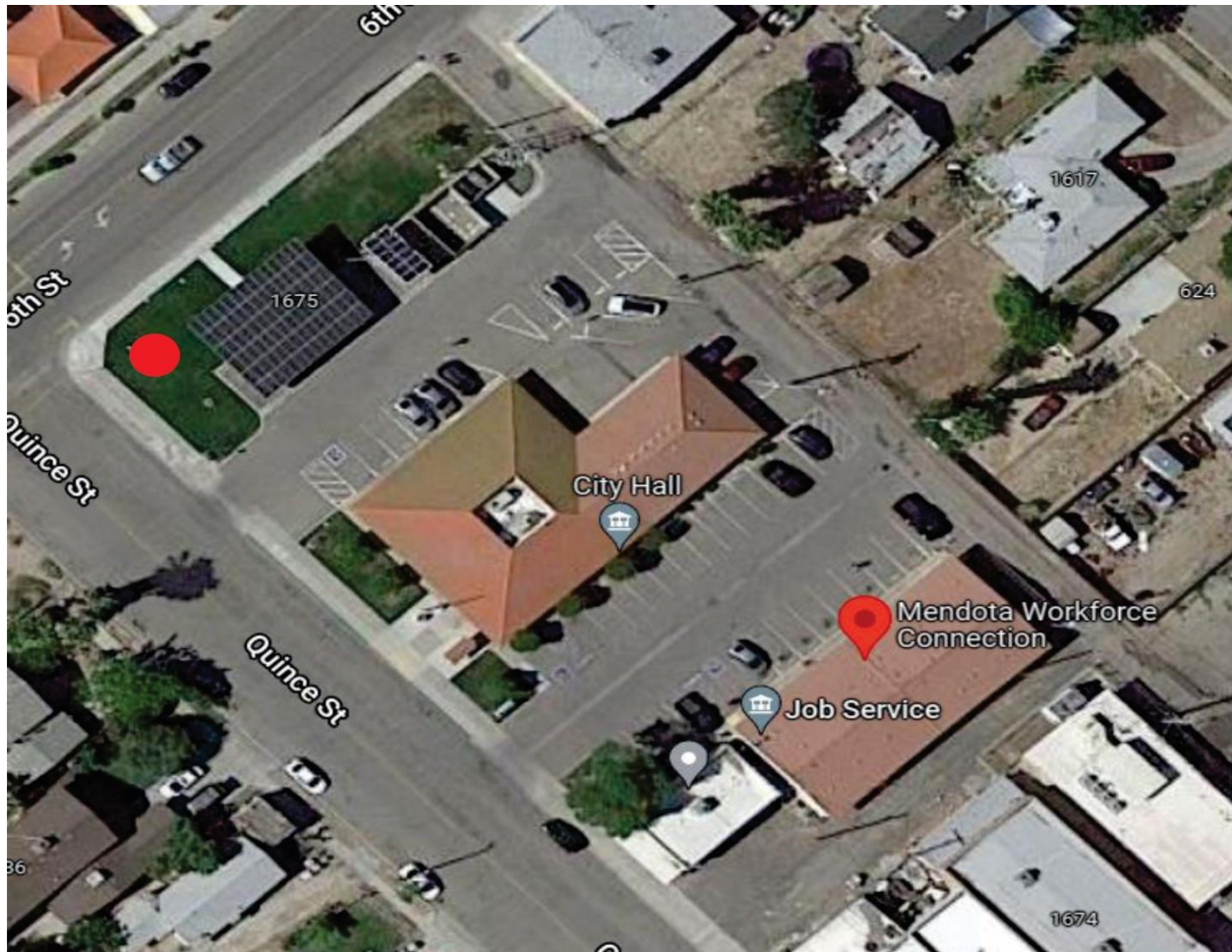
 Designated Meeting Point

Workforce Connection – Parlier AJCC Affiliate: Designated Assembly Area



● Designated Meeting Point

Workforce Connection – Mendota AJCC Affiliate: Designated Assembly Area



 Designated Meeting Point

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Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 24-06 Revision D

Date Released: January 27, 2020

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: January 27, 2020

Subject: Resource Room Dress Code

Applicable Program: Adult, Dislocated Worker

Revision History: Initial Release – 8/18/06; Rev B – 11/19/10; Rev C 11/18/16

This Revision D separates the dress code to a unique form #, UNI-004 and adds the Spanish version of the dress code, UNI-004sp.

Effective immediately, all One-Stop staff are to ensure the dress code is adhered to by all customers.

The FRWDB General Services Unit will be responsible for posting the Dress Code in a prominent location with each One-Stop.

Providers of services and One-Stop Partners are to provide copies of the appropriate form to each customer.

If any questions, please contact the FRWDB Quality Manager.

Forms:

UNI-001, Resource Room Dress Code

UNI-001SP, Resource Room Dress Code – Spanish

RESOURCE ROOM DRESS CODE

Workforce Connection resources are made available to you free of charge. These resources are available for job search and/or training activities only.

Our hope is that you will quickly find meaningful employment. **As such, you need to be prepared to go on job interviews or meetings with Workforce Connection staff.**

In order to support your efforts in employment search, we have implemented the following dress code policy.

Dress should be appropriate for a conservative, semi-professional environment for the comfort of all job seekers. Clothing that is typically worn at a sporting event, gym or night club is not considered appropriate in the typical workplace.

Appropriate clothing could include jeans, khakis or pants, polo shirts or work shirts, dresses or skirts, shoes or sandals. All clothing is to be clean and in good repair.

At all times, we do not allow the following types of clothing:

1. Skirts, shorts or pants shorter than mid-thigh;
2. Nylons or tights in place of skirts or pants;
3. "See through" clothing, including pants that have holes, shreds or rips;
4. Undershirts without arms
5. Sweatpants, sweatshirts, track suits, pajamas/sleepwear or jogging suits;
6. No head coverings with the following exceptions:
 - a. Religious reasons,
 - b. Medical reasons,
 - c. Head coverings that are acceptable in a business environment and is complimentary to the professional attire being worn;
7. Observable lack of undergarments or exposed undergarments;
8. Tops that do not cover the midriff or stomach, or allows for an over-exposure of skin (unless worn under a jacket);
9. Shoes that would not be acceptable as business/occupational attire, such as "flip-flops";
10. Any article of clothing containing graphics or language regarding:
 - a. Sex,
 - b. Drugs,
 - c. Alcohol,
 - d. Violence,
 - e. Offensive material towards individuals because of their sexual orientation, gender, race, religion, or national origin,
 - f. Gang attire.

All visitors, in consideration of their fellow customers, are expected to adhere to appropriate personal hygiene and grooming standards.

This list is provided for illustrative purposes only and does not address every possibility that may be prohibited. The list is based upon our strong desire to maintain a Resource Room that is professional and prepare you, the job seeker, for the expectations of the business community.

If staff feels that your attire and/or grooming is not appropriate, you may be asked to leave the Resource Room until you are properly attired and/or groomed.

CODIGO DE VESTIMENTA DE LA SALA DE RECURSOS

Los recursos de Workforce Connection se ponen a su disposición gratuitamente. Estos recursos están disponibles solamente para la búsqueda de empleo y/o para las actividades de entrenamiento.

Nuestra esperanza es que rápidamente encuentre un empleo significativo. **Como tal, usted necesita estar preparado para ir a entrevistas de trabajo o reuniones con el personal de Workforce Connection.**

Para poderle ayudar mejor en su búsqueda de trabajo, hemos considerado necesario implementar un código de vestimenta.

Su vestimenta debe reflejar un ambiente semi profesional y conservador por consideración a todas las personas que estén en busca de trabajo. La ropa que se usa típicamente en un evento deportivo, gimnasio o club nocturno no se considera apropiado en el lugar de trabajo típico.

Ropa apropiada podría incluir pantalones de mezclilla, pantalones khakis o jeans, polos o camisas de trabajo, vestidos o faldas, zapatos o sandalias. Toda la ropa debe estar limpia y en buen estado.

Sin excepción, no se permite el siguiente tipo de vestimenta:

1. Faldas, shorts o pantalones que estén más corto de medio muslo
2. Polainas en lugar de faldas o pantalones Medias de nylon o mallas/medias en lugar de faldas o pantalones;
3. " Ropa transparente ", incluyendo los pantalones que tienen agujeros, tiras o rasgaduras;
4. Camisetas sin mangas
5. Pantalones deportivos, sudaderas, trajes de pista, pijamas / ropa de dormir o trajes de correr.
6. Sin revestimientos de cabeza con las siguientes excepciones:
 - a. Razones Religiosas
 - b. Razones Medicas
 - c. Cubiertas para la cabeza que son aceptables en un ambiente de negocios y/o es complementaria a la vestimenta profesional que se lleva;
7. Falta observable de ropa interior o ropa interior expuesta;
8. Las tops que no cubren el estómago ni el vientre, o permiten una sobreexposición de la piel (a menos que se use bajo una chaqueta/chamarra);
9. Zapatos que no serían aceptables como trajes de negocios / atuendo profesional, tales como "flip-flops";
10. Cualquier artículo de ropa que contenga gráficos o lenguaje con respecto a
 - a. Sexo
 - b. Drogas
 - c. Alcohol
 - d. Violencia
 - e. Material ofensivo hacia individuos por su creencia religiosa, preferencia sexual, género, raza, religión, u origen nacional.
 - f. Vestimenta que representan a pandillas o que son típica representación de pandillas

Se espera que todos los visitantes, en consideración de sus compañeros clientes, se adhieran a los estándares de higiene y aseo personal apropiados.

Esta lista se proporciona sólo con fines ilustrativos y no engloba todas las posibilidades que pueden estar prohibidas. La lista se basa en nuestro fuerte deseo de mantener una Sala de Recursos que refleje un ambiente profesional y para poder preparar a los que buscan trabajo de acuerdo a las exigencias de la comunidad empresarial.

Si el personal siente que su vestimenta o higiene personal no es apropiado, se le puede pedir que abandone el Cuarto de Recursos hasta que esté debidamente vestido y / o arreglado.

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Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 02-09, Revision D

Date Released: March 16, 2018

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: March 16, 2018

Subject: Reasonable Accommodation Request Process

Applicable Program: All

Revision History: Initial Release – 2/17/09; Rev B – 2/2/12; Rev C – 2/7/18

This Revision D removes the reference to OD 06-18, Medical and Disability Documentation Handling Process.

This Operational Directive (OD) references state directive WSD17-01, Nondiscrimination and Equal Opportunity Procedures, released on August 1, 2017.

Providers are to implement this OD effective immediately.

This OD describes the local process to be followed when a request for reasonable accommodation has been requested by an applicant or participant.

Process

6. Under no circumstance is a provider to deny a request for reasonable accommodation from an applicant or participant without the documented approval of the FRWDB EO Officer.

If there are any questions, please contact the FRWDB Equal Opportunity Officer or FRWDB Quality Manager.

Forms:

Form [GEN-001](#) – Applicant Statement

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Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 06-12, Revision G

Date Released: March 16, 2022

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: March 16, 2022

Subject: Workforce Innovation and Opportunities Act (WIOA) Title I Programs Complaint Procedure

Applicable Program: All

Revision History: Initial Release – 3/16/12; Rev. B – 6/24/15; Rev C – 2/15/18; Rev. D – 3/12/18; Rev E – 8/26/21; Rev F – 9/23/21

This Revision G updates terminology, titles, and updates forms. Changes in OD are highlighted in yellow.

This OD references OD 02-09, Reasonable Accommodation Request Process.

All questions concerning these processes are to be directed to the Fresno Regional Workforce Development Board (FRWDB) Monitoring Department Manager.

This process requires the use of the following forms:

- Summary Program Complaint Procedure, Form# QUA-039
- Program Complaint Form# QUA-029
- Providers Statement of Alternative Service Delivery Summary Form GEN-004, if needed

At the time of program eligibility at any Workforce Connection, America's Job Center of California (AJCC) location or into the Young Adult System, Service Provider staff are to review the following documents with the participant:

- Summary Program Complaint Procedure (QUA-039);
- Have the participant sign and date the acknowledgement that they have been informed of this procedure; and
- The signed acknowledgment must be uploaded to CalJOBS in the Document (staff) section and labeled accordingly under the "Document Tags" field in CalJOBS.

When a participant 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. See OD 27-09, Reasonable Accommodation Request Process.

To document the provision of the Summary Complaint Process in an alternate format, the Service Provider is to fill out the Agency Statement, GEN-004 The signed form is to be uploaded to the applicant's case file in CalJOBS.

WIOA Title I Programs Complaint Procedures

Reference: California Employment Development Department (EDD) Directive WSD 18-05,
released on September 4, 2018.

I. Overview

- A. Title 20 CFR Section 667.600 requires the FRWDB under Title I of the WIOA to establish and maintain a procedure for receiving and acting upon complaints from participants or other interested parties affected by the local workforce investment system, including One-Stop partners, Service Providers, and the statewide workforce investment programs.
- B. These procedures define the processes to be followed by the FRWDB and its sub-contracted Service Providers in the receipt, hearing, and resolution of non-criminal complaints relating to WIOA Title I funds provided to the State of California by the Department of Labor (DOL).
- C. These procedures are available for use by all individuals and entities, including WIOA participants, FRWDB staff, FRWDB contracted Service Providers, and other interested parties.
- D. FRWDB and its contracted Service Providers must make reasonable efforts to ensure these procedures are understandable to affected participants and individuals – including youth, and those individuals who have limited English-speaking/reading capabilities or any self-disclosed disability.
- E. Complaints must be filed within one year of the alleged violation. All complaints, amendments, and withdrawals must be in writing.
- F. All persons filing complaints shall be free from restraint, coercion, reprisal, or discrimination.
- G. These procedures are promulgated in accordance with WIOA Section 181(c), Title 20 CFR Part 667.600, and Title 29 CFR Section 37.35, as set forth in these procedures, and are to be utilized by the staff of the FRWDB and its contracted Service Provider in processing such complaints.
- H. Any complaints received, via telephone or personal appearance, will be handled as customer satisfaction issues using the Informal Conference process as specified in Section VII, A.

II. DEFINITIONS

- A. Days:
Consecutive calendar days, including weekends and holidays.
- B. Complainant:
Any participant, personally-interested, or personally-affected party alleging a non-criminal violation of the requirements of WIOA. A complainant can be a/an applicant, participant service provider, partner (mandated or not), or contractor of the FRWDB.
- C. Complaint:

A written expression by a/an applicant, participant, sub-grantee, subcontractor, or other interested person, or their duly appointed representative, alleging a violation of the WIOA, applicable statutes and regulations promulgated under the WIOA, and grant and/or contract conditions or provisions or other rules or policies. A complaint must be filed with the FRWDB within 360 days of an alleged violation.

D. Hearing Officer:

The Hearing Officer, who shall preside at a formal hearing on a complaint, is a contractor to the FRWDB. The Hearing Officer will have no connection to, nor prior knowledge of the events or circumstances of the complaint. The Hearing Officer has no input or control of any local FRWDB policy or procedure.

E. Participant:

An individual who has been determined eligible to participate in and who is receiving services under a program authorized by WIOA. Also known as “client” or “customer.”

F. Applicant:

An individual who has applied for services at the local America’s Job Center of California (AJCC) and has completed an application in CalJOBS, but has not yet been enrolled or deemed eligible to receive WIOA services.

G. Service Provider:

A public agency, private nonprofit organization, or private-for-profit entity that delivers educational, training, employment, or supportive services to WIOA participants.

H. Informal Conference:

An initial meeting between the complainant, and an assigned FRWDB staff member, to review the facts and evidence of the complaint in order to determine next appropriate steps. A resolution may be reached as a result of this meeting.

I. Formal Hearing:

A meeting lead by an impartial Hearing Officer where facts, evidence and interviews are presented in order for the Hearing Officer to reach a decision on the complaint.

J. Appeal:

An action taken by either party of the informal conference or the formal hearing to escalate a complaint to the next level for resolution.

III. TO FILE A COMPLAINT

Anyone who feels they have experienced a violation of WIOA regulations as implemented by the FRWDB, any of its Service Providers, contractors, and/or its One-Stop partners, may file a complaint, in writing, to:

Contact the: Fresno Regional Workforce Development Board (FRWDB)
Attention: Monitoring Unit
2125 Kern, Suite 208
Fresno, CA 93721
Phone: 559-490-7100

IV. ACCESS TO PROCEDURES AND TECHNICAL ASSISTANCE

These procedures are available upon the request of any person during normal business hours. FRWDB publishes these procedures for the general public. This document is also available on the

Workforce Connection website at www.workforce-connection.com. This document contains all of the procedural elements to file a program complaint related to the WIOA within Fresno County.

The FRWDB and/or service providers will provide technical assistance to the complainants, including those complaints against the FRWDB. Such technical assistance includes providing instructions on how to file a complaint, providing relevant copies of documents such as the WIOA regulations, local policy and directives, contracts, etc., and providing clarifications and interpretations of relevant provisions. This requirement shall not be interpreted as requiring the FRWDB to violate rules of confidentiality.

V. GENERAL REQUIREMENTS

Filing a Program Complaint with the Fresno Regional Workforce Development Board

- A. Every applicant accessing services at Workforce Connection is to receive a copy of the Summary Customer Complaint Procedure (Form #QUA-039). The participant is to acknowledge receipt by signing and dating the bottom of the form on page 2. Service Provider staff is to make a copy of the signed form and upload the copy to the applicant's CalJOBS casefile. The original is to be retained by the applicant.
- B. All complaints must be in writing and received by the FRWDB within one year (360 calendar days) of the alleged violation. This time period is not extended for complaints that are re-filed with amendments. The official filing date of the complaint will be the date it is actually received by the FRWDB. A complaint that is not filed within the required time limit will not be considered. The FRWDB will not grant any extensions of time to file a complaint.
- C. The FRWDB Quality Systems Manager will maintain a log containing complaints alleging violations of the WIOA, applicable statutes and regulations as stated under the WIOA, and grant and/or contract conditions or provisions or other rules or policies. The log will include:
 - 1. Complainant's name, address and contact information
 - 2. Description of the complaint
 - 3. Date complaint was filed
 - 4. Date and disposition of the complaint
- D. The FRWD Monitoring Unit will create and maintain an electronic complaint file for each complaint that will contain documentation pertinent to the complaint and the final determination. These files will be retained for a period of at least three years from the close of the program year in which the complaint was closed.
- E. Completion of the complaint form (form# QUA-029) is mandatory and requires the individual, or an authorized representative of the individual, to provide written information as follows:
 - 1. Full name, address, and telephone number of the complainant (the person filing the complaint).
 - 2. Full name, mailing address, and telephone number of the agency and program title complained against.
 - 3. The date(s) of the alleged violation(s).
 - 4. A clear and concise statement of the facts constituting the alleged violation (additional pages may be added that are printed or typed).
 - 5. If known, the provisions of the WIOA, statute, regulations, grant, contract conditions, rule, or policy alleged to have been violated.
 - 6. The remedy sought by the complainant.
 - 7. Indicate that you have, or have not, received a copy of the summary procedures (form# QUA-031).

8. Indicate if the complainant has a limited understanding of the English language.
 9. Indicate if the complainant will, or will not, need an interpreter at the hearing.
 10. Indicate what language the complainant best understands.
 11. Indicate the type of resolution process to be used.
 12. The complainant's signature and the date.
- F. In the event a complaint is filed electronically (e.g., email), an acknowledgment of receipt must be prepared and sent to the complainant acknowledging receipt of the complaint, with the request that the customer sign the acknowledgement receipt and return the original signed acknowledgement to FRWDB. The original signed acknowledgement must be retained in the complainant's complaint file.
- G. The filing of a complaint is initially handled as a request for an informal conference between the complainant, an assigned FRWDB staff member.
- H. Upon receipt of the complaint, the complainant will be offered an alternative dispute resolution, as listed below:
1. A meeting with an assigned FRWDB staff acting as facilitator, or
 2. Informal Conference with the FRWDB Monitoring Department Manager.
- I. FRWDB staff may request verbal information and/or written records from the WIOA Service Provider without the necessity of first obtaining a signed release from the complainant. However, if it is determined that the information and/or records in the possession of the Service Provider was obtained from a One-Stop partner or an agency/entity not funded by the FRWDB, the complainant is required to sign and deliver a completed and signed Release of Information form to FRWDB. The information or records requested must be pertinent to the participant's complaint. The complainant's delay in providing a signed release may delay the resolution proceedings until such time as the necessary information and/or records are obtained by FRWDB.
- J. All complaints, amendments, and withdrawals must be in writing.

VI. GENERAL CONSIDERATIONS

- A. At all stages of the proceedings, each involved party has the right to be represented by an attorney, or a lay representative of their choosing, and at his/her own expense. Complainants are entitled to review and obtain copies of his/her records.
- B. The complainant shall be free from restraint, interference, coercion, discrimination, retaliation, or reprisal in connection with the complaint.
- C. At any time during the process, the complainant may choose to change the resolution process. This change must be communicated in writing.
- D. Complaints filed directly with the state EDD will be sent to the FRWDB for resolution. If the complainant is not satisfied with the resolution, they may file an appeal with the State Review Board. See Section VIII.

VII. FRWDB RESOLUTION PROCESSES

A. Low Level Resolution Process

The Low-Level Resolution Process can be held in person or over the telephone. The conference will be facilitated by an assigned FRWDB staff member.

1. There will be four phases with this resolution.
 - b. Initial Contact – Information-gathering interview between the facilitator and the complainant.
 - c. Investigation – The facilitator will notify the person and/or agency that the complaint has been filed against (respondent), gather information from case files and other appropriate sources, and interview those parties involved.
 - d. Determination – Based on the results of the investigation, the facilitator will review the case with FRWDB Operations management to formalize a final decision.
 - e. Resolution – The facilitator will review the resolution with the person/agency the complaint was filed against, and with the complainant. The resolution will be documented in a letter mailed to the complainant and the respondent within 20 days from the date the complaint was filed with the FRWDB.
2. The complainant will be notified that they can change the resolution process at any time, up until the decision is made.
3. If the complainant or the respondent is not satisfied with the resolution, they can request an informal conference with the FRWDB Monitoring Department Manager, within ten (10) days of receipt of the decision letter, or 60 days after the initial filing of the complaint, whichever is last.
4. All documents and notes become part of the complaint file, which must be retained for a minimum of three years from the close of the Program Year that the complaint was filed in.

B. Informal Conference

The informal conference with the Monitoring Department Manager must be held within 15 days from the original documented complaint. FRWDB staff will notify the complainant, in writing, of the hearing date, 10 days prior to the date of the hearing, when possible. The Monitoring Department Manager will request copies of all documents, notes, etc. from the Low-Level Resolution Process, if used. FRWDB staff shall send copies of the meeting notice to all parties and their representatives, if any.

1. The notice of the conference shall contain the following:
 - (a) The date of the notice, name of the complainant, and the name of the party against whom the complaint is filed.
 - (b) The date, time, and place of the hearing.
 - (c) A statement of the alleged violation(s). These statements must accurately reflect the content of the complaint as submitted by the complainant, however, clarifying notes may be added to assure that the complaint is addressed accurately, and the name, address, and telephone number of the hearing officer.
2. The conference will be conducted in an informal manner. Certain basic procedures will be observed:
 - (a) The Monitoring Department Manager may make such rulings, regarding the production of evidence and the conduct of the conference that may be reasonable and necessary to enable a fair, equitable, and orderly administration of the conference.
 - (b) The conference will be electronically recorded by FRWDB staff. Any party may request a written transcript of the formal conference, or may arrange at his/her own expense, the services of a Certified Shorthand Reporter, or bring his/her own recording equipment. FRWDB will not provide any written transcript to a third party.
 - (c) The Monitoring Department Manager may, at the request of either party or on his/her own initiative, exclude witnesses (including the respondents) who are

parties in interest, so those witnesses cannot hear the testimony of the parties or any other witnesses.

3. Decision:

The FRWDB Monitoring Department Manager shall issue a decision no later than 20 days after the date the complaint was filed, and shall mail copies to all parties and their representatives, if any. The Notice of Final Determination shall contain the following:

- (a) The names of the parties,
- (b) A statement of the alleged violation(s) and issue(s) related to the alleged violation(s),
- (c) A statement of facts,
- (d) The decision of the FRWDB HR Deputy Director and the reason for the decision,
- (e) A statement of corrective action or remedies for violations, if any, to be taken,
- (f) A notice of the right of either party to appeal the decision to a local formal hearing within 10 days of the receipt of the decision or 60 days after the date the complaint was filed, whichever is later.

4. All documents, notes, transcripts and recordings become part of the complaint file, which must be retained for a minimum of three years from the close of the Program Year that the complaint was filed in.

C. Formal Hearing

The formal hearing with the impartial Hearing Officer, and appropriate other parties, must be held within 30 days from the original documented request for a formal hearing of the complaint with FRWDB. The Hearing Officer will notify the complainant, in writing, of the hearing date, 10 days prior to the date of the hearing, unless there has been written consent of the parties to shorten the number of days for notice of the hearing. The Hearing Officer will request all documents and recordings from the informal conference and Low-Level Resolution Process (if applicable). The Hearing Officer shall send copies of the meeting notice by certified, return-receipt mail to all parties and their representatives, if any.

1. The notice of hearing shall contain the following:

- (a) The date of the notice, name of the complainant, and the name of the party against whom the complaint is filed;
- (b) The date, time, and place of the hearing;
- (c) A statement of the alleged violation(s). These statements must accurately reflect the content of the complaint as submitted by the complainant, however, clarifying notes may be added to assure that the complaint is addressed accurately, and the name, address, and telephone number of the Hearing Officer.

2. The hearing will be conducted in an informal manner. Certain basic procedures will be observed:

- (a) The Hearing Officer may make such rulings, regarding the production of evidence and the conduct of the conference that may be reasonable and necessary to enable a fair, equitable, and orderly administration of the conference.
- (b) The conference will be electronically recorded by FRWDB staff. Any party may request a written transcript of the formal conference, or may arrange at his/her own expense, the services of a Certified Shorthand Reporter, or bring his/her own recording equipment. FRWDB will not provide any written transcript to a third party.
- (c) The Hearing Officer may, at the request of either party or on his/her own initiative, exclude witnesses (including the respondents) who are parties in interest, so those witnesses cannot hear the testimony of the parties or any other witnesses.
- (d) Each party shall have the right to call the other party as a witness.

- (e) The complainant shall present its case first, and the respondent shall have the right of cross-examination.
 - (f) After the complainant has concluded the presentation of its case, the respondent shall present its case or defense, and the complainant shall have the right of cross-examination.
 - (g) After the respondent has concluded the presentation of its case, the complainant shall be given an opportunity to respond to any evidence presented by the respondent that the complainant did not have an adequate opportunity to address during the respondent's presentation.
 - (h) At the conclusion of the presentation of evidence, each party shall have the opportunity to make a closing statement.
 - (i) In order to ensure all relevant and material evidence has been presented, the Hearing Officer may, at his/her discretion, question any party's witness.
3. Decision:
- The Hearing Officer shall issue a decision no later than 60 days after the date the complaint was filed, and shall mail copies by certified, return-receipt mail to all parties and their representatives, if any. The Notice of Final Action shall contain the following:
- (a) The names of the parties.
 - (c) A statement of the alleged violation(s) and issue(s) related to the alleged violation(s).
 - (c) A statement of facts.
 - (d) The decision of the hearing officer and the reason for the decision.
 - (e) A statement of corrective action or remedies for violations, if any, to be taken.
 - (f) A notice of the right of either party to appeal the decision to the State Review Panel within 10 days of the receipt of the decision or 60 days after the date the complaint was filed, whichever is later.
4. All documents, notes, transcripts and recordings become part of the complaint file, which must be retained for a minimum of three years from the close of the Program Year that the complaint was filed in.

VIII. APPEAL PROCESS

Low Level Resolution Process

If a complainant does not receive a decision from the FRWDB Monitoring Unit within 10 days of the filing of the complaint, or does not agree with the decision, the complainant has the right to request an Informal Conference with the FRWDB.

The complainant may request an informal conference by submitting written notice of appeal to:

Fresno Regional Workforce Development Board
 Attention: Monitoring Department Manager
 2125 Kern Street, Suite 208
 Fresno, CA 93721

The request for appeal must include the reason for the appeal and the remedy the complainant is seeking.

The Informal Conference will be scheduled within 10 days of receipt of the notice of appeal.

The Quality System Manager will request all documents related to the Low-Level Resolution Process.

The appeal will follow the same process as documented in Section 7 B, above.

Informal Conference

If a complainant does not receive a decision from the Monitoring Department Manager within 20 days of the filing of the complaint, or does not agree with the decision, the complainant has the right to request a Formal Hearing with the impartial Hearing Officer.

The complainant may request a formal hearing by submitting written notice of appeal to:

Fresno Regional Workforce Development Board
Attention: Executive Director
2125 Kern Street, Suite 208
Fresno, CA 93721

The request for appeal must include the reason for the appeal and the remedy the complainant is seeking.

Formal Hearing

The formal hearing will be scheduled within 10 days of receipt of the notice of appeal.

The Hearing Officer will request all documents related to the Informal Conference.

The appeal will follow the same process as documented in Section 7 C, above.

State Level Appeals Process

If a complainant does not receive a decision from the local Hearing Officer within 60 days of the filing of the complaint, or does not agree with the decision, the complainant has the right to file an appeal with the state.

The complainant may request a state hearing by submitting written notice of appeal to:

Chief, Compliance Review Division, MIC 22-M
Employment Development Department
PO Box 826880
Sacramento, CA 94280-0001

- A. The request for an EDD appeal shall be filed within 10 days from the date on which the complainant received FRWDB's resolution (decision), or 5 days after a resolution should have been received; or the date on which an instance of restraint, coercion or reprisal was alleged to have occurred as a result of filing the complaint.
- D. The request for appeal shall have the following information:
 - 1. Full name, address, and telephone number of the complainant
 - 2. Full name, mailing address, and telephone number of the FRWDB
 - 3. A statement of the basis for the appeal
 - 4. Copies of relevant documentation, such as the complaint filed with FRWDB and their decision
- E. If a formal hearing was held by the FRWDB, EDD shall request the record of the hearing from them and shall review the record, without scheduling an additional hearing. If a formal hearing was not held, EDD will instruct FRWDB to schedule a formal hearing within 30 days of receipt of the appeal. If the FRWDB does not schedule a formal hearing within the timeframe specified, EDD will schedule a formal hearing with a hearing officer. If a state hearing is

conducted, it will be conducted as outlined in Workforce Investment Act Directive (WSD) 08-04, Section III, C and D.

- F. The Chief of the Compliance Review Division (CRD) will notify all concerned parties and the FRWDB by first class, certified, return-receipt mail of the following information, at least 10 days prior to the scheduled hearing:
1. The date of the notice, name of the complainant and the name of the party against whom the complaint is filed
 2. The date, time and place of the hearing before a hearing officer
 3. A statement of allegations – this statement shall accurately reflect the content of the complaint as submitted by the complainant
 4. The name, address and telephone number of the contact person issuing the notice
- E. The State Review Panel shall review the record established by the FRWDB, and shall issue a decision on the basis of the information contained in the record. The State Review Panel may accept, reject or modify the decision of the FRWDB and shall issue a written decision within 60 days of receipt by EDD of the request for appeal.

Federal Level Appeals Process

- A. If the state does not issue a decision within 60 days, the complainant can file an appeal to the United States Secretary of Labor. The appeal must be filed with the Secretary of Labor no later than 120 days of the filing of the appeal with the state. The request for appeal must be submitted by certified mail, return receipt to:

Secretary of Labor
Attn: Assistant Secretary of ETA
US Department of Labor
200 Constitution Avenue, NW
Washington, D.C. 20210

A copy of the appeal must be simultaneously provided to the:

Office of the Regional Administrator - Region 6
U.S. Department of Labor
PO Box 193767
San Francisco, CA 94119-3767

and to the opposing party.

- B. The Secretary shall issue a final determination no later than 120 days after receiving the appeal.

None of the above shall be construed to prohibit a complainant from pursuing a remedy authorized under another federal, state, or local law for a violation of WIOA Title I.

Forms:

QUA-039, Summary Program Complaint Process Acknowledgement (prints on legal size paper)
QUA- 029, Program Complaint Form
GEN-004, Providers Statement of Alternative Service Delivery

Fresno Regional Workforce Development Board

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Summary Program Customer Complaint Procedure

What to do if you believe the Fresno Regional Workforce Development Board (FRWDB), one of its providers of services, or any staff person, has violated any provision of the Workforce Innovation and Opportunities Act (WIOA), state directives, or local policies and directives:

1. Provision 29 CFR Part 37.11 prohibits intimidation and retaliation, or the denial of services to any person filing a complaint.
2. You may file a complaint at any time within 360 days from the date of the alleged violation.
3. Your written complaint should include the following:
 - a. Your full name and address
 - b. The full name and address of the party against whom the allegation is filed against
 - c. A clear statement of the facts, including names and dates regarding the allegation
 - d. How you would like to have your complaint addressed:
 - Low Level Resolution Process
 - Informal Conference with the FRWDB Equal Opportunity Officer
3. Your complaint must be delivered to:

The Fresno Regional Workforce Development Board
Attention: Equal Opportunity Officer
2125 Kern, Suite 208
Fresno, CA 93721

4. The FRWDB and its providers of services' staff are required to assist you in filing your complaint, if you request assistance. You are entitled to receive a copy of the FRWDB Operational Directive 06-12, WIOA Title I Programs Compliant Procedure. This Operational Directive contains the full process and complaint form.
5. If you do not receive a written Notice of Resolution from the FRWDB within 60 days of the day on which you filed your complaint, you may proceed to file a complaint with the Employment Development Department (EDD). However, you must file your complaint within 15 days of the 60-day deadline — (which is 75 days from the day on which the initial complaint is filed with the FRWDB).
6. If you receive a written Final Determination on your complaint from the FRWDB, but you are dissatisfied with the resolution, you may file an appeal to the EDD. You must file your EDD complaint within 15 days of the date on which you received the Final Determination. Your appeal must be mailed to:

Chief, Compliance Review Division, MIC 22-M
Employment Development Department
PO Box 926880
Sacramento, CA 94280-0001

7. If you receive a written Final Determination on your complaint from the State of California EDD Compliance Review Division, but you are dissatisfied with the resolution, you may file a Federal appeal to the Department of Labor (DOL). You must file your DOL complaint within 120 days from the date you originally filed an appeal with the EDD. Your appeal must be mailed to:

DOL National Office –

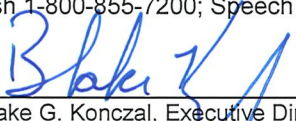
Secretary of Labor
Attention: Assistant Secretary of ETA
U.S. Department of Labor
200 Constitution Avenue, NW
Washington, DC 20210

AND

ETA Regional Administrator –

Office of the Regional Administrator
U.S. Department of Labor
P.O. Box 193767
San Francisco, CA 94119-3767

For TTY/VCO/HCO services, the FRWDB may be reached by calling the California Relay Service: English 1-800-855-7100; Spanish 1-800-855-7200; Speech to Speech – English & Spanish 1-800-854-7784


Blake G. Konczal, Executive Director
Fresno Regional Workforce Development Board


Stephen DeWitt, Equal Opportunity Officer
Fresno Regional Workforce Development Board

I hereby certify that I have received a copy of the FRWDB Summary Program Customer Complaint Procedure.

Applicant's Signature: _____

Date: _____

Signature of Parent/Guardian
(If applicant is under 18 years of age)

Date: _____

Fresno Regional Workforce Development Board Program Complaint Form

Please print or type all information. If you require assistance in filing out this form, please ask for help from any Workforce Connection staff or contact the Fresno Regional Workforce Development Board at 559-490-7100.

The individual named below requests resolution of this complaint by (check one):

☐ Low Level Resolution

☐ Informal Conference

FULL NAME OF COMPLAINANT: _____

MAILING ADDRESS: _____

CITY, STATE, ZIP: _____

DAYTIME PHONE NUMBER: _____

FULL NAME OF RESPONDENT: _____

MAILING ADDRESS: _____

CITY, STATE, ZIP: _____

PHONE NUMBER of RESPONDENT _____

NATURE OF COMPLAINT: ☐ ADMINISTRATION OF WIOA TITLE I PROGRAM

☐ OTHER (describe):

DATE(S) OF ALLEGED VIOLATION(S): _____

State concisely the facts you contend that constitute your complaint or grievance (attach additional pages if needed):

If you know, state what law, regulation, rule, local policy, contract, or grant condition you believe has been violated:

What is the remedy that you are seeking?

Were you provided with a copy of the Fresno Regional Workforce Development Board Summary Program Complaint Procedure (Form# QUA-039)? ☐ YES ☐ NO

Are you limited in your understanding to read, write and verbally understand and/or communicate in the English language? ☐ YES ☐ NO

If YES, to the above, will you need an interpreter? ☐ YES ☐ NO

If YES, to the above, what language do you speak and understand? _____

Do you have any disability that you wish to request a reasonable accommodation for? ☐ YES ☐ NO

If YES, what reasonable accommodation are you requesting:

If an attorney or lay representative represents you, please state:

Full Name: _____

Mailing Address: _____

City, State, Zip: _____

Daytime Phone Number: _____

Signature of Complainant

Date

Signature of Parent/Guardian
(If Complainant is under 18 years of age)

Date

When completed, you may give this form to a member of the Workforce Connection staff or mail the form to:

Fresno Regional Workforce Development Board
Attention: Monitoring Department Manager
2125 Kern Ave., Suite 208
Fresno, CA 93721

Fresno Regional Workforce Development Board

Agency Statement

Agency Name: _____

Applicant's name: _____ State ID #: _____

I declare that, the named applicant was provided the Summary Program Complaint and/or Discrimination Complaint Process forms in the following alternative format (check one):

- ☐ Verbally, in _____ by the following staff member: _____
Language
- ☐ American Sign Language for the hearing impaired by: _____ of _____
- ☐ In a Braille document for the visually impaired.
- ☐ Other:

I certify that the foregoing is true and correct under penalty of perjury.

Name of Service Provider Staff: _____

Signature of certifying Service Provider Staff

Date

A copy is to be uploaded to participant's CalJOBSsm case file.

Fresno Regional Workforce Development Board

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Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 07-18, Revision D

Date Released: August 26, 2021

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: August 26, 2021

Subject: Workforce Innovation and Opportunities Act (WIOA) Title I Programs Discrimination Complaint Procedures

Applicable Program: All

Revision History: Initial Release – 2/14/18; Rev B – 3/12/18; Rev C – 5/19/21

This Revision D removes the Nepotism procedures. These will be documented in a separate Operational Directive. Form# QUA-031 has been updated to remove the Summary Program Complaint Process.

This OD references OD 02-09, Reasonable Accommodation Request Process and State Directive WSD 17-1, Nondiscrimination and Equal Opportunity Procedures.

All questions concerning these processes are to be directed to the Fresno Regional Workforce Development Board (FRWDB) Equal Opportunity (EO) Officer.

Overall Direction

This OD requires the use of the following forms:

- Summary Program and Discrimination Complaint Procedures, Form# QUA-031E
- Discrimination Complaint Form# QUA-028, if needed
- Provider Statement – EO Summary Statement Alternative Delivery, Form# GEN-004, if needed

At the time of initial registration at any Workforce Connection AJCC location (Basic Career Services) or into Young Adult Services, Service Provider staff is to review the following documents with the applicant and use the following process:

- Summary Discrimination and Equal Opportunity Policy and Procedure (QUA-031E);
 - o Have the participant sign and date the acknowledgement that they have been informed of the above procedures.
- Provide copies of the completed documents to the applicants.
- The signed acknowledgments must be uploaded to CalJOBS in the Document (staff) section and

When an applicant 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-031E) in an alternate format, Service Provider staff is to fill out the Reasonable Accommodation Provider Statement, Form# GEN-004. The completed form must be uploaded to CalJOBS in the Document (staff) section and labeled accordingly under the "Document Tags" field in CalJOBS.

Discrimination and Equal Opportunity Complaint Procedures

{Reference: California Employment Development Department (EDD) Directive WSD17-01, released on August 1, 2017}

I. THE LAW

The nondiscrimination and equal opportunity provisions found 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 Limited English Proficiency (LEP)); age; disability; 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.

II. DEFINITIONS

- A. Days: Consecutive calendar days, including weekends and holidays.
- B. Complaint: A written expression by a participant or customer, sub-grantee, subcontractor, or other interested person or their duly appointed representative, alleging a violation of the nondiscrimination and equal opportunity provisions.
- C. Complainant: Any participant, personally interested, or personally affected party alleging a violation of equal opportunity or discrimination provisions.
- D. Respondent: Any specific person(s) or entity that a discrimination complaint has been filed against.
- E. Alternative Dispute Resolution (ADR): Also known as Mediation. Mediation avoids an investigation and hearings (formal and informal). Mediation is conducted by a Third Party Mediator.
- F. Independent Third Party Mediator: In the event the complainant chooses mediation, the mediator may be a management member of the Fresno Area Workforce Investment Corporation (FAWIC) who does not have responsibility over the area that the complaint is filed against.

III. TO FILE A COMPLAINT

Anyone who feels they have been discriminated against may file a complaint in either of the following ways:

1. Contact the: Fresno Regional Workforce Development Board
Attention: Equal Opportunity Officer
2125 Kern, Suite 208
Fresno, CA 93721
Phone: 559-490-7100

OR

2. Contact the: United States Department of Labor
The Director, Civil Rights Center
200 Constitution Avenue NW, Room N-4123
Washington, DC 20210

IV. ACCESS TO PROCEDURES AND TECHNICAL ASSISTANCE

Every participant accessing services at Workforce Connection or any All Youth One System office is to receive a copy of the Summary of Customer Complaint Procedure (Form #QUA-031). The participant is to acknowledge receipt by signing and dating the bottom of the form on page 2. Service Provider staff is to make a copy of the signed form and file the copy. The original is to be retained by the participant.

The full procedures are available upon request, by any person, during normal business hours. The FRWDB publishes these procedures for the general public. These procedures are also available on the Workforce Connection website at www.workforce-connection.com. This document contains all of the procedural elements to file a discrimination complaint related to the WIOA, within Fresno County. This document contains the contact information to file a complaint directly with the Department of Labor (DOL), Civil Rights Center (CRC).

The FRWDB and/or sub-recipient staff will provide technical assistance to the complainants, including those complaints against the FRWDB. Such technical assistance includes providing instructions on how to file a grievance or complaint, providing relevant copies of documents such as the WIOA regulations, local rules, contracts, etc., and providing clarifications and interpretations of relevant provisions. This requirement shall not be interpreted as requiring the FRWDB to violate rules of confidentiality. If in doubt, escalate to the FRWDB EO Officer.

V. GENERAL REQUIREMENTS

Filing a Discrimination Complaint with the Fresno Regional Workforce Development Board

- A. All complaints must be in writing and filed/received by the FRWDB within 180 days of the alleged discrimination occurrence. This time period is not extended for complaints that are re-filed with amendments. The official filing date of the complaint will be the date it is actually received by the FRWDB. A complaint that is not filed within the required time limit will not be considered. The FRWDB will not grant any extensions of time to file a complaint.
- B. The FRWDB's EO Officer, or designee, will maintain a log containing complaints alleging discrimination on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief, or limited English proficiency. The log will include:
 1. Date of complaint
 2. Name and address of complainant
 3. Status of complainant
 4. Funding stream
 5. Date of alleged incident(s)
 6. Basis of complaint
 7. Description of alleged incident(s)
 8. Name and address of respondent
 9. Status of the respondent
 10. Disposition
 11. Date of disposition
 12. Alternative Dispute Resolution (ADR) status

- C. The FRWDB's EO Officer, or designee, will create and maintain a complaint file for each complaint that will contain documentation pertinent to the complaint and the final determination.
- D. Completion of the complaint form (QUA-028) is mandatory
- E. The complaint must be filed in writing with the FRWDB, either by e-mail, U.S. Mail, courier or in person, within 180 days of the alleged violation.
- F. Upon receipt of the complaint, the FRWDB shall give written notice to all parties of the scheduled conference date and location to resolve the matter.
- G. The complainant must be offered an alternative dispute resolution, such as mediation with an independent third party, up on receipt of the complaint. It is the complainant's decision if the ADR is to be used.
 - 1. In the event the complainant does not choose mediation, then the EO Officer will investigate the alleged incident(s).
- H. FRWDB staff may request verbal information and/or written records from the respondent without the necessity of first obtaining a signed release from the complainant. However, if it is determined that the information and/or records in the possession of the respondent was obtained from a One-Stop partner, or an agency/entity not funded by the FRWDB, the complainant is required to deliver a completed, signed and dated "Release of Information" form to the FRWDB. The information or records requested must be pertinent to complainant's complaint. The complainant's delay in providing a signed release may delay the proceedings until such time as the necessary information and/or records are obtained by the FRWDB.
- I. In the event a complaint form is filed electronically (e.g., email), an acknowledgment of receipt must be prepared and sent to the complainant acknowledging receipt of the complaint, with the request that the complainant sign the acknowledgement receipt and return the original signed acknowledgement to the FRWDB. The original signed acknowledgement must be retained in the complaint file.
- J. All complaints, amendments, and withdrawals must be in writing.
- K. In the event the complaint is against the FRWDB, and the complainant wants the case to be handled at the local level and does not choose ADR, the EO Officer will arrange for an independent party to conduct the investigation hearing and issue the Final Determination. The independent party will have no relationship with the FRWDB, its staff or its sub-recipients.

VI. General Considerations

- A. At every stage of the proceedings, all parties have the right to be represented by an attorney, or a lay representative of their choosing, at his/her own expense. Complainants are entitled to review and obtain copies of his/her records.
- B. Prior to the proceedings, the complainant may request and receive an accommodation for a disability and/or service to assist with limited English proficiency.
- C. The complainant shall be free from restraint, interference, coercion, discrimination, retaliation, or reprisal in connection with the complaint.
- D. At any time during the process, the complainant may choose to change the resolution process.
- E. At any point in the investigation of the complaint, the complainant, respondent, or the Local Area EO Officer may request that the parties attempt conciliation. The Local Area EO Officer shall facilitate such conciliation efforts.

1. Conciliation is a process whereby the parties to a dispute agree to utilize the services of a conciliator, who then meets with the parties separately in an attempt to resolve their differences. Conciliation differs from mediation in that the main goal is to conciliate, most of the time by seeking concessions.
2. If the conciliator is successful in negotiating an understanding between the parties, said understanding is almost always committed to writing (usually with the assistance of legal counsel) and signed by the parties, at which time it becomes a legal binding contract and falls under contract law.

VII. FRWDB RESOLUTION PROCESS

A. Formal Conference Process:

The formal conference with the EO Officer and all parties must be held within 30 days from the original filing of the complaint, or 30 days from the date a request for formal hearing was received by the FRWDB. The FRWDB will notify the complainant in writing, of the hearing date, at least 10 days prior to the date of the hearing, unless there has been written consent of the parties to shorten the number of days for notice of the hearing. The notice of hearing shall contain the following:

1. The date of the notice, name of the complainant, and the name of the party against whom the complaint is filed.
2. The date, time, and place of the hearing.
3. A statement of the alleged violations – these statements must accurately reflect the content of the grievance or complaint as submitted by the complainant (however, clarifying notes may be added to assure that the complaint is addressed accurately), and the contact information for the EO Officer.

B. Production of Evidence:

1. The FRWDB does not have authority to issue subpoenas to compel the attendance of witnesses or the production of other physical evidence. Each party shall have the responsibility for securing the attendance of his/her own witnesses and producing documents or other physical evidence.
2. Unsworn statements from absent witnesses are not acceptable in lieu of testimony. Sworn statements may not be accepted unless there is good cause for that witness' absence; providing the acceptance of their sworn statement, in lieu of the witness' personal appearance, would not substantially prejudice the other party's case because of the other party's inability to confront and cross-examine the absent witness.
3. If any party-in-interest is a sub-recipient under contract with, or was under contract with, the FRWDB at the time of the alleged violation(s), that sub-recipient shall be expected to produce any and all documents, or other physical evidence, in its possession, or under its control, that are relevant and material to the issues raised by the complainant. Where such documents include the records of other participants, the EO Officer shall examine those records in private, and the contents thereof shall not be released to any other party, or made a part of the record, except under seal, unless the other participant has executed and delivered a written release of information and gives authorization to the FRWDB that such records may be presented as evidence at the formal conference.
4. A failure or refusal on the part of either party to produce relevant and material evidence in his/her possession, or under his/her control, without good cause, may lead to a finding by the EO Officer that the evidence, if produced, would have been favorable to the other party. If the failure is on the part of a respondent, it may be considered a breach of the respondent's WIOA contract with the FRWDB.

5. The complainant shall have the burden of proof of his/her case by a preponderance of the evidence, and the respondent shall have the burden of proof of any defenses by a preponderance of the evidence.

C. Conduct of the Formal Conference:

1. The EO Officer may make such rulings, regarding the production of evidence and the conduct of the conference that may be reasonable and necessary to enable a fair, equitable, and orderly administration of the conference.
2. The conference will be electronically recorded by FRWDB staff. Either party may request a written transcript of the formal conference or may arrange, at his/her own expense, the services of a Certified Shorthand Reporter, or bring his/her own recording equipment. The FRWDB will not provide a written transcript to a third party.
3. The conference will be conducted in a relatively informal manner; however, certain basic procedures will be observed:
 - (a) The EO Officer may, at the request of either party or on his/her own initiative, exclude witnesses who are parties-in-interest, so those witnesses cannot hear the testimony of the parties or any other witnesses.
 - (b) Each party shall have the right to call the other party as a witness.
 - (c) The complainant shall present his/her case first, and the respondent shall have the right of cross-examination.
 - (d) After the complainant has concluded the presentation of his/her case, the respondent shall present its case or defense, and the complainant shall have the right of cross-examination.
 - (e) After the respondent has concluded the presentation of its case, the complainant shall be given an opportunity to respond to any evidence presented by the respondent that the complainant did not have an adequate opportunity to address during the respondent's presentation.
 - (f) After the conclusion of the presentation of the evidence, each party shall have the opportunity to make a closing statement.
4. In order to ensure all relevant and material evidence has been presented, the EO Officer may, at his/her discretion, and where the interests of justice so require, examine any party's witness.

D. Notice of Final Action:

The EO Officer shall issue a Final Determination no later than 90 days after the date the complaint was filed, and shall serve copies by first-class mail, on all parties and their representatives, if any. The Final Determination shall contain the following:

1. The names of the parties
2. A statement of the alleged violation(s) and issues related to the alleged violation
3. A statement of the facts
4. The decision of the EO Officer and the reason for the decision
5. A statement of the corrective action, if any, to be taken
6. A notice of the right of either party to appeal the decision to the Civil Rights Center (CRC)

A copy of the Final Determination is to be sent to the CRC and the Employment Development Department's (EDD) Equal Opportunity Office.

E. Appeal:

If the complainant does not receive a Final Determination from the FRWDB within 90 days of the filing of the complaint, or the decision is not acceptable, the complainant then has the right to file an appeal with the CRC:

F. Records Retention:

The FRWDB shall maintain all records and supporting documents of the complaint for a period of three (3) years from the date the Final Determination was served on the parties and the complaint closed.

VIII. GENERAL CONSIDERATIONS

A. Filing a Discrimination Complaint with the Civil Rights Center (CRC)

The CRC determines acceptance of a complaint filed pursuant to 29 CFR Section 38.78. When the CRC accepts a complaint for investigation, it shall do the following:

1. Notify the Local Area and the complainant of the acceptance of the complaint for investigation.
2. Advise the Local Area and complainant on the issues over which the CRC has accepted jurisdiction.

The Local Area, the complainant, or a representative may contact the CRC for information regarding the complaint filed. When a complaint contains insufficient information, the CRC will seek the needed information from the complainant. If the complainant is unavailable after reasonable efforts have been made to reach him or her, or the information is not provided within the time specified, the complaint file may be closed without prejudice upon written notice sent to the complainant's last known address (29 CFR Section 38.79).

In accordance with WIOA Section 183(c), the CRC may issue a subpoena to the complainant to appear and give testimony and/or produce documentary evidence, before a designated representative, relating to the complaint being investigated. Issuing a subpoena can be done any place in the U.S., at any designated time and place.

Where the CRC lacks jurisdiction over a complaint, the CRC shall do the following:

1. Notify the complainant, explaining why the complaint is not covered by the nondiscrimination and equal opportunity provisions of the WIOA or 29 CFR Part 38.
2. Refer the complainant to the appropriate federal, state, or local authority, when possible.

The CRC will notify the complainant when a claim is not to be investigated and explain the basis for that determination.

The CRC will refer complaints governed by the Age Discrimination Act of 1975 to mediation as specified in 45 CFR Section 90.43(c)(3).

If the complainant alleges more than one kind of complaint, "joint complaint" (e.g., individual employment discrimination, age discrimination, equal pay discrimination, etc.), the CRC shall refer such joint complaint to the Equal Employment Opportunity Commission for investigation

and conciliation under the procedures described in 29 CFR, Parts 1690 or 1691, as appropriate. The CRC will advise the complainant and the Local Area of the referral.

Under the AJCC delivery system where the complainant alleges discrimination by an entity that operates a program or activity financially assisted by a federal grant making agency other than DOL, but participates as a partner in the AJCC delivery system, the following procedures apply:

1. If the complainant alleges discrimination on a basis that is prohibited both by Section 188 of the WIOA and by a civil rights law enforced by the federal grant making agency, the CRC and the grant making agency have dual jurisdiction over the complaint. The CRC will refer the complaint to the grant making agency for processing. The grant making agency's regulations will govern the processing of the complaint.
2. If the complainant alleges discrimination on the basis that is prohibited by Section 188 of the WIOA, but not by any civil rights laws enforced by the federal grant making agency, the CRC has sole jurisdiction over the complaint and will retain and process the complaint pursuant to 29 CFR Part 38. The CRC will advise the complainant and the Local Area of the referral.

The CRC may offer the parties of a complaint the option of mediating the complaint. In such circumstances, the following rules apply:

1. Because mediation is voluntary, both parties must consent before the mediation process proceeds.
2. The mediation will be conducted under the guidance issued by the CRC.
3. If the parties are unable to reach resolution of the complaint through the mediation, the CRC will investigate and process the complaint under 29 CFR Sections 38.82 through 38.88.

After making such a cause finding, the CRC shall issue an Initial Determination. The Initial Determination shall notify the complainant and the Local Area, in writing, of the following:

1. The specific findings of the investigation
2. The proposed corrective or remedial action and the time by which the corrective or remedial action must be completed
3. Whether it will be necessary for the Local Area to enter into a written agreement
4. The opportunity to participate in voluntary compliance negotiations

Where a no cause determination is made, the CRC must issue a Final Determination to the complainant and the Local Area. The Final Determination represents the DOL's final agency action on the complaint.

B. Complaint Determinations

A Letter of Findings, Notice to Show Cause, or Initial Determination issued pursuant to 29 CFR Sections 38.86 or 38.87, 38.88 and 38.89, or 38.90, respectively, must include the steps and the specific time period it will take the Local Area to achieve voluntary compliance. See Section 38.90 for corrective action steps. Monetary corrective action may not be paid from federal funds.

If the Local Area receives a finding of noncompliance, the following sections of 29 CFR Part 38 may be referred to for detailed information:

1. "Final Determinations," Sections 38.96 through 38.97
2. "Breaches of Conciliation Agreements," Sections 38.98 through 38.100
3. Subpart E – "Federal Procedures for Effecting Compliance," Sections 38.110 through 38.115

IX. INTIMIDATION AND RETALIATION PROHIBITED

A. No recipient may discharge, intimidate, retaliate, threaten, coerce, or discriminate against any individual because the individual has filed a complaint alleging any of the following:

1. A violation of the WIOA.
2. Opposed a practice prohibited by the nondiscrimination and equal opportunity provisions of the WIOA.
3. Furnished information to, or assisted or participated in any manner in an investigation, review, hearing, or any other activity related to administration of, exercise of authority under, or exercise of privilege secured by the nondiscrimination and equal opportunity provisions of WIOA or 29 CFR Part 38.

The sanctions and penalties contained in these procedures may be imposed against any recipient who engages in any such retaliation or intimidation, or fails to take necessary steps to prevent such activity.

Forms

QUA-028, Discrimination Complaint Form

GEN-004, Providers Statement of Alternative Service Delivery Summary

QUA-031E, Summary Discrimination Complaint Filing Process (prints on legal size paper)

Fresno Regional Workforce Investment Board

Workforce Connection Operations Manual - Document Revision History

	Section/Exhibit	Page Number	Revision Date	Revision Description
1	Section II – D	6	9-29-23	Deleted “Maintaining the center’s resource kiosk; ensuring that all pertinent and required printed material is loaded in the kiosk and are up to date.”
2.	Section II – D	6	9-29-23	Revised last bullet “Reporting all malfunctioning equipment such as: computers, fax machines, monitors, pin pads, phones, and ADA equipment must be submitted through the FRWDB’s Help Desk. ”
3.	Section II	6	9-29-23	Added Section II-E “WFC Resource Kiosk Management”
4.	Section II – K	14	9-29-23	Added “All AJCC staff must park in the yellow designated staff parking areas only. The red designated areas are reserved for clients and visitors. The designated parking areas for each location have been identified on the parking maps provided in Exhibit II.”
5.	Exhibit II	22	9-29-23	Added WFC Fresno East Affiliate staff and visitor designated parking map.
6.	Exhibit V-Appendix A	42	9-29-23	Added Building information for WFC Fresno East Affiliate.
7.	Exhibit V – Appendix B	45	9-29-23	Added Aerial and Site Maps for WDB Fresno East Affiliate.