



Equal Opportunity and Discrimination Complaint Policy and Procedures

I. PURPOSE:

The purpose of the equal opportunity policy is to protect employees and participants of activities funded by the Workforce Innovation and Opportunity Act (WIOA) funding from discrimination on the following basis: against any individual in the united states, on the basis of race, color, religion, sex, national origin (including limited English proficiency), age, disability, or political affiliation or belief against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual’s citizenship status or participation in any WIOA Title I–financially assisted program or activity.

II. REFERENCES:

- WIOA Section 188;
- Title VI of the Civil Rights Act of 1964;
- Section 504 of the Rehabilitation Act of 1973;
- The Age Discrimination Act of 1975;
- Title IX of the Education Amendments of 1972;
- USDOL Regulations at 29 CFR Part 38; 12 CFR Section 268.101(a)(b).

III. DEFINITIONS:

Assistive Technology – Assistive technology is defined in law as “product, device, or equipment, whether acquired commercially, modified or customized, that is used to maintain, increase, or improve the functional capabilities of individuals with disabilities.” Assistive technology may be very simple, or it may be very complex in nature. Assistive technology may help an individual with a disability to independently perform activities related to life, work, or education.

Complaint – A representation made or referred to a state or an American Job Center of an alleged violation of the:

- Employment Services regulations and/or other Federal laws enforced by the U.S. Department of Labor’s Wage and Hour Division (WHD) or Occupational Safety and Health Administration (OSHA), as well as other Federal, State, or local agencies enforcing employment-related law, or
- Nondiscrimination and equal opportunity provisions of WIOA.

Complainant – The individual, employer, organization, association, or other entity filing a complaint.

Contract – means a legal instrument by which a non-Federal entity purchases property or services needed to carry out the project or program under a Federal award. The term as used in this part does not include a legal instrument, even if the non-Federal entity considers it a contract, when the substance of the transaction meets the definition of a Federal award or subaward as defined in this section. (see § 200.331)

Contractor – an entity that receives a contract as defined in this section.

Equal Opportunity Liaison – a designated staff member responsible for ensuring and monitoring a workforce system's compliance with equal opportunity and nondiscrimination laws. Their duties include communicating with the EO Officer and staff, providing training on EO/ADA requirements, ensuring policies are nondiscriminatory, and handling complaints.

Physical Access – the act or opportunity of approaching or entering a physical space or area, including a site, building, or facility, or parts thereof.

Program Access – the act or opportunity of participating in and benefiting from programs and services.

Recipient – For purposes of WIOA, the term “recipient” is defined to include the following:

- State level agencies that administer, or are financed in whole or in part, with WIOA Title I funds;
- State Employment Security Agencies
- State and Local Workforce Development Boards
- LWDA Grant Recipients
- PA CareerLink® Operator
- Service providers, including eligible training providers
- On-the-job training (OJT) employers
- Job Corps contractors, center operators, and national training contractors
- Outreach and admissions agencies, including Job Corps contractors that perform these functions
- Placement agencies, including Job Corps contractors that perform these functions
- PA CareerLink® partners, to the extent they participate in the PA CareerLink® system.

IV. BACKGROUND:

In compliance with the Workforce Innovation and Opportunity (WIOA) Act of 2014, the Pennsylvania Department of Human Services EARN Program contract and all other federal or state contracts passed through Workforce Solutions for North Central PA, the Workforce Development Board for the North Central Workforce Development Area, has implemented this Equal Opportunity Discrimination Complaint Policy and Procedure.

V. POLICY:

A. Non-Discrimination

1. In accordance with WIOA Sec. 188, it is unlawful for any WIOA recipient to be discriminated against. Workforce Solutions requires non-discrimination at all times for all WIOA funded programs, Department of Human Services funded programs and all other programs administered by Workforce Solutions, including delivery of all services through the PA CareerLink® system. Equal opportunity will be afforded to all, and discrimination based on one or more of the following is expressly prohibited:

- Race
- Color
- Religion
- Sex
- National origin
- Age
- Disability, including impaired vision or hearing
- Political affiliation or belief
- Citizenship/lawful residency/work status
- Program participation eligibility/status

2. Notice of Non-Discrimination

Notice of non-discrimination will continually be given to:

- Applicants/registrants
- Eligible applicants/registrants
- Participants
- Applicants for employment
- Employees
- Unions or professional organizations holding collective bargaining or professional agreements with Workforce Solutions.
- Sub-recipients of WIOA Title I Funds
- Members of the public, including those with impaired vision or hearing

B. Equal Access

1. Physical access and program access will both be assured.

- a. Physical access and program access are not mutually exclusive. For instance, special devices and auxiliary aids, as well as other forms of assistive technology, might reasonably fit under either definition. Physical access generally refers to both the physical space, and the physical equipment necessary for an individual to approach or enter the physical space, in which the program or service activity is available. Examples of building elements that can have physical access issues include areas from the point of arrival through the interior of the facility, and encompass parking, passenger drop-off and loading zones, exterior routes of travel, entrances

and exits, walks and sidewalks, curb ramps, ramps, stairs, elevators, access lifts, doors and gates, access to and through rooms and spaces, restrooms, signs, alarms, and equipment such as computer desks or tables or the placement of chairs.

- b. Program access generally refers to the ways in which information, programs, and services are presented and delivered, allowing individuals to interact with and fully benefit from them. Printed information, computer systems and programs, telephone devices for persons with hearing impairments, and the oral delivery of instructions or information are all program access items.

C. Equal Opportunity Statements

Materials made available to the public, including all newspaper advertisements, e-mail, correspondence, and brochures originating from a PA CareerLink® must contain the following language:

Auxiliary aids and services are available upon request to individuals with disabilities.

PA CareerLink® is an Equal Opportunity Employer/Program.

D. Equal Opportunity Liaison

1. Each PA CareerLink® site has designated an individual to act as the Equal Opportunity (EO) Liaison. Their duties are as follows:
 - a. Ensure EO/ADA literature and equipment is current.
 - b. Distribute any and all required posters and documentation regarding Equal Opportunity provisions. Be in possession of and understand the most current Workforce Solutions Equal Opportunity Policy, and Workforce Solutions Discrimination Complaint Policy and Procedure.
 - c. Act as "the reader" for customers requiring assistance in reading materials. This is to ensure that all customers are afforded the same opportunity to receive information, regardless of sight ability, as others who have the ability to see (and read) the brochures, pamphlets, etc. In the state plan, the federal government has been assured that this service is readily available as it is considered to be an "auxiliary service", which falls under the tagline of "Auxiliary aids and services are available upon request".
 - d. Furnish complaint forms to PA CareerLink® staff members and others upon request.
 - e. Maintain a site complaint log to submit to the Local WDA EO Officer on a quarterly basis; the EO Officer will then forward them to the Office of Equal Opportunity at the Department of Labor and Industry in Harrisburg (OEO).

2. The EO Liaisons for each PA CareerLink® in the North Central Region are:

PA CareerLink® Site	EO Liaison	E-mail Address
Clearfield County (Clearfield)	Shawn Evans	eshawn@pa.gov
Clearfield County (DuBois)	Karen Mayes	kmayes@pa.gov
Elk County	Emily Bricen	embricen@pa.gov

Cameron County	Emily Bricen	embricen@pa.gov
Jefferson County	Dave Slagle	daslagle@pa.gov
McKean County	Stephen Pifer	spifer@pa.gov
Potter County	Stephen Pifer	spifer@pa.gov

E. Discrimination Complaints

This Workforce Solutions Discrimination Complaint Policy and Procedure must be provided to all participants.

1. Who May File A Discrimination Complaint

Complaints can be brought by a participant, an employee, an applicant for employment, PA CareerLink® partner, a service provider, a contractor, the PA CareerLink® Operator, a participating employer (such as an on-the-job training (OJT) employer), eligible training providers, and any other interested party affected by the Local Workforce Development system.

2. Reason(S) A Discrimination Complaint Can Be Filed

Anyone who has been discriminated against on the basis of: race, color, religion, sex, national origin, age, political affiliation or belief, disability including impaired vision or hearing, citizenship/lawful residency/work status, program participation eligibility/status.

Please note complaints regarding how services are delivered, rather than complaints related to discrimination based on who you are, should be submitted in accordance with the Workforce Solutions Program Complaint Policy and Procedure.

F. Confidentiality

The identity of any person who has given information relating to or assisting in an investigation of a possible complaint shall be kept confidential to the extent that a fair determination of the issue(s) can be made. In the event such information is required to be submitted under order of a local, state or federal entity, such information may be disclosed.

G. Complaint Timeline

Complaints must be filed within **180 days** from the date of the alleged occurrence of discrimination. Complaints filed after the 180-day time period will be forwarded to Civil Rights Center (CRC). The Director of CRC, for good cause shown, may extend the filing time beyond 180 days.

H. Individual Choice

Individuals, specific classes of individuals, or authorized representatives have a choice between initially bringing their complaints/allegations of discrimination about WIOA programs or services to the following:

- The North Central WDA Equal Opportunity Officer (Local EO Officer)
- Office of Equal Opportunity in Harrisburg (OEO)

- Civil Rights Center in Washington, D.C. (CRC).

I. Submittal of a Complaint

Detail regarding submittal of a complaint is provided in the **Discrimination Complaint Procedures** section below.

Note that Commonwealth employees may co-file with multiple other agencies as well depending on the situation including: Pennsylvania Human Resources Commission, Civil Service Commission, and/or Equal Opportunity Commission but please note that other deadline dates may apply to other agencies.

J. Prohibition On Retaliation/Reprisal

Workforce Solutions prohibits retaliation or reprisal against an individual who:

- Has filed a complaint.
- Opposed a practice prohibited by the nondiscrimination and EO provisions of WIOA.
- Furnished information to, or assisted or participated in any manner in, an investigation, review, hearing, or any other activity related to the administration of the WIOA nondiscrimination and EO provisions.
- Otherwise exercised any rights and privileges under the WIOA nondiscrimination and EO provisions.

VI. PROCEDURES:

Discrimination Complaint Procedures:

All discrimination complaints must be filed within **180 days** of the alleged issue. All complaints must describe the alleged violation and the complainant's requested equitable relief (resolution).

A. Step #1 – Write the complaint

Write a complaint by obtaining a complaint form or by writing a letter without the complaint form according to 1-2 below.

1. Obtain a complaint form and fill it out completely.

The federal complaint form DL1-2014A may be used for filing allegations of discrimination at the local, state and federal levels. Forms can be obtained by requesting one from any of the following:

- Equal Opportunity Liaison at the PA CareerLink®
 - Ask any staff member at the PA CareerLink® to speak with the EO Liaison, or
 - Mail a request for a form to the address of the PA CareerLink® site in which services are provided or where services were requested (see the last page of this policy for a listing of PA CareerLink® offices and addresses). The letter must be sent to the attention of the EO Liaison as follows: **Attention: EO Liaison.**
- Local EO Officer (contact information is provided in Step #2)
- Office of Equal Opportunity (OEO) (contact information is provided in Step #2)

- Civil Rights Center (CRC) (contact information is provided in Step #2)
- Forms DL1-2014 may also be accessed on the US Department of Labor Website under Civil Rights Center, How to file an Equal Opportunity Complaint, <https://www.dol.gov/agencies/oasam/centers-offices/civil-rights-center/external/how-to-file-complaint>

2. Write a complaint in a letter without a complaint form.

Complaints/allegations do not have to be submitted on prescribed complaint forms in order for them to be considered valid complaints or allegations. All complaints filed by the complainant (person reporting the alleged discrimination) or his/her authorized representative must be filed in writing and must contain the following:

- Complainant’s name and address (and authorized representative’s name and address if applicable)
- Identify the respondent (the individual or entity that the complainant alleges is responsible for the discrimination)
- The date(s) alleged incident(s) of discrimination occurred
- A description of the complainant’s allegations with enough detail to allow a determination by the Office of Equal Opportunity (OEO) or Civil Rights Center (CRC) or recipient to decide who has jurisdiction over the complaint, whether or not the complaint was filed on time, and merit of the complaint (whether the complainant’s allegations, if true, would violate any of the nondiscrimination and equal opportunity provisions), and the requested equitable relief (resolution).
- Complainant’s signature or the signature of the complainant’s authorized representative

B. Step #2 – Submit the complaint

Individuals, specific classes of individuals, or authorized representatives have a choice between initially bringing their complaints/allegations of discrimination about programs or services to any of the following: Local Equal Opportunity Officer, Office of Equal Opportunity, or Civil Rights Center as detailed below.

1. Local Equal Opportunity (EO) Officer

Complaints may be mailed or emailed as follows:

Mail: Local EO Officer
 Workforce Solutions for North Central PA
 425 Old Kersey Road
 Kersey, PA 15846
 Email: tmak@ncwdb.org

C. Local Area Procedures

- Upon notification of a grievance or discrimination complaint, the Local EO Officer will immediately report it to the Office of Equal Opportunity in the Department of Labor & Industry in Harrisburg (OEO). The Local EO Officer will acknowledge the complaint and

inform the complainant or authorized representative of their right to file and have it investigated at the local, state or federal level and to be represented in the complaint process, including via Mediation/Alternate Dispute Resolution (ADR).

- b. If the complainant elects to attempt resolution at the local level, the Local EO Officer, based on consultation with the OEO, will conduct fact-finding/investigation at the local level.
- c. The Local EO Officer shall communicate with the complainant or authorized representative within ten (10) business days from the date of receipt of the written allegations, to conduct a fact-finding or investigation of the circumstances underlying the allegations and attempt to informally resolve the issue(s). The Local EO Officer's findings will be submitted in writing to the complainant not later than ten (10) business days following the fact-finding/investigation. The written notification shall include notice of the complainant's right to request a formal investigation by the OEO if a satisfactory resolution is not accomplished at the local level.
- d. If the Complainant is dissatisfied with the attempted informal resolution, he/she must inform the Local EO Officer and the OEO within five (5) business days of receipt of the unsatisfactory decision and request a formal investigation by the OEO.
- e. All complaints filed at the local level must be documented on the WIOA/SESA local complaint log that is submitted to the State Equal Opportunity Office on a quarterly basis.

D. Office of Equal Opportunity (OEO)

- a. As noted in Step #1 above, a complaint may be sent directly to the state Office of Equal Opportunity (OEO) in Harrisburg.
- b. Complaints may be mailed, emailed or faxed as follows:

Mail: Scott Weiant
PA Department of Labor & Industry
Office of Equal Opportunity
651 Boas Street, Room 1402
Harrisburg, PA 17121-0750

Email: sweiant@pa.gov

Fax: 717- 772-2321

In addition, the complainant may ask the Local EO Officer to submit the completed complaint to OEO on their behalf.

E. OEO Acceptance of a Complaint

- 1) If the OEO determines that they have jurisdiction over the complaint/allegation filed, within ten (10) days of receipt, the state OEO will send an acknowledgment of receipt of the letter to the complainant and advise him/her of the following:
 - a) Their right to be represented in the complaint process;
 - b) A list of the issues raised in the complaint;

- c) A statement of whether the issue will be accepted for investigation or rejected by the OEO; if rejected, the reason for the rejection; and
- d) The right to seek resolution through the Mediation/Alternate Dispute Resolution (ADR) process.
- e) NOTE: If the complainant elects resolution through ADR, the complaint will be forwarded to a Mediator.
- f) The Respondent will be notified that a complaint alleging discrimination has been filed and is being processed. He/she will also be advised if the complainant elects' mediation as the means of resolution.
- g) Otherwise, the OEO will meet with the complainant and/or his/her authorized representative and the respondent, within 15 days from the date of receipt of the written allegations, to initiate a fact finding or investigation of the circumstances underlying the allegations, and attempt to informally resolve the issue(s). If the complaint is resolved informally, the resolution will be documented and maintained in the OEO files.
- h) If the Complainant is dissatisfied with the attempted informal resolution or prefers to have a formal investigation, an investigator will be assigned to the case. The investigator will interview the complainant, respondent and witnesses for both parties as identified by the parties.
- i) At the conclusion of the investigation, a Notice of Final Determination will be issued. The Notice of Final Determination will be strictly based on the evidence obtained during the investigation. The notice will be issued within 90 days of filing the complaint. The written notice will include, for each issue raised, a decision on the issue(s), an explanation of the reasons underlying the decision, or a description of the way the parties resolved the issue(s) and notification of recourse.
- j) If by the end of the 90 days, the OEO has not completed processing the complaint or fails to issue a notice of Final Determination, the complainant or his/her representative may, within 30 days of the expiration of the 90-day period, file a complaint with the Director, Civil Rights Center (CRC) who may extend the 30-day time period for good cause shown.
- k) If the Notice of Final Determination is issued during the 90-day period and the Complainant is dissatisfied with the decision, the complainant is advised of his/her right to file a complaint with the CRC within 30 days of the date on which the complainant received the Notice of Final Determination.

F. OEO Non-Acceptance of Complaint

- 1) If a complaint is not within the jurisdiction of the OEO or CRC, is not timely filed, or does not have apparent merit, the complainant will be immediately notified in writing stating the reason for the lack of jurisdiction, i.e.,
 - the basis for the complaint is not covered by the prohibition set forth by 29 CFR Part 38;
 - the complaint was not filed within the prescribed 180-day time-frame or;
 - the complaint is against an entity that is not a recipient of WIA/WIOA Title I financial assistance as defined by 29 CFR Part 38.

- 2) If the complaint is not within the jurisdiction of the state OEO or the Civil Rights Center, but within the jurisdiction of another federal grant making agency, the complaint will be returned to the complainant, stating the reason(s) for the lack of jurisdiction. The complainant will be advised of the appropriate agency that handles the complaint.
- 3) If a complaint alleges discrimination by an entity that operates a program or activity financially assisted by a federal grant agency other than DOL but participates as a partner in a PA CareerLink®, the following will apply:
 - If the complaint alleges discrimination on a basis prohibited by Section 188 or Civil Rights laws, the OEO and the grant making agency will have dual jurisdiction over the complaint.
 - If the complaint alleges discrimination on a basis that is prohibited by Section 188 of WIA/WIOA but not by any Civil Rights laws enforced by the federal grant-maker, the complaint will be referred to CRC who has sole jurisdiction over the complaint.

G. Civil Rights Center (CRC)

- a. As noted in Step #1, complaints may be sent directly to the CRC, who will respond to the Complainant directly.
- b. Complaints may be mailed, emailed, or faxed as follows:

Mail: Director
Civil Rights Center
U.S. Department of Labor
200 Constitution Avenue NW
Room N-4123
Washington, D.C. 20210

Fax: (202) 693-6505

Email: CRCEXternalComplaints@dol.gov

<https://publicportal.eeoc.gov/Portal/Login.aspx>

H. North Central Workforce Development Area Pa CareerLink® Addresses

PA CareerLink® - Cameron County (Affiliate)

24 West 4th Street
Emporium, PA 15834

PA CareerLink® Elk County

245 Depot Street
St. Marys PA 15857

PA CareerLink® Clearfield County (Clearfield)

1125 Linden Street
Clearfield PA 16830

PA CareerLink® Clearfield County (DuBois)

5522 Shaffer Rd 16A, Suite 99
DuBois PA 15801

PA CareerLink® Jefferson County

602 E Mahoning Street
Punxsutawney, PA 15767

PA CareerLink® McKean County

40 Davis Street
Bradford, PA 16701

PA CareerLink® Potter County

279 Route 6 West
Coudersport, PA 16915

VII. POLICY EXCEPTIONS:

Any discrepancies arising between Workforce Solutions policy and/or procedures with federal and state provisions due to current or future revisions will default to the current minimum federal and state regulations and guidance available. Workforce Solutions policy/or procedures may set forth stricter requirements than provided by federal and state guidance, but in no case will local policy and/or procedures not meet minimum federal and state policy.

VIII. RESCISSIONS:

None

IX. EXPIRATION:

Ongoing

X. INQUIRIES:

Questions shall be directed to:

Tonya Mauk, Oversight and Project Manager (EO Officer) at tmauk@ncwdb.org

Workforce Solutions for North Central PA

425 Old Kersey Road
Kersey, PA 15846
(814) 245-1835

XI. POLICY HISTORY:

This policy is reviewed annually (at a minimum), typically during the first week of July, by Workforce Solutions' staff to assess and implement any necessary changes, edits, updates and revisions.

Name of Policy Reviewer	Date of Review	Description of Change	Effective Date
Tonya Mauk	April 6, 2026	Corrected citation listed for 29 CFR part 38 under Procedures, section F.	April 6, 2026
Tonya Mauk, Pam Streich, Donna Hottel	March 6, 2026	Addition of Complaint form access via USDOL website, add fax number	March 6, 2026
Tonya Mauk, Pam Streich, Donna Hottel	February 20, 2026	Addition to the EO tagline	February 20, 2026
Pam Streich	January 5, 2026	Changed EO Office to new staff, Tonya Mauk and updated EO Liaisons	January 5, 2026
Linda Franco Pam Streich Donna Hottel	November 19, 2025	Addition of definitions, Updated policy format	November 19, 2025
Donna Hottel	February 15, 2024	EO Liaison Updates/Jefferson PA CareerLink® address change	February 15, 2024
Donna Hottel	October 13, 2022	EO Liaison Updates	October 13, 2022
Pam Streich	August 3, 2021	Issue Date	August 3, 2021

Auxiliary aids and services are available upon request to individuals with disabilities.
Workforce Solutions is an Equal Opportunity Employer/Program
For more information on the Stevens Amendment and Funding, visit
<https://www.workforcesolutionspa.com/categories/resources/pages/stevens-amendment>