



Employment Security Department

WASHINGTON STATE

WorkSource System Policy Employment System Administration and Policy

Washington envisions a nationally recognized fully integrated One-Stop system with enhanced customer access to program services, improved long-term employment outcomes for job seekers and consistent, high-quality services to business customers. In order to achieve this vision, Employment System Administration and Policy sets a common direction and standard for Washington's WorkSource system through the development of WorkSource system policies, information memoranda, and technical assistance.

Policy Number: 1017

To: Washington WorkSource System

Effective Date: March 5, 2021

Subject: WorkSource System Discrimination Complaint Processing Policy

1. Purpose:

To establish minimum requirements and to give procedural guidance to Local Workforce Development Boards (LWDB), their subrecipients of the Workforce Innovation and Opportunity Act (WIOA) Title I grant funds, service providers and centers within the One Stop System, regarding the processing of discrimination complaints, including the development, maintenance, and implementation of local-level discrimination complaint procedures. All grant recipients/program providers under Title I of WIOA are responsible for complying with the discrimination complaint procedures at [29 CFR Part 38](#), as outlined in this policy and attached handbook.

2. Background:

Federal laws and regulations require procedures for handling complaints alleging violations of nondiscrimination laws. This policy provides standard expectations for processing discrimination complaints within the One Stop System.

3. Policy:

a. LWDB Oversight of the Discrimination Complaint System

In their oversight capacity, each LWDB must maintain a local policy or procedure that:

- i. Establishes that the LWDB EO Officer is delegated the responsibility of tracking and processing all local discrimination complaints;
- ii. Includes the minimum discrimination complaint processing requirements contained in the attached WorkSource System Discrimination Complaint Processing Handbook; and
- iii. Establishes a system to log and track discrimination complaints.

b. Complaint Jurisdiction

All partners located in the WorkSource system are responsible for the outcomes of complaints that fall within their jurisdiction. Determinations of jurisdiction will be made based on the specific funding stream that supports the function tied to the complaint allegations, not based on associations other than funding sources.

If a discrimination complaint is filed that contains allegations against individuals, WorkSource centers, etc. that are in more than one LWDB, the LWDB EO Officer may collaborate with their counterpart in the other LWDB or with the State-Level EO Officer to process the complaint.

4. Action:

At a minimum, LWDBs must maintain procedures that comply with the requirements of this policy and handbook and protect the confidentiality of customers. LWDBs may choose to update their existing discrimination complaint policies to align with this policy and handbook, or they may choose to adopt the state's policy and handbook in whole, as evidenced by a local policy that references and links to the state's policy and handbook.

5. References:

[29 CFR Part 38](#)
[RCW 49.60](#)

6. Website:

[Workforce Professionals Center](#)

7. Attachment:

Attachment A - WorkSource System [Discrimination Complaint Processing Handbook](#) (PDF)
Attachment A – WorkSource System [Discrimination Complaint Processing Handbook](#) (Word)

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