



Missouri Division of Workforce Development
DWD Issuance 01-2014, Change 1

Issued: July 22, 2014
Effective: July 22, 2014

Subject: Equal Opportunity and Complaint & Grievance, Notice and Dissemination

1. Purpose: This Issuance has been changed to clarify that that all employees, former employees, customers, non-customers or employers must be made aware of their equal opportunity rights and responsibilities, as well as their complaint and grievance rights under the Workforce Investment Act. In order to ensure equal opportunity for customers within the Workforce System, the Missouri Division of Workforce Development (DWD) and all of its sub-recipients must provide initial and continuing notice that they do not discriminate on any prohibited grounds, and that there is a process to resolve any complaints or grievances.
2. Background: The nondiscrimination and equal opportunity provisions of the Workforce Investment Act (WIA) prohibit discrimination against applicants, beneficiaries, and employees on the basis of race, color, national origin, age, disability, sex, religion, and political affiliation or belief, and for beneficiaries only, citizenship or participation in a WIA Title I-financially assisted program or activity.
3. Substance: Recipients must provide a copy of ***both*** the *Equal Opportunity Notice* DWD-120, and the *Complaint & Grievance Notice* DWD-121 to each employee, applicant, registrant, eligible applicant/registant, and participant; and retain original signed copies in that individual's file.

This applies to WIA Adult and Dislocated Worker (for participants who progress to the Intensive Service level), WIA Youth, National Emergency Grant, Trade Adjustment Assistance, and any other program for which a hard-copy participant file is required.

This new requirement ***does not apply*** to participants in programs for which there is no hard-copy file required. Examples include: WIA Adult and Dislocated Worker Core level enrollments, Required Job Service (RJS), Worker Profiling, or Jobs for Veterans State Grant (JVSG).
4. Action: Effective immediately. Please distribute this Issuance to appropriate individuals.

5. Contact: Direct questions or comments regarding this Issuance to Danielle Smith, State Equal Opportunity Officer at 573-751-2428 or email danielle.smith@ded.mo.gov.
6. Reference: 29 CFR Part 37
<http://www.gpo.gov/fdsys/pkg/CFR-2013-title29-vol1/pdf/CFR-2013-title29-vol1-part37.pdf>
7. Rescissions: This Issuance supersedes and replaces DWD Issuance 01-2014 dated July 1, 2014.
8. Attachments:
1) Equal Opportunity and Complaint & Grievance Notice and Dissemination
2) [Equal Opportunity is the Law Poster, DWD-102 \[English\]](#)
3) [La Ley Exige Oportunidades Igualitarias, DWD-102-\[Spanish\]](#)
4) [Equal Opportunity Notice, DWD-120 \[English\]](#)
5) [Notificación de oportunidad igualitaria, DWD-120-S \[Spanish\]](#)
6) [WIA Program Complaint & Grievance Notice, DWD-121 \[English\]](#)
7) [Programa de la ley de inversión en la fuerza laboral \(WIA, por su sigla en inglés\) Notificación de quejas y denuncias, DWD-121-S \[Spanish\]](#)
8) [Division of Workforce Development \(DWD\): Equal Opportunity Complaint and the WIA Nondiscrimination Policies Process—New Staff Orientation \[PowerPoint\]](#)

The Missouri Division of Workforce Development is an equal opportunity employer/program.
Auxiliary aids and services are available upon request to individuals with disabilities.
Missouri TTY Users can call (800) 735-2966 or dial 711.



Julie Gibson
Director
Missouri Division of Workforce Development