



## **Customer Service - Equal Opportunity Policy under WIOA**

St. Louis County Workforce Development Board is responsible for implementing a process for handling complaints that allege one or more of the bases (types) of discrimination prescribed under Section 188 of WIOA. Anyone participating in any of the programs or activities offered by the St. Louis County Missouri Job Center and its partners, is protected from discrimination on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or, 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.

Retaliation against, or intimidation of, anyone who takes any of the following actions related to nondiscrimination or equal opportunity is prohibited:

- Filing a discrimination complaint
- Opposing a practice that is made illegal by civil rights law
- Giving information to, testifying at, or taking part in any other way in, an investigation, a compliance review, a hearing, or any other type of civil rights-related activity.

Requirements for all complaints. Regardless of where they are filed, all complaints must be filed in writing, and must include the following information:

1. The name of and contact information for the complainant
2. The name of and contact information for the recipient that committed the alleged discriminatory act(s)
3. A description of the alleged discriminatory act(s) in sufficient detail to allow a reader to understand what act(s) occurred, when the act(s) occurred, and what the alleged basis of (reason for) the discrimination is (e.g., race, age, national origin)
4. The signature of the complainant, or the signature of the complainant's authorized representative (if any)

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For Equal Opportunity Questions or to File a Complaint with the local WIOA EO Officer, Contact:

Angela Erby  
EO Officer/Workforce Development Manager  
St. Louis County Workforce Development  
500 Northwest Plaza, Suite 800  
St. Ann, MO 64073  
Phone: 314-615-4433  
Email: [Aerby@stlouisco.com](mailto:Aerby@stlouisco.com)

[Equal Opportunity is the Law brochure \(English\)](#)  
[Spanish version Equal Opportunity is the Law brochure](#)

### **Equal Opportunity and the Law**

It is against the law for a recipient of Federal financial assistance to discriminate on the following bases:

- Against any individual in the United States, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief; or
- 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.

The Federal financial recipient providing services must not discriminate against customers in any of the following areas:

- Deciding who will be admitted, or have access, to any WIOA Title I - financially assisted program or activity;
- Providing opportunities in, or treating any person with regard to, such a program or activity; or
- Making employment decisions in the administration of, or in connection with, such a program or activity.

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Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

***What to Do If You Believe You Have Experienced Discrimination***

If you think that you have been subjected to discrimination under a WIOA Title I - financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

Danielle Smith  
DHEWD State WIOA Equal Opportunity Officer  
Missouri Department of Higher Education and Workforce Development  
Office of Workforce Development  
PO Box 1087  
Jefferson City, MO 65102-1087  
[danielle.smith@dhedwd.mo.gov](mailto:danielle.smith@dhedwd.mo.gov)

The Director, Civil Rights Center (CRC)  
U.S. Department of Labor  
200 Constitution Ave., NW  
Room N-4123  
Washington, DC 20210  
Voice: (202) 693-6502| TTY: (202) 693-6515| Fax: (202) 693-6505

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above).

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you may file a complaint with CRC before receiving that Notice. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).

If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

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Attachment 10

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