Policy Letter #11

TO: **All Mid-Carolina Workforce Development Service Providers**

FROM: **Samantha Wullenwaber, Director**

SUBJECT: **Nondiscrimination Policy, Complaint Procedures & Non-Criminal Complaint Procedures**

PURPOSE

This policy establishes the Mid-Carolina Workforce Development Board's (Mid-Carolina WDB's) commitment to nondiscrimination and equal opportunity in the administration of Workforce Innovation and Opportunity Act (WIOA) programs, services, and activities. By ensuring that all workforce services are delivered in compliance with federal and state nondiscrimination requirements and that participants, applicants, employees, and the public are informed of their rights and protections under applicable laws.

BACKGROUND

The Mid-Carolina WDB administers workforce programs funded through WIOA. As a recipient of federal financial assistance, the Mid-Carolina WDB must comply with all nondiscrimination and equal opportunity requirements established under WIOA Section 188 and related federal regulations.

The Mid-Carolina WDB local area has adopted the policies and procedures issued by the North Carolina Department of Commerce, Division of Workforce Solutions (DWS) in Commission Policy Statement (CPS) 10-2021, dated August 11, 2021, which outlines the nondiscrimination and equal opportunity standards and complaint procedures for WIOA-funded programs.

These policies ensure that no individual is excluded from participation in, denied the benefits of, or subjected to discrimination under any WIOA-funded program or activity on the basis of protected characteristics as defined under federal law.

ACTION

1. **Adoption of State Policy**
   The Mid-Carolina WDB local area formally adopts and follows the nondiscrimination and equal opportunity policies and procedures issued by the North Carolina Department of Commerce, Division of Workforce Solutions, as outlined in Commission Policy Statement CPS 10-2021.

2. **Equal Opportunity Notification Requirements**
   All workforce program materials, including posters, bulletins, publications, advertisements, and public communications, must include the following required statements:
   "Equal Opportunity Employer/Program"
   "Auxiliary aids and services are available upon request to individuals with disabilities."

3. **Equal Opportunity Officer Designation**
   The Mid-Carolina WDB local area has designated an Equal Opportunity Officer responsible for ensuring compliance with nondiscrimination requirements, monitoring equal opportunity practices, and managing discrimination complaints.

   Equal Opportunity Officer:
   Tamara Hodge
   Mid-Carolina Regional Council
   6205 Raeford Road
   Fayetteville, NC 28304
   Phone: (910) 323-4191, ext. 45

4. **Complaint Procedures**
   Individuals who believe they have been subjected to discrimination under a WIOA-funded program or activity may file a complaint in accordance with the procedures established in CPS 10-2021. The complaint process ensures that allegations are reviewed and resolved in a fair, timely, and impartial manner.

5. **Access to Policy and Complaint Procedures**
   The full WIOA Nondiscrimination and Equal Opportunity Standards and Complaint Procedures are available for review online at:
   https://www.commerce.nc.gov/commission-policy-cps-10-2021-workforce-innovation-and-opportunity-act-wioa-nondiscrimination-equal

Service providers and workforce system partners within the Mid-Carolina WDB local area must ensure that participants, applicants, employees, and the general public are informed of their rights under these nondiscrimination provisions.

Nondiscrimination/Equal Opportunity Standards and Complaint Procedures

REFERENCES

CPS 10-2021, Change 1: WIOA Nondiscrimination-Equal Opportunity Standards and Complaint Procedures
CPS 10-2021, Change 1: Attachment 1 – NC WIOA Nondiscrimination-Equal Opportunity Standards and Complaint Procedures
CPS 10-2021, Change 1: Attachment 2 – USDOL Fact Sheet

ATTACHMENT

Attachment A: Nondiscrimination Policy, Complaint, And Non-Complaint Procedures

CREATION DATE

July 2022

REVISION DATES

April 2023
December 2024
March 2026

Non-Criminal Complaint Procedures

REFERENCES

PS 15-2015 Non-Criminal Program Complaints

ATTACHMENT

Attachment A: Nondiscrimination Policy, Complaint, And Non-Complaint Procedures

CREATION DATE

September 2024

REVISION DATES

December 2024
March 2026