

Element 2 — Notice and Communication (29 CFR 37.29 through 37.36) **Nondiscrimination and Equal Opportunity Policies**

PART A

WIA Title I-funded Recipients must provide initial and continuous notice that they do not discriminate on any prohibited ground. They must establish procedures to notify registrants, applicants and eligible applicants/registrants, applicants for employment, new and existing employees, unions or professional organizations that hold collective bargaining agreements with the recipients, sub-recipients that receive WIA Title I-funds from the recipients, and members of the general public, including those with limited vision and hearing. These procedures shall describe how recipients will provide staff and customers information about the rights of members of the above groups to file complaints of discrimination, and instructions for doing so.

Each workforce agency has its own data collection. Data on customers and applicants to system services is collected on an annual basis for analysis by the State and LWIA Equal Opportunity (EO) Officers.

1. Notice To Applicants for Service

A notice (Exhibit A) is provided to all applicants for services under the Employment Security (ES) program who are required to sign and certify that they have read, understood, and received a copy of the notice. These applicants for services are also provided with a brochure (Exhibit B) with similar information which is filed in the participant's folder. Similarly, Unemployment Insurance (UI) applicants are provided notices as they proceed through the required ES portion of the program.

2. Notice to Employees and Applicants for Employment

All employees are provided a copy of the brochure (Exhibit B) during orientation. Employees and applicants for employment have access to all policy letters and Department (DLIR) Discrimination Complaint Procedures (Exhibit C) which are posted on all office bulletin boards and are available upon request by an employee or applicant for employment, at any time.

While each local area shall provide training to new employees on a regular basis, in order to communicate the policy of nondiscrimination and equal opportunity, the State E0 Officer may coordinate with LWIA EO Officers, when feasible, joint workshop sessions.

3. Posting of Notice by Recipients

All recipients of the WIA Title I program, One-Stop Centers, and DLIR Offices are required to post in a clearly visible area of their offices to all applicants and employees, the "Equal Opportunity is the Law" poster (Exhibit A). In all locations, where recipients provide services funded by the WIA, language found at [29 CFR 37.30](#), notice of the identity of the State EOO and the local (LWIA) EOO must be posted publicly. The Notice shall contain the following information:

(State EOO/LWIA EOO) name
Position/Title
Address
Phone and TTY/TDD number

In accord with [29 CFR 37.31\(a\)](#), the following bold language shall be made available to all applicants' initial application for services and will be part of the applicant's file. Where participant records are maintained electronically, a data field in the initializing screen for a participant's record shall record that a paper copy of the notice has been provided to the participant. Alternative formats for the required language will be available upon request. Compliance with the provision of alternative formats will be monitored in accordance with the procedures described in Element 7.

"EQUAL OPPORTUNITY IS THE LAW"
(The following bold language is required)

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

Against any individual in the United States, on the basis of race, color, religion, sex. National origin, age, disability, political affiliation or belief; and

Against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/status as a lawfullyadmitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I-financially assisted program or activity.

4. Other Means of Notification

Recipients will disseminate notice of non-discrimination and equal opportunity initially, by all media (brochures, flyers, press releases, news stories, and etc. See Attachment D) in the manner prescribed in 29 CFR 37.29 and .34(b). Recruitment and other public materials shall contain the following statements:

"Equal Opportunity Employer/Program;" and, "Auxiliary aids and services are available upon request to individuals with disabilities,"

along with a TTY/TDD number ([29 CFR 37.34 \(a\)](#)).

It is the policy of the State of Hawaii (DLIR Directive No. 2011-01), "Reasonable Accommodations for Persons with Disabilities," and DLIR Directive No. 2011-3 "Policy Statement For Persons With Disabilities," to ensure that all individuals with disabilities have communication access to programs, services, or activities of the State of Hawaii which are equally effective as that provided to individuals without disabilities (Exhibit E).

Recipients have been instructed, in State of Hawaii WIA Bulletin No. 5-03, of their responsibilities regarding Equal Opportunity notifications and the local area complaint procedures (Exhibit F). Confirmation that One-Stop partners are in compliance with these requirements will also be verified during annual self- evaluations and on-site reviews.

Training of LWIA EO Officers on notification policies shall be conducted at least once every year utilizing various modes of training and communication. Training will cover in depth information on specific topics under the MOA such as the establishment and dissemination of brochures and other materials containing tag lines.

5. Communication with Persons with Limited English Proficiency (LEP)

Hawaii Revised Statutes, Chapter 321C, Language Access Law

Most individuals living in Hawaii read, write, speak, and understand English. There are many individuals, however, who are limited English proficient. Language for limited English proficient persons can be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities, or understanding other information provided by state-funded programs and activities.

The purpose of this part is to affirmatively address, on account of national origin, the language access needs of limited English proficient persons. In providing the delivery of language access services, it has been the intent of the legislature that those services, be guided by Executive Order 13166 and succeeding provisions of the federal law, regulation, or guidance.

Act 290, Session Laws of Hawaii, 2006 (Chapter 321C, Hawaii Revised Statutes) requires every state agency, or any organization receiving state funding that provides services to the public on behalf of the state to take reasonable steps to ensure meaningful access to programs, activities, or services by limited English proficient persons.

The Department of Labor and Industrial Relations has developed the Limited English Proficiency Plan (See Ex. G) so its divisions, offices and related WIA Title I-funded recipient programs may use as guidance to fulfill the requirements of providing meaningful access to LEP persons.

All program information shall be available in alternative formats upon request from individuals with disabilities, or in languages other than English, within the bounds established for reasonable accommodation. If providing reasonable modification or accommodation would result in undue hardship or fundamentally alter the program or activity, the recipient must notify the State EOO and beneficiary in writing of the reasons for refusing to provide accommodation/modification.

PART B

Supporting Documentation

Exhibit A	Certification of Acknowledgement for Non-Discrimination and Equal Opportunity Notice A-1 DLIR General Form & Poster A-2 Oahu WorkLinks Sample Form & Checklist
Exhibit B	"Equal Opportunity Is The Law" Brochure
Exhibit C	Department of Labor and Industrial Relations Directive 2011-04 On Equal Employment Opportunity, Discrimination, Harassment and Retaliation Policies
Exhibit D	Sample Flyers D-1 Workforce Development Division D-2 Oahu WorkLinks
Exhibit E	State of Hawaii and DLIR Directives on Non-Discrimination E-1 DLIR Directive No. 2011-01 Policy Statement On Reasonable Accommodations For Persons With Disabilities E-2 DLIR Directive No, 2011-02 Americans With Disabilities Act (ADA) Complaint Procedures E-3 DLIR Directive No. 2011-03 State of Hawaii Policy Statement for Persons with Disabilities
Exhibit F	State WIA Bulletin No. 5-03 Complaint Procedures
Exhibit G	Department of Labor and Industrial Relations Limited English Proficiency Plan (2011)