

## Fact Sheet for EO Officer Orientation

- What do Equal Opportunity Officers do? Well, they monitor programs, services and activities to make sure participants are treated fairly, without regard to race, color, national origin, age, sex, religion, disability, political affiliation or belief, citizenship and/or participant status.
- Part of this monitoring also includes making sure that new participants receive an orientation about their rights, including the right to file complaints if they believe they have been unlawfully discriminated against.
- The EO Officer should also assist the WIA Director/Manager in preparing for periodic equal opportunity monitoring which is conducted by BCR, or in some instances, USDOL.
- EO Officers are to have complete independence in investigating and attempting to resolve programmatic complaints about WIA.
- This also means they are to be free from retaliation or coercion of any kind. They must also have sufficient time to conduct investigations and attempt informal resolution of these complaints.
- EO Officers work with local level hearing officers, when programmatic complaints are not resolvable through informal procedures. This includes coordinating the hearing process: setting up hearings; scheduling the date, time and place for the hearing; sending out hearing notice letters, and where indicated, witness notifications.
- The EO Officer will be the first point of contact with the Ohio Department of Job and Family Services Bureau of Civil Rights, when BCR receives a complaint alleging unlawful discrimination. When BCR sends out its Letter of Engagement, a copy of that letter will also be sent to the designated Equal Opportunity Officer. The EO Officer shall assist the WIA Director/Manager in responding to BCR's Letter of Engagement and answering the charge.