

JS Complaint System

All EDD local WS sites are required by federal regulations to establish and maintain a complaint system. The purpose of the JS Complaint System is to ensure the resolution of employment-related complaints. Any individual can file a complaint at any EDD local WS site. In most instances, an EDD local WS site attempts local resolution. If local resolution is not achieved, the complaint is elevated to the appropriate enforcement agency. The MAO monitors the complaint resolution process.

The MAO provides JS Complaint System training and technical assistance. Additionally, the MAO maintains the complaint database and the JS Complaint System manual.

Local Farm Worker Forums

Local Farm Worker Forum membership includes public and private agencies, and MSFW organizations. The MAO assists communities with the establishment of Local Farm Worker Forums. The goal of Local Farm Worker Forums is to coordinate services provided by community-based organizations and advocate on behalf of farm workers.



STATE OF CALIFORNIA
LABOR AND WORKFORCE DEVELOPMENT AGENCY
EMPLOYMENT DEVELOPMENT DEPARTMENT
MONITOR ADVOCATE OFFICE

MAO Contact Information

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916-651-9457
Fax: 916-651-9470

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For more information or to file a complaint with the Monitor Advocate Office, please call our toll-free number: 1-866-289-8356.

The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Requests for services, aids, and/or alternate formats need to be made by calling 916-651-9457 (voice). TTY users, please call the California Relay Service at 711.



Monitor Advocate Office Ensuring Equitable Service to Migrant and Seasonal Farm Workers

Mission Statement

The mission of the Monitor Advocate Office (MAO) is to establish and maintain effective relationships with its internal and external customers, ensure compliance with federal and state regulations and policies relative to services to migrant and seasonal farm workers (MSFW), and ensure that equitable employment services are offered to all job seekers.



Background

On June 10, 1980, the Employment and Training Administration of the U.S. Department of Labor (DOL) published final regulations (20 CFR Parts 651, 653, and 658) under the Wagner-Peyser Act governing employment services provided to MSFW by the federal-state public Job Service (JS) system. The regulations established procedures for monitoring a state agency's compliance with Employment Service regulations related to JS activities and procedures for processing alleged violations.

The MAO was established on August 13, 1974, by a court order as a result of a lawsuit filed by the National Association for the Advancement of Colored People and various farm worker organizations against the DOL. The suit claimed that the United States Employment Service discriminated against MSFW. As a result, the MAO was established to monitor and review Employment Development Department (EDD) local Workforce Service (WS) sites to ensure that MSFW and all job seekers are provided equitable employment services.

Purpose

The purpose of the MAO is to:

- Monitor the operations of the Workforce Services Division (WSD) and conduct reviews at designated EDD local WS sites to ensure equity of EDD services.
- Advocate for improving services to MSFW.
- Administer the JS Complaint System.

- Provide oversight of the EDD MSFW Outreach Program in MSFW significant/special circumstance EDD local WS sites.
- Maintain the EDD MSFW Outreach Program manual.

Objectives

The MAO objectives are to:

- Ensure that WSD complies with the federal mandates and EDD's policies and procedures.
- Monitor legislation, regulations, policies, and procedures affecting MSFW.
- Provide training and technical assistance to EDD Central Office and/or EDD local WS sites staff.
- Ensure that employment-related complaints are processed promptly and correctly.
- Assist and participate in the creation of Local Farm Worker Forums.
- Ensure that EDD MSFW Outreach Program resources are properly utilized.
- Act as a liaison between EDD and DOL in matters related to regulatory compliance and equity of employment services.

On-Site Monitoring Reviews

Federal regulations require on-site monitoring reviews conducted annually. The on-site monitoring reviews are designed to determine whether MSFW significant/special circumstance EDD local WS sites are operating in the best interest of MSFW.

EDD local WS sites are considered significant, when MSFW account for at least 10 percent of the JS applicants in a program year.

EDD local WS sites are considered special circumstance, when they are in large agricultural service areas.

The MAO examines compliance relative to:

- Equity and minimum service level indicators (performance data).
- Quality of MSFW and non-MSFW registrations/résumés.
- Processing of agricultural and non-agricultural job orders.
- Operation of the EDD MSFW Outreach Program.
- Operation of the JS Complaint System.
- Integration of services in One-Stop Career Centers.

EDD MSFW Outreach Program

The purpose of the EDD MSFW Outreach Program is to:

- Contact agricultural employers to offer assistance with labor needs, provide labor laws information, and promote the EDD MSFW Outreach Program.
- Contact MSFW who are not reached by the normal JS intake system, in their place of employment, living area, and/or wherever MSFW congregate.
- Encourage MSFW to visit EDD local WS sites to obtain the full range of services available to all EDD customers.