

## **DEPARTMENT OF WORKFORCE DEVELOPMENT**

### **Equal Rights**

Equal Rights legislation has been enacted to protect employees and employers. It is vitally important that this information is made available to those that need it on a demand basis.

With Centurion's Equal Rights Interactive Voice Response (IVR) solution in place, presentation of the following topics is available to callers via telephone:

- Discrimination laws regarding disability, sexual harassment, pregnancy, equal pay, housing laws, equal treatment, home buyer and tenant rights, among others.
- Wage topics including unpaid wages, minimum wage, overtime, commissions and tips.
- Labor laws related to child labor, public works projects, hours of work and open public records.
- Paid and unpaid leave topics covering family medical leave, unpaid vacation, injured workers, among others.

Each menu selection offers a brochure or complaint form and if requested, the call transfers to a form filler script.

No ID number or PIN is needed to access this application.

#### **How does it work?**

Callers are guided through menu selections of pre-recorded script messages via touch-tone or spoken responses. Each menu selection offers a brochure or complaint form. If requested, the call transfers to a form-filler script that prompts for mailing information. Form-filler detail is transcribed by authorized personnel accessing an Administrative Menu of transcribing options.