

San Jose One-Stop
1601 Foxworthy Ave
San Jose, CA 95118

Campbell One-Stop
2450 S. Bascom Ave
Campbell, CA 95008

Gilroy One-Stop
7800 Arroyo Circle Ste. A
Gilroy, CA 95020

Morgan Hill Satellite
17666 Crest Ave
Morgan Hill, CA 95037

Orientation Information needed to register for work2future services

- Review 4 step process
- **REGISTER ON CaIJOBSSM prior to coming to orientation www.caljobs.ca.gov**
- Complete Customer Information Form
- Complete the WIA Application
- Review "LISTS OF ACCEPTABLE DOCUMENTS" (right to work) Form and **must have** original Documents
- Review Center Rules of Conduct
- Complete information as thoroughly as possible

PLEASE NOTE: All right to work documents must be Unexpired

1. Proof of your right to work in the United States (original documents) e.g.
 - Drivers License **and** Social Security card **or** U.S. Passport
 - Permanent Resident Card
 - Employment Authorization containing photo

You will also need to provide the following items, if they apply to your situation:

2. Documentation of your last day worked:
 - Letter on company letterhead indicating last day worked **or**
 - EDD Notice of Unemployment Insurance (U.I.) claim filed
3. Documentation of **eligibility/ineligibility** for Unemployment Insurance benefits:
 - U.I. Award Letter/Extension Letter **AND** UI claim form stub
 - EDD Notice of Unemployment Insurance Award, exhaustion of benefits or ineligibility due to insufficient base period earnings
4. **If you are a male born after January 1, 1960**, work2future will confirm your selective service status.
5. **If you are a Veteran**, documentation from Department of Defense or Veterans Affairs, such as DD-214 or Veterans Administration Letter / Records

IF YOU REQUIRE A SPECIAL ACCOMODATION – E.G. ASSISTIVE TECHNOLOGY FOR VISUAL OR HEARING IMPAIRMENT PLEASE INDICATE THIS ON THE CUSTOMER INFORMATION FORM

AN EQUAL OPPORTUNITY PROGRAM

Auxiliary aids and services available upon request to individuals with disabilities

4-Step Process to access work2future services

Step 1

work2future Orientation
an overview of services offered at work2future

Step 2

Verification of Right-to-Work Documents and completion of documents

Step 3

Completion of enrollment application / Issue work2future ID Passport Card/Review
Center Rules /Skills Assessment

Step 4

Meet with a Talent Coach to develop an
Individual Employment Plan (IEP).

**If you do not access work2future services for a 90-day period you will
need to repeat the application process.**

work2future One-Stop Center San Jose

1601 Foxworthy Avenue
San Jose, California 95118
(408) 794-1100

work2future One-Stop Center Campbell

2450 S. Bascom Avenue
Campbell, California 95008
(408) 369-3606

work2future One-Stop Center Gilroy

7800 Arroyo Circle Ste. A
Gilroy, California 95020
(408) 846-1480

work2future Satellite Office Morgan Hill

17666 Crest Avenue
Morgan Hill, CA
(408) 776-8248

CUSTOMER INFORMATION

Name : _____ Contact Number: _____ Date: _____

Are you currently working* Yes No If YES what is your current occupation : _____

Were you laid off within the last 2 years? Yes No If YES Date of Layoff _____

Employer at the time of Layoff? _____ Hourly Wage at time of employment: \$ _____

When you were laid off, did you have an overview of services from EDD, work2future or Nova Yes No

Income for the past 6 months (Gross) \$ _____ DO NOT INCLUDE UNEMPLOYMENT INSURANCE (if applicable)

Educational Level: GED High School Diploma AA BA/BS MA/MS PhD

Highest grade completed if not high school graduate: _____ Have you received WIA funded/or any other training in the past? No Yes If Yes, Name of school and type of training: _____

What type of Work or Occupation are you looking for?

1. _____ Experience: _____ years _____ months

2. _____ Experience: _____ years _____ months

3. _____ Experience: _____ years _____ months

California Driver's License: ^(Class A) Truck ^(Class B) Bus ^(Class C) Car ^(Class M) Motorcycle None

Will you provide references if requested Yes No Are you willing to relocate? Yes No

Do you want perspective employers to view your resume? Yes No

EMPLOYMENT HISTORY – Please provide the last 10 years of employment

Employer Name:		Phone:	Wages (hourly)		
Address/Zip:		City:	State:		
Industry:		Job title:			
Occupation:		From:	To:	Years #	Months #
Certificate/License Required:	Have Certificate/License Yes <input type="checkbox"/> No <input type="checkbox"/>		Certificate/License Description:		
Summary of Job Duties:		Reason for Leaving:			

Employer Name:		Phone:	Wages (hourly)		
Address/Zip:		City:	State:		
Industry:		Job title:			
Occupation:		From:	To:	Years #	Months #
Certificate/License Required:	Have Certificate/License Yes <input type="checkbox"/> No <input type="checkbox"/>	Certificate/License Description:			
Summary of Job Duties:		Reason for Leaving:			

Employer Name:		Phone:	Wages (hourly)		
Address/Zip:		City:	State:		
Industry:		Job title:			
Occupation:		From:	To:	Years #	Months #
Certificate/License Required:	Have Certificate/License Yes <input type="checkbox"/> No <input type="checkbox"/>	Certificate/License Description:			
Summary of Job Duties:		Reason for Leaving:			

Do you require any special accommodation? If YES, Please explain below:

California State policy requires that a copy of the Eligibility Documentation based on the information below be kept on file as verification of your eligibility for the Dislocated Workers Program. Please complete the self-certification form below. This information will be verified and documentation will be collected with your former employer, through the State Employment Development Department or other as indicated below.

I, _____ am eligible for the Dislocated Worker Program based on the following reason:
 Print Name

Please Check One (1 thru 6)

- 1. Termination of employment/Layoff – Provide backup AND I am currently receiving UI benefits - Provide backup – Need UI Award Letter/Extension Letter AND UI Claim forms stub OR my UI benefits are exhausted Need Backup OR I have been employed for a duration sufficient to demonstrate attachment to the workforce(see TAG for definition), but I am not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that was not covered under a State unemployment compensation law; AND I am Unlikely to Return to my previous occupation based on: See - **UNLIKELY TO RETURN** form (please have customer complete).
- 2. Plant Closure/Substantial Layoff (Refer to TAG definition and appropriate documentation of Substantial Layoff) – **Provide backup**
- 3. Self-Employed - (Including employment as a farmer, a rancher, or a fisherman) but I am **unemployed** as a result of general economic conditions in the community in which I reside or because of a natural disaster(s). (Refer to TAG definition and appropriate documentation of Self-employed) – **Provide Backup**
- 4. Displaced Homemaker - (Refer to TAG definition and appropriate documentation of Displaced Homemaker) – **Provide Backup**
- 5. Voluntarily terminated employment and Unemployment Insurance eligible – See TAG for - **Required Backup**
- 6. Eligible spouses of veteran – Refer to Directive: WSD08-10 Veterans' Employment and Training Service 20 CFR Part 1010 Priority of Service for Covered Persons; Final Rule

I certify that the above information is correct to the best of my knowledge, and I understand that this information may be verified with my former employer or through the Employment Development Department (EDD) or other as indicated above.

 Customer Signature _____
 Date

For further clarification see work2future TAG Table of Documentation and Local Definitions

AUTHORIZATION FOR STAFF USE ONLY: Client is: **ELIGIBLE** **INELIGIBLE**

The above information has been verified: Yes No **Verification Source: Attach applicable documentation**

Contact person (Name): _____ (Title): _____ Phone #: _____

I have verified that this person is eligible/Ineligible for participation in the dislocated worker program for the following reason(s): ***Please use back of this form if additional space is needed***

 Verifying Staff Signature _____
 Date

**To be used if a customer's dislocation falls under #1.
Unlikely to Return to Previous Occupation - Applicant Statement**

Please check which applies to the customer, CUSTOMER MUST READ BELOW, ATTACH BACKUP DOCUMENTATION AS INDICATED AND SIGN BELOW.

1. An individual who, at the time of application,
- (a) is determined to be working in a declining industry or occupation – If YES please check box #4
 - (b) has a lack of job offers – If YES please check box # 5
 - (c) has worked in an industry or occupation for which there are limited job orders posted as certified by local EDD field Office personnel

For the above PLEASE PROVIDE/ATTACH information from an Internet site, such as CalJOBS that indicates lack of industry/occupation availability or a Screen print of Labor Market Information Division screens that indicates lack of industry/occupation availability

2. An individual who has physical or other problems which would preclude reentry into the former industry or occupation, as documented by a physician or other applicable professional – PLEASE PROVIDE/ATTACH a Doctor's statement indicating applicant's inability to return to previous industry/occupation due to physical limitations or applicant statement if information is not readily available.
3. An individual who has been referred through the Worker Profiling and Reemployment Services System - Initial Assistance Workshop (IAW) – PLEASE PROVIDE/ATTACH appointment letter or documented telephone verification from the EDD field office will suffice.
4. Worked in a declining industry/occupation,(20% or less) (for which there are limited job orders) as documented on State or locally-developed lists of such industries/occupations. State lists are available from the Employment Development Department's (EDD) Labor Market Information Division. Local lists must be developed by an appropriate entity, such as the Chamber of Commerce, the Local board, economic development agency, a qualified consultant/educational entity, or other valid public use quality source of labor market information. PLEASE PROVIDE/ATTACH information from the EDD Labor Market site.
5. Has had a lack of job offers as documented by work2future - rejection letters from employers/no response in the area, or other documentation (Applicant Statement) of unsuccessful efforts to obtain employment in the prior industry/occupation - PLEASE PROVIDE/ATTACH backup documentation to validate above. (Five (5) or more applications submitted with no response)
6. Is insufficiently educated and/or does not have the necessary skills for reentry into the former industry/occupation, as documented through the assessment of the client's educational achievement levels, testing, or other suitable means. Please write in customer's case note if Student, H.S. or less is indicated in Application for insufficiently educated.
7. Military Wife – Proof of "Spouse of Qualifying Veteran" or spouse can sign below.
8. Farm workers
- Change in family situation that requires higher income;
 - Disability that precludes returning to the same occupation;
 - Natural disaster that results in lost wages;
 - Loss of agricultural land;
 - Mechanization; or
 - Any significant variance to normal seasonal employment patterns, resulting in uncertain return-to-work dates.

Additionally, permanent closures or a substantial layoff from agricultural enterprises and facilities such as packaging, canneries, or farming are not excluded from the standard under WIA Section 101(9)(B). The WIA Section 101(9)(C) standard regarding those that were self-employed (including employment as a farmer, a rancher, or a fisherman) and are unemployed due to economic conditions that resulted from extreme or unusual weather patterns and agricultural market downturns can also apply to farmworkers.

I hereby certify that I attest that the information stated above is true and accurate, and understand that the above information, if misrepresented, or incomplete, may be grounds for immediate termination from WIA services.

Customer Signature

Date

WIA APPLICATION – FILL OUT AS APPLICABLE

05 Last Name _____ **06 First Name** _____ **Middle** _____

07 Street Address (Residence)	City State (Residence)	08 ZIP (Residence)	09 Phone (Residence)
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14 Citizen	14b Eligibility to Work
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15 Alien Doc #	15a Alien Doc Exp Date
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Driver License #	Driver License Exp Date
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16 Gender	17 Birthdate	18 Age	19 Assessed	20 Selective Service Registration
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21 Race	Concurrent Participation
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42 Disabled	43 Limited English	44 Substance Abuse
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45 Basic Skills Deficient	46 Offender
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51 Family TANF	52 Family GA	53 Family RCA
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54 Family SSI	55 Family Food Stamps	56 Number In Family	57 Number Of Dependents <Age 18
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58 Family Status	59 Family Income (Prior 6 mos)	60 Low Income	61 TANF Exhaustee
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[Max of 70%LLSIL and Poverty Guidelines \(Effective Date 3/26/2009\)](#)

Family Size	1	2	3	4	5	6	Each Add'l
6 Months	5415	8036.5	11030	13616.5	16069	18793.5	2724.5

62 Homeless	63 Poor Work History	64 Unemployment Insurance
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65 Veteran Status	66 Disabled Veteran	67 Veteran Separation Date
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68 Recently Separated Veteran	69 Campaign Veteran	70 Spouse of Qualifying Veteran
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71 Highest Grade Completed	72 Education Status
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81 Labor Force Status	82 Weeks Not Employed Last 26 Weeks	83 Hourly Wage	84 Referred by WPRS (Profiling)
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85 Dislocated Worker	86 Dislocation Date
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88 Job Title	90 Tenure at Employer of Dislocation (months)
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91 Client's Email:	Send Email: YES
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93 Employer Name

Employer Address	Employer City/State	Employer ZIP	Employer Telephone
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LISTS OF ACCEPTABLE DOCUMENTS

All documents must be unexpired

LIST A

**Documents that Establish Both
Identity and Employment
Authorization**

LIST B

**Documents that Establish
Identity**

LIST C

**Documents that Establish
Employment Authorization**

	OR		AND
1. U.S. Passport or U.S. Passport Card		1. Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address	1. Social Security Account Number card other than one that specifies on the face that the issuance of the card does not authorize employment in the United States
2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)		2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address	2. Certification of Birth Abroad issued by the Department of State (Form FS-545)
3. Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa		3. School ID card with a photograph	3. Certification of Report of Birth issued by the Department of State (Form DS-1350)
4. Employment Authorization Document that contains a photograph (Form I-766)		4. Voter's registration card	4. Original or certified copy of birth certificate issued by a State, county, municipal authority, or territory of the United States bearing an official seal
5. In the case of a nonimmigrant alien authorized to work for a specific employer incident to status, a foreign passport with Form I-94 or Form I-94A bearing the same name as the passport and containing an endorsement of the alien's nonimmigrant status, as long as the period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form		5. U.S. Military card or draft record	5. Native American tribal document
		6. Military dependent's ID card	6. U.S. Citizen ID Card (Form I-197)
		7. U.S. Coast Guard Merchant Mariner Card	7. Identification Card for Use of Resident Citizen in the United States (Form I-179)
		8. Native American tribal document	8. Employment authorization document issued by the Department of Homeland Security
		9. Driver's license issued by a Canadian government authority	
		For persons under age 18 who are unable to present a document listed above:	
6. Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-94A indicating nonimmigrant admission under the Compact of Free Association Between the United States and the FSM or RMI		10. School record or report card	
		11. Clinic, doctor, or hospital record	
		12. Day-care or nursery school record	

Illustrations of many of these documents appear in Part 8 of the Handbook for Employers (M-274)

Welcome to the work2future One-Stop. To assist you in your career search and enhance the overall experience for you and all our customers, please observe the following Rules of Conduct specific to use at each One-Stop facility:

No weapons of any kind are permitted in the One-Stop.

1. The One-Stop and its equipment are for job search purposes only. Phones are not to be used for personal phone calls.
2. For safety reasons, children are not allowed in the One-Stop
3. Do not modify or alter job postings, equipment, flyers, or signage located in the One-Stop.
4. Keep personal conversation to a minimum and at low volume. Abusive or disrespectful language or behavior will not be tolerated.
5. Keep cell phones turned down or on vibrate. All personal calls are to be made and answered outside of the Talent Marketing and Welcome areas.
6. Materials may not be posted or distributed without One-Stop management approval.
7. Unemployment Insurance calls can only be made in the designated area.
8. Please leave your work area clean.
9. The One-Stop will provide up to ten (10) photocopies and up to five (5) faxes per day. Please ask staff for assistance.

Rules for use of One-Stop Talent Marketing Area (TMA) computers

- You can sign up for a two-hour session each day.
- If computers are available, you may sign up for more than one session per day.
- For computer problems please contact TMA Reception Staff.
- You may sign up for a single specific two-hour session up to five (5) days in advance.
- Do not download any personal information to the computers. Do not modify or alter the computers.
- Computers may not be used to view, download, or print profanity or discriminatory or pornographic material.
- Food and drinks are not permitted in the TMA.

THESE RULES OF CONDUCT ARE INTENDED TO ENSURE ALL CUSTOMERS HAVE AN OPTIMAL EXPERIENCE. IF YOU CHOOSE NOT TO COMPLY WITH THESE RULES OF CONDUCT, STAFF HAS THE RIGHT TO ASK YOU TO LEAVE THE ONE-STOP. THANK YOU.

Please sign (acknowledgement of rules): _____

W2FWIB – OD; Ver.1 - 3.09

Release Date:

To: All work2future providers of services

Revised/Released:

From: Christopher Donnelly, Assistant Director

Effective Date: April 1, 2009

SUBJECT: NONDISCRIMINATION AND EQUAL OPPORTUNITY PROCEDURES NOTICE



Reference: WSD07-6, January 16, 2008; Workforce Investment Act; Title 20 CFR 667.600

OPERATIONAL DIRECTIVE

1290 Parkmoor Avenue • San Jose • CA • 95126-3449
2450 Bascom Avenue, Campbell, CA 95008
7800 Arroyo Circle, Gilroy, 95020

NOTICE TO INTERESTED PARTIES:

work2future provides program services and/or training made possible by WIA and Wagner-Peyser funding. work2future staff, its partner staff, its contractors, and any person or agency receiving funding from work2future must comply with the procedures and reporting requirements of the State Directive referenced above. All providers of services must establish, document, and implement procedures as specified in these Directives. Persons filing a complaint (complainants) shall be free from restraint, coercion, reprisal, or discrimination; both state and federal law prohibit retaliation against a complainant.

If you want to file a complaint, please see the receptionist at the front desk to receive a copy of the Nondiscrimination and Equal Opportunity Policies and Procedures and all relevant forms. All necessary information to contact the Customer Relations Manager will be made available. The Customer Relations Manager will provide technical assistance to the complainant regarding how to file or amend the complaint and will, additionally, provide clarifications and interpretations of relevant provisions

Nondiscrimination and Equal Opportunity Notice:

It is against the law for any recipient of federal financial assistance to discriminate:

- Against any individual in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief.
- 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 lawfully admitted immigrant authorized to work in the United States, or his or her participation in an WIA Title I, financially assisted program or activity.

As recipients, work2future, its contractors, and its vendors may not discriminate in any of the following areas: (1) deciding who will be admitted, or have access to, any WIA Title I financially assisted program or activity; (2) providing opportunities in, or treating any person with regard to such a program or activity; or (3) making employment decisions in the administration of, or in connection with, such a program or activity.

If you think you have been subjected to discrimination under a WIA Title I financially assisted program or activity, you may file a complaint within **180 days** from the date of the alleged violation with work2future's Customer Relations Manager for immediate referral to the City of San Jose's Equal Opportunity (EO) Officer, or you may file your complaint with:

The Civil Rights Center (CRC)
U. S. Department of Labor
200 Constitution Avenue, NW, Room N-4123
Washington, DC 20210

If you file your complaint with work2future/City of San Jose, the Local Workforce Investment Area (LWIA) is allowed 90 days to issue a written Notice of Final Action before you file a complaint with the CRC. If the LWIA does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the LWIA to issue that Notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with work2future).

If the LWIA *does* give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

My signature below certifies that I have read and understand the Nondiscrimination and Equal Opportunity procedure for WIA programs operated by work2future; if requested, I have received a copy of the referenced Employment Development Department's Nondiscrimination and Equal Opportunity Procedures Directive.

Participant's Printed Name: _____ **Badge/Application #:** _____

Participant's Signature: _____ **Date:** _____

W2FWIB – OD; Ver.1 - 3.09

Release Date:

To: All work2future providers of services

Revised/Released:

From: Christopher Donnelly, Assistant Director

Board Approved: 6/18/09

Effective Date: April 1, 2009

SUBJECT: GRIEVANCE AND COMPLAINT PROCEDURE



Reference: WSD-08-4, September 3, 2008; Workforce Investment Act; Title 20 CFR 667.600

OPERATIONAL DIRECTIVE

1290 Parkmoor Avenue • San Jose • CA • 95126-3449
2450 Bascom Avenue, Campbell, CA 95008
7800 Arroyo Circle, Gilroy, 95020

NOTICE TO INTERESTED PARTIES:

work2future provides program services and/or training made possible by WIA and Wagner-Peyser funding. work2future staff, its partner staff, its contractors, and any person or agency receiving funding from work2future must comply with the procedures and reporting requirements of the State Directive referenced above. All providers of services must establish, document, and implement procedures as specified in these Directives. Persons filing a complaint (complainants) shall be free from restraint, coercion, reprisal, or discrimination; both state and federal law prohibit retaliation against a complainant.

If you want to file a complaint, please see the receptionist at the front desk to receive a copy of the Grievance and Complaint Policies and Procedures and all relevant forms. All necessary information to contact the Customer Relations Manager will be made available. The Customer Relations Manager will provide technical assistance to the complainant regarding how to file or amend the complaint and will, additionally, provide clarifications and interpretations of relevant provisions.

The filing of the complaint with the LWIA (work2future) shall be considered as a request for a hearing. If you file a complaint, work2future will attempt to resolve the complaint informally. A copy of the complaint shall be sent to the Contractor/Vendor, as applicable, and both parties notified of the opportunity for an informal resolution. When the complaint has been resolved through the informal resolution process, the LWIA (work2future) shall attempt to contact the complainant and have him or her provide a written withdrawal of the complaint within 10 days of the receipt of the notice of resolution or impasse where a complainant decides not to proceed to an administrative hearing. The LWIA shall maintain copies of the correspondence. If this informal process does not resolve the complaint, you will have the right to be heard by an impartial Hearing Officer.

The following principles and rules apply to all grievances and complaints (except Discrimination and Equal Opportunity complaints):

1. Hearings on any grievance or complaint shall be conducted within 30 days of filing and decisions shall be made no later than 60 days after filing.
2. The complainant and the respondent must be notified in writing of the hearing 10 days prior to the date of the hearing.
3. All complaints must be made in writing within 1 year of the alleged occurrence.
4. Complainants have the right to withdraw their complaints (in writing) at any time before the hearing. A complaint can be amended to correct technical deficiencies but not to add issues.
5. Complainants can be represented, at their expense, by a person(s) of their choice at all levels of the complaint process.
6. Complainants must exhaust LWIA (work2future) level hearing procedures before appealing to the State except where the State determines that the LWIA (work2future) procedures do not comply with State Procedures.

At each step of the complaint process, the participant must be notified in writing of the next procedural step. WIA participants who do not receive a written decision within 60 days of filing their complaint or who received an unsatisfactory decision may file a complaint with:

Employment Development Department (EDD)
Attn: Compliance Review Division, MIC-22M
P.O. Box 826880
Sacramento, CA 94280-0001

A participant has the right to request a State Hearing within 10 days of the date of the decision. The State Review will be limited to violations of the Workforce Investment Act (WIA), implementing WIA regulations or this grant agreement. The review shall be limited to the record established at the LWIA hearing.

My signature below certifies that I have read and understand the official grievance and complaint procedure for WIA programs administered by work2future; if requested, I have received a copy of the referenced EDD Grievance and Complaint Procedures Directive.

Participant's Printed Name: _____ Badge/Application #: _____

Participant's Signature: _____ Date: _____