

## **Documents to bring to Orientation to register for work2future services**

- Review 4 step process
- Complete Customer Information Form
- Complete the WIA Application
- Review “LISTS OF ACCEPTABLE DOCUMENTS” (right to work) Form and bring original Documents on the day of your scheduled orientation
- Review Center Rules of Conduct
- Complete information as thoroughly as possible and return on date of Orientation

### **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. check stub **or**
  - 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 I.D.

## 4-Step Process to access work2future services San Jose Office Only

### **Step 1**

work2future Orientation  
an overview of services offered at work2future  
(30 minutes)

Offered Mornings: 9:00 and 11:00  
Offered Afternoons: 1:00, 3:00  
**(except Fridays – last orientation at 1:00)**

### **Step 2**

Verification of Right-to-Work Documents and completion of documents  
Bring required eligibility documents to the appointment  
(30 minutes)

### **Step 3**

Completion of enrollment application / Issue work2future ID Passport Card/Review  
Center Rules /Skills Assessment  
(30 minutes)

### **Step 4**

Appointment with a Talent Coach will be made 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**

1290 Parkmoor Avenue  
San Jose, California 95126  
(408) 794-1100

**CUSTOMER INFORMATION**

Customer: \_\_\_\_\_ 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: <sup>(Class A)</sup> Truck  <sup>(Class B)</sup> Bus  <sup>(Class C)</sup> Car  <sup>(Class M)</sup> 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:			
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:			

**DISLOCATED WORKER DETERMINATION IF APPLICABLE** – Date of enrollment into the work2future program must be within two years of dislocation date. Based on the dislocation date, a Welcome Team Member will confirm your eligibility and will advise you if you need to complete the information below.

## I am eligible for the Dislocated Worker Program based on the following:

Please Check One of 1 thru 7 and complete the questions below:

- 1. Terminated/Laid Off and Eligible for UI and Unlikely to Return to previous occupation – has been terminated or laid off, or who has received a notice of termination or layoff, from employment **and** is eligible for or has exhausted entitlement to unemployment compensation; **OR** has been employed for a duration sufficient to demonstrate, to the appropriate entity at a one-stop center referred to in Section 134(c), attachment to the workforce, but is 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** is unlikely to return to a previous industry or occupation.
- 2. Has voluntarily terminated employment, and is receiving, or has been determined eligible to receive unemployment compensation or has subsequently exhausted entitlement to unemployment compensation since terminating employment voluntarily, and is unlikely to return to a previous industry or occupation.
- 3. Plant Closure/Substantial Layoff has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise.
- 4. Plant/Facility Closure- Is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or for purposes of eligibility to receive services other than training services described in Section 134(d)(4), intensive services described in Section 134(d)(3), or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close.
- 5. Self-Employed - was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters.
- 6. Displaced Homemaker - an individual who has been providing unpaid services to family members in the home and who (A) has been dependent on the income of another family member but is no longer supported by that income; **AND** (B) is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.
- 7. Exiting Military Service Members and Spouses of Active Military Service Members (Exiting Military Service members must qualify as eligible veteran for services – Military Spouse - See definitions below).

**Veteran:** An individual who served in the active military, naval or air service, and who was discharged or released from such service under conditions other than dishonorable, which may include National Guard or Reserve Personnel.

**Military Spouse:** An individual who is married to an active duty service member including National Guard or Reserve personnel on active. The surviving spouse of an active duty service member who lost his/her life while on active duty service in Afghanistan, Iraq or other combat-related areas in considered to be a military spouse.

\*An eligible Dislocated Worker remains eligible for assistance after dislocation as long as the individual has not been employed in a job since dislocation and prior to application that paid a wage defined by the local board as a self-sufficient dislocated worker wage or leading to self-sufficiency or providing more than stopgap employment. "Stopgap employment" means work an individual does only because he has lost the customary work for which his training, experience or work history qualifies him (see"underemployed"). Employment would be considered "stopgap" if the salary were substantially below the salary of the individual's primary occupation and/or if he is working substantially under the skill level of his customary occupation [adapted from kansasjobs.org.]. There may be times when stopgap employment provides a self sufficient wage, e.g., contract employment or employment obtained through a temporary employment services agency. Such employment would not change the individual's dislocated worker status. The determination about whether or not an individual's employment since dislocation is stopgap employment must be made on a case by case basis and take into consideration an individual's personal, family, financial, and employment situation. (Individuals engaged in stopgap employment are reported as not employed).

05 Last Name	06 First Name	Middle
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07 Street Address (Residence)	City State (Residence)	08 ZIP (Residence)	09 Phone (Residence)
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14 Citizen <input type="checkbox"/> Yes <input type="checkbox"/> No	14b Eligibility to Work <input type="checkbox"/> Yes/The client is eligible to work in the <input type="checkbox"/> No/The client is Not eligible to work in the
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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 <input type="checkbox"/> Female <input type="checkbox"/> Male	17 Birthdate	18 Age	20 Selective Service Registration 1 <input type="checkbox"/> Yes, Registered 2 <input type="checkbox"/> No, Not Registered 3 <input type="checkbox"/> Exempt 4 <input type="checkbox"/> Not Registered
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21 Race (Select 1 or more)	<input type="checkbox"/> AD Filipino	<input type="checkbox"/> AE Guamanian	<input type="checkbox"/> AF Hawaiian	<input type="checkbox"/> AG Japanese	<input type="checkbox"/> AH Korean	<input type="checkbox"/> AI Laotian	<input type="checkbox"/> AJ Samoan	<input type="checkbox"/> AK Vietnamese	<input type="checkbox"/> AL Other Asian/Pacific Island	<input type="checkbox"/> AO Other Asian	<input type="checkbox"/> BL Black – Not Hispanic	<input type="checkbox"/> HI Hispanic	<input type="checkbox"/> NA American Indian/Alaskan Native	<input type="checkbox"/> WH White – Not Hispanic
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42 Disabled <input type="checkbox"/> Yes <input type="checkbox"/> No	43 Limited English <input type="checkbox"/> Yes <input type="checkbox"/> No	44 Substance Abuse <input type="checkbox"/> Yes <input type="checkbox"/> No
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45 Basic Skills Deficient <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Applicable	46 Previous Offence <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Applicable
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51 Family TANF <input type="checkbox"/> Yes <input type="checkbox"/> No	52 Family GA <input type="checkbox"/> Yes <input type="checkbox"/> No	53 Family RCA <input type="checkbox"/> Yes <input type="checkbox"/> No
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54 Family SSI <input type="checkbox"/> Yes <input type="checkbox"/> No	55 Family Food Stamps <input type="checkbox"/> Yes <input type="checkbox"/> No	56 Number In Family	57 Number Of Dependents <Age 18
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58 Family Status 1 <input type="checkbox"/> Parent in one-parent family 2 <input type="checkbox"/> Parent in two-parent family 3 <input type="checkbox"/> Other family Member	4 <input type="checkbox"/> Not a family Member 5 <input type="checkbox"/> Not reported	59 Family Income (Prior 6 mos)	60 Low Income <input type="checkbox"/> Yes <input type="checkbox"/> No	61 TANF Exhaustee <input type="checkbox"/> Yes <input type="checkbox"/> No
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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 <input type="checkbox"/> Yes <input type="checkbox"/> No	63 Poor Work <input type="checkbox"/> Yes <input type="checkbox"/> No	64 Unemployment Insurance 1 <input type="checkbox"/> Yes, UI Claimant 2 <input type="checkbox"/> Exhaustee 3 <input type="checkbox"/> No
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65 Veteran Status 1 <input type="checkbox"/> Yes, <= 180 days 2 <input type="checkbox"/> No, > 180 days 3 <input type="checkbox"/> No	66 Disabled Veteran 1 <input type="checkbox"/> Yes 2 <input type="checkbox"/> Yes, Special disabled 3 <input type="checkbox"/> No	67 Veteran Separation Date
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68 Recently Separated Veteran <input type="checkbox"/> Yes <input type="checkbox"/> No	69 Campaign Veteran 1 <input type="checkbox"/> Vietnam-era 2 <input type="checkbox"/> Other Campaign Veteran 3 <input type="checkbox"/> No	70 Spouse of Qualifying Veteran <input type="checkbox"/> Yes <input type="checkbox"/> No
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71 Highest Grade Completed	<input type="checkbox"/> GED <input type="checkbox"/> High School <input type="checkbox"/> AA <input type="checkbox"/> BA/BS <input type="checkbox"/> PhD <input type="checkbox"/> Other _____
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72 Education Status	1 <input type="checkbox"/> Student, H.S. or less 2 <input type="checkbox"/> Student, attending post H.S. 3 <input type="checkbox"/> Out-of-School, H.S. dropout 4 <input type="checkbox"/> Out-of-School, H.S. grad, employment difficulty 5 <input type="checkbox"/> Out-of-School, H.S. grad, no employment difficulty 6 <input type="checkbox"/> Alternative School
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81 Labor Force Status <input type="checkbox"/> Employed <input type="checkbox"/> Not Employed	82 How many weeks have you been unemployed?	83 Hourly Wage	84 Referred by WPRS (Profiling) <input type="checkbox"/> Yes <input type="checkbox"/> No
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85 Dislocated Worker 1 <input type="checkbox"/> Terminated, Laid off or Voluntarily terminated employment and is UI eligible 2 <input type="checkbox"/> Received Notice of Layoff 3 <input type="checkbox"/> Long Term Unemployed 4 <input type="checkbox"/> Self Employed 5 <input type="checkbox"/> Displaced Homemaker 9 <input type="checkbox"/> Not Applicable	86 Dislocation Date	87 Job Code at Dislocation
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88 Job Title at dislocation	89 Dislocation Industry Code	90 Tenure at Employer of Dislocation (months)
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91 Client's E-Mail:
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93 Employer Name
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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	
		<b>For persons under age 18 who are unable to present a document listed above:</b>	
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 San Jose 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 of the San Jose 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 San Jose 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.
10. Limited office supplies are provided. Please ask staff for assistance.

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

- You may 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.**

**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

work2future  
opportunity • jobs • success

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

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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: \_\_\_\_\_