

WIOA

Youth and Adult

HANDBOOK

Welcome to the Workforce Innovation and Opportunity Act (W.I.O.A.)

The WIOA goal is to help our participants obtain permanent employment. To do this, we assist eligible youth and adults with an opportunity to further their education and/or training and enhance employment skills through enrichment activities. You and your WIOA representative/counselor will develop a plan that will identify your goals and the activities that you will participate in while in WIOA training.

As part of your WIOA participation, you will be required to keep in contact with your WIOA counselor on a regular basis. These contacts are to help you reach your goals. Developing positive habits and skills will help you in securing a job in the future. Reasonable accommodations are available upon request for individuals with disabilities.

Workforce Innovation and Opportunity Act
3405 S Center St
Marshalltown, IA 50158
641-844-6985
Fax: 641-754-1443

CUSTOMER SATISFACTION

Customer satisfaction is very important under the Workforce Innovation and Opportunity Act. Anyone who exits the WIOA Program may be contacted for information on his/her level of satisfaction for the services they received.

YOUR RESPONSIBILITY – Because it’s a team effort!

You are responsible for following through on your planned activities. You must also keep the WIOA counselor informed of any problems, questions, or changes that come up.

INFORMATION RELEASE

Your name, title, position, employment/training sites, wages or payments received, employing/training agent, and date of enrollment are public. All other information is confidential and will only be disclosed to the people who are working in or for the WIOA Program unless required or allowed by Federal or State law or rule.

YOUR RIGHTS

If for some reason you believe that you have been treated unfairly or have any dispute involving the WIOA Program, you have the right to try to change the situation. A complaint procedure has been developed to help you find a remedy. You may use the procedure even if other complaint or grievance procedures are available to you.

COMPLAINT PROCEDURE

1. Timelines on Filing a Complaint
Complaints must be filed within 90 calendar days of the alleged occurrence.
2. Where to File a Complaint
All complaints against the Grantee, Administrative Entity, RWIB, CEO, subcontractor or subgrantee alleging a violation of the WIOA, regulations, grant or other agreement under WIOA; and complaints arising from auditing, monitoring or investigations shall be filed with:

Complaint Officer
IowaWORKS Center
3405 S Center St
Marshalltown, IA 50158
3. What to Include in a Complaint
Complaints must be clearly portrayed as such by the complainant and must satisfy the following requirements:
 - a. Complaints must be legible and signed by the complainant or the complainant's authorized representative;
 - b. Complaints must pertain to a single subject, situation or set of facts and pertain to issues over which the region has authority;
 - c. The name, address and phone number (or TDD number) must be clearly indicated. If the complainant is represented by an attorney or other representative of the complainant's choice, the name, address and phone number of the representative must also be indicated on the complaint;
 - d. Complaints must state the name of the party or parties complained against and, if known to the complainant, the address and phone number of the party or parties complained against;
 - e. Complaints must contain a clear and concise statement of the facts, including pertinent dates, constituting the alleged violations;
 - f. Complaints must cite the provisions of WIOA regulations, grant agreements, or other agreements under WIOA believed to have been violated, if applicable;
 - g. Complaints must state the relief or remedial action(s) sought; and

- h. Copies of documents supporting or referred to in the complaint must be attached to the complaint

ACTIVITIES AVAILABLE THROUGH WIOA – What to do!

WIOA participants may receive core services, intensive services, and/or training services. Activities available under WIOA include Objective Assessment, On-The-Job training, Institutional Skills Training, Limited Internship, Job Club/Job Search, Work Experience, Skill Upgrading, Remedial Basic Skills, Secondary Education Certification, Entrepreneurial Training, Pre-Employment Training, and Post-Program Services. If you are enrolled into the WIOA program, specific information will be discussed when developing your ISS/Service plan.

MONITORING AND OVERSIGHT

You must keep in contact with your counselor or another WIOA Representative to make sure that your training is progressing as planned. This is meant to help improve your training, if necessary, and to help you with training related problems. Your counselor is here to help you reach your goals. Do not hesitate to contact them when you are facing challenges!

The WIOA law also requires that the program activities are monitored to make sure that the law is being followed. You may be contacted by WIOA Officials other than a WIOA Representative to answer questions about your eligibility or your training activity. Do not be alarmed, it is simply a requirement of the law.

ATTENDANCE – Be there!

Whether you are in the classroom, involved with on-the-job training, work experience, or an internship, you will be expected to attend your activity. If for any reason you cannot attend you must immediately notify your WIOA counselor as well as your supervisor/instructor. Attendance for each activity is monitored and excessive absenteeism can result in termination from the program. So be there!

EXIT FROM WIOA

You will be exited from the WIOA Program for any of the following reasons:

- 1) Upon the 90th day after the last WIOA service is received, if no further WIOA or partner services are scheduled.
- 2) If you are found to be ineligible for WIOA enrollment.
- 3) Upon determination of fraud committed by the participant.
- 4) If you fail to furnish verification documentation within a reasonable amount of time.
- 5) For failure to comply with Section 3 of the Military Selective Service Act.

Services may be discontinued for any of the following reasons:

- 1) After a job offer or offer of referral to a “suitable self-sufficiency job” is made to and rejected by the participant.
- 2) Upon recommendation of an instructor, supervisor, or WIOA representative for disciplinary reasons or unsatisfactory progress.
- 3) For health, family, or transportation problems which prevent the continuation of scheduled activity.
- 4) Excessive unexcused absences from scheduled WIOA activities.
- 5) Lack of sufficient funding to operate the WIOA program.

FOLLOW-UP

After you exit the program, people from WIOA will be contacting you occasionally to gather follow-up information. Follow-up is to see how you are doing and can be used to determine if additional assistance is required. The follow-up information you provide us is required by law and will be reported only in combination with statistical information collected from other people. However, this information will always be available to you. *Your signature on the acknowledgement part of this handbook will indicate that you have agreed to provide us with this information.*

ACKNOWLEDGEMENT FOR RECEIVING WIOA HANDBOOK

- I. I acknowledge by my signature on this document that I have been informed that all activities being offered to me on my behalf by the WIOA program within the IowaWORKS/Iowa Valley Region 6 office are funded continuously until my exit depending upon (1) whether or not the funds remain available; (2) whether or not the Region 6 Consortium is designated as the Grant Recipient for the WIOA Program; and (3) whether or not I have complied with all WIOA rules and regulations set forth in the WIOA Handbook. If funds for the completion of my training and services are not available for any of these reasons, I understand that I may be exited from the WIOA Program by the Grant Recipient or its authorized representative.
- II. I also understand that if items (1), (2), or (3) occur, I will continue to be enrolled in the Region 6 program only if my progress to date has been satisfactory. I reserve the right to appeal this decision and understand that, should I choose to appeal, I must do so according to the outlined appeals process detailed under the “Your Rights” and “Complaint Procedure” sections of the WIOA Handbook.
- III. I further agree, if contacted, at any time, to provide information requested on the following:
 - Eligibility criteria
 - Time and attendance
 - Customer Satisfaction
 - Exit information
 - Follow-up information
- IV. A WIOA Representative has explained the following sections of the handbook to me: Customer Satisfaction, Information Release, Your Rights, Complaint Procedure, Monitoring and Oversight, Exit from WIOA and Follow-up.
- V. I have received an explanation of services including my start and end date.
- VI. I understand that the personal information collected about me will always be available to me and will not be used to identify me in any way

I, the undersigned have read and understood or have asked for and received an explanation of the previous items: I, II, III, IV, V AND VI. I accept and agree to abide by them and have received a copy of the WIOA Participant Handbook.

Participant Signature

Date

I, the undersigned, as an authorized representative of the Region 6 WIOA Program within IowaWORKS, have provided the above participant with this form and have answered any questions asked by him/her. By my signature, I acknowledge his/her acceptance of this agreement.

WIOA Representative Signature

Date