



# Workforce Innovation & Opportunity Act

## Title IB- Youth, Adult, Dislocated Worker Services



## Customer Handbook

A Handbook for WIOA Participants of Arkansas Workforce Centers  
Operated by the  
Southeast Arkansas Economic Development District, Inc. &  
Southeast Arkansas Workforce Development Board

A proud partner of the  
**americanjobcenter**<sup>®</sup>  
network

*SEAEDD/SEAWDB is an Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request from individuals with disabilities.*



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## WELCOME!

Welcome to the Arkansas Workforce Centers of Southeast Arkansas. The Southeast Arkansas Workforce Development Board governs WIOA programs in Southeast Arkansas. Southeast Arkansas Economic Development District, (SEAEDD), is the agency that oversees the Arkansas Workforce Centers in Arkansas, Ashley, Bradley, Chicot, Cleveland, Desha, Drew, Grant, Jefferson and Lincoln, counties. Arkansas Workforce Centers are also referred to as One-Stops or American Job Centers. Southeast Arkansas One- Stop locations and contact information can be located on the back cover of this handbook. Funding for Arkansas Workforce Centers are made possible by the Workforce Innovation & Opportunity Act (WIOA) through the United States Department of Labor.

### Workforce Opportunity and Innovation Act (WIOA)

President Barack Obama signed the Workforce Innovation and Opportunity Act (WIOA) into law on July 22, 2014. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. Congress passed the Act by a wide bipartisan majority; it is the first legislative reform in 15 years of the public workforce system.

WIOA supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. In general, the Act takes effect on July 1, 2015, the first full program year after enactment, unless otherwise noted. The U.S. Department of Labor (DOL) will issue further guidance on the timeframes for implementation of these changes and proposed regulations reflecting the changes in WIOA soon after enactment.

### WIOA PROGRAMS

WIOA brings together, in strategic coordination, the core programs of Federal investment in skill development:

- employment and training services for adults, dislocated workers, and youth and Wagner-Peyser employment services administered by the Department of Labor (DOL) through formula grants to states; and
- Adult education and literacy programs and Vocational Rehabilitation state grant programs that assist individuals with disabilities in obtaining employment administered by the Department of Education (DoED).

WIOA also authorizes programs for specific vulnerable populations, including the Job Corps, YouthBuild, Indian and Native Americans, and Migrant and Seasonal Farmworker programs as well as evaluation and multistate projects administered by DOL. In addition,

WIOA authorizes other programs administered by DoED and the Department of Health and Human Services.

WIOA replaces the Workforce Investment Act of 1998 and retains and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973.

### HIGHLIGHT OF WIOA REFORMS

- Improves the American Job Center (AJC) System:
- Improves Services to Employers and Promotes Work-Based Training:
- Provides Access to High Quality training:
- Enhances Workforce Services for the Unemployed and Other Job Seekers
- Improves Services to Individuals with Disabilities
- Makes Key Investments in Serving Disconnected Youth and Other Vulnerable Populations
- Requires States to Strategically Align Workforce Development Programs
- Promotes Accountability and Transparency:
- Fosters Regional Collaboration
- Enhances the Job Corps Program:
- Streamlines and Strengthens the Strategic Roles of Workforce Development Boards

### Applying for WIOA Services

WIOA is a workforce program that offers employment and job readiness assistance to youths, adults, and dislocated workers. The central focus of WIOA is to improve and increase the job opportunities for the Arkansas workforce. Anyone can apply for assistance. A member of the Workforce/ One-Stop staff is always available to navigate participants through the application process. However, the availability of services is based on the eligible funding of local areas and needs of the participants. Eligibility alone does not guarantee that every participant will receive career and training services. WIOA considers the priority order below when approving services for eligible applicants.

### Priority of Service Order

1. Veteran or eligible spouse who is either low-income or basic skills deficient (Note: veterans must have discharge other than dishonorable)
2. Non-veteran who is either low-income or basic skills deficient
3. Veteran or eligible spouse who is neither low-income nor basic skills deficient
4. Individual who has a barrier to employment and who does not meet one of the first 3 priorities
5. Anyone who meets basic requirements and who does not meet one of the first 4 priorities

Arkansas Workforce / One-Stop Centers offer four types of career services: basic career services, individualized career services, follow-up career services, and youth program career services. Basic career services are available to the general public and no application is required. Staff assisted services are granted after WIOA program eligibility has been determined. Below, is a list of some of the services provided by Arkansas Workforce/ One-Stop Centers:

### SELF ASSISTED BASIC CAREER SERVICES

- Outreach, intake, and orientation to the information and other services available through the One-Stop delivery system
- Initial assessment of skill levels, aptitudes, abilities, and supportive service needs
- Determinations of whether individuals are eligible to receive assistance under subtitle B of title I of WIOA
- Job search assistance
- Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including—
  - Job vacancy listings in such labor market areas
  - Information on job skills necessary to obtain the listed jobs
  - Information relating to local occupations in demand and the earnings and skill requirements for such occupation

### STAFF ASSISTED INDIVIDUALIZED SERVICES

WIOA staff-assisted career services are provided by SEAEDD staff. Staff assisted services are provided after participants are determined as eligible program participants.

- Comprehensive and special assessments
- Development of individualized employment plan
- Group and/or individual counseling and mentoring
- Career planning / case management
- Short-term pre-vocational services, including development of pre-vocational skills
- Internships and work experiences, including if desired by local board, traditional jobs
- Workforce preparation activities
- Financial literacy services
- Out-of-area job search assistance and relocation assistance
- English language education

- Financial assistance with advanced training, apprenticeships, and post-secondary education expenses

(Participants must apply for FAFSA first) *fafsa.ed.gov*

## TRAINING VOUCHERS FOR JOB TRAINING AND EDUCATION

\*In regard to post-secondary education, in most cases, WIOA will not issue funds for prerequisite or repeated courses.

\*All eligible applicants are strongly advised to exhaust all other funding sources

(Including but not limited to the Pell) before applying for WIOA funds.

\*Participants are allotted a maximum of \$10,000 total for employment and/or training expenses.

\*WIOA financial support for training and/or education will not exceed a period of 2 years.

\*Additional clauses can be found in the Occupational Training Agreement and the SEAWDB ITA Policy

## STAFF ASSISTED EMPLOYMENT AND TRAINING SERVICES

Employment and job training services are considered as staff assisted services. Participants must be determined as eligible before receiving employment and job training services.

1. Occupational skills training
2. On-the-job training, including Registered Apprenticeships
3. Incumbent worker training
4. Programs that combine workplace training with related instruction
5. Training programs operated by the private sector
6. Skill upgrading and retraining
7. Entrepreneurial training
8. Job readiness training if provided in combination with training 1 – 7 above or transitional jobs
9. Adult education and literacy activities, if provided in combination with training 1 – 7 above
10. Customized training with commitment by an employer to hire if completed successfully

### Job seeker services:

- Support for individuals with barriers to employment to navigate multiple services and activities

- Training programs for displaced homemakers and for nontraditional occupations
- Work-support activities for low-wage workers
- Supportive services necessary to enable participants to participate in WIOA I-B activities (must be an activity that WIOA Title I-B is allowed to provide, even if another entity pays for the activity)
- Transitional jobs to individuals with barriers to employment and who are chronically unemployed

### STAFF ASSISTED FOLLOW-UP SERVICES/CUSTOMER REQUIREMENTS

Follow-up services, primarily counseling regarding the workplace, must be made available for at least 12 months after the first day of employment, to participants who are placed in unsubsidized employment. Follow-up services are provided to ALL participants. WIOA program participants are responsible for providing staff with updated contact, training, and employment information as a condition of acceptance into our programs. Communication with WIOA staff ensures that participants continue to receive services without interruption.

### YOUTH PROGRAM

Youth program services are available to eligible youth between the ages of 14-24. (14-21: In-School Youth, 16-24: Out-of-School Youth.) Activities may include a variety of options for improving educational and skill competencies, as well as providing effective connections to employers. Participation in Youth services are not for summer work experiences only but are mandated to be available throughout the entire year.

### YOUTH PROGRAM SERVICES

1. Tutoring, study skills training, instruction, and dropout prevention services
2. Alternative secondary school services or dropout recovery services
3. Paid and unpaid work experiences that have academic and occupational education as a components, and which may include pre-apprenticeship programs, internships, and on-the-job training
4. Occupational skill training, with priority to programs that lead to recognized postsecondary credentials that align to in-demand occupations

5. Education offered concurrently with workforce preparation and training for a specific occupation (the concurrent delivery of Program Element 2, Program Element 3, and Program Element 4 to create an integrated education and training model)
6. Leadership development opportunities
7. Supportive services that are necessary to enable an individual to participate in Youth activities
8. Adult mentoring for a duration of at least 12 months
9. Follow-up services for not less than 12 months after completion of participation, which may include almost anything to help the youth be successful
10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, mental health counseling, and referral to partner programs, as appropriate to the needs of the individual youth
11. Financial literacy education
12. Entrepreneurial skills training, which is training that develops the skills associated of starting and operating a small business
13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services
14. Postsecondary Preparation and Transition Activities

### SUMMER YOUTH PROGRAM/ LIMITED PAID WORK EXPERIENCE

The Summer Youth Employment Opportunity Program, (SYEOP) AND LIMITED PAID WORK EXPERIENCE PROGRAM COMBINES work-experience training with transitional services such as, career counseling and other job readiness activities. SYEOP teaches youth valuable workplace readiness skills, making them more prepared to enter the workforce. Youth participants are evaluated on work performance to give them a “real life” perspective of what employers expect.

Please contact a program staff person for SYEOP enrollment information, eligibility requirements, and event dates.





## Customer Rights & Benefits

As a registered, eligible participant you are protected by Federal and State law from being discriminated against, denied benefits, denied employment, or being excluded from participation in connection with any WIOA Title I-B program based upon your race, color, religion, sex, national origin (ethnic status), age, disability, marital status, offender status, sexual orientation, political condition or belief, arrest or conviction record.

Participation in WIOA programs shall be open to citizens and nationals of the U.S., lawfully admitted refugees, permanent resident aliens, parolees and other individuals authorized by the U.S. Attorney General to work in the U.S.

The SELWD WIOA Programs ensures that information about its programs is available in a manner understood by the populations identified; and ensures that no individual is denied WIOA services because of an inability to communicate in English and that reasonable accommodations are made to the known physical or mental limitations of an otherwise eligible customer.

If you have been enrolled in a WIOA Title I-B program, you have the right to:

- Receive individually or in a group, career orientation information on non-traditional careers, assessment of career goals, and labor market occupational information.
- Receive assistance in job seeking and keeping skills.
- Develop Individual Employment Plan/Individual Service Strategy that outlines your skills, interests and goals. These are the goals and steps that you develop with your Career Advisor and agree to work toward. If you are unable to find unsubsidized employment by the dates outlined on your IEP/ISS, your services may be extended providing you are meeting program criteria.
- Freely file a complaint, grievance, or appeal, and to learn how to do so; as outlined in this customer handbook.
- Know that the confidentiality and privacy of your personal records will be respected and protected as provided by law.
- Know of their rights and responsibilities of the WIOA assistance process.
- Fair treatment, regardless of race, ethnicity, creed, religious belief, sexual orientation, gender, age, or health status.
- Have case file information deemed private making it (only by law) legal to release records without customer authorization.
- Receive services in a timely fashion.
- Engage in a civil discussion about services provided.
- Information about the organization, its providers, services, and role in the service delivery process.
- Information about program guidelines used in providing and managing program involvement.

ALL POLICIES CONCERNING the SOUTHEAST ARKANSAS WORKFORCE DEVELOPMENT BOARD MAY BE ACCESSED ONLINE AT [SOUTHEASTARKANSAS.ORG](http://SOUTHEASTARKANSAS.ORG). SEAEDD ENCOURAGES ALL WIOA PARTICIPANTS TO ACCESS EACH POLICY AND INCLUDES THIS STATEMENT IN ORIENTATION SESSIONS.

## Customer Responsibilities

### *Responsibilities: While enrolled in a WIOA Title I-B program:*

- You understand that the WIOA Title I-B programs are not entitlement programs.
- You will provide authentic, factual and complete information during eligibility determination and in all stages of program duration.
- Documentation must be provided to record milestones, grades, changes in educational or employment status, changes in any personal information relevant to service delivery in the WIOA program in a timely fashion. Not reporting this information may result in the loss of services.
- You will maintain monthly contact with your Career Advisor.
- You agree to participate in the program specific follow up services as required by enrollment into WIOA programs.
- You understand that as you progress through the WIOA program additional rights and responsibilities may apply. (Occupational Training Agreement, etc)
- You understand that refusal to accept a reasonable job offer or to cooperate with WIOA Program Operators may result in termination from present and future WIOA programs.
- If you turn 18 while in the WIOA program you must register for selective services within 30 days following your 18th birthday.
- You have the right and the responsibility to understand and help develop training and employment plans and goals.
- You have the responsibility to comply with information requests or interviews from any WIOA Title IB affiliate, including SEAEDD staff, ADWS monitoring and program staff, and DOL staff.
- You have the responsibility to read and review all information in the WIOA Customer Handbook.

## Working Conditions

In accordance with WIOA, you are advised that you are entitled to the following benefits and working conditions as a customer in any activity under the Act.

- You shall receive no payments for training activities in which you fail to participate.
- As a participant in activities authorized under the Act, you will be paid wages no less than the federal minimum wage.
- State and federal Health and Safety standards applicable to working conditions of other employees will be equally applicable to working conditions for you.
- Workers compensation benefits are available in accordance with the State Workers Compensation Law as applicable, with respect to injuries suffered by you.
- If you are employed in a subsidized job, you shall be provided working conditions at the same level and to the same extent as other employees working a similar length of time and doing the same type of work.

## POLITICAL ACTIVITY

*The Hatch Act states that no financial assistance may be provided for political activities. Under the Hatch Act, persons employed as WIOA participants are prohibited from participating in any type of political activity during work hours. This includes addressing envelopes, soliciting political contributions or other related activities.*

## SECTARIAN ACTIVITIES

No participant will be funded to support any religious or anti-religious activity. Participants shall not be employed on the construction, operation or maintenance of any facility that is used or will be used as a place of religious worship.

## DRUG FREE WORKPLACE STATEMENT

Arkansas Workforce Centers/ One –Stop Centers promote a drug free environment. All participants are encouraged to refrain from abusing illegal substances while participating in any program activities. This includes while actively involved in training programs and at the workplace.

The Drug Free Work Place Act of 1988 addresses the consequences of drug abuse in the workplace.

The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in the work place.

- Violators may be terminated or requested to seek counseling from an approved rehabilitation service.
- Employees must notify their employer of any conviction of a criminal drug statute no later than five (5) days after such conviction.
- Although alcohol is not a controlled substance, it is nonetheless a drug. It is the policy of Southeast Arkansas Economic Development District that use of this drug will also not be tolerated in the work place.

## WEAPON FREE WORKFORCE CENTERS

Weapons of any type, or any object that could be used as a weapon, are not allowed in any SEAEDD operated workforce location.

## SOUTHEAST ARKANSAS WORKFORCE DEVELOPMENT BOARD (SEAWDB) POLICIES

Programs funded by the Workforce Innovation and Opportunity Act (WIOA) are governed by the SEAWDB. Detailed and specific rules and descriptions of programs and services, outlined in board policies, are made public to all customers of Arkansas Workforce Centers. You may access each of the policies by asking a local staff member for a hard copy or by visiting the following website for electronic versions:  
<http://southeastarkansas.org/services/workforce/>

## GRIEVANCE AND APPEAL PROCEDURE

### I. PURPOSE

In accordance with 20 CFR 667.600, the purpose of this procedure is as follows:

- A process for dealing with grievances and complaints from participants and other interested parties affected by the Southeast Arkansas workforce innovation and opportunity act programs
- A process for resolving appeals from decisions made by the one-stop operator or other partner

The purpose of this procedure is also a process for appealing decisions made concerning the Southeast Arkansas workforce system.

These procedures will be made available, upon request, to all WIOA Title I participants and staff persons.

### II. GENERAL GUIDELINES FOR FILING A GRIEVANCE OR COMPLAINT

- A. The Southeast Arkansas Workforce Development Board has established and maintains a procedure for grievances or complaints alleging violations of the requirements of Title I of the Workforce Innovation & Opportunity Act of 2014 or Arkansas Act 907 of 2015 from participants and other interested or affected parties. Grievances or complaints involving activities within the Southeast Arkansas Workforce Development Area should follow these procedures. Grievances or complaints should be sent by certified mail, return receipt requested, to the WIOA Area Manager at the address below:

Southeast Area

Mr. Gary Goggans  
WIOA Regional Manager  
Southeast Arkansas Workforce Centers  
Southeast Arkansas Economic Development District, Inc.  
Post Office Box 9028  
Pine Bluff, Arkansas 71611

*Should the grievance or complaint not be resolved with the WIOA Title I-B Service Provider and/or one-stop operator and on the first phase of the local level, further instructions will be provided for filing complaints at the local workforce development board level, with the next phase being the state level. Additionally, information will be provided concerning procedures for appeals of final action determinations.*

*The full instructions for filing a grievance or complaint may be obtained by requesting a hard copy from local Workforce Center staff or by visiting the following website for an electronic version:*

<http://southeastarkansas.org/services/workforce/>

*Click the link labeled Grievance & Complaint Procedures- Title I-B Provider & One Stop Operator*

## EQUAL EMPLOYMENT OPPORTUNITY POLICY

The Southeast Arkansas Economic Development District, Inc. (SEAEDD) is committed to the concept of Equal Employment Opportunity without regard to race, color, creed, sex, national origin, age, religion, or physical or mental impairment and shall advise all employees and the Community at large of its commitment to Equal Employment Opportunity and affirmative action.

### EQUAL OPPORTUNITY UNDER THE LAW

It is against the law for recipient of federal financial assistance to discriminate on the following basis:

- Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and
- Against any beneficiary of programs financially assisted under Title I of the Workforce Innovation & Opportunity Act of 1998 (WIOA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his/her participation in any WIOA Title I-financially assisted program or activity.
- The recipient must not discriminate in any of the following areas:
- Deciding who will be admitted, or have access, to any WIOA Title I-financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or 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 WIOA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

- The recipient's Equal Opportunity Officer (or the person whom the recipient has designated for this purpose); or
- The Director, 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 the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with Civil Rights Center (see address above).*

If the recipient 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 recipient 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 the recipient).

If the recipient 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.

### Inquiries May Be Addressed To:

*Local Level* Southeast Arkansas Economic Development District  
WIOA EO Officer  
Kathy Halley  
P.O. Box 6806  
Pine Bluff, AR 71611  
(870) 619-4803

*State Level*                      Arkansas Dept. of Workforce Services  
Gloria Johnson  
EO Manager/WIOA EO Manager  
P.O. Box 2981  
Little Rock, AR 72203  
(501) 682-3106

*Federal Level*    Director, CRC Center  
U.S. Department of Labor  
200 Constitution Ave. N.W.,                      Room N-4123  
Washington, D.C. 20210  
(202) 693-6500

Arkansas Relay Service:  
1-800-285-1121 (Voice)    1-800-285-1131 (TDD)

*NOTE:* The Southeast Arkansas Economic Development District, Inc. (SEAEDD) shall provide reasonable accommodations as required by federal and state legislation, including Section 503 and 504 of the Rehabilitation Act of 1973 as amended, and the Americans with Disabilities Act (ADA) of 1990, to persons with disabilities who are otherwise qualified for positions for which they are applying or in which they are employed. For additional information contact the Executive Director or Equal Opportunity Officer.

#### SEAEDD DISCRIMINATION COMPLAINT POLICY

The Southeast Arkansas Economic Development District, Inc. shall assure nondiscrimination and equal opportunity in the operation and administration of all programs, services, and activities funded in whole or in part with federal funds. The Equal Opportunity Officer/Director/Manager is designated as the responsible individual for affecting compliance with this part.

The District shall establish, maintain and make available a procedure for processing/resolving discrimination complaints alleging violation of the requirement of Title I of the Workforce Innovation & Opportunity Act of 2014 or Arkansas Act 1125 of 1999.

Any individual who believes that he/she has been discriminated against has the right to file a complaint within 180 days of the alleged discriminatory act(s) in accordance with the SEAEDD Discrimination Complaint Procedures.

## DISCRIMINATION COMPLAINT PROCEDURES

### A. FILING COMPLAINTS OF DISCRIMINATION

1. Any person who believes that either he or she, or any specific class of individuals, has been or is being subjected to discrimination prohibited by WIOA or 29 CFR Part 37 may file a written complaint, either by him/herself or through a representative.
2. A complainant may file a complaint with either:
  - a. Local One-Stop Equal Opportunity Officer
  - b. State WIOA Equal Opportunity Manager
  - c. The Director of the Civil Rights Center (CRC), U.S. Department of Labor
3. Complaints shall be filed within 180 calendar days of the alleged violation unless; such time limitation is waived by the Director of CRC for good cause shown. The WIOA EO Manager shall not accept complaints filed after the 180-day limit unless the complaint includes written notice of a waiver obtained from the Director of CRC.
4. All Complaints shall be submitted in writing. A complainant may file a complaint by:
  - a. Completing and submitting a CRC Complaint Information
  - b. Submitting a written document containing the information required by 29 CFR Section 37.73 which includes:
    - 1) The complainant's name and address, or other means of contacting the complainant;
    - 2) The identity of the respondent;
    - 3) A description of the complainant's allegations with sufficient detail to allow the WIOA EO Manager to determine whether the WDB has jurisdiction, whether the complaint was filed on time, and whether the complaint has apparent merit, and
    - 4) The complaint's signature or the signature of complaint's representative.
    - 5) Both the complainant and the respondent have the right to representation by an attorney or other individual of their choice. The WDB shall not be responsible for any costs incurred by either the complainant or the respondent in obtaining representation.

## B. JURISDICTION OF COMPLAINTS OF DISCRIMINATION

1. The WIOA EO Manager shall accept and investigate only those discrimination complaints alleging a violation of WIOA Section 188 or 29 CFR Part 37 by a respondent or the WIOA.
2. If a complaint filed with the WIOA EO Manager alleges discrimination by a recipient on a basis that is both prohibited by WIOA Section 188 and by a federal law enforced by a federal grant-making agency other than the U.S. Department of Labor, and the recipient is funded in whole or in part by that other federal agency, the WDB shall refer the complaint to the other federal agency for processing under the other federal agency's procedures.
3. If the WIOA EO Manager determines that the WIOA does not have jurisdiction over the complaint, he/she shall provide written notification to the complainant, which includes:
  - a. A statement of the reasons for the determination; and
  - b. A notice that the complainant may file a complaint with CRC within 30 days of the receipt of the notification.

## C. PROCESSING COMPLAINTS OF DISCRIMINATION

1. If the WIOA EO Manager determines that the WDB does have jurisdiction over a complaint alleging discrimination, the WIOA EO Manager shall issue a written acknowledgement of receipt including a notice of the complainant's right to representation in the complaint process and the opportunity to participate in an alternate dispute resolution rather than the customary process described in 29 CFR Section 32.76(b) and in this section.
2. The WIOA EO Manager shall also issue to the complainant a statement of the issues raised in the complaint and a statement regarding each issue of whether the WDB will accept the issue for investigation or reject the issue with the reasons for any rejection.
3. The WIOA EO Manager shall investigate the circumstances underlying the complaint.
4. The WIOA EO Manager shall attempt to resolve the complaint. At any point in the investigation of a complaint, the complainant, respondent or the WIOA EO Manager may request that the parties attempt conciliation. The WIOA EO Manager will act to facilitate such conciliation efforts.
5. Within 90 days of the date of receipt of the complaint, the WDB shall issue a Notice of Final Action, which shall include:
  - a. For each issue raised, the WDB decision on the issue and reasons for the decision, or a description of the way the parties resolved the issue; and
  - b. Notice that the complainant has the right to file a complaint with CRC within 30 days of the date on which the Notice of final Action is issued, if he/she is dissatisfied with WDB final action on the complaint.
6. If the complainant is dissatisfied with the WDB decision in the Notice of Final Action, the complainant or his/her representative may file a complaint with the Director of CRC within 30 days of the date on which the complainant received the Notice.
7. If by the end of the 90-day period from the date on which the WIOA EO Manager received the complaint, the WDB fails to issue a Notice of Final Action, the complainant or his/her representative may file a complaint with the Director of CRC within 30 days of the date on which the complaint was filed.



D. ALTERNATE DISPUTE RESOLUTION OF COMPLAINTS OF DISCRIMINATION

1. The complaint may choose to use the WDB Discrimination Complaint Alternate Dispute Resolution (ADR) procedure rather than the complaint processing procedure.
2. If the parties do not reach an agreement under ADR, the complainant may file a complaint with the Director of CRC.
3. A party to an agreement reached under the WDB ADR process may file a complaint with the Director of CRC in the event the agreement is breached following the process described in 29 CFR Section 37.76(c).

*NOTE: The SEAEDD EEO Policy is subject to change at any time in response to changes and revisions to state and federal laws and regulations.*

# Customer Certification

## Selective Service Registration

- Registered                       Registration No. \_\_\_\_\_
- Exempt                              Reason \_\_\_\_\_

## Wage File

I do hereby give my authorization to the Southeast Arkansas Workforce Centers to verify my wages through the Arkansas Department of Workforce Services Wage File Database.

## Release of Grades/Student Account/ Employer & General Information

I hereby give my authorization to local school districts, short-term training programs, apprenticeship programs, and post-secondary institutions to release my grades, progress reports, class schedules and financial aid/account balance information to the Arkansas Workforce Centers of Southeast Arkansas. I also give my authorization to federal, state, and local agencies, and employers to release any information that will assist in determining and maintaining my eligibility for Workforce Innovation & Opportunity Act services

## Photo/Video/Media Release

I do hereby give my consent and permission for SEAEDD Southeast Arkansas Workforce Centers to use my photos in publications, social media, and advertisements for the promotion of services and for my inclusion in stories or articles related to SEAEDD.

## Certification

I certify that I have been informed of, and read the following WIOA Customer-related documents:

- |  |   |
|--|---|
| <input type="checkbox"/> Hatch Act   | <input type="checkbox"/> Sectarian Act            |
| <input type="checkbox"/> Drug Free Statement   | <input type="checkbox"/> Weapons Policies         |
| <input type="checkbox"/> WIOA Grievance and Discrimination Provisions                              | <input type="checkbox"/> EEO Policies             |
| <input type="checkbox"/> Occupational Training Agreement   | <input type="checkbox"/> SEAEDD Customer Handbook |
| <input type="checkbox"/> Customer Rights, Benefits, Responsibilities and Working Conditions Policy |   |

I am aware that I may access all SEAWDB Policies and the Customer Handbook online by visiting the following website: [Southeastarkansas.org](http://Southeastarkansas.org)      *Hard copies are made available to participants by request.*

My signature below attests that I agree to comply with all requirements outlined in this handbook, policies and accompanying forms.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Arkansas Workforce Center Staff Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent/Guardian Signature (If applicant is a minor)

\_\_\_\_\_  
Date



## Workforce Innovation & Opportunity Act Title IB- Youth, Adult, Dislocated Worker Services



### SOUTHEAST ARKANSAS LOCATIONS

Arkansas Workforce Center at Pine Bluff  
1001 Tennessee St./P.O. Box 9028  
Pine Bluff, AR 71601  
(870) 619-4803

Arkansas Workforce Center at Monticello  
477 S. Main St./P.O. Box 619  
Monticello, AR 71655  
(870) 224-7075

Arkansas Workforce Center at Dumas  
130 W. Waterman/P.O. Box 10  
Dumas, AR 71639  
(870) 619-4487

Arkansas Workforce Center at Crossett  
304 N. Alabama/P.O. Box 1220  
Crossett, AR 71635  
(870) 619-4737

Arkansas Workforce Center at Lake Village  
103 Main St.  
Lake Village, AR 71653  
(870) 619-4744

*SEAWDB/SEAEDD is an Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request from individuals with disabilities.*

