



February 9, 2021

EASTERN CAROLINA LOCAL AREA ISSUANCE NO. 2020-04

SUBJECT: WIOA Eligibility and Program Participation Forms

PURPOSE: To transmit the Local Area's policy on WIOA Eligibility and Program Participation form and rescind Eastern Carolina Local Area Issuance No. 2015-18 dated July 1, 2015.

BACKGROUND: The forms were developed to facilitate with the determination of eligibility for WIOA programs and ensure compliance with federal and state laws.

ACTION: All Workforce Innovation and Opportunity Act Title I service providers should use applicable forms for their appropriate program. All eligibility documentation should be secured prior to enrolling any individual in WIOA. The verification source indicated on NCWorks should match the documentation secured to verify that item. **WRITTEN CUSTOMER ATTESTATIONS AND/OR TELEPHONE/EMAIL VERIFICATION SHOULD ONLY BE USED AS A LAST RESORT WHEN THERE IS NO OTHER MEANS TO VERIFY AN ELIGIBILITY ITEM(S) OR IT CAUSES AN UNDUE HARDSHIP ON THE APPLICANT TO SECURE THE DOCUMENTATION.** Case notes should be entered in NCWorks Online in the case notes screen via the link in the activity screen or the case notes link under staff profile. Service providers should not maintain detailed handwritten case notes. All activities must be entered into NCWorks within 15 days of the actual start date of the activity.

EFFECTIVE DATE: Immediately

EXPIRATION DATE: Indefinite

CONTACT: Executive Director

DISTRIBUTION: All WIOA Service Providers



Tammy L. Childers, Executive Director

Attachments

**EASTERN CAROLINA WORKFORCE DEVELOPMENT BOARD DISCLOSURE/RELEASE
FORM**

The following declarations are made pursuant to PUBLIC LAW 91-57 (PRIVACY ACT of 1979).

The disclosure of this information is voluntary; however, omission of an item means that you might not receive full consideration for services for which this information is needed.

1. I hereby approve the release of all information that is determined pertinent for verification and other employment and training purposes to the Eastern Carolina Workforce Development Board and its program contractors, and any other agency, organization or institution needing such information for verification and employment and training purposes. This includes but is not limited to: employment; previous income; receipt of public assistance (TANF), Social Security or SSI benefits; medical records and history to include psychological evaluations; and educational records and history.
2. I hereby authorize the appropriate county Department of Social Services and/or Social Security Administration to release information concerning the amounts and types of assistance that I receive from that agency. I understand that this information will be used to help determine my eligibility for WIOA programs sponsored by the Eastern Carolina Workforce Development Board and its program contractors. I acknowledge that this consent is voluntary and that I may revoke my consent.
3. I hereby grant to the Eastern Carolina Workforce Development Board and its program contractors the absolute right to use photographs of me, and/or statements made by or about me without compensation to me, during and after the time that I may be a participant of any program sponsored by the Eastern Carolina Workforce Development Board and its program contractors for the purpose of publicity of the Eastern Carolina Workforce Development Board programs.
4. Disclosure by you of your Social Security Number (SSN) is beneficial in obtaining the services, benefits, or training that you are seeking. Solicitation of the SSN by the Eastern Carolina Workforce Development Board and its program contractors is authorized under provisions of Executive Order 9397, dated November 22, 1943. Your SSN will be used as an indicator for your records as an applicant or while as a participant. It will also be used in connection with lawful requests for information about you from other agencies and employers. The information collected using the SSN will be only that as necessary in personnel administrative processes carried out in accordance with established regulations.
5. I understand that any of the following items of payroll information that may be determined with my eligibility determination and enrollment into any program sponsored by the Eastern Carolina Workforce Development Board and its program contractors will become public information at that time.
6. I hereby certify that I have read, understand, and will comply with the above statements.

Participant's Signature

Date

**Eastern Carolina Local Area Nondiscrimination/ Equal Opportunity Standards and
Complaint Procedures**

I. Nondiscrimination and Equal Employment Opportunity Standards

- A. The Local Area, NCWorks Career Centers, and Service Providers shall not discriminate against applicants, registrants, eligible applicants/registrants, participants, terminees, applicants for employment, employees, and members of the public because of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief, and for beneficiaries only, citizenship or participation in any WIOA Title I-financially assisted program or activity. This applies to all programs, projects or activities funded in whole or in part with Federal employment and training funds received directly or indirectly through the Division of Workforce Solutions and/or the Local Area.

The Local Area, NCWorks Career Centers, and Service Providers shall not, directly or through contractual, licensing, or other arrangements, on a prohibited ground:

- (1) Deny an individual any aid, benefits, services, or training provided under a WIOA Title I-funded program or activity;
- (2) Provide to an individual any aid, benefits, services, or training that is different, or is provided in a different manner, from that provided to others under a WIOA Title I-funded program or activity;
- (3) Subject an individual to segregation or separate treatment in any matter related to his or her receipt of any aid, benefits, services, or training under a WIOA Title I-funded program or activity;
- (4) Restrict an individual in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any aid, benefits, services, or training under a WIOA Title I-funded program or activity;
- (5) Treat an individual differently from others in determining whether he or she satisfies any admission, enrollment, eligibility, membership, or other requirement or condition for any aid, benefits, services, or training provided under a WIOA Title I-funded program or activity;
- (6) Deny or limit an individual with respect to any opportunity to participate in a WIOA Title I-funded program or activity, or afford him or her an opportunity to do so that is different from the opportunity afforded others under a WIOA Title I-funded program or activity;
- (7) Deny an individual the opportunity to participate as a member of a planning or advisory body that is an integral part of the WIOA Title I-funded program or activity;
- (8) Aid or perpetuate discrimination by providing significant assistance to an agency, organization, or person that discriminates on a prohibited ground in providing any services, aid, benefit, or training to applicants, registrants or participants in the WIOA Title I-funded program or activity;
- (9) Refuse to accommodate a person's religious practices or beliefs, unless to do so would result in undue hardship; or
- (10) Otherwise limit on a prohibited ground an individual in enjoyment of any right, privilege, advantage, or opportunity enjoyed by others receiving any WIOA Title I-funded aid, benefits, services, or training.

In providing any aid, benefits, services or training under a WIOA Title I-financially assisted program or activity, the Local Area, NCWorks Career Centers, and Service Providers shall not, directly or through contractual, licensing, or other arrangements, on the ground of disability:

- (1) Deny a qualified individual with a disability the opportunity to participate in or benefit from the aid, benefit, service or training;
- (2) Afford a qualified individual with a disability an opportunity to participate in or benefit from the aid, benefit, service or training that is not equal to that afforded others;
- (3) Provide a qualified individual with a disability with an aid, benefit, service or training that is not as effective in affording equal opportunity to obtain the same result, to gain the same benefit, or to reach the same level of achievement as that provided to others;
- (4) Provide different, segregated, or separate aid, benefits, services, or training to individuals with disabilities or to any class of individuals with disabilities unless such action is necessary to provide qualified individuals with disabilities with aid, benefits, services or training that are as effective as those provided to others;
- (5) Aid or perpetuate discrimination against a qualified individual with a disability by providing significant assistance to an agency, organization, or person that discriminates on the basis of disability in providing any aid, benefits, services, or training to registrants, applicants, or participants;
- (6) Deny a qualified individual with a disability the opportunity to participate as a member of planning or advisory boards;
- (7) Otherwise limit a qualified individual with a disability in enjoyment of any right, privilege, advantage, or opportunity enjoyed by others receiving any aid, benefit, service or training.

The Local Area, NCWorks Career Centers, and Service Providers will comply with applicable provisions of Federal law and regulations regarding equal opportunity, will make such reports as may be required by the United States Department of Labor, the State, or the Local Area, and shall make periodic assurances of compliance in applications, plans, and on request of the State or Local Area.

- B. The Local Area is responsible for designating an equal opportunity officer, who shall be responsible for assuring that discrimination does not occur in its programs or projects. All staff and participants shall be notified of this designation. The equal opportunity officer for the Local Area is also responsible for the development of a complaint procedure. The equal opportunity officer is responsible for disseminating information to employees and participants concerning the Local Area nondiscrimination policy, and the complaint procedure.

The Local Area shall provide the Division of Workforce Solutions with the name, position, title, telephone number, supervisor, and job duties of their equal opportunity officer(s). The Local Area shall describe the means by which the equal opportunity officer(s), name, position title and telephone number is made public. The Local Area shall also describe any staff and resources available to the equal opportunity officer(s). The Division of Workforce Solutions shall provide group and individual training to the Local Area equal opportunity officer(s) and staff.

- C. The Local Area, NCWorks Career Centers, and Service Providers shall provide initial and continuing notice that it does not discriminate on any prohibited ground to applicants, registrants, eligible applicants/registrants, participants, applicants for employment, employees, and members of the public including those with impaired vision or hearing, unions or professional organizations holding collective bargaining or professional

agreements with the Local Area and the Service Providers that receive WIOA Title I funds from the Local Area. English and Spanish copies of the Notice are attached to these Standards. The Local Area and Service Providers shall describe the methods and frequency of dissemination of the notice including initial dissemination. The Local Area and Service Providers shall describe means by which notice is made available to individuals with hearing or visual impairments, as well as for persons of limited or non-English speaking ability. This communication with individuals with disabilities shall be as effective as communications with others. The Local Area and its Service Providers shall, in regards to the notice:

- (1) Post prominently, in reasonable numbers and places;
- (2) Disseminate in internal memoranda and other written or electronic communications;
- (3) Include in handbooks or manuals; and
- (4) Make available to each participant and make a part of the participant's file or where files are maintained electronically. In regards to participants, the participant and the individual providing the notice shall sign the notice. Publications including recruitment brochures, broadcasts, and other materials routinely made available to the public shall include the statement "equal opportunity employer/program" and "auxiliary aids and services are available upon request to individuals with disabilities" and, where a telephone number is included on these materials, they shall indicate a TDD/TTY number or provide for an equally effective means of communication. North Carolina's current relay numbers are 1-800-735-2962 (TTY) and 1-800-735-8200 (Voice). Orientation to participants and new employees shall include equal opportunity rights under WIOA Title I-funded programs or activities. Information in language other than English shall be developed in areas where that language represents a five-percent (5%) or more share of the spoken language.

D. The Local Area, NCWorks Career Centers, and Service Providers shall make efforts to provide employment and training opportunities and services on an equitable basis throughout all WIOA Title I-funded programs or activities. Such efforts shall include but not be limited to outreach efforts to broaden the composition of the pool of those considered for participation or employment, to include members of both sexes, the various race/ethnicity and age groups, and individuals with disabilities. The Local Area and Service Providers must maintain sufficient records to document that programs, operators, and participants are selected equitably. All programs, to the maximum extent possible, shall contribute to the elimination of sex stereotyping, architectural barriers, and artificial barriers to employment and training. All Job Training Plans and applications will be evaluated for compliance with these requirements and for any adverse effects on equal opportunity.

Outreach efforts may include, but are not limited to:

- (1) Advertising the programs and/or activities in media, such as newspapers or radio programs that specifically target various populations;
- (2) Sending notices about openings in programs and/or activities to schools or community service groups that serve various populations; and
- (3) Consulting with appropriate community service groups about ways to improve outreach and service to various populations.

E. The Local Area and Service Providers must ensure that every application, contract document, agreement, or arrangement to carry out the WIOA Title I-funded program or activity include specific language related to compliance with the nondiscrimination requirements of WIOA in the following form.

As a condition to the award of financial assistance from the Department of Labor under Title I of WIOA, the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

Section 188 of the Workforce Innovation and Opportunity Act of 2014 (WIOA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title I-financially assisted program or activity;

Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin;

Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;

The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and

Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

The Local Area and Service Providers also assure that they will comply with 29 CFR part 38 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIOA Title I-financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIOA Title I-financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.

- F. The Equal Opportunity Officer will collect and maintain records on applicants, registrants, eligible applicants/registrants, participants, terminees, employees, and applicants for employment. The race/ethnicity, sex, age, and where known, the disability status of each applicant, registrant, eligible applicant/registrant, participant, terminee, employee, and applicant for employment will be recorded. Records shall be maintained for a period of not less than three years from the close of the applicable program year.

The Local Area must establish procedures for a regular review of WIOA programs to ensure that they promote equal opportunity and nondiscrimination. Such reviews should include a review of funding applications to assess their equal opportunity implications and their regulatory compliance; conducting on-site reviews to ensure that programs have been implemented in compliance with the regulations, to see that complaint procedures are in place, and to determine that services are being provided equitably to all eligible clients; and requiring corrective action, providing technical assistance and conducting follow-up where necessary. All monitoring activities, findings, and responses must be documented.

The Local Area Equal Opportunity Officer, on an annual basis, shall coordinate the monitoring of every Service Provider for compliance with administrative obligations under WIOA section 188 and 29 CFR part 38. Monitoring shall involve, at a minimum:

- (1) analysis of the data and records collected regarding the race/ethnicity, sex, age, and where known, disability status of every applicant, registrant, eligible applicant/registrant, participant, terminee, applicant for employment, and employee and

- (2) where significant differences are found, follow-up investigations to determine, through records review, interviews, and other appropriate investigative techniques, whether the differences are due to discrimination.

The monitoring review shall:

- (1) evaluate the extent to which Service Providers are complying with assurances requirement of 29 CFR 38.25 through 38.27;
 - (2) ensure that initial and continuing notice that discrimination on any prohibited ground will not be tolerated;
 - (3) take appropriate steps to ensure that universal access is available to all WIOA Title I-financially assisted programs and activities;
 - (4) ensure that complaint processing procedures are followed; and
 - (5) ensure that all aspects of the State's methods of administration are being followed. Written reports of each monitoring review shall be prepared and made available to the Service Provider.
- G. In accordance with regulations implementing section 504 of the Rehabilitation Act of 1973, as amended, the Local Area, NCWorks Career Centers, and Service Providers must operate each program activity so that the program or activity, when viewed in its entirety is readily accessible to qualified persons with disabilities. This does not mean that each existing facility (or every part of an existing facility) must be accessible to and usable by persons with disabilities. It does mean that when all aspects of a program or activity are analyzed, equal opportunities for participation must exist for persons with disabilities.

The Local Area, NCWorks Career Centers, and Service Providers shall periodically analyze, with the assistance of persons with disabilities or other representatives, their current programs, policies, and practices to determine the level of accessibility and compliance with section 504 of the Rehabilitation Act of 1973, as amended. Evidence of such analysis should be available for review.

The Americans with Disabilities Act (ADA) mandates State and local governments give civil rights protection to individuals with disabilities that are like those provided to individuals on the basis of race, sex, national origin, and religion. The law also guarantees equal opportunity for individuals with disabilities in employment, public accommodation, transportation, State and local government services and telecommunications.

As outlined in ADA, the Local Area, NCWorks Career Centers, and Service Providers will adhere to the following provisions:

- Make reasonable accommodations for qualified applicants or employees;
- Protect qualified persons with disabilities who can perform the essential functions of the job with or without reasonable accommodation;
- Protect individuals with a history of disabilities and those assumed to have a disability; and
- Prohibit discrimination against people with disabilities in all employment practices including recruitment, hiring, training, job assignment, pay, layoffs, firing, promotions, leave, benefits, and all other employment-related activities.

The Local Area, NCWorks Career Center Managers, and Service Providers shall ensure that all their buildings, programs and activities are physically and programmatically accessible to individuals with disabilities in the most integrated setting possible. The Local Area, NCWorks Career Centers, and Service Providers shall further ensure:

ATTACHMENT A

- (1) that pre-employment/employment medical inquiries are limited to those permitted by and in accordance with laws and regulations,
 - (2) the confidentiality of medical information provided by registrants, applicants, eligible applicants or registrants, participants, employees, and applicants for employment,
 - (3) communications with persons with disabilities are as effective as with others, and
 - (4) that reasonable modification of policies, practices and procedures will be provided.
- H. The Local Area and Service Providers will be subject to periodic review for compliance with these standards and procedures. The Division of Workforce Solutions will review the Local Area and Local Area staff will review the Service Providers. The Division or Local Area staff may recommend corrective measures to assure nondiscrimination, and, in the event of failure to correct deficiencies, the Division or Local Area may impose such sanctions as are available under the contract or grant administration agreement for failure to comply with a term of the contract or grant administration agreement.

II. Equal Opportunity/Nondiscrimination Complaint Procedure

Any person who believes that either he or she, or any specific class of individuals, has been or is being 1) excluded from participation in, 2) denied the benefits of, 3) subjected to discrimination under, or 4) denied employment in the administration of or in connection with any WIOA Title I-funded program or activity, on the ground of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status and gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief, and for beneficiaries only, citizenship or participation in the Workforce Innovation and Opportunity Act (WIOA) may file a written complaint. The person or a representative may file the complaint. The complaint may be filed either with the Local Area, the State of North Carolina (Division), or the Director of The Civil Rights Center (CRC), U. S. Department of Labor (USDOL). Any person who elects to file his or her complaint with the Local Area must allow the Local Area 40 days to process the complaint and allow 50 days for the Division to receive and review the complaint, if applicable. A complaint filed based on the above grounds must be filed within 180 days of the alleged discrimination, unless extended by the Director of CRC for good cause shown. Each complainant and respondent has the right to be represented by an attorney or other individual of his or her own choice.

Complaints filed at the Local Workforce Development Area Level

1. All complaints must be filed in writing, signed by the complainant or authorized representative, and include the following information:
 - a. The full name, address, and telephone/TTY number of the complainant (or specify another means of contacting him or her);
 - b. The full name and address of the person or agency against which the complaint is made;
 - c. A clear, concise statement of the act or acts considered to be a violation;
 - d. In regards to disability, a statement or supporting evidence that the complainant is disabled;
 - e. Other information that will help explain and resolve the complaint.

Complaints filed with the Local Area should be mailed or emailed to:

Eastern Carolina Workforce Development Board, Inc.
 1341 South Glenburnie Road
 New Bern, NC 28562
 Attn: Donna Hannig
hannig@ecwdb.org

2. Hearings on any complaint filed must be conducted within 30 days of filing.
3. Complaint hearing procedures should include the following provisions:
 - a. Reasonable notice to all parties by registered or certified mail;
 - b. A statement of the date, time and place of hearing;
 - c. A statement of the authority and jurisdiction under which the hearing is to be held;
 - d. A reference to the particular section of the Act, regulations, grant or other agreements under the Act involved;
 - e. Notice to the parties of the specific charges involved;

- f. The right of both parties to be represented by legal counsel or other individuals of his or her own choice;
 - g. The right of each party to present evidence, both written and through witnesses;
 - h. The right of each party to cross examination;
 - i. The right of an impartial decision maker who has not been directly involved in the events from which the complaint arose; and
 - j. A written decision made strictly on the recorded evidence must be rendered within the prescribed time frame.
4. Complete records and documentation should be kept in each contested case, including minutes of testimony, data submitted, findings, appeals, and final decisions.
5. Decisions must be made not later than 40 days of filing of the complaint.

Complaints filed at the State Level

6. If a complainant does not receive a decision at the Local Area level within 40 days of the filing of the complaint or receives an unsatisfactory decision, the complainant has a right to request a review of the complaint by the State (Division of Workforce Solutions). Requests for such review should be submitted to:

Assistant Secretary
NC Department of Commerce
Division of Workforce Solutions
313 Chapanoke Road, Suite 120
4316 Mail Service Center
Raleigh, North Carolina 27699-4316
ATTENTION: DWS WIOA EEO Officer

Such requests must be filed within 10 days of receipt of the adverse decision or 10 days from the date on which the complainant should have received a decision, whichever is earlier. The Division will conduct a review of the complaint and issue a decision within 40 days from the date of receiving the review request. The Assistant Secretary for the Division may extend the 10 days if: 1) the Local Area does not notify the complainant of his or her right to request a review by the Division, or 2) for other good cause shown. Under no circumstances shall the time limit be extended for more than 30 days. However, if an extension is not granted, the complainant may follow the procedures listed in number 7 below. The complainant has the burden of proving to the Division that the time limit should be extended.

Complaints filed at the Federal Level

7. Should the Division provide a decision unsatisfactory to the complainant or fails to provide one, the complainant may file a complaint with the Director of the Civil Rights Center of the U. S. Department of Labor. Such requests must be submitted within 30 days of the Division's decision or 120 days from the date the complaint was initially filed at the Local level, whichever is earlier.
8. Complaints filed with the Director of the Civil Rights Center shall be mailed to:

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

The Local Area shall maintain a log of complaints filed. The log shall include: 1) the name and address of the complainant; 2) the grounds of the complaint; 3) a description

of the complaint; 4) the date the complaint was filed; 5) the disposition and date of disposition of the complaint; and 6) other pertinent information. Information that could lead to identification of a particular individual as having filed a complaint shall be kept confidential. Records regarding complaints and actions taken thereunder shall be maintained for a period of not less than three years from the date of resolution of the complaint and made available to the Director of the Civil Rights Center (CRC) or the State upon request. Information concerning all complaints shall be kept confidential.

9. The complaint processing procedures shall provide for alternative dispute resolution (ADR). The complainant shall have the choice of pursuing the customary investigation process or using the alternative dispute resolution process. If the parties do not reach an agreement under alternative dispute resolution at the Local Area or State Level, the complainant may file a complaint with the Director of the Center for Civil Rights, at the address listed in number 8 above. The Division of Workforce Solutions has selected the mediation process as its alternative dispute resolution. See North Carolina Department of Commerce, Division of Workforce Solutions, Alternative Dispute Resolution Mediation Guidelines for additional information.
10. Corrective and remedial actions must be designed to completely correct each violation. For each corrective action, a time frame must be established and a minimum of time must be allowed for compliance. The procedures must provide, where appropriate, for retroactive relief (including, but not limited to, back pay) and prospective relief (e.g., training, policy development and communication) to ensure that the discrimination does not recur. The Local Area shall develop procedures for follow-up monitoring to ensure that commitments to take corrective action and remedial action are fulfilled. The Local Area shall describe reports required from the violating agency regarding actions to correct the violation(s). Sanction procedures to be followed where voluntary compliance cannot be achieved shall be developed.

EQUAL OPPORTUNITY



IS THE LAW

It is against the law for this recipient of Federal financial assistance to discriminate on the following bases:

- Against any individual in the United States, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief; or
- Against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or 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.

WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION

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 or electronically as directed on the CRC Web site at www.dol.gov/crc.

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 the 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 may file a complaint with CRC before receiving that Notice. 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.

FOR INFORMATION OR TO FILE A COMPLAINT, CONTACT

Donna Hannig, Eastern Carolina Workforce Development Board, Inc., Equal Opportunity Officer
1341 South Glenburnie Road
New Bern, North Carolina 28562
Telephone #: (252) 636-6901 (voice); (252) 638-3569 (fax); (TTY) 1-800-735-2962 and 1-800-735-8200 (Voice)

FOR MORE INFORMATION, CONTACT

Assistant Secretary NC Department of Commerce Division of Workforce Solutions, Attention: DWS WIOA EEO Officer
313 Chapanoke Road, Suite 120, 4316 Mail Service Center
Raleigh, North Carolina 27699-4316
Telephone #: (919) 814-0419; (TTY) 1-800-735-2962 and 1-800-735-8200 (Voice)

Auxiliary aids and services are available upon request to individuals with disabilities.
Equal Opportunity Employer Program

Participant Signature: _____ Date: _____

Signature of Staff Member Providing the Notice:

LA IGUALDAD DE OPORTUNIDAD ES LA LEY



La ley prohíbe que este beneficiario de asistencia financiera federal discrimine por los siguientes motivos:

- Contra cualquier individuo en los Estados Unidos por su raza, color, religión, sexo (incluyendo el embarazo, el parto y las condiciones médicas relacionadas, y los estereotipos sexuales, el estatus transgénero y la identidad de género), origen nacional (incluyendo el dominio limitado del inglés), edad, discapacidad, afiliación o creencia política, o contra cualquier beneficiario, solicitante de trabajo o participante en programas de capacitación que reciben apoyo financiero bajo el Título I de la ley de Innovación y Oportunidad en la Fuerza Laboral (WIOA), por sus siglas en inglés), debido a su ciudadanía, o por su participación en un programa o actividad que recibe asistencia financiera bajo el Título I de WIOA;

El beneficiario no deberá discriminar en los siguientes áreas:

- Decidiendo quien será permitido de participar, o tendrá acceso a cualquier programa o actividad que recibe apoyo financiero bajo el Título I de WIOA;
- Proporcionando oportunidades en, o tratar a cualquier persona con respecto a un programa o actividad semejante; o tomar decisiones de empleo en la administración de, o en conexión a un programa o actividad semejante.

Los beneficiarios de asistencia financiera federal deben tomar medidas razonables para garantizar que las comunicaciones con las personas con discapacidades sean tan efectivas como las comunicaciones con los demás. Esto significa que, a petición y servicios para individuos con discapacidades calificados.

QUE DEBE HACER SI CREE QUE HA SIDO DISCRIMINADO

Sí usted piensa que ha sido discriminado en un programa o actividad que recibe apoyo financiero bajo el Título I de WIOA, usted puede presentar una queja no más de 180 días después de la fecha en que ocurrió la presunta violación, ya sea con: El Oficial de igualdad de Oportunidad del recipiente (o la persona que el recipiente haya designado para este propósito); o

El director del Centro de Derechos Civiles (Civil Rights Center (CRC)), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210 o electrónicamente como indica el sitio web del CRC www.dol.gov/crc.

Si usted presenta una queja con el recipiente, usted debe esperar hasta que el recipiente emita decisión final escrita o que pasen por lo menos 90 días (lo que ocurra primero), antes de presentar una con el Centro de Derechos Civiles (CRC, por sus siglas en inglés) a la dirección mencionada previamente.

Sí el beneficiario no le entrega una decisión final escrita dentro de 90 días después de la fecha en que presentó su queja con el CRC dentro de 30 días después de la fecha límite de 90 días (en otras palabras, dentro de 120 días después de la fecha en que presento la queja con el recipiente).

Si el recipiente emite una decisión final escrita, pero usted no está satisfecho con él CRC. Usted debe presentar su queja con el CRC dentro de 30 días después que reciba la decisión final escrita.

PARA INFORMACION O PARA REGISTRAR UNA QUERRELLA, COMUNIQUESE CON

Donna Hannig, Eastern Carolina Workforce Development Board, Inc., Equal Opportunity Officer
1341 South Glenburnie Road
New Bern, North Carolina 28562
Telephone #: (252) 636-6901 (voice); (252) 638-3569 (fax); (TTY) 1-800-735-2962 and 1-800-735-8200 (Voice)

PARA MÁS INFORMACION, LLAME A

Assistant Secretary NC Department of Commerce Division of Workforce Solutions, Attention: DWS WIOA EEO Officer
313 Chapanoke Road, Suite 120, 4316 Mail Service Center
Raleigh, North Carolina 27699-4316
Telephone #: (919) 814-0419; (TTY) 1-800-735-2962 and 1-800-735-8200 (Voice)

Ayudantes auxiliares y servicios est'an disponibles para individuos con incapacidades siasi lo requieren.
Programa de oportunidades de igualdad del empleo

Participante Firma: _____

Fecha: _____

Firma del Funcionario la Notificación: _____

WIOA PARTICIPANT ORIENTATION

Below are important topics that will be discussed with you before you enroll in the WIOA Program.

- 1. Introduction to WIOA
- 2. Program objectives
- 3. Eligibility requirements
- 4. Verification of eligibility
- 5. Rights, benefits, and responsibilities of participants
- 6. Supportive services available
- 7. Grievance procedures/civil rights/EEO
- 8. Nepotism *(case management and/or work experience)*
- 9. Hatch Act *(no engagement in political activities)*
- 10. Sectarian activities *(cannot participate in activities at facilities that are used/or to be used for sectarian instructions or religious worship)*
- 12. Monitoring *(may be interviewed by Federal, State and Local monitors during participation)*
- 13. Reporting procedures *(time sheets, attendance sheets, grade reports, etc.)*
- 14. Maintaining Grades and Attending Classes, if applicable
- 15. Individual Employment Plan (IEP) /Individual Service Strategy (ISS)
- 16. Work standards
 - A. Hours - days, weeks, breaks, time, etc. *(no overtime for work experience)*
 - B. Job description *(a copy should be provided to participant)*
 - C. Wage rate
 - D. Pay procedures
 - E. Tax forms
 - F. Employment eligibility verification (I-9 form)
 - G. Youth Employment Certificate/Work permit, if applicable
 - H. Child Labor Laws, if applicable
 - I. Attendance requirements/calling in when absent or late
 - J. Termination procedures
 - K. Progress Evaluation
 - L. How to handle problems at the worksite
 - M. What to do in the event you are injured or ill at the worksite
 - N. WIOA workers are not allowed to promote unionization
 - O. I understand that I am enrolling in a workforce training program. A component of the training program is work experience. If I participate in this component of the training program, I understand that I am not eligible for unemployment benefits upon completion of the work experience.
- 17. Program Completion/Exit/Outcome/Follow-Up *(entering employment, post-secondary education)*

Participant Signature

Date

Career Advisor/Case Manager Signature

Date

**** The above signatures indicate that the subjects listed above have been reviewed with participant.**

Return To:

INCOME VERIFICATION FORM
PLEASE RETURN WITHIN FIVE (5) DAYS

TO WHOM IT MAY CONCERN:

THIS IS TO VERIFY THAT _____ IS OR
HAS BEEN EMPLOYED BY THIS COMPANY, WITH EARNINGS FOR THE LAST SIX MONTHS
(_____) AS FOLLOWS:

{indicate six-month period to be verified}

<u>MONTH & YEAR</u>	<u>GROSS EARNINGS</u>
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
TOTAL FOR PREVIOUS SIX MONTHS:	\$ _____

Signed: _____ Date _____
(name of person verifying wages)

Company Name: _____

Address: _____

City, State, Zip Code: _____

Telephone Number: (_____) _____

I, _____, HEREBY AUTHORIZE THE RELEASE OF THIS INFORMATION.
(Participant Name)

Participant's Signature Date

Return To: _____

TO: _____ COUNTY DEPARTMENT OF SOCIAL SERVICES
FROM: _____
SUBJECT: VERIFICATION OF SERVICES
Telephone #: _____ Fax #: _____

I, _____, social security #, XXX-XX-_____,
HEREBY authorize the release of this information to the agency requesting it:

Primary Recipient of TANF/SNAP Signature or Applicant Signature Date

The above applicant or an individual in their household has applied for services.
Please verify participation in the pertinent program(s).

Services	TANF	SNAP <i>(formerly Food Stamps)</i>
Beginning Eligibility Date		
Ending Eligibility Date		
Grant Amount	\$	\$
Case Number		
List Individuals in Grant <i>{for additional names please list on agency letterhead/or plain paper with agency stamp and attach to this form}</i>	1.	1.
	2.	2.
	3.	3.
	4.	4.
	5.	5.
	6.	6.
List Individuals in Household NOT included in Grant <i>{if applicable}</i>		1.
		2.
		3.
		4.

Signature of Authorized Agency Representative

Date

Title or Position

CUSTOMER SELF-ATTESTATION

Applicant's Full Name: _____

Program: _____

Eligibility Item(s) being verified: _____

Statement of Issue(s) Being Documented

Must be written as a statement and not a list. If your statement identifies individuals, please include their name and relationship to you.

Empty box for writing the statement of issue(s) being documented.

Applicant's Signature: _____ **Date** _____

Career Advisor's Signature: _____

TELEPHONE/EMAIL VERIFICATION

Applicant's Full Name: _____

Program: _____

Name of Source/Agency/Employer _____

Contacted: _____

Address of Source/Agency/Employer _____

Contacted: _____

Name of Individual Providing Verification: _____

Title of Individual Providing Verification: _____

Telephone Number of Source/Agency: _____

Email Address of Source/Agency Contact: _____

Date of Contact: _____

Type of Contact: Telephone Email (attach email)

<u>Time Period for Verification</u> <i>(to and from dates)</i>	<u>Item(s) Being Verified</u>	<u>Amount</u> <i>(if applicable)</i>	<u>Status</u>

Comments:

Career Advisor's Signature: _____

Date _____

Intake Officer's Certification

Eligibility Criteria Verified: Dislocated Worker Program
Unlikely to return to previous industry or occupation.

I, _____, do hereby certify that the information provided below is true and accurate, and I understand that the information, if misrepresented by me may be grounds for immediate dismissal and/or subject me to penalties as specified by applicable laws and regulations.

State reason the applicant is unlikely to return to previous industry or occupation.
(Please do not indicate the reason they will not return to their previous job/employer)

Intake Officer/Career Advisor Signature: _____

Date: _____