

# Client Handbook

WESTERN ARKANSAS EMPLOYMENT  
DEVELOPMENT AGENCY, INC.  
WAEDA

## WIOA ORIENTATION

Crawford, Franklin, Logan, Polk, Scott, & Sebastian Counties

"Equal Opportunity Employer/Program"

2015 – 2016

1500 East Main • Van Buren, Arkansas 72956  
(479) 474-7061 • FAX: (479) 471-0827 • TDD 1-800-285-1131  
Arkansas Workforce Center – Fort Smith • (479) 783-0231

[www.waeda.org](http://www.waeda.org)

*Auxiliary Aids Available Upon Request*

Dear Client:

The Western Arkansas Employment Development Agency (WAEDA) is pleased to welcome you. We hope this will be a rewarding and profitable experience for you. This program is designed to be meaningful in several ways: some can be seen right away; others, will be seen when you face future employment situations.

The key to understanding the major goals of this program is found in the word "Development". By providing wholesome training experiences, the WAEDA staff, cooperating agencies, your supervisors/instructors, and case manager wish to help you develop:

- *A clear understanding* of the working world (available job markets, career opportunities, industrial progress).
- *A knowledge* of employer/instructor expectations (the need to be punctual, wise use of time, avoiding unnecessary absences).
- *A strong character and productive, positive attitude* on the job or in the classroom. (The best of your personality is developed here).
- *Experience* in managing money (planning for expenses such as school, books, fees, clothing or personal items, child care etc.).
- *An ability to **help yourself*** get ahead in future situations (the WAEDA philosophy).

These goals can only be achieved by your alert and sensitive participation on the job, in the classroom and through individual or group counseling sessions.

You and your case manager will keep in close contact and talk frequently with one another. Your case manager is an advisor, coach and friend. WAEDA has many resources from which you may benefit; we invite you to take advantage of these services.

This orientation session is a very important part of this program. It will show you the importance of working studying and learning in an atmosphere of co-operation, trust and respect for others. Positive participation in this program will lay a solid foundation for your success in future employment and career opportunities.

On behalf of WAEDA and the participating agencies, we wish you a pleasant and meaningful learning experience.

Sincerely,  
Martha Anne Holt, WAEDA Administrator

# **PLEASE READ THIS MANUAL THOROUGHLY DURING YOUR ORIENTATION TO THE WIOA PROGRAM.**

## **INTRODUCTION**

The purpose of the WIOA program is to provide you with classroom training, on-the-job training, and career counseling necessary for you to compete in the growing labor market. Job placements stem from private businesses and public agencies.

Emphasis is placed on learning the attitudes, habits, and behavior necessary for regular employment.

## **DO**

- ❖ Be on time
- ❖ Dress neatly and appropriately
- ❖ Always call in ahead of time if you are going to be late or sick
- ❖ Ask your supervisor/instructor if you have any questions about your job/class
- ❖ Take your responsibilities seriously
- ❖ Be careful with company/school property
- ❖ Observe safety rules and regulations
- ❖ Follow instructions carefully
- ❖ Respect what is seen or heard on the job/school by not repeating it elsewhere
- ❖ Be honest

## **DO NOT**

- ❖ Loaf on the job/class
- ❖ Take long lunch hours or breaks
- ❖ Be disrespectful
- ❖ Be late for work/class
- ❖ Have friends or family visit you at your job site/school
- ❖ Use the telephone/cell phone for personal conversations or text messaging
- ❖ Be dishonest
- ❖ Quit your job/school without calling your case manager and training site supervisor ahead of time.
- ❖ Use computers for personal use
- ❖ Discuss your pay rate

## **WORK WEEK**

Client's work week/class hours will vary depending upon enrolled activities.

## **COUNSELING**

An important part of the WIOA program is counseling.

During placement a case manager will be assigned to you to advise and assist you throughout this program. Should you have any questions, bring it to the attention of your case manager.

It is the case manager's responsibility to monitor your performance. Therefore, your case manager, will be working directly with you and your training supervisor.

If there are any problems concerning checks, time sheets or counseling sessions, please call your case manager any day Monday through Friday between 8:00 a.m. and 5:00 p.m.

## **GROOMING**

It is expected that during work/school you will dress neatly and appropriately. This means that you will dress according to the rules and regulations of the work site/school.

## **LATENESS**

On-the-Job Training: The hours of work decided upon at the time of your initial meeting with your job site supervisor are the hours you are expected to work.

Classroom Training: The hours of school will be determined at the initial registration.

If you cannot report on time, call your supervisor immediately (e.g., if you are supposed to report at 9:00 a.m., but will be an hour late, you should call in no later than 9:00 a.m., indicating the time you will be arriving.) Being late constantly will lead to your termination from the program.

## **ABSENCES**

Some things may come up which will require you to miss work/school, such as medical or legal reasons. It is your responsibility to let your job-site supervisor/instructor or case manager know as soon as possible that you will be absent. If you know in advance that you will be absent, you are expected to inform your job-site supervisor/instructor and your case manager IN ADVANCE. If you cannot give advance notice that you will need to be absent, you must call your supervisor/instructor and/or case manager AS SOON AS YOU KNOW.

## **TERMINATION**

Termination from the WIOA activity will occur when you:

- Test positive for illegal drugs or alcohol
- Fail to be on time
- Have unexcused absences from work/school or counseling sessions
- Fail to do your job or to follow instructions of your supervisor/instructor or case manager
- Are dishonest
- Falsification of information on time sheets or other documents
- Endangering the lives of co-workers/classmates
- Stealing or receiving stolen property while on the job/in class or during counseling sessions
- Violation of the dress code for your worksite
- Threatening your job site supervisor/instructor or case manager
- Quitting or walking off the job/school without notification

## **INJURIES**

If you are injured on the job or at school, report it immediately to your supervisor/instructor. He/she will get medical attention for you, if required and will notify the WAEDA office of the time and nature of your injury

and of any witnesses to the injury. You are covered by insurance, but to have the medical expenses paid by insurance or Workers Compensation, you must notify your supervisor/instructor or case manager within the first twenty-four (24) hours. Do not go to a doctor without first notifying the WAEDA office, unless it is an emergency. In the event that I am involved with any work-place accident and require medical attention, I understand that I may be required to undergo a drug test at the time of medical treatment. If I should test positive for any prohibited substance, I understand that I, or my guardian(s), will be financially responsible for any and all medical expenses incurred.

## **EVALUATION**

You will be evaluated during the program. On-the-Job-training will consist of two (2) parts:

- An evaluation by your job site supervisor of your performance at the job site.
- An evaluation by your case manager on your general performance.

Classroom Clients will be evaluated on attendance, grades by the school and by your case manager on your general performance.

## **QUITTING**

If you decide you cannot continue training, you must notify the job-site supervisor/instructor and your case manager **AT LEAST ONE WEEK BEFORE LEAVING THE JOB/SCHOOL**. If you are quitting because of a problem, please contact your case manager; perhaps he/she can help you work it out. If it is determined you quit for an unjustifiable reason, you will not have the opportunity to participate in the WIOA program again.

## **PERSONAL ITEMS**

Cell phones, I-pods, dice, cards, weapons, drugs, alcohol and other items, which are detrimental to the effective performance of your time, while on the job, or in the classroom, will not be tolerated. The violation of this regulation will result in immediate suspension or termination from the WIOA program.

## **TRANSPORTATION**

Each Client is responsible for his/her own transportation. These arrangements should be made before reporting for job/school.

## **UNSUBSIDIZED EMPLOYMENT**

The goal of WAEDA and WIOA is that your on-the-job-training or classroom training will ultimately lead to employment for you. Your case manager will make every effort to assist you in finding employment in the available labor market.

## **FOLLOW-UP**

After you have completed your training on the WIOA program, you will begin follow-up services. This will include questionnaires asking about your current employment status. You will also be eligible to receive our follow-up services which include job search, resume writing, access to our resource facilities, classes to refresh computer skills and additional services may also be available. When you receive your questionnaire, please complete it immediately and return it to WAEDA or contact your case manager as soon as possible. We are very proud of the students who complete training and want to know how you are doing after training. This information also helps us in continuing to upgrade and provide quality services to other students like you.

## **BENEFITS AND WORKING CONDITIONS**

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

- 1) You shall receive no payments for training activities in which you fail to participate.
- 2) If you are an on the job training participant, you will be compensated by the employer at the same rates, including periodic increases, as similarly situated employees or Clients.
- 3) As a participant in activities authorized under the Act, you will be paid wages no less than the federal minimum wage.
- 4) State and federal Health and Safety standards applicable to working conditions of other employees will be equally applicable to working conditions for you.
- 5) Workers compensation benefits are available in accordance with the State Workers Compensation Law as applicable, with respect to injuries suffered by you.
- 6) If you are employed in a subsidized job, you shall be provided benefits and 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.

**Western Arkansas Employment Development Agency, Inc.**

**WAEDA**

*P.O. Box 1266/1500 East Main Street / Van Buren, AR 72957*

*(479) 474-7061 Fax: (479) 471-0827*

Participant Name: \_\_\_\_\_

Training Site: \_\_\_\_\_

Training Site Phone Number: \_\_\_\_\_

Pay Period From: \_\_\_\_\_ Pay Period To: \_\_\_\_\_

**COMPLETE IN INK – NO WHITE OUT**

| Date | Time In | Lunch Time Out | Lunch Time In | Time Out | Total Hours |
|------|---------|----------------|---------------|----------|-------------|
|      |         |                |               |          |             |
|      |         |                |               |          |             |
|      |         |                |               |          |             |
|      |         |                |               |          |             |
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|      |         |                |               |          |             |
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|      |         |                |               |          |             |
|      |         |                |               |          |             |

Total Hours Worked: \_\_\_\_\_

**Draw single line through incorrect information and initial changes made. Write correct information beside initials. Review hours for accuracy. Timesheets must be completed with required legible signature.**

**Late timesheets will be paid the next pay period.**

E=Excellent G=Good F=Fair U=Unsatisfactory

|                   | E | G | F | U |   | E | G | F | U |
|-------------------|---|---|---|---|---|---|---|---|---|
| Work quality      |   |   |   |   | Attitude toward coworkers                 |   |   |   |   |
| Conduct           |   |   |   |   | Attitude toward work                      |   |   |   |   |
| Initiative        |   |   |   |   | Follows directions                        |   |   |   |   |
| Completes tasks   |   |   |   |   | Late this pay period ( ) Yes ( ) No       |   |   |   |   |
| Appropriate dress |   |   |   |   | Absent this pd ( ) Yes ( ) No ( ) Excused |   |   |   |   |
| Hygiene           |   |   |   |   | Left work early ( ) Yes ( ) No            |   |   |   |   |

I certify that this information is true and correct. I understand that any time reported that was not actually worked will result in termination from the program and be subject to repayment to WAEDA.

Employee Signature: \_\_\_\_\_ DATE: \_\_\_\_\_

Work Site Supervisor Signature: \_\_\_\_\_ DATE: \_\_\_\_\_

WAEDA Staff Signature: \_\_\_\_\_ DATE: \_\_\_\_\_

**For Office Use Only**

| Employee Number | Total Hours Worked | Check Number |
|-----------------|--------------------|--------------|
|                 |                    |              |

## Equal Opportunity is the Law

### **It is against the law for this 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 and Opportunity Act of 2014 (WIOA), 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 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 that 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 the Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210.

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 in 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.

The Equal Opportunity Manager/State Designated WIOA Equal Opportunity Office for the Arkansas Department of Workforce Services is:

#### **State Level**

Gloria D. Johnson  
Arkansas Department of Workforce Services  
WIOA State Equal Opportunity Manager  
P.O. Box 2981  
Little Rock, Arkansas 72203-2981  
(501) 682-3106  
[Gloria.Johnson@arkansas.gov](mailto:Gloria.Johnson@arkansas.gov)

#### **Local Level**

Harold Wilson  
Western EEO Officer  
WAEDA  
P.O. Box 1266  
Van Buren, AR 72957  
(479) 474-7061

#### **Federal Level**

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

### **Assurance Statement**

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:

- Title VI of the Civil Rights Act of 1964
- Section 504 of the Rehabilitation Act of 1973
- The Age Discrimination Act of 1975
- Title IX of the Education Amendments of 1972

Equal Opportunity Employer/Program

Auxiliary aids and services available upon request for individuals with disabilities.



## **GUIDE TO FILING A COMPLAINT UNDER THE GRIEVANCE/COMPLAINT RESOLUTION PROCEDURE**

An employee complaint resolution system is available to you as a fair and effective means of resolving work related complaints and problems. You can use the complaint resolution procedures' series of progressive steps when you feel a work related decision is discriminatory, unfair, or inconsistent with established agency policies and practices.

Complaints or grievances may include such things as discipline transfer, job posting harassment, unfair assignment, overtime, vacation or holiday time, personal request denied, etc. You cannot use the complaint procedure to appeal the decision related to the agency's responsibility to determine program direction or strategy or operating decisions, such as the assignment of employees, establishment or rules of conduct determinations or the hours and days of work, starting and quitting time wages and benefits.

The complaint resolution system revolves a series of four steps:

Step 1:

Discuss the complaint with your immediate supervisor as soon as possible. If you are not satisfied with the response, take your complaint to step 2.

Step 2:

Contact your Case Manager and discuss the complaint with him/her. He/she will try to resolve your complaint. If the complaint is not mutually resolved, take your complaint to step 3.

Step 3:

Submit your complaint in writing to the EEO Officer he/she will provide you with a copy of the Grievance Procedure Complaint Information Form. The EEO Officer will assist you in completing the form correctly.

**Harold Wilson  
EEO Officer  
P.O. Box 1266  
Van Buren, AR 72957  
1-479-474-7061**

**TDD 1-800-825-1131**

Once you have completed your written complaint in the required manner, the EEO Officer will proceed to investigate your complaint and seek a mutually acceptable resolution. If you are still dissatisfied, take your complaint to step 4.

Step 4:

If after you have pursued your complaint with assistance from the EEO Officer and you are still dissatisfied you may contact the State EEO office.

**Equal Employment Opportunity Section  
Arkansas Department of Workforce Services  
P.O. Box 2981  
Little Rock, Arkansas 72203-2981  
Telephone: (501) 682-2389  
TDD: 1-800-8250-1311**

Once you have brought a complaint to the agency's attention, an investigation will be made. The managers and supervisors in the agency want to insure that there is no discrimination in your workplace. Every one of them has pledged to help with the informal resolution complaints, where it is possible to resolve the matter in question.

It is not always possible for the agency to grant employees what they would like to have, but if this is the case, the agency position will be explained to you. By bringing it to the attention of the agency's staff, you are giving the agency a chance to work things out and we appreciate it. Whether or not the agency resolves your complaint to your satisfaction, it would be against the law for anyone to retaliate against you.

# **DISCRIMINATION COMPLAINT PROCEDURE**

## **PURPOSE**

To establish procedures for all staff of the Grant recipient, The Local Workforce Investment Board, and subcontractors for handling discrimination complaints and establish the policies and standard procedures for accepting, handling and processing resolution or complaints of discrimination filed by any applicant for participation, employment, or funding or by any participant or employee of any WIOA Title I funded entity against any entity receiving financial assistance under WIOA.

## **BACKGROUND**

Section 188 of the Workforce Innovation and Opportunity Act 1998 prohibits any individual from being excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in any organization or program receiving financial assistance on the basis of race, color, sex religion, national origin, age, disability, political affiliation or belief and, for beneficiaries only, citizenship or participation in WIOA.

## **SCOPE**

This policy and the procedures issued hereunder apply to applicants for funding, participation or employment or to participants or employees of any WIOA-funded entity (hereinafter “covered individual”) who wish to file discrimination complaints against any entity receiving financial assistance under WIOA.

## **POLICY**

It is the policy of the recipient to 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 Office is designated as the responsible individual for affecting compliance with this part. 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 procedures described below.

Under 29 CFR 37, an individual has the option of filing a complaint either with the recipient of WIOA Title I funds or directly with the Directorate of Civil Rights (DCR)

1. Should the complainant opt to file with the recipient, the recipient shall process the complaint within sixty (60) days.

Recipient is defined for equal opportunity purposes as any entity to which federal financial assistance under a WIOA Title I funded program is extended, either directly through the Governor or through another recipient (including any successor, assignee, or transferee of a recipient), but excluding the ultimate beneficiaries of the WIOA funded program or activity and the Governor. Recipient includes, but is not limited to Job Corps Center operators (excluding federally-operated Job Corps Centers), State Department of Workforce Services, State-level agencies that administer WIOA funds, grant recipients and service providers, as well as National Program recipients.

Within the 60 days, the recipient shall offer a resolution of the complaint to the complainant. If by the end of 60 days, the recipient has not completed the processing of the complaint or has failed to notify the complainant of the resolution, the complainant or his/her representative may, within 30 days of the expiration of the 60 day period or upon notification of resolution, file with DCR

2. Should the complainant opt to file directly with DCR, recipient staff shall assist the complainant (if requested) in completing the Complaint Information Form for those individuals not requesting assistance, but needing forms, addresses, etc., recipient staff shall provide the necessary Complaint Information Form.

**NOTE: Complainants will be notified by the recipient that filing time for all complaints initiated more than 180 days from the date of the alleged discrimination may be extended for good cause by the director of DCR.**

## **COMPLAINT AND INVESTIGATION**

1. Upon receipt of a complaint or information alleging discrimination, the EO officer/Director of the entity receiving WIOA Title I funds shall:
  - a. Promptly log and initiate a review or investigation of the complaint.
  - b. Provide notice to all parties of the specific charges.
  - c. Inform both parties of their right to representation.
  - d. Inform both parties of right to present evidence.

- e. Inform both parties of their right to rebut evidence presented by others.
  - f. Provide for a decision made strictly on the documented evidence.
2. The name of the complainant shall be kept confidential, to the extent possible when consent has been provided for the release of complainant's identity, disclosure should be under the conditions which will promote continued receipt of confidential information.
  3. No person, organization or agency may discharge or in any manner retaliate against any person because that person has filed a complaint, instituted any proceeding related to the Act, testified, or is about to testify, in any proceeding or investigation, or has provided information or assisted in an investigation.
  4. The funded entity's EO officer shall review the complaint for accuracy and completeness. From the date of receipt the EO officer has 30 days to attempt to resolve the complaint.

### **WHO MAY FILE**

Any person may file who believes that he/she or any specific class or group of individuals has been or is being subjected to discrimination on the basis of race, color, national origin, religion, sex, age, disability, political affiliation or belief and, for beneficiaries only, citizenship or participation in WIOA may file a complaint. The complaint must be in writing and filed by the complainant or by an authorized representative.

### **WHERE TO FILE**

The complainant may file a complaint with the recipient of WIOA funds, or with the Arkansas Department of Workforce Services Equal Opportunity Manager, P.O. Box 2981, Little Rock, AR 72203, Telephone (501) 682-3106, TDD (501) 683-8031, or 1-800-264-2904.

Or the complainant may file a complaint directly with the director, Directorate of Civil Rights, U.S. Department of Labor, 200 Constitution Avenue, N.W., Room N-4123, Washington, D.C. 20210, Telephone (202) 219-7026.

### **WHEN TO FILE**

A complaint must be filed within 180 days of any alleged discrimination. Only the Director of DCR, for good cause shown, may extend the filing time.

### **CONTENTS OF A COMPLAINT**

Each complaint shall be in writing and shall:

1. Be signed by the complainant or his/her authorized representative.
2. Contain the complainant's name and address (or specify another means of contacting him/her);
3. Identify the respondent; or
4. Describe the complainant's allegations in sufficient detail to allow the recipient to determine whether the complaint:
  - falls under the recipient's jurisdiction
  - was timely filed, and
  - has apparent merit

This information may be provided by completing **DCR's Complaint Information Form**.

### **RIGHT TO REPRESENTATION**

The recipient's complaint-handling process should provide for

- notice to all parties of the specific charges and responses of those involved.
- the right of both parties to representation,
- the right of each party to present evidence
- the right of each party to rebut evidence presented by others, and
- a decision made strictly on the documented evidence.

### **ELECTION OF RECIPIENT LEVEL**

Coverage and Provision: This policy sets forth a three-level system, which allows any person or organization to file complaint at either the local level, i.e., One Stop Operator's EO Officer; the state level i.e., State EO Officer, or federal level i.e., Director of DCR.

If the complainant elects to file with DCR rather than with the recipient, the recipient can assist the complainant in filling out DCR's complaint Information Form and forward it to DCR.

If the complainant elects to file at the State level, the complaint will be referred to the proper recipient.

If the complainant elects to file a complaint at the local level one stop, the one stop EO Officer shall review the complaint for accuracy and completeness, and send a copy to the State EO officer. From the date of receipt, the EO officer has 30 days to attempt to resolve the complaint.

All complaints alleging discrimination shall remain with the sub recipient for a period not to exceed 30 days. During this period, the sub recipient shall make every effort to resolve the complaint. Should the sub recipient fail to conciliate the complaint, it shall be forwarded to the State EO Officer by the end of the thirtieth day after the date of filing.

The State will conduct an investigation in accordance with State WIOA policy. The State will render a decision within 30 days.

If the complainant elects the federal process, the complaint is immediately forwarded to DCR.

### **NOTIFICATION OF NO JURISDICTION**

The recipient shall notify the complainant in writing immediately upon determining that it does not have jurisdiction over a complaint that alleges a violation of the nondiscrimination and equal opportunity provisions of WIOA.

## **NON-CRIMINAL COMPLAINT PROCEDURES**

### **Who may File a Non-Criminal Complain and When to File:**

Any person or organization alleging a violation of the Act, regulations, grant agreement or other agreement regarding the administration of WIOA Programs may file a non-criminal complaint. A complaint must be filed within 90 days (180 days if it is a discrimination complaint) of alleged violation with the following agency:

**Director of WIOA Services**  
**WAPDD, Inc.**  
**P.O. Box 2067**  
**Fort Smith, AR 72902**

Any person or organization alleging a violation of the nondiscrimination and equal opportunity provisions of WIOA Section 188.29 CFR Part 37 or the One Stop Delivery System may file a non-criminal complaint. The complaint must be filed with the following agency:

**WIOA Title 1 Provider**  
**WAEDA, Inc.**  
**P.O. Box 1266**  
**Van Buren, AR 72957**

### **How to file a Non-Criminal Complaint (Content of the Complaint):**

Each Complaint must be in writing and signed by the complainant or his/her representative. The complainant's name and address must be included or another means of contact specified.

Each complaint must include a statement disclosing whether proceedings involving the subject of the request have been commenced or concluded before any federal, state or local authority, and if so, the date of the commencement or conclusion; the name and address or the authority and the style of the case; and the provisions of the Act, regulations, grant, or other agreements under the Act believed to have been violated.

Upon receipt of a grievance, the appropriate respondent representative shall send acknowledgement of receipt of the grievance to all parties by certified mail, return receipt requested. The acknowledgment of receipt of the grievance shall outline the steps to be taken to resolve the matter, notify all parties of the right to request a hearing, advise of attempt to reach an informal resolution, and provide a synopsis of issues to be decided.

### **Administrative Fact-Finding Investigation:**

If a hearing is not requested, the appropriate official shall conduct an administrative fact-finding investigation. The investigation shall include opportunities for all parties to submit an in-depth position statement, including documentary supportive data and/or records, access to a review of appropriate officials records, interview of principal parties, and an opportunity for all parties to offer rebuttal to information received, and written decision. Written decisions, resulting either from a hearing or an administrative fact-finding investigation, shall be issued within 60 days from the date the complaint was received by the respondent representative.

Written decisions shall be sent by certified mail, return receipt requested, and must contain the following: a statement assuring all steps included in the grievance procedure have been adhered to in accordance with provisions of the Act, remedies being offered, if appropriate; summary; and advisement of the right to appeal the decision, by request, for review and/or hearing by the state, as appropriate.

### **Hearing Procedures:**

The following hearing procedures shall apply to grievances at local level. The administrative hearing shall be informal. Technical rules of evidence shall not apply to hearings conducted pursuant to these procedures. Hearsay evidence shall be admissible at the discretion of the hearing officer.

Hearings shall be held at a time and place determined by the hearing officers, upon reasonable notice to the parties and the witnesses in selecting a place for the hearing.

The party requesting the hearing shall have the burden of establishing the facts and the entitlement to relief requested. The hearing procedures shall include: written notice of the date, time and place of the hearing; the manner in which it will be conducted and the issues to be decided; opportunity to be represented by an attorney or other representative of the complainant's choice; opportunity to bring witnesses and documentary evidence.

The appropriate respondent representative shall cooperate in making available any persons under their control or employ to testify if these persons are requested to testify by the complainant to release requested documents relevant to the issue; allow opportunity to question any witness of parties; ensure the rights to an impartial hearing examiner; keep a verbatim record of the proceeding; and issue a written decision by the hearing examiner.

This system provides that a hearing shall be conducted within 60 days of receipt of a grievance if requested by the grievant.

The remedies that may be imposed for a violation for any requirement may include: suspension or termination of payments under WIOA Title I; prohibition of placement of a participant with an employer that has violated any requirement under WIOA Title I; where applicable, reinstatement of other relevant terms, conditions and privileges of employment; and where appropriate, to the other equitable relief.

If the grievant does not receive a decision at the local level within 60 days or receives a decision, which is unsatisfactory, the grievant has a right to request a review of his or her grievance by the state. Appeals must follow the Grievance and Appeals Procedure of The Arkansas Workforce Investment Board, which is available at any Career Development center or on the state board's web site at [www.state.ar.us/workforce](http://www.state.ar.us/workforce) as Attachment M-2 of the Arkansas State Unified Plan.

Certain grievances and complaints may be filed directly with the Arkansas Workforce Investment board or with the U.S. Department of Labor. Information concerning these circumstances is also available in the state Grievance and Appeals Procedure.

**Notification of No Jurisdiction:**

The recipient of the complaint shall notify the complainant in writing immediately upon determining that it does not have the jurisdiction over a complaint that alleges a violation of the non-discrimination equal opportunity provision of WIOA. Complaints of discrimination will be handled in accordance with the WIOA 188 (b), and the Department of Labor's nondiscrimination regulations implementing that section.

Questions about or complaints alleging violation of the non discrimination provisions of WIOA 188 may be mailed to the Director, Civil Rights Center, U.S. Department of Labor, Room N4123, 200 Constitution Avenue, NW, Washington, DC 20210. Nothing in this procedure precludes a grievant or complainant from pursuing a remedy authorized under another Federal, State, or local law.

I CERTIFY THAT I HAVE BEEN FURNISHED A COPY OF THE NON-CRIMINAL COMPLAINT PROCEDURE AND THAT THE PROCEDURES HAVE BEEN DISCUSSED WITH ME.

\_\_\_\_\_  
**Client Signature**

\_\_\_\_\_  
**Date**

## **DRUG-FREE WORKPLACE POLICY**

The use of drugs and/or alcohol is a serious threat to both staff and employees and is inconsistent with the acceptable behavior of all staff.

Employees who use drugs tend to have less productivity and a higher absenteeism rate and are more likely to misappropriate funds or services. The prohibition of use of a controlled substance and/or alcohol also applies to the use of such substances away from the workplace when such use affects the behavior and/or judgment of the employee while on duty. The drug abuser may endanger other employees, the public or themselves and may result in damage to the agency property.

Any or all of these actions may undermine the public confidence in the services provided by this agency. In order to remain a responsible source for administering WIOA programs, the following guidelines have been adopted.

1. The unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace.
2. Disciplinary action will be taken against employees for violation of this policy. Employees may be terminated or requested to seek counseling from an approved rehabilitation service.

In order to ensure that employees are abiding by the policy set forth, the following procedures have been adopted.

1.
  - a) All employees will agree to abide by the Agency's policy on Drug/Alcohol-free workplace.
  - b) Employees will notify his/her supervisor or department manager within 5 days after he/she is convicted for violation of any federal or state criminal drug statute.
2.
  - a) The supervisor and/or department manager will take disciplinary action against the employee when a reasonable suspicion of the use, consumption or effects of alcohol or drugs is evident. Such action may include suspension and/or termination or a notification to leave the workplace.
  - b) The supervisor will notify his/her department manager immediately of any incidences, problems or questions related to employee discipline or behavior and Drug Free policy set forth.
3.
  - a) The department manager will impose disciplinary action upon employees for use of drugs or **alcohol at the workplace, including action against employees suspected to be under the influence of** drugs or alcohol or who have been convicted for drug or alcohol activity in the workplace. Appropriate personnel action shall be taken, up to and including termination of employment, within ten (10) days of receiving notice of such activity and/or conviction.
  - b) The department Manager may require an employee to be tested for substance abuse if the employee exhibits behavior, which has led to a reasonable suspicion that the individual is a substance abuser. A reasonable suspicion may be defined as falling asleep on the job, slurred speech, disorientation, patterns of property damage or any other performance-impairing characteristic. Testing may include a urine or blood test at a recommended licensed/certified clinic or laboratory. Any employee who refuses to be tested may be terminated.
  - c) The department manager may require the employee to satisfactorily participate in a drug abuse assistance program approved by an appropriate agency.
  - d) The department manager will immediately notify the Administrator of any employee who uses drugs or alcohol or of any employee convicted of any substance abuse at the workplace and the ordering of testing.
4.
  - a) The Administrator will notify the appropriate agency of any employee convicted of drug or alcohol related activity within 10 days of notification of such behavior.

**POLITICAL ACTIVITY**  
**AND**  
**WORKFORCE INNOVATION AND OPPORTUNITY ACT**

The Workforce Innovation and Opportunity Act of 2014, Public Law 105-220, was enacted to consolidate coordinate and improve employment, training, literacy and vocational rehabilitation programs.

Persons employed under the Act, either in administration of programs or as participants, should become familiar with Federal Laws and regulations regarding political activity. The information below is given for the guidance of such employees.

**1. WHAT ARE THE FEDERAL POLITICAL ACTIVITY LAWS?**

The laws pertaining to political activity on the part of State and local Government Employees are codified in sections 1501-1508 of title 5 Of United States Code. These provisions are commonly referred to as the Hatch Act. Recently, the Hatch Act was amended to allow State and local employees to take a more active part in partisan political activities. The amendment makes no change in the law as it affects Federal employees.

**2. IS EVERYONE EMPLOYED UNDER THE WORKFORCE INNOVATION AND OPPORTUNITY ACT COVERED BY THE HATCH ACT?**

No. Those individuals, including participants, involved in the Administration of WIOA programs are covered by the virtue of the Workforce Innovation and Opportunity Act itself. Other participants may or may not be covered depending on the particular activity in which they are employed.

Generally, the Hatch Act is applicable to employees in the executive branch of State and local governments if their principal employment is in connection with an activity, which is financed in whole or in part by Federal loans or grants.

**3. DOES THE FACT THAT AN INDIVIDUAL PARTICIPANT'S SALARY IS PAID FROM WIOA (FEDERAL) FUNDS SUBJECT THE PARTICIPANT TO THE HATCH ACT?**

No. In order for participants to be covered under the Hatch Act, they must be; (1) Employed in the administration of a WIOA grant; or (2) principally Employed in an activity that receives Federal loans or grants apart from WIOA funds.

**4. HOW DOES A PARTICIPANT NOT IN A "WIOA" ADMINISTRATIVE POSITION DETERMINE IF THE HATCH ACT APPLIES TO THEM?**

One good way is to determine if other employees in that particular activity are covered.

The guidelines for application of the Hatch act to State and local employees are:

Whether the position is the individual's principal employment

Whether the specific activity receives Federal loans or grants other than WIOA funds.

Whether the individual performs duties in connection with the Federally funded activity as a Normal and foreseeable incident to employment.

**5. WHAT IS AN EXAMPLE OF THE ABOVE DISTINCTION?**

Funds may be provided under the Act to employ an additional person in a Municipal fire department. Since fire departments do not normally receive Federal loans or grants, the participant in all likelihood will not be covered By the Hatch Act.

If funds were provided to employ an additional welfare worker or public health nurse however, that participant would in all likelihood be covered By the Hatch Act since local welfare and public health programs are generally Federally funded.



**6. WOULD PARTICIPATION ON A STATE JOB TRAINING COORDINATING COUNCIL OR WORKFORCE INVESTMENT BOARD RESULT IN COVERAGE BY THE POLITICAL ACTIVITY PROVISIONS?**

Probably not. The political activity provisions apply only to those State and local employees who are principally employed in connection with the federally funded activity. The members of a LWIB or SJTCC would therefore only be covered by the Hatch Act if their membership constituted their principal employment.

**7. WHAT DOES “PRINCIPAL EMPLOYMENT” MEAN?**

If an employee has only one position or job, that is his/her principal employment. When an employee holds two or more jobs, his/her principal employment is usually the one which accounts for more of the work time and earned income than any other job.

**8. GENERALLY, WHAT DOES THE HATCH ACT PROVIDE?**

Employees covered by the Hatch Act may not:

- Use official authority or influence for the purpose of interfering with the affecting results of an election;
- Directly or indirectly coerce, attempt to coerce, command or advise a State or local officer or employee to pay, lend or contribute anything of value for political purposes;
- Be a candidate for elective office.

**9. GENERALLY WHAT TYPES OF ACTIVITIES ARE CONSIDERED TO BE IMPROPER USE OF OFFICIAL AUTHORITY OR COERCION FOR POLITICAL PURPOSES?**

Covered employees may not, for example, threaten to deny promotion to any employee who does not vote for certain candidates; require employees to contribute a percentage of their pay to a political fund (“2% Club”); influence subordinates to buy tickets to a political fund raising dinner; or other similar activities. These prohibitions principally affect supervisors, but are applicable to any covered employee. For instance, employees may not coerce, command or advise other covered employees to make political contributions or to contribute their time or anything of value for political purposes.

**10. MAY A COVERED EMPLOYEE BE A CANDIDATE FOR ELECTIVE OFFICE IN A PARTISAN ELECTION?**

No. Candidacy for any elective office (either public or political party office) in a partisan election is prohibited under the statute.

**11. ARE THERE ANY ELECTIONS IN WHICH COVERED EMPLOYEES ARE ALLOWED TO BE CANDIDATES?**

Yes. They may be candidates in nonpartisan elections.

**12. WHAT IS A NONPARTISAN ELECTION**

Under the statute, a nonpartisan election is one in which none of the candidates is to be nominated or elected as representing a national or State political party. Many municipalities in the United States have nonpartisan elections for local office. In such elections, the political party affiliation of the candidate is not designated on the ballot. All party primary elections are partisan.

**13. IN GENERAL, WHAT POLITICAL ACTIVITIES ARE PERMITTED?**

Covered employees may express their opinions on political subjects and candidates. If not prohibited by State laws, they may also take an active part in political management and political campaigns.

**14. TO WHAT EXTENT ARE COVERED EMPLOYEES PERMITTED TO EXPRESS THEIR OPINIONS ON POLITICAL SUBJECTS AND CANDIDATES?**

Covered employees do not violate the law by expressing their views publicly or privately about a political issue. Displaying political badges, buttons, or stickers is not prohibited but it may be restricted by the employing agency or department while on the job.

**15. MAY COVERED EMPLOYEES BE ACTIVE IN A POLITICAL PARTY, OR**

Covered employees may be members of or hold office in a political party, organization or club. They may attend meetings, vote on candidates and issues, and take an active part in the management of the club, organization or party. However, they may not run as candidates for any political party office in any partisan election, such as a primary election. Covered employees may take an active part in political conventions, including being a candidate for or serving as a delegate, alternate or proxy at such a convention as long as such candidacy does not involve a public partisan election, such as a primary election.

**16. ARE COVERED EMPLOYEES PERMITTED TO ACTIVELY CAMPAIGN FOR POLITICAL PARTY OR CANDIDATE?**

Yes. Covered employees may campaign for a candidate in a partisan election by making speeches, writing on behalf of the candidate, or soliciting voters to support or oppose a candidate. They may attend political meetings and rallies and may serve on a committee that organizes or directs activities at a partisan campaign meeting or rally. They may also originate, circulate and sign nominating petitions for candidates in a partisan election.

**17. MAY COVERED EMPLOYEES MAKE FINANCIAL CONTRIBUTIONS?**

Yes. Covered employees are free to make contributions to a political organization and they may solicit and collect voluntary political contributions. However, they may not coerce, command or advise another covered employees to make such contributions.

**18. MAY COVERED EMPLOYEES ASSIST IN VOTER REGISTRATION DRIVES?**

Yes, Employees may assist in voter registration drives.

**19. MAY COVERED EMPLOYEES USE THEIR AUTOMOBILES TO TRANSPORT VOTERS TO THE POLLS ON ELECTION DAY?**

Yes. Covered employees may use their automobiles to transport voters to the polls.

**20. MAY COVERED EMPLOYEES SERVE AT THE POLLS ON ELECTION DAY AS ELECTION OFFICERS OR CLERKS?**

Yes. Covered employees may accept appointment to serve as an election officer or clerk, or in a similar position as prescribed by local law. They may also work on behalf of a partisan candidate or political party by acting as a checker, watcher, challenger or in a similar partisan position.

**21. ARE THE ACTIVITIES DESCRIBED IN QUESTIONS 15-20 ABOVE PERMITTED IF STATE LAWS PROHIBIT THEM?**

The activities described above in questions 15-20 are permitted by Federal law. Such activities may, however, be prohibited by State law or regulation.

**22. DO THE PROVISIONS OF THE HATCH ACT APPLY TO A COVERED EMPLOYEE'S SPOUSE OR OTHER MEMBERS OF THE FAMILY?**

No, unless they are also covered employees. The law does not restrict the activities of the covered employees spouse or other family members in any way.

**23. ARE THERE ANY STATE AND LOCAL EMPLOYEES EXEMPT FROM THE RESTRICTIONS OF THE HATCH ACT?**

Yes, the law specifically provides that the Governor, Lieutenant Governor, the mayor of a city, and other elected officials are exempt from the restrictions on being candidates for partisan elective office, even though they might be involved with Federally funded activities.

**24. ARE THERE ANY OTHER EXCEPTIONS OF EXEMPTIONS?**

Yes. Totally exempted are officers and employees of educational research institutions, establishments, agencies, or systems supported in whole or in part by a state or local government or by a recognized religious, philanthropic, or cultural organization. Also exempted are individuals who exercise no function in connection with the Federally financed activity.

**25. WHAT IS THE PENALTY FOR A VIOLATION OF THE POLITICAL ACTIVITY LAW BY A COVERED STATE OR LOCAL EMPLOYEE?**

If the United States Civil Service Commission finds the violation does not warrant the Employee's discharge, no penalty at all is imposed. If the commission finds that the offense warrants dismissal from employment, the employing agency may either (1) dismiss the employee or (2) forfeit part of the Federal assistance (equal to two years salary of the employee)

**26. ARE THERE ANY OTHER RESTRICTIONS CONCERNING POLITICAL ACTIVITY WHICH ARE APPLICABLE TO THE HATCH ACT, WHICH ARE APPLICABLE TO THE WORKFORCE INNOVATION AND OPPORTUNITY ACT?**

Yes, the Department of Labor in its Workforce Innovation and Opportunity Act program and grants to areas of high Unemployment Regulation (29CFR 96.26) deals specifically with the political activity of persons employed under the Workforce Innovation and Opportunity Act. Generally these issuances provide that financial assistance will not be given for any program, which discriminates with respect to political affiliations. Specifically, no eligible applicant, sub grantee or employing agency may select, reject, or promote a participant based on that individual's political affiliation or belief.

Programs agents and administrators may not assign or require participants to work for or on behalf of a partisan political party or candidate. Participants may not, AS A PART OF THEIR JOBS, take part in partisan political activity such as lobbying, collecting funds, making speeches or otherwise assisting at meetings; trying to persuade others of their political views, such as by door-bell ringing; distributing political pamphlets; or taking part in voter registration activities for or on behalf of a partisan political party.

However, program agents, administrators and participants may participate in political activities ON THEIR OWN TIME, provided they do not identify themselves as representing any WIOA funded program.

**27. TO WHO SHOULD INQUIRIES BE ADDRESSED CONCERNING THE WORKFORCE INNOVATION AND OPPORTUNITY ACT OR THE FEDERAL POLITICAL ACTIVITY LAWS?**

Questions concerning the Workforce Innovation and Opportunity Act administration should be addressed to the appropriate Regional Grant Officer, Manpower Administration.

Questions concerning the Hatch Act should be addressed to:

**The Office of the General Counsel  
U.S. Civil Service Commission  
1900 E. Street N.W.  
Washington, D.C. 20415  
(202)-632-7600**

# CHILD LABOR LAWS

## HOURS AND TIME STANDARDS

Both state and federal law provide that minors may be employed only during specific hours. In addition, standards for maximum hours of employment are established. The general applicable standards are outlined below.

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### When School is in Session

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|         | No Earlier Than | No Later Than | Maximum Hrs. Per day | Maximum Days @ Wk | Maximum Hrs. per Wk.. |
|---------|-----------------|---------------|----------------------|-------------------|-----------------------|
| 14/15   |                 |               |                      |                   |                       |
| State   | 6 am            | 7 pm          | 8                    | 6                 | 48                    |
| Federal | 7 am            | 7 pm          | 3                    | None              | 18                    |

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|         |      |       |      |      |      |
|---------|------|-------|------|------|------|
| 16/17   |      |       |      |      |      |
| State   | 6 am | 11 pm | 10   | 6    | 54   |
| Federal | None | None  | None | None | None |

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### When School is Not in Session

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|         | No Earlier Than | No Later Than | Maximum Hrs. Per day | Maximum Days @ Wk | Maximum Hrs. per Wk.. |
|---------|-----------------|---------------|----------------------|-------------------|-----------------------|
| 14/15   |                 |               |                      |                   |                       |
| State   | 6 am            | 9 pm          | 8                    | 6                 | 48                    |
| Federal | 7 am            | 9 pm          | 8                    | None              | 40                    |

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|         |      |      |      |      |      |
|---------|------|------|------|------|------|
| 16/17   |      |      |      |      |      |
| State   | 6 am | None | 10   | 6    | 54   |
| Federal | None | None | None | None | None |

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## WORK GUIDELINES – WORK EXPERIENCE & NEG CLIENTS

**ATTENDANCE:**

You will be paid only for time on the job and you are expected to report for work on time. In case of lateness or absence, the work supervisor must be called in advance. Absences will be tolerated only for legitimate cause.

Falsifying information, time sheets or other WAEDA forms is grounds for termination.

**CHILD LABOR LAWS:**

The worksite must comply with the Child Labor Laws. If you are under 18, you cannot be assigned to heavy lifting.

If you assigned to grounds work, work in maintenance, storage yards, warehouses or shops, etc., you must be supplied with safety equipment. You must be given orientation on the use of this equipment and safety precautions needed on the job.

You must be provided with close supervision while working in painting, grounds work or light maintenance.

Clients are not be permitted to work under conditions which are hazardous or dangerous to their safety and all worksites will comply with applicable labor laws, including wage and hour, occupational health and safety and child labor laws.

Use of Chemicals – The Arkansas Child Labor Laws, Section 11-6-106, prohibit individuals under age 16 using poisonous acids, gasses or other chemicals. This includes using these substances to spray weeds. You are never to work around or in connection with any process involving dangerous or poisonous gasses, flammables or other chemicals.

Ladders and scaffolding: Arkansas Child Labor Laws, Section 2.301(b)(4), prohibit individuals under age 16 from using ladders, scaffolds or their substitutes.

**HEALTH AND SAFETY:**

Conditions which are considered hazardous or dangerous include situations where participants are mowing, spraying poisonous acids, gasses or other chemicals, or weed-eating without eye protection.

Riding in moving vehicles without use of seat belts, and using riding or power push mowers with defective safety switches are considered hazardous and dangerous.

**WORKER’S COMPENSATION:**

In the event of an accident on the job, you will be covered by WAEDA worker’s compensation, and WAEDA must be notified immediately.

### STATEMENTS

**DRUG RELATED ACCIDENT STATEMENT:**

In the event that I am involved with any work-place accident and require medical attention, I understand that I may be required to undergo a drug test at the time of medical treatment. If I should test positive for any prohibited substance, I understand that I, or my guardian(s), will be financially responsible for any and all medical expenses incurred.

**HOLIDAY PAY:**

I understand that I will not be paid any holiday pay while working on work experience (youth program), or temporary employment on an NEG grant.

**FOLLOW-UP:**

I understand as a participant in the programs funded by the Workforce Innovation and Opportunity Act (WIOA), I will be contacted, while enrolled or after leaving, to respond to questions about my participation in the program by WAEDA. I agree to answer all questions asked of me as a part of the follow-up process, and to provide any change of address or telephone number to my WAEDA contact person. Follow-up is completed once every three months for a year after I have left the program.

**IMPORTANT REQUIREMENTS:**

I will be required to contact my case manager every 30 to 45 days.

I will contact my case manager if I obtain full-time employment or if I am unable to complete my training for any reason.

I will contact my case manager to report any change of address or telephone number.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Guardian Signature (if under 18 years of age): \_\_\_\_\_ Date: \_\_\_\_\_

**I HAVE ATTENDED ORIENTATION AS REQUIRED BY WAEDA AND UNDERSTAND THE FOLLOWING RULES AND RESTRICTIONS REGARDING THE WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) PROGRAM**

School: \_\_\_\_\_ Degree: \_\_\_\_\_

Date of *expected* completion: \_\_\_\_\_ ( ) Certificate ( ) Associate ( ) Bachelor

**If it becomes necessary to change my schedule or degree plan, drop a course, or drop out of school, I WILL NOTIFY WAEDA IN ADVANCE. If I do not notify WAEDA prior to any changes, WAEDA is no longer liable for any payments to the school and I may be subject to termination from the program.**

1. I will be required to contact my Case Manager every 30 – 45 days.
2. I will bring a copy of my mid-term and final grades to my case manager within 1 week after receiving them. Failure to do so will result in all payments being held until they are turned in.
3. If I quit while in training I must return all books, tools and equipment to WAEDA.
4. I MUST MAINTAIN at least an overall “C” average.
5. If I drop or fail a class I will notify my Case Manager immediately and WAEDA will not pay for it again. If I drop or fail two classes, I will be terminated from the program.
6. I must contact my Case Manager if I obtain full-time employment, or if I am unable to complete my training for any reason.
7. Falsifying information, time sheets, or other WAEDA forms, is grounds for termination.
8. I understand that all classroom training assistance and supportive services are subject to change due to any cuts in WAEDA funding.
9. I will contact my Case Manager to report any address or telephone number changes when they occur.
10. I will request an ITA (Individual Training Account) each semester in order for WAEDA to authorize payment to the school. (ITA must be completed before the first day of class)

**I WILL DIRECT ALL QUESTIONS REGARDING MY PARTICIPATION ON THE WAEDA PROGRAM TO THE CASE MANAGER ASSIGNED TO ME. MY CASE MANAGER IS:**

Participant \_\_\_\_\_ Date \_\_\_\_\_

## **PARTICIPANT TRAINING AGREEMENT**

**As a trainee in the Year-round Youth Program, I agree to the following work requirements.**

### **I AGREE TO:**

- ❖ **Be on time**
- ❖ **Always call in ahead of time if I am going to be late or sick**
- ❖ **Follow instructions**
- ❖ **Cooperate and treat my supervisors and others with respect**
- ❖ **Observe all rules and regulations of the training site and WAEDA**
- ❖ **Be honest**
- ❖ **Take my job responsibilities seriously**
- ❖ **Make every effort to learn as much as I can**
- ❖ **Do my best at all times**

### **I WILL NOT:**

- ❖ **Use the telephone/cell phone for personal conversations or text messaging**
- ❖ **Have friends or family visit me at my job site/school**
- ❖ **Quit my job/school without calling my case manager and training site supervisor ahead of time**
- ❖ **Use computers for personal use**
- ❖ **Discuss my pay rate with co-workers**

**I understand that if I do not keep my agreement, I will receive a warning the first time by my Supervisor or Case Manger. If I do not keep my agreement a second time, I will be subject to suspension without pay or termination (fired).**

**This Participant Training Agreement will be included in my employee file as part of my records.**

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**Trainee Signature**

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**Date**

FOLLOW-UP and RELEASE OF INFORMATION FORM

I understand as a participant in programs funded by the Workforce Innovation and Opportunity Act (WIOA) I may be contacted, while enrolled or after leaving, to respond to questions about my participation in the training activities. I, also, understand that this agreement relates to programs operated by Western Arkansas Employment Development Agency (WAEDA) and any other agency to which WAEDA refers me for services. I agree to answer all questions asked of me as a part of the follow-up process, and to provide any change of address or telephone number to my WAEDA contact person.

I authorize WAEDA to release my picture and such non-confidential information provided by me or WAEDA relating to my work, schooling, or WIOA activities in which I participate or have participated, for use in WAEDA brochures, news releases or reports, if needed. I understand it may be necessary to edit the information for content or space, but this will in no way alter the facts presented.

Participant \_\_\_\_\_ Date \_\_\_\_\_

**NOTE: IF UNDER AGE 18, PARENTAL CONSENT IS REQUIRED**

Parent/Guardian  
Signature \_\_\_\_\_ Date \_\_\_\_\_

WAEDA Staff  
Signature \_\_\_\_\_ Date \_\_\_\_\_



## STATEMENT OF CERTIFICATION

This is to certify that I have read or have had read to me, I do understand and have been given copies of the, “Guide to Filing a Complaint under the WIOA Grievance/Complaint Resolution Procedure”, “Equal Opportunity is the Law”, “Non-Criminal/Complaint Procedures”, “Drug Free Work-Place Policy”, “Hatch Act/Political Activities”, “Benefits and Working Conditions”, and “Child Labor Laws”.

Further, I certify that I have read or have had read to me, I do understand, and have received copies of the following procedure and/or statements and was given an opportunity to ask questions about their contents.

- Guide to Filing a Complaint under the WIOA Grievance/Complaint Resolution Procedure
- Equal Opportunity Is the Law
- Non-Criminal Complaint Procedures
- Drug Free Work-Place Policy
- Drug-related Accident Statement
- Hatch Act/Political Activities
- Benefits and Working Conditions
- \_\_\_\_\_ Child Labor Laws (Ages 14-21)
- Classroom Training Agreement or Participant Training Agreement
- Follow-up and Release of Information Form

**(If youth please check)**

\_\_\_\_\_  
Participant Signature

\_\_\_\_\_  
(Signature of Staff Providing Orientation)

\_\_\_\_\_  
Date

## Crawford County Resources

| Name   | Number         |
|--|----------------|
| Adult Education Center                                   | (479) 474-0019 |
| Adult Protective Services                                | (800) 482-8049 |
| ARKids   | (888) 474-8275 |
| Area Agency on Aging                                     | (479) 474-2350 |
| CASA   | (479) 474-8502 |
| Child Abuse Hotline                                      | (800) 482-5964 |
| Child Support Enforcement Unit                           | (479) 474-8855 |
| Children's Medical Services                              | (479) 471-8318 |
| Clearing House (Emergency Food, Children's Services)     | (479) 782-5074 |
| Client Assistance  | (800) 482-8988 |
| Clothes Closet 212 N 3rd St. Tues., Thurs, & Sat. 9-1    | (479) 783-8150 |
| Community Rescue Mission                                 | (479) 782-1443 |
| Compassionate Ministries Call M-TH 9:00-11:00            | (479) 474-7702 |
| Connect Care for PCP's for Medicaid                      | (800) 275-1131 |
| Crawford County Health Department                        | (479) 474-6391 |
| Crawford-Sebastian Community Development Council (CSCDC) | (479) 785-2303 |
| Crisis Center for Battered Women and Children            | (479) 782-4956 |
| Dental Clinic  | (479) 782-6021 |
| Developmental Disability Services                        | (479) 782-4555 |
| Family Planning  | (479) 474-9351 |
| Food Stamp Fraud   | (800) 422-6641 |
| Foster Parenting   | (888) 781-0808 |
| Gateway House (for Women) Drug/Alcohol Rehab             | (479) 782-8849 |
| Good Samaritan Clinic 615 N "B" St FT Smith              | (479) 783-0233 |
| Gospel Rescue Mission                                    | (479) 474-4163 |
| Harbor House (for Men) Drug/Alcohol Rehab                | (479) 785-1083 |
| Head Start   | (479) 474-9378 |
| Housing Authority  | (479) 474-6901 |
| HUD Rental Assistance                                    | (479) 474-0512 |
| Medicaid Transportation 24 Hr Notice Required            | (888) 987-1200 |
| Rehabilitation Services                                  | (479) 452-7131 |
| Salvation Army   | (479) 471-9622 |
| Sebastian County DHS                                     | (479) 782-4555 |
| Social Security Administration                           | (800) 772-1213 |
| Stepping Stone Alma                                      | (479) 632-3813 |
| VFW Post 8845 Emergency Jim Taylor                       | (479) 783-8394 |
| Western Arkansas Counseling and Guidance Center          | (479) 474-8084 |
| Western Arkansas Legal Services Local 785-5211           | (800) 364-1134 |

## Notes