

Orientation Handbook

***Workforce Innovation and Opportunity Act
(WIOA)***



The focus of the Workforce Innovation and Opportunity Act (WIOA) is to help you secure and retain employment that increases your earning potential. This can be accomplished through employment, education, and training assistance. Job Service North Dakota is here to offer resources and services to improve job skills that are needed to find suitable employment.

RESOURCE CENTER SERVICES

Job Service North Dakota has resource centers containing useful job-seeking tools and equipment available at no cost to you. You can access local and national job listings, use computer software to develop resumes and cover letters, preview reference materials and videos on all aspects of job searching, explore college catalogs and wage and benefit data, access career exploration software, and much, much more.

Under the WIOA, it is expected that you will make a significant attempt to find employment using the tools, resources, and equipment available in our offices or through our website at jobsnd.com.

CAREER SERVICES

Job Service North Dakota is here to assist you throughout your career. Our offices provide various services, such as workshops and reference materials to help you after you've become employed. We're here to help you keep your job, and if the time is right, to move to a better job.

ASSESSMENT

If it is determined that you will need additional assistance to obtain employment that will support you and your family, our staff will work with you to develop the best course of action. If you do not already have a career goal, this assessment process will help you establish one.

The process will involve assessing your skills, abilities, and interests. We have many resources to help with this, including tools to identify your interests, evaluations of your

computer and basic skills, and career exploration using computer software. Some of these activities require an appointment, and it is very important that you keep these appointments. Call and reschedule if you are unable to keep an appointment.

When you have established a career goal, Job Service North Dakota staff will work with you to determine if WIOA services are right for you, or if another agency would be more appropriate.

TRAINING ACTIVITIES

If it is determined that you will need training to obtain employment to become self-sufficient, we will work with you to decide what training might best meet your needs.

There are several types of training available under WIOA, such as basic skills training, on-the-job training, short-term skills training, classroom training, and work experience programs.

CLASSROOM TRAINING

If you find that you need more education to reach your employment goals, you may qualify for online or in person classroom training assistance through WIOA. This program can assist approved individuals with the cost of up to three years of college, individual courses (such as computer software classes), or specific program certification courses at eligible schools in North Dakota. In addition, some programs at schools in bordering states may also be approved.

You will be required to explore additional sources of funding for school, such as the PELL grant.

We are unable to assist you with the cost of postsecondary schooling if you start classes before obtaining funding approval, unless you can provide written proof of a sudden, significant and unexpected change to your plan to pay for schooling.

ON-THE-JOB TRAINING

People frequently have the opportunity to learn a skill on the job rather than attend school. When a partnership can be made with an employer to train you for a permanent job, funds may be available to assist the employer with training costs. This program is called On-the-Job Training (OJT). You are considered a regular employee of the business, earning wages and receiving benefits comparable to other employees. The training may last up to six months depending on the difficulty of the job. Employers are monitored to ensure that they will provide a good career opportunity for you. Under special circumstances, OJT can assist you with training for a better job with your current employer.

WORK EXPERIENCE

Work experience is a short-term job or internship with a public, non-profit, or private-for-profit business. This activity is designed to provide work readiness skills, job experience, and assessment of work habits. You are paid at least the minimum wage. Work experience assignments are intended to relate to your career goals, abilities, and interests.

You must follow the same rules as regular employees at the training site, even though you are receiving your wages from WIOA funds. The intent of work experience is to prepare you for regular employment.

SUPPORT SERVICES

If financial problems keep you from being a part of the WIOA program, let us know. We may be able to assist you through WIOA support services.

Services may include meals, temporary shelter, transportation, medical assistance, clothing necessary for participation in the program, childcare, and emergency support. Job Service North Dakota must approve the specific items or services requested before you obtain them.

OCCUPATIONS IN DEMAND AND NON-TRADITIONAL EMPLOYMENT

The WIOA is designed to target careers and jobs that are "in-demand." State labor market information is available online, in publications, or through assessment software. Labor market information can assist you in discovering the occupations that are in demand in your community or the community to which you may move.

Talk to a Job Service North Dakota representative about high-demand occupations in your area.

Non-traditional jobs are those jobs in which most (75 percent or more) of the workforce is the opposite gender of the person seeking employment. Men and women are encouraged to consider non-traditional jobs or career fields. If you are interested in non-traditional employment, Job Service North Dakota may have information about these opportunities.

VETERANS' EMPLOYMENT INFORMATION

Job Service North Dakota gives priority to veterans in career planning, testing, referral to supportive services, job development, and referral to job openings. We have local Veteran Employment Specialists and Consultants assigned to work exclusively with veterans and others eligible for veterans' priority of service. This program is staffed by veterans who assist other veterans in obtaining employment and job training services. Staff develop a network of employer contacts and work with community and veterans organizations to find jobs for veterans. Therefore, please identify yourself as a veteran if you have served in the military, and have been discharged or released from such service under conditions other than dishonorable.

A recently separated veteran means any veteran who applies for participation under this title within 48 months after the discharge or release from active military, naval, or air service.

PARTICIPANT RESPONSIBILITIES

If you are participating in a WIOA training program, you need to be aware of your responsibilities.

What do WIOA funds pay for?

WIOA will fund only those items required for training that are not available through other sources.

What happens if I miss training?

Attendance is critical to successful training. You must inform your instructor or supervisor if you cannot get to work or school. This is an important factor when we consider your continued enrollment in training.

What if I move?

Once you are enrolled in a training program, it is your responsibility to inform Job Service North Dakota of any change of address. Failure to do so will affect your support services, and/or continued enrollment. This information is also necessary for income tax purposes.

What if I lose a check from Job Service?

Contact your Job Service North Dakota customer service professional that you have been working with and inform them of the lost check. This will begin the process of replacing your lost check. You will need to sign and return an affidavit. A replacement check can then be issued to you.

SAFETY TIPS

When you are enrolled in WIOA, you and your fellow students or workers have a right to safe training. Your health and safety may be at risk if unsafe practices are followed, or if someone is using drugs or alcohol on the job or in school. Following is a list of common sense safety requirements which we expect supervisors and participants to follow:

Wear safe work attire.

- Long-sleeved shirt and long pants when mowing or trimming
- Heavy duty shoes for mowing –no tennis shoes, sandals, or moccasins
- No loose-fitting clothing that can get caught in machines, or too tight-fitting clothing that restricts movement

Avoid sunburn and extended periods of exposure to extreme heat.

- Use sunscreen.
- Wear a long-sleeved shirt and long pants.
- Drink sufficient water.

Remove jewelry (watches, rings, necklaces earrings or other piercings) which can cause an accident or get caught on equipment.

Wear protective gear when trimming trees, mowing, operating weed eaters, sanding, and scraping.

Use only safe equipment.

- Properly maintained
- Electrical machines with safety guards in place
- Operator's manual checked for special instructions
- Electrical cords and outlets in perfect condition

Use proper lifting techniques.

- If too heavy, don't lift it
- Bend knees and keep back and head straight
- Grab load with whole hand, not just fingertips

- Bring object close to the body
- Hold the object close and keep it centered over the legs
- Never twist or turn while lifting

Fax 701-328-4894
 TTY 800-366-6888
 Job Service North Dakota
 PO Box 5507
 Bismarck, ND 58506-5507

EQUAL OPPORTUNITY IS THE LAW

It is against the law for this recipient of federal financial assistance, Job Service North Dakota, 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 Investment Act (WIOA) of 1998 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
- 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:

Mr. Shawn Surface
 ssurface@nd.gov
 Equal Opportunity Officer
 Telephone 701-328-1976

or you may file a complaint directly with:

The Director
 Civil Rights Center (CRC)
 U.S. Department of Labor
 200 Constitution Avenue NW, Room N-4123
 Washington, D.C. 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 CRC. (See address above.)

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the recipient to issue that Notice before filing a complaint with the CRC. However, you must file your CRC complaint within 30 days of the 90 day deadline. (In other words, within 120 days after the day on which you filed your complaint with the recipient.)

If the recipient does give you a written Notice of Final Action on your complaint but you are dissatisfied with the decision or resolution, you may file a complaint with the CRC. You must file the CRC complaint within 30 days of the date on which you received the Notice of Final Action.

LA OPORTUNIDAD IGUAL ES LA LEY

Es contra la ley para este receptor de la ayuda economica federal de discriminar sobre la base siguiente:

- Contra un individual en los Estados Unidos sobre la base de la raza, del color, de la religion, del sexo, del origen nacional, de la edad, de la inhabilidad, de la afiliacion politica o de la creencia, y
- Contra cualquier beneficiario de programas asistidos economicamente bajo Titulo I mana de Obra Inversion Acto (WIOA) de 1998 sobre el base del beneficiaries ciudadania/estado como un inmigrante admitido legal autorizado para trabajar en Los Estados Unidos o su participacion en cualquier programa o actividad ayudado economicamente por WIOA Titulo I.

El receptor no debe discriminar en cualquiera de las areas siguientes:

- En decidir quien sera admitido o tener acceso a cualquier programa o actividad de un titulo de WIOA ayudado economicamente.
- Proveer oportunidades adentro o tratar a cualquier persona con respecto tal programa o actividad
- Tomando decisiones del empleo en la administracion o en conexion con tal programa o actividad.

QUE HACER SI USTED CREE QUE HA EXPERIMENTADO LA DISCRIMINACION

Si usted piensa que le han sujetado a la discriminacion bajo Titulo I de WIOA del programa o actividad ayudado economicamente, usted puede presentar una queja en el plaza de 180 dias a partir de la fecha de la violacion alegada con El Oficial de la Oportunidad Igual del receptor:

Mr. Shawn Surface
ssurface@nd.gov
Equal Opportunity Officer
Telephone 701-328-1976
Fax 701-328-4894

TTY 800-366-6888
Job Service North Dakota
PO Box 5507
Bismarck, North Dakota 58506-5507

o usted puede presentar una queja directamente con:

The Director
Civil Rights Center (CRC)
U.S. Department of Labor
200 Constitution Avenue NW, Room N-4123
Washington, D.C. 20210

Si usted presenta su queja con el receptor, usted debe esperar hasta que el receptor escribe un aviso publico de la Accion Final o hasta que han pasado 90 dias (cualquiera sera mas pronto) antes de presentar con el CRC (veya la direccion arriba).

Si el receptor no le da un aviso escrito de La Accion Final en el plaza de 90 dias del dia en cual usted presento su queja, usted no tiene que esperar al receptor para publicar ese aviso antes de presentar una queja con el CRC. Sin embargo, usted debe presentar su queja del CRC en el plazo de 30 dias de la fecha tope del plazo de 90 dias. (Es decir en el plaza de 120 dias despues del dia en cual usted presento su queja con el receptor.)

Si el receptor le da un aviso escrito de La Accion Final en su queja pero esta descontento con la decision o resolucion, usted puede presentar una queja con el CRC. Usted debe presentar la queja del CRC en el plazo de 30 dias de la fecha en cual usted recibio El Aviso De La Accion Final.

PROGRAM COMPLAINTS AND GRIEVANCE PROCEDURES

If you have a complaint or grievance, immediately discuss the matter with your Job Service North Dakota customer service professional who will attempt to resolve the problem. If a satisfactory solution is not reached, you can file a written complaint with a customer service area manager located in Bismarck and Grand Forks.

Upon receipt of your complaint, the customer service area manager will review your complaint and issue a written decision within 10 days. If you are not satisfied with the decision of the customer service area manager, you have 10 days from the date of the manager's decision to request a hearing.

If you request a hearing, one will be scheduled, giving you the opportunity to present evidence. You will receive a written notice of the date, time, and place of the hearing at least seven days in advance of the hearing. After the hearing, the hearing examiner will issue a written decision on your complaint. This decision must be issued within 60 days from the date on which your written complaint was filed.

If the decision of the hearing examiner does not resolve the complaint to your satisfaction, you have the right to request a review of the complaint by the Secretary, U.S. Department of Labor. Your request for review must be filed within 60 days of the receipt of the written decision. If you have not received a written decision within 60 days, you have 120 days from the date of the complaint to appeal to the Secretary, U.S. Department of Labor. All appeals must be submitted by certified mail, return receipt requested, to:

Assistant Secretary for Employment & Training
Attention: U.S. Department of Labor
200 Constitution Ave. NW
Washington, DC 20210

Such complaints must include:

- A. The allegations of wrongdoing;
- B. Date of incident;
- C. Location of incident;
- D. Who the complaint is against; and
- E. Other relevant information available to the complainant.

A copy of the appeal must be simultaneously provided to the appropriate Employment and Training Administration Regional Administrator and the opposing party. You may withdraw your complaint at any time. There cannot be any action taken against you because you file a complaint or grievance, testify at a hearing, or are in any way involved in a complaint or grievance procedure. If you have any questions regarding these procedures, or which customer service area manager should receive your complaint, contact your Job Service North Dakota customer service professional.

Job Service North Dakota Offices

Bismarck-Mandan
1601 E Century Ave
Bismarck ND 58503
Ph: 701-328-5000
Fax: 701-328-5050

Devils Lake
301 College Dr S
Devils Lake ND 58301
Ph: 701-662-9300
Fax: 701-662-9310

Dickinson
66 Osborn Dr
Dickinson ND 58601
Ph: 701-227-3100
Fax: 701-227-3111

Fargo
1350 32nd St S
Fargo ND 58103
Ph: 701-239-7300
Fax: 701-239-7350

Grand Forks
1501 28th Ave S
Grand Forks ND 58201
Ph: 701-795-3700
Fax: 701-795-3750

Jamestown
1307 12th Ave NE, Suite 3
Jamestown ND 58401
Ph: 701-253-6200
Fax: 701-253-6222

Minot
3416 N Broadway
Minot ND 58703
Ph: 701-857-7500
Fax: 701-857-7550

Wahpeton
524 2nd Ave N
Wahpeton ND 58075
Ph: 701-671-1550
Fax: 701-671-1575

Williston
422 1st Ave W
Williston ND 58801
Ph: 701-774-7900
Fax: 701-774-7925

TTY Relay ND
Within ND: 711
Outside ND: 800-366-6888

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WORKFORCE PROGRAMS
JSND-5001 (R. 2.16)

Job Service North Dakota is an equal opportunity employer/program provider.
Auxiliary aids and services are available upon request to individuals with disabilities.

