

Workforce Innovation and Opportunity Act Youth Orientation Handbook



Youth Employment and Training Program

The Workforce Innovation and Opportunity Act (WIOA) Youth Employment and Training Program serves individuals ages 14 through 24 who face barriers to employment.

The youth program helps prepare youth like you for employment and/or post-secondary education through academic and occupational learning. This program is not an entitlement program and funds are limited. Selection for enrollment takes many factors into consideration including: the determination of “most in need” and the potential to succeed in the program. Even though you may meet eligibility requirements, you may not be selected to participate.

Participants in the youth program will be involved in a variety of beneficial activities. Job Service North Dakota offers services to youth willing to make a commitment to the program. Ongoing communication between youth and case managers is essential for continued participation and success.

What type of youth activities are available?

Youth activities center around four main themes:

Improving Educational Achievement

- Work with a tutor to help improve your grades.
- Learn effective study habits and time management skills.
- Learn about alternative schools, Job Corps, and Apprenticeship programs.
 - Obtain training through a college or employer.



Preparing for and Succeeding in Employment

- Participate in summer employment opportunities.
- Gain work experience.
- Connect what you learn in school with an actual job.
- Explore different careers and industries and review the skills needed in the specific career fields.
- Participate in job shadowing.
- Take a class specific to a job that interests you.

Supporting Youth

- Connect with an adult mentor.
- Receive support services.
- Talk to a counselor.
- Receive follow-up services.

Developing Citizenship and Leadership Skills

- Become involved in area leadership opportunities.
- Learn skills to help you get a job, budget money, and file income tax returns.
- Explore community resources.

What do I need to do if I am selected for the youth program?

Meet with Your Youth Case Manager

A Job Service Youth case manager will review your skills, interests, abilities, and challenges to determine the activities that will be most beneficial. This in-person review is comprehensive and may take more than one visit to complete. You may also be required to take tests. It's important that you be on time for any activities that require an appointment. Call and reschedule if you are unable to keep an appointment.

Set Goals

If your review shows that you need improvement in basic math or reading skills, your goal for the next year will revolve around gaining those basic skills. You may need to brush up on your math or reading skills, or get a high school equivalency diploma called a GED. Job Service can help you arrange for these activities at one of the Adult Learning Centers throughout the state.

If your basic skills are sufficient, your goal might be to improve your job skills to help ensure you are ready for work. Youth program activities will relate to your goals and provide direction for goal achievement.

Participate in Work Readiness Activities

Work readiness includes specific work-related skills that young people need in order to be successful as entry-level workers in any business or industry.

Work readiness activities may include the following:

- Learning which resources to use when looking for work.
- Learning how to complete a job application.
- Practicing job interview skills.
- Learning job skills such as listening, being accountable, showing respect, and getting along with co-workers.
- Learning useful skills, such as budgeting, filing income tax, understanding a paycheck, and accessing community resources.



Work readiness training may take place at high schools, Adult Learning Centers, vocational centers, alternative high schools, and at Job Service.

You will communicate with your Job Service case manager throughout your participation in the Youth Program. The case manager will track your activities and progress and provide assistance along the way.

Will I gain work experience by actually working a job?

Work experience is not guaranteed, but you may gain experience by actually working a job. The Job Service case manager will try to find a work experience that helps you meet your goals.

Work Experience

Work Experience is a short-term job or internship with a public, non-profit, or private, for-profit business. It is designed to provide job skills, career exploration, job experience, and develop good work habits. It should relate to your career goals, abilities, and interests. The Work Experience will provide an introduction to the working world and its requirements.

Work Experience may occur any time throughout the year and you will be paid at least minimum wage. Even though you will receive your wages from Job Service, you must follow the same rules as regular employees at the work site. You will not be paid for any time over 25 hours per week.



Summer Employment Opportunities

Summer Employment Opportunities are work opportunities that take place in the summer months and connect what you learn in school to the world of work.

You may participate in classroom activities and workshops to help you write résumés, complete job applications, and learn to budget money. The activities you participate in may vary depending upon where you live, but the activities should relate to your future career interests.

You may be paid for the time you spend at classes or workshops and may be limited to a total of eight hours per day. **You will not be paid for any time over 25 hours per week.**

What are Support Services?

Let Job Service know if financial or personal issues are preventing you from participating in the WIOA Youth Program. You may be able to receive assistance with Support Services while you participate in the program if you have been unable to obtain assistance through other programs.

Support Services include: temporary shelter, transportation, medical assistance, clothing necessary for participation in the program, and emergency support.



Job Service must approve the items or services requested **before** you obtain them. We may be able to assist you with support services or help you find other sources of assistance. Payment is made directly to the service provider whenever possible.

Will I be involved in any other program activities?

You may participate in one or more program activities explained below.

Leadership Development

Leadership Development opportunities encourage responsibility and prepare you to obtain and keep employment through some of these activities. You may learn about educational opportunities at various colleges. Training in decision-making includes determining priorities and citizenship training, including life skills training such as parenting, work behavior training, and budgeting of resources may occur. You may also receive teamwork training. All of these leadership skills help in future employment situations.

Tutoring for Secondary School Completion and Alternative School

Employment opportunities increase when you have earned a high school diploma or GED. The primary goal of the WIOA Youth Program is the completion of high school or alternative education. Additional education may be available for you once you have a high school diploma or GED. Higher wages and career opportunities are linked to education completion.

Counseling

Comprehensive guidance and counseling, including drug and alcohol abuse counseling, are available in the WIOA Youth Program. Based on your specific needs, Job Service may refer you to personal counseling.

Career counseling helps you set goals, make decisions, and plan a course of action based on your needs, interests, and abilities. Counseling may also help you achieve your personal, social, educational, and occupational goals.

Occupational Skills Training

The WIOA Youth Program may pay for occupational skills training. All or a part of tuition, books, and fees may be covered when a program can be finished in three years or less. If you are interested in applying for WIOA funding, you must also apply for a PELL Grant. Discuss your classroom training plans with your Job Service Youth case manager. You **must** have approval from Job Service and make sure that everything is complete before you begin a training program.

On-the-Job Training (OJT)

On-the-Job Training may be another option to help you learn new skills without attending college. An employer will hire and train you for full-time, permanent work. You begin earning wages the first day.

Adult Mentoring

Connecting with an adult mentor is an effective way to help you address barriers to employment such as drug abuse, past juvenile offenses, teenage pregnancy or parenting, poor math and reading skills, lack of a high school diploma, unemployment, poverty, or being a runaway.

Having an adult mentor (role model and trusted advisor) on a long-term basis can help you learn the importance of education and steady employment. Your mentor will also help you fit in and succeed in a job. The adult mentoring plan is designed to last for 12 months and may take place during and after program participation. An ideal mentoring relationship lasts 12 months or longer with one mentor. This consistency allows you to build and maintain a trusting relationship with the mentor.

Will you contact me after I am no longer involved in the program?

Part of your commitment to the WIOA Youth Program must be your willingness to continue communicating with your Job Service Youth case manager for a period of 12 months after your enrollment ends.

During that 12 months Job Service may still be able to do these things for you:

Provide support service payments or leadership development opportunities.

- Help you keep your current job or prepare for other career opportunities.
- Help you get a better job or further your education.
- Help you address work-related issues that may arise.
- Give you access to local labor market information for better career planning.

It is important that you keep Job Service informed of your current address and phone numbers. It is also important that you provide the contact information of family and friends. Job Service will mail your W-2 income tax forms, pay checks and other information to the address you provide.

Grievances and Appeals

If you have a complaint or grievance while participating in the WIOA Youth Program, discuss the matter with your Job Service Youth case manager immediately. Your case manager will attempt to resolve the problem. You can file a written complaint with a Job Service Customer Service Area Manager in Bismarck or Grand Forks if a satisfactory solution is not reached.

The Customer Service Area Manager will review your complaint upon receipt and issue a written decision within ten days. If you are not satisfied with the manager's decision, you have ten days from the date of the decision to request a hearing.

Job Service will schedule and send written notification of the date, time, and place of your hearing at least seven days in advance of the hearing. You will have the opportunity to present evidence at your hearing. After the hearing, the hearing examiner will issue a written decision on your complaint 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

Your complaint must include these things:

- The allegations of wrongdoing
- Date of incident
- Location of incident
- Who the complaint is against; and
- Other relevant information available to the complainant

A copy of the appeal must be simultaneously provided to the appropriate Employment and Training (ETA) Regional Administrator and the opposing party.

You may withdraw your complaint at any time. No action can be 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, including which Customer Service Area Manager should receive your complaint, contact your Job Service Youth case manager.

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 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:

Shawn Surface
Equal Opportunity Officer
Job Service North Dakota
PO Box 5507
Bismarck, ND 58506-5507

ssurface@nd.gov
Telephone 701-328-1976
TTY 800-366-6888
Fax 701-328-4894

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:

Shawn Surface
Equal Opportunity Officer
Job Service North Dakota
PO Box 5507
Bismarck, ND 58506-5507

ssurface@nd.gov
Telephone 701-328-1976
TTY 800-366-6888
Fax 701-328-4894

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 LaAccion 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.

DISCRIMINATION IS AGAINST THE LAW!

Federal laws protect you, and other people, from discrimination by some or all of the programs of the business, organization, or office where you are reading this poster. The Civil Rights Center (known as "CRC"), in the U.S. Department of Labor, is in charge of overseeing many of these laws. It does not matter if you are a customer wanting or needing services; an employee of the business, organization, or office; a person applying for a job;

or a member of the general public. If you have contact with a program that is covered by one of the laws, the program cannot discriminate against you. CRC has designed this poster to explain:

- what your rights are, and
- where you can file a complaint if you believe the law has been violated.

These types of discrimination are against the law

A program that is covered by one of the laws mentioned at the top of this poster is not allowed to discriminate on any of the following bases (types of discrimination):

For customers, applicants, employees, and the general public:

- race
- color
- national origin
- religion
- sex
- age
- disability
- political affiliation or belief

For customers only:

- citizenship or status to work legally in the US
- being part of any program that gets a specific type of "financial assistance" from the Federal government under a specific law (the Workforce Investment Act).

How can I file a discrimination complaint?

If you think:

- a program of this business, organization, or office has discriminated against you, or against any specific group of people, and
- the type of discrimination you think happened is on the list you will find elsewhere on this poster, then you have the right to file a discrimination complaint.

Is there a time limit for filing a complaint? Yes. You must file a discrimination complaint within 180 days of the day on which the discrimination took place. The only person who can let you file your complaint late is the Director of the Civil Rights Center (CRC), in Washington, DC. If you want to file a complaint more than 180 days after the discrimination, you must write to the CRC Director, explain why you should be allowed to file your complaint late, and ask for permission. Look for the address for CRC on this poster.

What should the complaint include?

The complaint must be filed in writing. It should include this information:

- Your name
- Your address
- Your signature
- The name and address of the program, business, organization, or office you think discriminated against you or against a specific group of people.
- The date when you think the discrimination took place.
- The types of discrimination you think are involved in the case (for example, race, sex, disability, age).
- The names of any people who were involved in the discrimination, including any witnesses.

You must also explain what happened, and why you think discrimination took place.

Do I have to file the complaint myself? You may file the complaint through a "representative." Your representative may be a lawyer, a family member, a social worker, a union steward, or anyone else you choose to file the complaint for you. If a representative files your complaint for you, these three things must be on the complaint.

- First, your representative's name must be on the complaint.
- Second, the complaint must say that your representative is filing the complaint for you.
- Third, you must personally sign the complaint.

Where may I file a complaint? You can choose one of two possible places to file your complaint.

The state or local level. If you would like to file your complaint at the state or local level, here is the contact information for the correct office:

Mr. Shawn Surface	ssurface@nd.gov
Equal Opportunity Officer	Telephone 701-328-1976
Job Service North Dakota	TTY 800-366-6888
PO Box 5507	Fax 701-328-4894
Bismarck, ND 58506-5507	

The Federal government's Civil Rights Center. If you would like to file your complaint with the Civil Rights Center, please send it to this address:

U.S. DEPARTMENT OF LABOR
CIVIL RIGHTS CENTER
200 CONSTITUTION AVE. NW
ROOM N4123
WASHINGTON, DC 20210

If you have any questions, you may contact CRC by phone or e-mail:

Phone: (202) 693-6500

TTY/TDD: (202) 693-6516

Email: CivilRightsCenter@dol.gov

Or check CRC's website: <http://www.dol.gov/oasam/programs/crc>

CRC's business hours are 9 am to 5 pm, Eastern Time.

Do I need to use a special form to file the complaint?

- If you file your complaint with CRC, you do not have to use a special form at first. You just need to make sure to send us all of the information on the list in the "What should the complaint include?" section of this poster. But if you do not use our complaint form, we will ask you to fill out a copy of the form before we begin working on your complaint.
- If you would like to file your complaint at the State or local level, you also do not need to use a special form at first. But the office where you file your complaint may also ask you to fill out one or more forms before its staff begins working on your complaint. Please use the contact information above to check with that office.

Where can I get a copy of CRC's complaint form?

- Are you able to use the Internet to print forms? If yes, CRC's website has copies of the complaint form, in either English or Spanish.
 - This is the Web address for the form in English:
[http://www.dol.gov/oasam/programs/crc/CIFEng\(Wd\)08.doc](http://www.dol.gov/oasam/programs/crc/CIFEng(Wd)08.doc)
 - This is the Web address for the form in Spanish:
[http://www.dol.gov/oasam/programs/crc/CIF\(Span\)08.doc](http://www.dol.gov/oasam/programs/crc/CIF(Span)08.doc)
- If you are not able to use the Internet to print forms, you may get a copy of CRC's complaint form in one of these ways:
 - You may write to CRC to ask for a copy of the form. Look for CRC's mailing address on this poster.
 - The business, organization, or office where you are reading this poster should be able to give you a copy of the form.

KNOW YOUR RIGHTS!

Job Service North Dakota Offices

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

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

Minot
3416 N Broadway
Minot ND 58703
Ph: 701-856-7500
Fax: 701-857-7550

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

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

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

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

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

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

TTY Relay ND
800-366-6888
7-1-1

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