



CITY OF MINNEAPOLIS EMPLOYMENT AND TRAINING PARTICIPANT'S GUIDE

Summary of Policies in attached document:

You are enrolling in a City of Minneapolis Employment and Training program, funded by federal, state and/or local dollars. The agency that you are working with is providing services to you as a subcontractor for the City of Minneapolis.

General Responsibilities:

- It is expected that you will actively work towards your employment plan goals, communicate regularly with your case manager, and exhibit behavior appropriate for a work setting.
- Chemical use is prohibited on the premises of any program partners.
- Dislocated workers may hold a part-time or interim job while participating in the program under certain circumstances.
- You are responsible for reporting any changes in your name, address or contact information.
- Your Case Manager can provide you information about supportive services and training possibilities.
- Leaving the program will result in the closure of your record. Please talk to your Case Manager about any situations that may prevent you from successfully completing the program.

Equal Opportunity/Affirmative Action Policy:

City of Minneapolis Employment and Training considers applicants without regard to race, color, creed, religion, national origin, age, sex, political affiliation or belief, marital status, disability, sexual orientation or status with regard to public assistance. It is our policy to abide by all federal, state, and local laws concerning discrimination.

Complaint Process:

If you feel that anyone has treated you unfairly, you have the right to file a complaint. If you have been denied services, you have the right to appeal. If you wish to file a formal complaint or an appeal, please see a staff member for assistance.

I have reviewed the City of Minneapolis Employment and Training Participant's Guide with a member of the Program staff. I understand all of the policies and procedures in the Guide and agree to follow them as long as I am involved in the program.

Participant signature: _____ Date: _____

Staff signature: _____

Minneapolis Employment and Training
105 – 5th Avenue South, Suite 200
Minneapolis MN 55401-2593
612/ 673-5298 TTY 612/673-2157

<http://www.minneapolismn.gov/cped/metp.asp>

"AN EQUAL OPPORTUNITY EMPLOYER"

Auxiliary aids and services are available upon request to individuals with disabilities

A proud partner of the American Job Center network

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Welcome to Minneapolis Employment and Training.

You are enrolling in a program that is **funded by City of Minneapolis Employment and Training** with federal, state and/or local funds. Minneapolis Employment and Training is a division of the Community Planning and Economic Development Department at the City of Minneapolis, administering a variety of employment and training programs designed to assist Minneapolis youth, adults and area employers. Minneapolis Employment and Training evaluates and selects providers for certain programs and directly administers others. This organization, _____, is providing these services to you as a subcontractor for the City of Minneapolis.

The goal of our programs is to help you, the participant, to find and keep a permanent, full-time job. Your Case Manager will provide you with support and encouragement throughout the job seeking process. He or she will help you decide on a career and then create a step-by-step action plan to help you meet your goals. Your Case Manager may offer suggestions and ideas and where needed, assist you by providing referrals to information and locating resources. Your Case Manager will also share with you appropriate job leads.

Client Responsibilities

General Conduct

- You are expected to take a proactive and self-managing role in seeking employment and if available, in seeking out applicable training information.
- You are expected to contact your Case Manager on a regular basis, at a minimum, at least once a month.
- You are expected to be on time for all classes, appointments and training sessions. If you are unable to make a scheduled appointment, you should call or email no later than 1 hour prior to your scheduled meeting. If you are ill, you should try to hold a phone meeting or reschedule the meeting for another time.
- Your behavior must be appropriate for a work setting.

Chemical Use

- Minneapolis Employment and Training prohibits the use of mood altering substances (drugs or alcohol) on the premises of any of our program partners.
- Violation of this policy or behavior which suggests that you may be abusing alcohol or chemicals may result in your being referred for a chemical use assessment.
- Refusal to accept a referral for an assessment may result in your termination from the program.
- If you want to talk about chemical use, your program counselor can refer you to a chemical dependency counselor.

Working While in the Program

- You may hold a part-time or interim job (if you are in the Dislocated Worker program) while you participate in Minneapolis Employment and Training programs, as long as the job does not interfere with your training.
- If you are enrolled in the Dislocated Worker program, interim employment is a job that provides essential, temporary income while you participate in the program. Interim employment must not be with the employer that originally dislocated the worker, nor with that employer via third party contract or any other basis, except for temporary recalls. Interim employment must be temporary, with a clear intent to leave the work at the completion of the program in favor of permanent, unsubsidized employment. Interim employment does not have to be part-time.

Program Administration

Information Updates

- You are responsible for notifying your program counselor about changes of address, legal name, or social security number.
- You must report to your counselor if you start or stop receiving welfare benefits while participating in a City of Minneapolis Employment and Training program, or if you accept a job and leave the program.

Supportive Services

- Minneapolis Employment and Training may offer limited supportive services, such as transportation, for those who are most in need. See your Case Manager for more information.

Training

- Training funds may be available (in some programs) on a case-by-case basis. Training funds are intended to help participants overcome barriers to employment or re-employment and require pre-approval by your counselor. You may be required to apply for financial aid before receiving program funds.
- Training funds are limited (if available) and cannot be guaranteed from year to year.
- If you are unable to complete or begin an approved training program, you must notify your Case Manager immediately.
- You must agree to provide a copy of your grades within 2 weeks of receipt and completed certifications or degrees following completion of the program within 2 weeks of receipt of certification/degree.
- Since the goal of these programs is successful employment, before any training funds are approved, it must be clearly demonstrated that the training will likely lead to the achievement of this goal.

Release of Information

- The information that you provide to Minneapolis Employment and Training about yourself will be shared among partner agencies to help you participate in the program and to gain employment.
- Private information will not be released outside of Minneapolis Employment and Training without your written consent.

Leaving the Program

When you leave a City of Minneapolis Employment and Training program, your case record is closed and you are no longer a participant. Please provide your Case Manager with your updated contact information when you exit the program. There are several different ways that you might exit the program...your success is our success.

1. You may leave the program because you have achieved your goals and have obtained and will hold on to your new job. You should notify your Case Manager, within one week, in the event that you accept any part or full time employment. Your Case Manager will need to know the name/address of your employer, job title, starting wage, hours per week, and minimal benefits information. Then, over the next 12 months, in order to measure the effectiveness of the program, we will ask you and/or your to provide follow-up information that will be kept strictly confidential. We will contact you to see how you are doing and assist you with questions that you might have as you progress on your job. The information that you will be asked to provide will help us demonstrate the effectiveness of the services provided and is important to the ongoing success of the program. We are required by our funding sources to do follow up with you for one full year after you have begun working.

2. You may need to leave the program without reaching your goals due to other reasons such as medical or family problems. Please talk with your Case Manager about any emergency situations that might prevent you from successfully completing the program. He or she will work with you to decide the best course of action in your particular case.
3. You may be asked to leave the program without reaching your goals of the program. This type of exit from the program may prohibit future enrollment in Minneapolis Employment and Training Programs:
 - **Compulsory reasons for disqualifying an eligible customer.** A service provider **must** immediately exit a customer if it discovers any of the following: (1) the customer no longer meets one or more of the general requirements (right to work, military special service act compliance, age); **or** (2) if a Dislocated Worker program participant has undertaken full-time work that does not fall under a reasonable interpretation of interim employment or temporary recall; **or** (3) if a Dislocated Worker program participant, prior to layoff, accepts a buyout package that essentially qualifies the individual as a voluntary quit; **or** (4) the customer has provided false or intentionally misleading information that served as the basis for an eligibility determination; **or** (5) the customer who is not in training yet has verifiably stopped a serious search for permanent, full-time work.
 - **Discretionary reasons for disqualifying an eligible customer.** A service provider **may** exit a customer, at its own discretion, if it determines any of the following: (1) the customer presents a direct threat to the health or safety of any employees of the service provider, or any other customers present at the service provider's location; **or** (2) the customer is uncooperative with all reasonable attempts to work with him or her on a successful transition to permanent, full-time work.

Equal Opportunity/Affirmative Action Policy

Minneapolis Employment and Training must **provide all of its services**, recruit, hire, and promote people in all of its job classifications (full-time, part-time, permanent, temporary or seasonal) **without regard to: race, color, creed, genetics, religion, national origin, ancestry, age, sex (except where sex is a bona fide occupational qualification), political affiliation or belief, marital status, disability, affectional preference, or status with regard to public assistance. It is our policy to abide by all federal, state and local laws concerning discrimination.**

Minneapolis Employment and Training must make sure that its employees and people who use its services are not discriminated against by any of its service providers or facilities. (This includes employee social and recreational programs). The Americans with Disabilities Act (ADA) makes it unlawful to discriminate in employment against a qualified individual with a disability. Title I (Employment) of the ADA expects that the Minneapolis Employment and Training, and vendors who act as agents of the City, comply with this act.

Minneapolis Employment and Training must serve individuals and groups who are most in need of its services. Goals for numbers of people in disadvantaged groups to be served are set by Federal, State and local regulations. These groups include:

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|---|---|
| Women | Persons with Limited English speaking skills |
| African Americans | Public Assistance recipients |
| Asian/Pacific Islanders | Persons with physical or mental disabilities |
| Hispanic Americans | Persons over 40 years of age |
| Native Americans | Disabled or Vietnam-era veterans |
| Single parents | Displaced homemakers |
| Youth | Ex-offenders |
| Any individuals experiencing serious disadvantages in employment | |

If the Minneapolis Employment and Training becomes aware that these goals are not being met, a timetable will be set to correct the problem. This policy is binding on all Minneapolis Employment and Training employees, activities and on all people who are paid by City funds to provide services.

The Director of Minneapolis Employment and Training, along with governing officials of the City of Minneapolis, firmly support this policy, and all persons employed with funds administered by Minneapolis Employment and Training must work to carry it out. Failure to comply with this policy is a violation of contracts for Minneapolis Employment and Training funding and shall jeopardize continued or renewed funding. The Minneapolis Employment and Training Equal Opportunity Officer has full authority to monitor and carry out the Affirmative Action Plan.

Workforce Investment Act of 1998 (WIA) Program Complaints

As a WIA Title I-B Program Provider, Minneapolis Employment and Training and our subcontractors must adhere to the guidelines regarding WIA Title I-B Program Complaints. WIA Regulations (20 CFR 667.600, Subpart F) mandate that each WIA Title I-B Program Provider develop and maintain a procedure for handling grievances and complaints.

Applicants/Participants must be provided information concerning their rights. If you are unhappy with the services, treatment, or if you disagree with the eligibility requirements that you have received under a WIA Title I-B Program (WIA Adult, WIA Youth, Dislocated Worker), please ask to discuss the issue with the impartial person designated to explore WIA program complaints at the local level:

Name/Title:	Linda DeHaven / Manager
Voice Telephone:	(612) 673-5294
TTY:	(612) 673-2157
FAX:	(612) 673-5299
Address:	105 Fifth Avenue South, Suite 200
City, State, ZIP:	Minneapolis, MN 55401
E-Mail:	Linda.dehaven@minneapolismn.gov
<i>Program Provider:</i>	Minneapolis Employment and Training and subcontractor_____

An informal attempt at resolution should take place prior to the filing of a formal written program complaint. Program complaints may be filed within one year of the alleged occurrence. A program complaint contains only an issue (reason for the complaint) concerning a program service or activity. It is processed as a program complaint under the Employment and Training Regulations (20 CFR, Subpart F, 667.600). **If you wish to file a formal written WIA Program complaint, please request a copy of the Minneapolis Employment and Training detailed WIA Program Complaint Handling Procedures and the WIA Program Complaint Form.**

The local level has sixty days from receipt of a written complaint to issue a decision. A hearing before an impartial hearing officer shall be provided upon request from the complainant within the sixty (60) days allowed for a local level resolution.

If a WIA complaint is not resolved at the WIA Title I-B Program Provider level, it may be appealed to:

Susan Tulashie, Equal Opportunity Officer	
Minnesota Department of Employment and Economic Development (DEED)	
Workforce Development Division	
1st National Bank Building	
332 Minnesota Street, Suite E200	
St. Paul, MN 55101-1351	
Voice Telephone:	(651) 259-7586
TTY:	(651) 296-3900
FAX:	(651) 215-3842
E-Mail:	Susan.tulashie@state.mn.us

You may file an appeal with DEED if you are:

- dissatisfied with the local decision, or
- if the local level failed to issue the administrative decision within 60 days of the complaint filing date. A total of 120 days from the date the complaint was filed.

You may file an appeal with the Department of Labor (DOL):

- If the state fails to issue a decision within 60 days from their receipt of the appeal
- or if you wish to appeal an adverse decision from the state,
- you can appeal to the Secretary of Labor within 60 days of receipt of the decision being appealed.
- Appeals, where the state fails to issue a decision within 60 days, must be made within 120 days of the filing of the complaint with the state or the filing of the appeal of a local complaint with the state.

Appeals must be submitted by certified mail, return receipt requested to the:

Secretary, U.S. Department of Labor
Washington, D.C. 20210
Attention ASET

The Minnesota Department of Employment and Economic Development WIA Program Complaint Handling Procedures can be found at:

<http://www.positivelyminnesota.com/ddp/PolicyDetail.aspx?pol=100>

Workforce Investment Act of 1998 (WIA) Discrimination Complaints

It is the policy of Minneapolis Employment and Training and our subcontractors to assure nondiscrimination and equal opportunity in the operation and administration of all programs, services and activities.

Section 188 of Title I-B of WIA prohibits discrimination on the basis of: race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only, on the basis of either citizenship as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I-B financially assisted program or activity. Prohibited factors under Minnesota State Law are: marital status, sexual orientation, creed or status in regard to public assistance.

A WIA discrimination complaint may be filed against any beneficiary of programs financially assisted under Title I-B of the Workforce Investment Act of 1998 (WIA Adult, WIA Youth, and Dislocated Worker). The Workforce Investment Act 29 CFR, Part 37 is applicable to the One-Stop system and to the Senior

Community Service Employment Program (SCSEP) Program only to the extent that SCSEP and other partners are part of a One-Stop system.

A discrimination complaint includes both a prohibited basis/prohibited factor and an issue. Who is protected under the WIA Act? Registrants, applicants, eligible applicants/registrants, participants, applicants for employment, grant applicants, employees, subrecipients that receive WIA Title I funds.

You may file a written discrimination complaint within 180 days of the alleged discriminatory act with either the:

WIA Title I-B Program Provider's	OR	
Equal Opportunity Officer		The Director
Name / Title: Linda DeHaven / Manager		Civil Rights Center (CRC)
Address: 105 Fifth Avenue South, Suite 200		U.S. Department of Labor
City, State ZIP: Minneapolis, MN 55401		200 Constitution Avenue NW
Voice Telephone: (612) 673-5294		Room N-4123
FAX: (612) 673-5299 TTY: (612) 673-2157		Washington, DC 20210
E-Mail: Linda.dehaven@minneapolismn.gov		

INQUIRIES	INQUIRIES
Susan Tulashie	Kathy Mullarky
Minnesota Department of Employment and Economic Development (DEED)	Minnesota Department of Employment and Economic Development (DEED)
Workforce Development Division	Office of Diversity & Equal Opportunity
1 st National Bank Building	1 st National Bank Building
332 Minnesota Street, Suite E200	332 Minnesota Street, Suite E200
St. Paul, MN 55101-11351	St. Paul, MN 55101-1351
Voice Telephone: (651) 259-7586	Voice Telephone: (651) 259-7097
TTY: (651) 296-3900	TTY: (651) 282-5174
FAX: (651) 215-3842	FAX: (651) 296-8763
E-Mail: Susan.tulashie@state.mn.us	E-Mail: Kathy.Mullarky@state.mn.us

If you file your discrimination complaint at the local level, you must allow 90 days for the process (includes the local level and the appeal to the state level).

You will be offered the choice between Alternate Dispute Resolution/Mediation and a regular Investigation to resolve your complaint.

For detailed information regarding WIA Discrimination Complaints please ask for a copy of Minneapolis Employment and Training's WIA Discrimination Complaint Handling Procedures and the WIA Discrimination Complaint Form.

The Department of Employment and Economic Development WIA Discrimination Complaint Procedures can be found at: <http://www.positivelyminnesota.com/ddp/PolicyDetail.aspx?pol=102>