

**Welcome to the NCWorks Career Center! As a customer receiving individual or training services, this is an overview of your rights and customer expectations. We look forward to working with you on developing and following through on your plan of services that will result in great outcomes of skills improvement and employment opportunities.**

**NCWorks/WIOA SERVICES** The federally-funded Workforce Innovation and Opportunity Act (WIOA) is designed to help job seekers access employment, education, and training programs while providing resources, services, and tools for the workforce system to assist individuals find and maintain employment while also assisting employers with workforce needs. Based on the individual's needs, a customer may receive basic, individualized/intensive, and/or follow-up services. Customers deemed eligible and suitable, may receive assistance with education/training, work-based learning, and/or assistance to obtain or retain employment.

**CUSTOMER RESPONSIBILITIES** Customers receiving WIOA-funded services agree to the following expectations: **1)** Customers must be responsive to and maintain contact with the Career Advisor; **2)** Provide requested information, update contact information, keep appointments, attend training as scheduled, maintain at least a "C" average, follow employer expectations, complete job search and other recommended activities, and notify your Career Advisor of any concerns; **3)** Notify the Career Advisor **in advance** if there is a change in your training plans; and **4)** Provide verification of your training completion. Failure to meet these responsibilities could result in loss of services and/or funding. Working in partnership with your Career Advisor will result in better success for you!

**FOLLOW-UP** Upon completion of your goals/training and/or obtaining employment, you will begin follow-up services to assist you in maintaining your achievements. During follow-up you agree to provide requested information related to employment/education and can continue to receive career center services. If you become unemployed, you agree to notify your Career Advisor in order to receive additional assistance to gain employment. You may also be contacted to complete a survey regarding your experience and services received. We love to see our customers succeed and appreciate your feedback!

**INFORMED CONSENT** In general, the law protects the confidentiality of all communications between a customer and his/her career advisor and information can only be released with your written permission. However, in the event the advisor suspects a child or older person is being abused, the advisor must file a report with the appropriate agency. If, in the career advisor's professional judgement, a customer is threatening serious harm to oneself or another, he/she is required to take protective action which may include notifying police, warning the intended victim, or seeking the customer's hospitalization.

It is required to maintain a file for each customer that contains, in addition to general notes, personal identifying information, assessment results, progress reports, releases and other pertinent documents. Customer information is electronically stored and protected through the state of North Carolina. All customers have the right to access any of this information at any time and will receive a copy of the developed Individual Employment Plan/Service Strategy. In order to maximize services to the customer, a file may be discussed with the career advisor's supervisor or other agency staff. Files may also be monitored for compliance by local, state, and/or federal employees. If you are under 18 years of age, be aware your parents may have the right to receive general information regarding your progress.

If authorized, a customer can agree to the use of his/her photo and such non-confidential information provided by him/her or the Career Advisor relating to WIOA activities and services in which the customer participated for use in brochures, news releases, or reports for positive promotion of WIOA. It is understood that it may be necessary to edit the information for content or space; however, this will in no way alter the facts presented. *Note: If customer is under age 18, parental consent is required.*

While this summary should prove helpful in informing you about potential exceptions to confidentiality, we encourage active discussion of these issues. However, since the laws governing confidentiality are complex, if you need more specific advice, formal legal consultation may be desirable.

**GENERAL LIABILITY** Participation in the WIOA program may involve risks including but not limited to potential personal injuries and property damage (during involvement in activities such as transportation, outdoor/group events, and exercises, etc.). The customer assumes responsibility for all risks and indemnify and hold harmless the High Country Council of Governments and High Country Workforce Development Board, its trustees, officers, employees, and contractors (including the staff and/or volunteers) from any liability arising directly or indirectly from participating in the program. The customer can agree whether or not to receive medical treatment in the event of an emergency. *Note: If customer is under age 18, parental consent is required.*

**DRUG FREE** The use of drugs and/or alcohol is prohibited by customers and staff while engaging in WIOA activities. In the event of a workplace accident, you may be required to undergo a drug test. Testing positive for any prohibited substance may result in being financially responsible for any medical expenses and could lead to termination of employment and/or services.

**HATCH ACT** Under the Hatch Act, employees who work in connection with programs funded in whole or in part by federal funds may not 1) use their official authority or influence for the purpose of interfering with or affecting the results of an election or nomination for office; or 2) directly or indirectly coerce, attempt to coerce, command or advise state or local officers or employees to pay, lend, or contribute anything of value to a party, committee, organization, agency, or person for partisan political purposes.

**YOUR EMPLOYMENT RIGHTS** If placed on a worksite, you have the right to a safe and healthy work or training site. If being paid, you will be covered by Worker's Compensation Insurance or its equivalent and paid for your work at a rate not less than the state or local minimum wage or the Fair Labor Standards Act, whichever is highest. All applicable labor laws apply.

**YOUR CIVIL RIGHTS** The High Country Council of Governments, High Country Workforce Development Board, NCWorks Career Centers, and/or WIOA service providers may not discriminate against you on the following basis:

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

***This applies when making participant selection, job assignment, termination, or any other aspect of training or employment. Participation is contingent upon your eligibility to work in the United States of America and eligibility requirements of WIOA as well as funding availability and priority of service policies.***

Service providers of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. **This means that, upon request and at no cost to the individual, service providers are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.**

**YOUR GRIEVANCE RIGHTS** If you feel it necessary to file a civil rights complaint about the program, you should contact the agency Equal Opportunity (EO) Officer no more than 180 days after the incident occurred and do the following:

- 1) Make every effort to resolve the problem informally. If this is not possible, you should then;
- 2) File the complaint in writing, with full details, to the agency EO Officer (listed on the Signature Page). The agency must send you a written decision within 30 days. If you are not satisfied with this decision you have five (5) days to;
- 3) Appeal in writing to Rebecca Bloomquist, High Country Council of Governments, 468 New Market Boulevard, Boone, NC 28607. Include your full name, address, a copy of the agency's written response to your complaint and a statement of disagreement. Ms. Bloomquist will send you and the agency a written response. Additional appeal rights should be addressed to Mose Dorsey, NC Division of Workforce Solutions, 4316 Mail Service Center, Raleigh, NC 27699.

NOTE: The complaint processing procedures shall provide for alternative dispute resolution (ADR). The complainant shall have the choice of pursuing the customary investigation process or using the ADR process. **IF** the parties do not reach an agreement under ADR at the sub-recipient or state level, a complaint may be filed to Naomi M. Barry-Perez, Director, Civil Rights Center (CRC), US Department of Labor, 200 Constitution Avenue, Washington, D.C. 20210.

NOTE: Complaints on the basis of handicap follow the procedure explained above but have different time requirements. If you have a complaint on the basis of handicap, contact the agency's EO Officer who will give you the information you need. Complaints on the basis of other forms of discrimination are to be filed directly to Naomi M. Berry-Perez, Director, Civil Rights Center, US Department of Labor, 200 Constitution Avenue, Washington, D.C. 20210.

*General, non-civil rights complaints relating to the Career Center and/or program may be submitted to your Career Advisor and the Career Center Manager. These professionals will make every effort to resolve the issue at the Career Center level; however, they can elevate the issue to the staff of the High Country Workforce Development Board if necessary.*

**After reviewing this information with your Career Advisor, if any questions or concerns arise, please don't hesitate to ask along the way. Please complete the signature page stating that you received orientation on the contents of this document.**

### Contact Information

<b>Alleghany NCWorks Career Center</b>	<b>336.372.9675</b>
<b>Ashe NCWorks Career Center</b>	<b>336.982.5627</b>
<b>Avery NCWorks Career Center</b>	<b>828.737.5419</b>
<b>Mitchell NCWorks Career Center</b>	<b>828.766.1195</b>
<b>Watauga NCWorks Career Center</b>	<b>828.265.5385</b>
<b>Wilkes NCWorks Career Center</b>	<b>336.838.5164</b>
<b>Yancey NCWorks Career Center</b>	<b>828.682.6618</b>