

# ***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 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?

### 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.



### **Additional Services and Activities**

- Financial Literacy
- Entrepreneurial skills training
- Services that provide labor market and employment information
- Activities that help youth transition to postsecondary education and training
- Education offered concurrently with workforce preparation activities and training.

## **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 that includes academic and occupational education. The experience provides opportunities to explore careers, develop skills, and improve work readiness skills. 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: transportation, medical assistance, clothing necessary for participation in the program, and emergency support. Temporary shelter may be an option for participants in approved WIOA training programs.



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.

### **Registered Apprenticeship**

Apprenticeship programs, overseen by the US Office Apprenticeship, helps you learn by combining hands-on-training and classroom instruction. Apprenticeship training can last from a few months to four or more years and covers over 1000 occupations.

### **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.

## PROGRAM COMPLAINTS AND GRIEVANCE PROCEDURES

Immediately discuss any complaint or grievance with your Job Service customer service manager who will attempt to resolve the complaint. If a satisfactory solution for your complaint is not reached, you can file a written complaint with a customer service area complaint specialist at the following locations: Bismarck, Devils Lake, Dickinson, Fargo, Grand Forks, Jamestown, Minot, Wahpeton and Williston. You may also directly file a complaint with the State-Level Equal Opportunity Officer by email [dgreuel@nd.gov](mailto:dgreuel@nd.gov) or 701-328-3030.

The customer service complaint specialist will review your complaint and issue a written notice within 10 days of your complaint. If you are not satisfied with your complaint, you may file your complaint with the State-Level Equal Opportunity Officer.

To file a complaint with the State-Level Equal Opportunity Officer, you may e-mail your complaint to [dgreuel@nd.gov](mailto:dgreuel@nd.gov) or contact the State-Level Equal Opportunity Officer by phone at 701-328-3030. The State-Level Equal Opportunity Officer will investigate your complaint, and provide you with a written notice within 90 days of filing the complaint. You have the right to request a complaint review by the U.S. Department of Labor, Civil Rights Center, if your complaint was not resolved in your satisfaction. Your complaint with the Civil Rights Center must be filed within 30 days of the State-Level Equal Opportunity Officers decision.

You may mail your complaint to the address listed below or file an electronic complaint by accessing the website listed below.

Director, Civil Rights Center (CRC), U.S. Department of Labor  
200 Constitution Avenue NW, Room N-4123, Washington, DC 20210  
or electronically as directed on the CRC website at [www.dol.gov/crc](http://www.dol.gov/crc)

Program 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. 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.

Contact your Job Service North Dakota customer service area manager, if you have questions regarding these procedures, or are unsure as to which customer service area manager should receive your complaint.



## **EQUAL OPPORTUNITY IS THE LAW**

It is against the law for this recipient of Federal financial assistance to discriminate on the following bases: 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, or, 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.

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.

Recipients 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, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

### **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);

Dawn Greuel, 701-328-3030, [dgreuel@nd.gov](mailto:dgreuel@nd.gov).

or

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

or electronically as directed on the CRC website at [www.dol.gov/crc](http://www.dol.gov/crc).

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 (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 may file a complaint with CRC before receiving that Notice. 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 CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

## **LA IGUALDAD DE OPORTUNIDAD ES LA LEY**

La ley prohíbe que este beneficiario de asistencia financiera federal discrimine por los siguientes motivos: contra cualquier individuo en los Estados Unidos por su raza, color, religión, sexo (incluyendo el embarazo, el parto y las condiciones médicas relacionadas, y los estereotipos sexuales, el estatus transgénero y la identidad de género), origen nacional (incluyendo el dominio limitado del inglés), edad, discapacidad, afiliación o creencia política, o contra cualquier beneficiario, solicitante de trabajo o participante en programas de capacitación que reciben apoyo financiero bajo el Título I de la ley de Innovación y Oportunidad en la Fuerza Laboral (WIOA, por sus siglas en inglés), debido a su ciudadanía, o por su participación en un programa o actividad que recibe asistencia financiera bajo el Título I de WIOA.

El beneficiario no debe discriminar en los siguientes áreas: decidiendo quien será permitido de participar, o tendrá acceso a cualquier programa o actividad que recibe apoyo financiero bajo el Título I de WIOA; proporcionando oportunidades en, o tratar a cualquier persona con respecto a un programa o actividad semejante; o tomar decisiones de empleo en la administración de, o en conexión a un programa o actividad semejante.

Los beneficiarios de asistencia financiera federal deben tomar medidas razonables para garantizar que las comunicaciones con las personas con discapacidades sean tan efectivas como las comunicaciones con los demás. Esto significa que, a petición y sin costo alguno para el individuo, los recipientes están obligados a proporcionar ayuda auxiliar y servicios para individuos con discapacidades calificados.

## **QUE DEBE HACER SI CREE QUE HA SIDO DISCRIMINADO**

Si usted piensa que ha sido discriminado en un programa o actividad que recibe apoyo financiero bajo el Título I de WIOA, usted puede presentar una queja no más de 180 días después de la fecha en que ocurrió la presunta violación, ya sea con: El oficial de igualdad de oportunidad del recipiente (o la persona que el recipiente ha designado para este propósito);

Dawn Greuel, 701-328-3030 (tel), [dgreuel@nd.gov](mailto:dgreuel@nd.gov).

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

o electrónicamente como indica el sitio web del CRC [www.dol.gov/crc](http://www.dol.gov/crc).

Si usted presenta una queja con el recipiente, usted debe esperar hasta que el recipiente emita una decisión final escrita o que pasen por lo menos 90 días (lo que ocurra primero), antes de presentar una queja con el Centro de Derechos Civiles (CRC, por sus siglas en inglés) a la dirección mencionada previamente. Si el beneficiario no le entrega una decisión final escrita dentro de 90 días después de la fecha en que presentó su queja, usted puede presentar su queja con el CRC antes que reciba la decisión final. Sin embargo, es necesario presentar su queja con el CRC dentro de 30 días después de la fecha límite de 90 días (en otras palabras, dentro de 120 días después de la fecha en que presentó la queja con el recipiente). Si el recipiente emite una decisión final escrita, pero usted no está satisfecho con el resultado o resolución, usted puede presentar una queja con el CRC. Usted debe presentar su queja con el CRC dentro de 30 días después que reciba la decisión final escrita.



## Job Service North Dakota Office Locations

### **Bismarck**

1601 E Century Ave  
Bismarck ND 58503  
Ph: 701-328-5000  
infojsbis@nd.gov

### **Fargo**

1350 32nd St S  
Fargo ND 58103  
Ph: 701-239-7300  
infojsfg@nd.gov

### **Minot**

3416 N Broadway  
Minot ND 58703  
Ph: 701-857-7500  
infojsmn@nd.gov

### **Devils Lake**

301 College Dr S  
Devils Lake ND 58301  
Ph: 701-662-9300  
infojsdl@nd.gov

### **Grand Forks**

1501 28th Ave S  
Grand Forks ND 58201  
Ph: 701-795-3700  
infojsgf@nd.gov

### **Wahpeton**

524 2nd Ave N  
Wahpeton ND 58075  
Ph: 701-671-1550  
infojswp@nd.gov

### **Dickinson**

66 Osborn Dr  
Dickinson ND 58601  
Ph: 701-227-3100  
infojsdk@nd.gov

### **Jamestown**

1307 12th Ave NE Ste 3  
Jamestown ND 58402  
Ph: 701-253-6200  
infojsjf@nd.gov

### **Williston**

422 1st Ave W  
Williston ND 58801  
Ph: 701-774-7900  
infojswl@nd.gov

### **TTY Relay ND**

800-366-6888  
7-1-1

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WORKFORCE PROGRAMS

JSND-5058 (R.8.20)

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

In compliance with the Stevens Amendment, Job Service North Dakota states that  
the Federal government has provided Title I and III monies to support to provide  
work experience and training opportunities for WIOA