

WORKFORCE SOLUTIONS BRAZOS VALLEY ADULT EDUCATION AND LITERACY



Customer Handbook

FY 2018 - 2019

Equal opportunity employer/program.

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

Deaf, hard-of-hearing or speech-impaired customers may contact: Relay Texas: 800-735-2989 (TTY) or 711 (Voice).

Revised 8/27/2018

Workforce Solutions Brazos Valley Adult Education & Literacy

I. Background

Adult Education & Literacy (AEL) helps customers obtain the knowledge and skills necessary for employment and economic self-sufficiency. AEL services consist of:

1. English language
2. Math
3. Reading
4. Writing instruction
5. Or the skills needed to earn a high school equivalency diploma, enter college or career training and/or succeed in the workforce.

Residents of our seven county region receive AEL services through a consortium of organizations. Workforce Solutions Brazos Valley Board (WSBVB) is responsible for oversight of state funded AEL service delivery activities across the region. Blinn College, Brazos Valley Council of Governments (BVCOG), and Madisonville Consolidated Independent School District (MCISD) are the sub-contractors for WSBVB. Other Partners who provide AEL services to the local communities are public libraries, non-profit and faith based organizations.

Within the AEL Orientation process each customer will be informed of program and collaborating organization services, attendance policy, class participation, student support services, emergency evacuation procedures, grievance procedures, rights and responsibilities of students, code of conduct, dress and grooming rules and any local classroom requirements.

Below is a list and definition of the AEL services available:

- **Career Pathways Program** – a program consisting of a series of connected education and training strategies and support services enabling individuals to secure industry relevant certification, obtain or retain employment within an occupational area and advance to higher levels of future education and employment in that area.
- **English Literacy/Civics (EL/Civics)** - federally funded program that providing English language and civics instruction to adult education customers. Civics education is an educational program which emphasizes contextualized instruction on the rights and responsibilities of citizenship, naturalization procedures, civic participation, and U.S. history and government to help students acquire the skills and knowledge to become active and informed parents, workers, and community members. It also has an Instructional Training tied to the EL Civics program.
- **Financial Literacy** – instruction in how to make informed judgments and to take effective action with respect to money management. Referrals will be made to these services at <http://bvahc.org/financial-fitness/>.
- **Distance Learning** - a formal learning activity where customers and instructors are separated by geography, time or both for the majority of the instructional period. In counties without sufficient AEL customers, the alternative is enrollment into distance learning. An AEL instructor will act as a mentor for AEL customers enrolled in on-line distance learning. Public access computers are available at local public libraries and Workforce Solutions offices.
- **Adult Basic Education (ABE)** - instruction in reading, writing, speaking and comprehending English, and solving quantitative problems, including functional context. The program is designed for adults who: 1) have minimal competence in reading, writing, and solving quantitative problems; 2) are not sufficiently competent to speak, read, or write the English language; or 3) are not sufficiently competent to meet the requirements of adult life in the United States, including employment commensurate with the adult's real ability.

- **Adult Secondary Education (ASE)** - comprehensive secondary instruction below the college credit level in reading, writing and literature, mathematics, science, and social studies and instruction for the GED® or HiSET Exam, including functional context, and instruction for adults who do not have a high school diploma -or its equivalent.
- **English Language Acquisitions (ELA)/ English as a Second Language (ESL)** - an instructional program designed to help customers who are English Language learners achieve competence in reading, writing, speaking and comprehension of English.
- **Integrated College Readiness Class** – transitions students with a High School Equivalency Diploma into College or Occupational Training: 1) helps the customer pass College Entrance Exam American College Test, Texas Success Initiative Assessment (TSIA); 2) helps students learn study skills and prepares the customer to be successful in College or Occupational Training.
- **Family Literacy Program** - a program with services of sufficient intensity in terms of hours and duration, to make sustainable changes in a family, including: 1) the incorporation of parent literacy training leading to economic self-sufficiency for the family; 2) instruction to help parents partner with their children and school personnel in the development of children's high school personal graduation plans.

Workforce Solutions Brazos Valley Adult Education and Literacy

Dress and Grooming Rules

The Adult Education and Literacy (AEL) dress and grooming code is established to instill discipline, prevent disruptions, avoid safety hazards, teach respect, and prepare each student for future enrollment in an institution of higher education. Any attire that may be reasonably expected to cause disruption or interference with normal school operation will not be allowed. A violation will be given for any infraction of the dress code that is not corrected upon request from an AEL employee.

Shirts and Blouses	<p>No sleeveless shirts or blouses.</p> <p>Students are prohibited from wearing shirts/blouses that:</p> <ul style="list-style-type: none">• Advertise alcohol, drugs, tobacco, the occult, promote violence, are gang related, are lewd, offensive, vulgar, contain obscene language, sexually explicit language or disruptive images.• Have low-cut necklines.• Are see-through or contain holes.• Have tube tops, halter tops, spaghetti straps, half shirts, tank tops, muscle shirts, low-cut sport jerseys, crop tops, or any shirt that allows the navel or bra/bra straps to show. Any shirt/blouse that does not come to the waistband or exposes the midriff while standing, walking or sitting must be worn with an undershirt that tucks in.• Female students must wear a bra at all times.
Pants, Slacks	<p>Pants/slacks may not:</p> <ul style="list-style-type: none">• Be excessively long, large, or sag below the top of the hip line or allow undergarments to show.• Be torn or ripped.
Shorts	<p>Acceptable shorts must be 3 inches above the knee or longer. The following are not acceptable:</p> <ul style="list-style-type: none">• Short shorts• Shorts with holes or tears.
Dresses and Skirts	<p>Dresses and skirts must be 3 inches above the knee or longer. The following are not acceptable:</p> <ul style="list-style-type: none">• Short dresses and skirts.• Clothing with holes or tears.• Dresses that are low-cut in front or back.
Shoes	<p>Shoes shall be worn at all times.</p>
Jewelry	<p>Students shall not wear jewelry that:</p> <ul style="list-style-type: none">• May be identified as gang or drug related, vulgar, obscene, or sexually explicit.
General	<p>Students shall not reveal/wear:</p> <ul style="list-style-type: none">• Tattoos that are offensive, gang related, or substantially disruptive. Tattoos that are such shall be covered.• Hickies or passion marks must be covered.• Leggings may not be the main garment and buttocks must be covered.

Workforce Solutions Brazos Valley Adult Education and Literacy

Program Rules and Consequences

Adult Education and Literacy (AEL) pledges to provide a safe environment for all customers and staff. In order to foster a positive and safe learning environment, the following rules have been instituted.

If the following rules are broken, the customer will receive a written notification of said violation and be suspended for two days. After two violations, the customer will be suspended for one week. If a third violation is received, the customer will be expelled from the program. Re-admission is at the discretion of the AEL director.

1. Customers are to respect all AEL staff, customers, and property.
2. Customers are to be non-disruptive in the classroom and on AEL property.
3. No smoking is allowed on the property, including the parking lot (unless allowed by the city).
4. No loitering is permitted on the property.
5. Dress and grooming code is to be adhered to at all times.
6. Customers are to adhere to given break times.
7. Customers are not allowed to bring children to the classrooms.
8. Customers are not allowed to use cell phones in the classrooms.
9. Gang apparel, graffiti, signs, slogans, tagging, or anything that is believed to be gang or drug related is prohibited.
10. Smelling or having evidence of drugs or alcohol in or on your body is prohibited.
11. Customers are to come to class prepared, with all required supplies.

The following addresses anything that may be seen as a threat to the safety and well-being of the customers and AEL staff. If the following rules are broken, the customer will be immediately dismissed. Re-admission to the program is at the discretion of the AEL director. This includes, but is not limited to:

1. Bringing guns, weapons, or any implement used as a weapon onto AEL property.
2. Theft of any kind.
3. Doing or selling drugs on campus.
4. Fighting, either verbal or physical.
5. Verbally assaulting any AEL staff member.
6. Any illegal activity taking place on campus.

Workforce Solutions Brazos Valley Adult Education and Literacy

Acknowledgement of Forms

Customer and (Parent/Guardian):

Please initial that you have read and understand the following information:

_____ Dress and Grooming Code

_____ Program Rules and Consequences

_____ Acknowledgement of Customer Handbook

Adult Education and Literacy (AEL) has approved the following forms: Customer Contract, Release of Information, Release of Liability Agreement for Media Release and Orientation to Discrimination Complaint Procedure. We ask that you read these forms carefully, please sign and return them to the staff administering the orientation. If you have any questions about the requirements, please ask for an explanation from the orientation staff.

_____ Customer Contract

_____ Release of Information

_____ Release of Liability Agreement for Media Release

_____ Orientation to Discrimination Complaint Procedures

The customer and parent (if the customer is under eighteen years of age) should each sign this page in the space provided below, and then return it to the staff administering the orientation.

Thank you,
AEL Staff

Customer's Signature

Customer's Printed Name

Date

Parent/Guardian Signature

Parent/Guardian Printed Name

Date

A copy of this signed form goes in the Customer's file along with the Customer Contract, Release of Information, Release of Liability Agreement for Media Release, and Orientation to Discrimination Complaint Procedures.

Equal opportunity employer/program.

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

Deaf, hard-of-hearing or speech-impaired customers may contact: Relay Texas: 800-735-2989 (TTY) or 711 (Voice).

Updated 08/29/2018

Workforce Solutions Brazos Valley Adult Education and Literacy

Customer Contract

The purpose of this contract is to set forth the rights and responsibilities of adult education customers. In order to be successful, it is very important that you understand each statement before signing.

1. I understand that my class meets at _____ am/pm to _____ am/pm on the following days:
☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday
2. Each month I will complete the recommended _____ hours of distance learning.
3. I understand that lack of attendance defined by provider may result in dismissal from the class.
4. I will attend class for the recommended **40 hours for HSE / 60 hours for ESL**, and I will take review and post-test assignments as requested. **There are no exceptions.**
5. I understand that failure to complete the recommended number of hours and post assessment may prevent me from enrolling in the program the next semester/year.
6. I will register for REMIND, which is a communication tool used by adult education staff to connect instantly with you and to notify you of class cancellations, special events or other announcements.
7. I understand that I will have the opportunity to create an Individual Career Pathway.
8. I understand that while I am attending my class I must stay in designated areas and classrooms.
9. In order to foster a positive and safe learning environment, the following rules have been instituted:
 - a. I will respect the AEL staff, my instructor, guest speakers, and fellow students. If I have a problem, I will speak to my instructor before or after class to find a solution.
 - b. If I disrupt the learning environment, I may be asked to leave the class.
 - c. I have the right to a safe learning environment.
 - d. I will follow the guidelines for breaks; time, location, food and drink as set by my instructor.
 - e. I will have access to community referrals to support me in overcoming barriers to attending class.
 - f. I have the right to an accessible Customer Handbook during orientation and the Handbook can be viewed at <http://bvjobs.org/programs/adult-education-literacy/>
 - g. I have the right to file a written complaint.

I understand my class schedule, and I agree that if I am going to be absent for two consecutive days or more, I or a family member or friend must notify the instructor or the school office. I also understand that missing two consecutive days without proper notification, or missing half or more of class meetings in any two-week period, may result in dismissal from the program. I am ready to commit myself to this educational program.

Customer's Signature

Date

Parent/Guardian Signature (if customer is under 19 years of age)

Date

Equal opportunity employer/program.

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

Deaf, hard-of-hearing or speech-impaired customers may contact: Relay Texas: 800-735-2989 (TTY) or 711 (Voice).

Updated 08/28/2018

Workforce Solutions Brazos Valley Adult Education and Literacy

Grievances & Complaints

If a customer of the AEL program has a complaint/grievance:

1. Talk with their instructor to resolve any problems.
2. If a solution cannot be resolved then the instructor's immediate supervisor will be contacted to help with the resolution.
3. If that is not possible, the customer or applicant can file a written complaint to:

Brazos Valley Council of Governments, Executive Director
PO Drawer 4128
Bryan, Texas 77805

The complaint should include:

1. The issue needing resolving,
2. Name of the person filing the complaint.
3. Contact information of the person filing the complaint which includes the name, address and valid contact phone number.

The complaint will be reviewed with the parties involved to resolve the problem.

After the decision is made about the complaint, you will be notified in writing.

If you feel the complaint was not resolved, you have the right to appeal. You can do this in writing to the Texas Workforce Commission:

Texas Workforce Commission
c/o AEL
101 E. 15th Street – Room 242-T
Austin, Texas 78778-0001

Equal opportunity employer/program.

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

Deaf, hard-of-hearing or speech-impaired customers may contact: Relay Texas: 800-735-2989 (TTY) or 711 (Voice).

Revised 08/24/2018

Workforce Solutions Brazos Valley Adult Education and Literacy

RELEASE OF INFORMATION FORM

I understand that the submission of false information is grounds for the rejection of my application. I hereby authorize Workforce Solutions Brazos Valley (WSBV), Blinn College, Brazos Valley Council of Governments (BVCOG) and/or Madisonville Consolidated Independent School District (MCISD) to conduct such inquiries as may be deemed necessary to:

- Verify eligibility for all Employment and Training Programs and the Adult Education and Literacy (AEL) Program administered by the WSBV or its representatives,
- Confirm any information on the application used to determine eligibility,
- Secure appropriate services for me from community resources, or
- Release any information requested to officially recognized organizations.

I hereby authorize WSBV/Blinn College/BVCOG/MCISD to conduct such inquiries as may be necessary with respect to the following:

- Participation with the AEL, Temporary Assistance for Needy Families (TANF), Child Care Services (CCS), Non-Custodial Parent (NCP), Supplemental Nutritional Assistance Program (SNAP) Employment and Training (E&T), Section 8 Choices Housing Voucher, and Workforce Innovation and Opportunity Act (WIOA) Program to determine eligibility, determine the effectiveness of the program to assist achieving foundational skills and career pathways for economic competitiveness and community development and to establish preconditions for enrollment in the AEL program and/or BVCOG/WSBV programs.
- Verification of information to post into the Texas Workforce Commission (TWC) automated systems, Texas Educating Adults Management System (TEAMS), and other automated systems and statistical use of records of enrollment, progress and transition under the application of laws, TEA regulations and AEL Program policies to aggregate statistical data in the evaluation of the program.
- Release directory information which consists of name, address, telephone number, date of birth, dates of attendance, degrees obtained and field of study and personal identifiable information regarding enrollment in post-secondary institutions as matched to the Texas Higher Education Coordinating Board master enrollment records for the sole purpose of statistical analysis and adult education program improvement. Also the release of personable identifiable information regarding employment status or history to the Texas Higher Education Coordinating Board for the sole purpose of statistical analysis, administration or evaluation for the improvement of state adult education programs.
- Authorize the hospital, clinic and/or facility to release test results from any pre-employment physical examination, including a drug/alcohol test to the WSBV/BLINN COLLEGE/BVCOG/MCISD and release the hospital, clinic facilities and/or medical personnel from any and all liability arising from the release or use of this information.
- Authorize the Texas Workforce Commission or any private sector service provider maintaining such records, to release to the WSBV/BLINN COLLEGE/BVCOG/MCISD any records concerning claims for Unemployment Insurance benefits, including home address, the dates and amounts of benefits, wage credit reported by employers and determinations made with regard to my entitlement for benefits, and progress tracking related to employment and training services. This information may be used for follow-up studies to evaluate program effectiveness.
- ☐ **I authorize WSBV/Blinn College/BVCOG/MCISD programs, including AEL, to text me reminder notices and I understand that my phone carrier may charge a fee for each message.**

I expressly agree to waive liability for any effect the information received from *contacted sources, given by myself, or released to outside sources* may produce.

WSBV/BLINN COLLEGE/BVCOG/MCISD will maintain the confidentiality of any such information received.

Customer Signature or (*parent signature if customer is under 19*)

Date

Staff Signature

Date

Equal opportunity employer/program.

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

Deaf, hard-of-hearing or speech-impaired customers may contact: Relay Texas: 800-735-2989 (TTY) or 711 (Voice).

Workforce Solutions Brazos Valley Adult Education and Literacy
Operated by Blinn College, Brazos Valley Council of Governments (BVCOG)
and Madisonville Consolidated Independent School District (MCISD)
Release of Liability Agreement for Media Release

AUTHORIZATION AND RELEASE

I hereby grant to Workforce Solutions Brazos Valley (WSBV), its officers, directors, employees, representatives, licensees, successors and assigns ("WSBV/Blinn College/BVCOG/MCISD"), irrevocable permission to take and to copyright, in its own name or otherwise, and re-use, publish and republish photographic portraits, pictures or similar images or likenesses (collectively, the "Pictures") of me and my children and/or other minors for which I am legally responsible (collectively, the "Minors"), including, without limitation, any other Pictures in which I or they may be included, in whole or in part, composite or distorted in character or form, without restriction as to changes or alterations, or reproductions thereof in color or otherwise, made through any medium, and in any and all media now or hereafter known for illustration, promotion, art, editorial, advertising, trade, fundraising, and any other purpose whatsoever. The Pictures may be used in conjunction with my own name and/or the names of the Minors, fictitious name(s), or without the association of names whatsoever. I also consent to the use of any published matter in connection therewith, including the disclosure of confidential information about me and/or the Minors as contemplated herein. The Pictures may be published in any manner, including advertising, periodicals, trade show exhibits and other promotional applications. I acknowledge that this Agreement is being made solely for the benefit of and without any expectation of compensation or other benefit to me and/or the Minors. I hereby forever waive any right to inspect WSBV/Blinn College/BVCOG/MCISD and/or approve any publication of any Pictures of me and/or the Minors by WSBV/Blinn College/BVCOG/MCISD.

I fully and forever **DISCHARGE, RELEASE and HOLD HARMLESS WSBV/BLINN COLLEGE/BVCOG/MCISD** from any liability arising from or in connection with use of the aforementioned Pictures or disclosure of information, and for any claim for damages of any kind resulting from the publication of the Pictures of me and/or the Minors, including, but not limited to invasion of right to privacy, defamation or misrepresentation, or from damages **RESULTING FROM THE NEGLIGENCE OF WSBV/BLINN COLLEGE/BVCOG/MCISD**. I covenant and agree not to bring suit or otherwise initiate legal proceedings against WSBV for use of the Pictures of me and/or the Minors as contemplated herein. Further, I understand that WSBV/Blinn College/BVCOG/MCISD cannot control unauthorized use of the Pictures once the Pictures have been published.

This Agreement is intended to be as broad and inclusive as is permitted by the laws of the State of Texas, and that if any portion of this document is held to be invalid, it is agreed that the balance shall, notwithstanding, continue in full legal force and effect.

I affirm that I am more than 18 years of age and that I am competent to sign this Agreement on my own behalf and on behalf of the Minors.

"I HAVE CAREFULLY READ THIS RELEASE OF LIABILITY AGREEMENT AND I FULLY UNDERSTAND ITS CONTENTS. I AM AWARE THAT THIS IS A RELEASE OF LIABILITY AND AN AGREEMENT BETWEEN ME AND THE WORKFORCE SOLUTIONS BRAZOS VALLEY/BLINN COLLEGE/BVCOG/MCISD CONCERNING MY LEGAL RIGHTS. I AM SIGNING THIS DOCUMENT OF MY OWN FREE WILL."

Customer's Signature

Customer's Printed Name

Date

Customer's Address

Parent/Guardian Signature (if under 18)

Parent/Guardian Printed Name

Date

Witness Signature

"I, THE UNDERSIGNED, BEING THE PARENT OR GUARDIAN OF THE ABOVE NAMED WHO IS UNDER EIGHTEEN (18) YEARS OF AGE, DO HEREBY FOR VALUABLE CONSIDERATION CONSENT TO THE ABOVE AUTHORIZATION AND RELEASE."

Parent/Guardian Signature (if under 18)

Parent/Guardian Printed Name

Date

Witness Signature

**BRAZOS VALLEY WORKFORCE DEVELOPMENT BOARD
ORIENTATION TO DISCRIMINATION COMPLAINT PROCEDURES FORM
(29 CFR Part 38)**

This Orientation to Discrimination Complaint Procedures form addresses discrimination complaint procedures for the listed programs and services administered in the local workforce development area by the Workforce Development Board and its Contractors:

**Workforce Innovation and Opportunity Act (WIOA)
Temporary Assistance for Needy Families (TANF) / CHOICES
Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T)
Child Care Services (CC)
Trade Adjustment Assistance (TAA) and Trade Readjustment Allowances (TRA)**

THE RECIPIENT OF THE FEDERAL FINANCIAL ASSISTANCE IS:

**Brazos Valley Workforce Development Board
3991 East 29th Street
Bryan, Texas 77802**

**Equal Opportunity (EO) Officer: Andrew Morse
Telephone Number: 979-595-2800
Relay Texas: 1-800-735-2989/ TTY 1-800-735-2988 (Voice)**

The Brazos Valley Workforce Development Board (the Board) shall resolve equal opportunity complaints in a fair and prompt manner. Acts of restraint, interference, coercion, discrimination, or reprisal towards complainants exercising their rights to file a complaint under this procedure are prohibited. This procedure applies to all applicants and participants who have cause to file a discrimination complaint related to activities or programs administered by the Board. If you have an equal opportunity complaint concerning any of these programs, you may submit your written complaint to the Board or Contractor EO Officer, as appropriate.

After your equal opportunity complaint has been received, the EO Officer will notify you of the next step in the complaint process. As long as you wish to pursue your complaint, the Board or Contractor will follow the steps described below. You should study the Discrimination Complaint Procedure carefully, and if you feel that the required steps are not being followed, contact the EO Officer. Remember, if you feel you are not being provided enough help at any stage of the complaint process, you should contact:

**Texas Workforce Commission (TWC)
Equal Opportunity Monitoring
101 E. 15th St., Room 242-T
Austin, TX 78778-0001**

**Telephone Numbers:
(512) 463-2400
Relay Texas: 1-800-735-2989
TTY 1-800-735-2988 (Voice)**

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, national origin, age, disability, political affiliation or belief; and against any beneficiary of programs financially assisted under Title I of the Workforce Innovation and Opportunity Act (WIOA), 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; or 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 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); or the Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 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 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 do not have to wait for the recipient to issue that Notice before filing a complaint with 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 CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

PROCEDURES ON HOW TO FILE A COMPLAINT

□ WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) / TRADE ADJUSTMENT ASSISTANCE (TAA) and TRADE READJUSTMENT ALLOWANCES (TRA):

If you think you have been subjected to equal opportunity discrimination under a WIOA Title I or a TAA/TRA financially assisted program or activity, you may file a discrimination complaint within 180 days from the date of the alleged violation with either the Board/Contractor Equal Opportunity Officer (or designee) or Director, Civil Rights Center (CRC), U.S. Dept. of Labor, 200 Constitution Avenue NW, Room N-4123 Washington, DC 20210. If you file your complaint with the Board or Contractor, you must wait until you receive a written Notice of Final Action or 90 days have passed (whichever is sooner) before you can file with the CRC. If the written Notice of Final Action is not issued within 90 days of the day you filed your complaint, you have 30 days following the 90-day deadline to file a complaint with CRC (that is, within 120 days of the day you first filed your complaint). If you receive a written Notice of Final Action on your complaint but are dissatisfied with the decision, you may file a complaint with CRC. However, you must file your CRC complaint within 30 days of receiving the Notice of Final Action.

□ TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF) / CHOICES and/or CHILD CARE SERVICES (CC):

If you think you have been subjected to equal opportunity discrimination under a TANF/Choices and/or Child Care (CC) program or activity receiving federal financial assistance, you may file a complaint within 180 days from the date of the alleged violation with either the Board/Contractor Equal Opportunity Officer (or designee) or U.S. Department of Health and Human Services (HHS), the Office for Civil Rights, 1301 Young Street, Suite 1169, Dallas, TX 75202, (800) 368-1019. Those filing complaints against child care program services receiving USDA federal financial assistance may choose to contact the U.S. Department of Agriculture (USDA), Office of Adjudication, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410. If you file your complaint with the Board or Contractor, you must wait until a written Notice of Final Action is issued or until 90 days have passed (whichever is sooner) before you can file with the U.S. Department of Health and Human Services.

□ SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM EMPLOYMENT AND TRAINING (SNAP E&T):

If you think you have been subjected to discrimination under a SNAP E&T financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either the Board/Contractor Equal Opportunity Officer (or designee) or the U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, DC 20250-9410, (202) 260-1026. If you file your complaint with the Board or Contractor, you must wait either until a written Notice of Final Action is issued or until 90 days have passed (whichever is sooner) before filing with the U.S. Department of Agriculture.

□ ADULT EDUCATION AND LITERACY:

If you think you have been subjected to discrimination under an Adult Education and Literacy financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either the Board/Contractor Equal Opportunity Officer (or designee) or the US Department of Education. If you file your complaint with the Board or Contractor, you must wait either until a written Notice of Final Action is issued or until 90 days have passed (whichever is sooner) before filing with the US Department of Education, 400 Maryland Ave SW, LBJ Room 2E-349, Washington, DC 20202-4537.

Please do not sign this notice until you have read it and understand its contents.

By my signature below, I acknowledge this orientation to the discrimination complaint procedure and the statement regarding Equal Opportunity Is the Law. I affirm that I have read the *Orientation to Discrimination Complaint Procedures Form* and that I have been given the opportunity to ask questions about its contents. I understand that the One-Stop application form is not a job application; rather, this form is used to determine my eligibility to receive program services and to meet federal reporting requirements. I further understand that failure to provide the requested information may prevent me from receiving services.

Applicant Signature

Printed Name

Date

Applicant Signature or Parent/Guardian Signature

Printed Name

Date

**Equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.
Deaf, hard-of-hearing or speech0impaired customers may contact: Relay Texas: (800)735-2989 (TTY) and 711 (Voice).**

July 2017

BRAZOS VALLEY WORKFORCE DEVELOPMENT BOARD
FORMULARIO PARA LA ORIENTACIÓN A LOS PROCEDIMIENTOS DE QUEJA
DE DISCRIMINACIÓN (29 CFR Part 38)

Este Formulario para la Orientación a los Procedimientos de Queja de Discriminación explica los procedimientos de queja de discriminación para los programas y los servicios mencionados administrados en el Local Workforce Development Area por el Workforce Development Board y sus contratistas:

Workforce Innovation and Opportunity Act (WIOA)
Temporary Assistance for Needy Families (TANF) / CHOICES
Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T)
Child Care Services (CC)
Trade Adjustment Assistance (TAA) and Trade Readjustment Allowances (TRA)

RECIPIENTE DEL APOYO FINANCIERO FEDERAL ES:

Brazos Valley Workforce Development Board
3991 E 29th St
Bryan, Texas 77802

Oficial de Igualdad de Oportunidades (EO): Andrew Morse
Número telefónico: (979) 595-2800
Relay Texas: 1-800-735-2989/ TTY 1-800-735-2988 (Voz)

El Brazos Valley Workforce Development Board (el Board) resolverá quejas de la igualdad de oportunidades de una manera justa y expediente. Se prohíben los actos de internamiento, de interferencia, de la coerción, de la discriminación, o de la represalia hacia los denunciantes que ejercitan sus derechos de presentar una queja conforme a este procedimiento. Este procedimiento se aplica a todos los aspirantes y participantes que tengan causa para presentar una queja de la discriminación relacionada con las actividades o los programas administrados por el Board. Si tiene una queja de la igualdad de oportunidades referente a cualquiera de estos programas, puede presentar su queja oficial por escrito al Oficial de EO del Board o del contratista, como sea apropiado.

Después de que se haya recibido su queja de la igualdad de oportunidades, el oficial del EO le notificará del paso siguiente en el proceso de la queja. Mientras desea perseguir su queja, el Board o el contratista seguirá los pasos descritos abajo. Debe estudiar el procedimiento de queja de la discriminación cuidadosamente, y si se siente que los pasos requeridos no se están siguiendo, póngase en contacto con el oficial del EO. Recuerde que si se siente que no le están proporcionando bastante ayuda en cualquier etapa del proceso de la queja, usted debe ponerse en contacto con:

Texas Workforce Commission (TWC)
Equal Opportunity Monitoring
101 E. 15th St., Room 242-T
Austin, TX 78778-0001

Números telefónicos:
512-463-2400
Relay Texas: 1-800-735-2989
TTY 1-800-735-2988 (Voz)

LA IGUALDAD DE OPORTUNIDADES ES LA LEY

El destinatario de asistencia financiera del Gobierno Federal tiene prohibido por ley discriminar, con base en los conceptos a continuación: discriminar a cualquier persona en los Estados Unidos por motivos de su raza, color, religión, sexo, origen nacional, edad, incapacitación, afiliación o ideología política; discriminar a cualquier beneficiario de programas que cuenten con apoyo financiero a tenor del Título I de la Acta Fuerza Laboral de Innovación y Oportunidad (Workforce Innovation and Opportunity Act o WIOA), por motivo de la ciudadanía o calidad migratoria del beneficiario en tanto inmigrante legalmente autorizado para trabajar en los Estados Unidos; o por motivo de su participación en cualquier programa o actividad que cuente con apoyo financiero a tenor del Título I de la WIOA. El destinatario de tal asistencia no debe discriminar en ninguno de los conceptos a continuación: en decidir quiénes han de ser admitidos o tener acceso a cualquier programa o actividad que cuente con apoyo financiero a tenor del Título I de la WIOA; en la provisión de oportunidades en tal programa o actividad y en el trato a cualquier personal con respecto al programa o actividad; o en la toma de decisiones de empleo en la administración de tal programa o actividad o con respecto al mismo.

Qué hacer si usted cree haber sido discriminado/a: Si cree haber sufrido discriminación en un programa o actividad con apoyo financiado a tenor del Título I de la WIA, puede presentar una queja, dentro de los 180 días subsiguientes a la fecha de la supuesta infracción, con el Oficial de Igualdad de Oportunidades del destinatario de asistencia federal (o la persona designada por el destinatario para ese efecto), o bien, con el Director, Civil Rights Center (CRC), U.S. Dept. of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, D.C. 20210. Si presenta su queja con el destinatario de asistencia federal, tendrá que esperar a que éste le expida un Aviso de Acción Definitiva por escrito, o hasta transcurridos 90 días (en la más temprana de las dos fechas) antes de presentar su queja al CRC). Si el destinatario de asistencia federal no le entrega un Aviso de Acción Definitiva por escrito dentro de los 90 días de la fecha de presentación de su queja, usted no tiene obligación de esperar a que el destinatario le expida dicho Aviso para presentar una queja con el CRC. Por otra parte, la queja con el CRC debe presentarse dentro de los 30 días del vencimiento del plazo de 90 días, es decir, dentro de 120 días a partir de la fecha en que presentó su queja con el destinatario. Si éste le entrega un Aviso de Acción Definitiva por escrito con respecto a su queja y usted sigue inconforme con la decisión o resolución, puede presentar una queja con el CRC. Hay que presentarla dentro de los 30 días subsiguientes a la fecha en que recibió el Aviso de Acción Definitiva.

INSTRUCCIONES DETALLADAS PARA CLASIFICAR UNA QUEJA

☐ **WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) / TRADE ADJUSTMENT ASSISTANCE (TAA) y TRADE READJUSTMENT ALLOWANCES (TRA):**

Si cree haber sufrido discriminación en un programa o actividad con apoyo financiero a tenor del Título I de la WIOA o TAA/TRA, puede presentar una queja dentro de los 180 días subsiguientes a la fecha de la supuesta infracción, con el Oficial de Igualdad de Oportunidades del destinatario de asistencia federal (o la persona designada por el destinatario para ese efecto), o bien, con el Director, Civil Rights Center (CRC), U.S. Dept. of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210. Si presenta su queja con el destinatario de asistencia federal o su contratista, tendrá que esperar a que éste le expida un Aviso de Acción Definitiva por escrito, o hasta transcurridos 90 días (en el más temprano de las dos fechas) antes de presentar su queja al CRC. Si el destinatario de asistencia federal no le entrega un Aviso de Acción Definitiva por escrito dentro de los 90 días de la fecha de presentación de su queja, usted puede presentar una queja con el CRC. La queja CRC debe presentarse dentro de los 30 días del vencimiento del plazo de 90 días, es decir, dentro de 120 días a partir de la fecha en que presentó su queja con el destinatario. Si éste le entrega un Aviso de Acción Definitiva por escrito con respecto a su queja y usted sigue inconforme con la decisión o resolución, puede presentar una queja con el CRC. Hay que presentarla con el CRC dentro de los 30 días subsiguientes a la fecha en que recibió el Aviso de Acción Definitiva.

☐ **TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF) / CHOICES and/or CHILD CARE SERVICES (CC):**

Si cree haber sufrido discriminación en un programa o actividad a tenor TANF/Choices y/o Child Care Services (CC) que recibe asistencia financiera federal, puede presentar una queja, dentro de los 180 días subsiguientes a la fecha de la supuesta infracción, con el Oficial de Igualdad de Oportunidades del destinatario de asistencia federal (o la persona designada por el destinatario para ese efecto), o bien, con la Office for Civil Rights, 1301 Young Street, Suite 1169, Dallas, TX 75202, (800) 368-1019. Si cree haber sufrido discriminación en un programa o actividad a tenor de la CC que recibe asistencia financiera federal de USDA, puede proponerse en contacto con el U.S. Department of Agriculture (USDA), Office of Adjudication, 1400 Independence Ave, SW, Washington, D.C. 20250-9410. Si presenta su queja con el destinatario de asistencia federal, tendrá que esperar a que éste le expida un Aviso de Acción Definitiva por escrito, o hasta transcurridos 90 días (en el más temprano de las dos fechas) antes de presentar su queja al U.S. Dept. of Health and Human Services.

☐ **SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM EMPLOYMENT AND TRAINING (SNAP E&T):**

Si cree haber sufrido discriminación en un programa o actividad con apoyo financiero a tenor del programa SNAP E&T, puede presentar una queja, dentro de los 180 días subsiguientes a la fecha de la supuesta infracción, con el Oficial de Igualdad de Oportunidades del destinatario de asistencia federal (o la persona designada por el destinatario para ese efecto), o bien, con el U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Ave, SW, Washington, DC 20250-9410 o llame al 202-260-1026. Si presenta su queja con el destinatario de asistencia federal o su contratista, tendrá que esperar a que éste le expida un Aviso de Acción Definitiva por escrito, o hasta transcurridos 90 días (en el más temprano de las dos fechas) antes de presentar su queja al U.S. Dept. of Agriculture.

☐ **ADULT EDUCATION AND LITERACY (AEL):**

Si cree haber sufrido discriminación en un programa o actividad con apoyo financiero a tenor del programa Adult Education and Literacy puede presentar una queja, dentro de los 180 días subsiguientes a la fecha de la supuesta infracción, con el Oficial de Igualdad de Oportunidades del destinatario de asistencia federal (o la persona designada por el destinatario para ese efecto), o bien, con el U. S. Department of Education. Si presenta su queja con el destinatario de asistencia federal o su contratista, tendrá que esperar a que éste le expida un Aviso de Acción Definitiva por escrito, o hasta transcurridos 90 días (en el más temprano de las dos fechas) antes de presentar su queja al U.S. Department of Education, 400 Maryland Ave SW, LBJ Room 2E-349, Washington, DC 20202-4537.

Favor de no firmar sin haber leído este aviso y haber comprendido su contenido.

Por mi firma abajo, reconozco esta orientación al procedimiento de queja de la discriminación y la declaración con respecto a que la igualdad de oportunidades es la ley. Afirmando que he leído el Formulario para la Orientación a los Procedimientos de Queja de Discriminación y que me han dado la oportunidad de hacer preguntas acerca de su contenido. Entiendo que el formulario One-Stop no es solicitud para trabajo; se utiliza para determinar mi elegibilidad para recibir servicios de programa y para cumplir con requisitos federales de información. Entiendo también que la falta de proporcionar la información pedida puede evitar que reciba servicios.

Firma del solicitante

Nombre en letra de molde

Fecha

Firma del solicitante

Nombre en letra de molde

Fecha

Empleador con igualdad de oportunidad de empleo/programas. Ayudas auxiliares y servicios están disponibles a solicitud para personas con discapacidad. Los clientes sordos, con dificultades de audición o discapacidad del habla pueda contactar: **Relay Texas: (800)735-2989 (TTY) o 711 (Voz)**

Workforce Solutions Brazos Valley Adult Education and Literacy

Local Site Class Supplies

Each customer is strongly recommended to purchase, for their own use, required textbooks for their class.

For HSE customers: Kaplan GED Test Strategies, Practice and Review 2017 or 2018

For ESL and ICR customers: see your instructor

On a voluntary basis, customers may participate in the Coffee/Tea Fund, if available.

Your instructor may give you a local site supply list for the purpose of making you and the other students in your class more comfortable.

Workforce Solutions Brazos Valley Adult Education and Literacy

JOB/CAREER SUCCESS ORIENTATION

SCHEDULES AND DESCRIPTIONS

Workforce Center Bryan
3991 E. 29th Street
Bryan, Texas 77802

Job Club: *Date and Time: EVERY MONDAY 9:00am – 10:00am.*

Networking Support Group that offers connecting opportunities with others, while hearing tips and techniques from Human Resource Guest Speakers that give good advice on how to get hired. Looking for work is a lonely task, but by joining together with peers in your community who understand exactly what you're experiencing -- because they're going through the same thing -- you can plot and plan together to keep one another focused on achieving your Career Goals to find a job.

Business Etiquette: *Date and Time: 1st and 3rd WEDNESDAY 1:30pm – 2:30pm.*

Attendance, Business Protocol, Communication Skills, Customer Service Basics, Diversity and Positive Attitude and Motivation. Understanding the Academic Skills, Employability Skills and Technical Skills that employers are looking for.

Job Search Techniques: *Date and Time: MONDAY 1:00pm – 3:00pm.*

Understanding the 4 most successful methods of Job Search today. The Importance of connecting with others and developing a proven system to track your progress. Dealing with Unemployment Stress and Rejection.

Resume Writing and Interview Skill: *Date and Time: MONDAY 10:00am – 11:30am.*

The do's and don'ts of resume creation. Writing a Cover Letter, understanding the interviewing process and having a great interview.

*** Referral Invitation Only**

*** TABE Testing Assessment:**

DATE AND TIME: Every THURSDAY 8:30am – 11:30 am or 1:00pm – 4:30pm

*** Unemployment Insurance Orientation:**

Date and Time: Every Tuesday. 1:00pm – 3:00pm

*** WORK IN TEXAS Beginner & Advanced Orientation:**

Date and Time: Every Wednesday 3:30pm – 4:30pm

***FINANCIAL Literacy:**

Money Management, Creating a Budget, the ins and outs of starting a Savings Plan, and Understanding Credit Cards and your Credit Rating, tips and advice.

Visit “bvjobs.org” for a full calendar of events as they may change.

For similar assistance in other Counties, call your local Workforce Center at 1-800-386-7200.

NEED HELP PAYING FOR CHILD CARE?

ARE YOU...

Working or in School/Training at least 25 hours a week?

WE CAN HELP YOU!

We offer a program that helps families with children who are legal U.S. citizens or legal immigrants afford child care! The program is Child Care Services (CCS)!

ENROLLING NOW!

CALL TODAY! 800-386-7200



To request an application or receive answers to any of your questions, feel free to call or email us today!

Call CCS Today:
979.595.2801, extension 2105

Email CCS Today:
CCMS@bvcog.org

Visit our Website:
www.bvjobs.org



Equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.
Deaf, hard-of-hearing and speech impaired customers may contact: Relay Texas: (800) 735-2989 (TTY) or 711 (Voice).

NESECITA AYUDA PARA PAGAR EL CUIDADO DE NIÑOS?

¿ESTÁS...

¿Trabajando o en la escuela/entrenamiento por lo menos 25 horas a la semana?

¡PODEMOS AYUDARLE!

¡Ofrecemos un programa que ayuda a las familias con niños que son ciudadanos legales de los Estados Unidos o inmigrantes legales que ofrecen cuidado de niños! ¡El program es servicios de cuidado de niños (CCS)!

¡INSCRIBIENDOSE AHORA!

¡LLAMA HOY! 800-386-7200



¡Para solicitar una aplicación o recibir respuestas a cualquiera de sus preguntas, no dude en llamar o enviarnos por correo electrónico hoy!

Llame hoy mismo CCS:
979.595.2801, extensión 2105

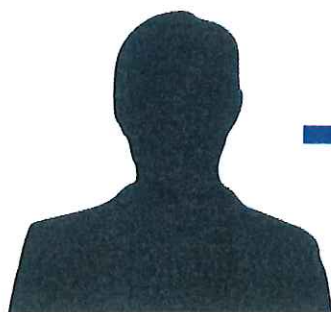
Correo Electrónico CCS:
CCMS@bvcog.org

Visite Nuestro Sitio Web:
www.bvjobs.org



Equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.
Deaf, hard-of-hearing and speech impaired customers may contact: Relay Texas: (800) 735-2989 (TTY) or 711 (Voice).

NEED HELP? or WANT TO HELP?



+



=

Connects you to:

Childcare

Senior Services

Volunteer Opportunities

Food

Shelter

AND MUCH MORE...

24 hours a day



WE ARE JUST A PHONE CALL AWAY: DIAL 2-1-1

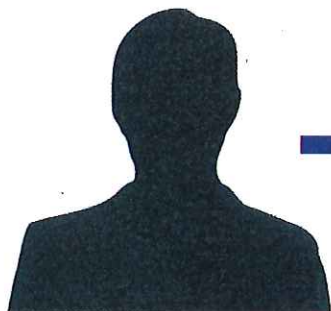


www.uwbv.org

2-1-1 Texas is a partnership between United Way of the Brazos Valley and the Texas Information and Referral Network, a program of the Health and Human Services Commission.



¿Necesita ayuda? ¿Quieres ayudar?



+



=

Te conecta a:

Servicios para ancianos

Cuidado de niños

Comida

Alojamiento

Oportunidades para voluntarios

Y mucho más...

24 horas al día



Estamos solamente a una llamada de distancia: MARCA 2-1-1



www.uwbv.org

2-1-1 Texas es una alianza entre United Way del Valle de Brazos y la Red de Información y Referencia de Texas, un programa de la Comisión de Salud y Servicios Humanos.



Project Unity is now hosting

Parenting Wisely

A program designed to help parents better understand their children and develop the skills they need to be stronger parents.

Through a ten week series of classes with interactive videos and case management, Family Support Facilitators will engage with families throughout the Brazos Valley.

To make an appointment or

for more information call

979-775-6788

PROJECT UNITY



for help...for hope



Benefits of Parenting Wisely:

- *Promotes safety and well-being of children and families*
- *Strengthens families and the stability of relationships*
- *Increases parents' confidence and parental knowledge*
- *Improves parenting skills and enhances child development*
- *Proven to significantly reduce child and adolescent behavior problems*

Program provides:

- Parenting Classes
- Food and Basic Needs Assistance
- Resources and Referrals
- Supportive Counseling

H.O.P.E.S. Program Benefits:

- Increase parent knowledge of early childhood development.
- Improve parenting practices.
- Provide early detection of developmental delays and health issues.
- Prevent Child abuse and neglect

H.O.P.E.S. Program Provides:

- **Personal Visits**-Meet once or twice monthly in the home focusing on parent-child interaction and child development.
- **Group Connections**-Held twice a month where parents and children have an opportunity to explore the community and socialize with other families.
- **Screenings**- Health and developmental screenings provided to help make sure children are on track for their overall development.
- **Resource Network**-Connect families to community resources to help support their needs.

Project Unity's H.O.P.E.S. Program

We are ready to partner with you and your family and believe all children will develop, learn, and grow to realize their full potential.

Parent Educators serve families and children from prenatal to Kindergarten focusing on child development, parenting, and school readiness.

Healthy Outcomes through

H.O.P.E.S.

Prevention & Early Support



Project Unity
PO Box 2812
Bryan, TX 77805
979-529-2900