

San Jose One-Stop
1601 Foxworthy Ave
San Jose, CA 95118

Campbell One-Stop
2450 S. Bascom Ave
Campbell, CA 95008

Gilroy One-Stop
7800 Arroyo Circle Ste. A
Gilroy, CA 95020

Morgan Hill Satellite
17666 Crest Ave
Morgan Hill, CA 95037

Information and Documents needed for work2Future Welcome Orientation

A

- Review the Welcome Packet
- Complete Customer Information Form **in its entirety**
- REGISTER ON CalJOBSSM prior to coming to orientation www.caljobs.ca.gov
- Attach a copy of your resume
- Review Center Rules of Conduct
- Please arrive 15 minutes prior to your scheduled welcome orientation time
- If you fail to bring in the following required documents **you will be rescheduled**

B

To be eligible for work2future services you must provide the following documents, which must be Original And Unexpired:

1. Proof of your identity (birth date/age) and right-to-work (employment eligibility) in the United States
 - Review “LISTS OF ACCEPTABLE DOCUMENTS” (see attachment)
 - One document from List A **OR** One document from List B **And** One document from List C
 - ✓ Examples include: Drivers License **And** Social Security card **OR** U.S. Passport

C

Provide the following Additional Documents, if they apply to your situation:

2. If terminated or laid-off within the last two years:
 - Notice of Layoff
3. Documentation for Unemployment Insurance (U.I.) benefits:
 - U.I. Award Letter/Extension Letter **AND** U.I. continued claim form/stub **OR**
 - Notice of Unemployment Insurance Exhaustion of benefits **OR**
 - Unemployment Insurance Ineligibility (print-out)
4. **If you are a male born after January 1, 1960**, your selective service status will be verified
5. **If you are a Veteran**, documentation from the Department of Defense or Veterans Affairs, such as DD-214 or Veterans Administration Letter / Records

IF YOU REQUIRE A SPECIAL ACCOMMODATION – E.G. ASSISTIVE TECHNOLOGY FOR VISUAL OR HEARING IMPAIRMENT PLEASE INDICATE THIS ON THE CUSTOMER INFORMATION FORM

4-Step Process to access work2future services

Step 1

work2future Orientation
an overview of services offered at work2future

Step 2

Verification of Right-to-Work Documents and completion of documents

Step 3

Completion of enrollment application / Issue work2future ID Passport Card/Review
Center Rules /Skills Assessment

Step 4

Meet with a Talent Coach to develop an
Individual Employment Plan (IEP).

**If you do not access work2future services for a 90-day period you will
need to repeat the application process.**

work2future One-Stop Center San Jose

1601 Foxworthy Avenue
San Jose, California 95118
(408) 794-1100

work2future One-Stop Center Campbell

2450 S. Bascom Avenue
Campbell, California 95008
(408) 369-3606

work2future One-Stop Center Gilroy

7800 Arroyo Circle Ste. A
Gilroy, California 95020
(408) 846-1480

work2future Satellite Office Morgan Hill

17666 Crest Avenue
Morgan Hill, CA
(408) 776-8248

CUSTOMER INFORMATION

Name : _____ Contact Number: _____ Date: _____

Are you currently working* Yes No If YES what is your current occupation : _____

Were you laid off within the last 2 years? Yes No If YES Date of Layoff _____

Employer at the time of Layoff? _____ Hourly Wage at time of employment: \$ _____

When you were laid off, did you have an overview of services from EDD, work2future or Nova Yes No

Income for the past 6 months (Gross) \$ _____ DO NOT INCLUDE UNEMPLOYMENT INSURANCE (if applicable)

Educational Level: GED High School Diploma AA BA/BS MA/MS PhD

Highest grade completed if not high school graduate: _____ Have you received WIA funded/or any other training in the past? No Yes If Yes, Name of school and type of training: _____

What type of Work or Occupation are you looking for?

1. _____ Experience: _____ years _____ months

2. _____ Experience: _____ years _____ months

3. _____ Experience: _____ years _____ months

California Driver's License: ^(Class A) Truck ^(Class B) Bus ^(Class C) Car ^(Class M) Motorcycle None

Will you provide references if requested Yes No Are you willing to relocate? Yes No

Do you want perspective employers to view your resume? Yes No

EMPLOYMENT HISTORY – Please provide the last 10 years of employment

Employer Name:		Phone:	Wages (hourly)		
Address/Zip:		City:	State:		
Industry:		Job title:			
Occupation:		From:	To:	Years #	Months #
Certificate/License Required:	Have Certificate/License Yes <input type="checkbox"/> No <input type="checkbox"/>		Certificate/License Description:		
Summary of Job Duties:		Reason for Leaving:			

Employer Name:		Phone:	Wages (hourly)		
Address/Zip:		City:	State:		
Industry:		Job title:			
Occupation:		From:	To:	Years #	Months #
Certificate/License Required:	Have Certificate/License Yes <input type="checkbox"/> No <input type="checkbox"/>	Certificate/License Description:			
Summary of Job Duties:		Reason for Leaving:			

Employer Name:		Phone:	Wages (hourly)		
Address/Zip:		City:	State:		
Industry:		Job title:			
Occupation:		From:	To:	Years #	Months #
Certificate/License Required:	Have Certificate/License Yes <input type="checkbox"/> No <input type="checkbox"/>	Certificate/License Description:			
Summary of Job Duties:		Reason for Leaving:			

Do you require any special accommodation? If YES, Please explain below:

How did you hear about work2future? Please explain below:

LISTS OF ACCEPTABLE DOCUMENTS

All documents must be unexpired

LIST A

**Documents that Establish Both
Identity and Employment
Authorization**

LIST B

**Documents that Establish
Identity**

LIST C

**Documents that Establish
Employment Authorization**

	OR	AND
1. U.S. Passport or U.S. Passport Card	1. Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address	1. Social Security Account Number card other than one that specifies on the face that the issuance of the card does not authorize employment in the United States
2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)		
3. Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa	2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address	2. Certification of Birth Abroad issued by the Department of State (Form FS-545)
4. Employment Authorization Document that contains a photograph (Form I-766)	3. School ID card with a photograph	3. Certification of Report of Birth issued by the Department of State (Form DS-1350)
5. In the case of a nonimmigrant alien authorized to work for a specific employer incident to status, a foreign passport with Form I-94 or Form I-94A bearing the same name as the passport and containing an endorsement of the alien's nonimmigrant status, as long as the period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form	4. Voter's registration card	
	5. U.S. Military card or draft record	4. Original or certified copy of birth certificate issued by a State, county, municipal authority, or territory of the United States bearing an official seal
	6. Military dependent's ID card	
	7. U.S. Coast Guard Merchant Mariner Card	5. Native American tribal document
	8. Native American tribal document	6. U.S. Citizen ID Card (Form I-197)
	9. Driver's license issued by a Canadian government authority	
6. Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-94A indicating nonimmigrant admission under the Compact of Free Association Between the United States and the FSM or RMI	For persons under age 18 who are unable to present a document listed above:	7. Identification Card for Use of Resident Citizen in the United States (Form I-179)
	10. School record or report card	8. Employment authorization document issued by the Department of Homeland Security
	11. Clinic, doctor, or hospital record	
	12. Day-care or nursery school record	

Illustrations of many of these documents appear in Part 8 of the Handbook for Employers (M-274)

W2FWIB – OD; Ver.1 - 3.09

Release Date:

To: All work2future providers of services

Revised/Released:

From: Christopher Donnelly, Assistant Director

Effective Date: April 1, 2009

SUBJECT: NONDISCRIMINATION AND EQUAL OPPORTUNITY PROCEDURES NOTICE



Reference: WSD07-6, January 16, 2008; Workforce Investment Act; Title 20 CFR 667.600

OPERATIONAL DIRECTIVE

1290 Parkmoor Avenue • San Jose • CA • 95126-3449
2450 Bascom Avenue, Campbell, CA 95008
7800 Arroyo Circle, Gilroy, 95020

NOTICE TO INTERESTED PARTIES:

work2future provides program services and/or training made possible by WIA and Wagner-Peyser funding. work2future staff, its partner staff, its contractors, and any person or agency receiving funding from work2future must comply with the procedures and reporting requirements of the State Directive referenced above. All providers of services must establish, document, and implement procedures as specified in these Directives. Persons filing a complaint (complainants) shall be free from restraint, coercion, reprisal, or discrimination; both state and federal law prohibit retaliation against a complainant.

If you want to file a complaint, please see the receptionist at the front desk to receive a copy of the Nondiscrimination and Equal Opportunity Policies and Procedures and all relevant forms. All necessary information to contact the Customer Relations Manager will be made available. The Customer Relations Manager will provide technical assistance to the complainant regarding how to file or amend the complaint and will, additionally, provide clarifications and interpretations of relevant provisions

Nondiscrimination and Equal Opportunity Notice:

It is against the law for any recipient of federal financial assistance to discriminate:

- Against any individual in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief.
- Against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), 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 an WIA Title I, financially assisted program or activity.

As recipients, work2future, its contractors, and its vendors may not discriminate in any of the following areas: (1) deciding who will be admitted, or have access to, any WIA Title I financially assisted program or activity; (2) providing opportunities in, or treating any person with regard to such a program or activity; or (3) making employment decisions in the administration of, or in connection with, such a program or activity.

If you think you have been subjected to discrimination under a WIA Title I financially assisted program or activity, you may file a complaint within **180 days** from the date of the alleged violation with work2future's Customer Relations Manager for immediate referral to the City of San Jose's Equal Opportunity (EO) Officer, or you may file your complaint with:

The 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 work2future/City of San Jose, the Local Workforce Investment Area (LWIA) is allowed 90 days to issue a written Notice of Final Action before you file a complaint with the CRC. If the LWIA 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 LWIA 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 work2future).

If the LWIA *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.

My signature below certifies that I have read and understand the Nondiscrimination and Equal Opportunity procedure for WIA programs operated by work2future; if requested, I have received a copy of the referenced Employment Development Department's Nondiscrimination and Equal Opportunity Procedures Directive.

Participant's Printed Name: _____ **Badge/Application #:** _____

Participant's Signature: _____ **Date:** _____

W2FWIB – OD; Ver.1 - 3.09

Release Date:

To: All work2future providers of services

Revised/Released:

From: Christopher Donnelly, Assistant Director

Board Approved: 6/18/09

Effective Date: April 1, 2009

SUBJECT: GRIEVANCE AND COMPLAINT PROCEDURE

work2future
opportunity • jobs • success

Reference: WSD-08-4, September 3, 2008; Workforce Investment Act; Title 20 CFR 667.600

OPERATIONAL DIRECTIVE

1290 Parkmoor Avenue • San Jose • CA • 95126-3449
2450 Bascom Avenue, Campbell, CA 95008
7800 Arroyo Circle, Gilroy, 95020

NOTICE TO INTERESTED PARTIES:

work2future provides program services and/or training made possible by WIA and Wagner-Peyser funding. work2future staff, its partner staff, its contractors, and any person or agency receiving funding from work2future must comply with the procedures and reporting requirements of the State Directive referenced above. All providers of services must establish, document, and implement procedures as specified in these Directives. Persons filing a complaint (complainants) shall be free from restraint, coercion, reprisal, or discrimination; both state and federal law prohibit retaliation against a complainant.

If you want to file a complaint, please see the receptionist at the front desk to receive a copy of the Grievance and Complaint Policies and Procedures and all relevant forms. All necessary information to contact the Customer Relations Manager will be made available. The Customer Relations Manager will provide technical assistance to the complainant regarding how to file or amend the complaint and will, additionally, provide clarifications and interpretations of relevant provisions.

The filing of the complaint with the LWIA (work2future) shall be considered as a request for a hearing. If you file a complaint, work2future will attempt to resolve the complaint informally. A copy of the complaint shall be sent to the Contractor/Vendor, as applicable, and both parties notified of the opportunity for an informal resolution. When the complaint has been resolved through the informal resolution process, the LWIA (work2future) shall attempt to contact the complainant and have him or her provide a written withdrawal of the complaint within 10 days of the receipt of the notice of resolution or impasse where a complainant decides not to proceed to an administrative hearing. The LWIA shall maintain copies of the correspondence. If this informal process does not resolve the complaint, you will have the right to be heard by an impartial Hearing Officer.

The following principles and rules apply to all grievances and complaints (except Discrimination and Equal Opportunity complaints):

1. Hearings on any grievance or complaint shall be conducted within 30 days of filing and decisions shall be made no later than 60 days after filing.
2. The complainant and the respondent must be notified in writing of the hearing 10 days prior to the date of the hearing.
3. All complaints must be made in writing within 1 year of the alleged occurrence.
4. Complainants have the right to withdraw their complaints (in writing) at any time before the hearing. A complaint can be amended to correct technical deficiencies but not to add issues.
5. Complainants can be represented, at their expense, by a person(s) of their choice at all levels of the complaint process.
6. Complainants must exhaust LWIA (work2future) level hearing procedures before appealing to the State except where the State determines that the LWIA (work2future) procedures do not comply with State Procedures.

At each step of the complaint process, the participant must be notified in writing of the next procedural step. WIA participants who do not receive a written decision within 60 days of filing their complaint or who received an unsatisfactory decision may file a complaint with:

Employment Development Department (EDD)
Attn: Compliance Review Division, MIC-22M
P.O. Box 826880
Sacramento, CA 94280-0001

A participant has the right to request a State Hearing within 10 days of the date of the decision. The State Review will be limited to violations of the Workforce Investment Act (WIA), implementing WIA regulations or this grant agreement. The review shall be limited to the record established at the LWIA hearing.

My signature below certifies that I have read and understand the official grievance and complaint procedure for WIA programs administered by work2future; if requested, I have received a copy of the referenced EDD Grievance and Complaint Procedures Directive.

Participant's Printed Name: _____ Badge/Application #: _____

Participant's Signature: _____ Date: _____

Welcome to the work2future One-Stop. To assist you in your career search and enhance the overall experience for you and all our customers, please observe the following Rules of Conduct specific to use at each One-Stop facility:

No weapons of any kind are permitted in the One-Stop.

1. The One-Stop and its equipment are for job search purposes only. Phones are not to be used for personal phone calls.
2. For safety reasons, children are not allowed in the One-Stop
3. Do not modify or alter job postings, equipment, flyers, or signage located in the One-Stop.
4. Keep personal conversation to a minimum and at low volume. Abusive or disrespectful language or behavior will not be tolerated.
5. Keep cell phones turned down or on vibrate. All personal calls are to be made and answered outside of the Talent Marketing and Welcome areas.
6. Materials may not be posted or distributed without One-Stop management approval.
7. Unemployment Insurance calls can only be made in the designated area.
8. Please leave your work area clean.
9. The One-Stop will provide up to ten (10) photocopies and up to five (5) faxes per day. Please ask staff for assistance.

Rules for use of One-Stop Talent Marketing Area (TMA) computers

- You can sign up for a two-hour session each day.
- If computers are available, you may sign up for more than one session per day.
- For computer problems please contact TMA Reception Staff.
- You may sign up for a single specific two-hour session up to five (5) days in advance.
- Do not download any personal information to the computers. Do not modify or alter the computers.
- Computers may not be used to view, download, or print profanity or discriminatory or pornographic material.
- Food and drinks are not permitted in the TMA.

THESE RULES OF CONDUCT ARE INTENDED TO ENSURE ALL CUSTOMERS HAVE AN OPTIMAL EXPERIENCE. IF YOU CHOOSE NOT TO COMPLY WITH THESE RULES OF CONDUCT, STAFF HAS THE RIGHT TO ASK YOU TO LEAVE THE ONE-STOP. THANK YOU.

Please sign (acknowledgement of rules): _____