



By signing this form, I attest that I received and reviewed the items noted in the table below.
My signature on this form represent my signature on each of the listed forms below.

Form	Received and Reviewed
WIOA Follow-up Services Notification	Yes
WIOA Grievance Procedure	Yes
Release of Information	Yes

Applicant Name

Applicant Signature

Date

Staff Name

Staff Signature

Date

WIOA Follow-Up Services Notification

WIOA requires follow-up services must be offered to all WIOA Title I Adults who are placed in unsubsidized employment for a minimum of 12 months after exit from the program. Follow-up Services are critical to help ensure successful employment and/or post-secondary education and training.

The types of Follow-Up Services provided, and the duration of the services will be determined based on the needs of the individual. As a result, the type and intensity of follow-up services offered at program exit may differ for each participant.

Follow-up services are available to Adult participants for a period up to 12 months following exit from the program to unsubsidized employment. The goal of follow-up services offered to Adult participants is to ensure the participant is able to retain employment, realize wage increases and facilitate career progression.

Follow-up services may include, but are not limited to the following:

- Counseling individuals about the workplace;
- Contacting individuals or employers to verify employment;
- Contacting individuals to help secure better paying jobs, additional career planning, and counseling;
- Connecting individuals to peer support groups;
- Providing individuals with information about additional educational or employment opportunities; and
- Providing individuals with referrals to other community resources.

Quarterly Follow-up After WIOA Program Exit

Florida SouthWestern State College staff will contact you the first, second, third, and fourth quarter after you exit the program in order to obtain information about your employment status.

If we are unable to reach you by your preferred method of contact, we will attempt to contact you or your employer on record by other methods to obtain your employment status.

The information obtained from your quarterly follow-up after program exit will help us improve our programs so that we can give future participants the best possible service.

ACKNOWLEDGEMENT: I certify, by my signature, that the above WIOA Follow-Up Services and quarterly follow-up requirements have been received.

WIOA Grant Grievance/Complaint and Hearing/Appeal Procedures

As a customer applying for or receiving services at Florida SouthWestern State College or through any other program paid for by the Florida SouthWestern State College, you have the right to be treated fairly and in compliance with the laws under which we operate. If you feel you have been unfairly treated, you can file a grievance or complaint by following this procedure:

GRIEVANCE/COMPLAINT PROCEDURES:

Workforce Innovation and Opportunity Act (WIOA)

- 1) If you have a complaint about a program in which you participate, first discuss the matter with your assigned Florida SouthWestern State College Representative and/or their Supervisor.
- 2) If you are unable to resolve your complaint through the Supervisor, you must contact the FSW's Associate Dean of Workforce Education and give him/her the opportunity to resolve your complaint. The Associate Dean of Workforce Education has 30 days in which to informally resolve the issue.
- 3) If the problem is not satisfactorily resolved, you can send a formal, written complaint and request for hearing by certified mail, return receipt, to: President/CEO, Florida SouthWestern State College, 8099 College Parkway, Fort Myers, FL 33919. You must file this grievance/complaint/request for hearing in writing within six (6) months of the alleged occurrence or violation you are complaining about.
- 4) Submissions should be concise and clearly written or typed; state the facts, laws, procedures etc. that the grievant/complainant believes to be relevant for review; and must include a legible address where official notices may be mailed to the grievant/complainant; include the words **REQUEST FOR HEARING** at the top of the first page in capital letters; and specifically state the type of violation nature of the action that is the subject of the grievance. The grievance shall be no longer than five pages (exhibits and attachments are not included in the five-page limit) and submitted to Florida SouthWestern State College, 8099 College Parkway, Fort Myers, FL 33919. Florida SouthWestern State College shall receive, review, and attempt to informally resolve the initial WIOA grievance/complaint. If the grievance/complaint cannot be resolved informally, then a hearing shall be held, and a decision issued within the required sixty (60) calendar days from receipt of complaint/grievance.
- 5) The request for a hearing must clearly show the title: "Grievance/Complaint & Request for Hearing." It should be no longer than five (5) pages (not including exhibits and attachments), should state the facts, laws, procedures, etc. that you believe are important for review, and must include an address where official notices can be mailed to you.
- 6) If the grievance/complaint cannot be satisfactorily resolved within 15 calendar days after the receipt of the grievance by the President/CEO, then a formal hearing will be set. You will be sent a notice of hearing by certified mail, return receipt, at least 15 calendar days in advance of the hearing date.
- 7) The notice will advise you of the following: the date, time, and place of the hearing; the applicable sections of the law and any federal regulations involved; that you may present witnesses and documentary evidence at the hearing; that you may be represented by an attorney or other representative at the hearing; that you will receive the Board's decision within 60 calendar days after the official filing of the grievance/complaint.

Process for Filing an Appeal of Florida SouthWestern State College Decision or Lack of Action:

- 1) If you wish to appeal the decision of College/school, you must make a written request for a formal hearing/appeal within 30 days of the Florida SouthWestern State College Hearing Officer's decision, or within 30 days after the required 60-day timeframe for Florida SouthWestern State College to act has elapsed. This request must be sent by certified mail, return receipt, to: Department of Economic Opportunity (DEO); Office of General Counsel, Caldwell Building – Suite 150, 107 East Madison Street, Tallahassee, Florida 32399.
- 2) The request for a hearing/appeal must be clearly titled "Request for Hearing/Appeal." It should be no longer than five (5) pages (not including exhibits and attachments), should state the facts, laws, procedures, etc., that you believe are important for review, and, if applicable, should include any written decision made by FSW. It must include an address where official notices can be mailed to you.
- 3) The state can return the grievance/complaint to Florida SouthWestern State College to hold a hearing or impose other remedies to resolve the grievance/complaint.
- 4) Within five (5) working days of receipt of appeal notice, the DEO agency head or his/her designee will notify you and Florida SouthWestern State College that an appeal has been filed. Each party shall be given 15 calendar days from the date of the notice to submit a written argument and provide supporting documentation.
- 5) The agency head or his/her designee shall issue a decision within 60 calendar days of receipt of the appeal request.

Process for Filing an Appeal of State (DEO) Decision or Lack of Action:

The DEO designee will issue a final order, which will be subject to a judicial review period and the Florida Rules of Appellate Procedure, Rules 9.110 and 9.190. You can file an appeal of the State (DEO) decision if you are dissatisfied with or have been adversely affected by the DEO Hearing Officer's decision; or the state has not conducted a hearing; or has conducted the hearing but has not issued a decision within the mandated 60 calendar day timeframe. The appeal must be filed within 30 calendar days of receipt of the state's decision; or after the mandated 60 calendar days has elapsed for the state to have issued a decision. The Request for Review/Appeal shall be filed with the following agency/entity: 1) WIA and TAA appeals of state decisions may be filed with the USDOL using the Federal Level Appeal Procedures noted below. 2) TANF work activity and support services appeals may be filed according to the Rules of Appellate Procedure, Rules 9.110 and 9.190(b).

Federal Level Appeal Process:

If the DEO designee or Florida SouthWestern State College has not reached a decision within the required 60 calendar day timeframe, you can file a Request for Review/Appeal with the United States Department of Labor (USDOL). The appeal should be addressed to: Secretary, U.S. Department of Labor, Washington, D.C. 20210, Attention: ASET. Your request must be sent by certified mail, return receipt. The appeal must be filed with USDOL no later than 120 calendar days of the filing of the grievance with the State, or the filing of the appeal of a local grievance with the State. A copy of the appeal must be sent to both the appropriate USDOL Regional Administrator and the opposing party (DEO or Florida SouthWestern State College). An appeal must be filed within 60 days of the receipt of the decision being appealed in cases where a decision has been reached and the party to which such a decision has been adversely impacted wishes to appeal to the Secretary. A copy of the appeal must be sent to both the appropriate USDOL Regional Administrator and the opposing party.

Discrimination Complaints:

If you feel that your rights have been violated due to an act of discrimination based on race, color, sex, national origin, religion, disability, age, political affiliation, or belief, citizenship or participation in programs funded by the FSW you can file a complaint by the following procedure. If you feel you have been subjected to discrimination under a Title I financially assisted program or activity you may file a complaint with the recipient's designated Equal Opportunity (EO) Officer or a complainant may file a complaint directly with Civil Rights Center (CRC); the complaint must be **filed within 180 days of the alleged discrimination**. CRC may extend the filing time for good cause. A complaint may be filed in writing or by completing CRC's Complaint Information Form and Privacy Act Consent Form, which may be obtained either from the recipient's EO Officer, or from CRC's, Equal Opportunity Officer, Office for Civil Rights, MSC 150,107 E. Madison St., Tallahassee, FL 32399. Phone: (850) 921-3205, Fax: (850) 921-3122 TTY: 711. The main email for the Office for Civil Rights is now: civil.rights@deo.myflorida.com.

Reporting Criminal Fraud and Abuse:

Complaints or reports of suspected fraud and abuse must be reported immediately to the Florida SouthWestern State College Vice President, for Administrative Services, General Counsel, Human Resources Office, or Equity Office. Any such concern can be reported anonymously via <https://www.fsw.edu/publicsafety/anonymoustips>.

Complaints/reports must be reported immediately to: USDOL Office of Inspector General, Office of Investigations, Room S5514, 200 Constitution Avenue NW, Washington, DC 20210. <http://www2.myflorida.com/DEO/pdg/indidentrport/default.htm>

The complaint or report can also be mailed to: USDOL Southeast Regional Inspector General for Investigations, Office of Investigations, Sam Nunn Atlanta Federal Center, Suite 6T1, 61 Forsyth Street SW, Atlanta, Georgia 30303 with a copy simultaneously provided to the Employment and Training Administration.

Reports or complaints alleging criminal fraud and abuse may also be reported through USDOL's Hotline at 1-800-347-3756.

As an individual, having made an application with Florida SouthWestern State College I certify that I have received, read, and understand my rights and responsibilities as enumerated in this statement.

General Release of Information

I hereby give permission for Florida SouthWestern State College to obtain and/or disclose my past, present, and future information or records that may be needed for grant eligibility determination, monitoring and follow-up purposes. This information may only include school records, grade records, classroom attendance records and employment information. A photocopy/facsimile of this signed consent form may be used to obtain/release information authorized by signature on this form.

It is also my understanding that any information obtained by Florida SouthWestern State College will be held in strict confidence.

I understand that I may revoke this consent at any time by providing a written statement indicating that my consent to the release of information is no longer given to the party(ies) previously granted permission.