

Date: _____

Participant Profile

Please complete this profile in as much detail as possible. This will enable us to provide the service(s) you require to assist you in reaching your self-sufficiency goals. You may ask for assistance at any time. Please use black or blue ink & print clearly.

I. PARTICIPANT GENERAL BACKGROUND INFORMATION

Name	Last 4 digits of	SSN	Phone #	Date of E	☐ Fe Birth □ M
Email Address					
Address		City		State	Zip
Are you of Hispanic heritage?	es 🗆 No	Are	you of Haitia	n heritage?	
Race: □ African American/Black □ Hawaiian/Other Pacific Is		American	Indian/Alask	an Native] Asian
II. GENERAL					
IN CASE OF EMERGENCY CONTACT					
ADULTS IN THE HOME	Name		Relati	ionship	Phone Numbe
NAME				Relationship	
CHILDREN IN THE HOME					If applicable, doe
Name	DOB (Gender	SSN#	Ethnic Group	absent parent pa
					child support? □ Y □ N
					\Box Y \Box N
					\Box Y \Box N
					\Box Y \Box N
					\Box Y \Box N
III. LIFE AND FAMILY ISSUES					
1. HOUSING					
	opt address?				
a. How long have you lived at your curr					
a. How long have you lived at your currb. Are your living arrangements stable a		□No			

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C.	Are you homeless	or about to be evicted?	🗆 Yes 🗆 No

Expl	

2. CHILDCARE

a.	Do	you	need	help	with	childcare	? [Yes	□No

Explain: _____

b. It	f your child is sick,	who will provide care v	/hile you are at work	, school, or assigned ac	ctivity?
Expla	ain:				

3. TRANSPORTATION

a. Do you have a valid Florida Driver License? Yes No

_			
Ex	nI	2	n.
느~	v	a	

b.	Note	any	driving	violations	in the	past five	e years
----	------	-----	---------	------------	--------	-----------	---------

-		
Lvn	oin'	
Exp	all.	
		_

C.	Do you own a vehicle?	□Yes □No
d.	Is this vehicle reliable?	□Yes □No

If NO	Explain:	

Make:	Model:	Year:
e. How do you plan to get to work or sci	nool?	
Explain:		
4. DOMESTIC VIOLENCE (mental/ph	vsical threats or abuse)	

4. DOMESTIC VIOLENCE (mental/physical threats or abuse)

c. Would you prefer to speak with someone privately? \Box Yes \Box No
Explain:
b. Are you currently a victim of domestic violence? \Box Yes \Box No
Explain:
a. Have you been the victim of domestic violence? \Box Yes \Box No

5. EDUCATION

a. Did you drop out of high school? \Box Yes \Box No	
If yes, last grade completed:	Last year in school

Reason for Leaving:

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b. Check highest ed	ucation level completed	I AND indicate year	completed.	
□High School		□A.S./A.A	Year Completed:	
□B.A./B.S.	□M.A./M.S.		Year Completed:	
Certificates/Degrees	/Licenses (specify):			
c. Have you been e	enrolled in special educ	ation classes or be	en diagnosed with a lear	rning disability? □Yes □ No
Where?		Whe	en?	
Explain:				
d. Is English your f	irst language? □Yes □	□ No		
e. If English is not	your first language, wha	at language is?		
f. Do you require a	an interpreter/translator	? □Yes □No		
g. Have you applie	d for or are you current	y receiving any gov	vernment grants or scho	larships for school? \Box Yes \Box
Explain:				
h. Are you intereste	ed in:	□ Training	□Job Placement □C	other:
i. If interested in tra	aining, in what area?			
j. Why are you inte	rested in this type of tra	ining?		
6. AGENCY ASSIS	TANCE & CONTACTS			
	s are working with you?			
-	ency	Name of	<u>Contact</u>	Phone Number
The Centers				
Vocational Rehabilit	ation			
Veterans Affairs				
7. LEGAL				
a. Do you have a c	onviction or arrest reco	rd? □Yes	□No If yes check:	FelonyMisdemeand
Explain:				
b. Are you perform	ning community service	or are you on prob	ation or parole? □ Yes	□ No
Explain:				
8. MEDICAL				
a. Do you have me	dical, mental health, or	physical limitations	that prevent you from w	vorking/going to school?□Yes

Explain:

b. Are you pregnant? □ Yes □ No

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If Yes – Due Date:	Are yo	u receiving prenatal care? □ Yes □ No
9. OTHERS IN YOUR HOME		
a. Do any adults/children living ir	n your home have medical, me	ntal health, or physical limitations that prevent you from
working or going to school?	□Yes □No	
Explain:		
b. Has anyone in your household	applied for or does anyone re	eceive SSDI or SSI?
Explain:		
c. Are you required to care for a	disabled family member in you	ur home on a full-time basis? \Box Yes \Box No
Explain:		
d. Are your family and/or the peop	le you live with supportive of y	ou going to work and/or school? □Yes □No
Explain:		
10. EMPLOYMENT HISTORY		
Are you a veteran?	No	
Date of active duty:		
Branch of service:		
b. If yes, what was your military	specialty?	
Explain Military Experience:		
a. Do you have VA disability	rating? □Yes □No If	Yes - % Disabled:%
c. Provide information below	w for your most recent three (3) jobs:
1. Name of Employer:		
		Job Title:
Start Wage: \$	End Wage: \$	□ Full Time □Part Time
Job Description (what did you do?)		
Reason for Leaving:		
2. Name of Employer:		
Start Date:	End Date:	Job Title:
Start Wage: \$	End Wage: \$	□ Full Time □Part Time
Job Description (what did you do?)		
Reason for Leaving:		
3. Name of Employer:		
Start Date:	End Date:	Job Title:

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Start Wage: \$	End Wage: \$	□ Full Time □Part Time	
Job Description (what did you o	do?)		_
Reason for Leaving:			_
11. EMPLOYMENT SEEKING	AND KEEPING SKILLS		
a. Do you have problems find	ding a job? □Yes □No		
Explain:			_
			_
b. Do you have problems kee	eping a job? □Yes □No		
Explain:			_

12. GOALS- List your goals on the following chart

	Goals and Interests	Expected
		Achievement Date
Short Term Employment:		
Long Term Employment:		
Short Term Educational:		
Long Term Educational:		
Short Term Personal:		
Long Term Personal:		

PLEASE INDICATE BARRIERS TO EMPLOYMENT (Check all that apply)

Child Care	Criminal Record	Transportation
Education	Housing	Probation/Parole
Medical	Language	Domestic/Legal Issues
Driver's License	Work History	Other (explain)

13. SKILLS (check all that apply)

	Indus	stria					Office)
	Supervisory		Inventory Control		Typing - WPM		Bookkeeping			
	CDL License		Electronic		Reception		Telemarketing			
	Assembly		Mechanical		Data Entry		Customer Service			
	Other:		Other:		Other:		Other:			
Building Trades				Heal	thca	are				
	Landscaping		Roofing		L.P.N.		Registered Nurse			
	Carpentry		Plumbing		Medical Billing		Laboratory			
	Cement/Masonry		H.V.A.C.		Medical Secretarial		Dental Assistant			
	Electrical		Warehouse		C.N.A.		Dental Hygienist			
	Comp	oute	r		Equipmer	nt O	peration			
	Help Desk		Software Prof		Fork Lift		Printing			
	Networking		Engineer		Agricultural		Marine			
	Graphics		Telecom		Mailroom		Other:			
	Programming		Other:		Other:		Other:			

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Retail/Food Service/Hospitality			Other Professional Skills				
	Cashiering		Food Preparation		Accounting		Fitness
	Sales/Customer		Wait Staff		Banking		Law Enforcement
	Management		Housekeeping		Child Care		Legal
	Grocery		Cruise Line		Cosmetology		Outside Sales

14. WHAT ELSE DO WE NEED TO KNOW?

What else do we need to know in order to help you get and keep a job?

Explain: _

I certify to the best of my knowledge that all the information provided is true and correct.

Participant's Signature

Date

CareerSource USE ONLY Information reviewed with Participant on: (Date)

Career Coach Signature Date

RIVACY ACT STATEMENT

"I understand that I am required by law to provide my social security number(s) or proof that I have applied for a social security number if I do not currently have one to receive TANF funded benefitsevrices. This is mandatory under the social security number (at U.S.C. 1137). If I do not have a social security number and have not applied for a social security number I have not applied for a social security number is used to administer the program, including determining eligibility, attributing the receipt of services, correspondence and participation to my case, as well as for reporting purposes.

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UP-FRONT DIVERSION

- A one -time lump payment of <u>UP TO</u> \$1,000 in place of Cash Assistance
- Available, before cash benefits are approved, to any Participant who meets the basic eligibility criteria (inquire with Career Coach for specific eligibility details).
- Once Cash Benefits are approved, the Participant does not qualify for Up-Front Diversion.

RELOCATION ASSISTANCE

- Provides financial assistance to families who, due to a number of circumstances, must relocate in order to increase their chances of attaining self-sufficiency.
- Available to any participant who meets the basic eligibility criteria (inquire with Career Coach for specific eligibility details).

CASH SEVERANCE BENEFIT

- A one-time, lump-sum payment of \$1,000 in place of on-going cash assistance payments.
- An alternative to Temporary Cash Assistance (TCA)
- Available to any employed client who meets the basic eligibility criteria (inquire with Career Coach for specific eligibility details).
- Once received, participant is not eligible to receive TCA for six (6) months, without approval.
 <u>TRANSITIONAL BENEFITS</u>
- Designed to enhance and promote job retention and economic stability for persons leaving the welfare system.
- Transitional Benefits include: Medical/Medicaid (through DCF), Child Care Services (through ELC), Transportation Assistance, Child Care Assistance, Career Counseling, and Education and Training.
- Available to participants, who have left the welfare system, are ineligible to receive TCA due to earned income, are not sanctioned AND are employed.
- Available for up to two (2) years after the last month of receiving cash assistance.

The programs listed above have been explained and I understand they may be offered to me if I have met all the eligibility criteria.

Participant's Name (print)	Date:

Signature: _____

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OPPORTUNITIES AND OBLIGATIONS ACKNOWLEDGEMENT FORM

YOUR OPPORTUNITIES

- Receive support services (if approved) in order to find employment, education, or other assigned activity (ies), unless you are able to make these arrangements on your own. Support services may include, but are not limited to: childcare, transportation, tools, clothing, uniforms, etc. (This help is based on your assigned activity and the availability of funding.)
- Have decisions about your case reviewed by a supervisor at the Regional Workforce Board.
- Request a hearing if you disagree with a decision about your temporary cash assistance.
- Be excused from or rescheduled for an activity if you have good cause. Good cause is determined by the Regional Workforce Board.
- Regional Workforce Board.
 Request Cash Assistance Severance Benefit.
- Request Cash Assistance Several
 Request Relocation assistance.
- Receive the following services, if eligible:
 - Mental Health Counseling, Domestic Violence Counseling/Services and/or Substance Abuse Counseling/Services
- Receive transitional benefits, if eligible, after you are no longer receiving temporary cash assistance, based on funding availability, such as:
 - Childcare, Transportation, Education and Training
- Receive Medicaid and food stamp benefits based on eligibility requirements.

YOUR OBLIGATIONS

- Participate in, document and complete assigned program activities.
- Respond to all contacts from the Regional Workforce Board or other agencies you are referred to.
- Inform Regional Workforce Board of changes in participation, employment, family circumstances including change of address, telephone number, childcare needs, transportation problems, health problems, etc.
- Apply for and seek employment.
- Accept any reasonable offer of suitable employment.
- Remain employed. Must contact Regional Workforce Board prior to reducing your hours or quitting.
- Report good cause reasons for failure to participate immediately.



CONSEQUENCES FOR FAILURE TO PARTICIPATE

CASH ASSISTANCE PENALTIES

- 1ST Penalty: Cash assistance terminated for entire family for a minimum of I 0 days or until the individual complies, whichever is later.
- 2nd Penalty: Cash assistance terminated for entire family for one month or until the individual who failed to comply does so, whichever is later.
- 3rd Penalty: Cash assistance terminated for entire family for three months or until the individual who failed to comply does so, whichever is later.
- NOTE: Cash assistance may be continued on a level two or three penalty for children under age 16 through a protective payee.

- FOOD STAMP PENALTIES
- 1st Penalty: Loss of food stamp assistance for one month or until compliance, whichever is longer.
- 2nd Penalty: Loss of food stamp assistance for three months or until compliance, whichever is longer.
- 3rd Penalty: Loss of food stamp assistance for six months or until compliance, whichever is longer.
- NOTE: If the non-compliant individual is the head of household, food stamp assistance for the entire assistance group will be terminated unless that individual meets a food stamp exemption.

I have received a copy and have reviewed the Opportunities and Obligations. I understand my rights and responsibilities as a participant in the Welfare Transition Program.

Participant's Signature

Date

Participant's Printed Name

Last Four Digits of SSN

PRIVACY ACT STATEMENT

"I understand that I am required by law to provide my social security number(s) or proof that I have applied for a social security number if I do not currently have one to receive TANF funded benefits/services. This is mandatory under the social security act (42 U.S.C. 1137). If I do not have a social <u>security number and have not applied for a social security number I can request</u> help with filing an application. The social security number is used to administer the program, including determining eligibility, attributing the receipt of services, correspondence and participation to my case, as well as for reporting purposes. **DEO-WTP 0008, 12/2006 (Replaces DEO-WTP 0008 6/2003)**

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WELFARE TRANSITION- INITIAL INDIVIDUAL RESPONSIBILITY PLAN (IRP)

Partici	pant Name:				
Case I	Number:	Print	Date:		
	Countable Work Activities	Date Assigned	Comp	letion Date	
	Job Search / Job Readiness	//	/_	/	
	General Steps to Self Sufficiency		<u>Responsibility</u>	Completed	
Step 1	Participant has agreed to participate Up to in work activity(s), per Career Coach's ins	•	Client	🗆 Yes 🗆 No	
Step 2	Participant will attend the next scheduled Assessment within 30 days of approval of		Client	🗆 Yes 🗆 No	
Step 3	Participant has agreed to provide time she to report participation hours for previous v		Client	🗆 Yes 🗆 No	
Step 4	Participant will complete OSST Assessme attending first appointment with Career Co		Client	🗆 Yes 🗆 No	

Acknowledgements

I will work with my Welfare Transition Career Coach to identify my employment goals and to plan additional activities to help me become self-sufficient. I agree to follow the steps listed and to complete all activities and responsibilities assigned to me. If I have a problem with my activity, it is my responsibility to let my Welfare Transition Career Coach know before the completion date. My opportunities and obligations as a Welfare Transition participant have been explained to me. I have received a copy of these opportunities and obligations and I understand them.

By signing below, I acknowledge that if I do not have good cause as determined by my Welfare Transition Career Coach, yet fail to follow the activities outlined in this Individual Responsibility Plan, I may be sanctioned.

Signature: _____

Date:

As the Career Coach, I will help my Participant in arranging needed services (to the extent that funds are available), will monitor the progress and attendance in assigned activities, will provide regular re-evaluations and assessments and will provide counseling when necessary.

Career Coach: _____ Date: _____ Date: _____

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ACKNOWLEDGEMENTS (Addendum to IRP)

- 1. Cash assistance is time limited. You can receive cash assistance 48 months in your lifetime. Keep this in mind as you seek employment and training opportunities.
- 2. You must schedule an appointment with your Career Coach when you need to discuss your case. You must attend all scheduled appointments. If you are more than 15 minutes late for any scheduled appointment, we may need to reschedule you for a new date and time.
- 3. You are required to participate in employment or training activities. The number of hours will be informed to you by your Career Coach. Failure to provide verification of participation will result in sanctions being imposed. If you are unable to complete steps in your Individual Responsibility Plan (IRP), you must contact your Career Coach before the due date. Documentation of participation may be faxed, mailed or turned in to your local office. Lack of transportation is not good cause for failing to participate.
- 4. Once employed, you must contact your Career Coach that day. You must turn in employment verification within one week of the start date. You must submit your pay stubs as received, weekly or bi-weekly, to show hours worked. When you start working, you must provide hours on a weekly basis by submitting pay stubs, written statement signed by employer or print out of hours signed by employer.
- 5. It is your responsibility to report all employment, address and any other changes to the Department of Children and Families, Change Unit, 1-866-762-2237, the child care agency at 1-352-369-2315, as well as to CareerSource Citrus Levy Marion. Employment must be reported to DCF no later than 10 days after receipt of the first paycheck.
- 6. Contact your childcare agency to obtain childcare assistance and make sure you pay all parent fees. We will set up the appointment for you if needed.
- If you enroll in school, complete a school verification form and submit a class schedule to your Career Coach. You must complete class attendance sheets weekly and turn in to your Career Coach to document participation. Document study time and have a teacher or Counselor sign the documentation.
- Make sure your name and the last four digits of your social security number are written on all paperwork given to your Career Coach. Keep a date stamped copy of all documents turned in. If you fax a document to CareerSource CLM, you must call to ensure that it was received. The fax numbers for CareerSource CLM are: Ocala, 352-840-2568, Lecanto, 352-249-3293, Chiefland, 352-493-6818.
- 9. If you are requesting a deferral and the deferral is approved, a new Medical Verification form must be updated by your **Physician** and submitted to your Career Coach per his/her request every three (3) to six (6) months to support your continued Medical Deferral.
- 10. Support services, such as child care, transportation, etc. are not an entitlement. Receipt of support services is dependent upon availability, and if you are fully participating. If you do not turn in documentation of your hours on time (every Monday by 4:00PM), you will not receive support services. If you are in a pre-penalty period or have been sanctioned, you are not eligible for support services other than child care needed to participate.
- 11. Participant will work diligently with his/her Career Coach, and any partners to improve his/ her academic abilities and employability skills, which increases his/her marketability in the workforce and progresses his/her towards Self-Sufficiency.

PRINT NAME

SIGNATURE

DATE

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Acknowledgement of Appointments Policy and Participation Requirements

Participant Name: Career Coach:

Acknowledgement of CareerSource Citrus Levy Marion's Appointments Policy

Participants at CareerSource CLM are seen on an Appointments ONLY basis. You will receive a specific date and time to attend appointments and/or complete all assigned activities. It is your responsibility to keep all scheduled appointments. By signing this statement you agree to the following:

- To attend all scheduled appointments
- To call in advance to cancel if you are unable to keep an appointment & provide a reason why you are unable to attend the appointment
- To always schedule an appointment whenever you need to see an employment consultant
- To attend your appointments at least 10 minutes early
- To call your consultant to schedule an expedited appointment- if you experience a legitimate emergency .
- You will lose your priority to be seen if you are 10 minutes late for an appointment
- You will be rescheduled for a new appointment if you are 15 minutes late- or longer

Participation Statement

As a recipient of Temporary Cash Assistance and a mandatory participant in the Welfare Transition Program, you are required to complete the number of hours assigned each week in a countable activity. Countable activities include:

- Employment •
- Job Search I Job Success Seminars .
- Job Skills Training
- Vocational Education
- ABE/GED/ESOL
- Community Service Work Experience
- Work Experience Combined with Education

Participants who are deferred from normal participation are required to participate at some level as determined by federal law.

••• Participants who fail to complete the required number of hours each week and who fail to demonstrate good cause are subject to sanction. Sanctions result in a loss of cash assistance and/or supplemental nutrition assistance benefits.

I have reviewed and fully understand CareerSource Citrus Levy Marion's Appointment Policy and I have carefully reviewed the Participation requirements. I fully understand that I am required to comply for the number of hours assigned each week and possible consequences for noncompliance

Participant: _____ Signature: _____

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To All Participants in the Welfare Transition Program

NAME: _____ Last 4 Digits of SSN: _____

You are participating in a Federal Program which is called the Welfare Transition Program. In order for you to receive TANF dollars, it is a requirement that you participate in activities up to 40 hours a week and that we receive verified signed timesheets that you have completed these hours each week. These are not local requirements but federal requirements from the United States Congress in Washington D. C. Forgery of signatures or any type of alteration of your hours on your time sheet by you is a serious offense. We take these offenses very seriously in this program and they will not be tolerated. The following actions will occur for the identified offense:

1. Forging signatures on any time sheets and/or altering hours on your time sheet-

- You will receive an automatic sanction to your case in which your TANF benefit and your child care will be cancelled. A sanction may also affect your food stamps.
- All support services will be cancelled during the sanction period. If you received gas cards, bus passes, or any type of support services during the time that a forgery or alteration of your time sheet took place, your gas card/bus tickets will be suspended in the future when you are in good standing with the program for the same number of weeks that you received gas cards/bus passes illegally.
- If you are assigned to a community worksite you will be automatically transferred to another site when and if you become in good standing with the program.
- 2. Theft at the Center or at the worksite or school-
 - The police will be called and charges will be made.
 - You will receive an automatic sanction to your case in which your TANF benefit and your child care will be • cancelled. A sanction may also affect your food stamps.
 - If you are assigned to a community worksite you will be automatically transferred to another site when and if • you become in good standing with the program.
 - All transportation and support services will be cancelled during the sanction period.
- 3. Being disrespectable to any staff member or making any type of verbal threat to staff-
 - You will receive one warning by a letter to you from your Career Coach and the WTP Program Coordinator.
 - The next time it occurs you will receive an automatic sanction to your case in which your
 - TANF benefit and your child care will be cancelled. A sanction may also affect your food stamps.
 - If you are in a community worksite you may be transferred to another site. •
 - All transportation and support services will be cancelled during the sanction period.

By signing this form, I acknowledge the fact that this form has been explained to me and I fully understand the consequences.

Signature:

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Welfare Transition Program - Work Registration Orientation Quiz

1. What is the Welfare Transition Program?

- a) A work first program to gain self-sufficiency
- b) It is a time limited program

c) Both

2. The Welfare Transition Program requires participation in activities, attendance of appointments and completion of mandatory hours.

a) True

b) False

3. How many hours of activity are required for compliance per week?

a) 20

b) 40

c) The level of compliance will be determined by Career Coach.

4. If you move or change phone numbers, what should you do?

a) Nothing - I don't need to report that information

b) Notify the post office

c) Contact my CareerSource Citrus Levy Marion Career Coach and DCF Of any and all changes

5. If you don't have transportation to get to work or to your WTP activity, then you may request transportation assistance (money deposit on Visa Card or bus pass)

a) True

b) False

6. As a cash recipient in a 2 parent household you will be required to conduct the following hours:

- a) Each up to 40 hours/week;
- b) Hours will be determined by Career Coach

7. Only one parent is required to participate in Welfare Transition Program

- a) True
- b) False

8. If you are sanctioned, you will lose your cash benefits and possibly your food stamps. Sanctions are requested when you fail to meet program requirements.

a) True

b) False

By signing below I have reviewed and understand the WT Program requirements and agree to comply with the program.

Participant:

Signature: _____



RELEASE OF INFORMATION / ATTESTATION FORM

Name:	Date of Birth:	Social Security Number (Last 4):		
Address:	City:	Zip: Phone:		
Work Phone:	Other:	Prior Names:		

RELEASE OF INFORMATION

I hereby authorize all partners in the Citrus Levy Marion Regional Workforce Development Board's, dba CareerSource Citrus Levy Marion, system to engage in verbal, written, facsimile, or computerized communication of information for the purpose of making me eligible for services or for identifying services or agencies to assist me. All pertinent records and information can be released including those regarding past, present, or future information or records that may be needed for eligibility determination, monitoring or follow-up purposes. It is my understanding that any information obtained by any partner in the CareerSource Citrus Levy Marion's system will be held in strict confidence. I am aware that any information will be used in my best interest to provide ease of access to services; that providing the information is voluntary; that the information will be kept confidential and used only in accordance with law; and that refusal to provide the information will not subject me to any adverse treatment.

ATTESTATION

I hereby certify, to the best of my knowledge, the information provided is true. I agree and understand any willful misstatement of facts may cause forfeiture of my status in Workforce programs and could be cause for legal action. I understand the information is subject to verification and agree to provide such documentation as required. I understand my social security number may be given to other federal, state, and local government or non-government job training agencies for performance tracking purposes.

DISCRIMINATION PROCEDURES

If you, as Career Source CLM Participant, feel that your rights are being violated due to an act of discrimination based on race, color, sex, national origin, religion, age, marital status, political affiliation or belief, citizenship or disability, you may file a discrimination complaint with CareerSource Citrus Levy Marion's Equal Opportunity Officer (contact information listed below) or directly to the following agencies: Department of Economic Opportunity (DEO), Office for Civil Rights, 107 East Madison Street, MSC 150, Tallahassee, FL 32399; US Department of Labor Civil Rights Center, 200 Constitution Ave NW, Room N-4123, Washington DC 20210, within 180 days of the alleged occurrence; Equal Employment Opportunity Commission, Miami District Office, One Biscayne Tower Suite 2700, 2 South Biscayne Blvd, Miami FL 33131within 300 days of alleged offense; FL Commission on Human Relations, 4075 Esplanade Way Room 110, Tallahassee FL 32399 within 365 days of alleged offense.

GRIEVANCE/COMPLAINT PROCEDURES

If you feel you have been adversely affected by a decision or action made by CareerSource Citrus Levy Marion personnel and have discussed the matter with the Center Manager or Kathleen Woodring, Chief Operating Officer, CareerSource Citrus Levy Marion, at (352) 873-7939, ext. 1202, you have the right to file a written grievance/complaint to CareerSource Citrus Levy Marion's Equal Opportunity Officer (contact information listed below) or directly to DEO (see contact information above). Information on filing a grievance complaint can be obtained from the CareerSource Citrus Levy Marion's Equal Opportunity Officer. After the opportunity for a hearing with the local office (within 60 days after formal filing), if you are dissatisfied, you may appeal to the Department of Economic Opportunity, Office for Civil Rights, 107 East Madison Street, MSC 150, Tallahassee, FL 32399. Local E O O - Iris Pozo, 3003 SW College R o a d Ste. 205, Ocala, FL 34474,(352) 873-7939, ext. 1286 jpozo@careersourceclm.com.

I certify that I have received a copy of this form and a copy of DEO OCR notice "Equal Opportunity is the Law"; and that I have read and understand my rights and responsibilities as enumerated in both. I also understand that both this form and the DEO notice will be made a part of my participant file maintained by CareerSource Citrus Levy Marion.

Applicant's Signature:

Date:

I verify that the above signed participant read or had read to him/her, and received a copy of this form and DEO OCR notice enumerating Grievance/Complaint /Discrimination Procedures, Release of Information, and their rights and responsibilities.

Signature of Verifying Official:

CareerSource Citrus Levy Marion is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers listed above may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711. If you need accommodations, please call 352-840-5700, ext. 7878 or e-mail accommodations@careersourceclm.com at least three business days in advance. Additionally, program information may be made available in Spanish upon request. CareerSource Florida Member.



It is against the law for this recipient of Federal financial assistance to discriminate on the following basis:

- 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 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/her participation in any WIA 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 WIA 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 WIA Title I - financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

Veronica Owens, Equal Opportunity Officer Office for Civil Rights (OCR) Department of Economic Opportunity Caldwell Building - MSC 150 107 East Madison Street Tallasseng Elorida 22300, 4120	or	The Director Civil Rights Center (CRC) U.S. Department of Labor 200 Constitution Avenue NW Room N-4123 Washington, DC 20210
Caldwell Building - MSC 150	U.	Room

If you file your complaint with the Office for Civil Rights (OCR), you must wait either until the OCR issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (CRC). (See the address above.)

If the OCR 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 OCR to issue that Notice before filing a complaint with the 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 OCR).

If the OCR gives 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 the CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

For more information or to file a complaint, contact... Office for Civil Rights Department of Economic Opportunity Caldwell Building - MSC 150 107 East Madison Street Tallahassee, Florida 32399-4129 Phone: 850-921-3205 / Fax: 850-921-3122 E-mail: <u>Civil.Rights@deo.myflorida.com</u>

DEO OCR 03/14

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