

Fresno Regional Workforce Development Board
Workforce Connection
Individual Participation Agreement

Our singular goal in providing advanced employment services is to ensure each individual will meet and exceed our employer clients' expectations. Since we have limited resources to serve all of the individuals that request our services, it is critical that all individuals who receive services agree to follow all program rules and guidelines (Individuals that do not will be removed from the program). **Note: This is a standard agreement for all individuals that request staff assisted employment/training assistance from Workforce Connection (WFC).**

As an individual participating in the Workforce Innovation and Opportunity Act (WIOA) program, I affirm and agree with the following:

1. I understand WIOA-funded services are not guaranteed. The WIOA program will only provide and continue to provide services to participants that follow all program requirements.
2. I understand when I am visiting Workforce Connection, I must adhere to the Workforce Connection Dress Code whether I am using the Resource Room or meeting with Staff-Assisted Services personnel. It is my responsibility to conduct myself in a professional manner at all times, including but not limited to:
 - a. Being on time for all appointments. If an emergency presents itself and I cannot make my scheduled appointment I will contact my assigned representative prior to the appointment time.
 - b. Dressing appropriately (as outlined in the Workforce Connection Dress Code)
 - c. Communicating in a professional manner
 - d. Maintaining contact with WFC staff during my participation in the program.
 - e. Conducting myself in a professional and ethical manner at the place of employment or training activities.
3. I understand when working with WFC staff I must display a professional and positive attitude at all times. We are committed to ensuring that Workforce Connection provides a safe and comfortable environment for all participants and staff. **Aggressive behavior will not be tolerated under any circumstances. Anyone demonstrating aggressive behavior at any time will be removed from the program.** *Aggressive behavior includes – Expressing anger by using inappropriate, derogatory, or harassing language, threatening violence or retaliation, screaming or yelling, and / or the destruction of any Workforce Connection property.*
4. I understand that I am required to participate in the development of my Individual Employment Plan (IEP), participate in the mandatory 2 week soft skills workshop and other career enhancement workshops, such as, résumé development, mock interview(s), etc. to ensure I become the best candidate for the employment opportunities for which I apply.
5. I understand training services are not guaranteed, but if training is identified as necessary for my career goal, I must meet the required WorkKeys™ scores for the occupation to be considered for training. If I do not meet the required scores for training I agree to upgrade my skill levels to meet the requirement or change my career goal to one that aligns with my scores. I will be required to complete the scholarship

process, which includes the completion of the scholarship application and be approved by the FRWDB's scholarship panel.

6. I understand that during my participation in training activities, (Vocational Training, Transitional Jobs or On-the-Job training), it is my responsibility to notify Workforce Connection (WFC) staff immediately should any issues or concerns arise that may affect my attendance or academic performance.
7. I understand that should **any** of my contact information (telephone, email, address) change while in the WIOA program I am required to inform WFC staff of the change and I will provide them with the correct/updated information.
8. I understand I must maintain consistent contact with WFC staff while going through the WIOA program. If I am unable to contact staff directly, I can leave a message either by e-mail or voice mail. I am required to return phone calls and/or email messages promptly (within 24 business hours). **If I fail to maintain contact for more than 30-days, I will be removed from the program.**
9. I understand that supportive services may be available to me based on my demonstrated need in order to participate in WIOA activities and is based on the availability of funds.
10. I understand that if I become employed, either through my own efforts or with WFC staff assistance, I will provide my employment information to WFC staff, in order to update my file. I understand that I will be contacted after my exit from the program and agree to provide employment information for a period of 12 months following my exit from the program.
11. I understand that separation from any employment activity for any of the following, **will be grounds for immediate removal from the program:**
 - a. Accepting a job but quitting before starting
 - b. Quitting without cause (job abandonment)
 - c. Failure to show up for work without following employer protocol on notice
 - d. Walking off a job site
 - e. Nonprofessional or unethical behavior
 - f. Gross misconduct (as defined by employer), or
 - g. Insubordination

Having read the above statements, I hereby agree to all requirements and support the efforts of the WIOA program. It is understood that failure to comply with the agreement could result in my removal from the program.

Job Seeker Signature

Service Provider Signature

Date