

Dear Participant:

Welcome to the Windows to Work Program (W2W)! The purpose of this program is to promote self-sufficiency for individuals returning to the community through the development of constructive skills and the modification of thought processes related to criminal behavior. Through training and review of the Windows to Work curriculum, we will work together help you reach your employment goals and provide stability upon release.

The services you receive are based on eligibility and need and could include:

- Curriculum review on the 5 W2W components: cognitive intervention, general workplace skills and expectations, financial literacy, community resources and job seeking/applications and resumes.
- Assessment of needs, barriers, strengths and work history
- Information and referral to community agencies
- Work readiness preparation and training
- Supportive services
- Job placement assistance
- Follow-up and retention services

The W2W program is designed to provide services both pre-and post-release and to continue providing assistance through one year after release. This length of time can vary somewhat based on the needs to clients but know that we will be here to help you have a successful, supported reintegration. Our goal is to help you succeed!

I hope that your experience with us proves to be successful and satisfying. Please let us know if we can be of further assistance to you.

Respectfully,

Cindy Simons  
President  
Forward Careers, Inc.

**APPEALS PROCEDURE**  
(For Participants of Services/Programs)

Under federal law and regulations, you have the right to be treated fairly and not discriminated against. If you have any questions about your rights as a client, please do not hesitate to contact our office or talk to your Career Planner. In addition, you have the right to file a complaint and have a review according to our established appeals procedure, which is outlined on the reverse side of this letter.

1. Upon entering any job training program/service, all persons shall be informed in writing of their right to file a complaint/grievance, if they believe that their rights under the law or regulations have been violated. This procedure has been designed so that final resolution occurs within 60 calendar days after the complaint is filed.
2. In the event of a complaint of a non-criminal nature, the participant, his/her immediate supervisor and a representative of the Forward Services, Inc. (FCI), shall attempt to resolve the issue of the complaint in an informal manner.
3. If a person wishes to file a formal complaint, it must be in writing (and should be notarized) within one year after the issue has arisen. This establishes the filing date. The complaint/grievance must be sufficiently accurate and complete to be evaluated on its own. (There is no time limit in the case of complaints that allege fraud or criminal activity.) The complaint should be directed to the EEO Officer at the Forward Careers, Inc. Administrative Office, 892 Main Street, Suite A, Pewaukee, WI 53072. The correct form will be supplied when requested. The WDB Administrative office may provide technical assistance when requested. ]
4. The Forward Careers, Inc. Administrative Office shall investigate the complaint and attempt to achieve a satisfactory settlement of the matter within 15 working days. If the FCI Administrative Office cannot resolve the complaint within 15 working days, it shall inform the complainant, in writing, that a hearing will be scheduled within the 30 days of the filing date. The FCI Administrative Office will forward the complaint and a written summary to the FCI Hearing Panel and provide copies to appropriate parties.
5. Within two weeks after receipt of the complaint, the FCI Hearing Panel shall hold a hearing on the complaint. (In no case will the hearing be held more than 30 calendar days after the formal complaint was initiated in Step 4.) The participant, the agency complained against and a representative of the FCI Administrative Office shall appear before the Hearing Panel at the hearing and present testimony on the issue.
6. Within one week after the hearing, the Hearing Panel shall issue a written decision for resolution of the complaint to the complainant and other parties. The communication from the Hearing Panel shall explain the reasons for the decision and also include the procedures by which the decision may be appealed to the State.
7. If a decision on the complaint is not made through the FCI procedure within 60 calendar days after the complaint is filed, the grievant may forward an appeal, within 10 calendar days, to the Workforce Development Board, Workforce Board Director, 2717 N Grandview Boulevard, Suite 300, Waukesha, WI 53188.
8. Complaints regarding discrimination, regardless of basis, may be filed directly with the local FCI, at the above address, or directly with the United States Department of Labor Director of the Civil Rights Center, within 180 days after the alleged discrimination took place. If either an adverse decision or a non-decision is reached at the local level, the complainant may then appeal the Director for Civil Rights (CRC).
9. Complaints/grievances alleging a violation of the State of Wisconsin's Fair Employment Statute, regarding discrimination, must be filed with the DWD-Equal Rights Division (ERD) within 300 days after the alleged discrimination took place.

