

NORTHWEST REGIONAL WORKFORCE INVESTMENT BOARD, INC.

CUSTOMERS' RIGHTS AND BENEFITS

1. You cannot be denied benefits or be denied entrance into a program because of your race, color, religion, sex, age, national origin, disability or marital status, arrest record, sexual orientation or Vietnam era veteran status.³
2. The HATCH ACT is a Federal Law which says you may not be a part of political activities during WIOA training hours. You may be involved outside of training hours if you do not say you are in a government funded training program such as WIOA.⁴
3. Although you are eligible for the program, you may not receive WIOA services but may be referred to another organization.
4. Even though you are in a government program, you are not a federal employee.
5. You do not have to receive services, be trained or work in unsafe buildings. This comes under OSHA-Occupational Safety and Health Act.
6. If you have a problem with your program, you may attend a meeting to solve the problem

³ See Federal Regulations under customers' Rights and Benefits in Customer Service Manual.

⁴ See Federal Regulations under the Hatch Act in Customer Service Manual.