




**Rick Scott**  
Governor  
**Cynthia R. Lorenzo**  
Director

## MEMORANDUM

DATE: September 14, 2011

TO: Regional Workforce Board Executive Directors

FROM: Lois A. Scott, Program Manager, One Stop Program Support 

SUBJECT: Welfare Transition Customer Grievance/Complaint Notification

During the 2010 – 2011 Workforce Program quality assurance reviews, the Agency for Workforce Innovation (AWI) discovered that some Regional Workforce Boards (RWBs) were not providing Temporary Cash Assistance (TCA) applicants with Grievance/Complaint information. While applicants are not mandatory program participants until they are approved for TCA and referred to the Welfare Transition (WT) program by the Department of Children and Families (DCF), they may still receive Temporary Assistance for Needy Families (TANF) funded services as applicants. Grievance/Complaint information should be provided at the point the individual starts receiving services from the WT program. Services include, but are not limited to, attending WT Orientation, completing the WT work registration process, and/or the provision of WT funded support services.

RWBs have the flexibility to define local Grievance/Complaint procedures including when Grievance/Complaint information is disseminated to WT program customers. However, customers served as WT program applicants must receive this information during the time they are being served as applicants.

To learn more about Grievance/Complaint procedures and requirements, please review the TANF State Plan: [TANF State Plan](#) and the Final Guidance on Grievance/Complaint and Hearing/Appeal Procedures issued by AWI: [Grievance/Complaint and Hearing/Appeal Procedures](#).

Please share this memorandum with appropriate staff. If you have any questions, please contact Trina Dickey at (850) 245-7446 or via email at [trina.dickey@flaawi.com](mailto:trina.dickey@flaawi.com).

LAS/otd

Cc: Tom Clendenning Kevin Neal Dehryl McCall Richard Meik Clifftin Atkinson

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