

Fresno Regional Workforce Investment Board

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2125 Kern Street, Suite 208 • Fresno, California 93721 • 559.490.7100 • Fax 559.490.7199 •
www.workforce-connection.com

Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWIB OD # 01-14

Date Released: January 28, 2014

To: All Fresno Regional Workforce Investment Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: January 28, 2014

Subject: Youth Orientation, Entrance Interview, and Referral Process

Applicable Program: All Youth

Revision History: Initial Release

This OD combines the elements of OD 10-09, Youth Orientation, and OD 18-11, Youth Entrance Interview Process, and defines the Youth Referral process.

Effective immediately, all Youth providers of services staff are to implement this Operational Directive (OD).

The process flow is on page 2.

Every youth must participate in the Youth Orientation prior to entering the AYOS.

Since the All Youth One System (AYOS) has limited staff and funding, it is not possible to enroll every eligible youth into the program. Therefore, all youth are required to be scheduled for and participate in an entrance interview to ensure youth enrolled will be willing and able to complete all AYOS requirements.

The entrance interview will last 30-45 minutes and is a chance for staff to talk realistically with the youth about their specific needs, their current situation, and why they should be considered for AYOS services.

Since we are preparing youth for employment it is very important that they arrive on time and come dressed appropriately for the interview. If for any reason the youth cannot make their scheduled appointment, they will need to call the office as early as possible to reschedule the meeting.

The Entrance Interview will be scheduled by staff once a youth completes the Youth Program Orientation. The Youth Program Entrance Interview (Form YTH-001) is to be given to the youth with the specific time and date of their interview. The form also explains how the youth can prepare for the interview.

The Entrance Interview itself is to be conducted by an Academic and Career Advisor (ACA) from the provider of services staff. Additional provider or partner staff is recommended but not required. The Youth Applicant Questionnaire (Form YTH-002) is to be used by the ACA to conduct the interview. Topics to be covered are:

1. Educational background
2. Educational and career goals
3. Current financial situation
4. Current housing and transportation situation
5. Childcare needs

- 6. Commitment to AYOS
- 7. With limited funding why should youth be considered for enrollment into the AYOS program

Upon completion of the interview, the ACA will need to decide between three recommendations based on the outcome of the interview with the youth (each represents a box on the Youth Applicant Questionnaire):

- 1. Youth Recommended for AYOS: the ACA will direct the youth to the appropriate eligibility staff.
- 2. Decision Pending: the ACA is to let the youth know they will be contacted within 2-3 business days on the outcome of the interview. All youth must be contacted regardless of the outcome.
- 3. Referred to another agency's services: Any Youth not determined eligible for WIA services must be provided with appropriate referral(s) to other services available in the community. If referred to another agency's services, the youth must be given the appropriate contact information for the agency they are being referred to. Additionally, all youth enrolled into WIA should be referred to other appropriate community services based on individual need or circumstances. Use Youth Referral Form (YTH-006)

The Completed Youth Applicant Questionnaire is to be kept in the file. Case notes are not required for the entrance interview.

If there are questions, please contact the FRWIB Youth Program Manager

Forms:

- [YTH-001](#) Youth Program Entrance Interview
- [YTH-002](#) Youth Applicant Questionnaire
- [YTH-005](#) Youth Orientation Presentation
- [YTH-006](#) Youth Universal Referral

