

# Fresno Regional Workforce Investment Board

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Blake Konczal, Executive Director

## OPERATIONAL DIRECTIVE

FRWIB OD # 31-05, Revision D

Date Released: August 8, 2014

To: All Fresno Regional Workforce Investment Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: August 8, 2014

Subject: Universal Release of Information Process

Applicable Program: All

Revision History: Initial Release - 11/10/05 ; Rev B – 8/29/08; Rev C – 2/16/12

Revision C updates the Universal Release of Information form to remove the Hold Harmless clause.

The Universal Release of Information form (Form# [REG-100](#)) is to be used as follows:

Adult/Dislocated Worker Program: To be filled out and signed at the time of the Self-Reliance Team (SRT) appointment. Authorized staff sign-off would be by One-Stop Contract Coordinator (OSCC) staff. At the time of intake, a signed Universal Release of Information (UROI) is to be verified.

Youth Program: To be filled out and signed at the Intake appointment. Authorized staff sign-off would be by the authorized intake staff. The parent or guardian must also sign the form in the presence of provider of services' staff, if the client is under the age of 18.

All other programs under Fresno Regional Workforce Investment Board responsibility: To be filled out at the time of application. Authorized staff sign-off would be by the staff member conducting the application process.

When carrying out the requirements of the Workforce Investment Act (WIA) in providing services to all WIA clients, provider of services' staff shall comply with federal and state statutes and regulations applicable to a client's right to privacy. WIA clients have the legal right to informed consent, in writing, prior to the release or the obtaining of any written or verbal information. Additionally, all customer records, including data, must be maintained in a secure environment that safeguards a customer's information.

All WIA client information, whether verbal or written, is considered "confidential." This includes, but is not limited to, (1) information and/or data contained on or in all I-Train/Job Training Automation (JTA) information system forms and case management tools/notes, (2) assessment test(s)/tools and their results, (3) photocopies or originals of any personal documents (e.g., birth certificate, driver's license, Social Security card, invoices or receipts, and (4) any document(s) obtained from another agency or third party.

Further information related to Confidential Information can be found in Operational Directive 32-02.

If there are any questions, please contact the FRWIB Quality Systems Manager.