

# Fresno Regional Workforce Investment Board

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Blake Konczal, Executive Director

## OPERATIONAL DIRECTIVE

**FRWIB OD # OD 38-08, Revision D**

**Date Released: July 23, 2013**

**To: All Fresno Regional Workforce Investment Board Providers of Services**

**From: Blake Konczal, Executive Director**

**Effective Date: July 23, 2013**

**Subject: Self Reliance Team (SRT) Process**

**Applicable Program: WIA Adult, Dislocated Worker**

**Revision History: Initial Release: 9/19/08; Rev B: 7/31/09; Rev C: 11/18/09**

This Revision D adds 1) the requirement of the Job Seeker Agreement, 2) revises the rescheduling policy for missed appointments and no shows, 3) combines the SRT Scheduling Policy (Form# UNI-003) and the SRT Appointment (Form# REG-110 into one (1) form, and 4) removes the requirement to refer job seekers to the other urban One-Stop for services.

Effective immediately, all Adult and Dislocated Worker providers' of services staff are to implement this OD.

The Self-Reliance Team (SRT) is responsible for interviewing universal job seekers who have requested Core B services. The purpose of this interview is to review the current situation of the job seeker and provide the best possible referral(s) to assist them in upgrading their current position or obtaining employment.

The SRT must be comprised of Fresno County Workforce Investment Act (WIA) One-Stop Career Center (OSCC) staff, and at least one (1) One-Stop Partner, (i.e, Employment Development Department, Employment and Training Assistance, Migrant Seasonal Farm Workers based on availability at site), who are knowledgeable of the resources and services offered in Fresno County.

OSCC staff may conduct SRTs without partner staff on an as needed basis for Dislocated Workers and Rapid Response job seekers, if the job seeker flow exceeds the capacity of the scheduled SRT meetings for the specific location.

Orientation staff, or Front Desk staff will schedule job seekers for the SRT meeting in I-Train. Staff will provide a copy of the Scheduling Policy and the SRT Appointment Sheet (form# [UNI-005](#))

Interviews are to be conducted on a one-on-one basis and the SRT must use the standardized SRT interviewing script (form# [UNI-002](#)) for all interviews.

A member of the SRT must complete the SRT questionnaire (form# [REG-106](#)) in I-Train at the time of the interview.

Upon completion of the interview, the OSCC SRT member will make the appropriate referral(s) based on the outcome of the interview. If the referral is to WIA, the OSCC SRT member will provide the job seeker with a Core B orientation packet and direct them to the designated One-Stop staff to be scheduled for intake and initial review and signature of the Job Seeker Agreement.

Case notes are not required for SRT, however, FRWIB staff strongly encourages that brief case notes documenting their observations of how the panel interview went be entered into I-Train.

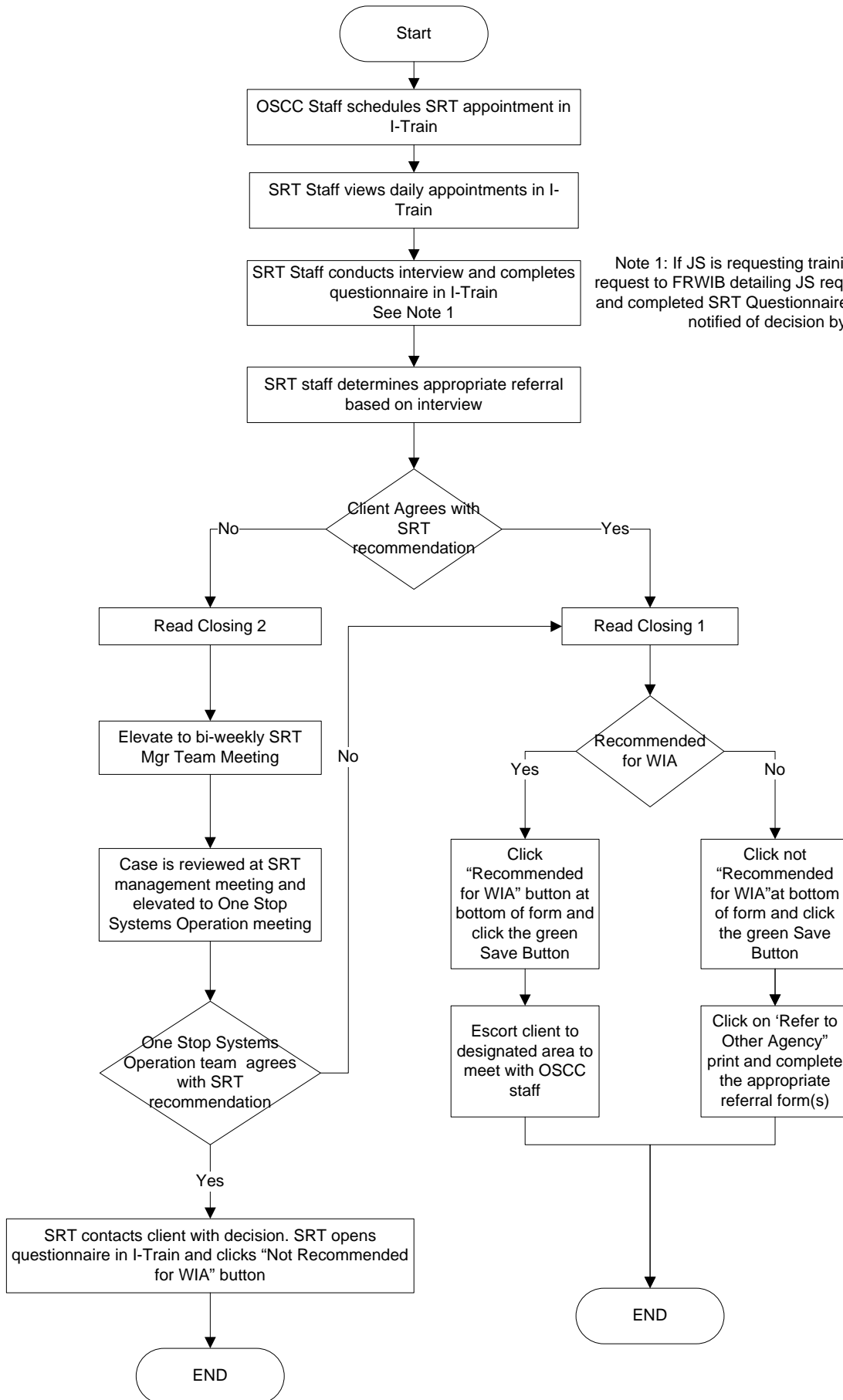
OSCC staff will have access to the electronic questionnaire in I-Train.

If the SRT staff is unable to determine the appropriate referral or the job seeker disagrees with the referral, the case will be elevated to the SRT management team, which is comprised of FRWIB staff and SRT members from each of the One-Stop locations, for further review. If the SRT management team agrees with the initial referrals, the case will be elevated to the One-Stop Systems Operations meeting for a final decision. In the event that there is not a One-Stop Systems Operations meeting in the same week as the case review, the case will be escalated to the FRWIB staff for final determination. FRWIB staff will present the case and final determination as an information item at the next scheduled One-Stop System Operations meeting.

SRT staff will contact the job seeker and communicate the final decision.

See Process Flow on page 3.

If there are questions, contact the FRWIB Program Manager.



Note 1: If JS is requesting training, submit waiver request to FRWIB detailing JS request, CASAS scores and completed SRT Questionnaire. Job Seeker will be notified of decision by OSCC