

Fresno Regional Workforce Development Board

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Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 15-18

Date Released: May 29, 2018

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: July 1, 2018

Subject: CalJOBS Post-Closure Process

Applicable Program: All WIOA Programs

Revision History: Initial Release

This Operational Directive supersedes OD 04-15, Post-Closure Process effective July 1, 2018.

This OD references OD 04-16, Adult Service Codes; OD 03-16, Youth Service Codes, OD 15-12, Data Change Request Process, OD 12-11, Re-Enrollment of Exited Participants.

Providers of services are to implement this process immediately.

Post Closure Guideline

Post Closure begins once all activities have been closed and a closure form has been completed. The ERS/ACA must maintain contact with the participant for 90 days after the date of the closure form to ensure the participant doesn't need any additional WIOA services.

A participant who was exited in a prior enrollment cannot be re-enrolled into the WIOA Participant program without an approved waiver request.

Providers of services are responsible to meet or exceed all performance measures, including those related to Regular, Full Time Employment (Policy Bulletin 01-06)

Documentation Requirement

- Case note the results of each contact.
- When contacting the participant, the ERS/ACA is to also document any changes in contact information.

Additional Services

If it is determined that the participant is in need of additional assistance that meets one of the Follow-up Service definitions (see appropriate Service Code OD), anytime during the first 75 days

after closure, follow up services may be provided. A follow-up service must be input into the activities section of the current WIOA application to document the service was provided.

In the event that it is determined that additional services are required during the 90 post-closure period, the ERS/ACA must determine if the participant's needs are significant enough or is enrolled in any other program as identified in CalJOBS, to warrant deleting the closure form and re-entering the program. If it is determined that the closure form is to be deleted, a data change request must be submitted. This request must be submitted within 75 days of the closure date.

If any questions, please contact the FRWDB Program Manager.