

Fresno Regional Workforce Development Board

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Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 29-18

Date Released: September 13, 2018

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: September 13, 2018

Subject: Participant Contact

Applicable Program: All

Revision History: Initial Release

This Operational Directive (OD) supersedes OD 01-15, Can Not Locate Process and OD 31-06, Participant Contact.

Providers of Services staff must have documented contact with participants no less than once every 30 days.

Contact is defined as a dialogue (2 way conversation) with the participant, using the methods below:

- Verbal – in-person, telephonic,
- Written – email, US Mail, or text message.

Each contact (or attempted contact) must be documented in case notes in CalJOBS within 3 business days of the event.

Lost Contact/Can Not Locate

In the event that contact with a participant has been lost, every effort is to be made to re-establish contact and resume participation in the program.

If a participant is co-enrolled with a partner or other WIOA program, the appropriate staff of that partner shall be notified that the mutual participant is not complying with WIOA requirements.

If contact is re-established within 60 days from last date of documented contact, provider staff must document the reason for the participant's failure to maintain contact. If the participant is not able to provide a valid reason for not staying in touch with their ERS/ACA, the enrollment for the participant should be closed. If the reason for lack of contact is deemed valid, the provider may continue to provide appropriate services. Be sure services are started (opened) prior to 90 days of no services provided; otherwise, the participant will be soft exited from CalJOBS.

If contact has not been re-established within 60 days from last date of documented contact, the appropriate Notice of Intent to Exit letter must be completed (use appropriate attached template) and mailed to the participant's last known mailing address. A copy of the letter must be uploaded to the case note in CalJOBS.

If the participant fails to respond within fourteen (14) calendar days from the date of the letter, **they must be closed out of the program.**

If the letter is returned by the Postal Service, the returned letter and envelope must be placed into the case file.

If you have any questions, please contact the FRWDB Program Manager.

Attachments:

- Adult Notice of Intent to Exit Letter template
- Youth Notice of Intent to Exit Letter template