

# **Fresno Regional Workforce Development Board**

*A proud member of America's Job Center of California<sup>SM</sup> Network*

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*Blake Konczal, Executive Director*

## **OPERATIONAL DIRECTIVE**

**FRWDB OD # 09-18, Revision C**

**Date Released: July 3, 2019**

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

**From: Blake Konczal, Executive Director**

**Effective Date: July 3, 2019**

**Subject: Clean Slate Program**

**Applicable Program: All**

**Revision History: Initial Release – 2/27/18; Rev B – 2/5/19**

This Revision C provides an additional attachment for video conferencing instructions.

The purpose of the Clean Slate project is to provide assistance to enrolled participants with post-conviction legal services, limited family law services as relate to child support and arrears, limited legal services (misdemeanor expungement, felony reduction), and certain driver's license suspensions.

This Operational Directive references OD 19-18, CalJOBS Participant Plan.

See Process Flow on Page 4.

Provider staff will perform initial screening of participants to determine needs and eligibility for services. Participants must complete Clean Slate Application. Provider staff will schedule a meeting with the Clean Slate Attorney (CSA) two weeks prior to appointment date using Microsoft (MS) Outlook and attach Clean Slate Application to the Outlook Appointment Invite. The meeting will be held at the Manchester Workforce Connection or using Zoom video conferencing. Meetings are to be scheduled on Thursdays in any available time slot. Time slots are 8:30am-10:00am, 10:00am-11:30am, 1:00pm-2:30pm and 2:30pm-4:00pm.

Participants must complete the Clean Slate Declaration and bring the completed form to the initial appointment to assist the CSA in completing the initial meeting.

The participant is to provide the applicable documents at the time of the initial appointment with the CSA from the following lists, as appropriate:

### **Expungement:**

- Copies of any educational degrees
- Certificates of completion for work programs
- Certificates of completion for parenting or rehab programs
- Certificates of completion for any court ordered programs
- 1-3 good character reference letters (i.e. employer, counselor, teacher, friend/family)
- Letters or awards of recognition
- Scholarship/dean's list award letters
- Good report cards
- Completed MC 210 financial statement (Required)

### **Child Support:**

- Current child support order
- Withholding Statement
- Custody/Visitation Order
- Minute Orders
- Newly filed Complaints and Proposed Judgments
- Newly or current Contempt filings
- Correspondence from DCSS reflecting arrears balance, payment history, etc.
- Proof of payments (i.e. receipts, bank statements, money order receipts, etc.)

### **Driver's License:**

- Correspondence from State of CA Franchise Tax Board
- Correspondence from collection agency
- Notices from Court
- Minute Orders
- Court docket history
- Proof of payments (i.e. receipts, bank statements, money order receipts, etc.)

### **Appointment Scheduling**

- Public Defender Calendar Access
  - Appointments are scheduled using MS Outlook (within Workforce Connection network) or Outlook Web Access (OWA) (for users outside Workforce Connection network). Some Adult and all Youth staff are not on the Workforce Connection network, so a user ID must be created for each staff who will be scheduling participants. To request a user ID to use OWA, submit the following to [\\_support@workforce-connection.com](mailto:_support@workforce-connection.com)
    - Location
    - Name
    - Job Title
    - Phone Number
    - E-mail Address
- Accessing OWA
  - OWA can be accessed at <https://exchange.workforce-connection.com/owa>
  - Users will be required to login with the following syntax
    - w\username
    - password
  - The attachment titled "Instructions for scheduling appointments in OWA" provides instructions on how to view the Public Defender calendar and step by step instructions for adding an appointment.

- Using Outlook
  - Outlook is the default mail client that is provided on all Workforce Connection workstations.
  - The attachment titled “Instructions for scheduling appointments in Outlook” provides instructions on how to view the Public Defender calendar and step by step instructions for adding an appointment.

### **Zoom Video Conferencing**

- Zoom is accessed at [www.zoom.com](http://www.zoom.com).
- A web cam, speaker and microphone are required.
- Staff must have a user id to use Zoom. If a user id is needed, click on the “Sign up, it’s free” button and follow the steps to create a user ID.
- Provider staff are responsible to initiate the video conference.
  - Hover over “Host a Meeting” and click on “with Video On”
  - Choose “Join with Computer Audio” (if necessary click on the “Test Speaker and Microphone” to test your audio resources.
  - Expand the video window by clicking on “Enter Full Screen” in the top right of the video window.
  - Call the Public Defender’s phone number at Manchester (559-230-4080) to provide her with the Zoom Meeting ID, which is found in the top left of the video window.
  - Click on “Start Video” to initiate your video display.
  - The Public Defender will join your meeting. Ensure communication between the Public Defender and the participant is working.
  - When the meeting is over, click “End Meeting” in the bottom left of the video window.

Please address any questions to the FRWDB Program Manager.

### **Attachments:**

- Clean Slate Application and Declaration
- MC 210 Financial Statement
- Instructions for scheduling appointments in OWA
- Instructions for scheduling appointments in Outlook
- Instructions for ZOOM Video Conferencing

# PROCESS FLOW

**Note 1:** This may come up anytime during the participant's WIOA enrollment

