

# Fresno Regional Workforce Development Board

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Blake Konczal, Executive Director

## OPERATIONAL DIRECTIVE

FRWDB OD # 27-09, Revision F

Date Released: November 6, 2019

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

**From: Blake Konczal, Executive Director**

**Effective Date: November 6, 2019**

**Subject: Waiver Request Process**

**Applicable Program: All**

**Revision History: Initial Release – 7/30/09; Rev B - 12/18/09; Rev C - 8/1/13; Rev D - 4/22/14;  
Rev E – 7/27/17**

This Revision F clarifies minimally required approval/sign-off of waiver requests prior to submission and updates terminology.

Providers of services are to implement this process and updated form effective immediately. Any waiver requests submitted on an older form will be returned to the requestor. All waiver requests are to be submitted by e-mail, to: [waiverrequests@workforce-connection.com](mailto:waiverrequests@workforce-connection.com).

This OD defines the process to be followed when any provider of services has identified a need to deviate from an approved process, and/or form. The only reasons to request a waiver are:

- When following the process would result in a participant's needs not being met, and/or
- It would be a benefit to the Fresno County One-Stop or Young Adult Services systems to do so.

Providers of services must complete a Request for Waiver form each time a provider determines that a need exists. The request must be reviewed and approved by a supervisor or manager prior to being sent to the FRWDB.

The Request for Waiver must be approved PRIOR to any deviation from established FRWDB process. Failure to follow this process could lead to a formal corrective action and/or potential disallowed costs.

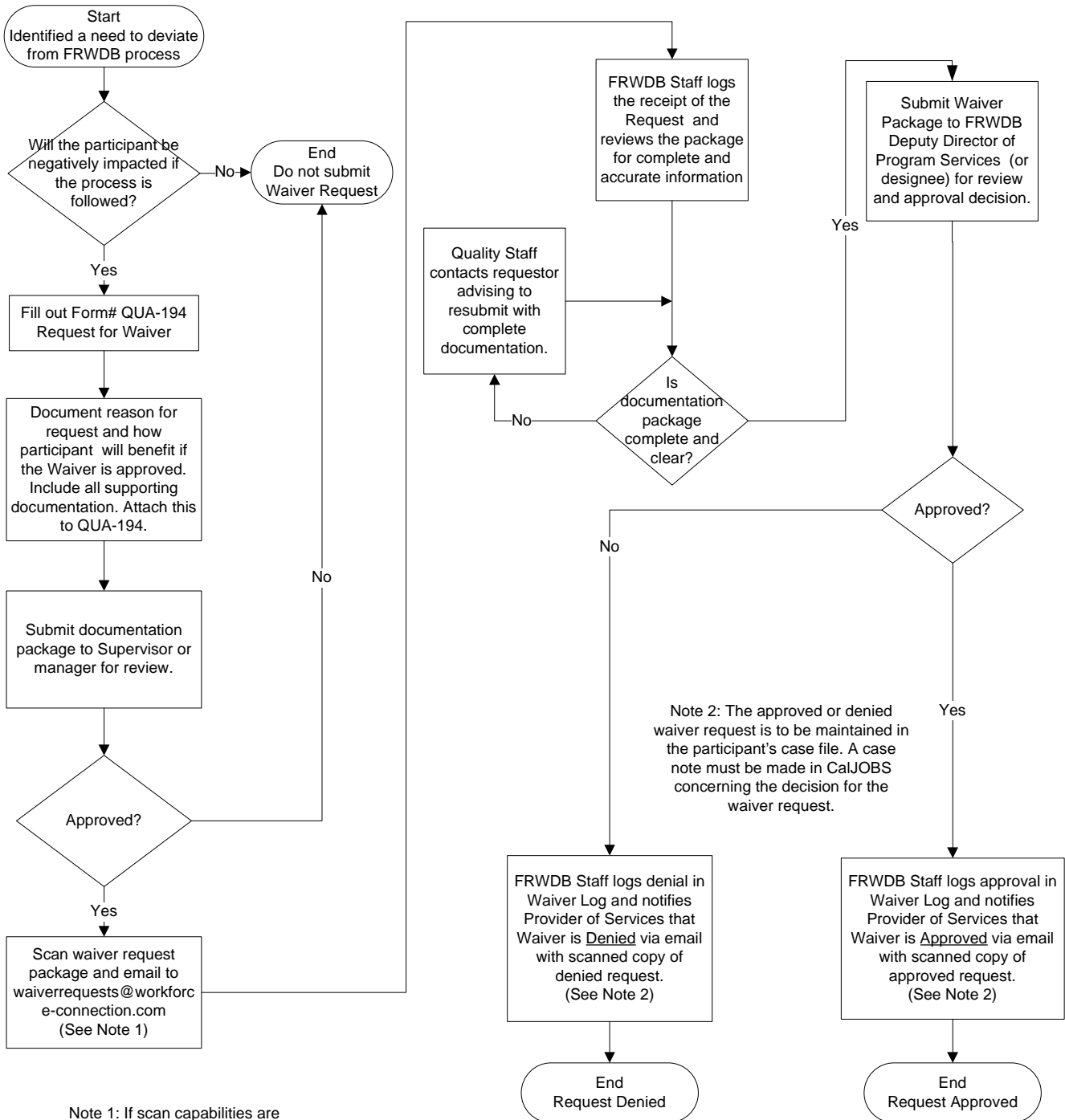
FRWDB staff strives to communicate a waiver request decision within 5 business days of receipt of a complete waiver request package.

The need for a Waiver must be documented in the participant's case notes. A copy of the approved or denied waiver must be maintained in the participant's case file.

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

Form: QUA-194

Provider of Service	FRWDB Quality Unit	FRWDB Management
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Note 1: If scan capabilities are not available, fax (number on form) or hand deliver package to the FRWDB office.

Note 2: The approved or denied waiver request is to be maintained in the participant's case file. A case note must be made in CalJOBS concerning the decision for the waiver request.