

Fresno Regional Workforce Development Board

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OPERATIONAL DIRECTIVE

FRWDB OD # 08-20 Revision B

Date Released: December 14, 2020

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: December 14, 2020

Subject: Process Changes Due to COVID-19

Applicable Program: All

Revision History: Initial Release – 5/22/20

This Revision B provides updated on-line Orientation link and additional guidance for on-line assessments/remediation and virtual workshops.

This OD references Operational Directive (OD) 06-20, AJCC COVID-19 Health and Safety Protocol.

To ensure compliance with the State of California's "Stay at Home" Executive Order N-33-20 due to the COVID-19 pandemic and updates, the following paperless processes are to be implemented by all Workforce Innovation and Opportunity Act (WIOA) Service Providers to support social distancing without compromising WIOA Services.

Documents

To ensure all individuals have the ability to complete and submit all required documentation in order to receive or continue to receive services during the COVID-19 health crisis, the following options may be used to obtain required signatures and documents.

1. Electronic:

- a. Providers may use CalJOBS to send and receive required documents including eligibility verification documentation, i.e., Right-to-Work documents. See attached CalJOBS Messaging Center Guide or CalJOBS Pre-Application Guide, and How to Sign .PDF Documents.
- b. For any documents that do not include Personally Identifiable Information (PII), i.e. Interest Worksheets, Application packets or Job Track Applications, may send and receive documents via email, text messaging or other electronic options.

2. In person Delivery:

- a. Any individual that does not have that ability to utilize the electronic process must be provided the option to pick up and drop off all forms and documentation at any Resource Room or Youth Office. Providers must provide drop boxes, sealable envelopes and copies of forms, i.e., application packets and the Job Track Application that are accessible at the entrance to the Resource Room or Youth Office. Providers to allow for individuals to pick up and drop off any required documents in person.

Documents with PII, i.e. eligibility docs, must be uploaded to CalJOBS or dropped off at the resource room in a sealed envelope. As outlined in Policy Bulletin 01-18, **UNDER NO CIRCUMSTANCE** can any documents or forms with PII be submitted via email, text messaging or any other electronic form via the internet, except via CalJOBS.

Orientation

Adult/Dislocated Worker (DW) Program

All orientations will be conducted using the Fresno Regional Workforce Development Board (FRWDB) Orientation video. Adult/Dislocated Worker applicants who request information regarding Individualized Career Services will be provided with the video link (<https://www.workforce-connection.com/new-adult-services/>) and an electronic copy of the Interest Worksheet (Form REG-104E). The applicant must view the video and complete and return the Interest Worksheet to Provider staff via email or by dropping off a printed copy in the designated drop box at the Workforce Connection office during office hours, following OD 06-20, America's Job Center of California (AJCC) COVID-19 Health and Safety Protocol.

Young Adult Program

Interested Young Adults 14-24 will receive the Young Adult Services Orientation individually via phone or in groups via video conferencing applications such as Zoom meeting, WebEx or Google Meets.

If the applicant has not completed CalJOBS registration, they must do so prior to being scheduled for the Self-Reliance Team or the Youth Entrance Interview.

Self-Reliance Team (SRT)

SRT interviews will be conducted over the phone or virtual conference platform. Provider staff will email the Job Track Application (Form JOB-001E) to the applicant to be completed prior to SRT appointment. The applicant must complete the form and submit it to Provider staff using one of the options listed in the Documents section on page 1.

If the participant is referred to WIOA, Provider staff will verify CalJOBS registration has been completed prior to scheduling the applicant for an eligible interview.

Youth Entrance Interview

The Youth Entrance Interview will be conducted over the phone. Provider staff will email the Youth Applicant Questionnaire (Form YTH-002E) to the applicant prior to the interview. The Youth Entrance Interview will be conducted over the phone. Provider staff will email the Youth Applicant Questionnaire (Form YTH-002E) to the applicant prior to the interview to review. Youth Applicant Questionnaire is completed and signed by staff electronically.

If referred to WIOA, Provider staff will verify CalJOBS registration has been completed prior to Provider staff scheduling the applicant for an eligibility interview.

Eligibility

Provider staff will contact the applicant and walk them through the process of completing the following paperless eligibility process.

1. Applicants will complete the WIOA Pre-Application in CalJOBS.
2. Provider staff will convert the Pre-Application to a WIOA application (see attachment, CalJOBS WIOA Pre-Application Guide).

3. Provider staff will contact the applicant via CalJOBS and/or via phone to discuss any additional required information needed to complete the full WIOA application and to determine WIOA eligibility.
4. Provider staff will request eligibility and Right to Work documents through CalJOBS or use one of the options listed in the Documents section on page 1 to submit the required documents.
5. After the WIOA application has been completed, Provider staff will review the following Application Packet forms with the applicant:
 - Form REG-100E, Release of Information Form
 - Form QUA-031E, Summary Complaint Filing Procedure
 - Form MCD-004E, Media Release
 - Form REG-111E, Nepotism Form, and
 - Form GEN-001E, Applicant statement, if needed.
6. After the above Application Packet forms are reviewed, Provider staff and applicant will determine the process to obtain required signatures using one (1) of the options below:
 - In person Delivery:
 - Provider staff will email the blank application packet to the Applicant—and Parent (if applicant is under 18 years old), (no personal identifying information shall be emailed out)
 - Applicant and Parent (if applicant is under 18 years old) will print and sign all documents in the application packet
 - Applicant and Parent (if applicant is under 18 years old) will drop off the signed documents at the WFC office in the designated drop box during regular business hours.
 - DocuSign:
 - Provider Staff will send the following information to the FRWDB Special Projects Program Assistant (SPPA) via email at jaxtell@workforce-connection.com
 - Provider staff contact email
 - Applicant's State ID Number
 - Applicant's email address
 - Parent's email address (for any applicants under 18 years old)
 - SPPA will send the Application Packet to applicant/parent via DocuSign to obtain all required signatures
 - The Applicants and Parent (if applicant is under 18 years old) will review and sign all documents in DocuSign.
7. Provider staff receives the completed Application Packet and uploads it to CalJOBS in the Document section labeled Eligibility Documents.
8. Provider staff reviews and finalizes WIOA application.
9. Provider staff notifies their management (eligibility reviewer staff) that the Eligibility WIOA Application has been completed.
10. Eligibility Reviewer Staff will review and approve applicant's WIOA application in CalJOBS and will case note in CalJOBS that the WIOA application was reviewed by Provider Staff and approved for WIOA enrollment.
11. Upon final approval of the application, the participant is assigned to an ERS/ACA.
12. The ERS/ ACA will schedule the participant for their initial appointment.

Individual Participation Agreement and Youth Contract

Provider staff will contact the participant via phone to review the Individual Participation Agreement/Youth Contract. Provider staff will email Individual Participation Agreement/Youth Contract utilizing the CalJOBS internal messaging. Provider staff will case note that the participant has reviewed and agrees to the Individual Participation Agreement/Youth Contract. Use one of the options outlined in the Documents section on page 1 to obtain required signatures.

Assessments/Remediation

- CASAS tests are scheduled by appointments, to determine basic skills deficiency if needed; following OD 06-20, AJCC COVID-19 Health and Safety Protocol.
- O*Net – may be completed if the needed and the individual has the necessary resources to complete the assessment.
 - Interest Profile participants may complete assessment utilizing the online version at <https://www.mynextmove.org/explore/ip>
 - Results can be emailed to staff who then upload the assessment results to the Document section in CalJOBS
 - Work Importance Locator- participants may complete assessment utilizing the online version at <https://www.cacareerzone.org/wip/>
 - Results can be emailed to staff who then upload the assessment results to the Document section in CalJOBS
- Online Remediation
 - Both Aztec and ACT WorkKeys® Curriculum can be completed remotely, if the participant has the means to complete them from home.
- The WorkKeys® assessments (Applied Math, Graphic Literacy, and Workplace Documents)
 - WorkKeys® **can** be provided remotely as an option by implementing the following guidelines:
 - Confirm participants have the technology to participate in WorkKeys® assessments remotely:
 - Participant cannot take the WorkKeys® Assessment utilizing a mobile operating system that is used on tablets and smartphones.
 - Laptop or Desktop Computer device must have the following:
 - Internet access, video, and audio capability.
 - The Operating System must be Windows 10, MAC OS 10.11+, Chrome or Firefox.
 - Screen resolution and size must be at a minimum 1024x768 and 12 inches.
 - WorkKeys® Assessments will be completed by appointment via Zoom and must be scheduled during business hours to ensure a Facilitator will be available to assist the participant as needed.
 - Facilitator schedules assessment appointment and sends Zoom Meeting Invite via email.
 - Facilitator will provide WorkKeys® Assessment URL and login information via email.
 - Facilitator provides overview and WorkKeys® instructions via Zoom Meeting.
 - Facilitator monitors participants during assessment via Zoom Meeting.

- WorkKeys Assessment needs to be completed in a quiet uninterrupted place.
- Participants are not to get assistance from a family member, friend, or internet.

The PLAN

Provider staff will contact the participant via phone to conduct an interview and complete the PLAN (OA/ISS).

- Utilizing one of the options outlined in the Documents section on page 1, staff sends the completed PLAN to participant to review.
- Participant will review the documents, confirm with Provider staff that it is accurate, and sign the document, utilizing one of options outlined in the Documents section on page 1.
- Provider staff documents in the case notes that the participant agrees to the PLAN.

All other revisions to the PLAN are to be updated and documented in the case notes that the participant agrees to any changes in the PLAN.

Virtual Workshops

The Job Readiness workshop must be conducted in a facilitated workshop setting utilizing a virtual conference platform.

- The duration of the Job Readiness Workshop should not be less than 2 1/2 hours per day for a total of eight days.
- All facilitated Virtual Workshops must be facilitated on virtual conferencing applications such as Zoom meeting, WebEx or Google Meets.
- Participant will be provided the following instructions prior to Job Readiness Workshop:
 - Fresno Workforce IMAGO Account Creation
 - Online JRW IMAGO Instructions
 - Online Instructions

The Interview Preparation workshop must be conducted in a facilitated workshop setting utilizing a virtual conference platform.

- The duration of the Interview Preparation workshop should not be less than 1 & 1/2 hours per day for a total of two (2) days.
- All facilitated Virtual Workshops must be facilitated on virtual conferencing applications such as Zoom meeting, WebEx or Google Meets.
- Participant are to be provided the following instructions prior to Interview Preparation Workshop:
 - Fresno Workforce IMAGO Account Creation
 - Online Interview Prep IMAGO Instructions
 - Online ZOOM Instructions

Timesheets

- Training: Timesheets (Form GEN-002E, Bi-Weekly Timesheet or Form STA-218E, Public Education Entity Bi-Weekly) will be completed electronically and sent via email.
- Transitional Jobs and Youth Work Experience: Timesheets, Form-WEX-001E, will be completed electronically and sent via email.
- All timesheets must be signed by the participant, using one of the options stated in the Documents section on page 1.

Supportive Services Documents

Supportive Services documents will be completed electronically via CALJOBS, utilizing one of the options outlined in the Documents section on page 1.

Please contact the FRWDB Adult/Youth Program Manager or Youth Program Coordinator for any questions.

Attachments

- CalJOBS Messaging Center Guide
- CalJOBS WIOA Pre-Application Guide
- How To Sign .PDF Documents
- Fresno Workforce IMAGO Account Creation
- Online JRW IMAGO Instructions
- IMAGO Online Interview Prep Instructions
- Online ZOOM Instructions

Forms

- REG-104E, Interest Worksheet
- JOB-001E, Job Track application
- YTH-002E, Youth Applicant Questionnaire
- SUP-002E, Supportive Services Self-Certification
- REG-112E, Youth Contract
- REG-116E, Individual Participation Agreement
- REG-100E, Universal Release of Information
- QUA-031E, Summary Customer Complaint Procedures
- MCD-004E, Media Release
- REG-111E, Nepotism Statement
- GEN-001E, Applicant Statement
- GEN-002E, Bi-Weekly Time Sheet
- STA-218E, Public Education Entity Time Sheet
- WEX-001E, Work Experience/Transitional Jobs Bi-weekly Timesheet
- REG-106E, SRT Questionnaire
- UNI-005E, SRT Schedule Policy and Appointment Sheet