

# **Fresno Regional Workforce Development Board**

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

2125 Kern Street, Suite 208 • Fresno, California 93721 • 559.490.7100 • Fax 559.490.7199 • www.frwdb.net

*Blake Konczal, Executive Director*

## **OPERATIONAL DIRECTIVE**

**FRWDB OD # 38-08 Rev E**

**Date Released: May 19, 2021**

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

**From: Blake Konczal, Executive Director**

**Effective Date: May 19, 2021**

**Subject: Self Reliance Team Process**

**Applicable Program: Adult/Dislocated Worker**

**Revision History: Initial Release**

This Revision E incorporates the Digital Case File process and updates overall terminology and forms..

Effective immediately, all Adult and Dislocated Worker providers of services staff are to implement this OD.

The Self-Reliance Team (SRT) is responsible for interviewing job seekers who have requested Individualized Career Services. The purpose of this interview is to review the current situation of the job seeker and provide the best possible referral(s) to assist them in upgrading their current position or obtaining employment.

The SRT must be comprised of Fresno County Workforce Innovation and Opportunity Act (WIOA) provider staff, and at least one (1) One-Stop Partner, (i.e., Employment Development Department, Employment and Training Assistance, Migrant Seasonal Farm Workers based on availability at site), who are knowledgeable of the resources and services offered in Fresno County.

Provider staff may conduct SRTs without partner staff on an as needed basis for Adult, Dislocated Workers and Rapid Response job seekers, if the job seeker flow exceeds the capacity of the scheduled SRT meetings for the specific location.

Provider staff will schedule job seekers for the SRT meeting. Staff will provide participant with the Scheduling Policy and the SRT Appointment Sheet (form# UNI-005) and the Job Track Services & Activities Application (Form# JOB-001) (see OD 22-05).

Interviews are to be conducted on a one-on-one basis either in person or via video conference platform and the SRT must use the standardized SRT interviewing script (form# UNI-002) for all interviews.

A member of the SRT must complete the SRT questionnaire (form# REG-106) at the time of the interview and case note applicant's responses with any observations of how the panel interview went.

Upon completion of the interview, the SRT member will make the appropriate referral(s) based on the outcome of the interview and case note any referral made. If the referral is to WIOA, the SRT member will

provide a copy of the WIOA Individual Participation Agreement (See OD 02-20) and review it with the job seeker and direct them to the designated staff to be scheduled for intake.

If the SRT staff is unable to determine the appropriate referral or the job seeker disagrees with the referral, the case will be elevated to the SRT management team, which is comprised of FRWDB staff and SRT members from each of the AJCC locations, for further review. If the SRT management team agrees with the initial referrals, the case will be elevated to the AJCC Systems Operations meeting for a final decision. In the event that there is not an AJCC Systems Operations meeting in the same week as the case review, the case will be escalated to the FRWDB staff for final determination. FRWDB staff will present the case and final determination as an information item at the next scheduled AJCC System Operations meeting.

SRT staff will contact the job seeker and communicate the final decision.

### **Digital Case File Naming Convention/Upload Process**

All documents/forms must be uploaded to CalJOBS in the Document (staff) section and labeled accordingly under the "Document Tags" field (Keywords that will be indexed with the attachment) in CalJOBS.

The digital case file standard as described below includes the naming convention of all documents uploaded to CalJOBS. Provider staff must use the digital case file naming convention for documents as follows:

- Utilizing the CalJOBS Case Management System in the Document (staff) section
- Upload/Scan a document
- Input Document Tag name below that is in **bolded underline text:**

#### **SRT/ (Insert Document Tag Name Below):**

- SRT Questionnaire
- Application for Job Track Services & Activities

#### **Waiver/ (Insert Document Tag Name Below):**

- Name of Process Waiving

#### **Miscellaneous Correspondence/ (Insert Document Tag Name Below):**

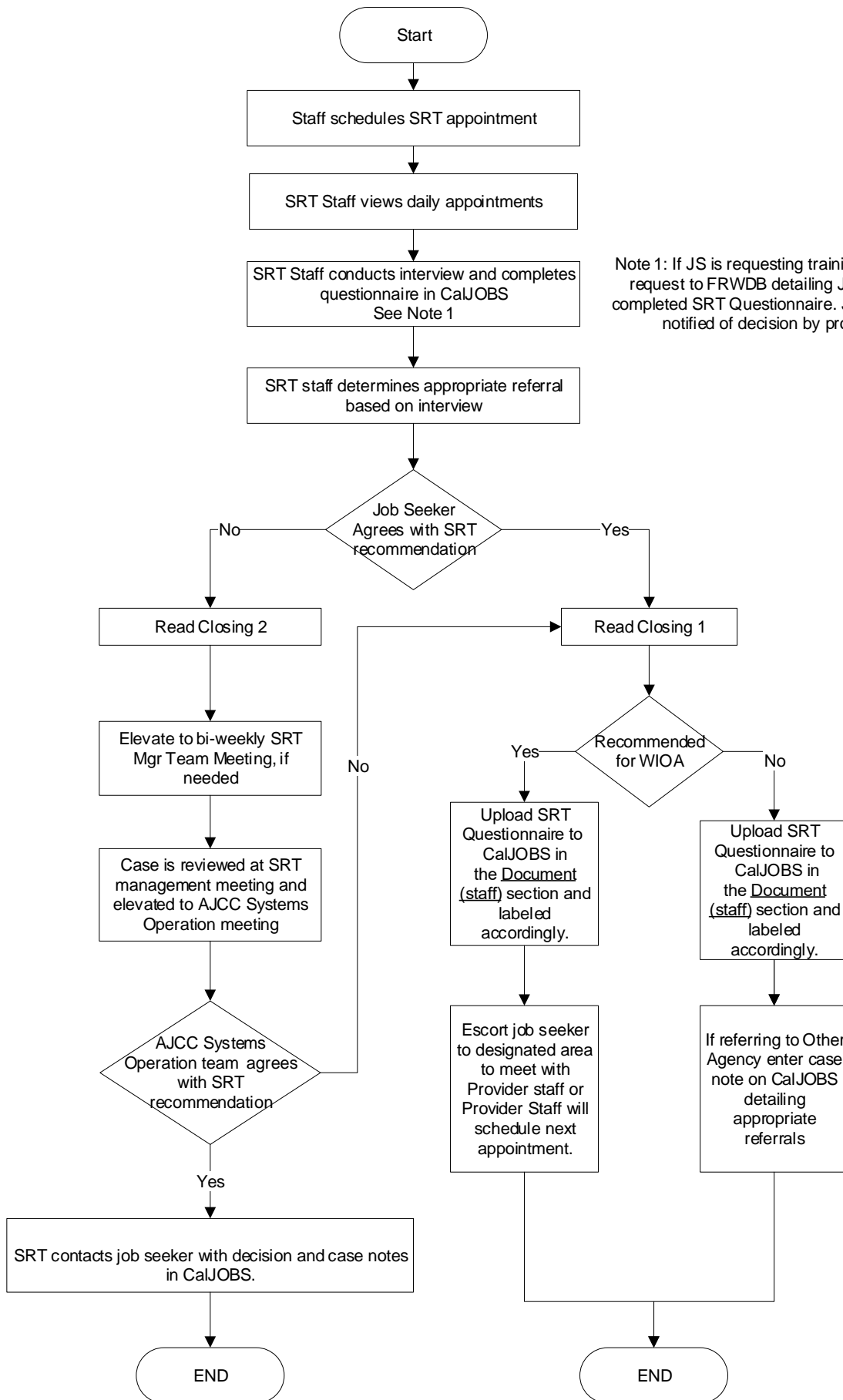
- Referral Information

See Process Flow on page 3.

### **Forms**

- Form# UNI-005 Scheduling Policy and the SRT Appointment Sheet
- Form# UNI-002 SRT Interviewing Script
- Form# REG-106 SRT Questionnaire

If there are questions, contact the FRWDB Adult Program Manager.



Note 1: If JS is requesting training, submit waiver request to FRWDB detailing JS request, and completed SRT Questionnaire. Job Seeker will be notified of decision by provider staff.