

Fresno Regional Workforce Development Board

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Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 08-21

Date Released: June 10, 2021

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: June 10, 2021

Subject: Young Adult Services Entrance Interview Process

Applicable Program: Young Adult Services

Revision History: Initial Release

This Operational Directive (OD) defines the Youth Entrance Interview Process and obsoletes OD 01-14, Youth Orientation, Entrance Interview, and Referral Process.

Effective immediately, All WIOA Young Adult Services (YAS) providers of service are to implement this OD.

WIOA youth services is not an entitlement program, therefore all youth seeking enrollment into WIOA youth services are required to complete an Entrance Interview upon completion of the YAS Program Orientation. The Entrance Interview is an opportunity for staff to assess the youth's specific needs, current situation, ability to participate in the program, discuss program expectations, career and employment goals, and ensure the youth is willing and able to commit to the program and complete all YAS requirements.

When staff schedules the youth for the interview, they must complete the YAS Entrance Interview Appointment and Rescheduling Policy (Form YTH-001) with the time of the scheduled interview. A copy should be provided to the youth and staff should explain the information on the form so that youth will be prepared for the interview.

The YAS Entrance Interview may be completed in person or virtually utilizing the preferred virtual platform such as Zoom, Microsoft Teams, or Google Meets.

The YAS Applicant Questionnaire (Form YTH-002) is to be used by staff to conduct the interview. Topics to be covered are:

1. Educational background
2. Educational and career goals
3. Current financial situation
4. Current housing and transportation situation
5. Childcare needs
6. Commitment to YAS Workforce Connection program
7. Why should youth be considered for enrollment into the YAS program

Upon completion of the Entrance Interview, provider staff will need to make appropriate recommendations for services based on the outcome of the interview with the youth as outlined below:

- Youth is recommended for WIOA YAS enrollment:
 - Review and sign the Summary Program and Complaint Filing Process (QUA-031)
 - Schedule for eligibility appointment
 - Verify CalJOBS registration. If not registered, staff should assist the youth in completing the registration.
 - Use YAS Universal Referral Form (YTH-006) for other referrals provided
- Youth is not recommended for WIOA YAS enrollment:
 - Any youth **not** being referred to WIOA services must be provided with appropriate referral(s) to other services available in the community.
 - When referred to another agency for services, the youth must be provided with the contact information for the agency they are being referred to.
 - All youth enrolled into WIOA should be referred to other appropriate community services based on individual needs or circumstances.
 - Use YAS Universal Referral Form (YTH-006)
 - Review and sign the Summary Program and Complaint Filing Process (QUA-031)
- The Entrance Interview outcome including a brief summary of the youth's responses and staff's observations must be clearly documented in CalJOBS under Case Notes.
- Any referrals provided to the youth must be clearly documented in CalJOBS under Case Notes.

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:**

Entrance Interview/ (Insert Document Tag Name Below):

- YAS Entrance Interview Appointment and Rescheduling Policy
- YAS Applicant Questionnaire
- YAS Universal Referral Form
- Summary Program and Complaint Filing Process

Waiver/ (Insert Document Tag Name Below):

- Name of Process being Waived

Miscellaneous Correspondence/ (Insert Document Tag Name Below):

- Referral Information

If there are questions, please contact the FRWDB Youth Program Coordinator.

Attachments:

YTH-001, YAS Entrance Interview Appointment and Rescheduling Policy

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Form# QUA-197, revised 013019

This WIOA, Title I-financially assisted program/service is an equal opportunity employer/program. Auxiliary aids and services are available upon request to people with disabilities and/or limited English proficiency.

YTH-002, YAS Applicant Questionnaire
YTH-006, YAS Universal Referral
QUA-031, Summary Program and Complaint Filing Process