

GFresno Regional Workforce Development Board

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OPERATIONAL DIRECTIVE

FRWDB OD # 05-17 Revision G

Date Released: June 16, 2021

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: June 16, 2021

Subject: Job Readiness Workshop

Applicable Program: All

Revision History: Initial Release - 7/11/17; Rev B – 1/12/18; Rev C – 4/19/18; Rev D – 12/11/19; Rev E – 4/9/20; Rev F - 7/30/20

This Revision G updates overall guidance and adds the digital casefile document naming process.

This OD references:

OD 16-18	CalJOBS Youth Assessments
OD 13-15	WIOA Youth Program Flow (In-School, ages 14-21, Out-of-School ages 16-18)
OD 11-17	WIOA Youth Program Flow (Out-of-School, ages 18-24)
OD 17-18	CalJOBS Adult Assessments
OD 20-18	Youth Work Based Learning Process
OD 12-15	WIOA Adult Program Flow

Service Code Direction:

Staff verifies that the participant attended day 1 of the Job Readiness Workshop (JRW). Staff opens and closes the appropriate service code (215 for Adult/Dislocated Worker or 417 for Youth) on the day the participant begins the first session of the workshop series and marks it as a successful completion.

When creating the CalJOBS service code staff must select Imago as a provider and Imago Job Readiness Workshop as the program name.

Staff is required to case note the start date and duration of the Job Readiness Workshop series that the participant is scheduled to attend. After the workshop series is completed, staff must case note that the participant finished the workshop successfully and note the dates of the workshop that the participant attended.

If the participant doesn't complete the workshop, staff must edit the activity and change the successful completion to an unsuccessful completion. Staff is required to case note the dates of attendance and that the participant was unsuccessful. If for some reason you are unable to change the completion code then you will need to submit a data change request.

Job Readiness Workshop Guidelines:

- All new participants are required to complete the entire Job Readiness two-week Workshop as outlined on pages 2 and 3.
- Job Readiness Workshop facilitators should focus on the following learning styles: active learning, inquiry-based learning, problem-based learning, real world and hands on learning.
- The Job Readiness workshop will be conducted in a facilitated workshop setting either in-person or virtually.
 - Facilitated In-person:
 - The duration of the Job Readiness Workshop (in-person) should not be less than four (4) hours per day for a total of eight (8) days.
 - Facilitated Virtually:
 - The duration of the Job Readiness Workshop (virtually) should not be less than two (2) and a half (1/2) hours per day for a total of eight (8) days.
 - All facilitated Virtual Workshops must be facilitated on virtual conferencing platforms such as Zoom meeting, WebEx or Google Meets.
 - Participants will be provided the following instructions prior to Job Readiness Workshop:
 - Fresno Workforce IMAGO Account Creation
 - Online JRW IMAGO Instructions
 - Online ZOOM Instructions
- After completion of each week of the Job Readiness Workshop, the workshop facilitator must carefully complete the Job Readiness Workshop Participant Evaluation (Form# JOB-011) for each participant. This form verifies that the participant has successfully met the requirements of each workshop sessions.
 - In the event the participant has any areas that need improvement, the workshop facilitator must document issues/concerns on the workshop evaluation form.
 - Upon completion of the Job Readiness Workshop the ERS/ACA will review the Job Readiness Workshop Participant Evaluation form with the participant to discuss changes and document additional services in the IEP/ISS (see Soft Skill Remediation below).
- All Providers must use the on-line IMAGO Job Readiness Curriculum.
- **Workshops will be “open entry” and modules must be provided in the following order:**

Week 1 includes:

Day 1. Adaptable and Productive Problem Solver

- Systems Thinking
- Design Solutions
- Organization
- Systems Collaboration

Day 2. Digital Literacy

- Digital Communication
- Digital Ethics
- Digital Investigation
- Digital Safety

Day 3. Learning, Creativity and Adaptability

- Lifelong Learning
- Personal Development
- Resilience

- Self-Awareness

Day 4. Communicator and collaborator

- Communication skills
- Effective listening
- Empathy
- Teamwork

Week 2 includes:

Day 5. Responsible and Ethical Decision Maker

- Engagement
- Fairness and Justice
- Self-control
- Values and Attitude

Day 6. Life Skills

- Appearance and hygiene
- Body Language
- Verbal Communication
- Personal Life Situations

Day 7. Personal Development

- Teamwork and Attitudes
- Clearly Defining What you want
- Setting Realistic Goals
- Creating a daily system

Day 8. Resume

- Resume Introduction
- Resume Action plan

A copy of the Job Readiness Workshop Participant Evaluation completed and signed by the Workshop Facilitator must be placed into the participant case file.

Workshop Session Makeup

Participants who miss workshop modules must make up the session in the next available workshop, that the module is offered.

For rural areas, Provider staff may conduct individual sessions with the participant to allow for the makeup session to be completed in a timely manner.

Soft Skill Remediation

All participants must be enrolled into appropriate Soft Skills remediation module(s) to increase their skill level in areas requiring improvement.

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**:

Job Ready Preparation/ (Insert Document Tag Name Below):

- JRW Evaluation

Please direct any questions to the FRWDB Adult/Youth Program Manager or Youth Program Coordinator.

Attachments:

- Fresno Workforce IMAGO Account Creation
- Online JRW IMAGO Instructions
- Online ZOOM Instructions
- IMAGO Facilitator's Guide

Form:

JOB-011, Job Readiness Workshop Evaluation (Electronic)