

# Fresno Regional Workforce Development Board

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Blake Konczal, Executive Director

## OPERATIONAL DIRECTIVE

**FRWDB OD # 07-21**

**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: Workforce Connection Orientations**

**Applicable Program: Adult, Dislocated Worker and Youth**

**Revision History: Initial Release**

This Operational Directive (OD) supersedes OD # 03-20, Workforce Connection Career Services Orientation and OD 01-14 Youth Orientation, Entrance Interview, and Referral Process.

All AJCCs and Young Adult Service providers are to implement this OD effective immediately.

This orientation is to be used for all initial WIOA Orientations prior to any referrals to partners, other community services, Self-Reliance Team interviews, or Young Adult Entrance Interview. This orientation provides a comprehensive overview of services available from Workforce Connection and other community resources.

All orientations will be conducted using the Fresno Regional Workforce Development Board (FRWDB) Orientation videos which can be provided face to face or virtually:

### **Virtual FRWDB Orientation Video**

- Applicants who request information regarding Adult/ Dislocated Worker Career Services or Young Adult Services will be provided with the appropriate link listed above to view the Orientation video.
- Applicants view the appropriate online Orientation video then completes the Appointment/ Referral Request (Interest Worksheet) and submits via Workforce Connection Website.
- Provider Staff will receive Appointment/ Referral Request (Interest Request/ YAS Universal Referral form) via email once applicant submits request online. Provider Staff will contact applicant to review, answer any questions and schedule next appointment accordingly.
- Adult/Dislocated Worker FRWDB-approved WIOA Orientation video is located on the Workforce Connection website (<https://www.workforce-connection.com/new-adultservices/>).
- Interested Young Adults 14-24 will receive the Young Adult Services Orientation regarding services will be provided with the link to view the Orientation video (<https://www.workforce-connection.com/yas/>).

## **In Person Orientation**

The FRWDB WIOA Orientation Videos is to be facilitated by provider staff in a group setting as follows:

### **Adult/Dislocated Worker Program**

- Applicant attends FRWDB Orientation and completes the Interest Worksheet submits Interest Worksheet (Form REG-104E). Provider staff will review the Interest Worksheet with applicant and answer any questions they may have and provide the appropriate requested referrals.
- The Spanish WIOA Workforce Connection Career Services Orientation PowerPoint presentation is attached.

### **Young Adult Program**

- Applicant attends FRWDB Orientation, interested youth are referred to the Entrance Interview.

### **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:**

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

- Interest Worksheet (Adult/DW Only)
- Youth Universal Referral (Youth Only)

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

- Name of Process Waiving

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

- Referral Information

If any questions, please contact the FRWDB Program Manager or Youth Program Coordinator.

### **Attachment:**

- WFC Basic Career Services Orientation - Spanish

### **Form:**

- REG-104 E, Interest Worksheet (Electronic)

