

Fresno Regional Workforce Development Board

A proud member of America's Job Center of CaliforniaSM Network

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Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 12-21, Revision G

Date Released: April 11, 2025

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: April 11, 2025

Subject: Digital Case File Standard

Applicable Program: All

Revision History: Initial Release-6/30/21; Rev B-8/20/21; Rev C-9/23/21; Rev D-12/9/21; Rev E-1/27/22; Rev F1-2/22/22

Revision G updates the Document Tag naming conventions for the Adult/Dislocated Worker (DW) and Youth digital case files.

As of July 1, 2021, case files for all new enrollments must be in a digital format within CalJOBSSM.

All documents and forms must be uploaded to the CalJOBSSM Document (Staff) section and appropriately labeled in the "Document Tags" field (keywords that will be indexed with the attachment). The digital case file standard, as described below, includes specific naming conventions for all documents uploaded to CalJOBSSM. Naming conventions for Adult, Dislocated Worker, and Youth digital case files are shown on pages 2 and 4, respectively.

All documents and forms must include authorized original and/or electronic signatures and/or initials with dates where applicable. FRWDB encourages the use of electronic signatures in all internal and external activities, documents, and transactions where it is operationally feasible, technologically supported, and otherwise appropriate. The use of electronic signatures is permitted and carries the same legal effect as a handwritten ("wet") signature, provided one of the following approved methods is used:

- Signature pad for replacement of physical signatures
- Adobe Sign/DocuSign for replacement of physical signatures
- Individuals that cannot make it into the office, staff verifies the receipt of electronic signature and case notes verifying that the participant has signed the document electronically

Annual monitoring will include a review of Provider of Services' compliance with this Operational Directive.

Only the documents listed on pages 2 - 3 for Adult and Dislocated Worker on pages 4 through 6 for Young Adults, are required to be uploaded to CalJOBSSM.

If you have any questions, please contact the FRWDB Program Manager.

Adult and Dislocated Worker Digital Case File Naming Convention/ Upload Process

Process Overview:

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

<p><u>Orientation/ (Insert Document Tag Name Below):</u></p> <ul style="list-style-type: none">• WFC Assistance Request Form <p><u>SRT Packet</u> Scan packet order must be sequence from top to bottom (Includes all documents below):</p> <ul style="list-style-type: none">• SRT Questionnaire• Job Track Application• WIOA Individual Participation Agreement• Summary Customer Discrimination Complaint Procedure• Providers' Statement of Alternative Service Delivery Summary (if applicable)• Waiver (if applicable) <p><u>Assessments/ (Insert Document Tag Name Below):</u></p> <ul style="list-style-type: none">• WorkKeys® (Pre and/or Post)• O*Net Assessments• CASAS® Personal Score Report (PSR) (Pre and/or Post)• Waiver (if applicable) <p><u>Miscellaneous / (Insert Document Tag Name Below):</u></p> <ul style="list-style-type: none">• Contact letters• Notice of Intent to Exit Letter/ Certified mail receipt• Returned mail• Referral Information• Laptop Loan Program-Checkout and Liability Form <p><u>Job Ready Preparation/ (Insert Document Tag Name Below):</u></p> <ul style="list-style-type: none">• Job Readiness Workshop Evaluation• Interview Preparation Workshop Certificate• Job Ready Mock Interview• Job Ready Resume• Job Ready Checklist• Waiver (if applicable) <p><u>On the Job Training (OJT)/ (Insert Document Tag Name Below):</u></p> <ul style="list-style-type: none">• Completed OJT Employment Plan Outline/ Employer Evaluation Form• Timesheets (Insert pay period end date)• Amendment to Agreement (if applicable)	<p><u>WIOA Eligibility Packet:</u> Scan packet order must be sequence from top to bottom (Includes all documents below):</p> <ul style="list-style-type: none">• Right to Work Documents:• Passport, CA ID or License, Birth Certificate, Social Security Card, Permanent Residency Card, etc.• Selective Service Registration verification (if applicable)• Fresno County Residency Verification• Verification of Family Size (as applicable)• Income Summary Sheet (as applicable)• Income Verification<ul style="list-style-type: none">○ Verification of public assistance/CalFRESH○ Check stubs prior 6 months for working individuals○ Other verification of income (if applicable)• Verification of Dislocated Worker Eligibility (If applicable)• Applicant's Statement• Media Release Form• Universal Release of Information• FRWDB Nepotism Policy• Summary Program Customer Complaint Procedure• Providers' Statement of Alternative Service Delivery Summary (if applicable)• WIOA UI-Data Consent Authorization Form (Dislocated Worker only)• Waiver (if applicable) <p><u>Plan/ (Insert Document Tag Name Below):</u></p> <ul style="list-style-type: none">• Career Track Application• Waiver (if applicable) <p><u>Supportive Services/ (Insert Document Tag Name Below):</u></p> <ul style="list-style-type: none">• Childcare• Transportation Assistance• SUS-Other• Waiver (if applicable)• Scan SUS packet order must be sequenced from top to bottom:
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- Signed Agreement Packet (scan packet order is sequenced from top to bottom):
 - OJT Agreement
 - OJT Scholarship Panel Checklist
 - OJT Employer Eligibility Check List
 - OJT Occupational Self Certification
 - Monitoring Form
 - OJT Scholarship Application and Rating Matrix

Transitional Jobs (TJ) / (Insert Document Tag Name Below):

- Participant Performance Review (insert below):
 - Final
 - Mid-point
- Timesheet (Insert pay period end date)
- Worksite Monitoring Record
- Agreement Packet (Scan packet order must be sequenced from top to bottom):
 - Transitional Jobs Worksite Agreement
 - Verification of Safety Training

- Payment Voucher
- Participant Self-Certification
- Supportive Services supporting documentation and receipts
- Bi-Weekly Timesheet (insert time period)
- Applicant Statement (if applicable)
- Needs Related Payment Approval (if applicable)
- Pre-Employment Interview/Relocating Request (if applicable)
- Pre-Employment/Relocating Expense Report (if applicable)

ITA/ (Insert Document Tag Name Below):

- Certificate of Completion
- Participant Training Progress Reports (Insert time period)
- Bi-Weekly Timesheets (Insert time period)
- Individual Training Agreement (signed)
- Approved Scholarship Award (STA-207)
- PELL Grant/Financial Aid Award Documentation
- Signed TEV/TEV Fax Confirmation
- Drug Testing Disclosure Form
- Waiver (if applicable)

MSG (Insert Document Tag Name Below):

- Post-Secondary School Students
- On the Job Training (OJT)
- Skills Training Progression
- Waiver (if applicable)

Young Adult Digital Case File Naming Convention/ Upload Process

Process Overview:

- Utilizing the CalJOBSsm 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):

- WFC Assistance Request Form
- Waiver (if applicable)

SRT Packet:

Scan packet order must be sequence from top to bottom
(Includes all documents below):

- SRT Questionnaire
- Summary Customer Discrimination Complaint Procedure
- Providers' Statement of Alternative Service Delivery Summary (if applicable)
- Young Adult/Parent Contract
- Waiver (if applicable)

Assessments/ (Insert Document Tag Name Below):

- WorkKeys® (Pre and/or Post)
- O*Net Assessments
- CASAS® Personal Score report (PSR) (Pre and/or Post)
- Waiver (if applicable)

Miscellaneous (Insert Document Tag Name Below):

- Contact letters
- Notice of Intent to Exit Letter/Certified mail receipt
- Returned mail
- Referral Information
- Laptop Loan Program-Checkout and Liability Form

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

- Job Readiness Workshop Evaluation
- Interview Preparation Workshop Certificate
- Job Ready Mock Interview
- Job Ready Resume
- Job Ready Checklist
- Waiver (if applicable)

Leadership Activity/ (Insert Document Tag Name Below):

- Focus Forward Form
- Parent/Participant Permission Form (Youth under 18 years old).

Job Shadowing/ (Insert Document Tag Name Below):

- Parent/Participant Agreement
- Worksite Verification Sheet

WIOA Eligibility Packet:

Scan packet order must be sequence from top to bottom (Includes all documents below):

- Right to Work Documents:
- Passport, CA ID or License, Birth Certificate, Social Security Card, Permanent Residency Card, etc.
- Selective Service Registration verification (if applicable)
- Fresno County Residency Verification
- Verification of Family Size (as applicable)
- Income Summary Sheet (as applicable)
- Income Verification
- Verification of public assistance/CalFRESH
- Check stubs prior 6 months for working individuals
- Other verification of income (if applicable)
- Verification of at least one or more WIOA mandated In-School OR Out of School WIOA Youth Eligibility Barrier (s). (If applicable)
- Applicant's Statement
- Media Release Form
- Universal Release of Information
- FRWDB Nepotism Policy
- Summary of Program Complaint Acknowledgment
- Providers' Statement of Alternative Service Delivery Summary (if applicable)
- Waiver (if applicable)

Plan/ (Insert Document Tag Name Below):

- Career Track Application
- Wavier (if applicable)

Supportive Services/ (Insert Document Tag Name Below):

- Childcare
- Transportation Assistance
- SUS-Other
- Waiver (if applicable)
- Scan SUS packet order must be sequenced from top to bottom:
 - Payment Voucher
 - Participant Self-Certification

- Completion Checklist

On the Job Training (OJT)/ (Insert Document Tag Name Below):

- Completed OJT Employment Plan Outline / Employer Evaluation Form
- Timesheets (Insert pay period end date)
- Amendment to OJT Agreement (if applicable)
- Signed Agreement Packet (scan packet order is sequenced from top to bottom):
 - OJT Agreement
 - OJT Scholarship Panel Checklist
 - OJT Employer Eligibility Check List
 - OJT Occupational Self Certification
 - Monitoring Form
 - OJT Scholarship Application and Rating Matrix

WBL-WEX / (Insert Document Tag Name Below):

- Participant Performance Review (insert below):
 - Final
 - Mid-point
- Timesheet (Insert pay period end date)
- Worksite Monitoring Record
- Agreement Packet (Scan packet order must be sequenced from top to bottom):
 - WBL/WEX Worksite Agreement
 - Verification of Safety Training
 - Work Permit
- Waiver (if applicable)

- Supportive Services supporting documentation and receipts
- Bi-Weekly Timesheet (insert time period)
- Applicant Statement (if applicable)
- Needs Related Payment Approval (if applicable)
- Pre-Employment Interview/Relocating Request (if applicable)
- Pre-Employment/Relocating Expense Report (if applicable)

ITA/ (Insert Document Tag Name Below):

- Certificate of Completion
- Participant Training Progress Reports (Insert time period)
- Bi-Weekly Timesheets (Insert time period)
- Individual Training Agreement (signed)
- Approved Scholarship Award (STA-207)
- PELL Grant/Financial Aid Award Documentation
- Signed TEV/TEV Fax Confirmation
- Drug Testing Disclosure Form
- Waiver (if applicable)

Measurable Skills Gain (MSG)/ (Insert Document Tag Name Below):

- Achievement for Skills Gains
- Secondary School
- Post-Secondary School Students
- On the Job Training (OJT)
- Skills Training Progression
- Waiver (if applicable)