Fresno Regional Workforce Development Board

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Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 12-21, Revision H **Date Released: October 21, 2026**

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: October 16, 2026

Subject: Digital Case File Standard

Applicable Program: WIOA Adult, Dislocated Worker, and Young Adult

I. PURPOSE

This Operational Directive (OD) establishes standardized document upload, tagging, scanning, and naming conventions for Adult, Dislocated Worker, and Young Adult program case files. The standards are intended to provide a consistent approach among Providers of Services (POS), facilitate case file review and monitoring, and ensure required documentation can be readily located within the CalJOBS[SM] system.

II. BACKGROUND

The Fresno Regional Workforce Development Board (FRWDB) maintains digital participant case files in the CalJOBS[SM] Case Management System to support consistent documentation, case management, monitoring, and compliance with applicable federal, state, and local requirements. As case files contain documentation related to eligibility, services, assessments, career readiness, training, supportive services, and other participant activities, standardized procedures are necessary to ensure documents are consistently uploaded, identified, organized, and maintained.

The Digital Case File Standard is updated as necessary to reflect changes to FRWDB policies, ODs, procedures, forms, and program requirements.

III. POLICY AND PROCEDURES

All POS are required to maintain complete and accurate participant files in digital format within CalJOBS[SM].

All documents and forms must be uploaded to the CalJOBS[SM] 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 CalJOBS[SM]. Naming conventions for Adult, Dislocated Worker, and Young Adult digital case files are provided in Attachments I and II, respectively.

All documents and forms must include authorized original or electronic signatures 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.

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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:** Used as a substitute for a handwritten signature.
- **PDF e-signatures tools or Docusign:** Used as a substitute for a handwritten signature.
- **Remote Electronic Signatures:** For individuals who cannot come into the office, staff must verify receipt of the electronically signed document and document in the case notes that the participant signed the document electronically.

1. Document Upload and Naming Conventions:

All documents must be uploaded in the Document (Staff) section of CalJOBS℠ and appropriately labeled using the specified Document Tags.

Separate naming conventions are provided for Adult/Dislocated Worker and Young Adult case files.

Documents must follow the prescribed scan and upload order, including packets for Orientation, Assessments, Career Readiness Certification, WIOA Eligibility, Supportive Services, Training Agreements (ITA, On-the-Job Training (OJT), Work-Based Learning/Work Experience (WBL/WEX), and Measurable Skills Gains (MSG).

2. Document Upload Process

- Access the CalJOBS℠ Case Management System and navigate to the Document (Staff) section.
- Upload or scan the document.
- Enter the Document Tag identified in the Adult/Dislocated Worker and Young Adult naming conventions tables. Document Tags are shown in bold, underlined text in the tables.

3. Compliance and Monitoring:

- Annual monitoring will review POS adherence to this directive.
- Only documents listed in the attached Adult/Dislocated Worker and Young Adult naming conventions tables are required for upload.

IV. INQUIRIES

For questions regarding this OD, please contact the FRWDB Adult Program Coordinator or Young Adult Coordinator, as applicable.

V. FORMS

None

VI. ATTACHMENTS

- Attachment I Adult and Dislocated Worker Digital Case File Naming Conventions
- Attachment II – Youth Adult Digital Case File Naming Conventions

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VII. REVISION HISTORY

Version	Release Date	Section/ Attachment	Page #	Revision Description
Rev H		Attachments I and II	4-7	Revised the title of the Job Ready Preparation sections to “Career Readiness Certification” and added required documents for upload into CalJOBS℠ in Attachment I and II to align with the FRWDB Career Readiness Manual. Removed the “Plan” section and reformatted the Supportive Services section in Attachment I for clarity. Added Universal Release of Information form to the SRT section and Eligibility Section for Adult and Youth
Rev G Rev F1 Rev F Rev E Rev D Rev C Rev B	4/11/25 2/22/22 2/22/22 1/27/22 12/9/21 9/23/21 8/20/21	Digital Case File Naming Convention Lists	4-5	Updated the Document Tag naming conventions for the Adult/Dislocated Worker (DW) and Youth digital case files.
Initial Release	6/30/21	NA	NA	Supersedes OD 09-03, Adult Case File Standard and OD 23-02, Youth Case File Standard.

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ADULT AND DISLOCATED WORKER DIGITAL CASE FILE NAMING CONVENTIONS

Orientation/ (Insert Document Tag Name Below):

- WFC Assistance Request Form

SRT Packet

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

- SRT Questionnaire
- Job Track Application
- WIOA Individual Participation Agreement
- Summary Customer Discrimination Complaint Procedure
- Universal Release of Information (Adult/Dislocated Worker only)
- Providers' Statement of Alternative Service Delivery Summary (if applicable)
- 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

Career Readiness Certification (Insert Document Tag Name Below):

- Soft Skills Workshop Participant Evaluation
- Soft Skills Certification Evaluation
- Resumé Certification Evaluation
- Interview Readiness Certification - Adult
- Career Readiness Certification
- Career Readiness Certification Certificate
- Waiver (if applicable)

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 Agreement (if applicable)
- Signed Agreement Packet (scan packet order is sequenced from top to bottom):

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 Dislocated Worker Eligibility (If applicable)
- Applicant's Statement
- Media Release Form
- Universal Release of Information (FRWDB Non WIOA programs only)
- 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)

Supportive Services/ (Insert Document Tag Name Below):

- Needs Related Payments
- Childcare
- Transportation Assistance
- SUS-Other
- Waiver (if applicable)

The SUS packet must be scanned in the specified order, from top to bottom and must include all documents listed below, as applicable to the specific SUS.

  - Payment Voucher
  - Participant Self-Certification
  - Supportive Services supporting documentation and receipts
  - Bi-Weekly Timesheet (insert time period)

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○ 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	○ 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)

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YOUNG ADULT DIGITAL CASE FILE NAMING CONVENTIONS

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

Career Readiness Certification/ (Insert Document Tag Name Below):
- Soft Skills Workshop Participant Evaluation
- Soft Skills Certification Evaluation
- Resumé Certification Evaluation
- Interview Readiness Certification-Young Adult
- Career Readiness Certification
- Career Readiness Certification Certificate
- 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
- Completion Checklist

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)
- Five percent low-income report (if applicable)
- Verification of at least one or more WIOA mandated In-School OR Out of School WIOA Youth Eligibility Barrier (s). (If applicable)
- 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)
- Applicant's Statement

Supportive Services/ (Insert Document Tag Name Below):
- Childcare
- Transportation Assistance
- SUS-Other
- Waiver (if applicable)

The SUS packet must be scanned in the specified order, from top to bottom and must include all documents listed below, as applicable to the specific SUS
  - 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)

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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)
  - 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)

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