

Fresno Regional Workforce Development Board

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Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 15-21

Date Released: July 29, 2021

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: July 29, 2021

Subject: Business Services Center Job Placement Process

Applicable Program: Adult, Dislocated Worker

Revision History: Initial Release

This Operational Directive (OD) references OD 17-21, Adult Job Ready Preparation Process

The Provider of Services will work with the Business Services Center (BSC) in connecting Adult and Dislocated Worker job ready candidate's to employer job openings county wide. Provider of Services will ensure participants job readiness through various preparation and training activities. The BSC will identify full time employment opportunities and work with Provider of Services in identifying candidates who are Job Ready and whose skills and career goals match recruitment needs.

I. Provider of Services Roles and Responsibilities

The Provider of Services must assign their respective Talent Management Specialist (TMS) Staff a pool of job ready participants. Those TMS Staff will be responsible for managing their pool of job seekers and preparing them for employment that match the skills and career goals of said job seekers.

Provider Staff will:

- A. Be responsible for working directly with each of their assigned participants to verify and understand the participant's skills and career goals.
- B. Provide outreach and direct job ready participants to the Sector Orientations, as appropriate. Will present on general eligibility during orientation.
- C. Work with their assigned job seekers and employers to identify and develop appropriate On-the-Job training (OJT), or Transitional Job opportunities for in-demand jobs in locally defined industry sectors. Provider staff will be responsible for creating and overseeing OJT and Transitional Job contracts. Employer referrals can include ones provided by the BSC to Provider Staff. Ensure appropriate

Employer Services are input in I-Train when training services are provided to a participant by an employer.

- D. Conduct job readiness interviews (with an Employment Readiness Specialist (ERS) to verify that the participant is job ready and meets the work readiness requirements and expectations for their chosen occupation path. BSC staff reserve the right to participate in job readiness process with prospected candidates for employers when they feel it is needed. When participating, BSC staff will provide feedback to ensure viable candidates will be available for future needs.
- E. Provider staff must respond to BSC job announcements by referring pre-screened, qualified, job ready candidates utilizing I-Train. If Provider staff has no eligible participants to refer, they must notify the BSC within the required timeframe as communicated within the job announcement e-mail.. The instructions for referring appropriate candidates are as follows:
 - 1. Within I-Train access the Client Services tab
 - 2. Select Candidate Profile
 - 3. Complete the candidate profile as required, including uploading resume and assigning to the job order number.
- F. Work with BSC staff to determine job readiness of participants submitted, and stay in communication with participant submitted over by BSC to employer for job referral to determine outcome.
- G. Will work with BSC staff to determine areas of improvement for participants who were not submitted to employer, or who were not selected by employer for interview. Provider of Services will then determine areas needing improvement (interviews skills, or technical skills) and work with the participant to upgrade skills as needed.

II. Business Services Center (BSC) Roles and Responsibilities

The BSC is responsible for submitting all full-time job orders from employer's county wide to Adult and Dislocated Worker Provider of Services. Submission of job orders will be the primary duties of the Business Outreach Coordinators (BOC), who will be main points of contact county wide for sector and non-sector job orders. Business Services Coordinators (BSC) will provide job orders for their region and sectors of focuses when submitted to them by business contacts.

BSC staff will:

- A. Facilitate quarterly sector orientations that provide information on in-demand sectors and careers to job seekers.
- B. Meet with employers (new and existing) to promote FRWDB services.
- C. Conduct employer outreach to identify employment opportunities for job seekers in the Job Ready pool. All employer outreach staff who initiate/maintain employer relations will be responsible for entering:
 - 1. All employer information into the I-Train Employer Profile
 - i. Employer services provided must be documented in the Employer Profile. (reference employer user guide).
 - ii. Job Order information must be entered into the Job Order section in the Employer Profile.

2. The employer record must be created in CalJOBS and the user name documented in the Employer Profile in I-Train.
 - i. If staff is unable to obtain the EDD number to create a recruiting services employer record, then a marketing lead employer record shall be created.
- D. Utilize I-Train for system wide announcement of job opportunities. Appropriate Provider of Services staff will be sent an e-mail notifying them of the job opportunity. Provider staff will input or update the candidate profile, assigning the job order to the appropriate job ready clients.
- E. Conduct final prescreening of all referrals and make final determination of submission of candidates for all employment opportunities. Employers shall have full control as to which candidates receive an interview and/or offers of employment.
- F. Document job referral and placement activities for participants in CalJOBS with Service Code 123, Job Development Contact, using Fresno Area Workforce Investment Corporation as the provider. All referrals, placement services, and activities must be documented in case notes in the participant's CalJOBS case file.
- G. In the event a participant is interviewed but not offered employment, BSC staff will work with employer to determine areas of improvement. BSC staff will then provide feedback to Provider of Services staff. BSC staff will also provide feedback on candidates they did not submit to employer.

III. Mass Recruitments Services

All employers that utilize the AJCC facilities for large recruitments will have a dedicated BSC staff member assigned to them to assist in coordinating recruitment activities and referring WIOA candidates for employment opportunities.

Provider of Services and BSC Staff must meet with the employer prior to the recruitment to determine the best use of facilities.

When contacted by an employer for recruitment events or WIOA services, the following guidelines will be used:

- A. TMS Staff will verify the employer is in CalJOBS and I-Train with BSC staff. (If the employer is not listed, BSC staff assigned must enter the employer information into both databases. It will take 72 hours to process.)
- B. TMS Staff must ensure that recruitments are managed and organized to ensure that activities do not disrupt day to day operations or cause safety concerns at the AJCC.
- C. Facilities should only be used for the recruitment of full-time, regular employment.

If you have questions, please contact the FRWDB Business Services Manager.

Attachment:

TRN-BSC-001, Employer Module Assistance Guide