Fresno Regional Workforce Development Board

A proud member of America's Job Center of California^{SM} Network

2125 Kern Street, Suite 208 • Fresno, California 93721 • 559.490.7100 • Fax 559.490.7199 • www.frwdb.net

Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 19-18, Revision C	**Date Released: August 26, 2021**

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: August 26, 2021

Subject: CalJOBS Participant "Plan"

Applicable Program: All

Revision History: Initial Release – 06/19/18, Rev A1 – 07/05/18, Rev B – 06/16/21

This Revision C removes the requirement to upload the Objective Assessment (OA) and the Individual Employment Plan (IEP)/ Individual Service Strategy (ISS) into the digital case file.

In CalJOBS, the **Individual Service Strategy (ISS), Individual Employment Plan (IEP), and Objective Assessment (OA) use the same document format and is now known as <u>The Plan.</u>**

This Operational Directive (OD) references the following:

OD 12-15	WIOA Adult Program Flow
OD 19-06	Young Adult (Youth) Services Contract
OD 02-20	WIOA Individual Participant Agreement
OD 11-17	WIOA Youth Program Flow – Out-of-School (ages 18-24)
OD 13-15	WIOA Youth Program Flow – In-School (ages 14-21)
OD 18-18	Supportive Services Process
OD 06-18	Case File Security
OD 03-16	Young Adult Service Codes
OD 04-16	Adult Service Codes

<u>Overview</u>

The Plan is an individual strategy for academic, career exploration, training and placement services to participants under the Workforce Innovation and Opportunity Act (WIOA).

The Plan must include the appropriate combination and sequence of Goals and Objectives for the participant, based on the results of the objective, academic and other comprehensive career assessments. Services and referrals must be reflective of the Goals and Objectives in the Plan.

The ERS/ACA must schedule an in-person or virtual meeting with the participant to develop the initial Plan.

When completing this Plan, the ERS/ACA must be keenly aware of their responsibilities to advise, counsel, accommodate, coordinate, and disseminate information relative to the services available to meet the needs of the participant. The ERS/ACA must also be mindful of the concept of <u>informed</u> participant choice. All decisions concerning appropriate services must be participant-centered and must ensure that the participant is not excluded from their choice of career and training options, provided those options are locally defined demand occupations and supported by the results of the Objective Assessment. The participant must be active in the development of the Plan. It must be reviewed periodically to evaluate the progress of the participant in meeting the Objectives and Goals of the service strategy and the adequacy of the supportive services provided.

<u>Development of the "Plan"</u>

The "Plan" consists of 2 Sections, the OA and the IEP/ISS. Complete each section as follows:

1. ### <u>Objective Assessment</u>

   The OA Interview is a chance for staff to talk realistically with the participant about their specific needs, their current situation for the purpose of identifying appropriate services, skills, and career pathways.

   Young Adult:

   Once determined eligible for WIOA, the ACA must complete the OA interview.

   Adult:

   During the initial Plan meeting, conduct the OA Interview.

   The OA itself is to be conducted by ACA/ERS. Additional provider or partner staff is recommended but not required.

   Topics to be covered are:
   - Basic Skills- Reading and Math Levels
   - Occupational Skills
   - Prior Work History
   - Employability
   - Vocational Interest
   - Supportive Services Needs
   - Developmental Needs
   - Special Accommodations

   These topics are covered in the tabs in CalJOBS for Objective Assessment.

   These tabs are:
   - General
     - This section is used to document participant information.
   - Expectation
     - This section is used to document program expectations.
       - If employment is an expectation, all of the employment data must be completed.
   - Education
     - This section documents education history and basic skills data.
   - Degree
     - This section documents degree information the participant already possesses.
   - Certificate

- o This section documents certificate information the participant already possesses.
- Employment
  - o This section documents applicable skills and employment history.
- Work Readiness
  - o This section documents various participant attributes that affect their ability (including soft skills) to obtain employment.
- Barriers
  - o This section documents a variety of barriers and needs that the participant has.
- Tests
  - o This section documents the various assessments the participant has taken.
    - ▪ Note: O*NET and WorkKeys results are to be input into the Testing Results comment box.
- Referrals
  - o Not required to complete this section.

The ACA/ERS is required to document all OA Interview responses in the corresponding CalJOBS Objective Assessment Summary (all questions in the Summary must be answered) and case note the provision of the service. The participant will review the OA; confirm with ACA/ERS that the OA is accurate and agrees with the OA responses. Signatures are not needed on the OA. ERS/ACA must open/close the appropriate service codes: Objective Assessment Code (Adult: 203; Youth: 412).

Management of the OA

As the participant's situations/barriers change, the OA must be updated. If a barrier or situation is resolved or removed, do not remove the issue from the OA. ERS/ACA must summarize the changes and/or updates to the OA in a case note.

2. **Individual Employment Plan/Service Strategy (IEP/ISS)**

The IEP/ISS consists of four (4) sections:
- Plan
  - o Input the required information
- Goals
  - o Select participant Goal Type
    - ▪ Employment
    - ▪ Training
    - ▪ Schooling
  - o Select Term of Goal
    - ▪ Short Term
    - ▪ Long Term
    - ▪ Intermediate
  - o Input appropriate date.
  - o When goal is completed input completion date, status, and reason closed.
- Objectives
  - o Tied to the documented Goal Types.
  - o Complete the required fields.
    - ▪ Review Date is used to keep track of the objectives.
- Services
  - o Displays the services the participant has received.

Young Adults Only

Young Adults are not considered enrolled in CalJOBS until a Service Code that starts the 90-day Clock, is entered.

- Objective Assessment (412) and Develop Service Strategies (413) DO NOT start the 90-day clock.

Plan Development Meetings

Initial Plan Meeting
Staff will meet with participant and review that there are no changes to the OA section and complete the initial IEP/ISS for the initial services provided (Academic Services, Job Ready Workshop and supportive services, if needed). Staff must summarize initial Plan meeting outcomes in a case note and open/close the appropriate service codes: Plan Development (Adult – 205 Youth 413).

Follow-up Plan Meeting
After the completion of Job Ready Workshop, WorkKeys and O*Net assessments, staff will meet with participant to discuss next steps. ACA/ERS will provide the participant with the Career Track Application and discuss career exploration process and schedule the next meeting to finalize the IEP/ISS.

The ERS/ACA will demonstrate for the participant the use of the following occupational research tools:

- O*Net (www.onetonline.org)
  - Enter Keyword or O*NET SOC Code in the search box
    Click on the job title you want to research
  - On the Summary Report page click on the "Details" tab.
  - Under the "View report: row, click on "Wages & Employment" tab
  - Select a State and click "Go"
  - Print out Occupational Detail Reports

- EDD Occupational Guides
  (http://www.labormarketinfo.edd.ca.gov/occguides/Search.aspx)
  - Enter job title or key word
  - Choose the county
  - Click on the "View the Guide" button
- Careeronestop Industry Specific Videos
  - https://www.careeronestop.org/Videos/NewCareerVideos/new-career-videos.aspx

The Career Track Application
- The Career Track Application is to be filled out by the participant after they have completed the O*Net and WorkKeys Assessment.
- The Career Track Application is used to help the participant identify career goals and evaluate their knowledge of the career, and their skills and abilities needed to find and retain gainful employment.
- When the participant has filled out the Career Track Application, they are demonstrating that they are motivated to changing their current situation, and they will commit to follow through on what is required of them while they are participating in the WIOA program.
- The ERS/ACA must be available to assist the participant in completing the Career Track Application as needed.
- ERS/ACA will meet with the participant to review the completed Career Track Application.
- ERS/ACA uses this information to drive discussion with participant to determine appropriate career choice based on knowledge, skills and abilities.
- The discussion must include the areas of: emotional and physical abilities; and functional knowledge and skills that are required to be successful in their career choice.

- This discussion will include a review of the detailed job tasks, the "typical day in the life of…", and specific questions that address the physical, emotional and functional requirements of the participant's career choice.
- ERS/ACA must summarize the career track outcomes in a case note.

If the participant is unable to resolve or lacks any of the emotional and physical abilities that are required to be successful in their career choice, staff must work with the participant to guide them to a more appropriate career. If they lack functional skills or knowledge, the staff should consider referral to appropriate remediation or training activities.

During this meeting, the ERS/ACA will finalize the IEP/ISS and obtain electronic signatures.

ERS/ACA must provide a copy of the OA and a signed copy of the IEP/ISS to the participant. The participant will review the "Plan"; confirm with the ACA/ERS that the "Plan" is accurate and agrees with the "Plan". ERS/ACA must document in the case notes that the participant agrees to the "Plan".

Management of the Plan

It is the responsibility of the ERS/ACA to review the Plan with the participant at least every 30 calendar days to ensure that the participant actively engages in program services successfully.

Results of these communications must be documented in case notes, describing changes, status of activities, etc. within three (3) working days of the occurrence.

The ERS/ACA must ensure that goals and services provided are current and updated or reviewed every 30 days.

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 the Plan 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:**

The Plan / (Insert Document Tag Name Below):

- Career Track Application

Electronics Signatures

FRWDB encourages the use of electronic signatures in all internal and external activities, documents, and transactions where it is operationally feasible to do so, where existing technology permits, and where it is otherwise appropriate.

The use of electronic signatures is permitted and shall have the same force and effect as the use of a wet signature, utilizing the following methods:
- 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.

Forms:

Form-CAR-005, Career Track Application
Form-CAR-005sp, Spanish Career Track Application

Please contact the appropriate FRWDB Program Coordinator if any questions.