

Fresno Regional Workforce Development Board

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Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 08-21, Revision B

Date Released: January 26, 2022

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: January 26, 2022

Subject: Young Adult Services Entrance Interview Process

Applicable Program: Young Adult Services

Revision History: Initial Release – 6/10/21

This Revision B updates documents to be uploaded to CalJOBSSM; incorporates the Young Adult/Parent Contract Process and obsoletes OD 19-06, Young Adult/Parent Contract Process.

Effective immediately, All WIOA Young Adult Services (YAS) providers of service are to implement this OD.

WIOA youth services is not an entitlement program, therefore all youth seeking enrollment into WIOA youth services are required to complete an Entrance Interview upon completion of the YAS Program Orientation. The Entrance Interview is an opportunity for staff to assess the youth's specific needs, current situation, ability to participate in the program, discuss program expectations, career and employment goals, and ensure the youth is willing and able to commit to the program and complete all YAS requirements.

When staff schedules the youth for the interview, they must complete the YAS Entrance Interview Appointment and Rescheduling Policy (Form YTH-001) with the time of the scheduled interview. A copy should be provided to the youth and staff should explain the information on the form so that youth will be prepared for the interview.

The YAS Entrance Interview may be completed in person or virtually utilizing the preferred virtual platform such as Zoom, Microsoft Teams, or any other feasible virtual platform.

The YAS Applicant Questionnaire (Form YTH-002) is to be used by staff to conduct the interview. Topics to be covered are:

1. Educational background
2. Educational and career goals
3. Current financial situation
4. Current housing and transportation situation
5. Childcare needs
6. Commitment to YAS Workforce Connection program
7. Why should youth be considered for enrollment into the YAS program

Upon completion of the Entrance Interview, provider staff will need to make appropriate recommendations for services based on the outcome of the interview with the youth as outlined below:

- Youth is recommended for WIOA YAS enrollment:
 - Review and sign the Summary Program and Complaint Filing Process (QUA-031)
 - Schedule for eligibility appointment
 - Verify CalJOBS registration. If not registered, staff should assist the youth in completing the registration.
 - Complete the Young Adult/Parent Contract
 - Use YAS Universal Referral Form (YTH-006) for other referrals provided
- Youth is not recommended for WIOA YAS enrollment:
 - Any youth **not** being referred to WIOA services must be provided with appropriate referral(s) to other services available in the community.
 - When referred to another agency for services, the youth must be provided with the contact information for the agency they are being referred to.
 - All youth enrolled into WIOA should be referred to other appropriate community services based on individual needs or circumstances.
 - Use YAS Universal Referral Form (YTH-006)
 - Review and sign the Summary Program and Complaint Filing Process (QUA-031)
- The Entrance Interview outcome including a brief summary of the youth's responses and staff's observations must be clearly documented in CalJOBS under Case Notes.
- Any referrals provided to the youth must be clearly documented in CalJOBS under Case Notes.

Young Adult/Parent Contract Process

The FRWDB requires all youth applicants, and their parent or authorized guardian (for minors only), to sign a "Young Adult / Parent Contract" to participate in ~~Workforce Innovation and Opportunity Act (WIOA)~~ Young Adult services.

The purpose of this contract is to confirm commitment of the young adults to participate in all required academic and job readiness activities determined appropriate to assist them in improving their academic and career skills.

Provider staff must review the contract with the applicant and their parent or authorized guardian (for minors) and secure their signature at the completion of the Entrance Interview for all applicants being referred for WIOA enrollment.

Young Adults 18 years old or legally emancipated at the time of eligibility are not required to obtain a parent/guardian signature on the parent section of the contract.

The signed contract must be maintained in the participant's digital file.

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:**

Entrance Interview/ (Insert Document Tag Name Below):

- YAS Entrance Interview Appointment and Rescheduling Policy
- YAS Applicant Questionnaire
- YAS Universal Referral Form
- Summary Discrimination Complaint Filing Process
- Providers Statement of Alternative Service Delivery Summary (if applicable)
- Young Adult/Parent Contract

Waiver/ (Insert Document Tag Name Below):

- Name of Process being Waived

Miscellaneous Correspondence/ (Insert Document Tag Name Below):

- Referral Information

If there are questions, please contact the FRWDB Youth Program Coordinator.

Attachments:

YTH-001, YAS Entrance Interview Appointment and Rescheduling Policy

YTH-002, YAS Applicant Questionnaire

YTH-006, YAS Universal Referral

QUA-031, Summary Program and Complaint Filing Process

REG-112e –Young Adult / Parent Contract