

# Fresno Regional Workforce Development Board

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Blake Konczal, Executive Director

## OPERATIONAL DIRECTIVE

**FRWDB OD # 01-22 Revision C**

**Date Released: March 16, 2022**

**To: All Fresno Regional Workforce Development Board Providers of Services**

**From: Blake Konczal, Executive Director**

**Effective Date: March 16, 2022**

**Subject: Technology Supportive Services Resources**

**Applicable Program: ALL**

**Revision History: Initial Release – 2/23/22; Rev B – 3/9/22**

This Revision C adds Form# GSA-003, Laptop Return Letter Template.

The Fresno Regional Workforce Development Board (FRWDB) applied for and received funding to purchase laptop computers (laptops) for use by participants who don't have the technology resources to effectively participate in online activities such as workshops and training.

These resources will be provided as a supportive service to enrolled participants who are enrolled in one of the following authorized activities and require the use of a laptop to successfully complete the activity:

- Virtual Workshops
- WIOA funded Training activities
- WorkKeys and soft skills remediation

### Procedure

1. The laptop(s) are only to be provided to enrolled participants that that are enrolled in an authorized activity, as outlined above, that requires the use of a laptop to successfully participate in the activity. They are NOT to be checked out to staff or management of services providers or partners.
2. Participants must have an open service code that requires the need of a laptop, e.g., online workshop, tutorial and remediation services or vocational training.
3. Providers must complete a Supportive Services Self-Certification form (SUP-002e) and open the appropriate grant code, on the day laptop is issued to participant.
  - Adult/DW - 192 Supportive Service: Post-Secondary Educational Materials
  - Youth - 493 Supportive Service: Post-Secondary Educational Materials

4. The laptop(s) will be requested and transferred to the service providers utilizing Workforce's Help Desk Work Order application (see IB #06-08) and sectioning "3. Laptops for Client" in the menu options. Please allow one to two (1-2) business days to process request. Providers will receive a notification from the Information and General Services (I&GS) Department with a timeframe to pick up the laptop(s) at the Manchester Workforce Connection location.
5. All laptops will become the service provider's responsibility and with the exception of sections D and E, the providers will follow the FRWDB standard inventory control procedures and requirements as stated in Section 9.3 of their contract.
6. Service Providers must maintain an equipment log of all laptops that includes inventory tag number, model, serial number, and current disposition (i.e. in storage or checked out to a participant), along with the participant's name and CalJOBS<sup>sm</sup> State ID number (if checked out).
7. Each participant must read and initial each of the terms and conditions and sign the FRWDB Laptop Loan Program-Checkout and Liability Form, GSA-002, prior to taking possession of the laptop. The "Expected Return Date" on GSA-002 form cannot be greater than 3 months from the "Check out Date." A copy of the completed form must be uploaded to CALJOBS<sup>sm</sup> in the Document (staff) section and labeled "Laptop Loan Program-Checkout and Liability Form" in the "Document Tags" field.
8. Laptops may only be checked out for a period not to exceed 3 months. If the participant is in an authorized activity, that exceeds 3 months, the laptop must be returned at the end of the loan agreement and a new laptop may be issued. The provider must return the laptop to the FRWDB's I&GS Department and request a new laptop following the process outlined in step 4, above. The participant must read and sign a new form GSA-002, for the new loan period prior to taking possession of the laptop.
9. If the participant is in an authorized activity and has a break in the activity for more than 30 days, the laptop must be returned and a new laptop may be issued when the activity resumes.
10. Laptops must be returned to the provider within 48 hours of the return date listed on the form.
11. If a laptop is not returned within 48 hours of the return date, the provider must attempt to contact the participant within one day of the required return date to locate the laptop. In the event the laptop is not returned within 2 business days from the return date the provider must report the missing laptop to the I&GS Manager, Augie Quiroz, at [aquiroz@wfc.co](mailto:aquiroz@wfc.co), with a subject line labeled "Missing Participant Loaner Laptop".
12. The provider must document all attempts to contact the participant at least once a week for 30-days. Each contact or attempted contact, must be documented in case notes in CalJOBS<sup>sm</sup> within 3 business day of the event.
13. Every effort must be made to establish contact with the participant and obtain the laptop. If contact has not be established within 30 days of the required return date, the provider must send a formal letter (Form GSA-003) with a copy of the loan agreement to the participant requesting the return of the laptop, and informing them that if the laptop is not returned they will be responsible for the full cost of the laptop as outline in the loan agreement. The letter must be sent by certified mail with a return receipt requested to the participant's last known address.
14. If the participant fails to respond within 10 days of the receipt of the letter, the provider must provide the following documentation to the I&GS Manager:

- Printout of case notes documenting participant contact attempts,
- Copy of the Certified Letter,
- Copy of the delivery/non-delivery receipt, and
- Laptop Loan Program – Checkout and Liability Agreement, form GSA-002.

If there are any questions, contact the appropriate FRWDB Program Coordinator.

Forms:

- GSA-002, Laptop Loan Program – Checkout and Liability Agreement
- SUP-002e, Supportive Services Self-Certification – electronic
- GSA-003, Laptop Return Letter Template