

# Fresno Regional Workforce Development Board

A proud member of America's Job Center of California<sup>SM</sup> Network

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Blake Konczal, Executive Director

## OPERATIONAL DIRECTIVE

FRWDB OD # 12-21, Revision F1

Date Released: February 22, 2022

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: February 22, 2022

Subject: Digital Case File Standard

Applicable Program: All

Revision History: Initial Release – 6/30/21; Rev B – 8/20/21; Rev C – 9/23/21; Rev D – 12/9/21; Rev E – 1/27/22

Revision F updates the TAG name for the laptop loan agreement. Change is highlighted.

This Revision F1 (released on 3/23/22) deletes the Certificate of Completion for OJTs as a required upload to CalJOBS<sup>sm</sup> and adds Work Permit to Youth WBL/WEX Section. Change is highlighted.

As of July 1, 2021, case files for all new enrollments will be in a digital format located on CalJOBS.

All documents and forms must be uploaded to CalJOBS<sup>sm</sup> in the Document (staff) section and labeled accordingly under the "Document Tags" field (Keywords that will be indexed with this attachment) in CalJOBS<sup>sm</sup>. The Digital Case File standard, as described below, includes the naming convention of all documents uploaded to CalJOBS<sup>sm</sup>. The Adult, Dislocated Worker and Youth digital case file naming convention is shown on pages 2 and 4, respectively.

All documents and forms must have authorized original and/or electronic signatures and/or original/electronic 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 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

Annual monitoring will include a review of Provider of Services' compliance with this Operational Directive.

Only the documents listed on pages 2 through 3 for Adult and Dislocated Worker or pages 4 through 6 for Young Adults, are required to be uploaded to CalJOBS<sup>sm</sup>.

If any questions, please contact the appropriate FRWDB Program Coordinator.

## **Adult and Dislocated Worker Digital Case File Naming Convention/ Upload Process**

### **Process Overview:**

- Utilizing the CalJOBS<sup>sm</sup> Case Management System in the Document (staff) section
- Upload/Scan a document
- Input Document Tag name below that is in **bolded underline text:**

<p><b><u>Orientation/ (Insert Document Tag Name Below):</u></b></p> <ul style="list-style-type: none"><li>• Interest Worksheet</li></ul> <p><b><u>SRT/ (Insert Document Tag Name Below):</u></b></p> <ul style="list-style-type: none"><li>• SRT Questionnaire</li><li>• Job Track Application</li><li>• Summary Discrimination Complaint Filing Process</li><li>• Providers Statement of Alternative Service Delivery Summary (if applicable)</li><li>• Waiver</li></ul> <p><b><u>Assessments/ (Insert Document Tag Name Below):</u></b></p> <ul style="list-style-type: none"><li>• WorkKeys<sup>®</sup> (Pre and/or Post)</li><li>• O*Net Assessments</li><li>• CASAS<sup>®</sup> Goals Assessment Results (Pre and/or Post)</li><li>• Waiver</li></ul> <p><b><u>Miscellaneous / (Insert Document Tag Name Below):</u></b></p> <ul style="list-style-type: none"><li>• Contact letters</li><li>• Notice of Intent to Exit Letter</li><li>• Certified mail receipt</li><li>• Returned mail</li><li>• Referral Information</li><li>• Laptop Loan Program-Checkout and Liability Form</li></ul> <p><b><u>Job Ready Preparation/ (Insert Document Tag Name Below):</u></b></p> <ul style="list-style-type: none"><li>• Job Readiness Workshop Evaluation</li><li>• Interview Preparation Workshop Certificate</li><li>• Job Ready Mock Interview</li><li>• Job Ready Resume</li><li>• Job Ready Checklist</li><li>• Waiver</li></ul> <p><b><u>On the Job Training (OJT)/ (Insert Document Tag Name Below):</u></b></p> <ul style="list-style-type: none"><li>• Certificate of Completion</li></ul>	<p><b><u>WIOA Eligibility Packet:</u></b></p> <p>Scan packet order must be sequence from top to bottom (Includes all documents below):</p> <ul style="list-style-type: none"><li>• Right to Work Documents:<ul style="list-style-type: none"><li>• Passport, CA ID or License, Birth Certificate, Social Security Card, Permanent Residency Card, etc.</li></ul></li><li>• Selective Service Registration verification (if applicable)</li><li>• Fresno County Residency Verification</li><li>• Verification of Family Size (as applicable)</li><li>• Income Summary Sheet (as applicable)</li><li>• Income Verification<ul style="list-style-type: none"><li>○ Verification of public assistance/CalFRESH</li><li>○ Check stubs prior 6 months for working individuals</li><li>○ Other verification of income (if applicable)</li></ul></li><li>• Verification of Dislocated Worker Eligibility (If applicable)</li><li>• Applicant's Statement</li><li>• Media Release Form</li><li>• Universal Release of Information</li><li>• FRWDB Nepotism Policy</li><li>• Summary of Program Complaint Acknowledgment</li><li>• Providers Statement of Alternative Service Delivery Summary (if applicable)</li><li>• WIOA UI-Data Consent Authorization Form</li><li>• Waiver</li></ul> <p><b><u>Plan/ (Insert Document Tag Name Below):</u></b></p> <ul style="list-style-type: none"><li>• WIOA Individual Participation Agreement</li><li>• Career Track Application</li><li>• Waiver</li></ul> <p><b><u>Supportive Services/ (Insert Document Tag Name Below):</u></b></p>
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- 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 sequence 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

**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
- Verification of Safety Training
- Agreement Packet (Scan packet order must be sequence from top to bottom):
  - Transitional Jobs Worksite Agreement
  - Completed W-4
  - Completed I-9 Form

- Childcare
- Transportation Assistance
- SUS-Other
- Waiver, if applicable
- Scan SUS packet order must be sequence from top to bottom:
  - 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)
  - 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

**MSG (Insert Document Tag Name Below):**

- Post-Secondary School Students
- On the Job Training (OJT)
- Skills Training Progression
- Waiver

## Young Adult Digital Case File Naming Convention/ Upload Process

### Process Overview:

- Utilizing the CalJOBS<sup>sm</sup> Case Management System in the Document (staff) section
- Upload/Scan a document
- Input Document Tag name below that is in **bolded underline text**:

#### **Orientation/ (Insert Document Tag Name Below):**

- YAS Appointment/Referral Request Form
- Waiver

#### **Entrance Interview / (Insert Document Tag Name Below):**

- YAS Entrance Interview Appointment and Rescheduling Policy
- YAS CPP Prescreening Form (as applicable)
- YAS Employer Screening Interview Form (as applicable)
- 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

#### **Assessments/ (Insert Document Tag Name Below):**

- WorkKeys<sup>®</sup> (Pre and/or Post)
- O\*Net Assessments
- CASAS<sup>®</sup> Goals Assessment Results (Pre and/or Post)
- Waiver

#### **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

#### **Job Ready Preparation/ (Insert Document Tag Name Below):**

- Job Readiness Workshop Evaluation
- Interview Preparation Workshop Certificate
- Job Ready Mock Interview
- Job Ready Resume

#### **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 at least one or more WIOA mandated In-School OR Out of School WIOA Youth Eligibility Barrier (s). (If applicable)
- Applicant's Statement
- Media Release Form
- Universal Release of Information
- FRWDB Nepotism Policy
- Summary of Program Complaint Acknowledgment
- Providers Statement of Alternative Service Delivery Summary (if applicable)
- WIOA UI-Data Consent Authorization Form
- Waiver

#### **Plan/ (Insert Document Tag Name Below):**

- Career Track Application
- Wavier

- Job Ready Checklist
- Waiver

**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

**On the Job Training (OJT)/ (Insert Document Tag Name Below):**

- ~~Certificate of Completion~~
- 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 sequence 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
- Verification of Safety Training
- Agreement Packet (Scan packet order must be sequence from top to bottom):
  - WLB/WEX Worksite Agreement
  - Completed W-4
  - Completed I-9 Form
  - Participant Work Permit (if applicable)
- Waiver

**Supportive Services/ (Insert Document Tag Name Below):**

- Childcare
- Transportation Assistance
- SUS-Other
- Waiver, if applicable
- Scan SUS packet order must be sequence from top to bottom:
  - 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)
  - 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

**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