

Fresno Regional Workforce Development Board

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Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 09-18, Revision D

Date Released: June 3, 2022

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: June 3, 2022

Subject: Clean Slate Program

Applicable Program: All

Revision History: Initial Release – 2/27/18; Rev B – 2/5/19; Rev C - 7/3/19

This Revision D removes paper application, adds the Online Application process, updates appointment schedule process, and removes the attachments.

The purpose of the Clean Slate project is to provide assistance to enrolled participants with post-conviction legal services, limited family law services as related to child support and arrears, limited legal services (misdemeanor expungement, felony reduction), and certain driver's license suspensions.

This Operational Directive references OD 19-18, CalJOBSsm Participant Plan.

See Process Flow on Page 3.

Provider staff will refer participants to the Clean Slate Attorney (CSA) for Clean Slate Services.

- Participants must complete the Clean Slate Online Application at least two weeks prior to scheduling the initial appointment utilizing the following link:
<https://www.co.fresno.ca.us/departments/public-defender/clean-slate/apply-to-clean-slate>
- Provider staff will schedule a meeting with the CSA using Microsoft (MS) Outlook Public Defender's calendar and include the following information:
 - Participant's Name
 - Grant Code
 - Staff's Name, telephone number, and email address
- The Initial meeting will take approximately 1.5 hours and will be held in person, virtually, or by telephone, at the discretion of the CSA.
- Meetings are to be scheduled on Thursdays in any available time slot between 9:00am and 2:30pm.
- Provider staff will send a courtesy email to the CSA at <romero@fresnocountyca.gov> notifying them of the scheduled appointment. Email must include:
 - Participants Name
 - Appointment date and time

- Under no circumstances will the Provider staff email any participant Personally Identifiable Information (PII) to the CSA.

Upon review of the case, the CSA will provide the participant with a list of required documents, as appropriate for their case.

Appointment Scheduling

- Public Defender Calendar Access
 - Appointments are scheduled using MS Outlook (within the Workforce Connection network) or Outlook Web Access (OWA) for users outside of the Workforce Connection network. These users will need to request a user ID for each staff who will be scheduling participants. To request a user ID to use OWA, submit the following information to: helpdesk@workforce-connection.com
 - Location
 - Name
 - Job Title
 - Phone Number
 - E-mail Address
- Accessing Outlook Web Access (OWA)
 - OWA can be accessed at <https://exchange.workforce-connection.com/owa>
 - Users will be required to login with the following syntax
 - w\username
 - password

Please address any questions to the appropriate FRWDB Program Coordinator.

PROCESS FLOW

