

Fresno Regional Workforce Development Board

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Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 27-09, Revision I

Date Released: July 27, 2022

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: August 1, 2022

Subject: Waiver Request Process

Applicable Program: All

**Revision History: Initial Release – 7/30/09; Rev B - 12/18/09; Rev C - 8/1/13; Rev D - 4/22/14;
Rev E – 7/27/17; Rev F - 11/6/19; Rev G – 5/10/22; Rev H – 5/23/22**

This Revision I provides new direction on securely submitting the waiver request and supporting documents.

This Operational Directive defines the process to be followed when any provider of services has identified a need to deviate from an approved process, and/or form. The only reasons to request a waiver are:

- When following the process would result in a participant's needs not being met, and/or
- It would be a benefit to the Fresno County One-Stop or Young Adult Services systems to do so.

Providers of services must complete a Request for Waiver form each time a provider determines that a need exists. The waiver request must be carefully reviewed and approved by a supervisor or manager prior to being sent to the FRWDB.

Each provider will identify a primary and backup senior staff or management representative to submit waiver request documentation to the FRWDB via Egnyte.

The waiver request and supporting documentation (separate files) must be submitted using the Egnyte upload link provided by the Information and General Services Division. The file name(s) must contain the participant's first initial and last name.

The Request for Waiver must be approved PRIOR to any deviation from established FRWDB process. Failure to follow this process could lead to a formal corrective action and/or potential disallowed costs.

FRWDB staff strives to communicate a waiver request decision within five (5) business days of receipt of a complete waiver request package. In the event a waiver response has not been received after five (5) business days, please email the FRWDB Administrative Assistant at lsagmaquen@workforce-connection.com to request status.

The need for a Waiver must be documented in the participant's case notes. A copy of the approved or denied waiver must be maintained in CalJOBSsm.

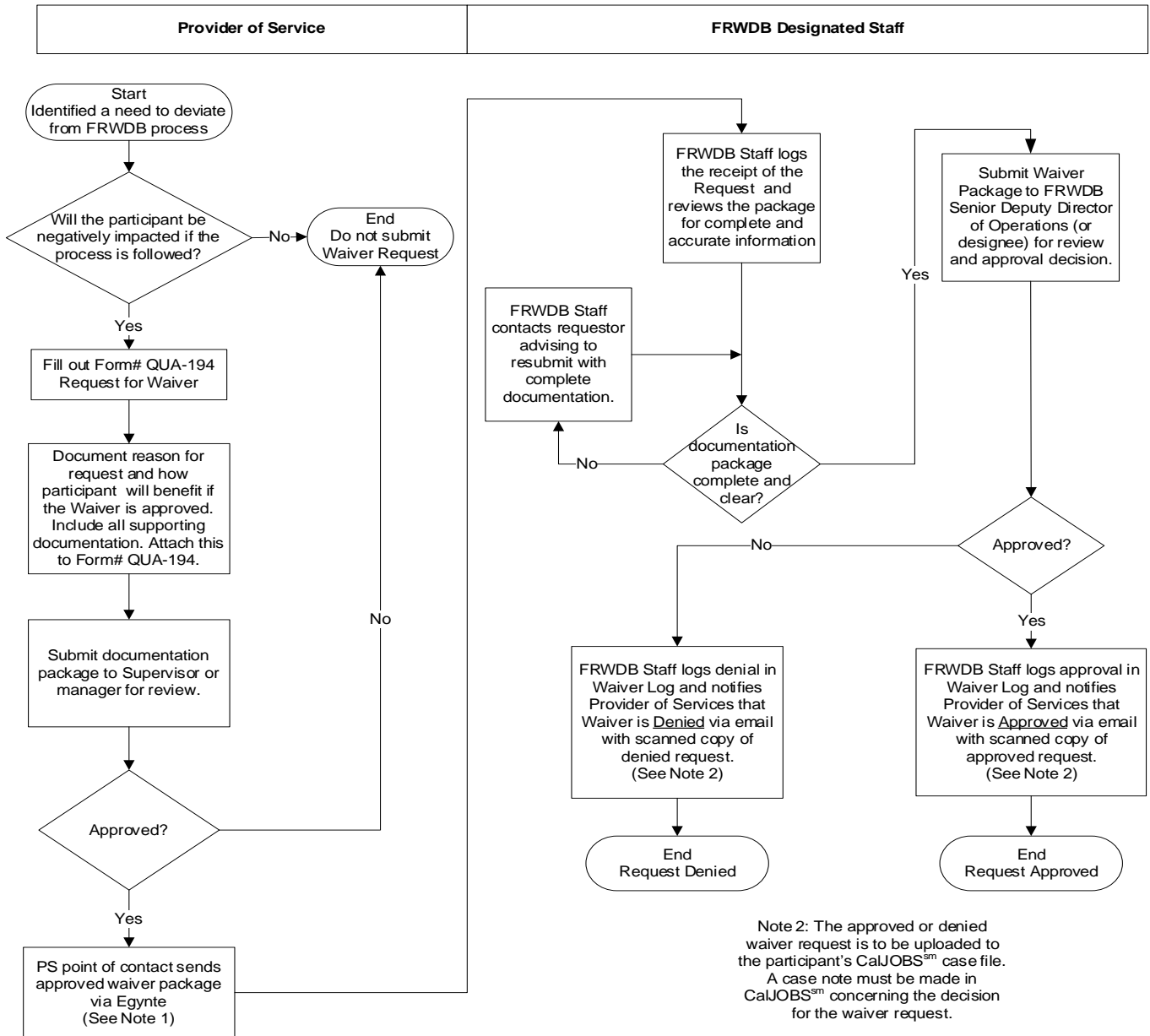
The process is depicted on page 2.

If there are any questions, please email Lacey Sagmaquen.

Form:

QUA-194, Waiver Request Template

Process Flow



Note 1: Send waiver request & supporting documentation in separate files. File name must include first initial, Last Name.

Note 2: The approved or denied waiver request is to be uploaded to the participant's CalJOBSsm case file. A case note must be made in CalJOBSsm concerning the decision for the waiver request.