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DATE: July 1, 2017

TO: Sacramento Employment and Training Agency (SETA) Staff,
Workforce Innovation and Opportunity Act (WIOA) Service Providers, and
Sacramento Works America’s Job Centers of California (SWAJCC)

FROM: Kathy Kossick, Executive Director

SUBJECT: Customer Flow WIOA Directive #WDD17-1

Purpose:

This Directive provides guidance under the Workforce Innovation and Opportunity Act (WIOA) program regarding WIOA Customer Flow to assist the needs of job seekers through the comprehensive range of workforce development activities in preparation of fulfilling employers’ needs.

The Sacramento Works America’s Job Centers of California (SWAJCC) provide job seekers and employers with access to recruitment, engagement, training, and job placement products and services in the Sacramento region. It is the goal of the SWAJCC system to develop a skilled talent pool to meet the hiring needs of the region’s employers.

This Directive establishes the customer flow and identifies services to assist with career pathways to develop talented job candidates.

Effective Date:

This directive is effective on the date of issuance.

References:

Department of Labor (DOL) Training and Guidance Letter (TEGL) 03-15
Workforce Innovation and Opportunity Act (WIOA)

Policy and Procedures:

All SETA funded programs receiving assistance under the WIOA, Title I, must comply with the Customer Flow Directive requirements.

Under the WIOA, services are categorized as **Basic Career, Individualized Career and Training services.**

Basic Career services: Information-only and Self-service activities (No enrollment required)

Individualized Career services: Activities beyond and more intensive than Information-only and Self-service (Enrollment required)

Training services: Skill development and/or upgrade (Enrollment required)

These services can be provided in any order.

The Customer Flow usually begins with a visit to a SWAJCC.

I. Welcoming/Engaging the Customer – Basic Career Services

Customers should be engaged immediately by a Welcoming staff by providing a warm and welcoming environment. Staff are encouraged to use the Human Centered Design method to engage the customer and to determine the reason for the customer’s visit.

The **Welcome Team Guidelines of Possible Actions (tool)** and the **Job Seeker Emotional Modes and Interventions (tool)** can be used by staff to identify the customer’s immediate needs and provide information to the customer for possible action.

If requested by the customer, staff will provide assistive services when available or will contact the staff to accommodate special needs. For additional information refer to the **Referral and Request for Services and Reasonable Accommodations for Individuals with Disabilities (WDD16-3).**

A. Customer’s first visit may include (In no specific order):

- **Orientation/Tour of the Center**
The orientation/tour will include an explanation of available services provided at the center.
- **Completion of the CalJOBS Registration**
Customers may have registered in CalJOBS prior to their initial visit, or they may need to complete the on-line **CalJOBS Registration Form (WIOA)** during their initial visit. Customers can complete a paper CalJOBS Registration Form which staff will assist the customer with inputting into CalJOBS.
- **Receipt of a SWAJCC Welcome Packet**
The Welcome Packet Documents include, at a minimum:
 1. **Welcome packet cover sheet**
 2. **CalJOBS Registration Form (WIOA)**

3. [Job Seeker's Code of Conduct](#)
4. [WIOA Complaint-Grievance Procedures](#)
5. [SWAJCC Authorization for Release of Confidential Information](#)
6. [List of Acceptable Documents \(Form I-9\)](#)

The SWAJCC Authorization for Release of Confidential Information form must be signed and dated by the customer acknowledging they have received copies of: Code of Conduct, Grievance, Non-discrimination and Equal Opportunity Complaint Procedures, and Release of Confidential Information. Staff will scan the signed form into the Cal JOBS and return the original to the customer.

- **Assignment of a SWAJCC Card**

After registration in CalJOBS a card is assigned to the customer's account, the SWAJCC card facilitates the tracking of services a customer receives

A replacement card can be issued if the card becomes de-activated or lost.

- **Document Verification (Additional Documentation)**

All customers should be encouraged to provide current Right-to-Work (RTW), age/birth date, Dislocated Worker (DW), and/or veteran documentation.

If customers are unable to provide the RTW documents at time of visit, they are allowed to continue utilizing the Basic Career services.

For additional information refer to [Eligibility or Demographic Data Collection and Criteria \(IS 22-09\)](#).

B. Basic Career (Self-service) services immediately available include (In no specific order):

- **Welcome M A P (My Action Plan) – Optional**

Staff should encourage the customer to use the MAP as a self-service tool to identify employment/work readiness goals and action steps.

- **Self-Directed Assessments-Skills Assessments**

All customers should be encouraged to complete an initial vocational assessment, including literacy, numeracy, and English language proficiency, as well as aptitudes and abilities assessments.

Below is a list of assessments provided by the SWAJCCs:

- Quick Guide - Skills Review measures reading for information, locating information, and applied math (This assessment is required if accessing Individualized career or Training services; not required if the customer possesses a post-secondary degree)

- CalJOBS Career Assessments (Interest, Skills, and/or Values)

- O*Net On-line/My Next Move

- Other partner and/or on-line assessments

- **Background Wizard-Skills Identification**
Staff should encourage all customers to complete the Background Wizard. The Background Wizard allows the customer to identify skills and abilities they possess and auto-populates a portion of the CalJOBS on-line resume. Completion of the Background Wizard will also assist staff with targeted employer recruitment. The Background Wizard includes the On-line Application which can be used by employers searching for potential job candidates. If critical information is incomplete or missing in the Background Wizard, important employment opportunities may be missed.
- **Resume Development and Updating**
Staff should encourage all customers to complete the on-line CalJOBS resume(s). The CalJOBS resume assists employers with finding appropriate candidates. Other resume computer applications, such as WinWay, are available.
- **Job Search**
The SWAJCCs' resource rooms are equipped with computers, Internet access, job search tools and phones. The customer can use the resource room to search for on-line job vacancies, to apply for open job positions, to create resumes, to communicate with potential employers, and to connect to community resources.
- **Informational Sessions**
Information-only services provide information that does not require an assessment of the individual's skills, education or career objective by staff. Staff should encourage all customers to attend information-only sessions such as, orientation, interview, resume, labor market information, assessment tools, employer overviews, and navigating CalJOBS.
- **Labor Market Information**
Information on how and where to obtain labor market information to assist the customer in targeting and identifying jobs with their current skills and/or required skills and education that are in demand in the local area.

II. Individualized Career and Training Services (formerly referred to as Intensive and Training Services)

Customers who demonstrate a need for services beyond Basic Career Services (Self-Service and Informational only) may be enrolled in Individualized Career and/or Training services.

To help determine suitability for enrollment, the following indicators can help identify the customer's commitment for the enrollment plan:

- Customer is unemployed or underemployed
- Customer has consistently attended self-service activities
- Customer has expressed the need for career guidance
- Customer has inquired about skill development/training needed to obtain employment
- Customer has expressed the need for additional assistance for employment preparation

A. Prior to Enrollment

1. Customer Status Review in CalJOBS

Before new enrollment into CalJOBS, staff must review the customer's record in CalJOBS (including case notes and enrollments) to determine the customer's current status. If a customer has received prior services documented in CalJOBS (case notes or enrollments) by another staff, every effort should take place to contact prior staff on record, including other Local Workforce Development Area (LWDA) staff before initiating any individualized services.

Based on the customer's needs or circumstances coaches may transfer the customer to a new coach or continue to work in tandem with planned services, so as not to duplicate services. The staff providing new services must document, in CalJOBS case notes, an agreement with the previous coach, to transfer the customer to the new coach's caseload. If the services provided by the prior staff are still active, both coaches will collaborate and provide services to ensure customer success.

2. Eligibility

Before enrollment into Individualized Career and/or Training Activities, the coach must verify and record eligibility for the categories below:

- Right-to-work documents
- Age/birthdate
- Selective service registration (if applicable)

All documents must be scanned into CalJOBS.

For additional information see the [Eligibility or Demographic Data Collection and Criteria \(IS 22-09\)](#).

3. Priority of Service

Veterans and eligible spouses continue to receive priority of service among all eligible individuals; however, they must meet the WIOA adult program eligibility criteria and meet the criteria under WIOA Section 134 (c)(3)(E).

As required under WIOA Section 134 (c)(3)(E), with respect to Individualized Career and Training Services, priority of service must be given to recipients of public assistance, other low-income individuals, individuals who are basic skills deficient and other individuals in accordance with the Priority of Service Policy. Priority of service status is established at the time of eligibility determination and does not change during the period of enrollment. Priority does not apply to the dislocated worker population, with the exception of Veterans. Veterans and eligible spouses continue to receive priority of service among all eligible individuals; however, they must meet the WIOA Adult program eligibility criteria under WIOA Section 134(c)(3)(E).

For additional information refer to [Adult Priority of Service \(WDD16-2\)](#)

4. Self Sufficiency Calculator

An individual who meets the eligibility requirements specified above (in #2 Eligibility) may participate in the WIOA Adult program. The Sacramento Works Board has approved continuing to utilize the Self-Sufficiency Calculator to determine priority of service, and the need for WIOA-funded training and supportive services, but it is no longer a condition of eligibility. In addition, income is an important factor in determining suitability for services, and staff must refer to <https://insightcced.org/tools-metrics/self-sufficiency-standard-tool-for-california/> before enrolling adult customers.

B. Point of Enrollment

CalJOBS Registration Addendum Form (WIOA)

The Addendum must be completed, signed and dated.

(The Addendum signature and date must be within 90 days and prior to the creation of participation (enrollment) in CalJOBS. If no changes are required, existing Addendums can be updated with signature and date, and re-scanned into CalJOBS to meet the 90 day requirement. If changes are required, existing Addendums can be updated with new customer information, signature and date, and re-scanned into CalJOBS to meet the 90 day requirement. No further updates are required after the creation of the participation (enrollment) into individualized career services.)

Staff signature will verify the Addendum for completeness and accuracy. Staff will scan all pages of the Addendum into the customer's Documents folder in CalJOBS. This will allow other Centers the ability to view the Addendum to avoid duplicate input. The hard copy of the Addendum will be filed into a secure cabinet.

One-on-One Comprehensive Assessment and Basic Skills Assessment

Customers needing staff assisted services for enrollment into Individualized Career/Training Services must complete, at a minimum, a one-on-one comprehensive assessment and a basic skills assessment.

One-on-One Comprehensive Assessment (required beyond basic services)

The coach will conduct a **one-on-one comprehensive assessment (tools)** to review the customer's strengths and barriers to start a short-term and long-term employment plan with an emphasis on developing career pathway goals. Career pathways are small groups of occupations within a career cluster and coordination of education, training and/or other services that help individuals advance within an industry or occupation. Occupations within a pathway share common skills, knowledge, and interests that can lead to occupational advancements within the career cluster. The coach should also connect customers to WIOA Partner and/or Community Resources not provided by the SWAJCC.

Basic Skills Assessment—(required beyond Basic Services)

The basic skills assessment should measure key skills, such as basic reading and math skills. In addition, it is strongly encouraged that the Quick Guide to be used to measure key workforce skills, such as, reading for information, locating information, and applied

math. The above assessments are required for services beyond Basic Career Services; but not required if customers possess a post-secondary degree.

Development of the Individual Employment Plan (IEP) (required beyond Basic Services)

The information obtained from the comprehensive assessments will assist the coach in the development and implementation of the **Individual Employment Plan (IEP)** for a customer entering into Individualized Career and/or Training Services.

- Identification of personal or pre-employment strengths and assets
- Identification of barriers which need to be addressed prior to the start of skill development or job search.
- Background Wizard/Skills Review- Before services begin, the customer will start the Background Wizard in CalJOBS. The Coach will verify the Background Wizard is up-to-date and complete within a month of the customer's enrollment date.
- For the approval of Training assistance, coaches must verify the Background Wizard is complete and up-to-date.

Customers enrolled into Work Preparedness programs (e.g. ABE/GED, ESL/VESL, and/or Job Readiness) will complete the Background Wizard during or after completion of the training program and are not required to complete the Background Wizard at time of enrollment. A case note should be included that justifies why the Background Wizard was not completed at time of enrollment.

- Determine the objectives and supporting goals with the associated timeframes in meeting each goal successfully.
- Determine partner resources and coordination of those resources to help meet the customer's planned goals.
- Determine customer suitability for individualized career services; may include training (job readiness training, vocational, career pathways training, and/or OJT) and/or supportive services.

C. Case Review Team

The Case Review Team (CRT) approval process must be used prior to the expenditure of any funds. The **CRT- Scholarship-Tuition Approval Form** will be completed and signed to reflect: approval or denial, or Not at this Time for training. Additionally, the **CRT-Supportive Services and Incentives Request and Approval Form** will be completed and signed to reflect the need for Supportive Services according to the customer's planned activities.

The CRT may consist of a supervisor(s), partner(s), coordinator(s), coach(s), and if necessary, the customer needing services. At a minimum, the CRT should consist of a supervisor and a coach. CRTs may also be used for enrollment and/or exit at the supervisor's discretion.

D. Creating CalJOBS participation (enrollment) for Individualized Career Services and/or Training Services and On-going Case Management

- IEP Development- When creating participation into Individualized Career Services and/or Training, the coach will need to complete an Individual Employment Plan (IEP) template and/or Financial Assistance (Training/Supportive Services) template. The templates are located in the Case Note section of CalJOBS.
- Coach Assignment- The coach must assign the customer to their caseload in CalJOBS upon creation of participation into Individualized Career Services and/or Training.
- Monthly Progress- The coach must create and maintain (at a minimum) monthly case notes to reflect the customer's progress on the planned services and next steps.
- Enrollment and Activities- Complete the WIOA application in CalJOBS. Enter the CalJOBS activity(ies) that correspond to the activities provided to the customer. The activity will need to be opened and closed the same day the activity is provided, with the exception of Training and Supportive Service activities.

Note: If creating a Supportive Service activity, there must be another open activity in CalJOBS to access all supportive service activities.

Backdating Activities- Coaches may backdate the WIOA application and/or activities (including Actual End Dates) up to 30 days. If applications or activities need to be backdated beyond 30 days staff should contact the SacWorks Support Team (SacWorkssupport@SETA.net) for assistance. (Refer to **Creating a CalJOBS Application (screen shots)** and /or **Creating a CalJOBS Participation (screen shots)**).

E. Individual and Staff Assisted Career Services

If Customers need assistance beyond self-directed and information only services to help them gain employment at any point along their career pathway, the following services can be provided:

- Comprehensive/Specialized Assessments and Testing
- Career Counseling
- Individual Counseling
- Individual Employment Plan
- Financial Literacy
- Short-term Pre-vocational Services
- English as Second Language (ESL) Assistance
- Referral to Targeted Partner Services/Community Resources
- GED Preparation Assistance
- Entrepreneurial Guidance
- Small Business Assistance
- Workshops

- Interview Preparation and Mock Interviews
- Resume Development
- Soft Skills Counseling and/or Workshops
- Peer Group Workshops
- Supportive Services
- Ticket to Work- [Ticket to Work Enrollment and Orientation Process \(WDD16-4\)](#)

F. Training

Under the WIOA, training services must be provided either through an Individual Training Account (ITA) or through a training contract (e.g. On-the-Job Training, Registered Apprenticeship, Customized Training, Incumbent Worker Training, or Transitional Jobs Training). WIOA funded training can only occur pursuant to training providers being approved and listed on the State's Eligible Training Provider List (ETPL) <https://www.caljobs.ca.gov/vosnet/drills/provider/provdrill.aspx?session=provdetail&geo=060100000&zip=&radius=>and is a locally contracted training provider - [Local Training Provider List](#). [If the training provider is not currently a contracted provider, a referral can be made by using the Local Training Provider Referral Form.](#)

1. Scholarships/Tuition Assistance may be provided through the SWAJCC's Individual Training Account (ITA) system to customers entering into Occupational/Vocational, Entrepreneurial, Pre-apprenticeship, and Job Readiness Training who:

- Are eligible and suitable for applicable grants.
- Need skill development training and have demonstrated motivation to successfully complete assignments, and have the skills and qualifications to successfully complete the selected training program.
- Are unable to obtain training from other funding sources.
- Have selected an occupation/program that is directly linked to employment opportunities and/or a career pathway within an in-demand [Critical Occupational Cluster\(s\)](#) with an emphasis on our region's fastest growing industries: Food and Agriculture, Construction, Clean Economy, Life Sciences and Health Services, Information and Communications Technology, Advanced Manufacturing, and Education and Knowledge Creation.
- Have completed the [Scholarship Tuition Assistance Application Packet](#)
- Have completed the Background Wizard.

SWAJCC Coaches will:

- Review of the Scholarship/Tuition Award Application with the customer for completeness and thoroughness. The coach will present the customer's application to the Case Review Team (CRT) for final approval of all WIOA Scholarship/Tuition Awards.

- Create a Participation (enrollment) activity in the CalJOBS System and enter additional activities as needed in the CalJOBS system. Staff must also ensure that, at a minimum, the WIOA Activity Projected End Date and WIOA Soft Exit Alerts are set in the CalJOBS system (set to: Days-15 days prior and Notify-Every day after).
- Complete the Financial Assistance (Training/Supportive Services) template in the case note section of CalJOBS, reflecting justification for the customer's enrollment into the training activity. Additionally, add any updates to the Individual Employment Plan accordingly.
- Complete the Training Service Agreement including the signatures of the customer, coach, supervisor and training provider (if applicable).
- Assign the customer to their CalJOBS caseload. Set Alerts in CalJOBS to notify themselves of a variety of upcoming actions. For additional information refer to [Setting & Reviewing-Alerts in CalJOBS \(screen shots\)](#).
- Provide on-going individualized counseling/career guidance of enrolled customers including monthly documentation of the customer's status in the customer's CalJOBS case notes and encourage the customer to provide no less than monthly updates on their training progress.
- Obtain monthly progress reports and completion of training certificates from the training provider and/or customer.

For additional information refer to [Financial Assistance Award Directive \(WDD17-2\)](#).

2. **On-the-Job Training/Subsidized Employment (OJT/SE)**

[OJT-SE Policy WIOA Directive \(WDD16-5\)](#)

III. Closure of Activities for Exit

1. **Employed Customers**

Once the customer obtains unsubsidized employment, the coach should submit an electronic version of the [Employment Placement Form](#) to SETA administrative staff shortly after confirmation of employment. The customer's employment information plays a critical role in the system's overall performance. All planned activities, if open, should be completed in CalJOBS prior to submitting the Employment Placement Form to the SETA Staff.

Scan the Employment Placement Form into CalJOBS.

2. **Un-engaged Customers**

For those customers who have not followed through with planned services within a 90-day period (after every effort has been made to re-engage customer but attempts have remained unsuccessful) and with site supervisor approval, coaches may allow the application to auto exit on the 91st day.

3. **Exclusion from WIOA Measures**

Customers may be “Hard” exited and excluded from the WIOA Measures if one of the following occurs:

- Institutionalized
- Deceased
- Health Medical
- Reservist Called to Active Duty
- Family Care

Documentation must be scanned into CalJOBS confirming the exclusion. Contact SacWorks support (SacWorkssupport@SETA.net) for assistance in closing the activities.

IV. Follow-up

Follow-up services are critical to ensuring a customer’s long-term success in employment and advancement along a career pathway. Center staff should continue to engage the customer to ensure retention of employment. If the customer’s employment status is in jeopardy of changing or has changed, the coach/center staff should encourage the customer to visit a Center to receive additional services. Services may include obtaining employment, addressing work-related issues that may arise, assistance in securing higher paying jobs, assistance with career pathway development, assistance with pursuing or continuing education or training, and the provision of work related peer support groups.

Follow-up services begin the day after the customer becomes employed and follow up services are provided for 12 months. Staff will document in the case note section of CalJOBS the customer’s progress with employment, any changes, and/or any additional services the customer will need.

INQUIRIES

For questions on this policy directive, contact Julie Davis-Jaffe at Julie.Jaffe@seta.net.

Links and/or Attachments indicated below support this policy. All attachments have been made available on SETS’s website at www.seta.net, or may be accessed by clicking the link within the document of below.

Attachments for this directive:

- [Welcome Team Guidelines of Possible Actions \(tool\)](#)
- [Job Seeker Emotional Modes and Interventions \(tool\)](#)
- [CalJOBS Registration Addendum Form \(WIOA\)](#)
- [Welcome M A P \(tool\)](#)
- [One-on-One Comprehensive Assessment \(tool\)](#)
- [Individual Employment Plan \(IEP\)](#)
- [Critical Occupational Cluster\(s\)](#)

Links to reference documents and web sites:

- [Referral and Request for Services and Reasonable Accommodations for Individuals with Disabilities \(WDD16-3\)](#)
- [Welcome packet cover sheet](#)
- [CalJOBS Registration Form \(WIOA\)](#)
- [Job Seeker’s Code of Conduct](#)
- [WIOA Complaint-Grievance Procedures](#)

- SWAJCC Authorization for Release of Confidential Information
- Eligibility or Demographic Data Collection and Criteria (IS 22-09)
- Adult Priority of Service (WDD16-2)
- Self Sufficiency Calculator <https://insightccd.org/tools-metrics/self-sufficiency-standard-tool-for-california/>
- Scholarship/Tuition Assistance Application Packet
- CRT-Scholarship-Tuition Approval Form
- CRT-Supportive Services and Incentives Request and Approval Form
- Creating a CalJOBS Application (screen shots)
- Creating a CalJOBS Participation (screen shots)
- Ticket To Work Enrollment and Orientation Process (WDD16-4)
- State's Eligible Training Provider List (ETPL)
<https://www.caljobs.ca.gov/vosnet/drills/provider/provdrill.aspx?session=provdetail&geo=0601000000&zip=&radius=>
- Local Training Provider List
- Local Training Provider Referral Form
- Setting & Reviewing-Alerts in CalJOBS (screen shots)
- Financial Assistance Award Directive (WDD17-2)
- OJT-SE Policy WIOA Directive (WDD16-5)
- Employment Placement Form