

WORKFORCE DEVELOPMENT DEPARTMENT

AJCC Desk Manual

Workforce Development Specialist

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Section 1

Workforce Innovation and Opportunity Act (WIOA) Services

Overview

Introduction

The Workforce Innovation and Opportunity Act (WIOA) is legislation designed to strengthen and improve our nation's public workforce system and help Americans, including youth and those with significant barriers to employment, into high-quality jobs, careers, and help employers hire and retain skilled workers.

The San Bernardino County America's Job Centers of California (AJCC's) accomplishes this by providing no cost services that lead to gainful employment, skilled workers, job retention, and improved earnings potential to individuals and employers.

This improves the quality of the workforce, reduces welfare dependency, and bolsters the productivity and competitiveness of the residents in San Bernardino County.

WIOA Services

WIOA services for Adults and Dislocated Workers are provided primarily through San Bernardino County AJCCs. Listed below are the key reportable service indicators:

- Basic career services (self-service) are informational services available to any member of the public.
 - Basic career services (staff-assisted) are available to enrolled WIOA customers.
 - Individualized career services are an increased level of staff-assisted, skill building services available to enrolled WIOA customers.
 - Training services include employment-related training programs offered through the AJCC's.
 - Supportive services are available to enrolled WIOA customers to enable them to participate in careers services and training activities.
-

Priority of Service

WIOA established a priority requirement with respect to funds allocated to serve adults. Under WIOA, Local Workforce Development Boards (LWDB) must give priority to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. Applicants not meeting the Priority of Service (POS) criteria will be WIOA enrolled on a case-by-case basis.

Enrolled veterans receive veterans' POS. For additional information concerning POS and Veterans POS, refer to Program Guide *Chapter 2 – WIOA Eligibility*.

Note: Dislocated Workers & Youth are not subject to POS.

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Overview, Continued

Key Reportable Service Indicators The Workforce Development Specialist (WDS) actions/standards are goals set to achieve positive results for program services. These results are reported to the Board of Supervisors, to WDD management, as well as quarterly and annually to the state for WIOA performance outcomes. The indicators are:

1. Enrollments
2. Employments
3. Training Enrollments
4. Program service documentation and quantitative measures (CalJOBS)
5. Follow-ups

Workforce Development Specialist The WDS provides services to customers seeking employment and training assistance through funding provided by WIOA, special grants, and contracts. The duties of the WDS include, but are not limited to:

- Interviewing, screening, and counseling customers regarding employment barriers and challenges
- Completing the Initial Assessment (IA) with the customer
- Advising customers on training and employment opportunities
- Monitoring and documenting customer services in CalJOBS
- Providing vocational counseling
- Developing Individual Employment Plans (IEP)
- Providing job referrals to customers
- Facilitating orientation and job search related workshops
- Engaging in public outreach regarding program services
- Attending meetings and community events on behalf of the Workforce Development Department and San Bernardino County

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Eligibility Determination

Introduction

In order to enroll a customer into the Workforce Innovation and Opportunity Act (WIOA) program to receive services beyond basic career self-service, a customer must meet the eligibility requirements as set forth in the law. This section provides information on eligibility requirements and the documents needed to verify eligibility.

Registration and Orientation

WIOA requires Adults, Dislocated Workers, and Youth who wish to receive WIOA services to self-register in CalJOBS. Customers can register at www.caljobs.ca.gov or download the mobile application for Android or Apple devices to register.

At the point of self-registration, the customer becomes a reportable individual. A reportable individual is a customer who is not enrolled in WIOA but is still able to access basic self-services.

Customers are invited to watch the Orientation video to introduce AJCC services available to them.

The video can be found at <https://www.AJCC Orientation>.

Eligibility Documentation

A customer's eligibility for WIOA services must be collected and documented for each eligibility criterion. The eligibility source documentation must be reviewed and approved by the Workforce Development Supervisor and filed/scanned in the customer's case folder.

For what documents to collect for the eligibility determination, the Workforce Development Specialist (WDS) should refer to:

- I-9 list of right work documents,
- Dislocated Worker Matrix, and
- Priority of Service Groups Matrix.

Note: Refer to *Chapter 2 – Eligibility* chapter of the Program Guide to determine when to obtain a customer's right to work documents.

Resource Room Duties

Introduction	Each America's Job Center of California (AJCC) provides customers with resources to engage in self-directed (also known as self-service information-only activities) employment services in the resource room.
VOS Greeter	All customers who wish to receive services through the AJCC's must check-in with the receptionist or through VOS Greeter. In cases where the customer did not check in through the VOS Greeter at the front desk, the Workforce Development Specialist (WDS) will enter the check-in in CalJOBS.
Resource Room	<p>The Resource Room may be utilized by Employment Development Department (EDD) or AJCC staff for the following purposes, but not limited to:</p> <ul style="list-style-type: none">• Completing case notes in a customer's case file in CalJOBS,• Scheduling customers to attend informational workshops and enter appropriate case notes,• Answering customer inquiries and/or make referrals to:<ul style="list-style-type: none">– Workshops,– Training,– Veterans' services, and/or– Other services.• Posting and maintain job openings on bulletin board and reception counter,• Assisting customers with system registration in CalJOBS,• Providing assistance with job search,• Generating job referrals through CalJOBS, and• Advising management when computer equipment/software issues occur to ensure computers are available to customers during office hours.

Workshops

Introduction	<p>Workshops are available at an America's Job Center of California (AJCC) to assist customers with job search and career exploration activities. A Workforce Development Specialist (WDS) may be assigned to:</p> <ul style="list-style-type: none">• Create materials,• Facilitate and evaluate workshops, and/or• Provide data on attendance and outcomes of workshop attendees.
Schedule	<p>Supervisors from all three (3) AJCC's discuss and determine the schedule for the various workshops on a quarterly basis and assigns the WDS' who will be the facilitator and the co-facilitator.</p>
Topics	<p>The AJCC conducts workshops covering, but not limited to, the following topics:</p> <ul style="list-style-type: none">• Resume online/virtual workshop,• How to get a Government Job,• Interview Skills and social media, and• Truck Driving Careers.
Preparation & Presentation	<p>Preparation and presentation are vital to the success of workshops. Staff members are required to:</p> <ul style="list-style-type: none">• Create and/or identify appropriate materials for assigned presentation• Schedule classrooms• Provide information to advertise and promote workshops and/or recruitments• Provide materials for attendees <p>The workshops are facilitated by two (2) WDS, a facilitator and a co-facilitator. The responsibility of the co-facilitator is to:</p> <ul style="list-style-type: none">• Set up the workshop (either in-person or via zoom),• Manage audio/visual equipment• Take attendance, and• Assist with answering questions. <p>The facilitator is responsible for presenting the workshop and answering any questions.</p> <p>Note: Facilitators should promote the full range of services available at the AJCC.</p>
CalJOBS Entries	<p>The WDS co-facilitator will complete case note for the customers who attended the workshop and enter the appropriate CalJOBS Workshop activity code. In situations where the co-facilitator is not available for the workshop, the facilitator will complete the duties assigned to the co-facilitator and conduct the presentation.</p> <p>The WDS assigned to the customer must verify case note and activity code was completed. If the WDS identifies case notes were not entered, he/she will inform the workshop facilitator or co-facilitator to complete the entry.</p>

Initial Visit

Introduction

The initial visit is critical to identifying a customer's needs, goals, barriers, and should serve as a foundation to a fruitful relationship. Scheduling subsequent counseling appointments, as needed, to provide the customer continued support and assist the customer in completing activities and obtaining employment.

Initial Appointment

At the initial appointment, the Workforce Development Specialist (WDS) may perform some of the following activities:

- Obtain the necessary documentation to make a determination on the customer's eligibility
- Determine if the customer who is between the ages of 18-24 will benefit from the Adult/Dislocated Worker Services or Youth Services
- Refer customer to a contracted Youth Provider for Youth Service, if applicable
- Identify possible employment barriers
- Review case notes and documentation
- Schedule customer for workshops
- Refer customer to other agencies and resources
- Advise customer of services available (e.g., On-The-Job Training, customized training, employment opportunities, etc.)
- Determine customer skill level
- Schedule customer for comprehensive assessment, such as the Comprehensive Adult Student Assessment Systems (CASAS), if appropriate
- Evaluate the need for supportive services with the customer
- Listen and respond to customer's concern regarding their employment needs in a positive manner
- Identify if customer would benefit from a partner service and make the referral

For customers seeking training, explain the following:

- Workforce Compass
 - Labor market research
 - Assessment, if applicable
 - Eligible Training Provider List (ETPL) research
 - Requirement to complete Free Application for Federal Student Aid (FAFSA)
 - Self-sufficiency requirement
-

Assessment

Introduction	<p>There are two (2) types of assessment tools available for the America's Job Center of California (AJCC) staff to access when determining if a customer is eligible for training services. The Comprehensive Assessment is used by staff.</p>
Comprehensive Assessment	<p>The Comprehensive assessment identifies the customer's grade level equivalency in reading and math. The online Comprehensive Adult Student Assessment Systems (CASAS) is currently being used staff. Workforce Development Specialist (WDS) will:</p> <ul style="list-style-type: none">• Schedule customer for the CASAS assessment and• Review assessment scores with the customer. <p>Note: The Workforce Development Technician (WDT) who proctors the assessment will case note the assessment results and enter the 203 activity into CalJOBS. The WDT will also submit helpdesk tickets to add basic skills deficiency to the application when the scores are 8.9 and below.</p>
Eligible Training Provider List	<p>The Eligible Training Provider List (ETPL) programs may include a list of pre-requisites for students to have prior to enrolling in the training. As part of the assessment, AJCC staff will:</p> <ul style="list-style-type: none">• Review the pre-requisites,• Discuss the pre-requisites with the customer, and• Determine if the customer meets the requirement for enrolling into the training course.
Assessment disputes	<p>Customers who disagree with the assessment provided by the WDS will be directed to contact the school to take their assessment results and obtain approval for enrolling into the class. Statement of approval from the school must be provided to the WDS prior to getting a manager's approval for training.</p>
Case note	<p>AJCC staff will complete a detailed case note regarding assessments. Case notes should include but not limited to the following information:</p> <ul style="list-style-type: none">• Explain in detail why comprehensive assessment was waived• Right to Work documents verified, copied, and placed in file• Selective Service Registration Number (males born after 12/31/1959),• Highest grade level achieved by the customer,• The results of the desk side assessment tool and/or CASAS assessment,• Work history (as it applies to the training),• Employment history, including type of lay off and job end date, as well as specific skills from past and current experiences,• Unemployment insurance status,• Dislocated Worker (including likelihood of returning to same industry or occupation) or Adult,

Continued on next page

Assessment, Continued

**Case note,
continued**

- Education,
 - Employment Barriers,
 - Individual Employment Plan summary to customer,
 - Copies of Complaint/Grievance Procedures (part of the Application Disclosure Documents) given to customer, original retained in file,
 - Workshops assigned and/or attended,
 - Veteran status,
 - Name of training course the customer is interested in and the requirements for admission as listed on the ETPL,
 - Customers dispute of the desk side assessment, if applicable,
 - Justification statement for how it was determined the customer will succeed in the training, and
 - Any other information to help in the determination for training.
-

Case Management

Introduction

The Workforce Development Specialist (WDS) will provide case management services to customers enrolled in Workforce Innovation and Opportunity Act (WIOA) programs based on needs. Case management ensures the provision of appropriate program services to maximize customer success and goal attainment. Case notes are of the utmost importance; above anything else, these case notes evidence the services that were provided to a customer. Case notes tells the story of what transpired between the customer and America's Job Center of California (AJCC) staff. The following services is part of the individualized, but is not limited to:

- Individual Employment Plan (IEP)
- Job search
- Resume critique
- Mock interviews
- Comprehensive assessment
- On-the-Job Training (OJT)
- Supportive services
- Discussions about vocational training

Description

The table provides a description of the Individualized services.

Topic	Description
IEP	Customers who are determined to be eligible to receive individualized services completes an IEP to explore his/her career options. Activity code 205 is entered in CalJOBS.
Job search	Occurs when an individual is either unemployed or dissatisfied with his/her current position. Activity code 125 is entered in CalJOBS.
Resume	One-on-one instruction on résumé and cover letter formats, critique, and assisted in the development of one or both. Activity code 115 is entered in CalJOBS.
Mock interviews	A participant attended an organized activity that provided instructions on interviewing skills. Activity code 134 is entered in CalJOBS.
Comprehensive assessment	An assessment of skill levels and service needs of a participant. Activity code 203 is entered in CalJOBS.
On-the-Job Training (OJT)	A participant took part in paid training while engaged in productive work in a job. Activity code 301 is entered in CalJOBS.
Supportive services	A participant received assistance that enabled him/her to participate in career services or training activities. Activity code ranges from 180 through 192 is entered in CalJOBS based on the assistance provided.
Vocational training	An organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. Various activity. Activity code 300 is entered in CalJOBS

Note: The activity codes listed are the most common ones used by staff. Staff must refer to the CalJOBS Activity Code list to ensure the correct activity is used. Refer to the **Intranet>Reference & Referrals>CalJOBS Resource**.

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Case Management, Continued

WIOA Funded Vocational Training

WIOA funded vocational training enables a customer to obtain key industry skills via the AJCC (One Stop) system. When the WDS determines a customer would benefit from a vocational training service, he/she will complete the Training Guidance Packet and complete the following steps:

Step	Action
1	<ul style="list-style-type: none">Assess training needs of customer using information obtained from previous interviews, questionnaire, and comprehensive or desk-side assessment results, andDevelop/amend IEP, andCreate activity code 205.
2	<ul style="list-style-type: none">Review occupational and labor market information to determine career interest is in demand, andAssist customer with provider selection using the Eligible Training Provider List (ETPL). Encourage customer to visit schools to ask questions and review the training process/requirements.
3	<p>Complete the:</p> <ul style="list-style-type: none">Self Sufficiency Forecasts and enter results clearly in a case note,Individual Training Account (ITA) process in DocuSign,Client Release of Information, andTraining Customer Commitment Form. <p>Note: Refer to the Program Guide, Chapter 4 – Training for additional information regarding the ITA DocuSign process.</p>
4	<ul style="list-style-type: none">Discuss with customer if he/she is in need of any supportive services, andVerify attendance on the 1st day of training.
5	Fax training enrollment verification form (TEV) to the Employment Development Department (EDD) if customer is receiving Unemployment benefits, if applicable.
6	<p>Enter the following after verifying attendance on the first day of training:</p> <ul style="list-style-type: none">300 activity code in CalJOBS,Upload Training bundle in CalJOBS,Set calendar control for the training start and end dates, andCase note detailing training information, and all actions taken.

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Case Management, Continued

Benchmarks & Monthly Review

Training providers submit benchmarks to demonstrate the customer's completion of the first two (2) weeks of training and the overall completion.

A monthly case review is conducted by the WDS to ensure training progress is satisfactory and documented.

Required: The customer **MUST** be contacted once a month during training and during the last week of training, and activities must be case noted. During this time, the WDS is required to:

Step	Action
1	Verify customer's commencement of training.
2	<ul style="list-style-type: none">Review/sign the 1st benchmark (invoice for payment).Communicate with training providers and/or fiscal unit to resolve invoice and payment issues, if applicable, andForward benchmark to Supervisor for approval.
3	Maintain monthly contact with customer – case note specifics.
4	Receive monthly progress and attendance reports <ul style="list-style-type: none">Gather program and customer data, if requested,Provide employment referrals to customer, andUpload documents into CalJOBS.
5	Update/extend activities as needed by submitting an amendment to the Supervisor and changing the date in CalJOBS. Note: Refer to Program Guide, <i>Chapter 4 – WIOA Training Services</i> , for the DocuSign ITA Amendment process.
6	Verify customer's training is completed.
7	<ul style="list-style-type: none">Review/sign the 2nd benchmark (invoice for payment).Communicate with training providers and/or fiscal unit to resolve invoice and payment issues, if applicable,Forward 2nd benchmark invoice to Supervisor for approval,Complete the Measurable Skills Gain and/or Credentials in CalJOBS, andUpload the certificate of completion in participants case file in CalJOBS.
8	Enter case note on any correspondence or actions taken.

Supportive Services

Introduction

Supportive Services may be considered for customers who are not receiving assistance from other programs and have no other available resources. These services are available to those enrolled in at least one (1) Workforce Innovation and Opportunity Act (WIOA) service.

Available Services

Available services may include, but are not limited to the following items:

Services	Items
Transportation	<ul style="list-style-type: none">• Gas Cards• Bus Passes• Reimbursements for transportation claims• Other specialized transportation needs as approved by management
Ancillary	<ul style="list-style-type: none">• Training<ul style="list-style-type: none">– Books– Educational Supplies– Parking Passes• Physical Exams• Drug Testing• Immunizations• Certificates for: Food Handling, Forklift Operation, etc.
Job Search	Interview Clothing
Employment (items related to specific types of work)	<ul style="list-style-type: none">• Uniforms• Work Boots• Tools• Gloves• Protective Eye Wear• Background Checks

Note: Refer to *Chapter 3, WIOA Supportive Services* of the Program Guide for a more detailed list of supportive services and the required authorization levels.

Supportive Services Processing

All supportive services require supervisor/manager approval.

For customer reimbursement, gas cards, bus passes and transportation claim the WDS will complete the following:

Step	Action
1	Complete Form 804 "Request for Services".
2	Enter the appropriate supportive service code, open and closed on date of service.
3	Complete a detailed case note including any justification for the supportive services.

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Supportive Services, Continued

Voucher Processing

The America's Job Center of California (AJCC) has the option to use vouchers for issuing supportive services for his/her customers. If vouchers are used, **all vouchers require supervisor/manager approval.**

Complete the following actions when processing vouchers:

Stage	Description
1	Customer will: <ul style="list-style-type: none">• Obtain a "Mock Receipt" from approved Vendor for requested items, and• Submit voucher to Workforce Development Specialist (WDS).
2	Vendor will: <ul style="list-style-type: none">• Complete voucher, and• Return voucher to WDD administration for payment.
3	WDS will: <ul style="list-style-type: none">• Review voucher for completion,• Obtain appropriate authorization from his/her supervisor, and• Submit to the Workforce Development Technician (WDT) for processing request for payment.
4	WDT will: <ul style="list-style-type: none">• Review paperwork WDS provided for completeness,• Confirm all required signatures have signed the request, and• Submit paperwork to Fiscal for payment.

CalCard

All CalCard purchases require supervisor/manager approval.

Each America's Job Center of California (AJCC) has been given a county CalCard to use for supportive services purchases to assist our customers with his/her training or employment needs.

Note: Refer to *Chapter 3 – WIOA Supportive Services* of the Program Guide for additional information regarding the CalCard process and the appropriate use for the card.

CalJOBS Activity Codes

Introduction

The CalJOBS system became the federally recognized “system of record” for tracking and reporting of California’s Workforce Innovation and Opportunity Act (WIOA) program. CalJOBS provides a unified and streamlined intake and case management system that enables co-enrollment across programs, and consistent recording of data elements for reporting to the Department of Labor (DOL).

The use of activity codes has a direct relationship to federal reporting and WIOA performance indicators and should be evaluated closely to ensure the service provided aligns with the definition of the activity code selected for entry into CalJOBS.

CalJOBS provides four (4) separate lists to use when entering activity codes; this section will provide the information and the links for the four (4) separate lists.

Activity Codes Dictionary

The Activity Codes dictionary list provides the definition, which clearly reflects the intent behind the service provided, and meet the requirements of the program(s). The list includes the following activity codes:

- 002 through 590
- Follow-up activity codes F01 through F22
- Employer Activity Codes E01 through E92

The [Activity Code](#) is located in the WDD Intranet Website under the Resources and References folder.

Activity Codes and Performance Crosswalks

To assist with understanding how CalJOBS activity codes impact WIOA performance indicators, the CalJOBS Activity Codes and Performance Crosswalk indicates, with an “x,” the activity codes that trigger inclusion in the Measurable Skill Gains (MSGs) and/or Credential Attainment performance measures. The crosswalk is intended to aid staff in identifying the inclusion of a participant in the measure.

The [Activity Code and Performance Crosswalk](#) list is located in the Intranet Website under the Resources and References folder..

Individual Activity Codes

The CalJOBS Individual activity code provides additional information about each activity code, including which program(s) and reporting category it is associated with, as well as whether or not it extends the exit clock.

The [Individual Activity Code](#) list is located in the Intranet Website under the Resources and References folder.

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CalJOBS Activity Codes, Continued

CalJOBS Participant Reporting

All local areas are required to report individual participant data via the CalJOBS system, the State's system of record. Participant data cannot be entered more than 30 days in arrears.

Upon discovery of missing or incomplete data, staff may request a data change via the ISD Helpdesk for correction. The ISD Helpdesk form is located on the WDD Intranet in the Forms>CDU folder.

Failure to Meet Submissions Requirements, late submission of participant data is considered noncompliance with the General Provisions and Standards of Conduct.

Note: The WDS will refer to *Chapter 15 – CalJOBS* of the Program Guide for the guidelines regarding timeliness of data.

Activity Closure

An exit will automatically (soft exit) occur 90 days after the last date of service. Once 90 days passes, the exit date will show as the last known date of service. Staff is encouraged to continue providing services and staying in contact with the customer until employed. However, there are situations where the customer doesn't stay in contact and system will close the activity.

Example: Activity code 205 was entered on January 5th, no contact or additional staff assisted activities were entered for 90 days (April 5th), CalJOBS will soft exit the customer and the last known date of service will show as January.

Section 2

Enrollment

Overview

Introduction

Workforce Innovation and Opportunity Act (WIOA) participation starts when a customer is enrolled to receive a staff-assisted service. All customers entering the America's Job Center of California (AJCC) are required to register in CalJOBS so data regarding all services is captured. This section provides information about the:

- Period of Participation
- Work authorization requirements
- Enrollment Packet
- Selective Service
- Intake Process
- Prior Enrollment Process

In this section

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Period of Participation

The period of participation refers to the period of time when a customer becomes a participant upon the receipt of a staff-assisted service and ends on the participant's date of exit from the program. When it is determined, a customer requires a staff-assisted basic career service, individualized career service, or training service, AJCC staff will complete enrollment.

Work Authorization

Work authorization documents are verified and scanned in CalJOBS during enrollment (unless previously collected and still valid). Work authorization documents are collected to provide a staff-assisted service, individualized career services, or training career service. Work authorization verification is not required for basic career services for self-service or information only activities. Refer to the intake process block for information regarding the verification and collection of work authorization documents.

Note: A list of acceptable work authorization documents is found on the United States Citizenship and Immigration Services website located here <https://www.uscis.gov/i-9-central/acceptable-documents>.

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Overview, Continued

Adults and Dislocated Workers

A Workforce Development Specialist (WDS) will determine when a customer requires a staff-assisted service, if he/she qualifies for services as an adult or dislocated worker. Customers qualifying as adults need only provide work authorization documents upon enrollment.

Customers qualifying as dislocated worker must provide all required documentation to verify his/her status. Refer to the Intake Process block in Section 2 of this manual for information regarding the verification and collection of dislocated worker eligibility documents.

Note: The Dislocated Worker Categories Documentation Matrix provides all guidelines pertaining to what needs to be collected to qualify a customer as a dislocated worker.

Selective Service

Introduction

It is required all males born after December 31, 1959 be registered for Selective Service in order to be enrolled for Workforce Innovation and Opportunity Act (WIOA) services. This requirement may be waived with America's Job Center of California (AJCC) Manager approval.

Note: Refer to the Workforce Development Department (WDD) Intranet Forms> Enrollment tab>Selective Services.

Verification

Selective Service status must be verified using either www.sss.gov or with another form of acceptable verification (i.e., registration card). The Workforce Development Specialist (WDS) completes this process in the situations where the Workforce Development Technician (WDT) was unable to obtain.

When a male is **not registered** for Selective Service, the WDT will determine the following:

If ...	Then the...
Under the age of 26,	The customer must complete registration at www.sss.gov
Over the age of 26,	<ul style="list-style-type: none">• The customer must:<ul style="list-style-type: none">– Obtain a Status Information Letter from Selective Service,– Write an explanation (Customer statement form) explaining the reason for not registering, and– Provide substantiating documentation (i.e., proof of incarceration, entry into the United States, etc.), if applicable.• WDT will submit the letter, statement, and proof to the AJCC Manager for review.

Manager Review

The AJCC Manager/Supervisor reviews the Selective Service documents to determine customer's WIOA eligibility and enters a detailed case note regarding Selective Service status in CalJOBS. The decision to waive the Selective Service requirement resides with the AJCC Manager or Supervisor.

WDS Duty Worker

**Manager Review,
continued**

The AJCC Manager/Supervisor reviews the Selective Service documents to determine customer's WIOA eligibility and enters a detailed case note regarding Selective Service status in CalJOBS. The decision to waive the Selective Service requirement resides with the AJCC Manager or Supervisor.

Introduction

The Workforce Development Specialist (WDS) duty workers play an integral part in assisting a customer on his/her first visit to the America's Job Center of California (AJCC). WDS duty workers are required to:

- Keep his/her calendar open on designated duty day.
- Adjust his/her schedule to work until 5:00 p.m. on the day assigned as duty worker.

WDSs who facilitate workshops in the AJCC will be required to serve as the duty worker when necessary, in order to meet the needs of the office. Additionally, facilitators are required to support the assigned duty worker during high traffic periods as determined by the AJCC Supervisor and Manager.

On his/her assigned duty day, the WDS duty worker is primarily, but not inclusively responsible for the following:

- Conducting a suitability assessment for customers who have been previously enrolled,
 - Completing the initial assessment with customers,
 - Providing staff-assisted services to customers,
 - Making partner referrals, and
 - Assisting customers entering the AJCC for the first time.
-

Case assignment list

Each AJCC maintains a case assignment list used to assign cases to WDSs equitably. The AJCC Supervisor is responsible for maintaining the list and checking it periodically in order to verify it is being used appropriately. Each case assignment list is saved on the Workforce Development Department shared drive in the respective AJCC folder.

WDTs will use the case assignment list to assign cases of newly enrolled customers. Every WDS will be assigned new cases on a rotation basis. Any exceptions will be at the discretion of the AJCC Supervisor and Manager.

Enrollment Process

Introduction

A succinct enrollment process is critical to meeting a customer's expectation of service at the America's Job Center of California (AJCC). It is imperative when a customer enters the AJCC for the **first time** receive immediate access to the services required for his/her success with individual career goals. The following table outlines the enrollment process.

Stage	Who	Description						
1	Office Assistant II (OAI)	<ul style="list-style-type: none">• Greets and completes customer check in,• Determines if military service priority exists, and						
		<table><tr><th>If the customer is...</th><th>Then ...</th></tr><tr><td>A Veteran and wants to see the Veteran Services Navigator (VSN),</td><td><ul style="list-style-type: none">• Verifies, updates, or has the customer complete CalJOBS registration, and• Calls VSN to complete the Veteran Intake Form and screening.</td></tr><tr><td><ul style="list-style-type: none">• A Veteran and does not want to see the VSN, or• Not a Veteran,</td><td>Sends the customer to the WDT desk in the resource room.</td></tr></table>	If the customer is...	Then ...	A Veteran and wants to see the Veteran Services Navigator (VSN),	<ul style="list-style-type: none">• Verifies, updates, or has the customer complete CalJOBS registration, and• Calls VSN to complete the Veteran Intake Form and screening.	<ul style="list-style-type: none">• A Veteran and does not want to see the VSN, or• Not a Veteran,	Sends the customer to the WDT desk in the resource room.
		If the customer is...	Then ...					
		A Veteran and wants to see the Veteran Services Navigator (VSN),	<ul style="list-style-type: none">• Verifies, updates, or has the customer complete CalJOBS registration, and• Calls VSN to complete the Veteran Intake Form and screening.					
<ul style="list-style-type: none">• A Veteran and does not want to see the VSN, or• Not a Veteran,	Sends the customer to the WDT desk in the resource room.							
2	WDT	<ul style="list-style-type: none">• Verifies, updates, or has the customer complete CalJOBS registration,• Instructs the customer to view the orientation video, and• Discusses need with customer to determine if he/she should be enrolled, and						
		<table><tr><th>If the customer ...</th><th>Then ...</th></tr><tr><td>Should be enrolled,</td><td><ul style="list-style-type: none">• Enters the 101 – Orientation activity in the Registration Only application in CalJOBS using the date the video was watched,• Verifies and/or scans valid work authorization documents if verification is not already in CalJOBS,• Verifies and scans selective service documents for male customers if verification is not already scanned in CalJOBS,<p>Note: See Selective Service block in this chapter for additional information.</p><ul style="list-style-type: none">• Checks CalJOBS to see if the customer has a prior enrollment (San Bernardino County or any other local area), and<ul style="list-style-type: none">– If yes, calls WDS Duty Worker (see Prior Enrollment Process section), or– If no, completes the online registration process in CalJOBS.</td></tr><tr><td>Should not be enrolled,</td><td><ul style="list-style-type: none">• Explains all self-service options available, and• Provides partner referrals to other services, if appropriate.</td></tr></table>	If the customer ...	Then ...	Should be enrolled,	<ul style="list-style-type: none">• Enters the 101 – Orientation activity in the Registration Only application in CalJOBS using the date the video was watched,• Verifies and/or scans valid work authorization documents if verification is not already in CalJOBS,• Verifies and scans selective service documents for male customers if verification is not already scanned in CalJOBS, <p>Note: See Selective Service block in this chapter for additional information.</p> <ul style="list-style-type: none">• Checks CalJOBS to see if the customer has a prior enrollment (San Bernardino County or any other local area), and<ul style="list-style-type: none">– If yes, calls WDS Duty Worker (see Prior Enrollment Process section), or– If no, completes the online registration process in CalJOBS.	Should not be enrolled,	<ul style="list-style-type: none">• Explains all self-service options available, and• Provides partner referrals to other services, if appropriate.
		If the customer ...	Then ...					
		Should be enrolled,	<ul style="list-style-type: none">• Enters the 101 – Orientation activity in the Registration Only application in CalJOBS using the date the video was watched,• Verifies and/or scans valid work authorization documents if verification is not already in CalJOBS,• Verifies and scans selective service documents for male customers if verification is not already scanned in CalJOBS, <p>Note: See Selective Service block in this chapter for additional information.</p> <ul style="list-style-type: none">• Checks CalJOBS to see if the customer has a prior enrollment (San Bernardino County or any other local area), and<ul style="list-style-type: none">– If yes, calls WDS Duty Worker (see Prior Enrollment Process section), or– If no, completes the online registration process in CalJOBS.					
Should not be enrolled,	<ul style="list-style-type: none">• Explains all self-service options available, and• Provides partner referrals to other services, if appropriate.							

Continued on next page

Enrollment Process, Continued

Enrollment process, continued

Stage	Who	What
2 continued	WDT	<ul style="list-style-type: none">• Reviews enrollment documents for completeness,• Determines if customers between the ages of 18 and 24 will benefit from the Adult, Dislocated Worker, or Youth program:<ul style="list-style-type: none">– If Youth program is more beneficial for the customer, refer them to the closest contracted Youth Provider.• Has the customer sign and date the enrollment documents,• Sends enrollment information to supervisor for review and approval.
3	Supervisor	<p>Reviews enrollment information in CalJOBS:</p> <ul style="list-style-type: none">• If approved, customer is assigned to WDS• If not approved, informs WDT to make corrections or to notify customer enrollment was denied
4	WDS	<ul style="list-style-type: none">• Reviews enrollment documents,• Discusses and completes the Initial Assessment (staff-assisted service) with the customer, using the Initial Assessment Form,• Provides additional assistance as necessary:<ul style="list-style-type: none">– Another staff-assisted service, and/or– Partner referral based on initial assessment or written information.• Provides copy of the Initial Assessment to the customer• Scans a copy of the Initial Assessment in CalJOBS• Enters a thorough case note in CalJOBS, within 24 working hours, regarding interaction with customer which includes:<ul style="list-style-type: none">– Initial Assessment information,– Services provided,– Referrals made to/received by partner services,– Justification, if applicable, and– Any pertinent information.• Enters activity code 102 – Initial Assessment and all other staff-assisted activities provided to the customer during the appointment.

Prior Enrollment Process

Introduction

As customers are identified as having prior WIOA enrollment(s), a discussion and evaluation is required to determine if the customer will benefit from another enrollment in WIOA. The process for evaluating and handling these cases is as follows.

Stage	Who	Description						
1	Workforce Development Technician (WDT)	Researches CalJOBS for any prior enrollments: <ul style="list-style-type: none">• If yes, contacts Workforce Development Specialist (WDS) Duty Worker to speak with customer• If no, completes the Intake process with customer.						
2	WDS Duty Worker	<ul style="list-style-type: none">• Reviews prior enrollment(s) in CalJOBS,• Discusses need(s) with customer,• Determines if re-enrollment is appropriate, and						
		<table><tr><th>If it is determined the customer...</th><th>Then ...</th></tr><tr><td>Cannot be re-enrolled,</td><td><ul style="list-style-type: none">• Explain all available self-service options,• Provide the customer with the Usage Agreement Form (if applicable), and• Case note why the re-enrollment was not needed/approved.</td></tr><tr><td>Will be re-enrolled,</td><td><ul style="list-style-type: none">• Case notes why the re-enrollment is needed/approved, and• Notifies the Supervisor to assign WDS to customer.</td></tr></table>	If it is determined the customer...	Then ...	Cannot be re-enrolled,	<ul style="list-style-type: none">• Explain all available self-service options,• Provide the customer with the Usage Agreement Form (if applicable), and• Case note why the re-enrollment was not needed/approved.	Will be re-enrolled,	<ul style="list-style-type: none">• Case notes why the re-enrollment is needed/approved, and• Notifies the Supervisor to assign WDS to customer.
		If it is determined the customer...	Then ...					
		Cannot be re-enrolled,	<ul style="list-style-type: none">• Explain all available self-service options,• Provide the customer with the Usage Agreement Form (if applicable), and• Case note why the re-enrollment was not needed/approved.					
		Will be re-enrolled,	<ul style="list-style-type: none">• Case notes why the re-enrollment is needed/approved, and• Notifies the Supervisor to assign WDS to customer.					
Note: Not all the AJCC offices is this step completed by the WDS Duty Worker but rather it is completed by the Supervisor/Manager.								
3	Supervisor	<ul style="list-style-type: none">• Reviews customers information and the WDS Duty Worker Case note,• Assigns a WDS to the customer.						
4	WDS	<ul style="list-style-type: none">• Discusses and completes the Initial Assessment (staff-assisted service) with the customer, using the Initial Assessment Form.• Provides additional assistance as necessary:<ul style="list-style-type: none">– A staff-assisted service, and/or– Partner referral based on initial assessment or written information.• Scans a copy of the Initial Assessment to reference for case note, and• Provides customer with copies of all his/her paperwork (i.e., application and Initial Assessment form, etc.).• Enters the 102 – Initial Assessment and all other staff-assisted activities into CalJOBS.• Enters a thorough case note in CalJOBS, within 24 hours, regarding interaction with customer which includes:<ul style="list-style-type: none">– Initial Assessment information,– Services provided, and– Referrals made to/received by partner services.						

Section 3

Training/Employment

Overview

Introduction Training services provide a customer with job skills to obtain employment. In order to ensure the customer achieves a positive outcome the customer must continue to receive case management services, have his/her efforts documented, and have his/her employment information obtained.

In this section This section contains the following topics:

Topic	See Page
Overview	3-1
Completion of Training	3-2
Job Search after Training	3-3
Employment	3-5
Follow-up	3-6

Completion of Training

Introduction

The completion of training marks the participant's attainment of a post-secondary credential. The Workforce Development Specialist (WDS) verifies the customer has completed vocational training successfully.

Once he/she completes training, the customer is given job search assistance until he/she obtains employment.

Required Customer Contact

All customers attending training **MUST** be contacted once a month during training and during the last week of training, and activities must be case noted. Multiple attempts must be made and case noted to set an appointment with the customer. Add appropriate activity code when contact is made.

Processing the completion of training

The WDS will complete the following actions when the customer has completed his/her training:

Step	Action
1	Ensure attendance records are on file (customer is required to provide monthly attendance).
2	<ul style="list-style-type: none">• Request Certification of Completion from Training Provider.• Add case note details regarding completion of training.
3	<ul style="list-style-type: none">• Close 300 with successful completion code• Ensure date of closure matches certification:<ul style="list-style-type: none">– If actual completion date is after the original, planned date of completion written on the ITA, update the ITA.– If customer is not yet employed, provide continued job search assistance, such as:<ul style="list-style-type: none">✓ Resume Assistance✓ Job search advice✓ Job referrals• Obtain copy of customers credential and/or license, if applicable• Upload the <i>Certificate of Completion</i> in customers case file, and• Update CalJOBS with the appropriate Measurable Skills Gain.

Note: Refer to the *Job Search after Training* section in this chapter for additional details.

Job Search after Training

Introduction	Once the customer completes training, he/she is given job search assistance until employment is secured or the individual opts out of the program.
Required Action	It is a required action to meet with the customer shortly after his/her training has concluded. MANDATORY: Set an appointment with the customer within two (2) weeks of training completion to provide job search assistance.
Job Search Appointments	The Workforce Development Specialist (WDS) will set Job Search appointments on a bi-weekly or monthly basis with the customer until he/she is employed.
Customer contact	<p>There are a variety of methods used for contacting customers; no one method alone should be used exclusively, and all methods should be attempted more than once. A productive combination of customer contact consists of:</p> <ul style="list-style-type: none">• Phone calls,• Emails,• Text messages, and/or• Letters. <p>Case notes should reflect the number of attempts made to contact the customer as well as the method for the contact.</p>
Recommended Process	<p>While it is mandatory to work closely with training customers on his/her job search (i.e. first appointment within two (2) weeks of training and subsequent appointments at least monthly), the process by which this happens is up to the case manager.</p> <p>The following is a recommended process:</p>

Step	Action
1	Contact the customer to schedule the first appointment, remind them to: <ul style="list-style-type: none">• Update resume in CalJOBS, and• Update his/her preferences in CalJOBS (i.e. hours, pay, job preference, etc.).

Continued on next page

Job Search after Training, Continued

Recommended Process (continued)

Step	Action
2	<p>Discuss the following during the customer's appointment:</p> <ul style="list-style-type: none">• Ensure training attendance sheets are on file,• Update the Individual Employment Plan (IEP),• Review resume (in CalJOBS and Microsoft Word version), make suggestions as appropriate,• Review preferences set in CalJOBS and other job search engines,• Schedule a follow-up appointment,• Match resume to jobs in CalJOBS and provide referrals,• Provide customer an On-the-Job Training (OJT) eligibility certificate and explain the program,• Ensure all customer contact information is correct,• Conduct mock interviews,• Schedule attendance at a workshop (even if he/she has attended before, a refresher is beneficial),• Discuss techniques learned at workshops, and• Work on the 30-second commercial <p>Note: This should be a series of appointments and some items can be repeated at multiple appointments</p>
3	<ul style="list-style-type: none">• Discuss the plan to assist him/her;• Ensure the customer understands and anticipates phone calls and follow ups.
4	Continue to make appointments with the customer until he/she is employed.
5	<ul style="list-style-type: none">• Explain to customer the importance of sharing employment information, and• Request he/she contact the WDS as soon as employment is offered.
6	Enter Case Notes on all actions completed.

Employment

Introduction

America's Job Center of California (AJCC) must provide employment numbers and information to the Workforce Development Department (WDD) leadership team. One option the AJCC can use as a tool to gather the information is the Employment Tracking Sheet.

Employment Tracking Sheet

A customer who becomes employed will have the information entered onto the Employment Tracking Sheet. There are two (2) options available in the Employment Tracking Sheet the WDS completes:

When the customer ...	Then ...
<ul style="list-style-type: none">Has completed services, andWill no longer be receiving services,	Closure information must be entered into CalJOBS, and all activities must be closed.
Will continue to receive services,	A 106 activity should be entered to capture the employment in CalJOBS.

Completing the closure

To close the case, take the following actions:

Step	Action
1	Gather employment information from customer.
2	Close any open activities with "Successful Completion," code 01.
3	Enter employment information and create closure in CalJOBS. Refer to Program Guide <i>Chapter 15 – CalJOBS</i> for additional information.
4	Follow up with customer once per quarter for four quarters after the exit quarter (the last quarter in which services were provided).
5	Enter case notes on all actions completed.

Follow-Up

Introduction

The Workforce Innovation and Opportunity Act (WIOA) requires that follow-up services must be made available to Adult and Dislocated Workers for a period up to 12 months following exit from the program. The goal of follow-up services is to ensure job retention, wage gains and career advancement for participants who have entered unsubsidized employment.

Note: Refer to Program Guide, [Chapter 10 – WIOA Services](#) for additional guidelines related to Follow-up Services.

Frequency

Follow-up on WIOA cases must be conducted for four (4) consecutive quarters starting in the quarter following the exit date (last date of service).

Example: The customer exits on 11/15, the follow up periods are as follows:

- 1st Quarter: 1/1 to 3/31
- 2nd Quarter: 4/1 to 6/30
- 3rd Quarter: 7/1 to 9/30
- 4th Quarter: 10/1 to 12/31

Follow-up Activity Code

Adult and Dislocated Worker customers are eligible for follow-up services. Refer to the [CalJOBS Activity Codes](#) for details on services allowable in the follow-up portion of the WIOA program.

Data Entry and Case Note

The Workforce Development Specialist (WDS) will key in follow-up results in CalJOBS for each quarter and complete detailed case note on each follow-up effort and outcome.

Note: Refer to [Chapter 10 – WIOA Services](#) in the Program Guide for information about follow-up data entry requirements.

Contact

The WDS is required to make, at a minimum, three (3) contact attempts in each quarter of the follow-up services with the participant and document the contact attempts in CalJOBS. Any successful attempt with the participant in any given quarter, the WDS is required to:

Step	Action
1	Obtain verification for follow-up services. Note: Refer to the CalJOBS WIOA Source Documentation List .
2	Verify with the customer if any supportive services are needed for the remainder of the quarter.
3	Complete a detailed case note in CalJOBS, including if supportive services were needed or not.

Notes:

- Follow-up contact attempts must have been made using all available methods or resources associated with the participant (i.e., phone number, text, email, or letter).
- For participants who decline follow-up services, it must be documented in the case note.

Continued on next page

Follow-Up, Continued

Follow-up services

All participants must be informed about follow-up services at the time of enrollment and encouraged to maintain updated contact information and respond to follow-up services contact attempt. The follow-up attempts must be clearly documented in the Follow-up tab under the Program section of CalJOBS and a detailed case note.

Follow-up can include, but is not limited to a two-way exchange between the participant and the WDS as follows:

- Counseling individuals about the workplace,
- Contacting individuals or employers to verify employment,
- Contacting individuals or employers to help secure better paying jobs, additional career planning, and counseling for the individual,
- Assisting individuals and employers in resolving work-related problems,
- Connecting individuals with information about additional educational or employment opportunities,
- Follow-up services must include more than simply a contact for securing documentation in order to report a performance outcome, and
- Providing individuals with referrals to other community resources.

Note: Follow-up services do not extend the date of exit in performance reporting; for more information on performance reporting. Refer to the [CalJOBS Activity Codes](#) for all follow-up services activities.

Performance Measure

There are six (6) performance measures in WIOA, and San Bernardino County is graded based on how well the County does in these areas. The six (6) performance measures are as follows:

1. Percentage of program participants in unsubsidized employment during the 2nd quarter after exit.
2. Percentage of program participants in unsubsidized employment during the 4th quarter after exit.
3. Median earnings during the 2nd quarter after exit from the program.
4. Percentage of program participants who obtained a postsecondary credential or diploma during participation within one year of exit.
5. Percentage of participants achieving measurable skill gains.
6. Effectiveness in serving employers

Note: Refer to [Chapter 1 – WIOA](#) in the Program Guide for complete information regarding Performance Measures.

Discontinuing follow-up services

Follow-up contact attempts may be discontinued if, after 90 days following exit, the participant:

- Declines to receive follow-up,
 - Unreachable after three (3) attempted contacts
 - Refuses to divulge information,
 - Has relocated out of the state with no intention of returning, or
 - Meets the criteria in WIOA Exit ([WSD 22-01](#))
-

Section 4

Quick Reference

Overview

Introduction This section provides quick references for the Workforce Development Specialist (WDS) and the flow process customers experience when going to the America's Job Center of California (AJCC) for Workforce Innovation and Opportunity Act (WIOA) services.

In this section This section contains the following topics:

Topic	See Page
Overview	4-1
Activity Flow	4-2
Glossary of Terms	4-3

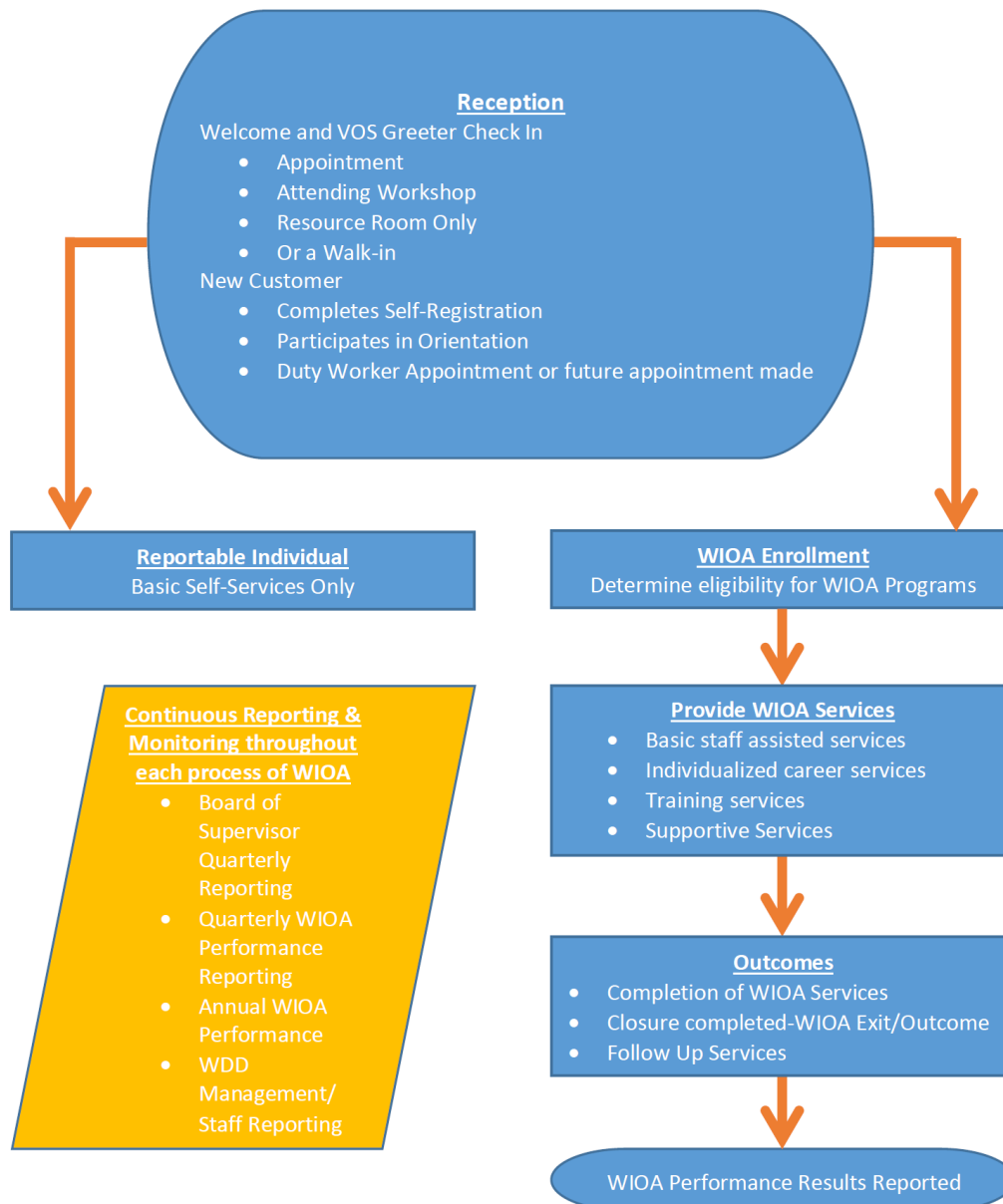
Activity Flow

Introduction

The activity flow or movement of a customer within a Workforce Innovation & Opportunity Act (WIOA) program includes some key services/activities and proper documentation. WIOA does not require progression of services; however, there is significant benefit to the customer, in moving through the program in a logical and sequential manner.

Flow of Services

The following chart outlines the flow of services from enrollment through exit.



Glossary of Terms

Introduction	This section provides definition/terms used throughout this chapter.
Adult Customer	A customer enrolled in Workforce Innovation and Opportunity Act (WIOA), 18 or older, not identified as a Dislocated Worker.
Dislocated Worker	Refer to <i>Dislocated Worker Categories Documentation Matrix</i> in America's Job Center of California (AJCC) Resources and Forms folder.
Assessment	A review of basic educational skill levels, occupational skills, prior work experience, employability, interests, aptitudes (including interest in non-traditional jobs) and/or supportive service needs.
Case Note or Narrative	All actions taken by the AJCC Staff from registration to exit for the customer must be documented in CalJOBS. Case notes entered must reflect the full scope of activities and services received by the customer.
Basic Career Services	Staff assisted and Self-Service skill-building services available through the Workforce System.
CalJOBS	CalJOBS system is the state recognized "system of record" for tracking and reporting of California's WIOA program. Website: www.caljobs.ca.gov
Eligible Training Provider	<p>An Eligible Training Provider (ETP) is a provider, whose program has been approved and made available to WIOA customers through the State Eligible Training Provider List (ETPL).</p> <p>For information regarding the ETPL, visit https://wp.sbcounty.gov/workforce/job-seekers/etpl/.</p>
WIOA Enrollment	The point at which determination is made to enroll a customer into the WIOA program.
Individual Employment Plan	The Individual Employment Plan (IEP) is a plan jointly developed by the customer and the Workforce Development Specialist (WDS). The plan outlines the customer's employment goals and maps the services to be provided to achieve the goal.

Continued on next page

Glossary of Terms, Continued

Individualized Career Services	Individualized Career Services is an in-depth and staff-assisted skill building services available to enrolled WIOA customers.
On-the-Job Training	An On-the-Job Training (OJT) is a subsidized position in which the County reimburses a percentage of wages paid to an employee for an agreed upon amount of time. Depending on training need, eligible customers are those enrolled in WIOA.
Self-Sufficiency Calculator	<p>A web-based software program that determines how much income is needed for a given family composition to adequately meet criteria such as:</p> <ul style="list-style-type: none">• Shelter,• Food,• Child care,• Taxes,• Transportation,• Health care, and• Other miscellaneous costs without public or private assistance. <p>The Self-Sufficiency calculator can be found at https://insightcced.org/tools-metrics/self-sufficiency-standard-tool-for-california.</p>
Training Services	Training services are employment related training programs offered through WIOA.
Individual Training Account	An Individual Training Account (ITA) is an expenditure account established on behalf of a participant provides for vocational training for enrolled WIAO customers. The ITA amount for each customer varies and is set when the WDS, the ETPL provider, and customer mutually agree.
Wagner Peyser Act	These services include labor exchange activities similar to WIOA basic and individualized services. Customers who exclusively use Wagner-Peyser services are not required to register for the WIOA program.
Workforce Development Board	Local board members are appointed by the chief elected official (CEO). Workforce Development Boards (WDBs) have the role of strategic planning, policy development and oversight of the local workforce development system. Like the state WDB, the local WDBs require 51% business membership with a minimum of two (2) labor representatives.

Section 5

Best Practices

Overview

Introduction

The purpose of Best Practices at the Workforce Development Department (WDD) is to:

- Set fundamental standards that guide us in our work
- Maintain flexibility to meet the special needs of the three diverse regions we serve
- Review our effectiveness and “raise the bar” whenever possible.

Our focus is results-driven so:

- Local employers find employees to meet their business needs;
- The unemployed and underemployed find work; and
- Customers receive the appropriate internal and external training to overcome the barriers preventing them from sustaining employment.

Our goal is to:

- Enlist and engage the support, expertise and experience of WDD’s employees toward continuous improvement, efficiency and results,
- Promote career development of the WDD staff to ensure attainment of our mission, and
- Track our progress and provide management with the tools to demonstrate our effectiveness to local, state and federal governments and to the communities at large.

In this section

This section contains the following topics:

Topic	See Page
Overview	5-1
Guiding a Job Seeker	5-2
Helping Customers Build a Resume	5-3
Workshops - Facilitators	5-4

Guiding a Job Seeker

Introduction

In order to assist a job seeker, a Workforce Development Specialist (WDS) first determines a course of action based on individual need(s). The following Best Practice discusses how to connect and make a plan for each customer.

Initial Assessment of Job Seeker

Perform an informal assessment of the job seeker to determine his/her needs, barriers, and current skills (including lacking and transferrable) to help initiate the Individual Employment Plan to be developed.

As barriers are identified during the Initial Assessment, refer to partner agencies if needed (e.g., Department of Behavioral Health, State Vocational Rehabilitation and/or the Transitional Assistance Department).

Job Search Techniques

Job search techniques enhance the customer's job search and include but are not limited to:

- Reviewing customer's résumé or discussing the importance of résumé completion.
 - Determining and discussing options for finding employment and make suggestions regarding search techniques.
 - Demonstrating how to use Labor Market Information to find employers in the field/industry of interest.
 - Encouraging the customer to "think outside of the box," perhaps discussing options for certification or upgrading skills.
-

Helping Customers build a Résumé

Introduction

An integral part of a customer's job search is the résumé he/she presents to employers. Workforce Development Specialists (WDS) assist customers with building the best possible resume.

Resume workshops

The Workforce Development Department (WDD) offers an online/virtual résumé workshop designed to help customers with creating his/her résumé. The Résumé online/virtual workshop is one and half-hour long, assists the customer with:

- Developing a résumé,
 - Answering questions about his/her résumé, and
 - Utilizing the résumé to use during job search activities.
-

Workshops – Facilitators

Introduction Workshop topics are scheduled by the America's Job Center of California (AJCC) Supervisor who assigns a facilitator and co-facilitator. The following Best Practice covers setting an engaging tone and provides an outline for facilitators to follow.

Setting the tone Setting the tone in workshops creates an atmosphere of friendliness, openness, and respectful behavior. Open workshop discussion with an introduction and facilitator credentials.

Example:

- I have facilitated Job Search related workshops since 2020...
- I have extensive experience in writing and creating résumés...
- I am a certified Global Career Development Facilitator...
- Education background, other certifications etc.”

As a best practice, offering experience establishes a solid foundation and lends credibility to the facilitator's ability to provide information and guidance to the workshop attendees. Make a “last call” for the workshop 5 minutes after the scheduled start time. This allows time for customers who are running late.

Begin a discussion regarding the importance of attending all of the different workshops offered at the AJCC. This further reinforces the idea the audience (job seekers) should be fully prepared prior to embarking on his/her job search.

Offer a question-and-answer time prior to the presentation to ensure the customers' objectives are met. This provides for light conversation and “breaks the ice”.

Be improvisational and use passion (and other emotions) to achieve desired results to keep the audience engaged and give the tone of the presentation a “real life” effect.

Offer anecdotes and success stories to demonstrate other people who have “bought in” to the technique have used it successfully.
