

## Monitoring Questions PY 2022-2023

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**Question #1** Do the Youth Providers enter an activity code for work experience if the work experience is paid by the Dept of Rehab and not WIOA funds? And if so, would the providers use 438 or 425 for work experience activity code?

**Response:** Yes, enter activity code 425 or 427 based on the work experience. Refer to the CalJOBS activity code definition.

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**Question #2** Is a commercial driver's license considered a credential?

**Response:** Yes, as stated in the Youth Handbook – Chapter 8 in the Credential section, there is a list of recognized postsecondary credentials and License is identified as a credential.

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**Question #3** Can providers use their own Worksite Agreements or WDD's?

**Response:** Yes, as stated in the Youth Handbook, Chapter 5, Youth Providers can create their own worksite agreement, but must include certain information in the worksite agreement.

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**Question #4** Are there any work experience survey Youth Providers can use for measurable skills gain?

**Response:** Work experience does not count towards measurable skills gain (Refer to WSD 22-01 – Performance Measures directive)

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**Question #5** How are the ISS quarters identified?  
(Jan-Mar, Apr-June, July-Sept, Oct-Nov OR quarters are identified by date of application {i.e., app date is Feb the quarters would be Feb-Apr, May-July, Aug-Oct, Nov-Jan})

**Response:** ISS quarters are based on application date.

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**Question #6** Does the Social Security Card need to be signed to establish I-9 verification?

**Response:** Providers should follow the guidelines issued by the UCIS regarding I-9's. Refer to the Youth Provider Handbook Chapter 2 – Eligibility.

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**Question #7** Do we need a worksite agreement for youth working through Dept. of Rehab?

**Response:** Yes, get the worksite agreement or provide detail case note as to why a worksite agreement was not obtained. FYI – the DOR work experience will not count towards the 20% work experience expenditure requirements.

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## Monitoring Questions PY 2022-2023, Continued

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**Question #8** Are providers supposed to post-test students who tested BSD or all students?

**Response:** Post-test are needed for all the students who are BSD (even if that is not the barrier captured for the qualifying barrier) and in school for secondary education.

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**Question #9** What do providers upload (scan guide - naming convention) for the barriers that only require a signed application as proof (homeless, dropout, parenting youth, justice involved, and foster youth)?

**Response:** Youth Providers will complete a detailed case note about the youth's barrier and stating verification is obtained with the "signed application".

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**Question #10** When it comes to scanning the ISS, how do we identify a new quarter?

**Response:** Providers should follow the naming convention as outlined in the scan guide: ISSQ1, ISSQ2, etc.

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**Question #11** Is a youth considered BSD if he/she only tests BSD in one subject?

**Response:** Yes.

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**Question #12** What is considered a credential?

**Response:** There are two (2) types of credential attainment, a:

- Industry Recognized postsecondary credential, or
- Secondary school diploma or its equivalent.

Refer to Youth Handbook – Chapter 8 in the Credential section for additional information.

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**Question #13** What is the difference between a certificate of completion from high school and a high school diploma for eligibility purposes?

**Response:** There is no difference for the purpose of eligibility. In either scenario, the youth will be deemed out of school.

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**Question #14** What do providers use as the naming convention for attendance records?

**Response:** Naming convention (first initial last name last four ssn identifier)  
**Example –** MMouse1222attendance. **Scanning guide and Handbook will be updated.**

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## Monitoring Questions PY 2022-2023, Continued

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**Question #15** Can we get a case note training?

**Response:** This will be on the agenda for a future youth meeting.

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**Question #16** Should post-secondary be included as an exclusionary closure reason?

**Response:** According to WSD 22-01 and TEGL 10-16, Change 1, Attachment 2, post-secondary **is not** included as an exclusionary closure reason.

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**Question #17** Do the youth providers have to show their effectiveness in showing performance outcome for businesses (chapter 8-2 and WSD 22-01)?

**Response:** This measure is not calculated by Youth provider or AJCC but by the local area.

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**Question #18** Can any of the excluded credentials be counted towards MSG (i.e. food handler)?

**Response:** Food handler card requires a successful passing of an employer required knowledge based exam, which falls under category 5 of MSG indicator for skills progression. Refer to Performance Guidance WSD 22-01 to determine if other training programs that don't lead to credential can be counted towards MSG.

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**Question #19** Why can't we case note regarding Help Desk Tickets?

**Response:** There is nothing in the Youth Handbook that states Help Desk tickets can't be case noted. In fact, case noting would be beneficial to the Youth Providers especially during monitoring. (Refer to the Youth Handbook – Chapter 10, Technical Assistance section).

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**Question #20** Is the 412-activity code required when case manager completes a post-test assessment for a youth?

**Response:** Yes, along with a detailed case note about the post-test.

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**Question #21** Is the 3% for PY 23-24 based off the numbers in the signed contract or from the new numbers issued to a provider?

**Response:** Section II(H) of Youth Providers contract states the contract is an Aggregate contract. Youth Providers will be issued a letter from WDD prior to the start of each program year and the letter may include a change in the enrollment numbers due to adjustments with the PUMAs or changes from other provider circumstances.

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## Monitoring Questions PY 2022-2023, Continued

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**Question #22** Do we need to upload Worksite timesheets and/or school attendance records in CalJOBS?

**Response:** Yes. **Scanning guide and Handbook will be updated.**

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**Question #23** Can youth providers get guidance with running reports for Supportive Services, Activity codes, or Qtrly. ISS? Appears the process they were using is no longer working.

**Response:** Yes, this will be on the agenda for a future youth meeting.

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**Question #24** Youth who were in compulsory school as registered but has not attended class, are they considered ISY or OSY?

**Response:** A youth who is within the age (16-24) of compulsory school attendance but has not attended school for at least the most recent complete school year quarter is considered to be an OSY (WSD 17-07).

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**Question #25** If an MSG was entered for skills progression for post-test, can another MSG be entered for certificates or only 1 MSG can be captured regardless of what was completed?

**Response:** Only 1 MSG can be captured per Program Year regardless of what was completed. However, Youth Providers must case note about any progression or certificates earned for MSG.

**Example of multiple PY:** May 2022 MSG for skills progression; youth still attending training and completes on July 5<sup>th</sup> 2023, a 2<sup>nd</sup> MSG progression can be entered for completion; because these fall into 2 PYs.

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**Question #26** Youth assessment score was a BSD level and after taking the post-test they scored better but the level wasn't increased, can youth providers enter an MSG for skills progression?

**Response:** No, skills progression must be an increase in educational functioning level. Youth Providers can use the test as a practice test.

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**Question #27** Can the monthly meeting Youth Providers have with businesses and participants during follow-up be considered activity code "F04 – Work related peer support group"?

**Response:** Refer to the CalJOBS Individual Activity Dictionary to determine if the meeting will meet the description for the activity. Activity code F04-should only be used to track services provided to the youth by the provider.

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## Monitoring Questions PY 2022-2023, Continued

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### Question #28

If a youth was referred to a community-based organization (CBO) as a resource should Youth Providers include the identify (name) of the CBO, if it pertains to confidential material?

**Response:** If it is easy to determine a youth has a medical situation, the Youth Providers should identify the CBO and will be required to have the case note marked as “Medical” in CalJOBS.

Providers would enter case note in CalJOBS; check the box to “suppress the case note” (above the contact date). FYI – providers will not be able to see the case note only those individuals who are given access (Youth Analyst, Youth Support WDS, and those who do the annual monitoring)

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### Question #29

Which documents need to be password protected for confidentiality purposes?

**Response:** Anything related to a youth’s medical situation is to be marked in CalJOBS as “Medical”.

Providers would upload documents in CalJOBS; Check the box “Medical document” (after the date received data field). FYI – providers will not be able to see the document only those individuals who are given access (Youth Analyst, Youth Support WDS, and those who do the annual monitoring)

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### Question #30

Do we have a referral process for CYEP participant who would benefit from being co-enrolled into WIOA if the youth is outside of the Youth Providers PUMA area?

**Response:** Yes, In Chapter 2 of the Youth Provider Handbook, includes a process for Youth Referrals to other Youth Providers.

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### Question #31

Youth who are active and completed work experience, are Youth Providers required to complete the “Add Employment” tab in CalJOBS?

**Response:** No, only unsubsidized employments should be documented under the Add Employment link.

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### Question #32

Does MSG need to be uploaded? Provider states they have an email stating only to upload what is on the scan guide.

**Response:** Yes, MSG is a data element listed in the Youth Providers contract (Section II(d)(vii) and Chapter 1 – Scanning. When claiming the credentials or MSG, CalJOBS requires the documents to be uploaded for performance measures.

Providers will upload the MSG progression in the MSG Data element section of CalJOBS. **Scanning Guide and Handbook will be updated.**

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## Monitoring Questions PY 2022-2023, Continued

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**Question #33** Are records still retained for 7 years?

**Response:** Physical customer files are no longer needed because everything should be in CalJOBS. Any other contract related documents, including fiscal will need to be retained for 7 years. Refer to (Section II (H)(f)(ii) of contract)

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**Question #34** How do you encrypt documents in CalJOBS?

**Response:** Youth Providers are only required to keep medical conditions confidential. Rather than having providers encrypt documents into CalJOBS, Providers will upload the document and email the Youth email box to and request document to be marked as “Medical”.

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**Question #35** How should we code an activity if a participant is in both work experience and an ITA at the same time?

**Response:** Enter both activities.

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**Question #36** What documents should Youth Providers upload (i.e., Progress reports, worksite reports)?

**Response:** Document as stated in data element section of the Youth Providers contract (Section II(d)(vii) and Chapter 1 – Scanning. **Scanning Guide and Handbook will be updated.**

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**Question #37** Is approval needed for co-enrollment? Some participants enroll with an AJCC while in follow up.

**Response:** Yes, from the WDD Youth Staff Analyst.

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**Question #38** Is the In School Waiver in place this Year?

**Response:** Refer to the allocation letter issued by WDD Youth Analyst for PY 23-24.

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