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**Date:** August 9, 2019

**To:** Program Managers, SETA-Funded Youth Services and SETA Workforce Development Staff

**From:** Kathy Kossick, SETA Executive Director

**RE:** Customer Tracking and Case Management Activities for WIOA Enrolled Youth

**WIOA Directive WDD 19-8**

**Purpose:**

All Youth program operators must use CalJOBS to document case management activities and progress for all youth.

All information regarding justification for enrollment, employment history, assessment, justification for supportive services, counseling, Workforce Innovation and Opportunity Act (WIOA) goals and goal attainment, case management services (including program elements) and training will be entered into the CalJOBS system.

Documents showing eligibility/barriers must be scanned into the CalJOBS system. Documents showing Training, education and employment achievement must also be scanned into the CalJOBS system.

An Individual Service Strategy (ISS) is jointly developed by the youth and the program case manager to identify the youth's assessments, barriers, goals and justification for WIOA services. The ISS shall be signed and dated by the case manager and youth with the - ISS signature date coinciding with MIS activity code 413. The ISS should be updated bi-monthly to reflect completion of goals and activities.

The following is a list of supporting/supplemental documentation to be kept in the participant's file (see Exhibit A):

- CalJOBS Registration/Youth Addendum (signed by parent or legal guardian if under 18)
- CalJOBS WIOA application signed/dated by staff
- Evidence of eligibility including Right-to-Work Documents
- Documentation showing barriers
  - ✓ School Transcript
  - ✓ Income verification
  - ✓ Individual Education Plan (for youth with a diagnosed disability)

- ✓ Selective Service Registration (if required)
- ✓ For youth enrolled by 5% exception, documentation of SETA approval
- ✓ Follow-up form
- Individual Service Strategy (ISS)
- CASAS Assessment result
- Documentation of remedial services provided (supporting documentation in CalJOBS required)
- Assessment reports
- Release of confidential information (included in CalJOBS Youth Addendum)
- Grievance procedure (included in CalJOBS Youth Addendum)
- Code of Conduct (included in CalJOBS Youth Addendum)
- Current Work Permit (all work expired work permits)
- Documentation of all support services provided to youth in program year (receipts, copies of transportation passes, logs)
- Timesheets/payroll and employer evaluations
- Medical consent (if youth is under 18)
- Copies of certificates/credentials and other paper based records of service
- I-9
- Worksite Agreement (all four pages)

CalJOBS electronic case notes will be updated at least on a monthly basis. Youth Program Operators may request a CalJOBS login and password by contacting the SacWorks Team at [SacWorksSupport@seta.net](mailto:SacWorksSupport@seta.net)

### **Supportive Services Policy:**

A supportive service refers to services such as transportation, clothing/tools, books that are necessary to enable an individual to participate in and successfully complete activities in the WIOA Youth program.

Youth enrolled and participating in the WIOA Youth program may be provided supportive services when establishing a need at time of eligibility and/or during the program year. Subgrantees must document the need and justify all support services provided to the youth in the CalJOBS system and provide copies of documentation in the individual's hard file.

The maximum amount for supportive services is based on the Sugrantees' budgets. Subgrantees must look at available funds in their budget before providing supportive services to a youth.

Subgrantees are instructed to utilize this directive in determining necessity of supportive services and to ensure that all youth requesting supportive services are enrolled at the time supportive services are provided. Subgrantees must ensure that youth are enrolled in the appropriate activity code for the supportive services listed. The supportive service activity code date in CalJOBS must cover the period of reimbursement requested.

The paper records will be maintained in accordance with the parameters described in each service provider's subgrantee agreement.

Should you have questions or need assistance concerning this directive, please contact the following staff:

Terri Carpenter	916-263-7891	<a href="mailto:Terri.Carpenter@seta.net">Terri.Carpenter@seta.net</a>
Joshua Woodson	916-263-3864	<a href="mailto:JoshuaWoodson@seta.net">JoshuaWoodson@seta.net</a>

Attachment A – Customer Tracking and Case Management Activities for WIOA Enrolled Youth

## REFERENCES

- WIOA (Public Law 113-128)
- Title 2 Code of Federal Regulations (CFR) Part 200: “Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards” (Uniform Guidance)
- Title 2 CFR Part 2900: “Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards” (Department of Labor [DOL] Exceptions)
- Title 20 CFR Part 681: “Youth Activities under Title I of the WIOA”
- Title 20 United States Code (U.S.C.) Section 1401: “Definitions”
- Training and Employment Guidance Letter (TEGL) 21-16, Third WIOA Title I Youth Formula Program Guidance (March 2, 2017)
- TEGL 8-15, Subject: Second Title I WIOA Youth Program Transition Guidance (November 17, 2015)
- TEGL 23-14, Subject: WIOA Youth Program Transition (March 26, 2015)
- TEGL 19-14, Subject: Vision for the Workforce System and Initial Implementation of the WIOA (February 19, 2015)
- TEGL 12-14, Subject: Allowable Uses and Funding Limits of Workforce Investment Act (WIA) Program Year (PY) 2014 funds for WIOA Transitional Activities (October 28, 2014)
- TEGL 13-09, Subject: Contracting Strategies That Facilitate Serving the Youth Most in Need (February 16, 2010)
- California Education Code (EC) Sections 47612.1, 58500, and 66010
- California Unemployment Insurance Code Section 14209
- Workforce Services Directive

## Customer Tracking and Case Management Activities for WIOA Enrolled Youth

<b>Supporting and/or Supplemental Documentation</b>	<b>Hard File</b>	<b>Scan into CalJOBS</b>
CalJOBS Registration/ <b>Youth Addendum*</b> (signed by parent or legal guardian if under 18)	✓	✓ <b>Youth Addendum Only</b>
CalJOBS WIOA application signed/dated by staff	✓	
Evidence of eligibility including Right-to-Work Documents	✓	✓
<b><u>Documentation Showing Barriers</u></b>		
a) School Transcript; In-School Youth (ISY) only	✓	✓
b) Income Verification	✓	
c) Individual Education Plan for youth with a diagnosed disability	✓	✓
d) Selective Service Registration (if required)	✓	✓
e) Youth enrolled by 5% exception, documentation of SETA approval	✓	
f) Follow-up form	✓	
Individual Service Strategy (ISS)	✓	✓
CASAS Assessment result; only if youth is Basic Skills Deficient (BSD) + Basic Skills Assessment Cam VOS	✓	✓
Documentation of remedial services provided (supporting documentation in CalJOBS required)	✓	
Assessment reports	✓	
Release of confidential information (included in CalJOBS Youth Addendum)	✓	
Grievance procedure (included in CalJOBS Youth Addendum)	✓	
Code of Conduct (included in CalJOBS Youth Addendum)	✓	
Current Work Permit (all work expired work permits)	✓	
Worksite Agreement	✓	
Documentation of all support services provided to youth in program year ( <b>receipts*</b> , copies of transportation passes, logs)	✓	✓ <b>Receipts Only</b>
Timesheets/Payroll and employer evaluations	✓	
Medical consent (if youth is under 18)	✓	
Copies of certificates/credentials, and other paper-based records of service	✓	
I-9	✓	
Worksite Agreement (all four pages)	✓	
<b><u>Documentation Showing Achievement</u></b>		
a) High School Diploma	✓	✓
b) GED/HSET Certificate	✓	✓
c) CASAS Post-Test showing increase in Educational Functioning Level (EFL)	✓	✓
d. Employment Verification	✓	✓
e. Occupational Skills Certificate	✓	✓

List of Supporting/Supplemental Documentation  
Retained in Hard File and/or Scanned in CalJOBS