

Date: September 30, 2024

To: Sacramento Works Job Center (SWJC) Staff

From: Anita Maldonado, Executive Director *AM*

Subject: Customer Flow WIOA Directive (WDD24-02), Revision #2

Purpose:

This Directive provides guidance under the Workforce Innovation and Opportunity Act (WIOA) program regarding Customer Flow.

The SWJCs provide job seekers and employers with access to recruitment, engagement, training, and job placement services in the Sacramento region. The goal of the SWJC system is 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 skilled 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) of 2014
Title 20 Code of Federal Regulations
Employment Development Department - Pathways to Services, Referral, and Enrollment (WSD 18-03)

Policy and Procedures:

All SETA WIOA, Title I, funded programs 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 SWJC system.

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I. Welcoming/Engaging the Customer – Basic Career Services

Customers should be engaged immediately by staff. Staff are encouraged to use the Human-Centered Design method to engage the customer and to determine the reason for the customer's visit.

Human-centered design has four principles:

1. **People-centered:** Focus on people and their context in order to create things that are appropriate for them.
2. **Understand and solve the right problems, the root problems:** Understand and solve the right problem; the root causes; the underlying fundamental issues. Otherwise, the symptoms will keep returning.
3. **Everything is a system:** Think of everything as a system of interconnected parts.
4. **Small and simple interventions:** Try small, simple interventions and learn from them one by one, and slowly your results will get bigger and better. Continually prototype, test and refine your proposals to make sure that your small solutions truly meet the needs of the people you focus on.

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 arrange to accommodate special needs. For additional information refer to: [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 by the SWJC system.
- **Completion of the CalJOBS Registration**
Customers must be registered in [CalJOBS](#). Some customers may be registered prior to their initial contact with staff. If customers have not registered in CalJOBS and have difficulty registering online, they can complete a paper [CalJOBS Registration Form](#) and submit it to staff for entry.
- **Receipt of a SWJC 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. [SWJC Authorization for Release of Confidential Information](#)
6. [List of Acceptable Documents \(Form I-9\)](#)

The SWJC Authorization for Release of Confidential Information form must be signed and dated by customers 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 forms into the CalJOBS and return the originals to customers.

- **Assignment of a SWJC Card - Optional**

After registration in CalJOBS a card can be assigned to the customer's account; the SWJC card facilitates the tracking of services a customer receives.

A replacement card can be issued if the card becomes deactivated or lost.

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

- **[Welcome MAP \(My Action Plan\)](#) – 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 SWJCs:

- ❖ 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 OnLine/My Next Move](#)
- ❖ Other partner and/or online assessments

- **Background Wizard-Skills Identification**

Staff should encourage all customers to complete the Background Wizard in CalJOBS. The Background Wizard allows the customer to identify skills and abilities they possess and auto-populates a portion of the CalJOBS online resume. Completion of the Background Wizard will also assist staff with targeted employer recruitment. The Background Wizard includes the online 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 online CalJOBS resume(s). The CalJOBS resume assists employers with finding appropriate candidates. Other resume computer applications, such as WinWay, are available.
- **Job Search**
The SWJCs' resource rooms are equipped with computers, internet access, job search tools, and phones. The customer can use the resource room to search for online 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 techniques, resume building, labor market information, assessment tools, employer overviews, and navigating CalJOBS.
- **Labor Market Information**
Information on how to assist customers 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

If customers need assistance beyond self-directed and information-only services to 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 (Referral to Sacramento Valley SBDC – Northern California Region or California Capital offers Business Information Services to both Women and Veterans)
- 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 \(WDD16-4\)](#)

A. Individualized Career and Training Services

Customers who demonstrate a need for services leading to employment beyond Basic Career services may be enrolled in Individualized Career and/or Training services.

To determine suitability for enrollment, the following indicators can help identify the customer's commitment to 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 expressed the need for additional assistance for employment preparation
- Customer has inquired about skill development/training needed to obtain employment

B. Preparation for Enrollment

1. Customer Status Review in CalJOBS

Before moving forward with a new enrollment, staff must review the customer's record in CalJOBS (which could include past and current enrollments, case notes and activities). If a customer has received prior services, every effort should be made to contact prior staff, including other Local Workforce Development Area (LWDA) staff before initiating individualized services.

2. Eligibility

The coach must verify and record eligibility for the categories below:

- Right-to-work documents (See Form I-9, Employment Eligibility Verification)
- Age/birthdate
- Selective service registration (if applicable)
- If applicable, Dislocated Worker verification (Dislocated Worker Worksheet)

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 priority of service 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.

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

4. **Living Wage Calculator**

An individual who meets the eligibility requirements specified above may participate in the WIOA Adult program. The Sacramento Works Board has approved the use of the Living Wage 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://livingwage.mit.edu/counties/06067> before enrolling adult customers.

C. **Point of Enrollment**

[CalJOBS Registration Addendum Form \(WIOA\)](#)

The Addendum must be completed, signed, and dated upon enrollment.

Staff will review/sign the Addendum to verify all items are complete and that the information is accurate. Staff will scan all pages of the Addendum into the customer's Documents folder in CalJOBS.

One-on-One Comprehensive Assessment and Basic Skills Assessment

Customers needing staff-assisted 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](#) to review the customer's strengths and barriers to employment. This will assist in developing an Individual Employment Plan (IEP) that includes short-term and long-term goals with an emphasis on developing a career pathway. 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 Partners and/or Community Resources not provided by the SWJC.

Basic Skills Assessment--(required for enrollment)

The basic skills assessment should measure key skills, such as basic reading and math. Though it is encouraged that the [ACT WorkKeys Curriculum Quick Guide](#) be used to measure key workforce skills, such as, reading for information, locating information, and applied math, other recognized assessments can be used. A Basic Skills Assessment is not required if customers possess a post-secondary degree that is valid in the United States.

Development of the IEP (required for enrollment)

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

The IEP typically includes the following:

- ❖ Identification of personal or pre-employment strengths and assets.
- ❖ Identification of barriers to employment, 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 approval of Training assistance, coaches must verify the Background Wizard is complete and up-to-date before training starts.
- ❖ 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 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 (vocational training, and/or On-the-Job Training) and/or supportive services.

D. 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.

E. Creating CalJOBS participation (enrollment) for Individualized Career Services and/or Training Services and Ongoing Case Management and Case Noting

- [IEP Development](#)- When creating participation into Individualized Career Services, the coach will need to complete an IEP template.

If training is appropriate for a customer, a Financial Assistance (Training/Supportive Services) template must be completed in addition to the IEP. 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.
- [Case Note Progress Updates](#)- The coach must document services and progress of those services in the case note section of CalJOBS. It is highly encouraged to provide a monthly progress of services Case Note.

• Enrollment and Adding Activities- Complete the WIOA application in CalJOBS. Enter the CalJOBS activity(ies) codes 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 WIOA Training. Services must also be case noted and match the activity(ies) dates entered on the WIOA application. (Refer to [How to create a WIOA Title I Application and Participation in CalJOBS](#)).

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, site supervisors should contact the SacWorks Support Team (SacWorkssupport@SETA.net) for assistance.

III. Training

Under the WIOA, training services must be provided either through a Scholarship/Individual Training Account (ITA) or through a training contract (e.g. On-the-Job Training, Registered Apprenticeship, Customized Training, Incumbent Worker Training, etc.). WIOA-funded training can only occur pursuant to training providers being approved and listed on the State's Eligible Training Provider List (ETPL)

https://edd.ca.gov/en/jobs_and_training/Eligible_Training_Provider_List/ and the [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](#).

Staff are encouraged to utilize no-cost/low-cost training options, including the [Metrix](#) online learning platform, Adult Education classes, and integrated resources (Department of Rehabilitation, Department of Human Assistance, Pell Grant, etc.) to assist with paying for tuition costs.

1. **Scholarships/Tuition Assistance may be provided through the SWJC's Individual Training Account (ITA) system to customers entering into Occupational/Vocational, Entrepreneurial, Pre-Apprenticeship, and Job Readiness Training (Attached to another Training Activity) who:**
 - a) Are eligible and suitable for applicable grants.
 - b) Need skill development training, have demonstrated motivation to successfully complete assignments, and have the skills and qualifications to successfully complete the selected training program.
 - c) Are unable to obtain training from other funding sources.
 - d) Have selected an occupation/program that is directly linked to employment opportunities and/or a career pathway within in-demand [Critical Occupational Clusters](#) with an emphasis on our region's fastest-

growing industries: Administrative and Supportive Services, Agriculture, Food and Hospitality, Construction and Clean Economy, Healthcare and Life Sciences, Information and Communications Technology, Installation, Maintenance and Repair Transportation, Production and Manufacturing.

- e) Have completed the [Scholarship Tuition Assistance Application Packet](#).
- f) Have completed the Background Wizard.

SWJC Coaches will:

- Review 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 WIOA Application and 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 Needs Assessment form and 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 Up Alerts in CalJOBS \(Screenshots\)](#).
- Provide ongoing 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 training progress.
- Progress reports should be recorded in the Measurable Skills Gain section under the WIOA application and the Certificate/Credential should be recorded in the Credentials section under the WIOA application.

For additional information refer to the [Financial Assistance Award Directive \(WDD20-1\)](#)

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

OJT/SE provides job seekers with work experience and skills training needed to successfully obtain and retain employment.

For additional information refer to the [OJT-SE Policy WIOA Directive \(WDD19-2\)](#).

IV. 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 Sacramento Works support (SacWorkssupport@seta.net) 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.

Scan the Employment Placement Form into CalJOBS.

2. Un-engaged Customers

For those customers who have not continued with planned services within a 90-day period (after every effort has been made to re-engage the customer but attempts have remained unsuccessful), coaches should notify their site supervisor. If a customer has not received any services within a 90-day period, their WIOA Application will automatically "soft" exit.

3. Exclusion from WIOA Measures

Customers may be "hard" exited and excluded from the WIOA Measures if one of the following occurs:

- ❖ Has become incarcerated or becomes a resident at a facility providing 24-hour support, such as a hospital or treatment center.
- ❖ Has received medical treatment that is expected to last longer than 90 days.
- ❖ Becomes deceased.
- ❖ Is a member of a military reserve unit and is called to activity duty for at least 90 days.
- ❖ Is in foster care and exits the program due to moving outside the subrecipient's area (only applies to the Youth program).

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

V. Follow-up

Follow-up is critical to ensuring a customer's long-term success in employment and advancement along a career pathway. SWJC 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 connect with their Coach or 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 begins the day after the customer becomes employed. Follow-up is encouraged monthly. Follow-up case notes are required every quarter 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, please 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 SETA's website at <https://staff.seta.net/directive-attachments/>, or may be accessed by clicking the link within the document below.

Attachments for this Directive:

- [CalJOBS Registration Addendum Form \(WIOA\)](#)
- [Critical Occupational Clusters](#)
- [Individual Employment Plan \(IEP\)](#)
- [Job Seeker Emotional Modes and Interventions \(Tool\)](#)
- [Job Seeker's Code of Conduct](#)
- [One-on-One Comprehensive Assessment \(Tool\)](#)
- [SWJC Authorization for Release of Confidential Information](#)
- [Welcome MAP \(Tool\)](#)
- [Welcome Packet Cover Sheet](#)
- [Welcome Team Guidelines of Possible Actions \(Tool\)](#)
- [WIOA Complaint-Grievance Procedures](#)

Links to Referenced Directives

- [Adult Priority of Service \(WDD16-2\)](#)
- [Eligibility or Demographic Data Collection and Criteria \(IS 22-09\)](#)
- [Financial Assistance Award Directive \(WDD20-1\)](#)
- [OJT-SE Policy WIOA Directive \(WDD19-2\)](#)
- [Referral and Request for Services and Reasonable Accommodations for Individuals with Disabilities \(WDD19-3\)](#)

- [Ticket To Work Enrollment and Orientation Process \(WDD16-4\)](#)

Links to Referenced Documents

- [How to create a WIOA Title I Application and Participation in CalJOBS \(Screenshots\)](#)
- [CRT-Scholarship-Tuition Approval Form](#)
- [CRT-Supportive Services and Incentives Request and Approval Form](#)
- [Employment Placement Form](#)
- [Local Training Provider List](#)
- [Setting Up Alerts in CalJOBS \(Screenshots\).](#)
- [Local Training Provider Referral Form](#)
- [Scholarship/Tuition Assistance Application Packet](#)

Links to Referenced Websites

- Living Wage Calculator- <https://livingwage.mit.edu/counties/06067>
- State's Eligible Training Provider List (ETPL) - https://edd.ca.gov/en/jobs_and_training/Eligible_Training_Provider_List/