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**DATE: September 10, 2014**

**TO:** Sacramento Employment and Training Agency (SETA) Managers, Monitors and Workforce Investment Act (WIA) Service Providers, Job Centers (SWJCs) and Training Centers (SWTCs)

**FROM:** Kathy Kossick, Executive Director

**SUBJECT: SacWorks Customer Flow Directive  
WIA Directive #IS01-08 – Revision #6**

**Purpose:**

This Directive provides guidance under the Workforce Investment Act (WIA) program regarding WIA Enrollment Eligibility.

The Sacramento Works Job Center (SWJC), Sacramento Works Training Center (SWTC) and the On-the-Job Training/Subsidized Employment (OJT/SE) programs provide job seekers and employers with access to all recruitment, engagement, training, and job placement products and services in the Sacramento region. It is the goal of the Sacramento Works Center System to develop a skilled talent pool to meet the hiring needs of the region’s employers.

This Directive seeks to establish the customer flow and the services that will be available to turn job seekers into talented job candidates. Please note: In this Directive, the term “Center” will be used when referring to both SWJC and SWTC. The term “Site” will refer to the OJT/SE program site. The term “Coach” will refer to staff located at the SWJC and the term “staff” will refer to those located at the SWTC.

Core/Intensive activities and services that may be provided by the Center/Site System are:

- |                                  |                                 |
|----------------------------------|---------------------------------|
| Assessment                       | Job Referrals to Employers      |
| Basic Career Technical Training  | Soft Skills Training            |
| Computer Literacy                | Workforce Intelligence          |
| Employment and Job Search Skills | Services to Special Populations |
| Employment Networking            | Supportive Services             |
| Financial Literacy               | Job Readiness                   |
| Financial Aid Options            | Training Opportunity            |
| Job Coaching/Career Counseling   |                                 |

***“Preparing People for Success: in School, in Work, in Life”***

**Effective Date:**

This Directive is effective on the date of issuance.

**REFERENCES:**

- Department of Labor (DOL) Training and Guidance Letter (TEGL) 17-05.
- Title 20 Code of Federal Regulations Parts 662, 663 and 667.
- Workforce Investment Act (WIA) Sections 133 (b) (2) (A) (3) and 134 (d) (2).

**Policy and Procedures:**

All SETA funded programs receiving assistance under the WIA, Title I must comply with the Customer Flow Directive requirements. These requirements apply to both formula and discretionary grants awarded by the Employment and Training Administration under the WIA.

**I. Welcome/Engagement Function**

Upon entering a Center/Site, customers should be acknowledged immediately by a Welcome/Engagement team member. It is the responsibility of Center/Site Welcome/Engagement Staff to engage customers by providing a warm and welcoming environment and offer them an orientation to available Center services, including how to complete the on-line registration on the jobs.SacramentoWorks.org website. “SacWorks” will be used to refer to this website.

Staff should guide each customer and help them: “Know their Skills, Enhance their Skills and Get the Best Job Possible with the Skills they have.”

Staff should also assist customers with referrals to community services that are not provided at the Centers. Staff should encourage customers to become a SacWorks member in order to access services beyond those that are self-directed. In order to become a member, customers must complete the SacWorks Registration Form (Attachment A) and the SacWorks Registration-Addendum Form – (Attachment B), the term “Addendum” will be used to refer to this form.

Customers should also be prompted to provide evidence of valid Right-to-Work (RTW) documents, age and birth date documentation, and/or dislocated worker (DW), veteran, and/or selective service status/registration (if applicable). All services, including enrollment, are tracked through the SacWorks System through the creation of a customer participation/enrollment into the SacWorks System.

Please refer to the *www.Sacramentoworks.org* website for a listing of Center/Site Training providers. SWTC Liaisons contact information, and other relevant Center/Site Staff at those locations can be found on the K: Drive.

## 1. Customer's First Visit

### The customer's first visit to the Center/Site will include:

- a) Completion of the SacWorks Registration Form (Attachment A),  
Customers may have registered for SacWorks online from a remote location prior to their initial Center/Site visit, or they may need to complete registration during their initial visit. Customers who are proficient using a computer can complete their registration online; or customers can complete a paper SacWorks Registration Form (Attachment A) which Center/Site Staff will then input.
- b) Receipt of a Center/Site Information Packet  
The Center/Site Information Packet includes, at the minimum, the SacWorks Registration (Attachment A), SacWorks Registration-Addendum (Attachment B), Job Seeker's Code of Conduct (Attachment C), the Center/Site Authorization for Release of Confidential Information (Attachment D), Employment Development Department's (EDD) brochure, *Attention All Job Seekers* (Attachment E), WIA Complaint/Grievance Procedures (Attachment F) (See Nondiscrimination and Equal Opportunity Procedures - WIA Directive #IS5-08 Rev#2)  
  
By signing the Addendum (Attachment B), the customer acknowledges receipt of Attachments C, D, and F.
- c) Customers will be required to complete the Addendum (Attachment B). Once completed, staff will scan the Addendum into the Vault system along with all of the eligibility documentation and file the hard copy of the Addendum into a secure cabinet. This will allow other Center/Sites the ability to view the Addendum, and avoid duplicate input.
- d) Assignment of the SacWorks Membership Card,  
The Center/Site staff will issue a Membership card to the customer when the SacWorks Registration and Addendum are complete. The customer will present their Membership Card each time they visit the Center/Site.
- e) Orientation/Tour of the Center/Site,  
The orientation/tour of the Center/Site will include an explanation of the services available. The Coach will inform the customer that they will receive an e-mail to complete a Customer Satisfaction Survey through an on-line survey system called "Constant Contact". Customers should be encouraged to complete this survey after the Center/Site visit. The Coach will verify a current e-mail address is on file.
- f) Registration into the CalJOBS System,  
Registration into the CalJOBS ([www.caljobs.ca.gov](http://www.caljobs.ca.gov)) is encouraged for all job seekers, but is mandatory for veterans and unemployment insurance (UI) recipients. If the customer does not register for CalJOBS, their benefits will be delayed. CalJOBS registration is conducted online.
- g) Special Needs Accommodation,  
Staff will provide customers with assistive services when available or contact the SETA Disability Service/Ticket To Work staff to accommodate special needs. (Check with Job Center for more information)

h) How to Access and Complete the Background Wizard,

Coaches should encourage and assist customers with accessing and completing The Background Wizard. The Background Wizard is located in the customer's SacWorks Personal Profile online. The Background Wizard allows the customer to reveal skills and abilities they possess in order to identify employment goals; build a portion of the SacWorks online resume and ensure that the customer receives information on available jobs that match their skills and abilities.

The Background Wizard includes the Online Application which can also 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.

Coaches must verify the Background Wizard is complete and up to date at the time of enrollment into intensive services. Some exemptions may apply. (Note the exception in SacWorks case note such as Background Wizard is part of curriculum for ABE/GED and will be complete at end of activity).

i) Skills Assessment,

Skills Assessment is required for intensive/training services. The Key Train Quick Guide Skills Review measures reading for information, locating information, and applied math. Other assessments available are Work Keys, CASAS, Choices and One-on-One Interview.

Center/Site Staff should promote these assessments by explaining how the results will benefit customers, provide information to assist them in selecting an employment or training goal, and identify career readiness skills needs.

## **II. Coaching Appointment or Workshop**

### **1. Development of the "MAP" (My Action Plan)**

- a) The "MAP" (Attachment H) is the customer's "My Action Plan" that is developed by the customer with input from the coaches through the process of "Assignment-Based Coaching". The MAP can be started at any time during a customer's participation in the Center activities.
- b) It is the responsibility of the customer to maintain the MAP. All Center staff will encourage customers to identify their goals and outline the steps needed to accomplish their goals, including target dates for completion, and keep track of them using their MAP.
- c) Customers should be encouraged to complete both the Background Wizard and online resume in the SacWorks System as one of their MAP goals. Customers will also be encouraged to create at least one Virtual Recruiter for possible job match in SacWorks. Through the use of active questioning and coaching, customers will develop personal assignments that will assist them in accomplishing the goals that they have identified on their MAP.
- d) Workshop facilitators and coaches will encourage customers to update their MAP on a continual basis, setting aside time in workshops to discuss accomplishments and next assignments. The MAP includes a schedule for customers to keep track of their appointments and workshops.

- e) The MAP is used if no funds were spent for training or supportive services. If funds are obligated for training or supportive services, the MAP is used as the Individual Employment Plan (IEP) and must be scanned into the Vault system.

## **2) Development of the Individual Employment Plan (IEP)**

Using effective questioning techniques, staff will assist the customer in determining what assignments and activities would be the most useful in developing and implementing their Individual Employment Plan (IEP). Examples include:

- a) Identify personal or pre-employment barriers which need to be addressed prior to the start of skill development or job search.
- b) Complete comprehensive assessments.
- c) Conduct research on skills development/enhancement products (which may vary from pre-employment services to vocational skills training).
- d) Complete the Self-Sufficiency Calculator online. Self-Sufficiency Calculator: (<http://www.insightcced.org/calculator.html>) Staff must indicate on the SacWorks IEP/Training Assessment Template that results were viewed and justify how the results support their training/occupational goal.

## **3. Enrollment/Creating Participation in SacWorks** (*Refer to SWJC and SWTC Customer Flow Chart (Attachment J)*)

If the Addendum is older than 90 days at the time of intensive enrollment, staff must review the Addendum with the customer. If there are changes, a new Addendum must be completed and signed by both customer and staff before being scanned into the Vault system. If there are no changes, the customer will initial and re-date the signature line of the Addendum to attest that the information is still correct.

The SWJC/SWTC activities and training programs are available on the Sacramento Works website ([www.sacramentoworks.org](http://www.sacramentoworks.org)) and will be continuously revised and updated as part of the events calendar on the homepage. The events calendar includes all workshops and classes being provided for coaches and customers to use to find appropriate services and products.

## **III. Job Search/Placement Activities, Skills Development, Financial Assistance and Training Activities**

### **1. Customer Status Verification**

Upon new entry into the Center/Site, staff must review the customer's record in SacWorks (including case notes and enrollments) for the customer's status. If services are documented in SacWorks (case notes or enrollments), Center/Site staff or other program staff must contact the Center/Site staff providing the initial services prior to initiating any intensive services.

If the staff providing the initial services not actively serving the customer, then the customer's services may be transferred. The Center/Site staff providing new services must document, in SacWorks case notes, an agreement to transfer the customer. If the services provided by the initial Center/Site staff are still active, both Providers will collaborate and provide services to ensure client success.

## **2. Staff Assisted Services/Initial Assessment/Coaching:**

When SacWorks and CalJOBS registrations are complete, the customer will meet with a Coach/Staff who will use the Initial Assessment/Intake Interview Guidelines (Attachment G) to determine possible actions or assignments for the customers.

## **3. Creation of Participation and Enrollment into WIA Intensive/Training Services**

- a) To enroll into the Program, the customer must provide proof of valid Right-to-Work, age, birth date, selective service registration (if applicable), and provide demographic information. Staff must verify upload from SacWorks to CalJOBS due to the new 30 day backdate lockdown rule. The new system will not allow backdating or deletion of enrollments beyond 30 days from the initial enrollment into SacWorks.

For additional information, please see WIA Eligibility Directive #IS22-09 Revision #5, Eligibility or Demographic Data Collection and Criteria.

## **4. Enrolling into Intensive Services/Training Services:**

- a) When enrolling into Intensive Services/Job Search Assistance where no training or supportive services funds are being provided, the active MAP will be scanned into the Vault system. Once the customer receives supportive services the SacWorks Supportive Service Template will be completed. Once the customer begins training, the SacWorks IEP/Training Assessment Template (Attachment I) will be required.
- b) The customer must be assigned to a Center/Site staff in SacWorks upon completion of enrollment into Intensive Services.
- c) When a customer is being referred to services provided through another Center, staff will complete a Sacramento Works Referral Form (Attachment K) and give it to the customer to deliver to referral site.
- d) The Center/Site must create and maintain case notes, progress notes, and attendance records. (must reference in case notes that an attendance record is on file)
- e) For direct placement customers, complete the MAP, and complete the Addendum and provide retention services.

## **5. Scholarships will only be provided through the Sacramento Works Job Center (SWJC) to customers who:**

- a) Need skill development and training and have demonstrated motivation and the ability to choose and successfully complete assignments, including the Scholarship Award Application.
- b) Are interested in skills development training and are unable to obtain assistance from other sources to pay for the cost of such training.
- c) Are eligible/suitable for applicable grants.
- d) Have been determined by their Coach to be in need of training services and have the skills and qualifications to successfully complete the selected training program.

- e) Have selected an occupation/program that is directly linked to employment opportunities in the area and that is reflected in one of the Sacramento Works Critical Occupational Clusters (see Attachment N) or [http://careergps.com/cluster\\_occupation\\_forecast\\_data.asp](http://careergps.com/cluster_occupation_forecast_data.asp) and the Local Training Provider List (LTPL) <http://seta.net/pdfs/etpl.pdf>.
- f) The **SWJC** Coach is responsible for the review of the Scholarship Award Application and making the recommendation to the Site Supervisor for final approval of all WIA Scholarship Awards Individual Training Accounts (ITA). SWJC Coaches will complete the SacWorks IEP/Training Assessment Template (Attachment I) that will provide justification for the enrollment into the training activity. Once approval of the Scholarship Award Application is received, the SWJC Coach will inform the customer of the approval, encourage them to keep in contact and provide information on job retention services that are always available to them.

**SWJC Coaches will:**

Review the Enrollment Checklist/ CRT Approval Form (Attachment L) to ensure eligibility verification documentation is scanned, activity codes are entered into SacWorks, and appropriate services have been provided.

- Complete customer's SacWorks IEP/Training Assessment Template.
- Create participation in the SacWorks System.
- Verify upload in SacWorks (due to 30 day backdate lockdown rule). Cannot backdate or back out beyond 30 days from enrollment into SacWorks.
- Fax or email a completed Financial Obligation Form, along with a copy of the Service Agreement, to SETA Support Staff. (see the Financial Assistance Award Directive: WIA Directive # IS2-08 Revision #8)
- Assign the customer to their SacWorks caseload.
- Complete the Training Service Agreement including the signature of the customer, coach, supervisor and training provider.
- Set "Alerts" (Manage Communications/Manage My Alerts/Modify My Alert Subscriptions) in SacWorks to notify coach of a variety of upcoming actions (e.g., Customer about to Auto exit; Activity End Date about to occur; etc.). Once the "Alerts" have been created, they will apply to ALL customers assigned to a coach's caseload. It is not necessary to set Alerts for each customer individually.
- Provide ongoing case management of enrolled customers including timely documentation of customer's status in the customer's SacWorks case notes.
- Provide monthly documentation in SacWorks casenotes of customer's status.
- Work cooperatively with the Local Training Provider List (LTPL) training providers to obtain monthly customer progress reports, assisting customers with barriers to continuing training.
- Follow-up with training providers and customers for completion and placement information, and submitting Employment Placement Forms (Attachment M) to Support Staff in a timely manner. LTPL training providers will submit Employment Placement Form(s) directly to Coaches for review, and submittal, for those customers that are placed into employment after successful completion of the training program.
- Ensure all activities are complete before submitting the Employment Placement Form (Attachment M) to SETA support staff.

- Follow-up with the customer for four quarters after the last activity date documenting status through case notes and re-engagement of services, if needed.

**IV. Work Preparedness and Functional Training Activities will be provided through the Training Center (SWTC) to customers who:**

- a) Demonstrate motivation and the need for skills development and training.
- b) Have selected an occupation/sector that is directly linked to employment opportunities in the area and is reflected in one of the Sacramento Works Critical Occupational Clusters (Attachment N) or on the LTPL.

The SWTC staff will recruit, assess, determine eligibility and suitability, and enroll customer into the training center activities/programs. SWTC staff will complete the SacWorks IEP/Training Assessment Template with the customer, which will provide justification for the referral or enrollment into the training activity.

Once a customer has been approved for training, the SWTC staff will inform the customer of the approval, and provide on-going coaching, case management, job placement and job retention services.

**The SWTC staff will:**

- Ensure that all the SacWorks Registration (on-line or hard copy) and the Addendum are completed accurately.
- Ensure that all eligibility verification and program documents are scanned into the Vault system prior to creating a Workforce Investment Act (WIA) application.
- Verify upload in SacWorks (due to 30 day backdate lockdown rule). Cannot backdate or back out beyond 30 days from enrollment into SacWorks.
- Complete the customer's SacWorks IEP/Training Assessment Template.
- Create enrollment/participation in the SacWorks System within five (5) business days after training approval.
- Set "Alerts" (Manage Communications/Manage My Alerts/Modify My Alert Subscriptions) in SacWorks to notify staff of a variety of upcoming actions (e.g., Customer about to Auto Exit, Activity End Date about to occur, etc.). Once the Alerts have been created they will apply to ALL customers assigned to a staff's caseload. It is not necessary to set Alerts for each customer individually.
- Provide monthly documentation in SacWorks casenotes of customer's status.
- Assist customer to minimize barriers for successful completion of training.
- Collect employment information and submit the Employment Placement Form (Attachment M) to SETA Support Staff.
- Follow-up with the customer for employment retention/re-engagement for four quarters after last activity date through brief case note documentation in SacWorks.
- Staff is responsible to work with OJT/SE and WEX Site staffs to recruit, assess, and enroll customers for the OJT/SE or WEX program. OJT/SE or WEX Site staff will complete the IEP/Training template with the customer that will provide justification for the referral into the training activity.
- Once an employer has selected a customer for an OJT/SE or WEX, the OJT/SE or WEX Site staff will inform the customer of the approval, and provide on-going coaching and job retention services. (For more information on the OJT/SE program, see the On-the-Job Training directive WIA Directive #IS 04-08 Revision #12.)



**The SWTC Liaison will:**

- Participate in the new customer orientation as needed.
- Participate in the CRT in person/via telecommunication.
- Attend Center meetings as needed.
- Verify WIA eligibility documents are scanned into the Vault system prior to creating a WIA application and participation.
- Verify upload in SacWorks (due to 30 day backdate lockdown rule). Cannot backdate or back out beyond 30 days from enrollment into SacWorks.
- Verify Selective Service registration.
- Verify customer is enrolled in appropriate CalJOBs activity codes.
- Collaborate with the SWTC Staff in the completion of the SacWorks IEP/Training Assessment Template and ensure monthly case notes are detailed and up-to-date.
- Verify the case has been assigned to appropriate staff upon completion of enrollment. Facilitate and participate in the CRT for supportive services, distribute supportive services to customer and replenish Scrip and bus passes.
- Verify documentation of SacWorks case notes for supportive services as required.
- Provide technical assistance on SETA directives and policies.
- Conduct quality control duties which may include periodic random review of SacWorks documentation in the Vault system, financial obligations, progress notes and activity codes, etc.

Enrollment in a Center/Site activity or service and/or placement into employment does not end the customer's relationship with the Center/Site. Continued coaching and support may be necessary to ensure that the customer's goals are met and performance goals are attained while the customer is enrolled. Center/Site coach must continually encourage the customer to contact the Center/Site Coach if there are any issues with employment.

**V. On-the-Job Training/Subsidized Employment (OJT/SE) or Work Experience (WEX) will be provided to customers who:**

- a) Are determined eligible for OJT/SE or the WEX Program.
- b) Need skill development and training and have demonstrated motivation and the ability to choose and successfully demonstrate job readiness.
- c) Have selected an occupation/sector that is directly linked to employment opportunities in the area and that is reflected in one of the Sacramento Works Critical Occupational Clusters.

The Center/Site coach is responsible to work with the OJT/SE and WEX Site staff to recruit, assess and refer customers for the OJT/SE or WEX program. OJT/SE or WEX Site staff will complete the SacWorks IEP/Training Assessment Template with the customer that will provide justification for the referral to the training activity.

Once an employer has selected a customer for an OJT/SE or WEX, the OJT/SE or WEX Site staff will inform the customer of the approval, and provide on-going coaching and job retention services.

For more information on the OJT/SE program, see the On-the-Job Training/Subsidized Employment (OJT/SE) Policies and Procedures/Contract Document – Revision #12 WIA Directive #IS 04-08.

## **VI. Data Collection and Customer Tracking**

The SacWorks Events Calendar/Events Scheduler will be used to schedule and enroll Center/Site customers into workshops. All intensive and training services will be entered into SacWorks by creating WIA Participation and adding appropriate activity codes into SacWorks.

## **VII. Closures/Outcomes/Exits**

Centers and OJT/SE Service Providers are evaluated on the number of customers who enter unsubsidized employment. The timely submission of Employment Placement Forms (within five days of placement) plays a critical role in the overall performance. Evaluation date will include a Center's past year's performance measured against Employment Development Department's (EDD) base-wage file, as well as "real-time" employment information entered into SacWorks.

Customers who enter into unsubsidized employment will have closure information entered in SacWorks by SETA Support Staff. This process is detailed under the Coaches responsibilities on Page 7 of this Directive. All customers will be auto exited after 90 days have lapsed without a service being entered or extended in the SacWorks System; and/or by submitting an Employment Placement Form to staff at the SETA main office prior to allowing a customer to auto exit. Center/Site staff should contact the customer to determine employment status. If the customer is not employed, Center/Site staff should encourage the customer to visit a Center/Site to receive additional services

If you have questions or comments about this customer flow directive, please contact [SacWorksSupport@delpaso.seta.net](mailto:SacWorksSupport@delpaso.seta.net) and the questions will be forwarded to the appropriate party.

# SacWorks Registration

LOGIN INFORMATION		
Create a User Name:	Create a Password:	
User Name: 8-16 Letters or numbers, no spaces	Password (8 - 20 characters, and must include at least one uppercase letter, one lowercase letter, one number and one special character. Allowable characters are (!),(@),(#),(\$),(%),(^),(*),(.),(,))	
Please choose a Security Question: <input type="checkbox"/> What's your mother's maiden name? <input type="checkbox"/> What is your pet's name? <input type="checkbox"/> What was the name of your first school? <input type="checkbox"/> Who was your childhood hero? <input type="checkbox"/> What is your favorite pastime?	<input type="checkbox"/> What is your all-time favorite sports team? <input type="checkbox"/> What is your father's middle name? <input type="checkbox"/> What was your high school mascot? <input type="checkbox"/> What make was your first car or bike? <input type="checkbox"/> Where did you first meet your spouse? <input type="checkbox"/> Where were you born?	
Security Question Response:		
Social Security Number:	Country: Residential Zip Code:	
Are you authorized to work in the United States? <input type="checkbox"/> Yes <input type="checkbox"/> No		
INDIVIDUAL INFORMATION		
Date of Birth:	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female	
Have you registered with the Selective Service? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Documented exemption from registration <input type="checkbox"/> Not applicable		
NAME, ADDRESS AND CONTACT INFORMATION		
First Name:	Last Name:	
Are you homeless? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Residential Street Address:		
City:	State:	Zip:
Primary Phone Number:		
Phone Number Type: <input type="checkbox"/> Cell Phone <input type="checkbox"/> Relatives <input type="checkbox"/> Work <input type="checkbox"/> Home <input type="checkbox"/> Other <input type="checkbox"/> Not Identified		
Email Address:		
Is your Mailing Address the same as your Residential Address? <input type="checkbox"/> Yes <input type="checkbox"/> No <i>If yes, please skip the Mailing Address Section. If no, please complete the Mailing Address Section below.</i>		
Mailing Address		
Street:		
City:	State:	Zip:
Phone Number Type: <input type="checkbox"/> Cell Phone <input type="checkbox"/> Relatives <input type="checkbox"/> Work <input type="checkbox"/> Home <input type="checkbox"/> Other <input type="checkbox"/> Not Identified		
Email Address:		
Preferred Notification Method: <input type="checkbox"/> Email <input type="checkbox"/> Internal Message (SacWorks account) <input type="checkbox"/> Internal Message w/E-Mail		
Site Access (Where will you be accessing SacWorks?): <input type="checkbox"/> Home <input type="checkbox"/> Library <input type="checkbox"/> Career Center <input type="checkbox"/> College <input type="checkbox"/> Community Center <input type="checkbox"/> Smart Phone/PDA <input type="checkbox"/> Other		
Citizenship Status:		
<input type="checkbox"/> Citizen of U.S or U.S. Territory <input type="checkbox"/> U.S. Permanent Resident <input type="checkbox"/> Alien/Refugee Lawfully Admitted to the U.S. <input type="checkbox"/> None of the above <i>If a Permanent Resident or an Alien/Refugee lawfully admitted to the U.S., please provide your:</i> USCIS (Alien Registration) Number: _____ USCIS (Alien Registration) Expiration Date: _____		
Do you have a disability? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Specified <i>If yes, receiving:</i> SSI <input type="checkbox"/> or SSDI <input type="checkbox"/>		
Your Highest Education Level:		
<input type="checkbox"/> High School Diploma <input type="checkbox"/> High School Equivalency Diploma (GED) <input type="checkbox"/> Certificate of Attendance/Completion (Disabled Individuals) <input type="checkbox"/> If less than High School graduate, number of grades completed: _____ <input type="checkbox"/> Vocational School Certificate or <input type="checkbox"/> Years at College or a Technical or Vocational School _____ <input type="checkbox"/> AA <input type="checkbox"/> BA/BS <input type="checkbox"/> Master's Degree <input type="checkbox"/> Doctorate Degree		
Are you attending school?		
<input type="checkbox"/> No, not attending any school <input type="checkbox"/> Yes, attending High School, Junior High, Middle or Elementary School <input type="checkbox"/> Yes, attending an Alternative High School <input type="checkbox"/> Yes, attending College, Technical or Vocational school		

**EMPLOYMENT INFORMATION****Current Employment Status:**  Not Working  Working Part-time  Working Full-time  Never Worked  Other**Type of business last worked in (choose 1 only):** Private Business  Local Government  State Government  Federal Government  Non-profit  
 Education K-12  Higher Education  Have never worked  Other**Are you receiving Unemployment Insurance?** No, neither Claimant of Exhaustee  Yes, Claimant, not referred by WPRS  
 Yes, Claimant, referred by WPRS  Yes, Exhaustee**Are you currently looking for work?**  Yes  NoWithin the last 12 months have you received a notice of termination or layoff from your job or received documentation that you are separating from military service?  Yes  No If Yes, date of Layoff or Military Separation:**ETHNIC ORIGIN**Are you of Hispanic or Latino heritage?  Yes  No  I do not wish to answer**Race**

<input type="checkbox"/> African American/Black	Asian (cont.)	Asian (cont.)	<input type="checkbox"/> Hawaiian/Other Pacific Islander
<input type="checkbox"/> American Indian/Alaskan	<input type="checkbox"/> Chinese	<input type="checkbox"/> Japanese	<input type="checkbox"/> Samoan
<input type="checkbox"/> Asian	<input type="checkbox"/> Malaysian	<input type="checkbox"/> Korean	<input type="checkbox"/> Palauan
<input type="checkbox"/> Indian	<input type="checkbox"/> Laotian	<input type="checkbox"/> Thai	<input type="checkbox"/> Guamanian
<input type="checkbox"/> Bangladesh	<input type="checkbox"/> Vietnamese	<input type="checkbox"/> Cambodian	<input type="checkbox"/> Micronesian
<input type="checkbox"/> Napalese	<input type="checkbox"/> Pakistani	<input type="checkbox"/> Filipino	<input type="checkbox"/> Marshallese
<input type="checkbox"/> Bhutanese	<input type="checkbox"/> Sri Lankan	<input type="checkbox"/> Other Asian	<input type="checkbox"/> Other Pacific Islander
	<input type="checkbox"/> Sikkimese	<input type="checkbox"/> Ethnic Hispanic or Latino	<input type="checkbox"/> White

**MILITARY SERVICE****Are you in the military, a veteran, or the spouse of a veteran?**  Yes  No**Are you the Spouse/Dependent of someone in the active-duty military service, National Guard or Reserves who is currently activated?**  Yes  No1. Are you within 24 months of retirement or 12 months of discharge from the military (Transitioning Service Member)?  Yes  No2. Have you served on active duty in the armed forces and were discharged or released from such service under conditions other than dishonorable?  Yes  No3. Are you the spouse of a veteran who has a total service connected disability, is Missing In Action, captured in the line of duty by a hostile force, is a Prisoner Of War or who died from a service connected disability?  Yes  No4. Are you now or have you served in a National Guard or Reserve unit that was called to or is on Active Duty due to armed conflict and/or crisis involving national security (Title 10 Activation)?  Yes, I am serving  
 Yes, I have served  
 No, I am not servingDid you serve more than 1 tour of duty?  Yes  No

Please indicate your transitioning type and transitioning service member discharge date. \_\_\_\_\_

Transitioning Type:  Not applicable  Within 24 months of retirement  Within 12 months of dischargeHave you attended a Transition Assistance Program (TAP) Workshop within the last 3 years?  Yes  No

\* If you answered Yes to Question 2 please enter the information below about your military service.

\*If you answered Yes to Question 3 please enter the information below about your spouse's military service.

**Military Service Begin Date:****Military Service End Date:****Reserved or Eligible for Military Campaign Badge:**  Yes  No**Branch of Service:****Active in the Military Reserves:****Character of Service:**  Honorable  Under honorable conditions  Under other than honorable conditions  
 Bad conduct  Dishonorable  Uncharacterized  Other**Disabled Veteran:**  No  Yes, disabled  Yes, special disabled (Greater than 30%)**Disability Percentage:****Homeless Vet:**  Yes  No**Referred by Veterans Voc Rehab (Chapter 31):**  Yes  No**Within the last 12 months, have you been released from incarceration?**  Yes  No  I do not wish to disclose**Within the last 12 months, have you been without a paycheck for 27 consecutive weeks?**  Yes  No  Not Sure

# SacWorks Registration - Addendum

## Customer Information

Please print your name:

What are the last 4 digits of your SSN:

## Migrant or Seasonal Farm Worker

Have you worked on a farm or as a migrant or migrant food processor at least 25 days in the past 12 months?  Yes  No

If Yes:

- Was at least half your earned income in the last 12 months from farm, orchard, ranch, plant and/or nursery work and NOT with the same farm year round?  Yes  No
- Was at least half your earned income in the last 12 months from animal slaughtering (except poultry), frozen fruit, juice and vegetable manufacturing, or fruit and vegetable canning?  Yes  No
- Did you travel beyond normal commuting distance from your permanent home to accept any work listed in questions above in the last 12 months?  Yes  No

## Employment Information

If not working, the **number of weeks unemployed**: \_\_\_\_\_ Most Recent rate of Pay (hourly): \_\_\_\_\_

Have you been terminated or laid off, or received a notice of termination or layoff?  Yes  No

Receiving Unemployment Compensation?  Yes  No Date of Layoff or Closure: \_\_\_\_\_

If yes, reason for layoff (please check one of the following):

- Category 1** – Terminated or Laid off, or has received notice of termination or layoff, and is eligible for or has exhausted entitlements to UIB and is unlikely to return to previous industry or occupation.
- Category 2** – Terminated or laid off, or has received notice of termination or layoff, and has been employed for sufficient duration (a minimum of six weeks) to demonstrate workforce attachment, but is not eligible for UIB due to insufficient earnings or employer not being covered under state
- Category 3** – Terminated or laid off, or has received notice of termination or layoff, from employment as result of permanent closure of, or substantial layoff at a plant, facility or enterprise. \*The actual date of layoff is required in the space provided below.
- Category 4** – Employer has made a general announcement that facility will close. \*Please specify the actual date of layoff or closure in space provided below.
- Category 5** – Previously Self Employed (including farmers, ranchers and fisherman) but is unemployed due to general economic conditions in the community of residence or because of natural disaster.
- Category 6** – Displaced Homemaker (If unsure, please ask staff for assistance.)

Employer Name:

Street Address:

City: \_\_\_\_\_ ZIP: \_\_\_\_\_

Occupation:

Type of Business worked in:  Private Business  Government  Non-Profit  Higher Education  Education (K-12)  Have Never Worked  Other

## Public Assistance Information

Are you receiving TANF?  Yes  No Food Stamps?  Yes  No

Supplemental Security Income (SSI):  Yes  No Refugee Cash Assistance:  Yes  No

General Assistance:  Yes  No How many members are in your family? \_\_\_\_\_ What is your annual (yearly) family income? \_\_\_\_\_

## Barriers

Displaced Homemaker:  Yes  No

Individual or family members have limited English, or difficulties with reading, writing or understanding English?  Yes  No

Are you a single parent?  Yes  No Are you homeless?  Yes  No

Are you an offender (been arrested and convicted of a crime)?  Yes  No Substance Abuse  Yes  No

Do you have poor work history?  Yes  No

**By signing below, I acknowledge that I have received copies of: 1) Code of Conduct; 2) Grievance, Non-discrimination and Equal Opportunity complaint Procedures; and 3) Release of Information. In addition, my signature below indicates that I have been informed of and understand the information contained on this form. I certify under penalty of perjury that all of the above information is true and complete. I agree that any information I have supplied is subject to verification. I understand that falsification of any item is grounds for termination from the Workforce Investment Act program and may result in action to recover any monies paid to me while participating.**

Please Print Name:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Staff Use Only

Signature of Interviewer: \_\_\_\_\_ Date: \_\_\_\_\_



**WELCOME**  
**to the**  
**Sacramento Works Job/Training Center**

The Sacramento Works Job Centers and Sacramento Works Training Centers want to assist you to find the best job possible with your skills and experiences. The safety of all customers and staff is top priority. Please read and understand your responsibilities when using the Sacramento Works services.

**Job Seeker's Code of Conduct**

As a Job/Training Center customer and job seeker, **I agree** to the following policies and procedures:

- Treat Job/Training Center staff and fellow customers with respect by speaking quietly and not disturbing others.
- Conduct myself and my behavior in a professional, courteous and respectful manner.
- Silence cell phones and take all calls outside.
- Dress in a manner appropriate for business office work environments.
- Use all Job/Training Center equipment for job search and educational purposes only.
- Use approved data devices at the Job/Training Center and allow staff to scan devices for viruses.
- No downloading of software, tampering with, nor changing settings onto Job/Training Center computers.
- No food or drink in the resource room and computer lab.
- Use workplace appropriate language and refrain from profanity.
- If unable to find childcare, supervise my child(ren) and not allow them to disturb others.
- Be open to guidance and instructions offered by the Job/Training Center staff.
- Fully complete all planned training and/or job search activities.
- Inform Job/Training Center staff of address and/or telephone number changes. Update changes in [www.jobs.sacramentoworks.org](http://www.jobs.sacramentoworks.org)
- Notify Job/Training Center staff when unable to attend training and/or planned activity.
- Upon obtaining employment, provide placement information to the Job/Training Center staff.
- Any violation of the Code of Conduct may result in being asked to leave the Job/Training Center.

*Preparing people for success in school, work, and life.*

**SACRAMENTO WORKS JOB CENTER**  
***AUTHORIZATION FOR RELEASE OF CONFIDENTIAL INFORMATION***

The Sacramento Works Job Center is part of an employment and training system that involves the following agencies:

1. Sacramento Employment and Training Agency (SETA)
2. State of California Department of Rehabilitation
3. State of California Employment Development Department
4. Sacramento County Department of Human Assistance and Department of Health & Human Services
5. Probation Department
6. Senior Community Service Program
7. Social Community Service Program
8. Child Care Program (Head Start & Child Action)
9. Local community-based organizations
10. California Youth Authority
11. Local Educational Agencies/School Districts
12. Colleges of the Los Rios Community College District
13. Other \_\_\_\_\_

I hereby authorize co-located staff of the Sacramento Works Job Center to discuss and/or release information between any of the above agencies, or to a designated representative thereof, about my eligibility, assessment, counseling, attendance, progress and termination. Additional information regarding my job search training and employability status may also be released.

**My signature on the Sacramento Works Registration Addendum certifies that I have read, understand, and have received a copy of the “AUTHORIZATION FOR RELEASE OF CONFIDENTIAL INFORMATION” form as prepared by the Sacramento Employment and Training Agency (SETA).**

**Verification of  
Authorization to Work**

The Immigration Reform and Control Act requires all U.S. employers to verify the employment eligibility and identity of all employees hired to work in the United States after November 6, 1986.



STATE OF CALIFORNIA

LABOR AND WORKFORCE DEVELOPMENT AGENCY

EMPLOYMENT DEVELOPMENT DEPARTMENT

[www.edd.ca.gov](http://www.edd.ca.gov)

The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

Effective January 1, 1994, only those individuals verified to be U.S. citizens or persons legally authorized to work in the United States may receive employment and training services from any:

- State or local government agency;
- Community action agency; or
- Private entity contracting with a state or local government agency within California to perform such services.

(Secondary schools and adult education programs excluded.)

To comply with this legislation, the EDD will ask to see documentary proof of authorization to work of every individual seeking in-person employment related services from the department prior to providing services.

**Appeal Rights**

Individuals may appeal denial of services due to lack of documentary proof of authorization to work. Contact the nearest EDD office regarding departmental appeal procedures.

State and federal laws prohibit discrimination against job seekers on the basis of ancestry, race, or national origin.



**Attention All  
Job Seekers**

**California state law requires that all job seekers show proof of authorization to work prior to receiving employment services from the Employment Development Department (EDD)**

**It's easy — look inside for a complete list of all acceptable documents to use for verification**



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## Here's What You Need to Provide

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**A document from LIST A is sufficient by itself to establish identity *and* authorization to work.  
If a document from LIST B is used, it *must* be accompanied by a document from LIST C. All documents must be unexpired.**

**LIST A****Documents That Establish Both Identity and Employment Authorization**

1. U.S. Passport or U.S. Passport Card.
2. Permanent Resident Card or Alien Registration Receipt Card (*Form I-551*).
3. Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa.
4. Employment Authorization Document that contains a photograph (*Form I-766*).
5. In the case of a nonimmigrant alien authorized to work for a specific employer incident to status, a foreign passport with Form I-94 or Form I-94A bearing the same name as the passport and containing an endorsement of the alien's nonimmigrant status, as long as the period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form.
6. Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-94A indicating nonimmigrant admission under the Compact of Free Association Between the United States and the FSM or RMI.

**LIST B****Documents that Establish Identity**

1. Driver's license or ID card issued by a state or outlying possession of the U.S. provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address.
2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address.
3. School ID card with a photograph.
4. Voter's registration card.
5. U.S. Military card or draft record.
6. Military dependent's ID card.
7. U.S. Coast Guard Merchant Mariner Card.
8. Native American tribal document.
9. Driver's license issued by a Canadian government entity.

For persons under age 18 who are unable to present a document listed above:

10. School record or report card.
11. Clinic, doctor, or hospital record.
12. Day-care or nursery school record.

**LIST C****Documents That Establish Employment Authorization**

1. Social Security Account Number card other than one that specifies on the face that the issuance of the card does not authorize employment in the United States.
2. Certification of Birth Abroad issued by the Department of State (*Form FS-545*).
3. Certification of Report of Birth issued by the Department of State (*Form DS-1350*).
4. Original or certified copy of birth certificate issued by a state, county, municipal authority, or territory of the United States bearing an official seal.
5. Native American tribal document.
6. U.S. Citizen ID Card (*Form I-197*).
7. Identification Card for Use of Resident Citizen in the United States (*Form I-179*).
8. Employment authorization document issued by the Department of Homeland Security.

**WIA COMPLAINT/GRIEVANCE PROCEDURES****A. COMPLAINTS OF VIOLATION(S) OF THE WORKFORCE INVESTMENT ACT**

If you are a participant or other interested party affected by the Sacramento Workforce Investment System, including a one-stop partner or service provider, and you believe that a violation of the requirements of the Workforce Investment Act has occurred, you may file a grievance or complaint with the Sacramento Employment & Training Agency (SETA). Such grievance or complaint must be filed with SETA within one (1) year of the alleged violation. Participants have the right to receive technical assistance. Such technical assistance includes providing instructions on how to file a grievance or complaint, providing relevant copies of documents such as the WIA, regulations, local policies, contracts, etc., and providing clarifications and interpretations of relevant provisions.

The grievance or complaint must be in writing, signed and dated by the grievant/complainant and shall contain the following information:

1. The full name, telephone number (if any) and mailing address of the grievant/complainant.
2. The full name, telephone number (if any) and mailing address of the respondent (the person or entity against whom the grievance/complaint is made).
3. A statement of the basis for the complaint, including the requirement of the Workforce Investment Act that the grievant/complainant alleges has been violated.
4. A clear and concise statement of the facts, including pertinent dates, constituting the alleged violation.
5. The remedy being sought, which must be consistent with the requirement violated and the facts presented, and may only be one or more of the following remedies:
  - a. A suspension or termination of payments under the WIA;
  - b. A prohibition of placement of a participant with an employer that has violated any requirement of the WIA;
  - c. Reinstatement of an employee, payment of lost wages and benefits, and reestablishment of other relevant terms, conditions, and privileges; and
  - d. Other appropriate forms of equitable relief.

Upon receipt of any such complaint or grievance, SETA will process the matter consistent with SETA's Complaint Resolution Procedure and will provide for an informal resolution or hearing. Any grievance or complaint that alleges a labor standards violation may be submitted to binding arbitration between the parties, if a collective bargaining agreement covering the parties to the grievance or complaint so provides. Hearings on any grievance or complaint shall be conducted within 30 days of filing a grievance or complaint. The complainant and the respondent will be notified in writing of the hearing 10 days prior to the date of the hearing. The 10-day notice may be shortened with the written consent of both parties.

Not later than 60 days after the filing of the grievance or complaint, the hearing officer shall mail a written decision to both parties.

Any grievance or complaint may be appealed to the State of California, Employment Development Department (or other designated state department) if: (a) no decision is reached within 60 days; or (b) either party is dissatisfied with SETA's determination. The complainant may request a State hearing by submitting a written notice of appeal to:

Chief, Compliance Review Division, MIC 22-M  
Employment Development Department  
P.O. Box 826880 Sacramento, CA  
94280-0001

**B. COMPLAINTS OF DISCRIMINATION**

It is against the law for this recipient of federal financial assistance to discriminate on the following basis:

Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability political affiliation or belief; and against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation of any WIA Title I financially assisted program or activity.

The recipient must not discriminate in any of the following areas:

1. Deciding who will be admitted, or have access, to any WIA Title I financially assisted program or activity;
2. Providing opportunities in, or treating any person with regard to, such a program or activity; or
3. Making employment decisions in the administration of, or in connection with, such a program or activity.

If you believe that you have been discriminated against, you may file a complaint with the Sacramento Employment and Training Agency, consistent with 20 CFR Section 667.600 and 29 CFR Part 37 and Part 32, Subparts B and C and Appendix A. Complaints alleging discrimination should be filed within 180 days of the alleged act of discrimination and should be filed with either SETA's Affirmative Action/Equal Employment Opportunity Officer (Administration Department Chief or his/her designee) or directly with the Director, Civil Rights Center, U. S. Department of Labor.

Civil Rights Center (CRC)  
U.S. Department of Labor  
200 Constitution Avenue, N.W.  
Room N-4123  
Washington, D.C. 20210

Mr. Roy Kim  
Administrative Services Deputy Director  
Sacramento Employment & Training Agency  
925 Del Paso Blvd.  
Sacramento, CA 95815-3512  
Phone: (916) 263-3814

If you elect to file your complaint with SETA, you must wait either until SETA issues a written Notice of Final Action or until 90 days have passed (whichever is sooner), before filing with the CRC (see address above). If SETA has not provided you with a written Notice of Final Action within 90 days of the day on which you filed your complaint, you need not wait for such a Notice to be issued, but may file a complaint with the CRC within 30 days of the expiration of the 90-day period (in other words, within 120 days after the day on which you filed your complaint with SETA). If you are dissatisfied with SETA's resolution of your complaint, you may file with CRC. Such a complaint must be filed within 30 days of the date you received SETA's Notice of Final Action. A form for filing discrimination complaints with CRC is available from SETA's AA/EEO Officer. Complaints containing a variety of allegations, some of which address discrimination and others which do not, shall be bifurcated (divided into two separate parts) with the discrimination allegations forwarded to CRC and the remaining allegations to be heard by SETA.

## Welcome Team Initial Assessment Guidelines

*(To be used by staff to determine where to refer an enrolled customer)*

Customer Need (Box Checked)	Critical Assessment Tools/Questions	Possible Action
<b>1. Help finding work/ Job referrals</b>	<ul style="list-style-type: none"> <li>• Review customer's work history</li> <li>• How long have you been looking for work?</li> <li>• Why did you leave your last job?</li> <li>• Can you return to your usual line of work?</li> <li>• Do you have a resume?</li> <li>• How are you job search and interview skills?</li> </ul>	<ul style="list-style-type: none"> <li>• Sign customer up for resume or interview workshop</li> <li>• Make sure customer is registered in CalJOBS</li> <li>• Refer to Coach if "job ready"</li> <li>• Refer to Coach if customer needs further assessment or training</li> </ul>
<b>2. Info about UI</b>	<ul style="list-style-type: none"> <li>• Clarify specific need; let customer know they can file on-line.</li> <li>• If CTB, need to have file flagged by 16<sup>th</sup> week; call EDD; advise customer to keep looking for work</li> </ul>	<ul style="list-style-type: none"> <li>• Provide EDD website</li> <li>• Provide EDD phone number (1-800 – 300-5616)</li> <li>• Provide literature</li> <li>• Make sure they are registered in CalJOBS</li> </ul>
<b>3. Services for job seekers with disabilities</b>	<ul style="list-style-type: none"> <li>• Clarify specific need</li> <li>• Do you receive SSI, social security?</li> <li>• Do you have Ticket – to- Work?</li> <li>• Do you need accommodation?</li> </ul>	<ul style="list-style-type: none"> <li>• Provide literature</li> <li>• Refer to Disability Program Navigator as needed</li> </ul>
<b>4. New Career</b>	<ul style="list-style-type: none"> <li>• Do you know what new career you are interested in pursuing?</li> <li>• Ask questions about employment status (see #1)</li> <li>• Have you thought about starting your own business?</li> </ul>	<ul style="list-style-type: none"> <li>• Refer to Coach for in-depth assessment, Refer to Business Information Center</li> </ul>

<b>5. Vocational/Occupational Training</b>	<ul style="list-style-type: none"> <li>• What kind of training?</li> <li>• Why do you think you need training?</li> <li>• Ask about education status</li> <li>• Are you on UI?</li> <li>• Have you had your file flagged for CTB?</li> </ul>	<ul style="list-style-type: none"> <li>• Refer to Coach for in-depth assessment, Career/Technical Education, Vocational Training, and/or on-line training/distance learning</li> </ul>
<b>6. Job Search Skills</b>	<ul style="list-style-type: none"> <li>• Do you have a current resume?</li> <li>• Do you need help with interviewing skills?</li> <li>• Do you need to learn how/where to look for work?</li> <li>• Do you need help in keeping a job?</li> </ul>	<ul style="list-style-type: none"> <li>• Sign customer up for resume or interview workshop</li> <li>• Refer to Coach for pre-employment skills, soft skills and/or job assistance</li> </ul>
<b>7. Education</b>	<ul style="list-style-type: none"> <li>• Do you have a diploma of GED?</li> <li>• If no, interested in completing?</li> <li>• If college, how many units&gt; Degree?</li> </ul>	<ul style="list-style-type: none"> <li>• Refer to Coach</li> <li>• Provide Training Center info (for HS Completion or GED Prep)</li> </ul>
<b>8. Computer classes</b>	<ul style="list-style-type: none"> <li>• Find out what kind of class</li> <li>• What is your current skill level?</li> </ul>	<ul style="list-style-type: none"> <li>• Refer to Coach</li> <li>• Provide Adult Ed info</li> <li>• Sign customer up for on-site classes (if available)</li> </ul>
<b>9. Math or Reading improvement</b>	<ul style="list-style-type: none"> <li>• Clarify</li> <li>• Ask if customer knows their current grade level</li> </ul>	<ul style="list-style-type: none"> <li>• Refer to Coach</li> </ul>
<b>10. English Language Learner (ELL)</b>	<ul style="list-style-type: none"> <li>• Ask what language customer is fluent in</li> </ul>	<ul style="list-style-type: none"> <li>• Refer to Coach</li> </ul>
<b>11. Other</b> <b>Veteran</b>	<ul style="list-style-type: none"> <li>• Clarify need</li> </ul>	<ul style="list-style-type: none"> <li>• Brochure of Services; Phone number of EDD Vet Rep</li> </ul>
<b>Ex-Offender</b>	<ul style="list-style-type: none"> <li>• Clarify need</li> </ul>	<ul style="list-style-type: none"> <li>• Expungement information; additional program information</li> </ul>
<b>Foster Youth</b>	<ul style="list-style-type: none"> <li>• Clarify need</li> </ul>	<ul style="list-style-type: none"> <li>• Referral to Youth Specialist</li> </ul>
<b>Refugee/Asylee</b>	<ul style="list-style-type: none"> <li>• Clarify need</li> </ul>	<ul style="list-style-type: none"> <li>• Information on programs serving refugees</li> </ul>
<b>Homeless</b>	<ul style="list-style-type: none"> <li>• Clarify need</li> </ul>	<ul style="list-style-type: none"> <li>• Information on shelters, food banks, clothing closets; Info Line #</li> </ul>





**SACWORKS IEP/TRAINING ASSESSMENT TEMPLATE**

(Work Readiness/Job Retention Training need to complete sections 1 – 3 only)

Enrollment Grant Code: 501 ( ) 201 ( ) Other: \_\_\_\_\_

=====

1. BACKGROUND WIZARD: Must be completed by the customer. Staff must review the Background Wizard to ensure that the work history is current and dates match dates on the SacWorks Application.

- a. Education & Training section ( ) Yes
- b. Employment History section ( ) Yes
- c. Job Skills section complete ( ) Yes
- d. Drivers License section ( ) Yes

=====

2. ASSESSMENTS (state results of all assessments given)

- a. Quick Guide:
- b. WorkKeys:
- c. Choices:
- d. One-on-One Interview:
- e. Other:
- f. Self-Sufficiency Calculator:  
(\*Required for Adults enrolled in Grant 201 only.)

Is the family below the Self-Sufficiency Wage Standard? ( ) Yes ( ) No

(\*In order to receive financial assistance from WIA, the customer's family income must be lower than the income level determined by the self-sufficiency calculator.)

Self -Sufficiency Calculator results viewed? ( ) Yes

- g. Staff must justify how the above assessment results support their Training/Occupational Goal:

=====

3. GOALS/ STRENGTHS/ BARRIERS: Staff must address all three elements:

- a. Occupational Goal: (as supported by assessment results)
- b. Strengths/Skills: Document customer strengths including employment and training related experiences, family or community supports:
- c. Identify the barriers that may prevent successful completion of training and obtaining employment:



- d. What is the plan to identify barriers and how will the training/services provided assist in the removal of barriers?
- e. How will the customer support themselves during training?  
(e.g. family support, UIB, cash assistance, etc.)
- f. Planned services to support employment goal (e.g. develop a job search plan, employment placement assistance, resume completion, interview skills, etc.)

=====

4. JUSTIFICATION FOR TRAINING SERVICES

- a. Provide clear and complete justification for why the customer needs training:  
(e.g. customer is unable to return to previous occupation due to decline, limited transferable skills, under-employed, etc.).
- b. Alternate funding addressed? ( ) Yes
- c. Identify the Critical Occupational Cluster for the training:  
**(1. Administrative & Support Services; 2. Agriculture, Food, & Hospitality; 3. Construction & Clean Energy Technology; 4. Health Services & Life Sciences; 5. Information & Communications Technology; 6. Installation, Maintenance & Repair; 7. Transportation, Production, & Manufacturing; 8. Non-Critical)**  
  
(If not a critical occupation, please justify training:
- d. Scholarship Award Application complete (if applicable) ( ) yes ( ) no

=====

5. OJT/SE Only:

Grant:

Program Operator:

Employer:

Job Title:

Wage per Hour:

Dates of Training: Start: End:

Training Cost Obligation:

=====

6. Training Information: (for SWJS and SWTC)

#1.

Date:

Staff:

Grant Code:

Training Institution:

Course/Program Title:

Start Date:

Projected Completion Date:

Training Cost Obligation:

.....

#2.

Date:

Staff:

Grant Code:

Training Institution:

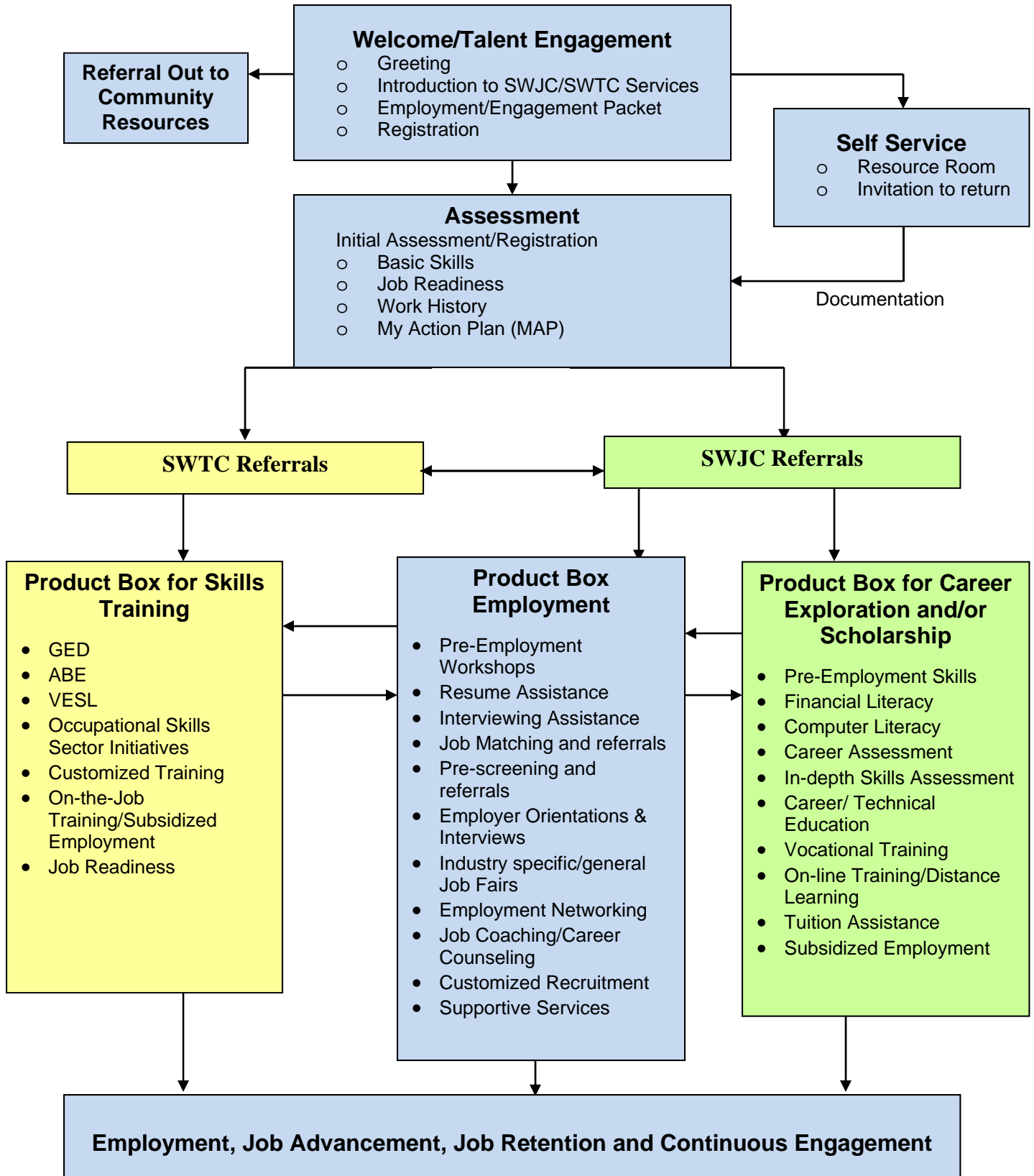
Course/Program Title:

Start Date:

Projected Completion Date:

Training Cost Obligation:

# SWJC and SWTC Customer Flowchart



## SACRAMENTO WORKS REFERRAL FORM

Referred to (name of SWJC/SWTC): \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_ Date of Referral: \_\_\_\_\_

Customer Name: \_\_\_\_\_ Last 4 SSN#: \_\_\_\_\_

Customer Phone: \_\_\_\_\_ Customer Email: \_\_\_\_\_

**Sacramento Works Job Center Services** (Please select services needed- i.e. pre-employment skills, vocational training, computer literacy, etc...)

Pre-employment Skills       Vocational Training       Other (please specify): \_\_\_\_\_

Referring Staff: \_\_\_\_\_ Phone: \_\_\_\_\_ Job /Training Center: \_\_\_\_\_

### Training Center Services

#### Work Preparedness Training

- Job Readiness
- Vocational English as a Second Language (VESL)  
(linked with a functional training)
- General Education Diploma (GED) Preparation  
(linked with a qualified functional training activity)
- Adult Basic Education  
(linked with a qualified functional training activity)

#### Functional Training

- On-the-Job Training/Subsidized Employment
- Occupational Skills Sector Initiative(s)

Occupational Sector/Cluster: (please specify)

## SACRAMENTO WORKS REFERRAL FORM

Referred to (name of SWJC/SWTC): \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_ Date of Referral: \_\_\_\_\_

Customer Name: \_\_\_\_\_ Last 4 SSN#: \_\_\_\_\_

Customer Phone: \_\_\_\_\_ Customer Email: \_\_\_\_\_

**Sacramento Works Job Center Services** (Please select services needed- i.e. pre-employment skills, vocational training, computer literacy, etc...)

Pre-employment Skills       Vocational Training       Other (please specify): \_\_\_\_\_

Referring Staff: \_\_\_\_\_ Phone: \_\_\_\_\_ Job Career/Training Center: \_\_\_\_\_

### Training Center Services

#### Work Preparedness Training

- Job Readiness
- Vocational English as a Second Language (VESL)  
(linked with a functional training)
- General Education Diploma (GED) Preparation  
(linked with a qualified functional training activity)
- Adult Basic Education  
(linked with a qualified functional training activity)

#### Functional Training

- On-the-Job Training/Subsidized Employment
- Occupational Skills Sector Initiative(s)

Occupational Sector/Cluster: (please specify)





## Enrollment Checklist/CRT Approval Form

SACRAMENTOWORKS

Grant Code: \_\_\_\_\_

Customer Name: \_\_\_\_\_ SS# Last Four: \_\_\_\_\_

SWTC: \_\_\_\_\_ SWJC: \_\_\_\_\_

Coach: \_\_\_\_\_ Liaison: \_\_\_\_\_

SWTC Training     ITA     OJT     Intensive

Training Program: \_\_\_\_\_

Training Start & End Date \_\_\_\_\_ ITA Amount: \$ \_\_\_\_\_

### SACWORKS:

SacWorks Registration                       Background Wizard                       CalJobs

### *Must have the following SCANNED Documents prior to CRT:*

Addendum                       RTW Documents                       Selective Services  
 DD 214                       M.A.P.                       Dislocated Worker Verification

### Supportive Services

### Incentives

Financial Needs Assessment                       Job Placement                       Certificate/Diploma  
 Rental                       Transportation                       Workshops  
 Child Dependent     Misc. \_\_\_\_\_

Individualized Training Account                       N/A

Scholarship Packet     LMI     Training Site Information     Financial Needs Assessment

### Please Answer all Questions Prior to Meeting With the CRT

Goals: \_\_\_\_\_

Highest Grade Completed \_\_\_\_\_

Vocational Center/College: \_\_\_\_\_

Work Experience/History: \_\_\_\_\_

Barriers/Plan to remove barriers: \_\_\_\_\_

Family Living Situation: \_\_\_\_\_

Explain/Justification for Enrollment and how program will assist/benefit customer: \_\_\_\_\_

**All Cases Must Be Approved by the Case Review Team Prior to Enrollment  
CRT Recommendations**

I have reviewed the case. I agree/disagree with the recommendations to serve this customer.

\_\_\_\_\_  
Signature of SWTC Coach

\_\_\_\_\_  
Date

I have reviewed the case. I agree/disagree with the recommendations to serve this customer.

\_\_\_\_\_  
Signature of SWJC Liaison

\_\_\_\_\_  
Date

I have reviewed the case. I agree/disagree with the recommendations to serve this customer.

\_\_\_\_\_  
Signature of SWTC Supervisor

\_\_\_\_\_  
Date

I have reviewed the case. I agree/disagree with the recommendations to serve this customer.

\_\_\_\_\_  
Signature of SWJC Supervisor

\_\_\_\_\_  
Date

Comments: \_\_\_\_\_

\_\_\_\_\_



## Employment Placement Form

### Sacramento Works/SETA

Date:

1. Customer Name:

2. Last 4 digits of SSN:

3. Training Provider:

3a. Training Program:

3b. Contact Person:

3c. Contact Phone:

3d. Contact E-Mail:

3e. Training Related Placement?:  Yes  No

4. SWJC (select from drop down)      SWTC (select from drop down)

4a. Staff/Liaison:

5. Employer Name:

5a. Employer Address:

5b. Employer City, State &amp; ZIP:

5c. Employer Contact Name:

5d. Employer Contact Phone:

5e. Employer Contact E-Mail Address:

6. Job Title:

6a. Is this a "Green" job?:  Yes  No

6b. Start Date:

6c. Hourly Wage:

6d. Hours per Week:

6e. Will the participant/customer be offered health benefits?  Yes  No6f. Will the participant/customer be offered additional fringe benefits?  Yes  No

#### Training or Job Center Use Only

Please indicate the source used to verify the above employment information

Participant       Training Provider       Employer

Verified by (please print):

Training Grant Code:

Fiscal Year:

Customer SSN:

State Import #:

Job Code:

Last Date of Service:

Note: If the placement is not training related, please leave section 3 blank.

Training Providers should submit completed Training Related Employment Placement Forms directly to the referring Job Center Staff. Upon review, staff should submit to the Workforce Development Department via fax at 916-263- 5427 or e-mail to KMJacobs@delpaso.seta.net



## **Sacramento Works, Inc. “Critical Occupational Clusters”**

### ***ADMINISTRATIVE and SUPPORT SERVICES***

The Administrative and Support Services occupational cluster is comprised of a diverse group of occupations. In addition to occupations directly related to office administration, clerical support, and finance and insurance. Also included in this broad group are occupations that provide a wide variety of support-related activities and services, including firefighting and investigation and security related occupations.

### ***AGRICULTURE, FOOD, and HOSPITALITY***

The Agriculture, Food, and Hospitality occupational cluster is primarily comprised of occupations involved in providing food production, food service and accommodations related activities as well as occupations providing customer service, recreation, and entertainment related activities.

### ***CONSTRUCTION and CLEAN ENERGY TECHNOLOGY***

The Construction and Clean Energy occupational cluster is primarily comprised of occupations involved in the construction and design of buildings. Also included in this group are specialty trade contractors (e.g. Electricians, Painters, Carpet Installers, etc.), Cabinetmakers, Construction and Building Inspectors, Cost Estimators, and Welders. Many of the occupations in this occupational cluster are also directly related to clean energy technology.

### ***HEALTH SERVICES and LIFE SCIENCES***

The Health Services and Life Sciences occupational cluster is comprised of occupations employed by hospitals, nursing and residential care facilities, physician’s offices, dental offices, outpatient care centers, and medical/diagnostic laboratories. This group also includes biomedical and life science related businesses.

### ***INFORMATION and COMMUNICATIONS TECHNOLOGY***

The Information and Communications Technology occupational cluster is comprised of occupations involved in the design, production, and administration of communications and computer hardware and software systems and networks. As with Administrative and Support Services related occupations, many of the occupations in this category are employed, to some degree, across most industries.

### ***INSTALLATION, MAINTENANCE, and REPAIR***

The Installation, Maintenance, and Repair occupational cluster is primarily comprised of occupations involved in restoring machinery, equipment, and other products to working order as well as occupations that typically provide general or routine maintenance or service on products to ensure that they work efficiently and to prevent breakdown and unnecessary repairs.

### ***TRANSPORTATION, PRODUCTION, and MANUFACTURING***

The Transportation, Production, and Manufacturing occupational cluster is comprised of a diverse group of occupations directly related to the actual manufacturing and/or production of goods, as well as the manufacturing of industrial machinery, recycling, and green energy manufacturing efforts. Also included in this category are occupations related to the storage, distribution, and transportation of manufactured goods. Many of the occupations in this occupational cluster are also directly related to clean energy technology.