



**COUNTY OF LOS ANGELES
DEPARTMENT OF ECONOMIC
OPPORTUNITY
WORKFORCE DEVELOPMENT
PROGRAMS DIRECTIVE**

**department
of economic
opportunity**

DATE: July 14, 2022

NUMBER: WDP D22-01

Youth@Work Portal Case File Management

EXECUTIVE SUMMARY

The purpose of this directive is to provide policy and procedures for all County and Non-County operated America's Job Centers of California (AJCCs) on Youth@Work Portal case file management procedures and guidance on maintaining paperless files.

REFERENCES

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- WDP D22-02 Youth@Work Work-Based Learning Technical Assistance Guide (TAG) PY 2022-23 Directive

BACKGROUND

In January 2022, the Youth@Work Portal introduced new methods of collecting program data and storing program eligibility documents for participants of the Youth@Work Work-Based Learning program. Features included in the update will eliminate the reliance on hard copy files and facilitate electronic file monitoring.

POLICY AND PROCEDURES

Paperless Case Files

Through the implementation of Youth@Work Portal's digital case file management system (Portal), AJCCs shall ensure that all Participant documents and case files are uploaded into the Portal. All participant case files must be documented in the Portal in lieu of hardcopy files for verification, monitoring, and audit purposes. Scanned documents must be visually inspected to ensure they are complete, clear, and legible before they are uploaded. Visual inspections for documents that are scanned into the Portal must meet the following requirements, all documents must be:

- Complete, clear, and legible (i.e., multi-paged documents must have all pages, scan quality should be at a high enough resolution to be easily read)
- Properly aligned (i.e., documents should be whole and not cut off)

Original content of an uploaded document must unaltered or modified once it has been uploaded in the Portal. Documents uploaded into the Portal must remain current during

enrollment and through program participation.

AJCCs must upload verification documents to the Portal as soon as documentation is made available, in accordance with eligibility guidelines and timeframes outlined in the current Youth@Work Technical Assistance Guide. Acceptable documents that may be uploaded include, but are not limited to:

- Complaint of Discriminatory Treatment
- Confidential Verification Form
- Consent & Release Agreement
- CYBP Certificate of Completion
- Driver License/Identification Card, Passport, or other Right-to-Work documentation
- I-9 Form
- Individual Assessment Form
- Performance Evaluations
- Timesheets
- W-4 Form
- Work Permit
- Worksite Agreement
- Worksite Checklist Form
- Worksite Expectation Review Form
- Youth@Work Certificate of Completion
- Other (must be specified)

Procedures for Signatures

AJCCs may use electronic, digital, and wet signatures for all uploaded documents that may require one of the following:

- Staff signature
- Participant signature
- Parent signature (*if applicable*)
- Worksite supervisor signature

Uploading Documents to the Youth@Work Portal

To upload documents from a participant's enrollment form, click on "Attachments". On the following page, click on "Browse" select the document to upload from your computer, select the file to upload, click on open. Verify that the correct file is selected and label the file by using the "Document Type" drop-down menu. Once labeled, click on "Attach this document" to upload the file to the participant's case file.

Physical Documents and Case Files

AJCCs are no longer required to maintain separate hardcopy paper files of participant information once uploaded into the Portal. After each document is successfully uploaded into

the Portal, paper records should be destroyed (i.e., shredded) and any documents that have been saved to a computer hard drive, desktop, removable media device, cloud storage, or in other environments outside of the Portal shall be deleted. All participant case files and records shall only be maintained in the Portal.

ACTION

Youth@Work providers shall ensure that the policy and procedures described herein are communicated throughout the operations, management, and governance structures of its organization and that this directive is appropriately maintained until further notice.

INQUIRIES

Inquiries regarding this directive and the policies and procedures described herein should be directed to Youthatwork@wdacs.lacounty.gov.

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