

SAN JOAQUIN COUNTY WORKNET EMPLOYMENT AND ECONOMIC DEVELOPMENT DEPARTMENT POLICIES AND PROCEDURES DIRECTIVE

DIRECTIVE NO.	EFFECTIVE DATE	APPLICABILITY	PAGE
26-07	October 1, 2026	CMD	1 of 14
SUBJECT: NFJP PROGRAM SERVICE DELIVERY STRATEGY			

I. PURPOSE

The purpose of this directive is to establish the Employment and Economic Development Department's (EEDD) service delivery strategy for the National Farmworker Jobs Program (NFJP) and provide standardized guidance to staff regarding the planning, coordination, delivery, documentation, and monitoring of NFJP-funded services.

This directive establishes a consistent, participant-centered approach to delivering NFJP services to eligible adult migrant and seasonal farmworkers (MSFWs), including eligible youth and dependents, as applicable. It is intended to ensure that participants receive appropriate services based on their individual needs, employment and educational goals, identified barriers, and circumstances.

This directive establishes the overall sequence of service delivery, from initial contact, orientation, and intake through eligibility determination, assessment, service planning, service delivery, case management, and follow-up. It shall be implemented in conjunction with the Department's applicable NFJP policies and procedures, federal requirements, and approved grant activities.

II. GENERAL INFORMATION

The National Farmworker Jobs Program is authorized under Section 167 of the Workforce Innovation and Opportunity Act (WIOA) and administered by the U.S. Department of Labor (DOL). NFJP is designed to strengthen the ability of eligible migrant and seasonal farmworkers and their dependents to obtain or retain unsubsidized employment, stabilize employment, improve occupational skills, and achieve economic self-sufficiency.

Under 20 CFR § 685.310, the NFJP service delivery strategy must include a customer-focused case management approach, career and training services,

youth workforce investment activities when applicable, coordination with the local workforce development board and one-stop delivery system, and related assistance services.

NFJP services shall be delivered based on the participant's needs and employment goals. Depending on eligibility, the approved grant, documented need, and available resources, services may include career services, training services, work-based learning, youth activities, supportive services, and related assistance.

EEDD operates multiple workforce programs through its American Job Center of California (AJCC/WorkNet) Centers. NFJP staff shall coordinate with other Department programs, AJCC partners, education and training providers, and community organizations to support participants and avoid unnecessary duplication of services or expenditures.

This Directive serves as the overarching NFJP service delivery policy. It establishes the general service flow and shall be read in conjunction with the Department's specific policies governing NFJP intake, eligibility determination, career services, work experience, supportive services, related assistance, and other applicable program requirements.

References

- [Workforce Innovation and Opportunity Act \(WIOA\), Sections 3\(36\), 3\(59\), 129, 134, 167, 185, and 188.](#)
- Title 20 Code of Federal Regulations (CFR), §§ [678.420](#), [685.100](#), [685.110](#), [685.140](#), [685.300–685.390](#), and [685.400–685.440](#).
- [Title 2 CFR Part 200](#), Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards.
- [Title 29 CFR Part 38](#), Implementation of the Nondiscrimination and Equal Opportunity Provisions of WIOA.
- [TEGL 18-16, Change 2](#), Program Eligibility and Enrollment Guidance for the National Farmworker Jobs Program.
- [TEGL 12-25](#), Workforce Innovation and Opportunity Act Title I Program Year 2026 Funds for the National Farmworker Jobs Program, as applicable to the current grant year.
- Applicable EEDD policies and procedures governing NFJP

III. POLICY

It is the policy of EEDD to deliver NFJP services through a coordinated, customer-focused case management approach that addresses the individual needs, barriers, strengths, and employment or educational goals of eligible participants. NFJP services shall be provided in accordance with WIOA Section 167, applicable federal regulations and guidance, the Department's approved NFJP grant and program plan, and established Department policies and procedures.

This WIOA Title I-financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. This program is substantially funded by federal funding, for more information go to: www.sjcworknet.org/WIOAresources.asp

Staff shall follow the service delivery process established in this Directive to ensure that:

1. Individuals receive information about NFJP and available AJCC resources.
2. Intake and eligibility determination are completed in accordance with applicable Department policies before services requiring eligibility and enrollment are provided.
3. Participant needs, strengths, barriers, and goals are appropriately assessed and documented.
4. Services are selected based on documented need and are consistent with the participant's service plan, applicable program requirements, and available resources.
5. Services are coordinated with internal programs, AJCC partners, and community resources when appropriate.
6. Participant progress is monitored and service plans are updated as needed.
7. All services, referrals, approvals, and case management activities are accurately documented in the participant file and applicable data systems.
8. Program funds are used only for allowable, reasonable, necessary, and adequately documented purposes.
9. Participants are served in an accessible, nondiscriminatory, and participant-centered manner.

Completion of orientation, intake, or an initial review does not establish NFJP eligibility, enrollment, or entitlement to NFJP-funded services.

IV. PROCEDURE

A. **Initial Contact, Orientation, and Intake**

1. Initial Contact

Individuals may enter the NFJP service delivery process through outreach, referral, direct contact, an AJCC/WorkNet Center, a partner agency, or another approved access point.

At initial contact, designated staff shall determine the individual's reason for seeking assistance, general employment or educational interests, apparent service needs, and interest in pursuing NFJP services.

Individuals may access publicly available self-service resources through the Department's AJCC/WorkNet Centers without enrolling in NFJP. Access to self-service resources does not establish NFJP eligibility or enrollment.

2. NFJP Participant Orientation

The NFJP Participant Orientation is intended to provide prospective applicants and participants with an overview of the program, including its

purpose, available career and training services, adult and youth services, related assistance, supportive services, participant rights and responsibilities, program expectations, and services available through partner agencies.

Individuals interested in NFJP services may participate in orientation to learn about the program and the general terms and conditions under which services may be provided.

Orientation shall explain that:

- a) NFJP services are subject to program eligibility requirements and applicable documentation requirements.
- b) Available services depend on individual needs, program requirements, the approved grant, available funding, and Department policy.
- c) Participants are expected to provide accurate information, cooperate with applicable eligibility and service planning requirements, and participate in agreed-upon services.
- d) Other AJCC services(video orientation) and community resources may be available regardless of NFJP enrollment.

Completion of orientation does not, by itself, establish eligibility, enrollment, or entitlement to NFJP-funded services. Eligibility shall be determined in accordance with the Department's NFJP Adult and Youth Eligibility Determination Directive.

Staff shall document orientation in the applicable participant record or tracking system in accordance with Department procedures.

3. Intake

The Intake is the preliminary information-gathering process used to understand an individual's circumstances, identify apparent service needs, and determine appropriate next steps in the NFJP process.

Following initial contact or orientation, designated staff shall conduct intake for individuals pursuing NFJP services. Intake shall support the eligibility determination process and help staff identify potential barriers, employment interests, educational needs, and appropriate referrals.

Intake may include an interest form, pre-eligibility form, intake questionnaire, or another Department-approved tool. The Adult and Youth programs may use separate intake forms appropriate to their respective service delivery models, consistent with the Department's eligibility procedures.

At a minimum, intake shall gather the following information, as applicable:

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- a) Identifying and contact information.
- b) Household composition and relevant family circumstances.
- c) Employment history and current employment status.
- d) Agricultural or fish farming work history.
- e) Education, credentials, and training background.
- f) Occupational interests and employment or educational goals.
- g) Apparent barriers to employment, training, or program participation.
- h) Immediate supportive service or related assistance needs.
- i) Referral source and any prior workforce program participation.
- j) Other information necessary to determine appropriate next steps.

Intake information shall be documented and used to support eligibility determination, assessment, referrals, and service planning. Staff shall collect and maintain personally identifiable information in accordance with Department information security and confidentiality policies.

Completion of intake does not establish eligibility or enrollment. Individuals pursuing NFJP-funded services shall proceed through the eligibility determination process described in the Department's NFJP Adult and Youth Eligibility Determination Directive.

B. Eligibility Determination and Enrollment

After intake, staff shall complete or coordinate the required eligibility determination and enrollment process in accordance with the Department's NFJP Adult and Youth Eligibility Determination Directive and applicable federal requirements, including 20 CFR §§ 685.110 and 685.320.

Staff shall verify that the individual meets the applicable eligibility requirements for the NFJP Adult or Youth program before providing services that require eligibility and enrollment. The appropriate program category shall be determined based on applicable eligibility requirements, age, circumstances, and program rules. Individuals shall not be simultaneously enrolled as both NFJP Adult and NFJP Youth participants when prohibited by applicable program requirements.

Staff shall collect, verify, and maintain required eligibility documentation in the participant file and applicable data systems. Enrollment and reporting entries shall be completed in accordance with Department procedures.

If an individual is determined ineligible, staff shall document the determination and, when appropriate, refer the individual to other AJCC services, workforce programs, education providers, or community resources.

C. Service Coordination and Referrals

Service coordination and referrals may occur at intake and throughout participation in NFJP. Staff shall identify appropriate services available through the Department, AJCC partners, education and training providers, public assistance programs, community-based organizations, and other resources relevant to the participant's documented needs.

When a needed service is available through another program or provider, staff shall consider an appropriate referral or coordinated service arrangement. Referrals shall be documented in the participant record, including the reason for referral and any follow-up necessary to support continuity of service.

When appropriate, staff may coordinate services through co-enrollment in NFJP and another workforce or partner program. Co-enrollment shall be based on participant need, program eligibility, available resources, and the ability of the programs to coordinate services effectively.

Co-enrollment does not eliminate the requirement to comply with each program's eligibility, documentation, funding, service delivery, and reporting requirements. Staff shall follow EEDD's applicable co-enrollment procedures and ensure that services and expenditures are not improperly duplicated.

D. Assessment and Identification of Service Needs

Following eligibility determination and assignment to the appropriate program staff, the Case Manager or designated staff shall conduct the appropriate assessment of the participant's strengths, service needs, employment or educational goals, and barriers to participation or economic self-sufficiency. Assessment shall support the development of an appropriate service strategy and help determine which career, training, youth, work-based learning, supportive service, or referral activities may be appropriate.

Assessment may include, but is not limited to, the following:

1. Review of employment history and current employment status.
2. Review of agricultural or fish farming work experience.
3. Review of educational background, credentials, and training history.
4. Identification of occupational interests, aptitudes, skills, and employment goals.
5. Review of job readiness and employability.
6. Identification of barriers to employment, training, or successful participation.
7. Identification of supportive service or related assistance needs.

8. Review of labor market information and potential employment opportunities.
9. Assessment of educational needs, career interests, and developmental needs for Youth participants, as applicable.
10. Use of objective or comprehensive assessment methods when necessary to determine readiness, service needs, and appropriate service strategies.

Assessment methods may include structured interviews, questionnaires, interest inventories, aptitude assessments, skills assessments, employability assessments, career exploration tools, labor market information, and other Department-approved instruments appropriate to the participant's circumstances.

The assessment process shall be individualized. Staff are not required to administer every assessment method to every participant. The methods selected shall be appropriate to the participant's needs and sufficient to support service planning and service decisions.

The Department may maintain approved assessment questionnaires, tools, or forms separately from this Directive. Required forms shall be completed and maintained in accordance with Department procedures.

Assessment is an ongoing process. Staff shall review and update assessment information when the participant's circumstances, barriers, goals, employment status, training status, or service needs change.

E. Development and Maintenance of the Individualized Service Plan

For participants receiving services requiring individualized service planning, the Case Manager or designated staff shall develop and maintain an Individual Employment Plan (IEP), Individual Service Strategy (ISS), or other applicable service plan in accordance with program requirements.

The service plan shall be based on the participant's documented assessment and identify, as applicable:

1. The participant's employment, educational, or training goal.
2. The participant's strengths, skills, and identified barriers.
3. The career, training, youth, or work-based learning services to be provided or coordinated.
4. The justification for selecting the proposed services.
5. Supportive service needs and any related assistance considered.
6. Referrals to internal programs, AJCC partners, education providers, or community resources.
7. Expected milestones, progress reviews, and follow-up actions.

The Case Manager shall review the service plan with the participant, as appropriate, and ensure that the planned services are consistent with the participant's goals and applicable NFJP requirements.

The service plan shall be updated when necessary to reflect changes in participant needs, goals, circumstances, or services. Required approvals and supporting documentation shall be maintained in accordance with the applicable program directive.

F. Career Services

NFJP career services shall be provided in accordance with the Department's NFJP Adult and Youth Career Services Directive and applicable federal requirements.

Career services may include basic and individualized career services, as appropriate to the participant's needs and approved service strategy. Services may include employment information, labor market information, career counseling, job search and placement assistance, assessments, individualized employment planning, referrals, and other allowable career services. The Case Manager or designated staff shall determine which services are appropriate based on the participant's assessment and service plan. Services shall be documented in the participant file and applicable data systems.

Staff shall refer to the NFJP Adult and Youth Career Services Directive for detailed service requirements, documentation standards, and applicable procedures.

G. Training Services

Training services may be provided when appropriate to the participant's employment or career goals, documented service needs, and applicable NFJP requirements. Training services may include occupational skills training, on-the-job training (OJT), and other allowable training activities authorized under WIOA Section 167 and 20 CFR § 685.350.

Staff shall document the basis for the training decision, the connection between training and the participant's employment goal, applicable approvals, and other required supporting documentation. Training must comply with applicable program requirements, including requirements concerning the relationship between training and in-demand occupations or industry sectors, when applicable.

Staff shall follow the Department's applicable EEDD Training, Individual Training Account, OJT, and other training-related directives. Training shall not be authorized solely because a participant requests it; the service must

be appropriate to the participant's documented needs and program requirements.

H. Work-Based Learning and Work Experience – Adult and Youth

Work-based learning activities may be used to support occupational skill development, work readiness, career exploration, and employment outcomes for eligible NFJP Adult and Youth participants. Activities may include work experience, internships, OJT, and other allowable work-based learning activities consistent with the participant's age, eligibility, documented service plan, and applicable grant requirements.

The Case Manager or designated staff shall determine whether a work-based learning activity is appropriate based on the participant's goals, skills, readiness, and identified needs. All work-based learning activities shall be administered in accordance with the Department's applicable NFJP Adult Work Experience, NFJP Youth Work Experience, and other EEDD directives, as appropriate. Staff shall ensure that required agreements, worksite documentation, participant plans, time records, evaluations, monitoring, and other applicable records are completed and maintained.

Work-based learning activities shall be monitored to ensure that they remain consistent with the participant's service plan and applicable program, labor, safety, and fiscal requirements.

I. Supportive Services and Other Allowable Assistance

Supportive services may be considered when necessary to enable an eligible participant to participate successfully in approved NFJP career services, training, work-based learning, or employment-related activities. Supportive services shall be provided in accordance with the Department's NFJP Supportive Services Directive. Staff shall document the participant's needs, the relationship between the assistance and the participant's approved service activities, required approvals, and compliance with applicable program and fiscal requirements.

Related assistance shall be administered separately in accordance with the Department's NFJP Related Assistance Directive. Staff shall distinguish related assistance from supportive services and ensure that the appropriate eligibility, documentation, authorization, and reporting requirements are followed.

Staff shall not promise or authorize supportive services, related assistance, or other financial assistance before applicable eligibility, need, funding, and approval requirements have been satisfied.

J. Ongoing Case Management and Participant Progress Reviews

Customer-focused case management is a core component of NFJP service delivery under 20 CFR § 685.310. The assigned Case Manager or designated staff shall maintain appropriate contact with the participant and monitor progress toward the participant's employment, educational, and training goals.

Case management activities shall include, as applicable:

1. Reviewing participation, attendance, and progress in approved services.
2. Assessing progress toward employment, education, or training goals.
3. Identifying new or continuing barriers to participation and employment.
4. Reviewing the effectiveness of services and referrals.
5. Coordinating with training providers, employers, AJCC partners, and other service providers, as appropriate.
6. Updating the participant's assessment and service plan when necessary.
7. Identifying additional services or referrals that may be appropriate.
8. Documenting significant participant contacts, service decisions, progress, and changes in circumstances.

When a participant is co-enrolled in NFJP and another workforce program, staff shall coordinate case management activities as appropriate to support continuity of service. Each program's applicable requirements shall continue to apply, and documentation shall accurately distinguish services and activities attributable to each program.

K. Case Notes and Documentation

Staff shall maintain complete, timely, and accurate participant records sufficient to demonstrate compliance with NFJP eligibility, service delivery, fiscal, and reporting requirements.

Case notes and supporting documentation shall reflect, as applicable:

1. Initial contact, orientation, and intake activities.
2. Eligibility determination and enrollment.
3. Assessment findings and identified service needs.
4. Development and updates to the IEP, ISS, or other applicable service plan.
5. Services provided and the justification for service decisions.
6. Referrals and coordination with partner agencies or other programs.
7. Approvals and authorizations.
8. Participant contacts, progress reviews, and changes in service needs.

9. Supportive services, related assistance, or other approved expenditures.
10. Significant events, barriers, or circumstances affecting service delivery.
11. Transition, exit, and follow-up activities, as applicable.

Documentation shall be consistent with participant forms, source records, authorizations, expenditure records, and applicable data systems.

When participants are co-enrolled in NFJP and WIOA or another workforce program, staff shall maintain appropriate distinctions between program-funded services, activities, expenditures, and reporting requirements. Information may be coordinated when appropriate, but records must accurately reflect which program provided or funded each service.

All participant records shall be maintained in accordance with EEDD information security, confidentiality, records retention, and monitoring requirements.

L. Data Entry

Staff shall enter and maintain required eligibility, enrollment, service, activity, case management, and outcome information in the applicable data systems in accordance with Department procedures and current reporting requirements.

1. CalJOBS

Staff shall enter applicable NFJP-related information into CalJOBS when required by state or Department procedures. Entries shall accurately reflect the participant's program enrollment, services, activities, and funding source.

When a participant is co-enrolled in NFJP and WIOA, staff shall maintain separate program participation and service entries as required by applicable CalJOBS procedures. NFJP and WIOA entries must reflect the actual services provided under each program and shall not be used to duplicate services or expenditures.

2. Grantee Performance Management System (GPMS)

Staff shall enter required NFJP participant, service, and case management information into GPMS in accordance with DOL reporting requirements and Department procedures.

GPMS records shall accurately reflect NFJP participation and services. Required NFJP documentation in GPMS must be maintained even when the participant is also enrolled in WIOA or another workforce program.

3. Timeliness and Accuracy

Staff shall complete data entry within applicable state and Department deadlines. Where EEDD policy establishes a specific deadline, staff shall comply with that deadline.

All entries must be supported by source documentation and case notes. Staff shall correct identified errors and discrepancies promptly in accordance with applicable procedures.

CalJOBS and GPMS serve different reporting purposes. Entry into one system does not eliminate the requirement to maintain complete and accurate records in the other system when applicable.

M. Co-Enrollment and Funding Coordination

Co-enrollment may be used when a participant is eligible for NFJP and another workforce, education, or partner program and coordinated services would support the participant's goals.

Staff shall determine whether co-enrollment is appropriate based on participant need, program eligibility, available resources, and applicable grant requirements. Participants shall be informed of relevant program requirements and service arrangements.

When a participant is co-enrolled:

1. Staff shall identify the program responsible for providing or funding each service.
2. Staff shall coordinate services to avoid unnecessary duplication of benefits or expenditures.
3. Each program's eligibility, service documentation, approvals, and reporting requirements shall be satisfied.
4. CalJOBS entries shall reflect the participant's separate program participation and services in accordance with applicable system procedures.
5. Required NFJP participation and service information shall also be maintained in GPMS.
6. Case notes and fiscal records shall clearly support the funding source and purpose of each expenditure.
7. Staff shall follow the Department's applicable co-enrollment and funding coordination procedures.

Co-enrollment shall not be used to circumvent program eligibility, service limitations, funding restrictions, or documentation requirements.

N. Follow-Up and Transition

Follow-up and transition activities shall be provided in accordance with applicable NFJP requirements and the Department's follow-up procedures.

Before service completion or exit, staff shall review the participant's progress toward established goals, identify any remaining needs, and provide appropriate referrals or transition information.

Follow-up activities may include, as applicable, contact regarding employment retention, continued education or training, workplace concerns, career advancement, and referrals to additional resources. Staff shall document follow-up contacts, services, referrals, outcomes, and unsuccessful contact attempts in the applicable participant record and data systems.

Follow-up services shall be provided only when permitted by applicable program requirements and Department policy. Staff shall not assume that every service available during active participation is also allowable after exit.

O. Equal Opportunity, Accessibility, and Participant Protections

NFJP services shall be delivered in accordance with WIOA Sections 167 and 188, 29 CFR Part 38, and other applicable nondiscrimination, equal opportunity, accessibility, language access, and participant protection requirements.

Staff shall ensure that participants have equitable access to available services and are informed of applicable rights, responsibilities, and complaint procedures.

Reasonable accommodations and appropriate language assistance shall be provided in accordance with applicable requirements and Department policies.

Participants may file a grievance or complaint in accordance with the Department's established procedures.

P. Oversight, Monitoring, and Quality Assurance

NFJP service delivery shall be subject to internal oversight, participant file reviews, fiscal review, quality assurance, and applicable federal and state monitoring.

Staff shall cooperate with monitoring activities and promptly address identified deficiencies in accordance with Department procedures.

Reviews may include, but are not limited to:

1. Completeness of intake and eligibility documentation.
2. Appropriateness of assessment and service planning.
3. Alignment of services with participant needs and employment goals.
4. Compliance with applicable service directives and approval requirements.
5. Accuracy and timeliness of case notes and data entry.
6. Proper use and documentation of NFJP funding.
7. Compliance with co-enrollment and funding coordination requirements.
8. Accuracy of CalJOBS and GPMS records.
9. Participant progress, service outcomes, and follow-up documentation.
10. Compliance with equal opportunity, accessibility, confidentiality, and record retention requirements.

Identified deficiencies shall be addressed through technical assistance, staff guidance, record correction, additional review, or corrective action, as appropriate.

This Directive shall be read together with all applicable NFJP and EEDD directives.

V. QUESTIONS REGARDING THIS DIRECTIVE

May be referred to the Executive Director of EEDD via Managers or designee.

VI. UPDATE RESPONSIBILITY

The Executive Director of EEDD and/or designee shall be responsible for updating this directive, as appropriate.

VII. APPROVED



PATRICIA VIRGEN
EXECUTIVE DIRECTOR

PV: jg