



LOS ANGELES COUNTY

WIA ADULT AND DISLOCATED WORKER

DIRECTIVE

NUMBER: D-DWA-04-003 SUBJECT: **MANDATORY ENROLLMENT IN CalJOBS**

DATE: **September 30, 2004**

EFFECTIVE DATE Immediately:

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TO: ALL WORKSOURCE AND SPECIAL NEEDS CENTER DIRECTORS

At its January 8, 2004 meeting, the Los Angeles County Workforce Investment Board adopted a policy requiring the mandatory use of the State of California, Employment Development Department's CalJOBS to collect core data.

The policy stipulates that all job seekers receiving services at Los Angeles County WorkSource Centers shall complete the minimum information required to enroll in CalJOBS. However, as a general practice, all job seekers will be encouraged to enter a complete resume into CalJOBS. Each customer should only be enrolled one time. As an on-going process, the enrollment should take place at the beginning of a new customer's job search, while in Core A. ***Please see the attached for more information on implementing this policy and answers to questions that resulted from the 30-day review period.***


EDD is available to provide training at their Los Angeles Training Center or on-site at your location. Please update your records to reflect the following change in contact information to make arrangements for CalJOBS training:

California Employment Development Department
5301 Whittier Blvd., Third Floor
Los Angeles, CA 90022
Attention: **Ellen Fishburn, Administrative Assistant**
Phone: 323/271-3263

Be advised that EDD's East Los Angeles Job Service office as well as the Los Angeles County Job Service administrative offices have relocated. Please update your records to reflect this change in location for the staff formerly at EDD's Gerhart Avenue office:

California Employment Development Department
5301 Whittier Blvd.,
Los Angeles, CA 90022
Phone: 323/887-7122

If you have any questions, feel free to contact Sandra Miller at 213/738-3839 by phone or by email at smiller@co.la.ca.us.


JOSIE MARQUEZ, Director
Employment and Training

Attachment

Note: The review and comment period for this directive is closed. This is the final version.

CLARIFICATION ON ISSUES RELATED TO "MANDATORY ENROLLMENT IN CalJOBS"

Listed below is the feedback, and EDD's response, from the 30-day review period of Directive #D-DWA-04-003 requiring mandatory enrollment for all customers in CalJOBS.

- **Every CalJOBS enrollment requires a CDL and SSN. What if the customer does not have these documents or does not wish to disclose this information? Can we still provide service to the customer?**

CDL and SS card are some of the acceptable documents when enrolling into CalJOBS. The EDD "Attention All Job Seekers DE 8401" brochure highlights all other acceptable legal right to work documents, e.g. a US or Canadian passport, an I-94, etc.

Federal law prohibits employers from hiring persons who are not legally entitled to work in the United States. Although some customers may not possess these documents or do not want to disclose this information, EDD and WIA service providers, as federally funded agencies, are required to verify legal right to work documents prior to providing employment services to customers. Job seekers requesting *in-person* services from the Job Service must provide documents to prove their legal authorization to work. If necessary, EDD and partner staff should refer the job seekers to other government agencies to obtain/apply for the required documents.

- **Some customers are reluctant to provide their social security number. How should the Center proceed when this happens?**

It is mandatory that job seekers who use CalJOBS or request employment services from the EDD Job Service provide their social security number (SSN). Most of the time, identity theft is the main reason that the clients are unwilling to release their SSNs. Their reluctance usually goes away when the following security measures and the benefits of CalJOBS are explained:

- Staff should explain to the customers who have system security concerns, that CalJOBS uses very up-to-date security software (encryption and firewalls) and other security practices (e.g. no frequency limits on changing passwords) to ensure the confidentiality of all customer information. The information in CalJOBS will only be used by EDD and other employment and training agencies, which have entered into confidentiality agreements regarding provision of services and use of personal information.
- Staff should also emphasize and market the significant benefits of enrolling into CalJOBS:
 - Large source of potential employment opportunities (e.g. in program year 2003-2004, 674,659 job openings were entered in CalJOBS)
 - Create an on-line professional resume
 - Conduct customized daily auto searches of openings through CalJOBS "Job Scout" program

- Available 24 hours a day/7 days a week at no cost
- In addition, using SSN to register clients will ensure records are not confused with other people with the same names. This process avoids erroneous records and assists staff and customers to identify the desired job seekers information quickly and accurately.
- **If a new customer states they have previously enrolled in CalJOBS, how can the Center verify this information?**

The Center may verify the information through selecting "Register or Update Job Seekers" on the "EDD & Partner Log In" main menu. After entering the job seeker's SSN, the system will show their name, date of birth and status (active or inactive) if they are already enrolled.

- **Referrals from an EDD office that is not collocated at the Center are already enrolled in CalJOBS. These customers will significantly reduce the number of new customer enrollments into CalJOBS. How will this impact the Center's performance?**

New enrollment is one indicator of the Center's activities. LA County Job Service Division is exploring the possibility of tracking the actual CalJOBS User Sessions (number of users accessing CalJOBS web site) per Center through identifying the IP addresses of the lobby and Resource Center computers. This data report will be another avenue to gauge the Center's traffic and activities.

- **Will the CalJOBS enrollment process eliminate the "Quarterly Core A Tracking Report" process currently in place that captures first time visits, return visit, and resource room equipment usage, etc? Is the same data captured on the CalJOBS system?**

The use of the "Quarterly Core A Tracking Report" will be determined by CSS (Community and Senior Services) staff. CalJOBS is not a tracking tool for the Center's first time or return visit customers, who may be using the Centers for issues not related to job search, such as Unemployment Insurance and training information. Nor does it capture usage of equipment. CalJOBS provides specific information on job seeking activities, such as number of enrollments, resumes, system accesses and entered employments, which are important indicators of core/universal employment activities.

- **Some Centers are experiencing a reduction in EDD staff. These same Centers are experiencing budget cuts and downsizing of their own. How can we implement this process without negatively impacting our already limited staffing resources?**

Both the EDD and the WorkSource Centers are experiencing a reduction of staff and resources. This is why group services and Internet job searching are taking the lead. Each WorkSource Center's management staff will need to continue to determine how to best serve

the universal job seekers without duplication. Once we train the Center staff and clients how to use the system, the Centers will operate in a more cost efficient and effective manner. In the long run, assisting clients to enroll and use CalJOBS is definitely a solution to the limited staffing resources and will not negatively impact the Centers.

- **What is the purpose of enrolling customers into CalJOBS? How will this process help our Center? What type of reports/data will it capture? How does the Center retrieve the information?**

CalJOBS provides good management information for the Center to better know who their customers are, which will assist in planning and evaluation efforts. It is a specific and reliable way to track employment activities and a way to measure and observe more of the services happening in a One Stop. The WIB is specifically interested in tracking the result people seeking work. For instance, in the program year of 2002-2003, 179,348 job seekers were enrolled in CalJOBS and 110,740 (62%) of them entered employment through the LA County WIB WorkSource Centers.

CalJOBS is also a valuable tool for the WorkSource Center staff. Case managers can co-enroll clients and share on-line case management notes of services provided through its PASS (Program Activity Support System). Both EDD and partner staff can also update information and share business services provided to employers through ECMS (Employer Contact Management System). EDD provides training to partner staff so that they may effectively use these tools. This reduces duplication of effort and is an integrated approach to providing services.

The following CalJOBS reports showing the number of CalJOBS activities and entered employments can be available to partner management staff upon request through the local office EDD managers.

- Outcome Measures, Entered Employment by County, Office and Statewide
- Active Job Seeker (month & cumulative)
- Services by Client Characteristics
- A variety of other employment and employer reports are available to EDD on an ad hoc basis.

Whenever the Center has a need, they may contact the local EDD field office managers or LA County Job Service Division Program Coordinator Connie Chan. Questions relating to EDD policy and procedures can be directed to Connie Chan at telephone number (323) 271-3281 or email: cchan@edd.ca.gov.