



OPERATIONS MANUAL CHAPTER 5: CALJOBS DATA ENTRY POLICIES AND PROCEDURES

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I. INTRODUCTION

The purpose of this chapter is to provide guidance to SDWP subrecipients on data entry policies and procedures specifically for the California Job Openings Browse System (CalJOBS) and other internal reporting systems (i.e. Filemaker, Salesforce, etc). CalJOBS is used by State of California Employment Development Department (EDD) to submit required reports to the Department of Labor (DOL) for Workforce Innovation and Opportunity Act (WIOA), Wagner-Peyser Act (W-PA) and Trade Adjustment Act (TAA) participant reporting requirements. SDWP may implement additional requirements in order to better inform the community, boards, and partners around data analysis and performance reporting.

A. CalJOBS Staff Accounts

To gain access to CalJOBS, every user must have their own staff account created by SDWP. Their supervisor must submit a completed User's Oath of Confidentiality (see **ATTACHMENT – CALJOBS STAFF ACCOUNT REQUEST FORM**) that outlines the importance of confidentiality with participant data and risk of criminal prosecution for any misconduct within the CalJOBS system. This form must be completely filled out and signed by both the new user and their supervisor.

For any account modifications (i.e. staff transfers to a new provider/program, etc.) or to reset an account's password, the same form must be submitted to CalJOBS@workforce.org. All CalJOBS accounts are subject to final approval by SDWP and access to CalJOBS may be denied or revoked at the discretion of SDWP.

B. CalJOBS Forms and Procedures Handbook

The CalJOBS Forms and Procedures Handbook (previously Chapter 5 of the Operations Manual) is an instruction and guidance manual on how and where to enter required participant data in CalJOBS. The handbook is located in the Partner Resources section the SDWP website (<https://workforce.org/partners/partner-resources/>).

The handbook is used to clarify the procedures for recording services provided to individuals and provides line item definitions for completing forms in CalJOBS. Many of the procedures covered in the handbook are basic daily functions and are provided for new staff learning the job, however, the handbook can also serve as a reference manual for experienced staff. The procedures and definitions outlined in the handbook are intended to support the service flow protocols established by the existing policies and procedures.

C. Sources for Participant Data Reporting Requirements

This policy guidance is based on the WIOA legislation, U.S. Department of Labor (DOL) regulations in the form of the WIOA Final Rules, the WIOA Notice of Proposed Rulemaking (NPRM), Training and Employment Guidance Letters (TEGL), EDD Workforce Services Directives (WSD), and EDD Workforce Services Information Notices (WSIN) related to these programs. The guidelines will be updated as necessary to reflect further guidance from the DOL, EDD or SDWP.

- DOL Final Rules Resources
https://www.doleta.gov/wioa/Final_Rules_Resources.cfm
- DOL Notices of Proposed Rule-Making (NPRM)
<https://www.doleta.gov/wioa/NPRM.cfm>
- DOL Training and Employment Guidance Letters (TEGL)
https://wdr.doleta.gov/directives/All_WIOA_Related_Advisories.cfm

- EDD Workforce Services Directives (WSD)
http://www.edd.ca.gov/jobs_and_training/Active_Directives.htm
- EDD Workforce Services Information Notices (WSIN)
https://www.edd.ca.gov/jobs_and_training/Information_Notices.htm

II. ELIGIBILITY

A. Collection of Medical Information

Collection and data entry of medical information, including disability-related information, may be required on any or all of the required eligibility forms or recorded as data entry in CalJOBS. When asking any question that could lead to the disclosure of a disability (including, but not limited to: headaches, allergies, addiction, etc.) the service provider must follow the following steps to ensure privacy and confidentiality of the information.

Collection of Medical Information Process

- If an individual discloses they have a disability, “check” the disability box in CalJOBS;
- A stand-alone case note with the subject line “*Collection of Eligibility Information*” shall be used and contain the following:

Reference additional file for collection of information of the following forms/eligibility documents: LIST ANY FORMS/DOCUMENTS KEPT IN A SEPARATE FILE.

Note: Case notes, printed or not, and any other documentation cannot include medical or disability-related information, including, but not limited to using the following words: “medical file, disability, reasonable accommodation, SSI,” or anything related. Any printed materials in the participant’s case file, or electronic case notes in CalJOBS that include medical or disability related information will be considered a finding.

Refer to **SDWP Operations Manual, Chapter 4 and Chapter 7** for specific information regarding collection to and access of medical information within each program.

B. Social Security Number

A Social Security number is used for data validation purposes only. If individuals are unable or refuse to provide a SSN, a pseudo-SSN may be assigned during the WIOA application process.

Utilization of a Pseudo SSN Process

- Create a pseudo social security number
 - The directions can be found in the CalJOBS Forms and Procedures Handbook - CalJOBS Registration
- Notify your Program Specialist and copy CalJOBS@workforce.org that you plan to use a pseudo-SSN.

Note: If a participant is enrolled using a Pseudo SSN, they may need to provide additional documentation in order to participate in work experience or other trainings.

1. Procedures for Exiting Ineligible Participants

Each subrecipient is responsible for taking immediate action to exit participants who, subsequent to enrollment, are discovered to be ineligible due to having established WIOA eligibility by providing false information or fabricated documentation, as well as any who are found ineligible during a subsequent monitoring review, due to staff error.

Exiting Ineligible Participants Process

- Notify your Program Specialist, copy CalJOBS@workforce.org and include the participant's WIOA application ID number.
- Complete a closure form
 - Add a case note to the closure form with details of why the participant was found to be ineligible.

Note: Exiting ineligible participants will not remove them from the performance metrics.

III. PARTICIPATION & ACTIVITIES

A. Activity Codes

1. Activity:

An activity code (also known as activity enrollment or service) is documented progress or a reciprocated communication between a case manager and a participant. Reciprocation can occur through different types of communication (i.e. face-to-face, over the phone, email, etc.)

All activities **MUST** have a reciprocal response from the individual. Leaving a message, mailing a letter, or emailing a customer is **NOT** an activity unless the individual returns the call, or responds to the letter or email, or visits the center and acknowledges the correspondence.

Activity Codes must be used to document participant activity in a program. Participants are required to have at least three activities to be considered "actively enrolled in a program." Those with less than three activities may negatively impact performance.

WIOA Program	First Activity	Second, or Concurrent Activity	Third Activity
WIOA Youth	412 - Youth Objective Assessment	413 - Youth ISS/IEP	First Service Activity Code
WIOA Adult	203 - Adult Objective Assessment	205 - Adult IEP	First Service Activity Code
WIOA Dislocated Worker	203 - Adult Objective Assessment	205 - Adult IEP	First Service Activity Code

For a complete list of Activity Codes, refer to **ATTACHMENT - ACTIVITY CODE DICTIONARY**.

2. Objective Assessment

Subrecipients are required to provide an Objective Assessment Summary of the academic levels, skills levels, and service needs of each participant and recorded in CalJOBS. Refer to **ATTACHMENT - OBJECTIVE ASSESSMENT INSTRUCTIONS AND REQUIRED FIELDS** for detailed descriptions of required sections.

Refer to **SDWP Operations Manual, Chapter 4** for specific information regarding timeline.

3. Individual Employment Plan/ Service Strategy Summary (IEP/ISS)

The IEP (also known as the Individual Service Strategy (ISS) is an age appropriate, individualized, written plan of short and long-term goals that include career pathways, education, training, employment goals, and support services and recorded in CalJOBS. Refer to **ATTACHMENT - IEP/ISS INSTRUCTIONS AND REQUIRED FIELDS** for detailed descriptions of required sections.

The IEP/ISS may be updated as often as is necessary.

Refer to **SDWP Operations Manual, Chapter 4** for specific information regarding timeline.

B. Case Notes

There are two types of case notes required to be entered into CalJOBS:

1. Stand-Alone Case Note

A stand-alone case note *is not attached* to a specific activity and is used to document a participant's progress, unsuccessful attempts to reach an individual or communication when there is no reciprocation from the participant.

2. Activity Case Note

An activity case note *is attached* to a specific activity when a service has been provided to an individual. Activities shall always be supported by an activity case note that clearly and completely describes the event/activity being documented so that it may be understood by anyone reviewing the note. **No opinions or comments of the case manager should be included.**

The subject line of an activity case note should be formatted as such:

Case Note Subject Line Process

- When entering a case note for an activity code use this format:
 - Activity Code number – Activity Code name
 - EXAMPLE:
SUBJECT LINE: 412 – Youth Objective Assessment

A Case Note is used as a detailed description of a participant's progress in their program. Case notes should be concise, clear, spelled properly, and grammatically correct. Only commonly used and accepted acronyms and abbreviations shall be used. Case notes should be professional, detailed, and objective. Case notes are part of the individual's legal file and may be used to determine the legitimacy of grievances or disputes. Case notes are required for every activity code entered.

Refer to **SDWP Operations Manual, Chapter 4 and Chapter 7** for specific information regarding required stand-alone case notes, and to **CalJOBS Forms and Procedures Handbook** for details on how to enter specific data.

C. 90 Day No Service

A 90-day no service exit, or Soft Exit, occurs when an Outcome Form is automatically generated by CalJOBS due to intensive staff-assisted services not being entered for at least 90 days. This action can occur with or without a Closure Form. This action cannot be reversed.

Note: An activity code 001 – Planned Break in Service alone does not prevent a system generated soft exit.

IV. DATA ENTRY REQUIREMENTS

A. Required Data Entry

Subrecipients shall enter any and all data that is applicable to the participant's participation in the program, regardless if the information is required (noted by a red asterisk "**") by CalJOBS.

1. Limited English Proficiency

Per 29 CFR Section 38.41 (a)(b)(2), Collection and Maintenance of Equal Opportunity Data and Other Information, beginning on January 3, 2019, it is required that each recipient must record the Limited English Proficiency (LEP) and preferred language of each applicant, registrant, participant, and trainee. Effective February 20, 2018, the required Limited English Proficiency (LEP) questions were added to the individual Registration form in CalJOBS to adhere to the requirement.

B. Data Change Requests

An electronic Data Change Request (DCR) is a request by a case manager to modify data already entered in CalJOBS. These requests must be approved by the case managers supervisor, as well as by SDWP staff. Some requests also require approval by EDD.

Please note that excessive data change requests may result in SDWP intervention.

Data Change Request Process

- Directions for creating an eDCR system account
 - Email the following information to CalJOBS@workforce.org:
 - Provider Name
 - First Name
 - Last Name
 - Email address
 - Phone number
 - Account Type: Requestor or Supervisor*
 - *If Requestor, provide the name of the approval Supervisor
 - Login credentials will be provided by autogenerated email
- eDCR system: <https://app.workforce.org/fmi/webd/DCR>
- To create new DCRs and to view the status of existing DCRs, login to your account using the above URL.
- All DCRs must be submitted to SDWP within 75 days of the date of request to allow for processing time by both SDWP and EDD.
- Directions for creating a Data Change Request
 - Login to your eDCR account.
 - Select "Create New DCR," verify that you want to proceed.
 - Fill out the Data Change Request Form.
 - All fields are required in order to submit the request.
 - Upload documentation showing the error that was made and documents that support the validity of the change you are requesting.
 - When the form is complete, select the Submit button.
 - Once a Requestor selects the Submit button, their name is captured on the form along with the date and time it was submitted and that information is displayed.
 - A Requestor can view the status of submitted DCRs by clicking on "DCR List" at the top of the screen and checking the Status column.

- Requestor's are responsible for notifying the Supervisor a DCR is ready for approval.
- Supervisors can login to their account and approve the submitted DCR by accessing it from their "DCR List" and selecting the Approve button.
 - To deny a DCR with a Submitted status and make modifications to the DCR, please email CalJOBS@workforce.org detailing the changes to be made.
 - SDWP will remove the Submitted status and contact the Requestor that the DCR is now modifiable.
 - Once changes have been made, the Requestor will submit the DCR, notify their Supervisor and continue the DCR process.
- After submission and approval have been completed by the provider, SDWP Data team will review the request and follow-up (should any follow-up be necessary) and complete the request.
- Once the request has been completed the Requestor and Supervisor tied to the DCR will be notified of its completion by email.

Refer to **ATTACHMENT - EDCR INSTRUCTIONS** for detailed descriptions of required sections.

C. Late Data Entry

Timely data collection is required. Entry of applications, objective assessments, literacy/numeracy assessments, ISS/IEP, activities, case notes, measurable skills gains, closure forms, and follow-up forms must be entered within five (5) business days after the date of occurrence.

Late data entry is defined as CalJOBS data entry that is entered later than five (5) business days and is based on the total number of CalJOBS data entered. Late data entry should be no more than 5% and will be included as part of performance as noted in subrecipient's contract in the program performance measures attachment.

CalJOBS allows for data to be backdated up to 30-days by providers. No data cannot be backdated greater than 90 days of the current date. Only follow-up activity codes can be entered after exit.

D. VOSGreeter

VOSGreeter is a module within the CalJOBS system to assist American Job Center of California (AJCC) staff to track visitor traffic electronically, instead of using a paper sign-in sheet. It also allows offices to track the number of visitors to the centers and the reason(s) for their visits. Each AJCC has been provided with a generic login to the CalJOBS system to use to launch the VOSGreeter module at the designated kiosks in their center.

According to EDD directive WSD17-09, use of VOSGreeter is a statewide requirement that applies to all AJCC locations. Use of VOSGreeter was implemented in the San Diego region on or before October 1, 2018. VOSGreeter must be used daily to accurately record AJCC visitors and their visit reasons. Furthermore, any visitor traffic recorded outside of CalJOBS during high volume times must be manually entered into CalJOBS by the end of the same day.

Refer to **ATTACHMENTS – VOSGREETER SET-UP** and **USER GUIDES** for step-by-step directions on setting up and using the VOSGreeter module.

E. Closure and Follow-up

Closure and follow-up forms must be fully completed, regardless if the information is required (noted by a red asterisk “*”) by CalJOBS. All data fields should be filled in, including using “N/A” when the field is not applicable to the participant. Performance is determined by a participant’s follow-up form due date (details can be found in [ATTACHMENT – WIOA PERFORMANCE INCLUSION TABLE](#).) Follow-up form data must be entered by required deadlines to be included in that quarter’s performance [ATTACHMENT – WIOA PERFORMANCE CALENDAR](#).

Subrecipients must provide follow-up services for at least 12 months for all participants, regardless of intensity of services - unless the participant declines to receive follow-up services or the participant cannot be located or contacted. In which case, these contact attempts or requests to cease communication must be documented in CalJOBS.

Follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome. These services may include, but are not limited to: technical skills training, peer counseling, adult mentoring, crisis intervention, life skills, emergency support, incentives, and supportive services. These services will help participants ensure that they meet and maintain their career goals and job retention. Documentation of any follow up activities must be recorded in CalJOBS using the “F-Codes” found in [ATTACHMENT – CALJOBS ACTIVITY CODE DICTIONARY](#) and [ATTACHMENT – CALJOBS ACTIVITY CODES DETAILED LISTING](#).

Exceptions for completing follow-up forms are if the participant is marked as an exclusionary exit or a global exclusion reason is reported on a follow-up form.

V. DEFINITIONS

A. Exclusionary Exit

Participants can be excluded from the Performance Measures, at the time of closure, if they meet the definition for Global Exclusions that precludes the participant from entering into employment or participating in services.

Refer to ***SDWP Operations Manual, Chapter 4*** for Global Exclusion definitions.

Exclusionary Exit Data Entry Process

- Complete a closure form
 - Include any outcome information that is relevant at the time of data entry
- Complete an outcome form
 - Select appropriate global exclusion from Exit Reason drop down menu

B. Monitoring

SDWP and/or a third-party monitor contracted through SDWP, EDD, and in some cases DOL will conduct monitoring of program activities within the participant’s records during oversight visits, including CalJOBS. Refer to ***SDWP Operations Manual, Chapter 8: Oversight and Monitoring*** and corresponding file checklist found in ***SDWP Operations Manual, Chapter 4 and Chapter 7***.

In some cases, monitoring findings may require a correction to data entry. Refer to the Data Change Requests section to review requirements for submitting data change requests. In some instances, when a finding cannot be corrected, SDWP staff may direct the subrecipient to enter a standalone case note in lieu of correcting the data, as well as providing a corrective action plan.

VI. ATTACHMENTS

A. Referenced Attachments

- CalJOBS Activity Code Dictionary
- CalJOBS Activity Codes Detailed Listing
- CalJOBS Staff Account Request Form
- eDCR Instructions
- VOSGreeter Setup Guide
- VOSGreeter User Guide
- WIOA Performance Inclusion Table
- WIOA Performance Calendar
- IEP/ISS Instructions and Required Fields
- Objective Assessment Instructions and Required Fields
- ETPL Training Provider Instructions
- ETPL Program Instructions and Activity and Case Note Requirements

B. Additional Attachments

- MSG Youth Chart
- MSG Adult/DW Chart