

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 Operations Resources section the SDWP website (<https://workforce.org/operations/>).

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.

i. *DOL Final Rules Resources*

<https://www.doleta.gov/wioa/about/final-rules/>

ii. *DOL Notices of Proposed Rule-Making (NPRM)*

<https://www.dol.gov/WHD/#>

iii. *DOL Training and Employment Guidance Letters (TEGL)*

https://wdr.doleta.gov/directives/All_WIOA_Related_Advisories.cfm

iv. *EDD Workforce Services Directives (WSD)*

http://www.edd.ca.gov/jobs_and_training/Active_Directives.htm

v. *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, SSDI,” 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 Contract Administrator 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 Contract Administrator, 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 specific participant (NOT the training provider, not a relative, etc.) 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 subrecipient 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. An activity should benefit a participant: what did the participant gain from participating/receiving the service? Ex. Receiving/submitted paperwork from the participant is not a service.

Note: Staff shall NOT enter a new activity to a participant profile to document an update to an existing service. Activities are meant to document a NEW service. For any updates to an ongoing service, staff shall enter a new Case Note documenting the update (see Case Notes section below for guidance on formatting).

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. The Objective Assessment Summary (OAS) Form is found on the Plan tab in a participant profile. The Objective Assessment Activity code should be entered separately to capture that the OAS form has been updated.

Note: The OAS Form is separate from the IEP/ISS Form.

- *OAS Form is completed one time at enrollment/eligibility and never touched after completion.*
- *IEP/ISS Form is updated anytime the goals and/or objectives need to be updated per a conversation with the participant.*
 - *i.e. a need for supportive services, update of goals changing or continuing.*

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 specific participant (cannot be a training provider, relative, etc).

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 and briefly summarizes the event/activity being documented so that it may be understood by anyone reviewing the note.

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

No case note shall ever be deleted. In the event that an update needs to be provided for a pre-existing activity code, no changes should be made to the existing case note. Instead, add a new case note with the same subject line but with an additional identifier such as:

- Activity Code number – Activity Code name: [1-4 word description of update]
 - EXAMPLE:
SUBJECT LINE: 412 – Youth Objective Assessment: Added New Goals

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. No opinions or comments of the case manager should be included.

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. Refer to **ATTACHMENT – LEP QUICK GUIDE** for detailed descriptions of required sections.

B. DATA CHANGE REQUESTS

Per EDD Directive WSD18-02 *Data Change Request Form Procedure*, an electronic Data Change Request (DCR) is a request by a service provider to modify data already entered in CalJOBS. These requests must be approved by the case managers' approving supervisor, as well as by SDWP staff. All requests will be forwarded directly to EDD by the case manager or their supervisor.

Please note that excessive data change requests may result in SDWP intervention and lead to corrective action.

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: Creator or Requestor*
 - *If Creator, provide the name of the approving Requestor.
 - Login credentials will be provided by autogenerated email.
- eDCR system: <https://app.workforce.org/fmi/webd/DCR>
- **Creator:** To create new DCRs and to view the status of existing DCRs, login to your account using the above URL.
- **Requestor:** To sign in and approve DCRs you must have FileMaker installed on your computer. If you do not have FileMaker installed on your computer contact caljobs@workforce.org.
- 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.
 - Submitting a DCR does not guarantee approval of your request. Be thorough in your explanation when creating and submitting your request(s).
- Directions for creating a Data Change Request
 - Login to your eDCR account.
 - Creators will login using the web link.

- Requestors can only approve submitted DCRs with the required signature by logging into the FileMaker application that has been provided by SDWP.
 - Any FileMaker licensing provided to the WIOA Youth Providers will require a user agreement to be signed and submitted to SDWP IT department.
- Select “Create New DCR,” verify that you want to proceed.
- Fill out the Data Change Request Form. Creators can submit as many requests at a time as they like in a single batch.
 - 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 Creator 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 Creator or Requestor can view the status of submitted DCRs by clicking on “DCR List” at the top of the screen and checking the Status column.
 - An email will be sent automatically to a Creator’s approving supervisor (the Requestor) as soon as the Creator’s batch of DCRs is ready for approval.
- Requestors can login to their account and approve the submitted DCR(s) by accessing it from their “DCR List,” clicking the signature button, entering their signature, and confirming their approval.
 - 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 Requestor, the MIS Admin and Program Designee will review and sign the request.
- Once the Creator and Requestor receive the email with attached completed forms, the Creator or Requestor forward their request directly to EDD at WSBManagePerformance@edd.ca.gov and copy caljobs@workforce.org to all correspondence with EDD.
 - Creator or Requestor must update the status of their submitted DCRs in the eDCR system.

Note: DO NOT knowingly enter inaccurate data into CalJOBS. Fraudulent data that was knowingly entered into CalJOBS will be considered a finding. For example: if you need to enter a service that you know took place more than 30 days ago and you know you will need to submit a DCR to EDD to backdate DO NOT enter the service and then backdate as far back as you can (knowing it needs to be dated more than 30 days). Instead, you must submit a two-part DCR first requesting permission to enter an activity code and then to backdate it to a date more than 30 days ago.

Refer to **ATTACHMENT – CREATOR** and **REQUESTOR USER GUIDES** 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 seven (7) calendar days after the date of occurrence.

Late data entry is defined as CalJOBS data entry that is entered later than seven (7) calendar 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. PERFORMANCE

For detailed definitions please refer to Chapter 4 Parts 1 and 2 as well as your specific contract agreement.

A. DOCUMENTING OUTCOMES

Here you will find more detailed information about how to enter the required data into CalJOBS in order to document your positive outcomes for your participant. Make sure you’re working in the correct participant profile prior to entering your outcome data.

1. MSG Attainment

MSG Attainment Process

- Navigate to the Measurable Skills Gain Form section.
- Select the link to “*Create Measureable Skills Gain.*”
- Enter *required fields.
- Add a case note documenting the details of the attainment.

Note: For the Date Skill Attained field, enter the date the participant attained the skill. For example, the date skill attained could be the date of an exam, the date of the end of the school semester, or the date the milestone was determined. This is NOT the date the documentation was received by the provider. The date entered into CalJOBS should be a date that can be found on the supporting documentation.

2. Credential Attainment

Credential Attainment Process

- Navigate to the Credentials Form section.
- Select the link to “*Create Credential.*”
- Enter *required fields.
- Add an attached case note to the education/training activity code that resulted in this credential and document the details of the attainment (ie. date of certificate and type of certificate attained).

Note: For the Date Credential Received field, enter the date found on the actual credential documentation collected for verification. This is NOT the date the documentation was received by the provider.

3. Employment

Both the Closure Form and the Quarterly Follow-Up Form capture employment data. In order to document employment at exit, follow the process below on the Closure Form. To document employment during any of the follow-up quarters, follow the process below on the Quarterly Follow-Up Forms.

Employment Process

Closure Form

- Employment Information Section
 - Entered Employment field
 - Select Yes OR
 - Select Yes, Recall Employer
 - Select Add Employer and provide required employment details.

Quarterly Follow-Up Form

- Employment Information Section
 - Worked in the Quarter field
 - Select Yes
 - Select Add Employer and provide required employment details.

Note: Make sure to indicate Yes, the participant is working, on either form. This field is what determines the positive credit for this outcome. Do not double click the Save/Submit buttons for the Employer details data entry. This can cause multiple Employment records to appear. There should only be one employment record for each quarter if the participant is only employed with one employer.

4. Placement in Education or Training

WIOA Youth participants should enter Placement in Education or Training data on the Quarterly Follow-Up Forms only. The Closure Form also has fields available to capture Placement in Education or Training data, however entering your placement data on the Closure Form will trigger the participant to be included in the Credential Attainment measure. If your WIOA program does not intend to support the participant through to an occupational skills certificate/license/diploma, do not enter your placement data on the Closure Form.

Placement in Education or Training Process

Quarterly Follow-Up Form

- Placement in Quarter XX/XX/20XX - XX/XX/20XX field
 - Select appropriate type of education/training option
- Date of Placement
 - Enter the date the participant's first day of education or training start date

Note: The Date of Placement field does not have a red asterisk indicator signifying the field is required. However, it is a conditionally required field. In order to receive positive outcome credit for a WIOA Youth placement both the Placement in Quarter field and Date of Placement field must be filled out.

VI. 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
 - Staff should select 'no' as employment status.
- 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.

VII. ATTACHMENTS

A. REFERENCED ATTACHMENTS

- a. CalJOBS Activity Code Dictionary
- b. CalJOBS Activity Codes Detailed Listing
- c. CalJOBS Staff Account Request Form
- d. VOSGreeter Setup Guide
- e. VOSGreeter User Guide
- f. WIOA Performance Inclusion Table
- g. WIOA Performance Calendar
- h. IEP/ISS Instructions and Required Fields
- i. Objective Assessment Instructions and Required Fields
- j. ETPL Training Provider Instructions
- k. ETPL Program Instructions and Activity and Case Note Requirements
- l. LEP Quick Guide
- m. DCR Creator User Guide
- n. DCR Requestor User Guide

B. ADDITIONAL ATTACHMENTS

- o. MSG Youth Chart
- p. MSG Adult/DW Chart
- q. WIOA Title I Adult/Dislocated Worker/Youth Program Performance Reports Guide