FAQ - COVID-19 Updates - 3.25.2020

Q: How should we serve participants when COVID-19 limits our interaction and most of our services are provided face-to-face?

A: Questions related to service delivery should be direction to your Regional Advisor for assistance.

Q: What about UI mandated RESEA and PJSA events?

A: These events have been canceled and will remain canceled until further notice.

Q: Should people still use the self-service Kiosks?

A: The Mandated Use of VOSGreeter directive has been suspended. The self-service model should not be utilized at this time, for all Local Areas. Individuals can still be checked in by staff and staff can continue using the VOS Greeter model to do so.

Q: What should we do about school/provider closures and disruptions in work experience?

A: Local Areas should extend associated Project End Dates (PEDs) as necessary and include a case note that mentions the school closure that is being experienced due to COVID-19. When the school reopens, staff should reassess if a new PED needs to be updated or if a completion code should be entered. Staff do not need to close the training activity if the client was actively participating in the service and plans to return to that service.

Q: Will there be more flexibility related to Data Change Requests (DCRs)?

A: Yes, until further notice there will be increased flexibility with DCRs due to unstable and/or minimal staffing within Local Areas due to COVID-19.

Q: How will large volumes of DCRs be handled.

A: As always, it is important that large DCR requests are consolidated and added to the Excel spreadsheet provided in the DCR Form Procedure directive [WSD18-02](https://www.edd.ca.gov/Jobs_and_Training/pubs/wsd18-02.pdf). It is important to utilize this spreadsheet for accuracy and efficiency of processing by the PRAU team.

Q: Has EDD considered requesting CalJOBS to suspend case closures and exits for some amount of time?

A: At this time, we are not turning the soft exit off in CalJOBS. If a client did not receive any services during a 90-day period and there were no interrupted services that could be extended, the client will still be exited. Follow up services should happen as needed for these exited clients to get them employed first quarter after exit. If, after being exited, clients are still in need of services and are eligible, they can be reenrolled.

Q: Will there be a change in the 30-day lockdown or 90-day system exit in CalJOBS?

A: No, the 30-day lockdown will not be lifted, and the 90-day system exit will not be modified in any way. Until further notice there will be no system changes, but there will be increased flexibility in processing DCRs for cases impacted by COVID-19.

Q: How is performance going to be impacted?

A: It is important the Local Areas are still referencing the Performance Guidance Directive, [WSD19-03](https://www.edd.ca.gov/Jobs_and_Training/pubs/wsd19-03.pdf), for general performance questions. Any client who has not received services within 90 days will exit and be included in future performance. The Statistical Adjustment Model (SAM) should account for the impact that COVID-19 has on Local Area performance since it takes into consideration economic conditions, such as Unemployment Insurance rates.

Q: Are performance negotiations still on track for September 2020?

A: Yes, until told different by the Department of Labor, the negotiations are still on track for September 2020. The Program Reporting and Analysis Unit is working to add Program Year (PY) 2018 data into the SAM as a starting point for PY 2020 and 2021.

Q: Who should we contact if we have questions?

A: For system issues, please contact the CalJOBS Operations Unit at caljobsadmin@edd.ca.gov. For performance or data questions, please contact the Program Reporting and Analysis Unit at wsbmanageperformance@edd.ca.gov.