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Date: May 29, 2024

To: All WIOA Subrecipients of the Orange County
Workforce Development Board

From: Nancy Cook
Director of Workforce and Economic Development

Subject: CalJOBS Participant Reporting Timeline
Information Notice No. 24-OCWDB-06
Supersedes Information Notice No. 17-OCDB-02,
14-OCWDA-05

PURPOSE
This policy provides guidance regarding participant reporting requirements and timeline in the CalJOBS system.

EFFECTIVE DATE
This policy is effective on the date of issuance.

REFERENCES
- Workforce Services Directive WSD 20-10: CalJOBS Participant Reporting
- WSD 18-02: Data Change Request Form Procedure
- WSD 16-23: Mandated Use of One Integrated Data System – Direct Data Key Entry into CalJOBS

BACKGROUND
The Employment Development Department (EDD) is required by federal regulations to submit accurate participant reports and validated individual participant data to the Department of Labor (DOL) on a quarterly and annual basis.

CalJOBS is the State of California's federally recognized, "system of record" for the participant tracking and reporting of WIOA Title I programs. CalJOBS provides a unified and streamlined intake and case management system that enables co-enrollment across programs, while reducing the duplication of services provided to program participants. The EDD State Directive WSD 16-23 emphasizes the requirement to enter all data into CalJOBS in a timely manner to ensure a common record is maintained at all times, and when appropriate, a common exit is applied.

If the data is not required for federal reports or needed to determine eligibility, the data may be entered in CalJOBS upon the County's discretion. However, the information must still be available for monitoring. This includes, but is not limited to case notes, Objective Assessments, and Individual Employment Plans.

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POLICY AND PROCEDURES:

All OCWDB Service Providers for WIOA programs and special projects are required to report individual participant data via the CalJOBS system, the State's system of record.

Service Providers shall:

- Ensure strict adherence to all State and OCWDB requirements related to CalJOBS;
- Establish quality control procedures to protect the integrity of data pertaining to participants, services and outcomes;
- Establish a review process for CalJOBS reports that include participant rosters and other reports provided by the OCWDB;
- Ensure strict adherence to proper handling of personally identifiable information (PII) and other confidential participant information;
- Install and follow efficient internal data entry and data management processes that require timely input of participant data in CalJOBS;
- Enter participant data in CalJOBS **within 5 business days** from the start or end date of any activity (i.e. application, participation/enrollment, service provision, credentials, measurable skills gains, closure, follow up, WIOA performance outcome, etc.);
- Ensure that staff designated to handle data entry and data management are given prior training on CalJOBS functionalities and limitations; and,
- Establish internal monitoring procedures to establish staff accountability for data entered.

Failure to enter or submit data in a timely manner can result in, but is not limited to the following:

- Failure to meet the six primary indictors of performance;
- Delay in data submission may result in missing timely match with base wage records;
- Inaccurate data in CalJOBS that is reported;
- Increase in errors leading to submission of Data Change Requests (DCR);
- Monitoring and/or audit findings;
- Required entry of additional case notes;
- Individuals incorrectly soft/auto exited due to lack of data entry;
- DCRs to EDD by the OCWDB may be denied; and
- Loss of CalJOBS data quality and integrity.

The accuracy and reliability of program reports submitted by Service Providers are fundamental elements of good public administration and are necessary to maintain and demonstrate system integrity. To ensure the accuracy and reliability of reported information, Service Providers shall validate the data submitted in CalJOBS. Failure to demonstrate the validity of all data will be deemed asa failure to report, and subject to corrective action or sanction.

To ensure that Service Providers are able to successfully implement data validation, the OCWDB will monitor on a regular schedule.

All participant data, including individual applications for service, cannot be entered, or submitted more than 30-days in arrears. Late submissions are considered noncompliant.

ACTION

Bring this policy to the attention of all staff and relevant parties.

INQUIRIES

If you have any questions regarding this policy, please email info@ocworkforcesolutions.com.