

CITY OF LOS ANGELES

CALIFORNIA

CAROLYN M. HULL
GENERAL MANAGER



ERIC GARCETTI
MAYOR

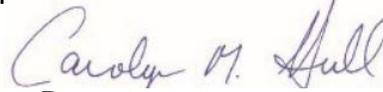
**ECONOMIC AND WORKFORCE
DEVELOPMENT DEPARTMENT**

1200 W. 7TH STREET
LOS ANGELES, CA 90017

DATE: March 16, 2021

TO: LA's Workforce Development System

FROM: Carolyn M. Hull, General Manager
Economic and Workforce Development Department



**SUBJECT: WDS DIRECTIVE No. 21-16
REPORTING CALJOBS SYSTEM ISSUES**

EFFECTIVE DATE

This directive is effective upon issuance.

PURPOSE

This directive provides guidance and establishes the procedures for reporting CalJOBS system issues.

BACKGROUND

The CalJOBS system is the federally recognized system of record for tracking and reporting California's Workforce Innovation and Opportunity Act (WIOA) participants. CalJOBS provides a unified and streamlined intake and case management system that enables co-enrollment across programs and consistent recording of data elements for reporting to the Department of Labor (DOL). WorkSource and YouthSource Centers are required to enter key data into CalJOBS within required deadlines.

PROCEDURE

Reporting CalJOBS System Issues

The LA City MIS Administrator is the Single Point of Contact for CalJOBS. If a system issue occurs or staff has questions regarding CalJOBS, they need to contact Emoli Mendez, the LA City MIS Administrator, for assistance at Emoli.Mendez@lacity.org. If the City is unable to resolve the issue, it will be forwarded to the State CalJOBS Operations Unit.

Emails must include the CalJOBS Issue Reporting Form (Attachment 1). This form includes all of the information necessary for the LA City MIS Administrator to troubleshoot an issue. Please include screenshots of the issue to facilitate the troubleshooting process. Examples of completed forms can be found in the CalJOBS Issue Reporting Form Examples document (Attachment 2).

Follow the instructions below to report a CalJOBS issue or question:

- Complete the CalJOBS Issue Reporting Form, including screen shots
- Email it to the LA City MIS Administrator

REQUIRED ACTION

Please bring this directive to the attention of all relevant staff.

WDS CONTACT

If you have any questions regarding this directive, please contact Emoli Mendez at Emoli.Mendez@lacity.org or (213) 744-7167, TTY: 711.

CMH:GR:DB:EM:cg

Attachments: 1. CalJOBS Issue Reporting Form
2. CalJOBS Issue Reporting Form Examples