



LIMITED EXAMINATION AND APPOINTMENT PROGRAM (LEAP)

EMPLOYMENT PROGRAM REPRESENTATIVE DISABILITY INSURANCE PROGRAM REPRESENTATIVE

OPEN EXAMINATION - STATEWIDE

Testing Department: Employment Development Department
Bulletin Release Date: October 1, 2015
FINAL FILING DATE: **November 2, 2015**
Salary: \$2945 - \$4584 per month

INTRODUCTION

The Limited Examination and Appointment Program (LEAP), under the authority of Government Code Sections 19240-19243.4, is an alternative examination and appointment process designed to facilitate the recruitment and hiring of persons with disabilities into the State of California civil service. LEAP is a two-part process consisting of (1) a Readiness Training and Experience Evaluation **and** (2) a Job Examination Period (JEP) that is administered and evaluated in the work setting while performing the duties of a state job. Upon successful completion of the program, participants are appointed to the identified class and begin serving a probation period of six months to one year.

To qualify to take a LEAP examination, the applicant **must** first have a LEAP certificate, issued from the Department of Rehabilitation (DOR), **on file** with the California Department of Human Resources (CalHR).

For information regarding how to obtain LEAP certification, visit the Department of Rehabilitation (DOR) website (<http://www.dor.ca.gov/LEAP/index.html>).

WHO SHOULD APPLY

Those who meet **all** of the following criteria:

- 1) Individuals with a disability, a record of a disability, or who are regarded as having a disability that limits one or more major life activities, **and**
- 2) Individuals with a Limited Examination and Appointment Program (LEAP) certification from the California Department of Rehabilitation, **and**
- 3) Individuals who have not taken this examination in the past 12 months; **and**
- 4) Individuals who meet the minimum qualifications as stated on this examination bulletin.

Contact the California Department of Rehabilitation to find out how to obtain LEAP certification.
(916) 558-5423 (Voice)
(7-1-1) California Relay Service
wdsinfo@dor.ca.gov - e-mail address

POSITION DESCRIPTIONS

WORKFORCE SERVICES (WS) BRANCH

The Employment Program Representative (EPR) in WS promotes self-service employment services for employers, job seekers, and partner organizations, if necessary, assists customers who are unable to use self-service equipment/programs. The EPR contacts employers to identify and list available jobs, and to promote and market EDD's services such as the automated labor exchange systems, placement services, the one-stop career center resources, and other specific programs. The EPR may provide information or act as liaison to customers with questions pertaining to other EDD programs. The EPR may manage a caseload and/or assist job seekers in meeting their employment goals or refers customers to partner resources. An EPR will be expected to perform these duties utilizing a personal computer while providing quality customer service in person or by telephone. The EPR may be co-located, with other agencies, working together in a partnership environment to provide services.

UNEMPLOYMENT INSURANCE (UI) BRANCH

The EPR in UI assists customers in filing UI benefit claims, authorizes payment or provides information on claim status. The EPR independently reviews, investigates, and determines if an individual is eligible or ineligible to receive UI benefits in accordance with UI laws, rules, regulations, and procedures. An EPR informs customers and employers of their rights and responsibilities under the UI program. These services are provided by telephone in a non-public, call-center environment that includes the use of automated data systems.

DISABILITY INSURANCE (DI) BRANCH

The Disability Insurance Program Representative (DIPR) works in either a Claims Management Office, managing a caseload or in a Customer Service Center, receiving calls. The DIPR independently reviews claims, analyzes data, and determines eligibility in accordance with Disability Insurance laws, rules, regulations, and policies and procedures. The DIPR discusses claim information and program requirements with customers and the public in an automated phone environment and/or in person, while simultaneously inputting and accessing automated data systems.

LOCAL VETERANS' EMPLOYMENT REPRESENTATIVE (LVER)

Applicants who meet the criteria for LVER or the DVOP positions will be required to self-certify their veteran status. Proof of eligibility will be required at the time of hire (i.e. United States Department of Veterans Affairs [U.S. DVA] Disability Rating Award, and/or U.S. DVA Civil Service Preference Letter, and/or a Certificate of Release or Discharge from Active Duty [form DD-214]).

DISABLED VETERAN'S OUTREACH PROGRAM (DVOP)

Some positions for the class of EPR are funded specifically to perform specialist duties for the DVOP or the LVER. Due to federal hiring criteria, EDD is required to hire DVOP or the LOCAL VETERANS' EMPLOYMENT REPRESENTATIVE (LVER) in the following order: 1) Category I – disabled veteran, 2) Category II – veteran, 3) Category III – Spouse as defined in Title 38, United States Code, Section 4101.

EPR and DIPR LEAP positions exist Statewide within the Employment Development Department.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: In addition to having LEAP certification from the Department of Rehabilitation, all applicants must meet the education and/or experience requirements as stated on this examination announcement by the final filing date.

MINIMUM QUALIFICATIONS

EITHER I

Four years of experience with the Employment Development Department. (Candidates who are within six months of completing the required experience will be admitted to the examination; however, they must meet the required experience before being considered eligible for appointment.)

OR II

Completion of 60 semester units or 90 quarter units of college course work. And

Two years of public contact experience providing services or information.

OR III

Equivalent to graduation from college. (Must provide evidence of registration as a senior in a recognized institution to be admitted in the examination, and must secure evidence of graduation or its equivalent before being considered for appointment.)

PROOF OF EDUCATION

Applicants filing under Patterns II or III must provide proof that they meet the educational requirements by submitting a copy of their diploma, official transcript, statement and/or evaluation from an accredited U.S. college or university with their exam application. This proof must show that the units are equivalent to a degree and/or would admit the applicant to graduate status on the basis of the degree he or she holds. If an applicant is not able to provide proof of education from a recognized institution at the time of hire, their name may be removed from the eligible list(s).

FOREIGN DEGREES

Applicants with foreign degrees must provide an official foreign transcript evaluation that indicates that his/her foreign course work is equivalent to a degree from an accredited U.S. college or university. EDD accepts foreign transcript evaluations that are completed by one of the agencies approved by the California Commission on Teacher Credentialing. Agencies accredited by the Commission for Foreign Transcription Evaluation may be found on the Commission's website: www.ctc.ca.gov.

Note: All documents submitted become the property of the EDD. Do not submit original diplomas with the examination application.

FILING INSTRUCTIONS

To apply for these examinations, submit a completed Examination Application (STD 678) and **LEAP Certification Form POSTMARKED** no later than the final filing date in order to be considered for the examination. Applications not sent through the U.S. Postal Service (i.e., hand carried to the Human Resource Services Division) must be **RECEIVED BY 5:00 P.M. ON THE FINAL FILING DATE**. Use of EDD metered mail, interoffice mail (e.g., red or gold bag), and faxed applications are prohibited. Submit applications directly to:

MAILING ADDRESS:

Employment Development Department
Human Resource Services Division, MIC 54
Attention: **EPR/DIPR (LEAP)**
P.O. Box 826880
Sacramento, CA 94280-0001

FILE IN-PERSON ADDRESS:

Employment Development Department
Human Resource Services Division, MIC 54
Attention: **EPR/DIPR (LEAP)**
751 N Street, 6th Floor Solar Building
Sacramento, CA 95814

NOTE: All applicants must submit a LEAP Certification Form **and** evidence/proof of completion of the education requirement with their Examination Application. The educational proof provided must be copies of college transcripts that show the specific coursework and semester/quarter hours required.

In addition, all applicants **MUST** provide a current, valid email address on their application. The Qualifications Assessment (QA) examination link will be sent to the email address provided. Failure to provide a current and valid email address may result in non-receipt of examination information, in a timely manner, which could result in disqualification from the examination. All examination notifications (except the QA link) will be sent by mail.

Applications must also contain the following information: "to" and "from" dates (month/day/year) of employment, time base, civil service class title(s), and range, if applicable. In addition, college course information **MUST** include: title, semester or quarter credits, name of institution, completion dates, and degree (if applicable). Applications received without this information may be rejected.

APPLICATION COMPLETION

Examination Applications (STD 678) are available at local EDD offices and can be accessed on the Internet at <http://jobs.ca.gov/pdf/std678.pdf>.

When completing the Examination Application (STD 678), please consider the following:

- Applicants should file one Examination Application (STD 678) for both examinations.
- The examination for both classifications is the same, therefore applicants that submit an application indicating only one examination, will be admitted into both examinations.
- Applicants that are accepted into the examination will be e-mailed a Readiness Training and Experience Evaluation to complete.
- Some positions in the EPR and DIPR class require fluency in both English and a second language in order to facilitate communication with customers. Individuals interested in applying for bilingual positions must identify their language fluency on page 1, item number 6, of the application. Individuals considered for bilingual positions must pass a language fluency exam, which is separate from this examination and will be conducted at the hiring interview.
- The Employment History section of the application must include "from" and "to" dates (month/day/year) and hours worked per week. State employees must use their civil service class titles. Total hours

APPLICATION COMPLETION (CONTINUED)

worked for intermittent and part-time employment must be identified in the "Total Worked" section. Applications received without this information will be rejected because of incomplete information.

- Applicants must attach a copy of their LEAP Certification Form to every Examination Application (STD 678) submitted for LEAP examinations.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact EDD at EDDExaminations@edd.ca.gov or via the California Relay Service for the Deaf or Hard of Hearing at (800)735-2929 from TTY phones and (800) 735-2922 from voice phones.

Additionally, please select the "Reasonable Accommodations" box when filling out the application.

EXAMINATION INFORMATION

This examination will consist of a Readiness Training and Experience Evaluation weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

It is anticipated that candidates who meet the minimum qualifications for this exam will be sent an email the week of **November 30, 2015** to the e-mail address provided on their application, which will contain a link to access the Readiness Training and Experience Evaluation to complete. **It is the candidate's responsibility** to contact EDD's Human Resource Services Division at EDDExaminations@edd.ca.gov if they have not received an email by **December 3, 2015**. Please monitor your e-mail account's SPAM, Junk, Bulk, etc. folder(s) as the examination e-mail may be filtered depending on their specific account settings.

COMPETITORS WHO DO NOT COMPLETE THE READINESS TRAINING AND EXPERIENCE EVALUATION OR DO NOT SUBMIT IT BY THE DUE DATE WILL BE DISQUALIFIED FROM THE EXAMINATION PROCESS.

ELIGIBLE LIST INFORMATION

Names of successful competitors will be merged onto the existing Departmental open lists for use by the Employment Development Department. Eligibility expires **24** months after it is established. Competitors must then retake the Readiness Training and Experience Evaluation to reestablish eligibility.

COMPETITORS MAY COMPETE ONLY ONCE IN ANY CONSECUTIVE 12-MONTH PERIOD.

SCOPE OF THE EXAMINATION

ABILITY TO:

1. Interpret and accurately apply written laws, rules, regulations, policies and procedures.
2. Gather and analyze data and reason logically.
3. Analyze situations accurately and take effective action.
4. Communicate effectively in English, both in person and by telephone.
5. Prepare clear and concise written reports and/or oral presentations.
6. Provide and maintain cooperative relations and courteous customer service with those contacted in the course of work.

SCOPE OF THE EXAMINATION (CONTINUED)

7. Gain the confidence of employers, job seekers, claimants, medical providers, and community organizations.
8. Relate to all members of the community and be sensitive to their issues and needs.
9. Exercise sound judgment, independence and initiative in carrying out multiple responsibilities, within a team environment.
10. Secure, evaluate, analyze and record facts through an interview process and/or from written documents.
11. Comprehend and effectively execute the operation of automated systems utilizing keyboard and personal computer (PC) skills.

VETERANS' PREFERENCE

Veterans' Preference will be granted for this examination. Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, widow or widower of a veteran, or spouse of a 100 percent-disabled veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligibility list. This section shall not apply to any veteran who has been dishonorably discharged or released.

HOW TO APPLY FOR VETERANS' PREFERENCE

The California Department of Human Resources (CalHR) has information on how to apply for Veterans' Preference on their website at www.jobs.ca.gov and on the Application for Veterans' Preference form (CalHR 1093). Additional information is also available at the Department of Veterans Affairs website at www.cdva.ca.gov.

CAREER CREDITS

Career Credits will not be added to the final score of this exam.

CONTACT INFORMATION

The EDD encourages all potential applicants to read this entire bulletin. All inquiries about this examination should be directed to EDDExaminations@edd.ca.gov. Please include the examination title, **EPR/DIPR LEAP** in the subject line. Also, you may contact Feroza Buksh, at (916) 654-7068.

EQUAL EMPLOYMENT OPPORTUNITY

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

DRUG FREE STATEMENT

It is an objective of the State of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service and the special trust placed in public servants.

GENERAL INFORMATION

THE EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD) reserves the right to revise the examination plan to better meet the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

IT IS THE CANDIDATE'S RESPONSIBILITY to contact the Employment Development Department, Human Resource Services Division at (916) 654-7068, three weeks after the FINAL FILING DATE if he/she has not received a notice via email or U.S. mail.

If you meet the requirements stated on this bulletin you may take this examination, which is competitive. Possession of the entrance requirement(s) does not ensure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the other candidates who take this examination, and all candidates who pass will be ranked according to their scores.

EXAM APPLICATIONS (STD 678) are available on the Internet at <http://jobs.ca.gov/pdf/std678.pdf>

GENERAL QUALIFICATIONS: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, an ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class.

ELIGIBLE LISTS: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible lists in order of final examination scores regardless of the date of the examination and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

VETERANS' PREFERENCE: Effective January 1, 2014, in accordance with Government Code 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1.) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference. 2.) An entrance examination is defined, under the law, as any open competitive examination. And 3.) Veterans' Preference is not granted once a person achieves permanent civil service status.

EMPLOYMENT DEVELOPMENT DEPARTMENT
Human Resource Services Division, MIC 54
P.O. Box 826880
Sacramento, CA 94280-0001
Telephone: (916) 654-6869
Website: www.edd.ca.gov

California Relay Service for Hearing Impaired:
From TDD Phone: (800) 735-2929
From Voice Phone: (800) 735-2922

TDD is a Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.