

INFORMATION NOTICE

WORKFORCE SERVICES

Number: WSIN13-28

Date: December 3, 2013

Expiration Date: 1/3/16

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TO: WORKFORCE DEVELOPMENT COMMUNITY

SUBJECT: WEBINAR–UI TRAINING FOR AMERICA'S JOB CENTER OF CALIFORNIASM STAFF

This serves as an invitation to participate in a 90-minute webinar designed to enable staff to better assist Unemployment Insurance (UI) customers by connecting them to UI online resources. The information in this webinar will assist staff in providing better customer service to UI customers.

Who: The Employment Development Department Workforce Services Branch, Capacity Building Unit

What: UI Training for America's Job Center of CaliforniaSM Staff

When: December 13 and 16, 2013, at 1:30 p.m. PDT

Details: This interactive webinar provides you opportunities to ask questions. Training includes:

- Your role and responsibility in the UI process.
- How to bridge UI customers to accurate up-to-date information.
- How to contact UI electronically.
- Tips to navigate online resources.

Registration: Request a registration form as soon as possible from cbustraining@edd.ca.gov, but no later than four days prior to the webinar. Seating is limited. Only one registration form is required per group. Participation instructions will be e-mailed one day prior to the event.

For more information, please contact the Capacity Building Unit at cbustraining@edd.ca.gov.

/S/ JOSÉ LUIS MÁRQUEZ, Chief
Workforce Services Division