

CaJOBSSM ROLES AND RESPONSIBILITIES – LOCAL AREA MIS ADMINISTRATOR

EXECUTIVE SUMMARY

This policy provides the guidance and establishes the procedures regarding the roles and responsibilities of the Local Workforce Development Area (Local Area) Management Information System (MIS) Administrators related to the CaJOBS system. This policy applies to all Local Areas, and is effective immediately.

This policy contains no state-imposed requirements.

This Directive finalizes Workforce Services Draft Directive *CaJOBS Roles and Responsibilities – Local Area MIS Administrator* (WSDD-200), issued for comment on July 1, 2019. The Workforce Development Community submitted five comments during the draft comment period. A summary of comments, including all changes, is provided as Attachment 1.

This policy supersedes Workforce Services Information Notice *Roles and Responsibilities of the Local CaJOBS MIS Administrator* (WSIN13-63), dated May 2, 2014. Retain this Directive until further notice.

REFERENCES

- *Workforce Innovation and Opportunity Act* (WIOA) (Public Law 113-128)
- Workforce Services Directive [WSD17-06 \(PDF\)](#), Subject: *Organizational Information Change* (February 19, 2019)
- [WSD17-09 \(PDF\)](#), Subject: *Mandated User of VOSGreeter Module in CaJOBSSM* (April 10, 2018)
- [WSD16-23 \(PDF\)](#), Subject: *Mandated Use of One Integrated Data System – Direct Data Key Entry Into CaJOBS* (June 20, 2017)
- [WSD15-07 \(PDF\)](#), Subject: *WIOA Eligible Training Provider List – Policy and Procedures*
- Workforce Services Information Notice [WSIN17-15 \(PDF\)](#), Subject: *RR WARN Contact List and CaJOBS Manage WARN Notifications Module*

The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

BACKGROUND

On May 5, 2014, the CalJOBS system became the federally recognized “system of record” for tracking and reporting California’s *Workforce Investment Act* (WIA), and then subsequently the *Workforce Innovation and Opportunity Act* (WIOA) Title I, subtitle B, Title III *Wagner-Peyser*, *Trade Adjustment Assistance* (TAA), and *Jobs for Veterans State Grant* (JVSG) participants. Additionally, per *Mandated Use of One Integrated Data System – Direct Data Key Entry Into CalJOBS* (WSD16-23), all WIOA Title I, subtitle B, and Title III subrecipients are required to direct key data into CalJOBS. As the system of record, 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).

The Local Area MIS Administrators play a critical role in assisting local staff members with using the CalJOBS system, and ensuring the safety of the data housed within the system. CalJOBS houses Personally Identifiable Information (PII), sensitive, and confidential data, which must remain secure at all times.

POLICY AND PROCEDURES

Local Area MIS Administrators are granted “administrative” level privileges to create and manage CalJOBS staff user accounts. The designated MIS Administrators are responsible for creating new CalJOBS staff user accounts, resetting passwords, and submitting system issues experienced by staff in their Local Area. Each Local Area should have two MIS Administrators identified for their area.

Create New CalJOBS Staff User Account

MIS Administrators are responsible for creating new CalJOBS staff user accounts. To ensure the appropriate privileges are provided to staff, CalJOBS privilege groups were created and are maintained by the CalJOBS Operations Unit. When creating a staff account, MIS Administrators have access to the following groups:

- **LWIA/CBO Staff**
This group should be utilized for any staff that are administering Title I services only.
- **LWIA Partner Staff**
This group should be utilized for any staff that are administering Title I services and need access to the Registration Only eligibility located in the Title III application.
- **LWIA Partner Supervisor**
This group should be utilized if the staff requires the same access as LWIA Partner Staff, as well as needs access to manage staff within this group. This group has additional privileges necessary to assist in managing staff within the LWIA Partner Staff or LWIA/CBO Staff groups.

- **ETPL Coordinators**
This group should be utilized for staff identified as Local Eligible Training Provider List (ETPL) Coordinators working with providers.
- **WARN**
This group should be utilized for those staff working as Rapid Response Worker Adjustment and Retraining Notification (WARN) Coordinators.
- **View Access**
This group should be utilized for those staff needing only the ability to view basic information on a jobseeker or employer account. The ability to edit any of the fields on the account is not allowed.

If a CalJOBS staff user account needs to be created under a privilege group other than the groups listed above, please contact the CalJOBS Operations Unit (caljobsadmin@edd.ca.gov).

By selecting a privilege group, the appropriate privileges are provided to the staff user account. If the MIS Administrator deems it necessary to provide more, or less, access to a staff member, the staff's user account can be adjusted manually. To ensure data integrity and system stability, MIS Administrators do not have access to all privileges. The MIS Administrator must contact the CalJOBS Operations Unit to request access if they are unable to adjust a specific privilege for the staff user account.

Once the staff user account is created, the MIS Administrator will provide the CalJOBS username and temporary password to the user. The first time the staff logs into CalJOBS with their username and temporary password, they will be immediately prompted to establish a new password. Password requirements are as follows:

- 8-20 characters
- At least one uppercase letter
- At least one lowercase letter
- At least one number
- At least one special character
 - Acceptable special characters: (!), (@), (#), (\$), (%), (^), (*), (.), (_)

Reset Staff User Account Password

MIS Administrators are responsible for resetting passwords for their staff's CalJOBS staff user accounts. Local Areas may define their own policy for resetting CalJOBS staff user account passwords.

When resetting the password, the MIS Administrator will reset the staff's password using the CalJOBS Administration site, and then notify the user of their temporary password. The first time the staff logs into CalJOBS with their username and temporary password, they will be immediately prompted to establish a new password. Staff must be reminded that their username and password are to be kept confidential.

Deactivation of CalJOBS Staff User Accounts

MIS Administrators are responsible for the deactivation of CalJOBS staff user accounts. To maintain the security of the data housed within CalJOBS, a staff's CalJOBS account must be revoked prior to, or at the time of their separation from the organization. Local Areas are responsible for developing a policy that ensures CalJOBS staff user accounts are deactivated no later than the time of a staff's separation.

MIS Administrator Changes, Additions, and Deletions

MIS Administrators act as the Single Point of Contact (SPOC) for their area. To ensure Local Areas are receiving necessary communication, the CalJOBS Operations Unit must be informed if there is a change in the designation of an MIS Administrator.

If making a change to the MIS Administrator, Local Areas must complete CalJOBS MIS Admin Registration Form (Attachment 2). This form includes the information needed to add, delete, or make any changes to current MIS Administrators' contact information. This form replaces the MIS Administrator portion of the Type 2 change form listed in *Organizational Information Change* ([WSD17-06 \[PDF\]](#)). This form does not replace any other portions of the Type 2 Change Form. The Type 2 Change Form must still be completed to make any changes to your Fiscal Administrator/Alternate or Rapid Response Coordinator.

VOSGreeter Setup

MIS Administrators are responsible for the set up and maintenance of the VOSGreeter module. The Local Area must work with any collocated partners in the setup of the module to ensure the check-in reasons meet the needs of all partners. For more information on the VOSGreeter module, please see [WSD17-09 \(PDF\)](#).

Provide CalJOBS Support

MIS Administrators are responsible for providing CalJOBS support to their Local Area staff. MIS Administrators may utilize the CalJOBS User Directory (Attachment 3) for assistance with troubleshooting system issues and supporting staff with the use of CalJOBS.

Reporting CalJOBS System Issues

MIS Administrators are the Single Point of Contact for CalJOBS in their Local Area. If a system issue occurs or staff have questions regarding CalJOBS, staff should first contact their MIS Administrator for assistance. If the MIS Administrator is unable to resolve the issue, the issue should be submitted to the CalJOBS Operations Unit via phone at 1-916-653-0202, or email at caljobsadmin@edd.ca.gov. All correspondence will be between the MIS Administrator and the CalJOBS Operations Unit staff.

MIS Administrators must complete and attach the CalJOBS Issue Reporting Form (Attachment 4) to their email when submitting issues or questions to the CalJOBS Operations Unit. This form includes all of the information necessary for the CalJOBS Operations Unit to troubleshoot an issue. Examples of completed forms can be found in the CalJOBS Issue Reporting Form Examples document (Attachment 5).

Use of the CalJOBS System and Automation

As the system of record, CalJOBS houses PII and confidential data. MIS Administrators are responsible for ensuring the data in CalJOBS is secure, and is being used by staff in accordance with the Local Area's subgrant agreement(s).

To ensure the security and stability of CalJOBS, use of automation to gain access to the system, run queries, extract data, or any other activities the state deems as detrimental to the site and/or the security of data is strictly prohibited. The violation of this policy may result in the suspension of MIS administrator accounts, staff accounts, or any accounts associated to the violation. In addition to account suspension, any violation of this policy may result in the removal of certain MIS Administrator and/or staff privileges.

Communication

MIS Administrators act as a liaison between the EDD and their Local Area. To ensure information is shared timely, the MIS Administrators are expected to communicate relevant CalJOBS information with their Local Area staff, which includes, but is not limited to: the Executive Director, front line staff, service providers, Program Manager, and any other affected staff.

In order to facilitate communication with the EDD, the Local Area MIS Administrators are required to communicate with the EDD regarding any identified CalJOBS system issues. This ensures system issues can be resolved in a timely manner.

ACTION

Bring this Directive to the attention of all affected staff.

INQUIRIES

If you have any questions, contact CalJOBS Operations Unit at 1-916-653-0202.

/s/ JAIME L. GUTIERREZ, Chief
Central Office Workforce Services Division

Attachment is available on the internet:

1. [Summary of Comments \(PDF\)](#)
2. [CalJOBS MIS Admin Registration Form \(DOCX\)](#)
3. [CalJOBS User Directory \(PDF\)](#)
4. [CalJOBS Issue Reporting Form \(DOCX\)](#)
5. [CalJOBS Issue Reporting Form Examples \(DOCX\)](#)
6. [Errata Chronology \(DOCX\)](#)