

DATA CHANGE REQUEST FORM PROCEDURE

EXECUTIVE SUMMARY

This policy provides the guidance and establishes the procedures regarding the Data Change Request (DCR) form. This policy applies to *Workforce Innovation and Opportunity Act* (WIOA) Title I subrecipients, as well as Wagner-Peyser, and Trade Adjustment Assistance (TAA) staff who input data into CalJOBSSM. This policy is effective on the date of issuance.

This policy contains only state-imposed requirements.

This Directive finalizes Workforce Services Draft Directive *Data Change Request Form Procedure* (WSD18-181), issued for comment on May 28, 2018. The Workforce Development Community submitted two comments during the draft comment period. A summary of comments, including all changes, is provided as Attachment 4.

This policy supersedes Workforce Services Directive *Request Form to Change Previously Submitted Data* (WSD10-14), dated February 11, 2010. Retain this directive until further notice.

REFERENCES

- WIOA (Public Law 113-128)
- Department of Labor (DOL) Training and Employment Guidance Letter (TEGL) 10-16, Change 1 *Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Title I, Title II, Title III, and Title IV Core Programs* (August 23, 2017)

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

BACKGROUND

WIOA Title I Adult, Dislocated Worker, Youth, and National Dislocated Worker Grant subrecipients, and Employment Development Department (EDD) Workforce Services Branch (WSB) staff are required to report participant information via the CalJOBS system. Managers, staff, and Management Information System (MIS) Administrators have the ability to change active participant data. After 30 calendar days, the CalJOBS system does not allow certain areas of the participant record to be changed or updated by managers, staff, or MIS Administrators. The DCR form is a tool to enable the participant data to be changed or updated. Its purpose is to correct data key entry errors and other circumstances that are beyond the control of staff.

POLICY AND PROCEDURES

The DCR form is intended to maintain data integrity, promote consistent and accurate data in the DOL Quarterly and Annual reports, and enable performance to be properly calculated.

Data within the program application cannot be updated or changed once the individual becomes a participant in the program. It is the staff's responsibility to ensure that all application data is accurate prior to enrolling an individual. The only time a program application can be updated is when additional program eligibility is being determined. Only new data associated to that program eligibility can be added to the application.

Subrecipient and WSB staff must ensure records are updated within 30 calendar days of the activity's Projected End Date/Scheduled Date to avoid a "System Closed" completion status. Once the activity becomes "System Closed," the data cannot be changed or updated. Activities with a "System Closed" completion status are included in performance calculations.

Subrecipients and TAA staff have access to change data within 30 days of the activity's Actual End Date. Wagner-Peyser staff have access to change data within 30 days of the Actual Service Date.

A participant's application is system-exited after 90 calendar days of inactivity *across all programs* within CalJOBS, and when no new activity has been scheduled for the participant in CalJOBS. If services (except post-program/follow-up services) need to be provided to an applicant who has been system-exited, the application intake process must be completed again. Participants who repeat the application intake process will have their new enrollment counted separately in performance calculations.

If any data needs to be added or changed after 30 days, the DCR form must be completed and submitted to the Central Office Workforce Services Division (COWSD), Program Reporting and Analysis Unit (PRAU) via email at WSBManagePerformance@edd.ca.gov. All correspondence

should include “Data Change Request” in the subject line. Any requests associated to data beyond 90 days will be reviewed on a case-by-case basis and may not be approved.

Upon receipt of a fully completed DCR form, the PRAU will review the request and analyze the overall impact of the proposed change, especially with respect to current WIOA performance outcomes. Each request will be considered on a case-by-case basis, contingent upon the detailed reasons listed, and the supporting documentation provided. If additional information is required, the PRAU will email the requestor for clarification. The requestor must reply to the PRAU message within seven calendar days, or the request may be denied. The reply must include the entire email stream and all attachments.

Accurate data is critical to reporting and performance calculations. While PRAU understands that there are instances that a DCR is necessary, technical assistance may be provided to subrecipients and WSB staff with excessive DCRs.

If the DCR is approved, the PRAU will make the requested changes and respond to the subrecipient or WSB office. It is the requestor’s responsibility to verify that the changes made by the PRAU are accurate. If the DCR is denied, the PRAU will notify the subrecipient or WSB office and explain the reason(s) for the denial.

A blank, downloadable DCR form for WIOA subrecipients can be found in Attachment 1. A blank, downloadable DCR form for Wagner-Peyser and TAA staff can be found in Attachment 2.

Completing the Data Change Request Form

Section I – Requestor’s Identifying Information

The form’s top section requests general information items. This information is required even if the MIS Administrator and requestor are the same individual.

Title I Subrecipient Form:

- Date of Request
- Subrecipient
- MIS Administrator
- Requestor
- Requestor’s Email Address
- Requestor’s Phone Number

Wagner-Peyser/TAA Form:

- Date of Request
- Division/Field Office
- Supervisor, Single Point of Contact (SPOC) or Manager
- Requestor

- Requestor's Email Address
- Requestor's Phone Number

Section II – Detailed Reason for Requested Correction

The form's middle section solicits the details necessary to complete the request:

- Reason for the request, as selected from the "Choose An Item" drop-down window
- Applicant's name
- Program name
- Application number or any other form of identifying number
- Specifics on the requested correction
- References to any corresponding documentation
- Policies and procedures put in place to prevent future errors

*Please note that a participant's full Social Security number should **never** be included.*

Any request without a detailed reason or explanation as to why the change needs to occur will be denied. All applicable documentation must accompany the request.

A single DCR form accommodates up to three participants, or three different data changes. Requests for more than three data changes must be listed on the DCR Supplemental Spreadsheet. The spreadsheet must include, at minimum, the program name, application number or State ID, participant's first and last names, and an explanation of what needs to be corrected. The DCR Supplemental Spreadsheet should be submitted in its original Excel format (not in pdf or any other format), and must always be accompanied by the signed DCR.

A blank, downloadable DCR Supplemental Spreadsheet can be found in Attachment 3.

Section III – Authorized Signatures Section

For subrecipients, the signatures of the requestor, MIS Administrator, and Executive Director are required. For Wagner-Peyser and TAA, the signatures of the requestor, requestor's manager, and Deputy Division Chief are required. This enables the Executive Directors and Deputy Division Chiefs to be aware of the nature and number of data changes that are requested. Any request lacking the three required authorized signatures will be denied.

ACTION

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

INQUIRIES

Questions regarding the Data Change Request Form and Process can be directed to the PRAU at WSBManagePerformance@edd.ca.gov.

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

Attachments are available on the internet:

1. [Title I Data Change Request Form](#)
2. [Wagner-Peyser/TAA Data Change Request Form](#)
3. [Data Change Request Supplemental Spreadsheet](#)
4. [Summary of Comments](#)
5. [Errata Chronology](#)