

# FACT SHEET



## WORKFORCE SERVICES

California's Workforce Services, a part of the United States (U.S.) Employment Service, is one of the world's largest public employment service operations. With service points throughout the state, the Employment Development Department (EDD) program serves the state's employers and more than one million job seekers each year.

The nationwide U.S. Employment Service was authorized by the federal Wagner Peyser Act (WPA) in 1933 and funded under Title III of the Social Security Act of 1935. The WPA was amended by the Workforce Investment Act of 1998 to provide a foundation for the Workforce Services and other federal, state, and local workforce development partners to offer services through a One-Stop delivery system.

### Methods of Service Delivery

The EDD's Workforce Services offer a variety of services that bring employers with job openings together with qualified job seekers. Customers may access services through self service or with the assistance of staff. Additionally, the Workforce Services offer intensive services to customers with special needs.

### Self Service

To provide job seekers and employers with an effective self-service labor exchange, the EDD's Workforce Services use an Internet-based system called the new CalJOBS<sup>SM</sup>, which matches qualified job seekers with employers' job openings. The new CalJOBS<sup>SM</sup> provides employers with quick access to one of the largest pools of job-ready applicants, and serves the job seeking needs of California's mobile work force.

Customers can access the new CalJOBS<sup>SM</sup> at [www.caljobs.ca.gov](http://www.caljobs.ca.gov). The system is accessible 24 hours a day, 7 days a week, anywhere there is an Internet connection.

### Staff Assisted Services

Staff in field locations throughout California are available to assist job seekers and employers with their labor exchange needs. Available services include:

#### Services to Employers:

- Reemployment assistance to help employers who are experiencing worker reductions.
- National, state, and local area labor market information to help plan for business expansion, relocation, or future hiring and training needs.
- Focused recruitment campaigns for new business ventures or facilities needing a large number of specialized workers.
- Facilities and scheduling services to screen and interview applicants.
- Résumé searches to match employers' job openings.
- Facilitation of Employer Advisory Councils in local communities.
- Assistance with job fairs and newsletters.

#### Services to Job Seekers:

- Job search workshops that teach skills needed to find and keep a job.
- Assistance with accessing the new CalJOBS<sup>SM</sup> system.
- Referral to education, training, and supportive services.

### Services to Customers With Special Needs

Staff provide intensive services to customers with special needs. This includes case-managed services and other one-on-one assistance to customers who may have barriers to employment such as veterans, persons with disabilities, and other groups with special needs.

### For More Information

Find the nearest EDD Workforce Services Office under America's Job Center of California<sup>SM</sup> at [www.americasjobcenter.ca.gov](http://www.americasjobcenter.ca.gov).

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

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