



IMPERIAL COUNTY WORKFORCE DEVELOPMENT BOARD

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POLICY	ORIGINAL DATE	LAST REVISION
CalJOBS Data Change Request	FISCAL YEAR 2020-2021	September 25, 2024

POLICY OVERVIEW:

This policy provides guidance and establishes procedures to be used by the Imperial County Workforce Development Board (ICWDB), the Imperial County Workforce and Economic Development Office (ICWED), America's Job Center of California (AJCC) staff and Workforce Innovation and Opportunity Act (WIOA) funded service providers that input data into CalJOBS regarding the Data Change Request (DCR) form.

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)

BACKGROUND:

WIOA Title I Adult, Dislocated Worker, Youth, and National Dislocated Worker Grant sub-recipients, 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 Data Change Request (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.

Sub-recipients and AJCC 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.

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

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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 (Attachment I) must be completed and submitted to the **MIS Administrator**. 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 MIS Administrator 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 MIS Administrator will email the requestor for clarification. The requestor must reply to the MIS Administrator message within **three** calendar days, or the request may be denied. The reply must include the entire email stream and all attachments.

If the DCR is approved, the MIS Administrator will ask the State to make the requested changes and respond to the requestor. It is the requestor's responsibility to verify that the changes made by the State are accurate. If the DCR is denied, the MIS Administrator will notify the requestor and explain the reason(s) for the denial.

A blank DCR form and DCR Supplemental Spreadsheet can be found in Attachment I and II. The DCR Supplemental Spreadsheet should be submitted in its original Excel format (not in a PDF or any other format) and must always be accompanied by the signed DCR.

Completing the Data Change Request Form

Section I – Requestor's Identifying Information

The form's top section requests general information items.

Title I Sub-recipient Form:

- Date of Request:
- Sub-recipient: **IMP**
- MIS Administrator: **Veronica Curiel Agundez (veronicacuriel@co.imperial.ca.us) or Camilo Garcia (camilogarcia@co.imperial.ca.us)**
- Requestor Name:
- 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

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- 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.

Section III – Authorized Signatures Section

Sub-recipients and AJCC staff must sign and date under the "Authorized Signature of Requestor." The Authorized Signature of MIS Administrator and Executive Director will be captured by the MIS Administrator.

ACTION:

Please bring this procedure to the attention of WDB, AJCC system staff and appropriate WIOA funded service providers and sub-recipients. This policy is effective immediately. All submitted forms are live documents and subject to change according to local, State, and Federal needs. Once the forms and exhibits pertaining to this policy are approved by the ICWDB, they will not require board approval if other changes occur, unless the change affects protocols. Should you have any questions, please feel free to contact ICWDB staff at (442) 265-7584, (442) 265-4974, (442) 265-4955 or the Program and Compliance Manager (442) 265-4963.