

INFORMATION NOTICE

WORKFORCE SERVICES

Number: WSIN13-5

Date: July 10, 2013

Expiration Date: 8/10/15

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TO: WORKFORCE DEVELOPMENT COMMUNITY

SUBJECT: WEBINAR—UI TRAINING FOR AMERICA'S JOB CENTER OF CALIFORNIA 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. Now that UI telephone service is only available from 8 a.m. to 12 noon, you may see an increase of UI customer traffic in your offices. The information in this webinar will assist staff to provide better customer service to UI customers.

Who: The EDD Workforce Services Branch, Capacity Building Unit

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

When: August 2nd and 9th (Two sessions each day at 9 a.m. and 1:30 p.m.)

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: Your request must be submitted to cbustraining@edd.ca.gov at least three days prior to the webinar training date. In the subject line, include the webinar name and your preferred date and time. In the body of the e-mail, include your first and last name, organization, and your work e-mail address. If you are viewing the webinar as a group, it is only necessary for one individual to register. Confirmation and logon instructions will be e-mailed to you 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