

# INFORMATION NOTICE

## WORKFORCE SERVICES

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TO: WORKFORCE DEVELOPMENT COMMUNITY

SUBJECT: ASSISTING EMPLOYERS IN THE NEW CalJOBS<sup>SM</sup>

The purpose of this Information Notice is to provide guidance for employer services options available in the New CalJOBS<sup>SM</sup>. It is intended for Workforce Services Branch (WSB) and Local Workforce Investment Area (LWIA) managers and staff currently utilizing CalJOBS<sup>SM</sup>, including Employer Contact Management System (ECMS), Participant Activity Support System (PASS), Activity Calendar and Event Scheduler (ACES), the Job Training Automation (JTA) System and/or automated client tracking systems provided by a local partner.

On implementation of the New CalJOBS<sup>SM</sup> the current CalJOBS<sup>SM</sup> will be archived and retired. The following policy and procedures will be in place for all staff of the Employment Development Department (EDD) WSB, LWIA and partners that assist employers in the current CalJOBS<sup>SM</sup> and those who will assist employers after the Phase 1B implementation.

All current employers in CalJOBS<sup>SM</sup> will have their information transferred into the New CalJOBS<sup>SM</sup>.

- When current employers logon to the New CalJOBS<sup>SM</sup> they will use their current username and password. If their password does not meet the new specifications they will be prompted to create a new password.

All new employers will create their own username and passwords to access the New CalJOBS<sup>SM</sup>.

- Employers registering for the first time will be required to provide a current California Employer Account Number (EAN) in order to use CalJOBS<sup>SM</sup>. This information will be validated by the Employers CalJOBS<sup>SM</sup> Customer Support Desk within 24 hours of the request, excluding holidays and weekends. During this time new employers will have limited access.
- When an employer does not have an EAN, the employer may call (916) 654-7041, which is the published number for the Tax Branch's Tax Status Unit where telephone registrations are processed or go to EDD E-services to apply online at [eddservices.edd.ca.gov/index.html](http://eddservices.edd.ca.gov/index.html). Once the employer receives the EAN they can proceed with New CalJOBS<sup>SM</sup> registration process.

*The EDD, an equal opportunity employer/program, is a partner in this publication. Auxiliary aids and services are available upon request to individuals with disabilities. Requests for services, aids, and/or alternate formats need to be made by calling (916) 654-8055 (Voice). TTY users, please call the California Relay Service at 711.*

- When new employers register online or with a staff member they will be required to create their own username (8 – 256 Characters, letters or numbers and no spaces allowed.), password (8 – 20 characters, and must include at least one uppercase letter, one lowercase letter, one number and one special character. Allowable characters are (!, (@), (#), (\$), (%), (^), (\*), (.), (\_).), and answer a security question. Employers will also need to enter their EAN in the **Unemployment Ins. Tax ID#** field under the Employer Identification Section.

After the implementation of the New CalJOBS<sup>SM</sup>, when assisting an employer, staff will need to verify whether the employer has an account.

- Using the “manage employer” left hand navigation, staff will select “assist an employer” and then search for the employer by their California Employer Account Number (EAN). If an account exists in the system, staff will verify the address of the work site for the job order and input the job order in the correct work site.
- If an employer account does not exist, staff will create a new employer by using the “manage employer” left hand navigation and selecting “create new employer.” Once the new employer is created, staff will then assist them with their job order.
- After the implementation of the New CalJOBS<sup>SM</sup>, there could be multiple work sites under the same California EAN. **Staff will need to make sure that they chose the correct work site before entering any job orders.**
- EDD’s CalJOBS<sup>SM</sup> system includes a 24-hour Veterans’ Priority hold to ensure that veterans will receive priority of service ([Training and Employment Guidance Letter 10-09](#)) for Wagner-Peyser funded labor exchange services on all new and reopened job orders.

Employers can request that a job order be suppressed by contacting a staff member.

- Job orders can be suppressed when the order is originally created by a staff member or edited by a staff member after an employer has entered the order. Employers will have three options in regards to the information displayed online (see attachment for step by step procedures).

**Employers Access Rights** will be managed by EDD staff based on their system privileges.

- Employer Access Rights options ([Staff Services User Guide](#)) can be modified based on whether the employer is registering for the first time or if the employer may not be following appropriate employment laws and policies.
- LWIA’s and all other partners working with employers in New CalJOBS<sup>SM</sup> should contact an EDD Employment Program Manager regarding employer access rights.

The EDD WSB staff, LWIA’s, and all other partners working with employers, will need to familiarize themselves with the New CalJOBS<sup>SM</sup> employer services options. Additional information can be reviewed in the New CalJOBS<sup>SM</sup> [Staff Services User Guide](#).

Current staff of EDD WSB, LWIA's, and all other partners assisting employers in the current CalJOBS<sup>SM</sup> will need to update their procedures regarding employer case notes. Since ECMS will no longer be utilized after the implementation of the New CalJOBS<sup>SM</sup>, all case note requirements for employer services will need to be documented in the New CalJOBS<sup>SM</sup> employer company profile and if needed in the specific job order.

If you have any questions pertaining to this Information Notice contact Eric Kishi at (916) 654-8305.

/S/ MICHAEL EVASHENK, Chief  
Workforce Services Division

Attachment is available on the Internet:

[Suppressing a Job Order](#) (DOC) (1,874k)