



CalJOBSSM GUIDANCE DUE TO COVID-19

Due to the impact of the new COVID-19 coronavirus outbreak, the Employment Development Department is providing guidance to Local Workforce Development Areas (Local Area) on functionality available in CalJOBS to assist staff with providing *Workforce Innovation and Opportunity Act* (WIOA) services remotely to individuals.

In alignment with the [Executive Order N-33-20 \(PDF\)](#) issued by Gavin Newsom on March 19, 2020, to shelter-in-place, the CalJOBS Operations Unit is providing four guide cards to aid Local Areas with providing services remotely to individuals:

1. **CalJOBS Message Center Guide Card** (Attachment 1) – The message center can be used to help facilitate communication, including the sharing of eligibility documentation, between case managers and individuals.
2. **WIOA Pre-Application Guide Card** (Attachment 2) – The WIOA Pre-Application allows individuals to start the process of filling out a Title I application at home, including providing eligibility documents. The MIS Administrator can request the WIOA Pre-application to be turned on for the Local Area by emailing caljobsadmin@edd.ca.gov.
3. **Remote Electronic Signatures Guide Card** (Attachment 3) – This new functionality enables individuals and staff to remotely sign CalJOBS program applications.
4. **VOSGreeter Remote Kiosk Guide Card** (Attachment 4) – Instead of capturing physical office visits, the VOSGreeter module can be utilized by staff to track virtual interactions with individuals. This enables Local Areas to continue tracking virtual foot traffic and the types of services individuals need.

This notice compliments the information outlined in [Temporary Changes to WIOA Registration and Eligibility Determinations Due to COVID-19 \(WSIN19-40\) \(PDF\)](#). If there are questions regarding WSIN19-40 please contact your [Regional Advisor](#).

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

For questions regarding information in this notice, please contact the CalJOBS Operations Unit at CalJOBSAdmin@edd.ca.gov or 1-916-653-0202.

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

Attachments are available on the internet:

1. [CalJOBS Message Center Guide Card \(PDF\)](#)
2. [CalJOBS WIOA Pre-Application Guide Card \(PDF\)](#)
3. [Remote Electronic Signatures Guide Card \(PDF\)](#)
4. [VOSGreeter Remote Kiosk Guide Card \(PDF\)](#)