

CaIJOBS SYSTEM ACCESS

GENERAL INSTRUCTIONS

The attached Directive is being issued in draft to give the Workforce Development Community the opportunity to review and comment prior to final issuance.

Submit any comments by email no later than **February 16, 2024**.

All comments received within the comment period will be considered before issuing the final Directive. Commenters will not be responded to individually. Rather, a summary of comments will be released with the final Directive.

Comments received after the specified due date will not be considered.

Email caljobsadmin@edd.ca.gov
Include "Draft Directive Comments" in the email subject line.

If you have any questions, contact Paul Hernandez at 1-916-530-1691.

CaIJOBS SYSTEM ACCESS

EXECUTIVE SUMMARY

This policy provides the guidance and establishes the procedures regarding CaIJOBSSM access and user account maintenance for Local Workforce Development Area (Local Area) staff, non-Local Area staff, Employment Development Department (EDD) staff, and other staff with access to CaIJOBS. This policy applies to staff with access to CaIJOBS (with the exception of staff with cash privileges only) and all staff responsible for overseeing access to CaIJOBS. This Directive is effective upon issuance.

This policy contains some state-imposed requirements. All state-imposed requirements are indicated by ***bold, italic*** type.

Retain this Directive until further notice.

REFERENCES

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- *Workforce Innovation and Opportunity Act (WIOA) (Public Law 113-128)*
 - Title 2 *Code of Federal Regulations* Part 200: Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance), Section 200.303
 - [Training and Employment Guidance Letter 39-11, Guidance on the Handling and Protection of Personally Identifiable Information \(PII\)](#) (June 28, 2012)
 - *California Civil Code* Part 1798: Information Practices Act of 1977
 - [Workforce Services Directive WSD17-06, Organizational Information Change](#) (February 19, 2019)
 - WSD16-17, *CaIJOBSSM Cash Request* (March 17, 2017)
 - *State Administrative Manual* Section 5300
 - *Statewide Information Management Manual* Section 5305-A

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

BACKGROUND

On May 5, 2014, the CalJOBS system became the federally recognized “system of record” for tracking and reporting California’s *Workforce Investment Act* (WIA), and then subsequently the *Workforce Innovation and Opportunity Act* (WIOA) Title I, subtitle B, Title III *Wagner-Peyser*, *Trade Adjustment Assistance* (TAA), and *Jobs for Veterans State Grant* (JVSG) participants. As the system of record, CalJOBS provides a unified and streamlined intake and case management system that enables co-enrollment across programs, and consistent recording of data elements for reporting to the Department of Labor (DOL).

The DOL requires state grantees to take measures to safeguard protected personally identifiable information (PII) and other sensitive information consistent with applicable Federal and State laws regarding privacy and responsibility over confidentiality. The EDD requires staff, contractors, and others under their oversight to agree in writing to protect information assets and to comply with EDD information security requirements. CalJOBS houses PII, sensitive, and confidential data, which must remain secure at all times.

Due to the unique nature of CalJOBS staff accounts with access to the cash draw module only, requests for access to the cash module should follow the guidance outlined in *CalJOBSSM Cash Request* (WSD16-17).

POLICY AND PROCEDURES

The following outlines the different roles and the associated responsibilities related to CalJOBS staff user access. These functions are critical to ensure the safety of data within CalJOBS so each area must have a process in place to ensure the creation and deactivation of CalJOBS staff accounts under their purview are in alignment with this policy.

- **Staff with access to CalJOBS** – This role includes anyone with a CalJOBS staff user account. Staff with access to CalJOBS must adhere to all requirements as outlined in the *Employee Confidentiality Statement* (DE 7410).
- **Manager/Supervisor** – This role includes all managers, supervisors, project managers, and any other staff with oversight responsibilities for someone with a CalJOBS staff user account. Managers/Supervisors are responsible for ensuring staff complete annual Information Security and Privacy Awareness (ISPA) training, sign the *Employee Confidentiality Statement* (DE 7410), and have a business need for CalJOBS access. Additionally, this role must ensure the data in CalJOBS is secure and being used by staff in accordance with this policy, and that access is updated and/or revoked as business needs change or the employee separates from their position. This role serves as the requestor for all CalJOBS staff user account requests.
- **CalJOBS Access Coordinator** – This role includes Local Area Management Information System (MIS) Administrators, WSB CalJOBS Single Points of Contact (SPOC), and the CalJOBS Operations Unit. The CalJOBS Access Coordinator is responsible for the

creation, deactivation, and adjustment of staff access (privileges) for CalJOBS staff user accounts. This role reviews and processes CalJOBS staff account requests. Please note that additional guidance will be issued separately to provide additional information on this role.

CalJOBS access requests are submitted by the Manager/Supervisor role to their respective CalJOBS Access Coordinator. The following table identifies the requestor and CalJOBS Access Coordinator for each organization type.

Table 1

Organization Type	Requestor	CalJOBS Access Coordinator
Local Area	Manager/Supervisor	MIS Administrator
WSB Field Divisions	Manager/Supervisor	WSB CalJOBS SPOC
Community-based Organizations	Project Manager	CalJOBS Operations Unit
All Other Staff	Manager/Supervisor	CalJOBS Operations Unit

Create a New CalJOBS Staff User Account

All staff are required to complete the following before a request for CalJOBS access can be submitted:

1. Complete ISPA training. The last date completed cannot exceed 365 days from the CalJOBS staff user account request date.
2. Sign the *Employee Confidentiality Agreement* (DE 7410). The last date completed cannot exceed 365 days from the CalJOBS staff user account request date.

Once completed, the requestor must submit a completed *CalJOBSSM System Access Request Form* (Attachment 1) to their respective CalJOBS Access Coordinator (reference Table 1) following local office policy. Staff (except for EDD staff) must also submit a copy of the signed *Employee Confidentiality Statement* (DE 7410) and their ISPA training certificate with the request.

Once the staff user account is created, the CalJOBS username and temporary password will be provided to the staff with a carbon copy (cc) to the requestor. The first time the staff logs into CalJOBS with their username and temporary password, they will be immediately prompted to establish a new password. Staff must be reminded that their username and password are to be kept confidential.

Staff should never access their CalJOBS staff account on a personal device (e.g., laptop, personal computer, cell phone, etc.).

Reset Staff User Account Password

If staff need their CalJOBS staff user account reset, the requestor must submit a *CalJOBSSM System Access Request Form* (Attachment 1) to their respective CalJOBS Access Coordinator (reference Table 1) following local office policy.

Once the staff user account is reset, the CalJOBS username and temporary password will be provided to the staff with a cc to the requestor. The first time the staff logs into CalJOBS with their username and temporary password, they will be immediately prompted to establish a new password. Staff must be reminded that their username and password are to be kept confidential.

Change to Staff User Account Access

System access is provided to staff based on their primary job function. Staff may be asked to perform additional duties within the CalJOBS system other than their daily tasks which may require access to certain areas of CalJOBS not already granted. If staff require additional access (privileges) within CalJOBS, the requestor must submit a *CalJOBSSM System Access Request Form* (Attachment 1) to their respective CalJOBS Access Coordinator (reference Table 1) following local office policy.

The reviewer of the request will respond to the requestor indicating if the access has been granted or denied. If denied, a reason for denial will be provided.

Deactivate a Staff User Account

To maintain the security of the data housed within CalJOBS, a staff's CalJOBS account must be revoked prior to, or at the time of their separation from the organization, or when there is no longer a business need for the access. To deactivate an account, the requestor must submit a *CalJOBSSM System Access Request Form* (Attachment 1) to their respective CalJOBS Access Coordinator (reference Table 1) following local office policy. Requests to deactivate a staff user account should be submitted with as much notice as possible to ensure the request is processed prior to the staff no longer needing access.

Annual Maintenance

To ensure compliance with requirements, requestors (manager/supervisor role) must submit a CalJOBS Access Request Form annually with updated dates for the *Employee Confidentiality Form* (DE 7410) and ISPA completion. Staff (except for EDD staff) must also submit an updated copy of the signed *Employee Confidentiality Statement* (DE 7410) and their ISPA training certificate with the request.

System Access Training

Training on the process to submit the creation, update, or deactivation, as well as requirements around annual maintenance of accounts will be made available to all requestors.

System Access Monitoring

As part of system access oversight responsibilities, the CalJOBS Operations Unit will review a random sample of CalJOBS accounts quarterly to ensure compliance with this Directive. The results of the review will be shared with the appropriate point of contact (e.g., MIS Administrator, WSB CalJOBS SPOC, etc.) for informational and accountability purposes.

ACTION

Please bring this to attention of all staff with a CalJOBS staff user account, as well as staff who oversee staff with a CalJOBS staff user account.

INQUIRIES

If you have any questions, contact your CalJOBS Access Coordinator. CalJOBS Access Coordinators, please contact the CalJOBS Operations Unit at caljobsadmin@edd.ca.gov.

/s/ JAVIER ROMERO, Deputy Director
Workforce Services Branch

Attachments:

1. [CalJOBSSM System Access Request Form \(PDF\)](#)