CITY OF LOS ANGELES
CALIFORNIA

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**ECONOMIC AND WORKFORCE
DEVELOPMENT DEPARTMENT**

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MAYOR

DATE: April 1, 2025

TO: WorkSource Center System

FROM: Gerardo Ruvalcaba, Assistant General Manager
Workforce Development Division

**SUBJECT: WDS DIRECTIVE №. 25–10
CALJOBS℠ SYSTEM ACCESS**

EFFECTIVE DATE
This directive is effective upon date of issuance.

PURPOSE
This directive outlines the procedures for accessing and maintaining user accounts in CalJOBS℠ for staff who input data for the following programs:

- Workforce Innovation and Opportunity Act (WIOA) Title I;
    - Adults
    - Dislocated Workers
    - Youth
- National Dislocated Worker Grant (NDWG);
- National Farmworker Jobs Program (NFJP); and
- Any other workforce grant that utilizes CalJOBS.

It applies to all individuals with access to CalJOBS and those responsible for managing that access.

BACKGROUND
On May 5, 2014, CalJOBS was designated as the federal "system of record" for California's Workforce Investment Act, later expanded to include the WIOA, Trade Adjustment Assistance, and Jobs for Veterans State Grant participants. CalJOBS provides a unified intake and case management system, enabling co-enrollment across programs and ensuring consistent data for the Department of Labor (DOL).

Designed for various users, CalJOBS requires different access levels. The DOL mandates that state grantees protect personally identifiable information (PII) and sensitive data in line with federal and state privacy laws. The Employment Development Department (EDD) mandates that staff and contractors commit in writing to safeguarding

information and complying with EDD's security standards, as CalJOBS contains sensitive and confidential information that must be secured at all times.

POLICY AND PROCEDURES

This directive outlines the roles and responsibilities related to user access for all CalJOBS staff members. These functions are essential for maintaining data safety within CalJOBS. The City of Los Angeles (City) Economic and Workforce Development Department (EWDD) has established this policy to regulate the creation and deactivation of CalJOBS staff accounts, ensuring compliance with the DOL guidelines.

Staff CalJOBS Access

This role applies to anyone who holds a CalJOBS staff user account. All staff members must sign the Vendor/Contractor Confidentiality Statement (VCCS) (Attachment E-1) before accessing the system. Additionally, they must adhere to the requirements specified in the VCCS and sign the form annually until their staff account is deactivated.

Program Director/Manage Information System (MIS) Administrator

This role includes all directors, supervisors, project managers, and any other staff with oversight responsibilities for someone with a CalJOBS staff user account. Directors and Supervisors are responsible for ensuring that staff complete their annual Information Security and Privacy Awareness (ISPA) training and sign the VCCS. They must also verify that staff have a legitimate business need for access to CalJOBS.

Additionally, it is their responsibility to ensure that the data in CalJOBS remains secure and is used in accordance with this policy. They must update or revoke access as business needs change or when an employee leaves their position. Furthermore, Directors and MIS Administrators act as the requestors for all user account requests for CalJOBS staff.

Access requests for CalJOBS must be submitted by the Program Director, MIS Administrator, or Supervisor to the City of LA MIS Unit. The table below outlines the organization type and the CalJOBS requestor.

Organization Type	Requestor (Responsible for Submitting CalJOBS Access Forms)
WorkSource Center	Program Director/MIS Administrator
YouthSource Center	Program Director/MIS Administrator
Social Enterprise Offices	Program Director/MIS Administrator
LA City Staff/Program Monitors	Manager/Supervisor
Others	Manager/Supervisor

Requesting a New CalJOBS Staff User Account

Before receiving access to a CalJOBS account, all staff members must complete the following requirements:

1. Complete the ISPA Training;
2. Sign the Vendor/Contractor Confidentiality Agreement (Attachment E-1);

3. Fill out the CalJOBS System Access Request Form (CSARF) (Attachment 1). For assistance in completing this form, please refer to (Attachment 2);

4. The Program Director or MIS Administrator (requestor) must sign the CSARF at the bottom of page under "Requestor Information.";

5. Finally, the Program Director or MIS Administrator must email David Thompson at David.L.Thompson@lacity.org and Emoli Mendez at Emoli.Mendez@lacity.org to confirm the completion of ISPA training and attach the CSARF along with the signed VCCS Form;

6. When submitting the System Access Form, ensure the email subject line includes **Access Request - Office Name**. For example, use "Access Request - Boyle Heights WSC"; and

7. After the MIS Unit confirms the completion of ISPA, the CSARF, and the VCCS Form, they will email the staff member their assigned CalJOBS username and password. The username and password must not be shared with others.

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 members need their CalJOBS user accounts reset, the requestor must submit a CSARF to the MIS Unit, following local office policy. Once the staff account is reset, the CalJOBS username and a temporary password will be provided to the staff member, with a copy sent to the requestor. Please note that the temporary password expires after 24 hours. When the staff member logs into CalJOBS for the first time using their username and temporary password, they will be prompted to create a new password immediately. It is important to remind staff that their username and password must be kept confidential.

Change to Staff User Account Access

Access to the CalJOBS system is provided to staff based on their primary job functions. Staff may be required to perform additional duties within CalJOBS that are outside their regular tasks, which may necessitate access to certain areas of CalJOBS that they do not currently have. If staff need additional access privileges, they must submit a CSARF to their designated CalJOBS Access Coordinator (refer to Table 1), following local office procedures. The coordinator will review the request and inform the requestor whether access has been granted or denied. If access is denied, a reason for the denial will be provided.

Deactivate a Staff User Account

To ensure the security of the data stored in CalJOBS, it is important to revoke a staff member's CalJOBS account either prior to or at the time of their separation from the organization or when there is no longer a business need for CalJOBS access.

To deactivate an account, the requestor must submit a CSARF to the MIS Unit in accordance with local office policies. It is advisable to submit requests for deactivation as early as possible to ensure that the account is processed before the staff member no longer needs access.

If a CalJOBS staff account is not deactivated at the time of the staff member's separation or when access is no longer required, the requestor must immediately notify the MIS Unit. The MIS Unit should deactivate the account as soon as possible and inform the CalJOBS Operations Unit about the incident. This will prompt an investigation to determine if the staff member accessed any confidential or sensitive data.

Annual Maintenance

To ensure compliance with the requirements, requestors, including Program Directors, MIS Administrators, and Supervisors, must submit a CSARF annually. This form should include updated dates for both the VCCS and the completion of the ISPA for all staff members using the CalJOBS system.

System Access Training

All requestors will receive training on creating, updating, or deactivating accounts, as well as the requirements for annual maintenance.

System Access Monitoring

As part of its system access oversight responsibilities, the EDD CalJOBS Operations Unit and the City's MIS Unit will conduct a quarterly review of a random sample of CalJOBS accounts to ensure compliance with this directive. The results of the review will be communicated to the relevant points of contact, such as the City's MIS Administrator, Program Directors, MIS Administrators, Supervisors, and Managers, for informational and accountability purposes.

REQUIRED ACTION
Please bring this directive to the attention of all relevant staff.

EWDD CONTACT
For questions regarding the transmission of this directive, please contact Emoli Mendez with EWDD's MIS Unit at Emoli.Mendez@lacity.org or at (213) 744-7167, TTY:711.

CMH:GR:EM:cg
Attachments: 1. CalJOBS^{SM} System Access Request Form
                       2. CalJOBS^{SM} System Access Request Form (Sample)
                       3. Vendor/Contractor Confidentiality Statement (Attachment E-1)