

CITY OF LOS ANGELES

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DATE: July 29, 2025

TO: Workforce Development System

FROM: Gerardo Ruvalcaba, Assistant General Manager *for*
Workforce Development Division

**SUBJECT: WDS DIRECTIVE No. 26-01
CALJOBS CORRECTION PROCEDURES**

EFFECTIVE DATE

This directive is effective upon date of issuance.

PURPOSE

This policy outlines the guidance and procedures regarding CalJOBS corrections requests. It applies to all Workforce Innovation and Opportunity Act (WIOA) Title I subrecipients and any other workforce grant utilizing CalJOBS. This policy is effective immediately and aims to ensure the proper and consistent use of the CalJOBS system.

BACKGROUND

WIOA Title I requires subrecipients and program staff for Adult, Dislocated Worker, Youth, and National Dislocated Worker Grants to report participant information through the CalJOBS system. Program Directors, Management Information System (MIS) Administrators, and staff can modify active participant data. However, after 30 calendar days, certain areas of the participant record can no longer be changed or updated. To address this, two types of CalJOBS correction documents are available as tools to correct data entry errors and other issues beyond the control of staff.

POLICY AND PROCEDURES

There are two types of correction requests:

1. CalJOBS Correction Request Form (CCRF); and
2. CalJOBS Activity Code Correction Spreadsheet (CACCS).

These requests are designed to ensure data integrity, promote consistency and accuracy in the DOL Quarterly and Annual reports, and facilitate proper performance calculations.

Once an individual becomes a participant in the program, the data entered in the WIOA application cannot be updated or changed. It is the staff's responsibility to ensure that all application information is accurate before enrolling an individual. The only time an

application can be updated is when determining additional program eligibility. Only new data related to that eligibility can be added to the application.

Staff must ensure that records are updated within 30 calendar days of the activity's Projected End Date or Scheduled Date to avoid a "System Closed" completion status. Once the activity is marked as "System Closed," the data cannot be changed or updated. Activities with a "System Closed" completion status are included in performance calculations.

A participant's application will be automatically exited from the system after 90 calendar days of inactivity across all programs within CalJOBS, provided there is no new scheduled activity for the participant. If services (except for post-program or follow-up services) are needed for an applicant who has exited the system, the application intake process must be completed again. Participants who go through the application intake process a second time will have their new enrollment counted separately in performance calculations.

Any requests associated with data beyond 90 days will be reviewed on a case-by-case basis and may not be approved. Upon receipt of a thoroughly reviewed form, the MIS Unit will review the request and assess the overall impact of the proposed change, particularly in relation to current WIOA performance outcomes. Each request will be considered on a case-by-case basis, contingent upon the detailed reasons listed and the supporting documentation provided.

If additional information is required, the MIS Unit will email the requestor for clarification. The requestor must respond to the MIS Unit within seven calendar days; otherwise, the request may be denied. The reply must include the entire email stream and all attachments. Accurate data is critical to reporting and performance calculations.

If the correction request is approved, the MIS Unit will make the requested changes and respond to the Director and MIS Administrator. It is the requestor's responsibility to verify that the changes made by the MIS Unit are accurate. If the correction request is denied, the MIS Unit will notify the subrecipient and explain the Reason(s) for the denial. A downloadable blank CCRF is available in Attachment 1. A blank, downloadable CACCS is found in Attachment 2.

Submitting and Requesting Corrections

If any data needs to be added or changed after **30 days**, the following steps must be completed and submitted to the Economic and Workforce Development Department's (EWDD) MIS Unit via email to Emoli Mendez at Emoli.Mendez@lacity.org and Celene Heredia at Celene.Heredia@lacity.org. All correspondence must include "CCRF" or "CACCS" in the email subject line based on the type of request (see sample below).

There are two types of correction forms, each accompanied by specific email subject lines:

1. CalJOBS Correction Request Form (CCRF)

When submitting a CCRF, all emails must include "CCRF" in the subject line, along with the name of your office.

Sample: Email Subject Line – **“CCRF Boyle Heights WSC”**

The CCRF is used to request any corrections needed in CalJOBS, except for corrections related to activity codes.

Request Requirements

- Staff can include up to three participants in the CCRF. If more than three corrections are needed, staff must complete a second CCRF.
- Provide the participant's Name, Program, User ID, State ID, and WIOA Application Number.
- Please explain the reason for the requested correction and provide detailed information about the request.
- If date corrections are necessary, for example, ELF, MSG, enrollments, or closures, please provide both the correct and incorrect dates, if applicable.

2. CalJOBS Activity Code Correction Spreadsheet (CACCS)

When submitting a CACCS, all emails must include "CACCS" in the subject line, along with the name of your office.

Sample: Email Subject Line – **"CACCS Boyle Heights WSC"**

The CACCS request is for correcting activity codes, which may include adjustments to activity dates, providers, completion statuses, and/or voiding activities.

All activity code corrections must be submitted using the CACCS. If your request does not involve activity code corrections, you do not need to use the CACCS. In those cases, please complete the CCRF instead. Incomplete submissions will result in the spreadsheet being returned, which may cause delays in processing your correction request.

Request Requirements

- Participant Name, Activity Code, and Activity Beginning and Ending Dates.
- WIOA Application Number, Program Name, State ID, Grant Code, Service Provided (Online/Virtual), and completion status.
- For Youth participants, the School Status and School Status Verification fields (Columns P & Q) must be completed.
- For training activity codes, the ITA issued field (Column N) is required.
- The CACCS should be submitted in its original Excel format (not in PDF or any other format).

Both the CCRF and CACCS must be submitted via email by either the Director or the designated MIS Administrator from the WorkSource Center (WCS) / YouthSource Center (YSC).

Please note that a participant's full Social Security number should never be included.

Any request that does not include a clear reason or explanation for the proposed change will be denied. All relevant documentation must accompany the request.

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.

GR:DB:EM:cg

Attachments: 1. CalJOBS Correction Request Form
2. CalJOBS Activity Code Correction Spreadsheet