



LOS ANGELES COUNTY

WIA Adult, Dislocated Worker and Youth Programs

INFORMATIONAL BULLETIN

Number: WIA-RS-B14-03

Subject: CalJOBSSM System Automatic Closures –
Tips and Techniques in Avoiding Unintended System
Closed Activities and Exits

Date: March 26, 2015

Effective Date: Immediately

Page 1 of 3

TO: ALL Workforce Investment Act (WIA) ADULT, DISLOCATED WORKER AND YOUTH CONTRACTORS

The purpose of this bulletin is to provide guidance on how to avoid unwanted system closed activities and unplanned system exits.

All activities that do not have an actual begin date or an actual end date will automatically system close once thirty (30) days has passed since the projected begin or end date. Furthermore, all cases, regardless of whether or not a Case Closure has been completed, will automatically system close/soft exit ninety (90) days after the last activity provided was completed.

Avoiding System Closed Activities and Unplanned System Exits

The CalJOBSSM system calls for a common exit between all Workforce programs (WIA, Wagner-Peyser and Trade Adjustment Act). When participants have not received a funded service by any Workforce program for 90 consecutive days and no services with future end dates exist, a common exit will be automatically triggered by the system. Thus, with the exception of exits associated with a global exclusion, hard exits do not exist in the system.

Due to the fact that the majority of cases will automatically system exit, the probability is high for unplanned system exits to occur if due diligence is not applied in ensuring cases are managed timely within the system.

In addition, system closed activities are to be avoided and kept to a minimum, as an abundance of system closed activities is an indication that cases are not kept up in a timely manner which leads to an inaccurate reflection of actual provision of service.

Tips and techniques on how to avoid unwanted system closed activities and unplanned exits:

- 1. Case Manager Assignment** - Per *LA County Directive WIARS15-01*, all enrolled participants must be assigned a case manager within the CalJOBS system. This enables

the proper usage of CalJOBS system alerts and reports that are dependent upon case manager assignments.

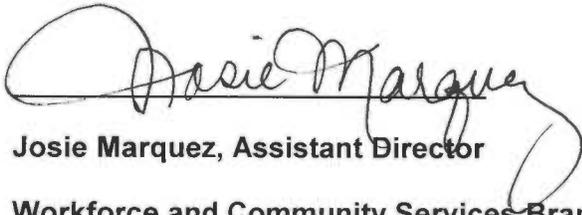
2. **Subscribe to CalJOBS System Alerts** – The CalJOBS system allows for staff users to set up defined system alerts and will send a message when the subscribed actions have occurred or are about to occur. Note that you will only receive alerts for individuals within your assigned caseload. The following are alerts that will help in avoiding system closed activities and unplanned exits:
 - a. WIA Activity Projected Start Date
This alert will notify you when an Individual in your case load has a projected WIA activity start date that is about to occur.
 - b. WIA Activity Projected End Date
This alert will notify you when an Individual in your case load has a projected WIA activity end date that is about to occur.
 - c. Individual # of Days Since Last Workforce Investment Act (WIA) Activity
This alert will notify you when an Individual in your case load has not generated any new WIA activity since the number of days specified.
 - d. WIA Soft Exit
This alert will notify you when an Individual in your case load (WIA specific) is about to soft exit (system exit).

3. **Error and Error Prevention Reports** - Research and Statistics Section produces and distributes several reports that identify errors in need of correction and identifies potential errors. It is recommended that the errors are corrected immediately and that potential errors are researched and corrected, if necessary. The following are R&S reports that address issues regarding system closed activities (and indirectly, unplanned exits):
 - a. Missing Case Manager Report – Although not directly addressing system closed activities or unplanned exits, this error report shows all WIA participants served who do not have a case manager assigned in the CalJOBS system.
 - b. Potential System Closed Activities (Missing Actual Begin Date) – This report shows WIA activities do not have actual begin dates which will system close by EDD within 30 days.
 - c. Potential System Closed Activities (Missing Actual End Date) – This report shows WIA activities that do not have actual end dates which will system close by EDD within 30 days.

4. **CalJOBS Canned Reports** – The CalJOBS system has an extensive library of canned reports that staff may utilize to enhance agency operations. The following is a CalJOBS report that specifically addresses system exits:
 - a. Soon to Exit Cases Report - This report shows a list of the enrolled individuals in federal programs who are soon to system exit/soft exit from CalJOBS. You can

filter the report to show a list of the potential exiters that have 15 days or less, 30 days or less, 45 days or less, 60 days or less, or 90 days or less before their soft exit from the system.

If you have questions regarding this bulletin, please contact our CalJOBS Tech Support Team, at caljobstechsupport@css.lacounty.gov.



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