

WEBINAR TRAINING SCHEDULE

EDD Statewide Training Unit

This document lists all CalJOBS training webinars hosted by the EDD Statewide Training Unit (STU) for the remainder of 2019. You will receive an invitation for each of the training sessions listed below; the invitation will contain the link to the webinar and conference line (webinar access information is also located on Page 3). You do **not** have to register or RSVP for these webinars.

For any questions or comments, please contact the EDD Statewide Training Unit (renamed from the EDD "Capacity Building Unit" or "CBU") by sending an email to CBUTraining@edd.ca.gov.

Customer Relationship Management (CRM)

This training webinar provides business services and employer outreach staff with an overview of the Customer Relationship Management (CRM) module in the CalJOBS system. The aim of this training is to demonstrate how workforce staff can use the CRM module to manage their employer outreach efforts. Staff learn how to identify the two types of employer accounts, create and manage a Marketing Lead employer account, convert a Marketing Lead into a Recruiting Employer account, and record services using employer activity codes and case notes.

Date 1:	July 10	9:30 a.m. – 11:30 a.m.
Date 2:	September 3	1:30 p.m. – 3:30 p.m.
Date 3:	October 9	9:30 a.m. – 11:30 a.m.

MIS Administrator Basics

This training webinar covers the basic duties and functions of the MIS Administrator. Topics include how to create and manage CalJOBS staff accounts, agency codes, and local grant codes, as well as roles and responsibilities relative to coordinating training events.

Date 1:	August 7	9:30 a.m. – 11:30 a.m.
Date 2:	December 18	9:30 a.m. – 11:30 a.m.

VOSGreeter

The purpose of this training webinar is to provide an overview of the CalJOBS VOSGreeter module and review current policy on the use of VOSGreeter in our AJCCs. The training offers a step-by-step demonstration of how to set up the VOSGreeter module, assist individuals with their check-in, use alerts, and track individuals during their visit.

Date 1:	July 24	9:30 a.m. – 11:30 a.m.
Date 2:	November 6	1:30 p.m. – 3:30 p.m.
Date 3:	December 10	9:30 a.m. – 11:30 a.m.

Eligible Training Provider List

This two-part webinar is provides technical training on the Eligible Training Provider List (ETPL) module in CalJOBS. The webinar will explain how to create training provider and provider user CalJOBS accounts, activate provider and provider user accounts, add and manage programs, and review the subsequent eligibility process in CalJOBS.

Dates 1:	October 15 (Part 1)	9:30 a.m. – 11:30 a.m.
	October 17 (Part 2)	9:30 a.m. – 11:30 a.m.
Dates 2:	October 29 (Part 1)	9:30 a.m. – 11:30 a.m.
	October 31 (Part 2)	9:30 a.m. – 11:30 a.m.

Employer Services

This two-part training webinar demonstrates how employers and workforce staff can use a full range of CalJOBS labor exchange features, including job orders and candidate search. The webinar shows staff how to differentiate between types of employer accounts, post and manage job orders, search for résumés, view labor market information, and manage communication between employers, job seekers, and workforce staff. In addition, workforce staff learn how to register employers, assist and/or manage an employer already registered in the system, enter employer activity codes and case notes, and run employer reports.

Dates 1:	July 16 (Part 1)	9:30 a.m. – 11:30 a.m.
	July 18 (Part 2)	1:30 p.m. – 3:30 p.m.
Dates 2:	September 10 (Part 1)	9:30 a.m. – 11:30 a.m.
	September 12 (Part 2)	1:30 p.m. – 3:30 p.m.

Performance for Case Management

The purpose of this two-part training webinar is to provide WIOA Title I Case Managers with an overview of the performance measures mandated by WIOA, with a particular emphasis on how participant data entered into CalJOBS affects program performance. The webinar focuses on individual CalJOBS registration, the WIOA Title I application, creating participation, recording activity codes, and entering credentials and Measurable Skill Gains (MSG). The webinar concludes with a look at program exit and the follow-up forms as they pertain to performance.

Dates 1:	June 25 (Part 1)	10:30 a.m. – 12:00 p.m. (lunch break) and 1:30 – 3:00 p.m.
	June 27 (Part 2)	10:30 a.m. – 12:00 p.m. (lunch break) and 1:30 – 3:00 p.m.
Dates 2:	October 1 (Part 1)	10:30 a.m. – 12:00 p.m. (lunch break) and 1:30 – 3:00 p.m.
	October 3 (Part 2)	10:30 a.m. – 12:00 p.m. (lunch break) and 1:30 – 3:00 p.m.

Case Management Reports

The purpose of this training webinar is to provide an overview of the CalJOBS Participant Reports available for WIOA Title I programs and/or special grant recipients. This training offers a step-by-step demonstration of where to find and how to configure reports, suggested filter options, as well as how to save reports to My Reports. The highlighted reports include: Enrolled Individuals, Services Provided Individuals, Credentials, Case Closure Reportable Performance Indicators, and Individual Case Notes.

Date 1: August 21 9:30 a.m. – 11:30 a.m.
Date 2: November 13 9:30 a.m. – 11:30 a.m.

Document Management

The purpose of this training webinar is to provide an overview of the CalJOBS Document Management module. Staff will learn how to upload and save electronic documents within an individual's CalJOBS portfolio, providing a means to store participant documents in a central location that is available to all programs and locations. In this training, we provide a step-by-step demonstration of how to upload/scan a document, edit, view and print a document, as well as how to link and search for documents.

Date 1: June 19 9:30 a.m. – 11:00 a.m.
Date 2: September 25 1:30 a.m. – 3:00 p.m.
Date 3: December 12 9:30 a.m. – 11:00 a.m.

Customization and Case Management Tools

The purpose of this “lunch and learn” webinar is to provide a casual review of useful CalJOBS case management tools, including how to assign a Case Manager, set up CalJOBS Alerts, and create Search Lists. In addition, the webinar demonstrates how to customize system navigation features on the My Staff Workspace, functions within the My Staff Account folder (e.g., landing pages, display options, etc.), as well as the left-hand navigation menu.

Date 1: August 28 12:15 p.m. – 1:00 p.m.
Date 2: November 20 12:15 p.m. – 1:00 p.m.

Conference line:	
USA Toll Free: 888-557-8511	Participant Code: 8493145
Adobe Connect virtual room:	
https://edd.connectsolutions.com/wsbco-caljobs-trainingteam/	

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Please reference the next page to see a comprehensive list of the above training webinars
in chronological order:

Training Dates – At a Glance

June 19	Document Management (Wednesday)
June 25	Performance for Case Management – Part 1 (Tuesday)
June 27	Performance for Case Management – Part 2 (Thursday)
July 10	Customer Relationship Management (Wednesday)
July 16	Employer Services – Part 1 (Tuesday)
July 18	Employer Services – Part 2 (Thursday)
July 24	VOSGreeter (Wednesday)
August 7	MIS Admin 101 (Wednesday)
August 21	Case Management Reports (Wednesday)
August 28	Customization and Case Management Tools (Wednesday)
September 3	Customer Relationship Management (Wednesday)
September 10	Employer Services – Part 1 (Tuesday)
September 12	Employer Services – Part 2 (Thursday)
September 25	Document Management (Wednesday)
October 1	Performance for Case Management – Part 1 (Tuesday)
October 3	Performance for Case Management – Part 2 (Thursday)
October 9	Customer Relationship Management (Wednesday)
October 15	Eligible Training Provider List – Part 1 (Tuesday)
October 17	Eligible Training Provider List – Part 2 (Thursday)
October 29	Eligible Training Provider List – Part 1 (Tuesday)
October 31	Eligible Training Provider List – Part 2 (Thursday)
November 6	VOSGreeter (Wednesday)
November 13	Case Management Reports (Wednesday)
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December 10	VOSGreeter (Tuesday)
December 12	Document Management (Thursday)
December 18	MIS Admin 101 (Wednesday)