

# CITY OF LOS ANGELES

CALIFORNIA

CAROLYN M. HULL  
GENERAL MANAGER



ERIC GARCETTI  
MAYOR

**ECONOMIC AND WORKFORCE  
DEVELOPMENT DEPARTMENT**

1200 W. 7<sup>TH</sup> STREET  
LOS ANGELES, CA 90017

**DATE:** December 8, 2021

**TO:** LA's Workforce Development System

**FROM:** Carolyn M. Hull, General Manager *Carolyn M. Hull*  
Economic and Workforce Development Department

**SUBJECT: WDS DIRECTIVE No. 22-09  
CALJOBS<sup>SM</sup> DOCUMENT IMAGING AND SCANNING**

## **EFFECTIVE DATE**

This bulletin is effective upon date of issuance.

## **PURPOSE**

The purpose of this directive is to provide guidance, policy, and instructions to WorkSource (WSC) and YouthSource (YSC) Centers as well as other City of Los Angeles (City) funded workforce development service providers on document scanning and electronic signature procedures required when using the Document Imaging and Scanning Module in the CalJOBS<sup>SM</sup> system.

## **BACKGROUND**

WIOA Section 185 of the Workforce Innovation and Opportunity Act (WIOA) requires recipients of Title I to keep sufficient records to permit the preparation of reports required by Title I. This policy applies to electronic file storage and documentation imaging standards in the administration of WIOA.

On August 28, 2015, the State issued an Information Notice (WSIN 15-7) that announced the release of the Document Management and Scanning Module in CalJOBS. As a form of process improvement, the City is transitioning to a paperless environment using this module.

The scanned document files will be stored online in a secure central database. Scanning into the CalJOBS system must be done with TWAIN-compliant scanners. To implement the document scanning process, the City requires each Center to purchase two (2) TWAIN-compliant scanners. We recommend the Epson Perfection V 39 Scanner. It is currently available at Dell, Office Depot or Best Buy for approximately \$99.99. Prior to scanning, users will be prompted to download a Dynamic Web TWAIN plug-in.

In addition, staff and Supervisor user accounts will be granted access to upload, view, and download scanned documents and add electronic signatures. The City MIS CalJOBS Administrators will determine privileges.

EDD's Compliance Review Division has confirmed that verifications stored within CalJOBS will serve as sufficient documentation and hard copies of stored images are no longer required.

## **POLICY**

Through the use of the Document Management and Scanning Module, Centers and all other WIOA funded agencies are no longer required to maintain hard copy files of participant information that are scanned into the CalJOBS system. Additionally, documents scanned into the CalJOBS system take the place of hard files for verification, monitoring, and audit purposes. Once properly scanned into the CalJOBS system, paper records should be destroyed and any documents that have been saved to a computer hard drive, desktop, removable media, Cloud storage, or in other environments shall be deleted. Such records shall only be maintained in the CalJOBS system unless an agency/Center chooses to maintain both a CalJOBS electronic file and a paper file. In addition, authorized service provider staff is needed to scan, import, and save all verification documents when they are being reviewed during the application process.

Service providers are expected to take necessary steps to protect Personally Identifiable Information (PII) data collected from individuals. No PII data that is loaded into CalJOBS should be stored or transferred on any portable device. This includes laptops, tablets, mobile phones, thumb drives, CDs, or other similar devices not protected by encryption technology.

## **Quality Control**

1. Scanned document images must be inspected visually to ensure they are complete (the entire document has been captured, clear, easily read, properly aligned, and usable).
2. Scanned records should be compared to the original paper document to ensure accuracy.
3. The number of original paper pages must be compared to the number of scanned pages to ensure that every page was scanned.

The original content of a scanned document must not be altered or modified once it has been finalized. While scanning the original document is preferred, scanning legible verified documents provided by service provider partners may serve as sufficient documentation. Documents uploaded into the CalJOBS system must always be current and be kept current throughout program participation. The Case Notes function must be used to document and identify the intent and purpose of all documents uploaded into the CalJOBS system.

Eligibility verification documents must be uploaded into the CalJOBS system as soon as documentation is made available and in accordance with eligibility guidelines and timeframes. WorkSource and YouthSource Centers must ensure that participant information is accurately reported in CalJOBS and that documents are uploaded for all fields that require verification.

## PROCEDURES FOR DOCUMENT SCANNING

There are three areas where staff can scan and upload documents.

1. WIOA Application – Once a document has been verified, documents may be scanned into a field in the WIOA Application. All WIOA Program eligibility documents need to be scanned into the WIOA Application "Scan" section.
2. Documents (Staff) – Staff can scan documents from the Document link located in the Staff section.
3. Case Notes section – Staff can scan documents into the Case Note section.

## ATTACHING DOCUMENTS TO CASE NOTES

All documents pertinent to participant activities must be scanned through Case Notes. Agency-specific forms that aid in assessing participant needs, such as supportive service determination, training, and eligibility determination, must be attached to the case notes of specific activities. Documentation of services provided under the appropriate activity—for example, job referral verification and customer choice verification- must also be uploaded.

## NAME DOCUMENT

When uploading documents into the CalJOBS system, special attention will need to be given to the naming convention of documents and the Document Tag field. Once the document is saved, the document filename cannot be changed, is viewable within the system, and should represent the document type (such as Driver's License or Social Security Card). Recommended naming convention would include the last name of the individual, underscore, and the document type (**e.g., Smith Social Security Card**).

*Step by step direction on scanning, uploading, and attaching case note documents are outlines in Attachment B: CalJOBS Document Management and Scanning Screenshots.*

## ELECTRONIC SIGNATURES

To remove barriers and offer individuals more accessible access to WIOA services, the State has enhanced the CalJOBS system to capture remote electronic applicant signatures. Center staff now have the ability to send an email or text to applicants for a signature using their mouse. The applicant receives an email or text with a PDF application giving them the option to use a mouse to sign and send their signature back to the Center. A required signature for eligibility documentation will be obtained by using the CalJOBS Remote Electronic Signature feature.

Document Imaging includes a method of signing an electronic document that identifies and authenticates a particular person for necessary documents or forms. The Staff and Participant signatures in the WIOA Application, Individual Employment Plan (IEP), and the Credentials Page must be electronically signed within CalJOBS. Parent/Guardian signatures on the WIOA Application must also be collected within CalJOBS.

## PROCEDURES FOR ELECTRONIC SIGNATURES

1. Electronic signatures are captured on the WIOA Application, Remote Electronic Signature Section. From there, click on the Staff Signature/Capture Signature Link. Staff will use the mouse for their signature and create a message with a PDF application to the applicant requesting their electronic signature.

2. Click the Applicant Signature/Capture Signature Link and select the message option to create the message and PDF. Center staff can use either text or email a link to the applicant. When applicants get the text or email, they can click on the link and use their mouse to create their electronic signature.
3. Staff and Participants signatures are required in the WIOA Application, Individual Employment Plan (IEP), and Credential Page.

*Step by step direction on scanning, uploading, and searching for documents are outlines in Attachment C: CalJOBS Electronic Signatures Screenshots.*

### **REQUIRED ACTION**

To avoid audit irregularities, the information and instructions must be disseminated to and followed by all relevant staff.

### **WDS CONTACT**

If you have any questions regarding this directive, please contact Emoli Mendez at [Emoli.Mendez@lacity.org](mailto:Emoli.Mendez@lacity.org) or at (213) 744-7167, TTY: 711.

CMH:GR:DB:EM:cg

Attachments: A. WIOA Acceptable Documentation Sources

B. CalJOBS Document Management and Scanning Screenshots

C. CalJOBS Electronic Signatures Screenshots