



Workforce
Development Board
Contra Costa County

Workforce Development Board of Contra Costa County

Eligible Training Provider List

CalJOBS for Training Providers v3.0

Program Year 2022



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Development Board
Contra Costa County



Background

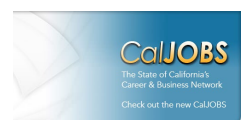
Under the Workforce Innovation and Opportunity Act (WIOA) of 2014, the Eligible Training Provider List (ETPL) exists to provide customer-focused employment training resources for WIOA enrolled participants. The ETPL is California's statewide list of qualified training providers and offers a wide range of educational programs, including classroom, correspondence, online and apprenticeship programs. This guide is meant as a quick entry for new CalJOBS users to create and manage their institution's accounts/records. For more information about policies and procedures for training providers to be or continue on the ETPL, please see the most recent Workforce Development Board of Contra Costa ETPL Policies and Procedures.

Providers and Provider Users

CalJOBS, an online platform, records the institutions and their programs that are on the ETPL. You can access this online platform at: <https://www.caljobs.ca.gov> or by googling "CalJOBS". You will arrive to the following screen:



(Note: while the system will remain largely the same, it may look somewhat different as new updates are implemented).



CalJOBS accounts for ETPL providers consist of TWO record types: **PROVIDERS** and **USERS**. Providers are the institution's informational record and consist of information such as the institution's name, address, accreditation, etc.

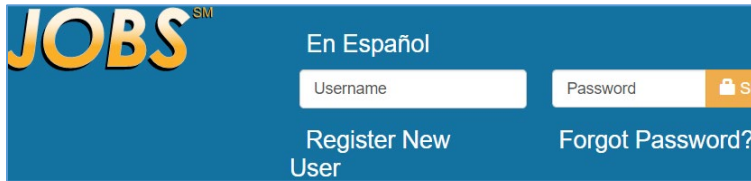
Provider Users are those accounts authorized to manage these Provider records in CalJOBS. Many Provider records will already exist in CalJOBS prior to a new User creating an account. They will simply link their new User account to the Provider record. In other cases, new Users will need to create the new Provider record when they create their new User account. In both cases, new accounts will be "pending" until reviewed and approved by the local ETPL Coordinator. More info ahead.

NOTE:

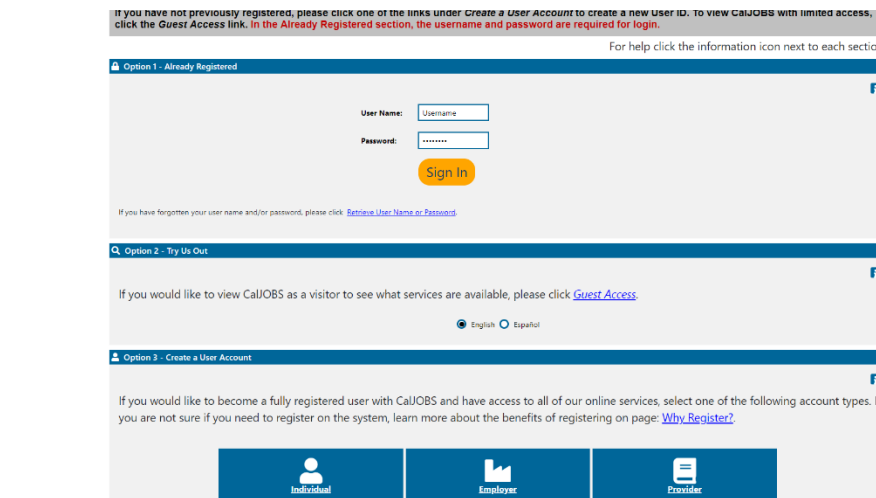
Provider records can have unlimited authorized User accounts. Each account will have a different Username and Password. If you have cause to remove a User account, please contact the local ETPL Coordinator at etplcoordinator@eshd.cccounty.us with the name(s) of the account(s) to be removed.

Creating a new Provider or User Account

To create a new Provider or User account, click “Register New User” on top right of the main landing page:

A blue banner for the CalJOBS website. On the left is the 'JOBS' logo with a small 'SM' trademark. To the right of the logo is the text 'En Español'. Below this are two input fields: 'Username' and 'Password', followed by a 'Sign In' button with a lock icon. At the bottom of the banner are two links: 'Register New User' and 'Forgot Password?'.

Towards the bottom right of the next screen, click “Provider”:

A screenshot of the CalJOBS registration page. At the top, a message states: 'If you have not previously registered, please click one of the links under Create a User Account to create a new User ID. To view CalJOBS with limited access, click the Guest Access link. In the Already Registered section, the username and password are required for login.' Below this is a section titled 'Option 1 - Already Registered' with fields for 'User Name' and 'Password', and a 'Sign In' button. A link 'Retrieve User Name or Password' is provided below. The next section is 'Option 2 - Try Us Out' with a 'Guest Access' link and language selection for 'English' (selected) and 'Español'. The final section is 'Option 3 - Create a User Account' with a 'Why Register?' link. At the bottom are three buttons: 'Individual' (with a person icon), 'Employer' (with a building icon), and 'Provider' (with a document icon).

You will be asked whether your Provider record already exists or not:

Institution Identification Type

- ☒ I own, represent, or work for an educational institution (school, university, etc) and wish to be added to my institution's existing account.
- ☐ I own, represent, or work for an educational institution (school, university, etc) and need to create a new account for my institution.

If you are not sure, begin by selecting the first option (where you wish to be added to the existing Provider record). If your institution is new and has never

You will then be prompted to provide information about yourself, your institution (**including FEID/EIN**). You must complete all fields marked with a red asterisk.

Note: New Provider accounts will need to provide documentation of their accreditation. Please attach your BPPE, WASC, or other accrediting proof when emailing.

Your Provider User account

The screenshot shows the CalJOBS Provider User Workspace. At the top, a navigation bar includes links for Menu, Information, Home, Accessibility, My Dashboard, Sign Out, Services for Individuals, and Services for Employers. Below the navigation bar, a welcome message reads: "Welcome to My Provider Workspace Ramos, Veronica." followed by a brief instruction: "This page allows you to customize the content you are interested in. Click on a button in the grid to access a work item, or select another function from the menu on the left hand side of the screen." The main content area is divided into four sections: "Pinned Links" (which states "You currently have no saved pins."), "My Messages" (showing "1 Unread Messages" and "0 Read Messages" with a link to "Enter the Message Center"), "Provider User Profile" (with links for "View your Personal Profile and Contact Information", "Demand Occupations", "Reports", and "Manage Institution Programs"), and "Education Services" (with links for "Training Providers and Schools", "Training and Education Programs", and "Eligible Training Provider List"). A "Need help or more information" section is also present, linking to the "Assistance Center" and "Learning Center".

Once your account(s) are approved, when you log in, you will begin from your “dashboard”. You will primarily manage two functions, information about your institution and information about your Programs.


- **PROVIDER records**: To update your Provider record (information about your institution), click on the “Manage Provider Profile” menu item on the left.
- **PROGRAM records**: To add, update, or remove Programs (training programs or courses you may offer), click “Manage Institution Programs”.
- **User records**: To update your User account or settings, click “Manage Provider User Profile”.

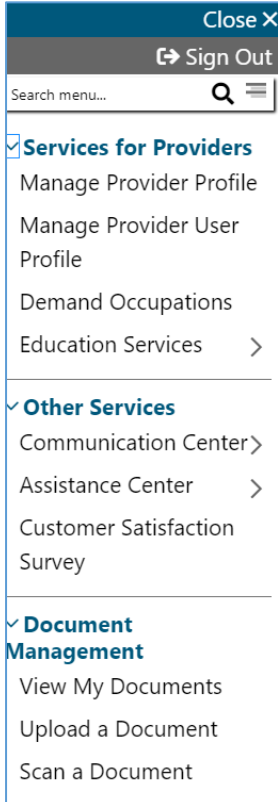
Navigating CalJOBS

Basic Layout

By default, CalJOBS will open to your “dashboard” when you log in. There will be quick links showing:

- Your unread messages and message center
- Information about your institution, programs, and demand occupations
- The list of ETPL programs and Providers
- A Help center with instructions and resources

An additional “Navigation Menu” can be opened by clicking the  Menu icon in the top left. This will open a pop-out menu from the left side.

 <p>The screenshot shows a navigation menu with a 'Close X' button at the top right and a 'Sign Out' button. Below these is a search bar labeled 'Search menu...'. The menu is organized into three sections: 'Services for Providers' (checked), 'Other Services' (checked), and 'Document Management' (checked). Under 'Services for Providers' are 'Manage Provider Profile', 'Manage Provider User Profile', 'Demand Occupations', and 'Education Services' with a right arrow. Under 'Other Services' are 'Communication Center' with a right arrow, 'Assistance Center' with a right arrow, and 'Customer Satisfaction Survey'. Under 'Document Management' are 'View My Documents', 'Upload a Document', and 'Scan a Document'.</p>	<p>The Navigation Menu is not only another way to access your Provider, Program, and User details but also contains the document upload function.</p> <p><u>Document Management: Uploads and Viewing</u></p> <p>On initial application to the ETPL, Providers must upload current documentation of accreditation as well as the signed Assurances form described in the WDBCCC’s ETPL Policies and Procedures. To do this, click “Upload a Document”. The User will indicate what document is in the “Document Description” dropdown. They will be required to add a brief keyword in the “document tags” (this can be any one word or sentence giving more info). Finally, they will click “Select File”, upload the document, and click “Save” at the bottom.</p>
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Managing Programs

When you click “Manage Institution Programs”, you will be shown a list of your institution’s existing education and training Programs. **Each program can be updated by clicking the “Edit” button.**

The screenshot shows the CalJOBS interface for Los Medanos College. The left sidebar contains navigation links: My Provider Workspace, My Provider Dashboard, My Provider Account, Directory of Services, Services for Providers, Manage Provider Profile, Manage Provider User Profile, Demand Occupations, Manage Institution Programs, View Reports, Education Services, and Upload Performance Data. The main content area is titled 'Education and Training Programs' and displays a table of programs.

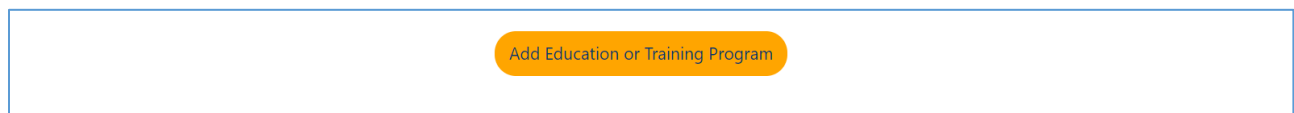
Program Name	Program Description	Changes Submitted	Active	Review Status	Action
ADMINISTRATION OF JUSTICE- Administration of Justice (Certificate of Achievement) PS - Approved Provider Training - ITA <small>WIOA</small>	A program focusing on the preparation of law enforcement personnel to perform intelligence and surveillance operations and to analyze and use data collected via such operations. Includes instruction in the intelligence cycle, information sources, Program Code: 43011812000001		✔	Approved/Eligible	Edit Deactivate
ADMINISTRATION OF JUSTICE-Basic Law Enfrmt Acdmy Intensive(Cert of Achievement) PS - Approved Provider Training - ITA <small>WIOA</small>	A program that prepares individuals to apply theories and practices of organization management and criminal justice to the administration of public law enforcement agencies and operations. Includes instruction in law enforcement history and theory Program Code: 43010312000003		✔	Approved/Eligible	Edit Deactivate
ADMINISTRATION OF JUSTICE- Criminal Investigations (Certificate of Achievement)	A program that prepares individuals to apply theories and practices of organization management and criminal justice to the administration of public law enforcement agencies		✔	Approved/Eligible	Edit Deactivate

The column headers on the list include the **Program Name**, **Program Description**, **Changes Submitted** (blank if there are no pending changes submitted for approval), **Active** (status on ETPL), **Review Status**, and **Action**.

- WIOA approved Programs will have a little purple “WIOA” label tacked on to the end of their Program Name.

Note that you can filter the list to find Programs quickly. This can be helpful in your periodic reviews for Programs that have had recent changes or where Review Status may be of concern.

To add a new program, scroll down to the bottom of the list and click “Add Education or Training Program”.



Editing or Creating a New Program

When you edit or create a Program, you will be brought to a “Wizard” (a guided, step-by-step form). If you are creating a new program and require detailed assistance, please consult the CalJOBS Provider Manual. For simple updates to cost/tuition, duration, location, etc., the following are instructions.

The Wizard is laid out like hanging file folders in a filing cabinet. Program records are divided into sections called “tabs”. You will begin on the “General Information” tab.

The screenshot displays the CalJOBS Wizard interface. On the left is a sidebar with navigation links: 'My Provider Workspace' (highlighted), 'My Provider Dashboard', 'My Provider Account', 'Directory of Services', 'Services for Providers' (highlighted), 'Manage Provider Profile', and 'Manage Provider User Profile'. The main content area is titled 'Please enter the Program General Information below.' and features the CalJOBS logo. Below the title is a row of tabs: 'Scheduling', 'Duration', 'Locations', 'External Approvals', 'Cost Details', 'Provider Representative', 'Performance', 'Confirmation', and 'Review'. The 'General Information' tab is selected and highlighted. Below the tabs, the 'Education Program Information' section is shown with the following details: Provider: Los Medanos College; Program: ADMINISTRATION OF JUSTICE-Administration of Justice (Certificate of Achievement); Program ID: 45209; CIP Code: 430118 - Law Enforcement Intelligence Analysis. A legend indicates that a red asterisk denotes required fields. A help icon and text 'For help click the information icon.' are also present.

Provider:	Program:
Los Medanos College	ADMINISTRATION OF JUSTICE-Administration of Justice (Certificate of Achievement)
Program ID: 45209	CIP Code: 430118 - Law Enforcement Intelligence Analysis

• Indicates required fields. For help click the information icon.

For changes, the following tabs correspond:

- **Cost Details** - For changes to tuition, fees, etc.
- **Scheduling** or **Duration** – For changes to the schedule
- **Location** – for changes in where the class is located
- **Performance** – this is where you record employment placement outcomes for students
- **Review** – this is where you can see the current status of the program or any changes you made



Changing Tuition/Fees

People participating in WIOA programs may be provided subsidies for training or education programs as a WIOA service. The amount subsidy (a payment made directly from the WDBCCC to the Provider) will be based on the current *published* (approved) cost listed on the ETPL. Provider Users may update the cost details (or any other details) of their programs. However, WIOA will only pay the current *published* (approved) amount. Any changes made by the Provider User will be “pending” until reviewed and approved by the ETPL Coordinator. **For prompt service, PLEASE NOTIFY THE ETPL Coordinator of your pending changes at etplcoordinator@eshd.cccounty.us.**

Clicking on Cost Details will allow you to update the prices of your program:

COLLE...	Education Program Information																									
Release Provider	Provider: Los Medanos College Program: ADMINISTRATION OF JUSTICE-Administration of Justice (Certificate of Achievement)																									
Assist a new Provider	Program ID: 45209 CIP Code: 430104 - Criminal Justice/Safety Studies																									
Reports	• Indicates required fields. For help click the information icon.																									
My Reports	Cost Details																									
Summary Reports	Note: \$0.00 is permitted for cost fields in the Education and Training Programs cost details screen.																									
Detailed Reports	<table border="1"><thead><tr><th>Cost Structure(s)</th><th>Amount</th><th>Action</th></tr></thead><tbody><tr><td>Total CRS Training Costs</td><td>\$1,334.30</td><td>Edit Delete</td></tr><tr><td>Tuition/Fee</td><td>\$838.00</td><td></td></tr><tr><td>Books</td><td>\$496.30</td><td></td></tr><tr><td>Tools</td><td>\$0.00</td><td></td></tr><tr><td>Other Costs</td><td>\$0.00</td><td></td></tr><tr><td>Comments</td><td></td><td></td></tr><tr><td>Total Amount of Cost Structures</td><td>\$1,334.30</td><td></td></tr></tbody></table>		Cost Structure(s)	Amount	Action	Total CRS Training Costs	\$1,334.30	Edit Delete	Tuition/Fee	\$838.00		Books	\$496.30		Tools	\$0.00		Other Costs	\$0.00		Comments			Total Amount of Cost Structures	\$1,334.30	
Cost Structure(s)	Amount	Action																								
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Total Amount of Cost Structures	\$1,334.30																									
Custom Reports																										
Ad-Hoc Query Wizard																										
Federal Reports																										
Live Data																										
Community College Reports																										
Services for Workforce Staff																										
Manage Individuals																										

Note: The Total Cost shown is a calculated field that is the sum of all the costs below it: Tuition/Fee, Books, Tools, and Other Costs. If you are unsure whether Books or Tools can or should be considered part of the total cost of training, please consult with your institution.

From the Cost Details screen, you can edit the costs by clicking Edit.



Cost Details	
Total CRS Training Costs	\$ 1,334.30
Tuition/Fee	\$ 838.00
Books	\$ 496.30
Tools	\$ 0.00
Other Costs	\$ 0.00
Comments	

As noted before, the Total Cost shown is a calculated field that is the sum of all the costs below it: Tuition/Fee, Books, Tools, and Other Costs. You will update each of those. The Total Cost will automatically update to reflect your changes. Once you have made all changes, click Save.

To verify that any changes you have made have been recorded, you can click the Review tab. The Review tab will display a historical record in list form of all changes, approvals, etc. that have occurred and the status of each. The most recent activity will be displayed at the top of the list.

Review						
Review Type	Status	Subsequent Review Due Date	Date Reviewed	Last Edit Date	Review Location	Action
Change	Approved	7/1/2030	12/11/2019	12/11/2019 3:40 PM	Contra Costa County Workforce Development Board Shoji, Jeffery	View

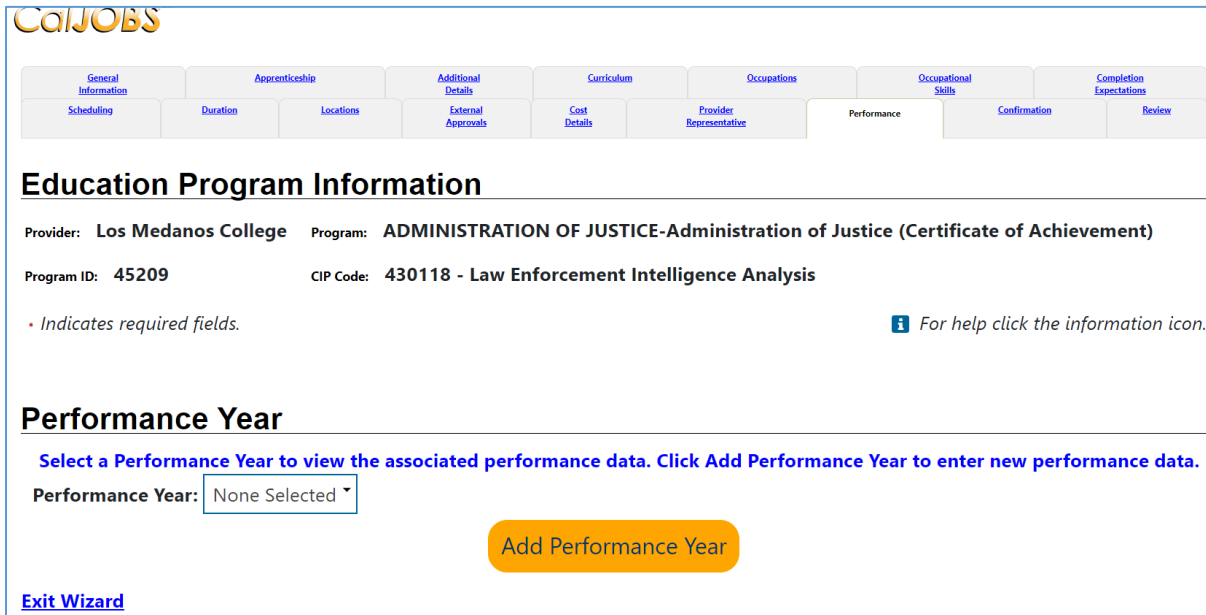
In the column headers, the “Review Type” should say “Change” indicating you made a change to the record. The “Status” should say “Pending” until the ETPL coordinator has approved the change. **For prompt service, PLEASE NOTIFY THE ETPL Coordinator of your pending changes at etplcoordinator@eshd.cccounty.us.**

Once approved, the ETPL Coordinator will confirm by email. You will also see that the status has changed to “Approved”.



Program Performance in CalJOBS

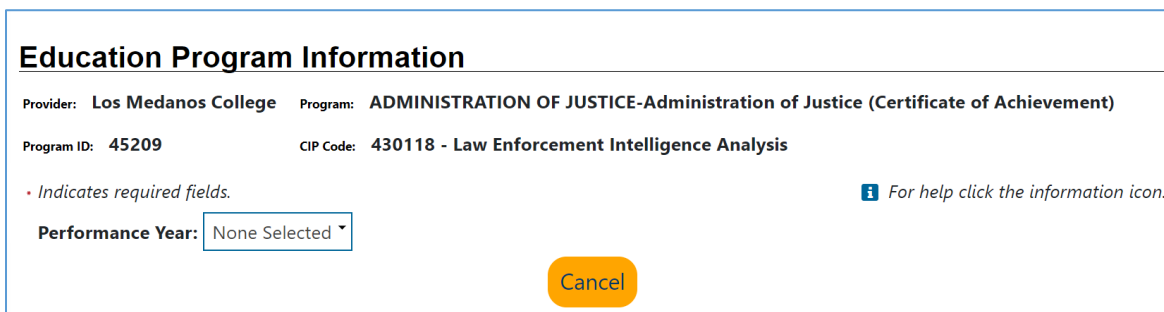
Programs must meet certain performance standards each year to remain eligible for the ETPL as described in the WDBCCC ETPL Policies and Procedures. Providers must record employment placement information about its students for each program in the Performance tab of the Wizard. In the Edit mode, you can navigate directly to the Performance tab by clicking on it.



The screenshot shows the CalJOBS Wizard interface. At the top, there is a navigation bar with tabs: General Information, Apprenticeship, Additional Details, Curriculum, Occupations, Occupational Skills, and Completion Expectations. Below this, there is a sub-navigation bar with tabs: Scheduling, Duration, Locations, External Approvals, Cost Details, Provider Representative, Performance, Confirmation, and Review. The Performance tab is currently selected. The main content area is titled "Education Program Information" and displays the following details: Provider: Los Medanos College, Program: ADMINISTRATION OF JUSTICE-Administration of Justice (Certificate of Achievement), Program ID: 45209, and CIP Code: 430118 - Law Enforcement Intelligence Analysis. There is a note indicating that fields with an asterisk (*) are required. An information icon (i) is present with the text "For help click the information icon." Below this, there is a section titled "Performance Year" with a dropdown menu labeled "None Selected" and a button labeled "Add Performance Year". At the bottom left, there is a link labeled "Exit Wizard".

If you have already entered performance data in CalJOBS for prior years, the “Performance Year” drop-down item will allow you to view those years.

To add new performance data, click “Add Performance Year” to see the following:



The screenshot shows the CalJOBS Wizard interface, specifically the "Performance Year" section. It displays the same "Education Program Information" as the previous screenshot. The "Performance Year" dropdown menu is open, showing "None Selected". There is a button labeled "Cancel" at the bottom right.



This page will refresh to a very similar looking page. However, now, you will be able to click the “Performance Year” drop down and select the most recent year.

When you select a Performance Year in the drop down, the page will refresh and the performance data fields will now be available to enter data as below.

NOTE: You DO NOT need to complete all of the fields. Please see below for the fields you must complete.

Education Program Information	
Provider: Los Medanos College	Program: ADMINISTRATION OF JUSTICE-Administration of Justice (Certificate of Achievement)
Program ID: 45209	CIP Code: 430118 - Law Enforcement Intelligence Analysis
• Indicates required fields. i For help click the information icon.	
Performance Year:	<input type="text" value="2018"/>
Overall Performance Measures	
Participants:	<input type="text"/>
Exiters:	<input type="text"/>
Completers:	<input type="text"/>
Available for Employment:	<input type="text"/>
Completers in a Related Occupation:	<input type="text"/>
Average Earnings at Q2:	<input type="text"/>
Average Earnings at Q4:	<input type="text"/>
Exiters with Unsubsidized Employment at Q2:	<input type="text"/>
Exiters with Unsubsidized Employment at Q4:	<input type="text"/>

You will record the following information using data that matches your Annual Report from the BPPE or other accrediting agency. You ONLY need to record the fields listed below (using Calendar Years):

In the OVERALL PERFORMANCE MEASURES section

1. **Participants** – The total number of individuals registered in the program during that “Program Year”. This is measured by those registered at the last date for withdrawal without an incomplete/drop out with full refund.
2. **Exiters** – The total number of Participants completing, not-completing, or dropping out AFTER the final date for withdrawal without an incomplete/drop out with full refund.
3. **Completers** – The total number of Participants completing the program.

4. **Available for Employment** – The total number of Completers who are available for employment after the class ended. This might not include, for example, completers who continue to be enrolled in further classes in the future and are not seeking employment during that time.
5. **Completers in a Related Occupation** – Of those completers who are employed after the program, the total number of Completers employed in an occupation or industry related to this program.
6. **Exiters with Unsubsidized Employment Q2** – The total number of Completers in unsubsidized employment in the 2nd quarter after the quarter in which they completed the program.
7. **Exiters with Unsubsidized Employment Q4** – The total number of Completers in unsubsidized employment in the 4th quarter after the quarter in which they completed the program.
8. **Obtained Credential** – The total number of Participants who obtained the credential by completing the program.

No responses are required in the WIOA PERFORMANCE MEASURES section as they are automatically populated by CalJOBS.

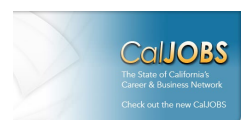
Finally, you will complete Provider Representative Name, Title, and Date Signed in the Common Fields section and Click Save.

For Assistance

If you have any questions, require assistance, or would like to schedule a phone or in-person appointment, please email at etplcoordinator@eshd.cccounty.us. Generally, appointment hours are M-F from 10-4PM and require 5-10 working days advance booking.

Instructional Materials

- WDBCCC - CalJOBS for Training Providers v2.0
- WDBCCC - ETPL Policies and Procedures - 2019



Further Reference Materials

- [ETPL Policies and Procedures](#) (WSD15-07 att1)
- [Nondiscrimination and Equal Opportunity Procedures](#) (WSD17-01)
- Complete CalJOBS Provider User Guide