October 28, 2016

Employment Development Department
State of California

NOTICE OF EXTENSION OF FINAL FILING DATE

EXAM TITLE: EMPLOYMENT PROGRAM REPRESENTATIVE (LEAP)

EXAM ID#: 6HRK101

The October 31, 2016 Final Filing Date for the Employment Program Representative (Leap) examination has been extended to: **November 7, 2016.**

If you meet the minimum qualifications for the Employment Program Representative (Leap) based on the "Requirements for Admittance to the Exam" on page 3 of the original bulletin dated October 3, 2016, and would like to participate in this examination, please file an application following the "Filing Instructions" on how to apply on page 4 of the bulletin.

To view or download a copy of the examination bulletin, go to: http://www.edd.ca.gov/About_EDD/Current_Exams.htm.

If you have already submitted an application (Form 678) for this **Employment Program Representative (Leap)** examination, you DO **NOT** need to submit another application.

Questions regarding this rider or the examination can be directed to the Exam Analyst, Rachelle Chavez, at (916) 654-7979.

Employment Development Department
State of California

LIMITED EXAMINATION AND APPOINTMENT PROGRAM (LEAP)

EMPLOYMENT PROGRAM REPRESENTATIVE
DISABILITY INSURANCE PROGRAM REPRESENATIVE

OPEN EXAMINATION - STATEWIDE

Testing Department:	Employment Development Department
Bulletin Release Date:	October 3, 2016
FINAL FILING DATE:	**October 31, 2016**
Monthly Salary Range:	$2,945 - $4,584

INTRODUCTION

The Limited Examination and Appointment Program (LEAP), under the authority of Government Code Sections 19240-19243.4, is an alternative examination and appointment process designed to facilitate the recruitment and hiring of persons with disabilities into the State of California civil service. LEAP is a two-part process consisting of (1) a Readiness Training and Experience Evaluation **and** (2) a Job Examination Period (JEP) that is administered and evaluated in the work setting while performing the duties of a state job. Upon successful completion of the program, participants are appointed to the identified class and begin serving a JEP period of six months to one year.

To qualify to take a LEAP examination, the applicant **must** first have a LEAP certificate, issued from the Department of Rehabilitation (DOR), **on file** with the California Department of Human Resources (CalHR).

For information regarding how to obtain LEAP certification, visit the Department of Rehabilitation (DOR) website (http://www.dor.ca.gov/LEAP/index.html).

WHO SHOULD APPLY

Those who meet **all** of the following criteria:

1) Individuals with a disability, a record of a disability, or who are regarded as having a disability that limits one or more major life activities, **and**

2) Individuals with a Limited Examination and Appointment Program (LEAP) certification from the California Department of Rehabilitation, **and**

3) Individuals who have not taken this examination in the past 18 months; **and**

4) Individuals who meet the minimum qualifications as stated on this examination bulletin.

Contact the California Department of Rehabilitation to find out how to obtain LEAP certification.
(916) 558-5423 (Voice)
(7-1-1) California Relay Service
wdsinfo@dor.ca.gov - e-mail address

POSITION DESCRIPTIONS

WORKFORCE SERVICES (WS) BRANCH

The Employment Program Representative (EPR) in WS promotes self-service employment services for employers, job seekers, and partner organizations, if necessary, assists customers who are unable to use self-service equipment/programs. The EPR contacts employers to identify and list available jobs, and to promote and market EDD's services such as the automated labor exchange systems, placement services, the one-stop career center resources, and other specific programs. The EPR may provide information or act as liaison to customers with questions pertaining to other EDD programs. The EPR may manage a caseload and/or assist job seekers in meeting their employment goals or refers customers to partner resources. An EPR will be expected to perform these duties utilizing a personal computer while providing quality customer service in person or by telephone. The EPR may be co-located, with other agencies, working together in a partnership environment to provide services.

UNEMPLOYMENT INSURANCE (UI) BRANCH

The EPR in UI assists customers in filing UI benefit claims, authorizes payment or provides information on claim status. The EPR independently reviews, investigates, and determines if an individual is eligible or ineligible to receive UI benefits in accordance with UI laws, rules, regulations, and procedures. An EPR informs customers and employers of their rights and responsibilities under the UI program. These services are provided by telephone in a non-public, call-center environment that includes the use of automated data systems.

DISABILITY INSURANCE (DI) BRANCH

The Disability Insurance Program Representative (DIPR) works in either a Claims Management Office, managing a caseload or in a Customer Service Center, receiving calls. The DIPR independently reviews claims, analyzes data, and determines eligibility in accordance with Disability Insurance laws, rules, regulations, and policies and procedures. The DIPR discusses claim information and program requirements with customers and the public in an automated phone environment and/or in person, while simultaneously inputting and accessing automated data systems.

LOCAL VETERANS' EMPLOYMENT REPRESENTATIVE (LVER)

Applicants who meet the criteria for LVER or the DVOP positions will be required to self-certify their veteran status. Proof of eligibility will be required at the time of hire (i.e. United States Department of Veterans Affairs [U.S. DVA] Disability Rating Award, and/or U.S. DVA Civil Service Preference Letter, and/or a Certificate of Release or Discharge from Active Duty [form DD-214]).

DISABLED VETERAN'S OUTREACH PROGRAM (DVOP)

Some positions for the class of EPR are funded specifically to perform specialist duties for the DVOP or the LVER. Due to federal hiring criteria, EDD is required to hire DVOP or the LOCAL VETERANS' EMPLOYMENT REPRESENTATIVE (LVER) in the following order: 1) Category I – disabled veteran, 2) Category II – veteran, 3) Category III – Spouse as defined in Title 38, United States Code, Section 4101.

EPR and DIPR LEAP positions exist Statewide within the Employment Development Department.

REQUIRMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: In addition to having LEAP certification from the Department of Rehabilitation, all applicants must meet the education and/or experience requirements as stated on this examination announcement by the final filing date.

MINIMUM QUALIFICATIONS

EITHER I

Four years of experience with the Employment Development Department. (Candidates who are within six months of completing the required experience will be admitted to the examination; however, they must meet the required experience before being considered eligible for appointment.)

OR II

Completion of 60 semester units or 90 quarter units of college course work. And

Two years of public contact experience providing services or information.

OR III

Equivalent to graduation from college. (Must provide evidence of registration as a senior in a recognized institution to be admitted in the examination, and must secure evidence of graduation or its equivalent before being considered for appointment.)

PROOF OF EDUCATION
Applicants filing under Patterns II or III must provide proof that they meet the educational requirements by submitting a copy of their diploma, official transcript, statement and/or evaluation from an accredited U.S. college or university with their exam application. This proof must show that the units are equivalent to a degree and/or would admit the applicant to graduate status on the basis of the degree he or she holds. If an applicant is not able to provide proof of education from a recognized institution at the time of hire, their name may be removed from the eligible list(s).

FOREIGN DEGREES
Applicants with foreign degrees must provide an official foreign transcript evaluation that indicates that his/her foreign course work is equivalent to a degree from an accredited U.S. college or university. EDD accepts foreign transcript evaluations that are completed by one of the agencies approved by the California Commission on Teacher Credentialing. Agencies accredited by the Commission for Foreign Transcription Evaluation may be found on the Commission's website: www.ctc.ca.gov.

Note: All documents submitted become the property of the EDD. Do not submit original diplomas with the examination application.

FILING INSTRUCTIONS

To apply for these examinations, submit a completed Examination Application (STD 678) and **LEAP Certification Form POSTMARKED** no later than the final filing date in order to be considered for the examination. Applications not sent through the U.S. Postal Service (i.e., hand carried to the Human Resource Services Division) must be **RECEIVED BY 5:00 P.M. ON THE FINAL FILING DATE**. Use of EDD metered mail, interoffice mail (e.g., red or gold bag), and faxed applications are prohibited. Submit applications directly to:

MAILING ADDRESS:
Employment Development Department
Human Resource Services Division, MIC 54
Attention: **EPR/DIPR (LEAP)**
P.O. Box 826880
Sacramento, CA 94280-0001

FILE IN-PERSON ADDRESS:
Employment Development Department
Human Resource Services Division, MIC 54
Attention: **EPR/DIPR (LEAP)**
751 N Street, 6th Floor Solar Building
Sacramento, CA 95814

NOTE: All applicants must submit a LEAP Certification Form **and** evidence/proof of completion of the education requirement with their Examination Application. The educational proof provided must be copies of college transcripts that show the specific coursework and semester/quarter hours required.

In addition, all applications MUST also include a current, valid email address as examination material may be sent via e-mail, e.g., examination notices, access to examination material, etc., and must contain the following information: "to" and "from" dates (month/day/year) of employment, time base, civil service class title(s), and range, if applicable. College course information MUST include: title, semester or quarter credits, name of institution, completion dates, and degree (if applicable).

Applications received without the information indicated above may be rejected.

APPLICATION COMPLETION

Examination Applications (STD 678) are available at local EDD offices and can be accessed on the Internet at http://jobs.ca.gov/pdf/std678.pdf.

When completing the Examination Application (STD 678), please consider the following:

- Applicants should file one Examination Application (STD 678) for both examinations.
- The examination for both classifications is the same, therefore applicants that submit an application indicating only one examination, will be admitted into both examinations.
- Applicants that are accepted into the examination will be e-mailed a Readiness Training and Experience Evaluation to complete.
- Some positions in the EPR and DIPR class require fluency in both English and a second language in order to facilitate communication with customers. Individuals interested in applying for bilingual positions must identify their language fluency on page 1, item number 6, of the application. Individuals considered for bilingual positions must pass a language fluency exam, which is separate from this examination and will be conducted at the hiring interview.
- The Employment History section of the application must include "from" and "to" dates (month/day/year) and hours worked per week. State employees must use their civil service class titles. Total hours worked for intermittent and part-time employment must be identified in the "Total Worked" section. Applications received without this information will be rejected because of incomplete information.
- Applicants must attach a copy of their LEAP Certification Form to every Examination Application (STD 678) submitted for LEAP examinations.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, email EDDExaminations@edd.ca.gov. Please include the examination title, **EPR/DIPR (LEAP)**, in the subject line. Also, you may contact the Exam Analyst, Rachelle Chavez, at (916) 654-7979 or via the California Relay Service for the Deaf or Hard of Hearing at (800) 735-2929 from TTY Phones, or at (800) 735-2922 from voice phones.

EXAMINATION INFORMATION

This examination will consist of a Readiness Training and Experience Evaluation weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

It is anticipated that candidates who meet the minimum qualifications for this exam will be sent an email the week of **November 28, 2016** to the e-mail address provided on their application, which will contain a link to access the Readiness Training and Experience Evaluation to complete. **It is the candidate's responsibility** to contact EDD's Human Resource Services Division at EDDExaminations@edd.ca.gov if they have not received an email by **December 1, 2016**. Please monitor your e-mail account's SPAM, Junk, Bulk, etc. folder(s) as the examination e-mail may be filtered depending on their specific account settings.

COMPETITORS WHO DO NOT COMPLETE THE READINESS TRAINING AND EXPERIENCE EVALUATION OR DO NOT SUBMIT IT BY THE DUE DATE WILL BE DISQUALIFIED FROM THE EXAMINATION PROCESS.

ELIGIBLE LIST INFORMATION

Names of successful competitors will be merged onto the existing Departmental open lists for use by the Employment Development Department. Eligibility expires **24** months after it is established. Competitors must then retake the Readiness Training and Experience Evaluation to reestablish eligibility.

COMPETITORS MAY COMPETE ONLY ONCE IN ANY CONSECUTIVE 18-MONTH PERIOD.

SCOPE OF THE EXAMINATION

ABILITY TO:

1. Interpret and apply written laws, rules, regulations, policies and procedures.
2. Gather and analyze data and reason logically.
3. Comprehend written material and interpret and apply rules and instructions.
4. Analyze situations accurately and take effective action.
5. Communicate effectively.
6. Utilize automated data.
7. Establish and maintain cooperative relations with those contacted in the course of work.
8. Gain the confidence of customers-employers, the public, and community organizations.
9. Relate to members of all ethnic and racial groups and be sensitive to customer and community group needs.
10. Market the Department's services.
11. Accurately secure, evaluate, analyze, and record facts.

VETERANS' PREFERENCE

Veterans' Preference will be awarded pursuant to Government Code Section 18973.1, effective January 1, 2014, as follows:

1. Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for veteran's preference.
2. An entrance examination is defined, under the law, as any open competitive examination.
3. Veterans Preference is not granted once a person achieves permanent civil service status.

HOW TO APPLY FOR VETERANS' PREFERENCE

The California Department of Human Resources (CalHR) has information on how to apply for Veterans' Preference on their website at www.jobs.ca.gov and on the Application for Veterans' Preference form (CalHR 1093). Additional information is also available at the Department of Veterans Affairs website at www.cdva.ca.gov.

CAREER CREDITS

Career Credits will not be added to the final score of this exam, because it does not meet the requirements to qualify for Career Credits.

CONTACT INFORMATION

The EDD encourages all potential applicants to read this entire bulletin. All inquiries about this examination should be directed to EDDExaminations@edd.ca.gov. Please include the examination title, **EPR/DIPR LEAP** in the subject line. Also, you may contact the Exam Analyst, Rachelle Chavez, at (916) 654-7979.

EQUAL EMPLOYMENT OPPORTUNITY

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

DRUG FREE STATEMENT

It is an objective of the State of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service and the special trust placed in public servants.

GENERAL INFORMATION

THE EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD) reserves the right to revise the examination plan to better meet the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

IT IS THE CANDIDATE'S RESPONSIBILITY to contact the Employment Development Department, Human Resource Services Division at (916) 654-7979, three weeks after the FINAL FILING DATE if he/she has not received a notice via email or U.S. mail.

If you meet the requirements stated on this bulletin you may take this examination, which is competitive. Possession of the entrance requirement(s) does not ensure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the other candidates who take this examination, and all candidates who pass will be ranked according to their scores.

EXAM APPLICATIONS (STD 678) are available on the Internet at http://jobs.ca.gov/pdf/std678.pdf

GENERAL QUALIFICATIONS: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, an ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class.

ELIGIBLE LISTS: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible lists in order of final examination scores regardless of the date of the examination and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

COLLEGE EDUCATION: The qualifications meeting the requirement "Equivalent to graduation from college" means satisfaction of the requirements for the bachelor's degree from an accredited, recognized institution of higher education. This means the applicant must show receipt of a bachelor's degree. Acceptable college course work must be from an accredited, recognized institution approved by the California Superintendent.

EMPLOYMENT DEVELOPMENT DEPARTMENT
Human Resource Services Division, MIC 54
P.O. Box 826880
Sacramento, CA 94280-0001
Phone: (916) 654-7827
Website: www.edd.ca.gov

California Relay Service for Hearing Impaired:
From TDD Phone: (800) 735-2929
From Voice Phone: (800) 735-2922

TDD is a Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.