

CalASSIST Project

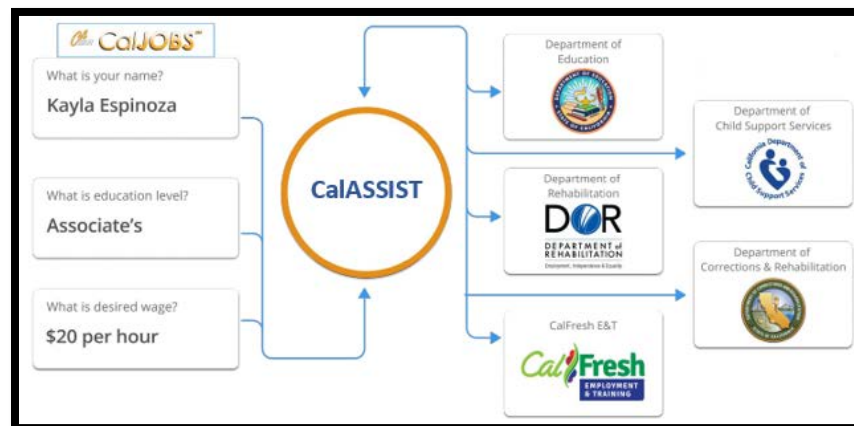
Background

The Labor and Workforce Development Agency led a co-enrollment workgroup comprised of multiple state partners and several Local Workforce Development Areas that identified the need for a common intake and referral system between state workforce partners. The need was identified through the observation of the following barriers to providing service to customers:

- Individuals and staff have to complete multiple forms, often asking similar information, to apply for multiple programs.
- No automated way to match clients with other workforce programs.
- No automated way to make or follow up on referrals to partners.
- Lack of co-enrollment across programs.

What is CalASSIST

CalASSIST promotes a no wrong door policy through the creation of a data exchange platform that creates a bridge between the partner programs' unique data systems. CalASSIST transfers common intake information (approximately 30 data elements) collected from program participants, and automatically generates referrals to other partner programs the individual may be eligible for. The following outlines a high level process flow:



Phase 1 of the CalASSIST project will start with funneling data from CalJOBS to CalASSIST. Once in CalASSIST, the data is available for the partner programs, and the platform will generate referrals to the appropriate partner programs. Phase 1 is expected to be implemented on April 1, 2021.

Key Features:

- **SIMPLIFY INTAKE:** Enables the individuals to provide 30+ common data elements once for all partner programs.
- **AUTOMATED REFERRALS & COLLABORATION:** Referral records are automatically sent to partners with the ability for real-time status updates and collaboration.
- **REAL-TIME ANALYTICS:** Common intake and referral data across all programs is captured and can be reported on.