



# EMPLOYMENT PROGRAM REPRESENTATIVE DISABILITY INSURANCE PROGRAM REPRESENTATIVE LEAP

## MINIMUM QUALIFICATIONS ASSESSMENT (READINESS EVALUATION)

**Exam Code:** HRH13

**Department:** Employment Development Department

**Exam Type:** Open/Statewide

**Final Filing Date:** November 3, 2023

### CLASSIFICATION DETAILS

**EMPLOYMENT DEVELOPEMNT DEPARTMENT** – \$3,534.00- \$5,500 per month.

**View the** Employment Program Representative (EPR) - [classification specification](#)

**View the** Disability Insurance Program Representative (DIPR) - [classification specification](#)

### INTRODUCTION TO THE LEAP PROGRAM

The Limited Examination and Appointment Program (LEAP) 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. The LEAP examination process is a two-part process that consists of: (1) a Minimum Qualifications Assessment (Readiness Evaluation) **and** (2) a Job Examination Period that is administered and evaluated in the work setting.

To qualify to take this LEAP Minimum Qualifications Assessment (Readiness Evaluation), you **must** first have LEAP certification issued by the Department of Rehabilitation (DOR). For information regarding obtaining LEAP certification from the DOR, visit the [Department of Rehabilitation website](#) and use the search term LEAP Certification. There you will find a

## INTRODUCTION TO THE LEAP PROGRAM (CONTINUED)

link to Find an Office. Alternatively, to find a DOR office near your home, call (916) 558-5300, TTY (916) 558-5302.

The legal authority for the Limited Examination and Appointment Program is Government Code Sections 19240-19244.

## APPLICATION INSTRUCTIONS

Final Filing Date: November 3, 2023

### Who Should Apply:

Persons who meet **all** the following criteria:

1. Individuals with a disability, a record of a disability, or who are regarded as having disability that limits one or more major life activities
2. Individuals who have Limited Examination and Appointment Program (LEAP) certification from the California Department of Rehabilitation
3. Individuals who satisfy the minimum qualifications as stated in the minimum qualifications section below

Once you have passed this Minimum Qualifications Assessment (Readiness Evaluation), you may not retake it for **18 months**.

### How To Apply:

Examination Applications (STD 678) are available at the California Department of Human Resource's website home page at <http://jobs.ca.gov/pdf/std678.pdf>.

**For this administration, we will accept examination applications that are directly emailed to [EDDExaminations@edd.ca.gov](mailto:EDDExaminations@edd.ca.gov).** Please include the examination title **Employment Program Representative/Disability Insurance Program Representative (LEAP)** in the subject line. If you are unable to email your application, you can submit your application via one of the following methods: by U.S. mail, parcel delivery, courier service or in person, as set forth in this announcement. If you have any questions, please contact Feroza Buksh via email at [Feroza.Buksh@edd.ca.gov](mailto:Feroza.Buksh@edd.ca.gov), or call (916) 657-0356, for assistance.

All Examination Applications must be **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 4:30 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:

## APPLICATION INSTRUCTIONS (CONTINUED)

### 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** provide a current, valid email address on their application. The Qualifications Assessment (QA) examination link will be sent to the email address provided. Failure to provide a current and valid email address may result in non-receipt of examination information, in a timely manner, which could result in disqualification from the examination. All examination notifications (except the Final Results notice) will be sent by email.

**SIGNATURE REQUIRED:** Applications submitted for these examinations via USPS, hand delivery or email, **MUST** have an original signature. E-signatures will be accepted.

**Applications must also contain the following information:** "to" and "from" dates (month/day/year) of employment, time base, civil service class title(s), and range, if applicable. In addition, 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.

### Special Testing Arrangements:

If you require special testing arrangements due to a verified disability or medical condition, please contact:

Employment Development Department  
[EDDExaminations@edd.ca.gov](mailto:EDDExaminations@edd.ca.gov)  
EPR/DIPR (LEAP), in the subject line  
or  
Phone: 916-657-0356  
Email: [Feroza.Buksh@edd.ca.gov](mailto:Feroza.Buksh@edd.ca.gov)

California Relay Service: 7-1-1 (TTY and voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device

## **MINIMUM QUALIFICATIONS**

All applicants must meet the education and/or experience requirements as stated on this exam bulletin to be able to pass this LEAP Minimum Qualifications Assessment (Readiness Evaluation). Part-time or full-time jobs, regardless of whether paid or volunteer or inside or outside California state service, may count toward experience.

### **EMPLOYMENT PROGRAM REPRESENTATIVE**

### **DISABILITY INSURANCE PROGRAM REPRESENTATIVE**

#### **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](http://www.ctc.ca.gov).

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

## POSITION DESCRIPTION

### 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]).

## POSITION DESCRIPTION (CONTINUED)

### 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.

## MINIMUM QUALIFICATIONS ASSESSMENT (READINESS EVALUATION) SCOPE

This assessment consists of the following test component:

### Minimum Qualifications Assessment (Readiness Evaluation) – Pass or Fail

To obtain a position on the **EPR/DIPR (LEAP)** referral list, a pass result must be received. Applicants will receive their result upon completion of this Minimum Qualification Assessment.

## REFERRAL LIST INFORMATION

A Statewide, open referral list for the **EPR/DIPR (LEAP)** classification will be established for the State of California (Employment Development Department, statewide).

The names of persons who successfully pass this Minimum Qualifications Assessment (Readiness Evaluation) will be merged onto a LEAP Referral List for the **EPR/DIPR (LEAP)** classification. Candidates who pass the Minimum Qualifications Assessment (Readiness Evaluation) will remain on the list for 24 months.

LEAP Referral List eligibility expires 24 months after it is established. Competitors must then retake the **EPR/DIPR (LEAP)** Minimum Qualifications Assessment to reestablish list eligibility.

## LEAP EXAMINATION PROCESS INFORMATION

### **PART 1: MINIMUM QUALIFICATIONS ASSESSMENT (READINESS EVALUATION) – Weighted 100%**

This LEAP Minimum Qualifications Assessment (Readiness Evaluation) consists solely of minimum qualification questions that assess the training, experience, and education that you have previously obtained. Your responses to the questions will determine if the training, experience, and education you have, meet the minimum qualifications for the **Employment Program Representative/Disability Insurance Program Representative (EPR/DIPR) (LEAP)** classification. If your Minimum Qualifications Assessment (Readiness Assessment) result is “pass”, your name will be placed on the EPR/DIPR Referral List and you will have referral list eligibility to apply for EPR/DIPR (LEAP) vacancies.

## LEAP EXAMINATION PROCESS INFORMATION (CONTINUED)

Applicants who obtain EPR/DIPR (LEAP) Referral List eligibility must compete for state of California job vacancies to begin PART 2 of this process, which is called the JOB EXAMINATION PERIOD (JEP).

### **PART 2: JOB EXAMINATION PERIOD (JEP)**

The JEP begins after you are hired and obtain an examination appointment. When you perform the duties of your state job, you will be evaluated on your job performance every four weeks or more often. Your evaluation will be based on the classification specification and the duty statement of the position.

The JEP will be the same length as the length of the probationary period for the same non-LEAP classification.

**After successful completion of both the Minimum Qualifications Assessment and the JEP, the result will be a transition from an examination appointment to a standard appointment as an EPR/DIPR (LEAP). If appointed through the LEAP examination process, you will not be required to serve a probationary period.**

## TAKING THE MINIMUM QUALIFICATIONS ASSESSMENT (Readiness Evaluation)

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 27, 2023**, to the e-mail address provided on their application, which will contain a link to access the Readiness Training and Experience Evaluation to complete. Candidates will have 7 calendar days to complete the evaluation from the date emailed. The evaluation **will not** be accessible after 5:00pm on the 7th day.

**It is the candidate's responsibility** to contact EDD's Human Resource Services Division at [EDDExaminations@edd.ca.gov](mailto:EDDExaminations@edd.ca.gov) if they have not received an email by **November 30, 2023**. 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.**

## TESTING DEPARTMENTS

State of California, Employment Development Department



## CONTACT INFORMATION

If you have any questions concerning this examination, please contact:

Employment Development Department  
Attn: Feroza Buksh  
751 N Street 6<sup>th</sup> Floor Solar Building  
Sacramento, CA 95814  
Phone: 916-657-0356

California Relay Service: 7-1-1 (TTY and voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device

## EQUAL OPPORTUNITY EMPLOYER

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of 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 workplace. 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

Examination and/or Employment Application (STD 678) forms are available at the California Department of Human Resources, local offices of the Employment Development Department, and through your [CalCareer Account](#).

If you meet the minimum qualifications stated on this bulletin, you may take this assessment. The assessment described in this bulletin will be rated and all applicants who pass will be placed on the **EPR/DIPR (LEAP)** Referral List.

The Employment Development Department (EDD) reserves the right to revise the examination to better meet the needs of the service, if the circumstances under which this assessment was planned, change. Such revision will be in accordance with civil service laws and rules and all applicants will be notified.

**General Qualifications:** Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgement, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.