



POLICY

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| SECTION: Wagner Peyser | POLICY#019-C0017 | PAGE: 1 of 7 |
| TITLE: Jobseeker Registration | | EFFECTIVE DATE: 7.18.19 |
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DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF

PURPOSE: To provide CareerSource Tampa Bay (CSTB) Region 15 employees with minimum requirements for jobseeker registration in Employ Florida (EF).

BACKGROUND: The Wagner-Peyser Act, as amended by the Workforce Innovation and Opportunity Act of 2014 (WIOA), provides specific guidelines for jobseeker registration. 20 CFR 652.207 requires labor exchange services be made available to all jobseekers, including Reemployment Assistance claimants, veterans, migrant and seasonal farmworkers, and individuals with disabilities. As described in the Wagner-Peyser Act, the state must have the capacity to deliver statewide labor exchange services through self-service, facilitated self-help service, and staff-assisted service.

The purpose of the Labor Exchange Employment Service system is to improve the functioning of the nation's labor markets by bringing together qualified jobseekers and employers who are seeking workers. States are required to administer a labor exchange system that can:

- Assist jobseekers in finding employment, including promoting their familiarity with Employ Florida (EF).
- Assist employers in filling jobs.
- Facilitate the match between jobseekers and employers.
- Participate in a system allowing for the movement of labor among the states, including the use of a standardized classification system.
- Meet the work test requirements of the Reemployment Assistance program.
- Provide labor exchange services as identified in Section 7(a) of the Wagner-Peyser Act.

CSTB's Jobseeker Registration Policy meets all of the requirements outlined in the CareerSource Florida Administrative Policy #096 Jobseeker Registration dated 5.24.19.

PROCEDURE:

Jobseeker Registration Requirements

Jobseekers receiving Wagner-Peyser funded facilitated self-help and staff-assisted services must complete either a partial or full registration in [EmployFlorida \(EF\), state labor exchange system](#). Jobseekers who use self-service may be registered, but registration is not required. Part of the registration process for jobseekers enrolled as participants in Wagner-Peyser (WP) or Workforce Innovation and Opportunity Act (WIOA) includes a full registration in Employ Florida (EF) prior to receiving any service.

Two methodologies are allowable: jobseeker conducts self-registration or CSTB staff completes job seekers registration in EF. Our preferred methodology is to have the jobseeker complete their self-registration and allow staff to provide assistance as necessary. We believe this sets the foundation for jobseekers to understand navigation in EF and maximize utilization in their job search needs.

Before beginning the EF registration process, the job seeker or CSTB staff must first check to see if the jobseeker is already registered in EF. If the jobseeker is not registered, then the jobseeker can proceed with registration. If the CSTB staff is completing the EF registration process, then the staff must ensure that they have obtained the jobseeker's permission to assist with creating the EF WP Registration prior to creating a new registration. The CSTB staff would enter a detailed EF case note on the jobseeker's account indicating the jobseeker granted staff permission to create the EF WP Registration account.

Migrant and Seasonal Farmworker (MSFW) Registration

Migrant and Seasonal Farmworkers may complete either a partial or full registration in Employ Florida to receive services in accordance with [Administrative Policy 03-040](#).

Recording Services Provided to Jobseekers

EF displays the jobseeker's activity history/service plan outlining a record of all services received, including job referrals and placements. The main focus of providing EF jobseeker services is to enhance the jobseeker's ability to become employed. CSTB staff must record services provided to jobseekers timely as defined within three business days. Every effort should be made by CSTB staff to record real time service provision and case notes in EF. *NOTE: DEO allows for staff to capture the transaction of services in EF for the job seeker within fifteen days of the date the service was provided.*

Use of Pseudo Social Security Numbers

Staff are allowed to create pseudo social security numbers (SSNs) for the sole purpose of registration in Employ Florida. The only reasons for which a pseudo SSN may be created are when an individual requests not to use his/her SSN or when a duplicate registration exists. Pseudo SSNs cannot be created by a jobseeker, they can only be created by CSTB staff.

To create a pseudo SSN in Employ Florida, staff must enter information on the jobseeker as follows:

- Enter "9" as the first digit.
- Enter the last two digits of the jobseeker's birth year as the next two digits.
- Enter "00" as the two middle digits.
- Enter the month and date of birth sequentially as the last four digits.

Example

- Date of Birth: February 6, 1977
- Pseudo SSN: 977 00 0206

If the pseudo SSN is already being utilized, a unique number may be created by altering the middle two digits consecutively from “00” until an unassigned number is found. Once the pseudo number is created, it is the responsibility of staff to enter the registration for the jobseeker.

Upon completing the registration of the jobseeker, staff must enter a case note in the jobseeker’s case file stating the reason a pseudo SSN was used. CSTB staff must utilize the CSTB Procedure - #018-C008 – Creating Psuedo SSN effective 5.29.19 which outlines the procedure for obtaining SSN, creating a Psuedo SSN, approval process and EF case notes.

Procedures for Correcting Social Security Number Errors in Employ Florida

If a jobseeker tries to register in EF and reports that his/her SSN is already in use by another individual, or if CSTB staff identify a duplicative registration for a jobseeker with a different SSN, staff must resolve the issue utilizing the steps outlined below.

1. Staff must verify there is an issue with the SSN or verify a duplicate registration exists in EF for the jobseeker.
2. Staff must request the jobseeker produce an original social security card, or certified copy if the original is unobtainable, and match it with the appropriate picture identification. If the jobseeker does not provide a social security card, staff must request the jobseeker to provide original documentation issued by a state or federal governmental entity that documents the SSN and match it with the appropriate picture identification. If the jobseeker is unable to produce the original (s) documentation, staff must request the jobseeker to provide certified copy(ies). CSTB staff must make every effort to review original documentation as the primary source; however, staff are allowed to use verifiable third-party resources to verify the true owner of the SSN in the absence of such documentation. Third party resources include, but are not limited to: SUNTAX, CONNECT and/or the Department of Children and Families’ records.
3. Staff must review the documentation provided by the jobseeker to confirm ownership of the SSN.
4. Once the SSN is confirmed, staff must allow the jobseeker to register under the correct SSN.
5. Staff must review reemployment assistance records, if they have access to CONNECT, to determine whether wage records exist or whether a claim has been filed against the SSN in question. If staff find wage records exist or that a Reemployment Assistance claim has been filed by a person with an incorrect SSN, staff must immediately notify the Bureau of Reemployment Assistance by email at: escalated.claimants@deo.myflorida.com. If staff does not have access to CONNECT, an email must be sent to Reemployment Assistance explaining the issues identified with the SSN. Due to PII, staff cannot include the SSN in an email.

6. Staff must document EF case notes in the jobseeker's record regarding all actions that occurred and document he/she verified the source documentation.
7. Staff must review the EF file for the jobseeker to whom the SSN was assigned in error to determine whether activities or services have been documented in the file during the most recent four quarters.
 - a. If no activity has been documented for the jobseeker in the most recent four quarters, a case note must be recorded to document the SSN error and a pseudo SSN must be created and assigned.
 - b. If activities or services have been documented for the jobseeker in the most recent four quarters, staff must determine whether the jobseeker using the incorrect SSN resides in a different Local Workforce Development Board (LWDB). If so, CSTB staff will be required to contact the appropriate LWDB and explain the SSN error. If the jobseeker is in CSTB Region, appropriate steps can be taken to correct the error.
 - c. Staff in the appropriate LWDB must attempt to contact the jobseeker to whom the SSN is assigned in error and case note the efforts in EF.
 - i. Upon making contact with the jobseeker, staff must request the jobseeker provide appropriate documentation of their correct SSN. If the jobseeker refuses to or is not able to provide the correct documentation, a pseudo SSN must be issued and a detailed case note must be entered into the EF.
 - ii. If the jobseeker cannot be contacted, the incorrect SSN must be changed to a pseudo number using the date of birth provided on the account and a case note entered into EF documenting the action until such time the correct SSN is provided and confirmed.

Procedures for Handling Duplicate Registrations and Merging Accounts

Staff may occasionally discover duplicate EF registrations for a particular jobseeker. These must be corrected when identified and verified that the duplicative registrations are the same jobseeker. The account containing the correct SSN for the jobseeker must be recognized as the correct account. The information from the account with the incorrect SSN must be merged to the correct account. Staff must obtain the assistance of their Regional Security Officer (RSO) to merge accounts, as only the RSO is allowed to merge accounts. CSTB has two RSO's in our region they are the Director of MIS & Data Services and Lead MIS Tech. An email would need to be sent to Outlook MIS Mailbox outlining the issue and requesting the required action by the RSO.

When the accounts are ready to be merged, the RSO must archive or delete the account with the incorrect SSN. Prior to merging the accounts, RSO must ensure the name, gender and date of birth are the same in both accounts. If an issue is identified, staff must notify DEO by sending an email to Wagner.Peyser@deo.myflorida.com and case note this issue in Employ Florida. DEO staff will review and take appropriate steps to resolve the issue.

1. Staff must provide the RSO with the usernames, state IDs and last four digits of the SSN for the two accounts that need to be merged.

2. Staff must explain why the accounts need to be merged and enter a case note to both files.
3. A second level review must be done by the RSO for all changes identified to be made to the accounts due to SSN errors or duplicative registrations.
4. The RSO must then enter a ticket into the Online Project Communication (OPC) system requesting the accounts be merged.
5. The language for the request must state: "Please merge username XXXX, state ID 11111 and username YYYYY, state ID 22222 into correct account username XXXX state ID 11111, where this is the account to remain."
6. Once the RSO verifies the account has been merged, the RSO must advise the requesting staff.
7. In all cases, the name of the staff member requesting the SSN change and/or assignment of a pseudo SSN should be documented in a case note for the affected case files. Staff must also enter a case note into the correct account in Employ Florida describing all actions taken.
8. Staff must record new program services and activities into the merged account.

Veterans' Priority of Service

Veterans or other covered persons, as defined in 20 CFR Part 1010.110, enrolled in the Wagner-Peyser program or receiving services must receive priority of service (POS) at the point of entry. Points of entry include physical locations, such as AJC, as well as web sites and other virtual service delivery resources. Upon registration in EF, or at the initial point of contact with career center staff, CSTB staff must notify veterans or other covered persons of their priority of service (POS). The notification of POS must be documented on the veteran's activity service plan.

Furthermore, POS must be provided to a veteran at least once per WP application. Staff must check the veteran's current WP application activities screen to verify whether or not previous POS notification had occurred either automatically with a system-generated service code 089, or in person with a staff-generated service code 189. If there is no POS notification on the current WP application activities screen, staff must verbally provide POS, case note the provision, and record EF service code 189 on the veteran's current WP application activities screen. It is not permissible for staff to only provide handouts regarding POS to record the service code – verbal notification must occur.

Notification of POS can be provided by any CSTB staff member, not just veteran staff Local Veterans Employment Representatives/LVERs or Disabled Veterans Outreach Program/DVOP specialists.

Wagner-Peyser Application Exit

A jobseeker is considered to have exited the program when the jobseeker has not received, for at least 90 consecutive days, a service that triggers or extends participation, and does not have a future service that triggers or extends participation scheduled. In this instance, the jobseeker is referred to as having "soft exited." Additionally, a jobseeker may be "hard exited" from the program if the jobseeker:

- Has become incarcerated in a correctional institution or has become a resident of an

institution or facility providing 24-hour support.

- Is receiving medical treatment that is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program.
- Is deceased.
- Is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least 90 days.

A case note must be entered on the jobseeker's case file indicating why the hard exit was done.

Monitoring

CSTB will conduct programmatic monitoring throughout the program year by our internal Program Monitor(s) under the direction of our Director of MIS & Data Services. This will include a formal review of WP services and activities to ensure compliance with federal, state and local policies and procedures. Financial monitoring will be handled by our Director of Fiscal Compliance.

Definitions

Covered Persons – As defined in section 2(a) of the Jobs for Veterans Act of 2002 (38

1. U.S.C. 4215(a)) means a veteran or eligible spouse. Covered person is also defined in
2. 20 CFR 1010.110.

Facilitated Self-Help Service – Program services provided that do not require significant staff involvement.

Jobseeker – An individual actively seeking employment.

Participant – A participant is a reportable individual who has received services other than the services described in 20 C.F.R. 677.150(a)(3) after satisfying all applicable programmatic requirements for the provision of services, such as an eligibility determination. As set forth in more detail in 20 C.F.R. 677.150(a)(3), the following individuals are not participants:

- a. Individuals in an Adult Education and Family Literacy Act (AEFLA) program who have not completed at least 12 contact hours.
- b. Individuals who only use the self-service system.
- c. Individuals who receive information-only services or activities, which provide readily available information that does not require an assessment by a staff member of the individual's skills, education, or career objectives.

Priority of Service – With respect to any qualified job training program, a covered person shall be given priority over non-covered persons for the receipt of employment, training, and placement services provided under a federally funded employment program.

Registration – The entering and submission of personal information in Employ Florida in order to create an account.

Partial Registration – A registration that includes the elements necessary to establish a record and basic demographic data, but an Occupational Information Network (O*NET) code, background wizard, or resume has not been completed.

Full Registration – A registration where all elements of a partial registration have been completed and the jobseeker has been assigned an O*NET code, completed the background wizard, or entered a resume on their personal profile to include additional essential employment-related information such as licenses or certifications that will enhance the placement of the jobseeker.

Self-Service – Occurs when individuals independently access the workforce development information system and activities. This can be done in either a physical location, such as a career center resource room or partner agency, or remotely via the use of electronic technologies.

Staff-Assisted Services – Program services provided that require significant staff involvement.

References

- Wagner-Peyser Act of 1933, as amended by the Workforce Investment Act of 1998 and the Workforce Innovation and Opportunity Act of 2014
- Workforce Innovation and Opportunity Act of 2014
- 20 CFR 652.207, 652.3, 677.150(a)(3), 1010
- Training and Employment Guidance Letter Number 10-16 Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Title I, Title II, Title III, and Title IV Core Programs
- Training and Employment Guidance Letter Number 17-05 Common Measures Policy for the Employment and Training Administration's (ETA) Performance Accountability System and Related Performance Issues
- TEGL 5-08 Policy for Collection and Use of Workforce System Participants' Social Security Numbers

INQUIRIES: Any questions about this policy should be directed to the Chief Operating Officer or his/her designee.