



POLICY

SECTION: Wagner Peyser	POLICY#019-C0017	PAGE: 1 of 9
TITLE: Jobseeker Registration		EFFECTIVE DATE: 7.18.19
REPLACES: N/A		DATED: Rev. 6.21.21

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 **revised CareerSource Florida Administrative Policy #096 Jobseeker Registration, Application and Services dated 1.07.21.**

POLICY:

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. **For jobseekers to receive staff-assisted services, CSTB staff must create a Wagner-Peyser (WP) application in Employ Florida.**

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 **verbal or written** permission to assist with creating the EF WP Registration prior to creating a new registration. The CSTB staff **must** 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 [CareerSource Florida Administrative Policy 03-040 WP MSFW and Agricultural Employer Services Procedures](#). **For MSFWs to receive staff-assisted services, a WP application must be created. A case note must be entered in Employ Florida stating that the staff member was given permission by the customer to create a WP application. Also, staff are required to follow the MFSW Desk Aid (<http://www.floridajobs.org/PDG/MSFW/MSFWDeskAid.pdf>) when assisting with MSFW WP registration and full registration is encouraged to be completed.**

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. **A pseudo-SSN may not be**

used to create a registration for a job seeker without his/her knowledge and consent due to staff not having the jobseeker's SSN. 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 jobseeker granted staff permission to create the account with the pseudo-SSN and** the reason a **pseudo-SSN** was used. CSTB staff must utilize the CSTB Procedure - #018-C008 – Creating **Pseudo SSN** effective 5.29.19 which outlines the procedure for obtaining SSN, creating a **Pseudo SSN**, approval process and EF case notes.

Note: Jobseekers who are registered in EF with a pseudo-SSN are not counted in the LWDB's federal performance measures due to the inability to match the job seeker with wage records that confirm his/her employment status. For jobseekers to be matched with wage records, a valid SSN is required.

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 **enter a ticket into the Online Project Communication (OPC) system requesting the accounts be merged**. 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.

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.

Wagner-Peyser (WP) Application

A WP application must be completed before any staff-assisted services are provided and recorded in EF. This includes job referrals and events/services (except for informational workshops) that are set up for tracking using the Events Calendar.

The creation of a WP application is required for the following individuals:

1. Jobseekers who need staff-directed assistance in finding employment.
2. Jobseekers who are eligible for or receiving services through the following programs:
 - a. Jobs for Veterans State Grant (if being case managed);
 - b. Reemployment Services and Eligibility Assessment (RESEA); and
 - c. MSFW.

3. Claimants complying with state Reemployment Assistance laws or regulations that require registration with the public labor exchange system as a condition for continued receipt or eligibility for benefits.

Depending on the level of participation, the application may or may not be complete. Reportable individuals will have a WP application that indicates "Registration Only" and will not include a participation date.

To initiate participation in the WP application, the Participation Information Record Layout (PIRL) Form must be completed, a participation date must be entered, and a service that initiates participation must be recorded in the Activities/Enrollments/Services sub-application.

Recording Services Provided to Jobseekers

The jobseeker's activity history/service plan screen in EF is used to record all services received, including WP funded basic career services and individualized career services. The purpose of providing services is to enhance the jobseekers's ability to become employed. Staff must not record a service on a jobseeker's activity history/service plan unless the service was provided with the individual's knowledge.

Per DEO, LWDB staff are required to complete EF data entry at the time of the service provision to ensure real time EF entry. DEO guidance allows a period of 15 days of the date the service was provided to record services. CSTB strongly encourages staff to complete real time data entry into EF however, understand that there may be times when this cannot occur. Our regional general practice is to provide staff with a three-day window to complete data entry if they cannot accomplish this real time.

Basic Career Services and Individualized Career Services

Basic career services fall into three categories: self-service, informational services or staff-assisted services. Staff-service activities occur when jobseekers independently access any of the workforce development system products or services whether directly or remotely via the use of electronic technologies (EF). Informational services or activities are those that provide readily available information that do not require an assessment by the staff member of the jobseeker's skills, education, or career objectives. Self-services and informational-only services do not trigger or extend participation and do not require the collection of eligibility documentation.

For basic career services, a reportable individual becomes a participant when he or she receives a service that is neither self-services nor informational: an individualized career/staff-assisted service. An individualized career service involves significant staff time and customization to each jobseeker's needs. Staff-assisted services trigger and extend program participation. Basic career services and individualized career services may be provided by any CSTB staff.

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. **Veterans and covered persons who register in EF receive a pop-up message to ensure they are advised of their entitlement to priority of service and the types and scope of services available under POS.** 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) **or determine if the notification was provided through EF.** The notification of POS must be documented on the veteran's activity **history/service plan**. Furthermore, POS must be provided to a veteran at least once per WP application/**participation created**.

Staff must check the veteran's current WP application activity **history/service plan** 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 **activity history/service plan** screen, staff must verbally provide POS, case note the provision, and record EF service code 189 on the veteran's current WP application **activity history/service plan** 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 **who engages with the Veteran or other covered person at the point of entry**, 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." **If the jobseeker is co-enrolled in the Trade Adjustment Assistance (TAA) or Workforce Innovation and Opportunity Act (WIOA) programs, the participant will not exit until he/she has not received a service that triggers or extends participation for any co-enrolled program for 90 days.**

Staff may not prolong a job seeker's exit from the program by providing informational only services and recording them as staff-assisted services (e.g., Service Code 116 – Received Service from Staff Not Classified). Further, staff may not prolong a job seeker's exit from the program by recording a service that occurred without the knowledge and consent of the job seeker. For example, staff may not conduct a job search on behalf of a job seeker (without his/her knowledge and consent), provide the results of the job search to the job seeker via email or the Employ Florida message center, and record Service Code 114 – Staff-Assisted Job Search.

Additionally, a jobseeker may be "hard exited" from the program if the jobseeker **meets one of the following global exclusions by:**

- 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.

Definitions

Covered Persons – As defined in section 2(a) of the Jobs for Veterans Act of 2002 (38 U.S.C. 4215(a)) means a veteran or eligible spouse. Covered person is also defined in 20 CFR 1010.110.

Facilitated Self-Help Services or Informational Services – Program services or activities that provide readily available information that do not require an assessment by a staff member of the jobseeker's skills, education, or career objectives nor 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.

Reportable Individual – An individual who has taken action that demonstrates an intent to use program services and who meets specific reporting criteria of the program, including:

- Individuals who provide identifying information.
- Individuals who only use the self-service system; or
- Individuals who only receive information-only services or activities.

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

- CareerSource Florida Administrative Policy: Job Seeker Registration, Application and Services: https://floridajobs.org/docs/default-source/lwdb-resources/policy-and-guidance/guidance-papers/2021-guidance-papers/adminpolicy096_wp-job-seeker-regn-app-and-svcs---final-01072021.pdf?sfvrsn=c9b94db0_2
- Wagner-Peyser Act of 1933, as amended by the Workforce Investment Act of 1998 and the Workforce Innovation and Opportunity Act of 2014: [Wagner-Peyser Act of 1933, as amended | U.S. Department of Labor \(dol.gov\)](#)
- Workforce Innovation and Opportunity Act of 2014: [PUBL128.PS \(govinfo.gov\)](#)
- 20 CFR 652.207, 652.3, 677.150(a)(3), 1010: [Electronic Code of Federal Regulations \(eCFR\)](#)
- Training and Employment Guidance Letter Number 10-16, Change 1: [TRAINING AND EMPLOYMENT GUIDANCE LETTER No. 10-16, Change 1, Employment & Training Administration \(ETA\) - U.S. Department of Labor \(doleta.gov\)](#)
- TEGL 17-05 Common Measures Policy for the Employment and Training Administration's (ETA) Performance Accountability System and Related Performance Issues: [TRAINING AND EMPLOYMENT GUIDANCE LETTER NO. 17-05, Employment & Training Administration \(ETA\) - U.S. Department of Labor \(doleta.gov\)](#)
- TEGL 5-08 Policy for Collection and Use of Workforce System Participants' Social Security Numbers: [TRAINING AND EMPLOYMENT GUIDANCE LETTER NO. 05-08, Employment & Training Administration \(ETA\) - U.S. Department of Labor \(doleta.gov\)](#)

INQUIRIES: Any questions about this policy should be directed to the **CEO, Chief Policy & Performance** Officer or his/her designee.