

MEMORANDUM

DATE: October 13, 2015

TO: Local Workforce Development Boards (LWDB) Executive Directors

FROM: Lois A. Scott, Chief, Bureau of One-Stop and Program Support 

SUBJECT: Third Party Employer Account and Job Order Processes in the Employ Florida Marketplace (EFM)

Recently, there has been a surge of mass job order postings in EFM by third party companies on the behalf of employers that have resulted in the closure of several employers' accounts and associated job orders by staff. Many of these job order postings are by employers, or a representative company, who hold federal contracts and are required to post in the state's job bank to comply with Section 503 of the Rehabilitation Act and the Vietnam Era Veterans' Readjustment Assistance Act (VEVRAA) regulations.

It has been brought to our attention that during the verification process of job orders associated with an employer's account, in particular accounts created by third party companies, local workforce development area (LWDA) staff have:

- Been unable to speak with the contact listed on the job order to confirm the information
- Reviewed job orders with no physical address listed
- Have been unable to confirm the vacancy in the job order with the local hiring authority

The aforementioned issues are prohibited as stated in the EFM Terms of Use policy and have resulted in staff disabling an employer's entire account which prevents the employer from conducting business in the system. It also impacts other local workforce development areas who have job orders associated with the account.

We would like to highlight the appropriate procedure for LWDA staff to follow when issues arise with job order verification.

- If staff are unable to reach the contact listed on a job order by phone to confirm the information, a follow up e-mail should be sent requesting a call back. We recommend notifying the contact that they will be provided two business days, at a minimum, or a reasonable timeframe as determined by the local workforce development area, to return the call prior to additional action being taken on the job order.

- After two full business days, or other timeframe as determined by the local workforce development area and listed in the initial e-mail, have passed with no follow up from the employer or contact person, LWDA staff should close the job order and case note the reason.
- **At no time** should the employer's entire account be closed due to the inability to verify a single job order. Only the affected job order should be closed.
- Staff should avoid aggressive and threatening calls or e-mails to the employer or contact person if they do not return your phone call or e-mail for verification. If there is no response, simply follow up with a notification that the job order has been closed and will not be displayed to jobseekers due to no response for verification of the information.

Staff at DEO have informed some of the third party companies of the verification process, in general, and the consequences if staff are unable to complete the verification process. However, we ask staff to follow the protocol above if you experience issues with the verification process.

If your LWDA has been responsible for employer account closures that should have only resulted in job order closures, you will be contacted in a separate communication with those accounts that require action.

Please share this information with all staff. If you have any questions, please contact staff through the Wagner Peyser mailbox at wagner.peyser@deo.myflorida.com.

LAS/odm

Cc: Tom Clendenning

Lois Scott

Michael Lynch

Trina Travis

James Finch

Anita Richardson