



**POLICY
NUMBER
096**

Administrative Policy

Title:	Job Seeker Registration, Application and Services		
Program:	Wagner-Peyser		
Effective:	04/26/2017	Revised:	01/07/2021

I. PURPOSE AND SCOPE

The purpose of this policy is to provide Local Workforce Development Boards (LWDBs) and career center employees with the minimum requirements for job seeker registration and services in Employ Florida.

II. BACKGROUND

The purpose of the Employment Service system is to improve the functioning of the nation's labor markets by bringing together qualified job seekers and employers who are seeking workers. Additionally, each state must administer a labor exchange system that can:

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

The Wagner-Peyser Act, as amended by the Workforce Innovation and Opportunity Act of 2014 (WIOA), provides specific guidelines for job seeker registration. 20 CFR 652.207 requires labor exchange services be made available to all job seekers, 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.

III. AUTHORITY

[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, Change 1](#)

[DEO Administrative Policy 03-040](#)

IV. POLICIES AND PROCEDURES

A. Job Seeker Registration Requirements

Job seekers who use self-service may be registered in Employ Florida, but registration is not required. Job seekers receiving Wagner-Peyser funded, facilitated self-help (hereafter referred to as “informational services”) and staff-assisted services must complete either a partial or full registration in [Employ Florida](#). For job seekers to receive staff-assisted services, career center staff must create a Wagner-Peyser application in Employ Florida as outlined in **Section IV.F Wagner-Peyser Application** of this policy. Job seekers may self-register or career center staff may register a job seeker. Prior to registering a job seeker, career center staff must first check to see if the job seeker is already registered in Employ Florida. If the job seeker is not already registered, career center staff must ensure they have obtained the job seeker’s permission prior to creating a new registration. LWDBs must establish local operating procedures that determine whether the job seeker’s permission is obtained verbally or in writing. A case note must be included on the job seeker’s account stating the job seeker granted staff permission to create the account.

Note: For instructions on how to complete a job seeker registration, please refer to the [Manage Individuals Chapter of the Virtual One-Stop User Guide](#).

1. Migrant and Seasonal Farmworker Registration

Migrant and Seasonal Farmworkers (MSFWs) may complete either a partial or full registration in Employ Florida in accordance with [Administrative Policy 03-040 - WP MSFW and Agricultural Employer Services Procedures](#). For MSFWs to receive staff-assisted services, a Wagner-Peyser application must be created as outlined in **Section IV.F Wagner-Peyser Application** of this policy.

2. 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 a job seeker 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 job seeker's SSN. Pseudo SSNs cannot be created by a job seeker.

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

- Enter "9" as the first digit.
- Enter the last two digits of the job seeker'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 job seeker.

Upon completing the registration of the job seeker, staff must enter a case note in the job seeker's Employ Florida account stating the job seeker granted staff permission to create the account with a pseudo-SSN and the reason a pseudo SSN was used.

Note: Job seekers who are registered in Employ Florida 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 job seekers to be matched with wage records, a valid SSN is required.

3. Procedures for Correcting Social Security Number Errors in Employ Florida

When a job seeker tries to register in Employ Florida and reports that his/her SSN is already in use by another individual, or if staff identify a duplicate registration for a job seeker with a different social security number, staff must resolve the issue as outlined below.

- a) Staff must verify there is an issue with the SSN or verify a duplicate registration exists in Employ Florida for the job seeker.
- b) Staff must request the job seeker produce an original social security card, or certified copy if the original is unobtainable, and match it with the appropriate picture identification. If the job seeker does not provide a social security card, staff must request the job seeker 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 job seeker is unable to produce the original(s) documentation, staff must request the job seeker to provide certified copy(ies). Every effort must be made to review original documentation; 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.
- c) Staff must review the documentation provided by the job seeker to confirm ownership of the SSN.
- d) Once the SSN is confirmed, staff must allow the job seeker to register under the correct SSN.
- e) 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 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. Staff must not provide the SSN in an email.
- f) Staff must case note in the job seeker's case file all actions that occurred and document he/she verified the source documentation.
- g) Staff must review the Employ Florida file for the job seeker 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.

- i. If no activity has been documented for the job seeker 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.
- ii. If activities or services have been documented for the job seeker in the most recent four quarters, staff must determine whether the job seeker using the incorrect SSN resides in a different local area, and if so, contact the local area to explain the SSN error. If the job seeker is in the local area of the staff member, appropriate steps must be made to correct the error.
- iii. Staff in the appropriate local area must attempt to contact the job seeker to whom the SSN is assigned in error and case note the efforts in Employ Florida.
 - 1) Upon contacting the job seeker, staff must request the job seeker provide appropriate documentation of their correct SSN. If the job seeker 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 Employ Florida file.
 - 2) If the job seeker 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 Employ Florida documenting the action until such time as the correct SSN is provided and confirmed.

4. Procedures for Handling Duplicate Registrations and Merging Accounts

Staff may occasionally discover duplicate registrations for a particular job seeker. These must be corrected when identified and verified that the duplicate registrations are the same job seeker. The account containing the correct SSN for the job seeker must be recognized as the correct account. The information from the account with the incorrect SSN must be merged with 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.

Prior to merging the accounts, staff must ensure the name, gender and date of birth are the same in both accounts. If an issue is identified, staff must notify the Department of Economic Opportunity (DEO) by sending an email to Wagner.Peyser@deo.myflorida.com and case notes must be entered in Employ Florida. DEO staff will review and take appropriate steps to resolve the issue.

- a) 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.
- b) Staff must explain why the accounts need to be merged and enter a case note to both files.
- c) 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.
- d) The RSO must then enter a ticket into the Online Project Communication (OPC) system requesting the accounts be merged.
- e) 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."
- f) Once the RSO verifies the account has been merged, the RSO must advise the requesting staff.
- g) 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.
- h) Staff must record new program services and activities into the merged account.

B. Wagner-Peyser Application

A Wagner-Peyser (WP) application must be completed before any staff-assisted services are provided and recorded in Employ Florida. This includes job referrals and events/services (except for informational workshops) that are set up for tracking using the Events Calendar (e.g., PREP and RESEA-related services).

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

1. Job seekers who need staff-directed assistance in finding employment.
2. Job seekers who are eligible for or receiving services through the following programs:
 - a) Jobs for Veterans State Grant (if being case managed);
 - b) Priority Reemployment Planning (PREP);
 - c) Reemployment Services and Eligibility Assessment (RESEA); and
 - d) 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 (reportable individual or participant), 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 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.

Note: For instructions on how to complete the WP application, please refer to the [Wagner-Peyser Chapter of the Virtual One-Stop User Guide](#).

C. Recording Services Provided to Job Seekers

The job seeker’s activity history/service plan screen in Employ Florida is used to record all services received, including Wagner-Peyser funded basic career services and individualized career services. The purpose of providing services is to enhance the job seeker’s ability to become employed. Staff must not record a service on a job seeker’s activity history/service plan unless the service was provided with the individual’s knowledge.

The [Employ Florida Service Code Guide](#) outlines the various service code titles and definitions as well as the documentation/case note requirements. Wagner-Peyser funded services must be recorded in Employ Florida in accordance with the [Employ Florida Service Code Guide](#). The guide also identifies if services trigger participation.

Career center staff must record services provided to job seekers within 15 days of the date the service was provided.

1. Basic Career Services and Individualized Career Services

Basic career services fall into three categories: self-service, informational services or staff-assisted services. Self-service activities occur when job seekers independently access any of the workforce development system products or services either directly (at a physical location, such as a career center) or remotely via the use of electronic technologies (Employ Florida). Informational services or activities are those that provide readily available information that do not require an assessment by a staff member of the job seeker’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-service nor informational: an individualized career/staff-assisted service. An individualized career service involves significant staff time and customization to each job seeker's needs (e.g., specialized assessments, developing an Individual Employment Plan, career counseling, etc.). Staff-assisted services trigger and extend program participation. Basic career services and individualized career services may be provided by any career center staff.

D. 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 at the point of entry. Points of entry include physical locations, such as career centers, as well as web sites and other virtual service delivery resources. Veterans and covered persons who register in Employ Florida 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 priority of service.

At the initial point of contact with career center staff, LWDBs or career center staff must notify veterans or other covered persons of their priority of service or determine if the notification was provided through Employ Florida. The notification of priority of service must be documented on the veteran's activity history/service plan. Furthermore, priority of service 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 previous priority of service 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 priority of service notification on the current WP application activity history/service plan screen, staff must verbally provide priority of service, case note the provision, and record 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 priority of service to record the service code – verbal notification must occur.

Notification of priority of service can be provided by any staff member who engages with the veteran or other covered person at the point of entry.

E. Wagner-Peyser Participant Exit

A job seeker is considered to have exited the program when the job seeker has not received, for at least 90 consecutive days, a service from any partner program in which the job seeker is co-enrolled that triggers or extends participation and does not have a future service that triggers or extends participation scheduled. In this instance, the job

seeker is referred to as having “soft exited.” If the job seeker is co-enrolled in the Trade Adjustment Assistance or Workforce Innovation and Opportunity Act 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 job seeker may be “hard exited” from the program if the job seeker meets one of the following global exclusions by:

- Becoming incarcerated in a correctional institution or becoming a resident of an institution or facility providing 24-hour support.
- Receiving medical treatment that is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program.
- Being deceased.
- Serving as a member of the National Guard or other reserve military unit of the armed forces and being called to active duty for at least 90 days.

A case note must be entered on the job seeker’s case file indicating why the hard exit was done.

F. State and Local Monitoring

Services and activities provided under WP must be monitored annually for compliance with WP requirements by DEO. DEO will monitor the requirements outlined in this policy and local operating procedures. Additionally, LWDBs must establish local monitoring policies and procedures that include, at minimum:

1. Roles of the participant and LWDB staff; and
2. Local monitoring procedures of Wagner-Peyser.

LWDBs must ensure participating providers agree to cooperate with monitoring efforts by the state and/or LWDB and adhere to all other applicable local, state and federal rules and regulations.

V. DEFINITIONS

1. **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.
2. **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 job seeker’s skills, education, or career objectives nor significant staff involvement.
3. **Job Seeker** – An individual actively seeking employment.
4. **Participant** – A participant is a reportable individual who has received services other than the services described in 20 CFR. 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 CFR. 677.150(a)(3), the following individuals are not participants:
 - Individuals in an Adult Education and Family Literacy Act (AEFLA) program who have not completed at least 12 contact hours.
 - Individuals who only use the self-service system.
 - 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.
5. **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.
6. **Registration** – The entering and submission of personal information in Employ Florida 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 job seeker 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 job seeker.

- 7. 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.
- 8. 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.
- 9. Staff-Assisted Services** – Program services provided that require significant staff involvement.

VI. REVISION HISTORY

Date	Description
01/07/2021	Issued by the Florida Department of Economic Opportunity.
12/03/2020	Approved by CareerSource Florida Board of Directors.
02/20/2020	Approved by CareerSource Florida Board of Directors.
05/24/2019	Revised and issued by the Florida Department of Economic Opportunity.
04/26/2017	Issued by the Florida Department of Economic Opportunity. This policy supersedes and replaces DEO FG 03-035, Job Seeker Registration and Employer Services, issued on 05/08/2012.