

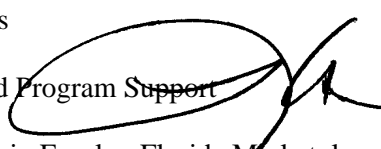


Charlie Crist
Governor
Cynthia R. Lorenzo
Interim Director

MEMORANDUM

DATE: March 23, 2009

TO: Regional Workforce Board Executive Directors

FROM: Lois A. Scott, Program Manager, One-Stop and Program Support 

SUBJECT: Accurate Documentation of Veterans' Services in Employ Florida Marketplace

The Agency for Workforce Innovation (AWI) has recently become aware that in some regional workforce boards (RWBs), the Employ Florida Marketplace (EFM) access authorizations have been assigned to staff in such a way as to unintentionally attribute any services they record to the Disabled Veteran Outreach Program (DVOP) category.

What we found is that access (or log-on) may be given to authorized staff in the categories of "DVOP, Local Veteran Employment Representative (LVER), and/or Staff," but when a single person is given authorization to two or more of these categories, any services this staff member records in EFM automatically defaults to the "DVOP" category unless the staff chooses the correct log-on. As you might conclude, this causes distortions in the performance data for Veterans' programs, as not all services are provided by DVOPs. To ensure accurate documentation of the services provided, by whom and to whom; staff should only be given EFM access authorization in one category. The key to correcting this issue and maintaining accurate recording of service delivery is for the Regional Security Officer (RSO) to re-designate current staff to a single category, either "DVOP, LVER, or Staff," where they may have more than one category authorized. As new staff is given EFM access, they should only be given authorization in one of the categories. There is an exception to this approach. The only staff in the field that may use two logins, "Staff" and either "LVER" or "DVOP," are the 50 percent funded Wagner-Peyser and 50 percent funded LVER/DVOP positions. There are only 11 total applicable positions throughout the state, located in RWBs 8, 11 and 13.

Your timely attention and assistance with this effort will ensure that the data being recorded is accurate and reflective of what and to whom services are being delivered. If you have any questions or need further information to affect this change, please contact Shawn Forehand at (850) 245-7424 or via e-mail at Shawn.Forehand@flaawi.com, or contact Stan Kurtz at (850) 921-3309 or via e-mail at Stan.Kurtz@flaawi.com.

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