

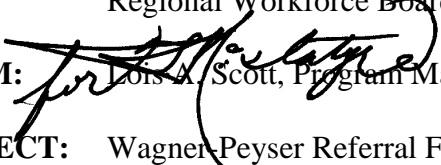


Charlie Crist
Governor
Monesia T. Brown
Director

MEMORANDUM

DATE: January 30, 2008

TO: Regional Workforce Board Executive Directors

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

SUBJECT: Wagner-Peyser Referral Function and the Employ Florida Marketplace

The purpose of this memorandum is to explain the premise of the Wagner-Peyser (WP) Program basic labor exchange referral function in conjunction with the Employ Florida Marketplace (EFM). Please share this memorandum with the one-stop center staff whose duties include using EFM to generate referrals on job orders.

It has been brought to the attention of the Agency for Workforce Innovation (AWI) via calls/emails to the EFM Helpdesk from disgruntled employers that some one-stop center staff are failing to uphold the responsibility to refer candidates that meet the job order criteria, and/or failing to observe the correct referral options requested by the employer.

A major goal of the state, regions and one-stop centers is to promote customer satisfaction. Consequently, if requested by an employer, it is recommended that one-stop center staff screen their job seekers; and if the job seeker does not meet the minimum qualifications that have been determined by the employer, staff should not make the referral. Staff should be reminded that referring someone that does not meet the required criteria wastes not only the employer's time but also time the job seeker could be utilizing to find realistic employment. If there are no applicants who have met all of the employer's job order criteria and the job seeker just misses the qualification (i.e., the job order indicates 60 months of experience and the job seeker has 50 months), it would be a service to both the employer and the job seeker to contact the employer and explain the situation. The employer should be advised when there have been no applicants that have met all on the job order criteria, and when a job seeker who almost qualifies would like an interview.

When the referral is given to the job seeker, the one-stop center staff person must comply with the requests of the employer as to how the job seeker is to be referred. An employer's request for an on-line application should be honored.

Agency for Workforce Innovation

The Caldwell Building, Suite 100 • 107 East Madison Street • Tallahassee • Florida 32399-4122
Phone 850-245-7130 • Fax 850-921-3226 • (TTY/TDD 1-800-955-8771 – Voice 1-800-955-8770)

For more information go to www.floridajobs.org

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.

Regional Workforce Board Directors
January 30, 2008
Page 2

It is not the choice of the one-stop center staff person to determine how the referral is to be accomplished.

Although we now have a very functional self-service system, the employers who request staff assistance should, if possible, receive the level of service requested. If you have any questions regarding this memorandum, please contact Joan Losiewicz at (850) 245-7422 or via email at Joan.Losiewicz@flaawi.com.

LAS/ojl

cc: Richard Meik