Rick Scott
GOVERNOR

FLORIDA DEPARTMENT of
ECONOMIC OPPORTUNITY

Jesse Panuccio
EXECUTIVE DIRECTOR

Questions and Answers Related to Changes to and Deletion of Service Codes, Activity Codes and Case Notes

Q1: What programs are covered by the October 18, 2013 memo titled "Changes to and Deletion of Service Codes, Activity Codes and Case Notes?"
A: Wagner Peyser, Trade Adjustment Act, and Workforce Investment Act programs.

Q2: Where are Wagner Peyser (WP) activities voided in EFM?
A: Wagner Peyser (WP) activities can be voided through the Activity History/Service Plan under the Staff Profile tab.

Q3: Does the October 18, 2013 memo apply to both jobseeker/participant and employer activity codes?
A: Yes.

Q4: What do you do when the *ISFirst Indicator* is attached to the wrong activity?
A: Should you or your staff discover the wrong activity was selected for the first enrollment activity entered, the *ISFirst Indicator* will need to be moved to the correct activity. Perform the following steps:

    a. Enter the correct activity.
    b. Enter a case note into the EFM file explaining the error.
    c. Notify your regional security officer (RSO) of the error.
    d. The RSO should:
        i. Ensure there is an appropriate activity with an actual begin date equal to the participation date;
        ii. Send an email request to Department of Economic Opportunity staff Linda Knowles at linda.knowles@deo.myflorida.com with a copy to Tony Carter at tony.carter@deo.myflorida.com), that includes the following information:

            • The Program Name (WIA, WP, TAA etc.),

            • The application number,

            • The username,

            • The state ID number,

            • The activity that contains the *ISFirst Indicator*,

            • The activity you want the *ISFirst Indicator* moved to, and

            • The reason/explanation for the move.
    e. Once confirmation is received from DEO staff that the *ISFirst Indicator* has been moved, the RSO should:
        i. Void the incorrect activity in EFM.
        ii. Send email verification to the requesting staff that the *ISFirst Indicator* was moved successfully and the incorrectly coded activity has been voided.

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