



Local Operating Procedure

SECTION: Operations	PROCEDURE#: LOP09	PAGE 1 of 3
TITLE: Correcting Social Security Numbers Procedure	EFFECTIVE DATE: February 18, 2021	

DISTRIBUTION: CareerSource North Central Florida Staff

PURPOSE: The purpose of this procedure is to provide information and guidance regarding the correction of social security numbers for Career Source North Central Florida (CSNCFL) staff.

REFERENCE: Administrative Policy # 96

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:

- Assist job seekers in finding employment, including promoting their familiarity with Employ Florida.
- Assist employers in filling jobs.
- Facilitate the match between jobseekers and employers.
- Participate in a system for clearing labor among the states¹, including the use of a standardized classification system.
- Meet the work test requirements of the Reemployment Assistance (RA) program.
- Provide labor exchange services as identified in Section 7(a) of the Wagner Peyser Act. ¹ The processing of interstate and intrastate job orders .

AUTHORITY: Wagner Peyser Act of 1933, as amended by the Workforce Investment Act of 1998 and the Workforce Innovation and Opportunity Act of 2014.

Procedure:

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 jobseeker with a different social security number, staff must resolve the issue as outlined below.

1. Staff must verify there is an issue with the SSN or verify a duplicate registration exists in Employ Florida for the jobseeker.

2. Staff must request the job seeker to 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 jobseeker 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.
3. Staff must review the documentation provided by the job seeker to confirm ownership of the SSN.
4. Once the SSN is confirmed, staff must allow the jobseeker to register under the correct SSN.
5. 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.
6. Staff must case note in the job seeker's case file all actions that occurred and document he/she verified the source documentation.
7. 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.
8. 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.
9. 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.
10. 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.
 - a) Upon contacting the job seeker, staff must request the job seeker to 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 of the user that the SSN is assigned in error.
 - b) 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.

OFFICIAL SIGNATURE

A handwritten signature in blue ink, appearing to read "Phyllis Marty", with a stylized, flowing script.

PHYLLIS MARTY
Chief Executive Officer