



Local Operating Procedure

SECTION: Operations/Wagner Peyser	PROCEDURE#: LOPWP03	PAGE 1 of 4
TITLE: Pseudo SSN Procedure, Correcting SSNs and Handling Duplicate Registrations	EFFECTIVE DATE: February 1, 2026	

DISTRIBUTION: CareerSource North Central Florida Staff

PURPOSE: The purpose of this procedure is to provide information and guidance regarding the use of pseudo social security numbers, correcting social security numbers, and handling duplicate registrations.

REFERENCE: Administrative Policy Number 96

BACKGROUND: The purpose of the Employment Service (ES) 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.

CSNCFL State Merit Staff (SMS) are the staff providing Employer Services (ES) in LWDB 26.

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.

PROCEDURE(S):

Pseudo SSNs: 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 SSN's 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.

Correcting Social Security Numbers: 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, RECONNECT 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 case note in the job seeker's case file all actions that occurred and document he/she verified the source documentation.
6. 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.
7. 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.
8. 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.
9. 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.

Duplicate Registration 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 RSO.

- (a) Staff must provide the RSO with the username, State ID's 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 222222 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.

OFFICIAL SIGNATURE

A handwritten signature in blue ink, appearing to read "Phyllis Marty".

PHYLLIS MARTY
Chief Executive Officer