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.