

Rick Scott
GOVERNOR




Jesse Panuccio
EXECUTIVE DIRECTOR

MEMORANDUM

DATE: August 26, 2014

TO: Regional Workforce Board (RWB) Executive Directors

FROM: Lois A. Scott, Chief, Bureau of One-Stop and Program Support 

SUBJECT: Referring Customers to the Employ Florida Marketplace Help Desk to Correct Account Information

The Employ Florida Marketplace (EFM) Help Desk staff often receive calls from jobseekers who state they were instructed by career center staff to call the help desk to update demographic information such as date of birth and social security number. Job seekers should not be referred to the EFM Help Desk for these type of issues since help desk staff do not have access to the requisite documents to verify a job seeker's identity. These types of issues should be handled at the local career center while the job seeker is present with their identifying documentation. Following are a few tips to assist with this process.

1. When either of these types of errors is discovered by career center staff, the career center staff should initiate appropriate steps to determine that the information is attached to the right individual prior to changing any data already in any of the state's management information systems. Since there could be two or more job seekers with the same or similar name or other characteristics, staff should use due diligence to ensure the correct information is assigned to the correct job seeker. Additional checks may include verifying the address, phone number and previous employment.
2. Instructions issued January 6, 2014 in the memo titled "[Handling Social Security Number Errors in Employ Florida Marketplace \(EFM\)](#)," address the procedures to be followed when it is discovered that there is an error with the SSN, or duplicative registrations attached to an individual in EFM. Please refer to this memo when correcting SSNs or duplicative registrations.
3. To correct a date of birth error, staff should request the job seeker provide appropriate verifying documentation such as a government issued identification or birth record prior to making any changes.

Please forward this information to appropriate staff in your region for immediate use. Should you have questions or concerns, please contact Christa Nelson at Christa.Nelson@deo.myflorida.com.

LAS/cnn

cc: Anita Richardson
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