



**POLICY
NUMBER
098**

Title:	Employer Services
Program:	Wagner-Peyser (WP)
Adopted:	October 6, 2017
Effective:	October 6, 2017

I. PURPOSE AND SCOPE

The purpose of this policy is to provide Local Workforce Development Board (LWDB) staff and career center employees with the minimum requirements for employer services in the Wagner-Peyser (WP) labor-exchange system.

II. BACKGROUND

The purpose of the Employment Service system is to improve the functioning of the nation's labor markets by bringing together qualified jobseekers and employers who are seeking workers. Section 7(a) of the Wagner-Peyser Act requires labor exchange services be provided to employers that:

1. Assist employers in filling jobs.
2. Facilitate the match between jobseekers and employers.
3. Maintain a system of clearing labor between the States¹, including the use of a standardized classification system.

III. AUTHORITY

[Wagner-Peyser Act of 1933, as amended by the Workforce Investment Act of 1998](#)

[Workforce Innovation and Opportunity Act of 2014](#)

¹ The processing of interstate and intrastate job orders.

[20 CFR Part 651.10](#), [652.207](#), [652.3](#), [678.435](#), [658.501](#), [658.502](#), [658.503](#), [658.504](#)

IV. POLICIES AND PROCEDURES

A. Services to Employers

LWDB staff must facilitate the match between jobseekers and employers by matching jobseeker skills and interests with employer job openings. Upon the employer's request, staff may:

1. Advertise employer job openings through Employ Florida.
2. Assist in the development of job order requirements.
3. Refer qualified jobseekers to available job openings.
4. Conduct jobseeker screening.
5. Provide recruitment assistance.
6. Assist with organizing and conducting job fairs.
7. Assist with filling hard-to-fill job orders.
8. Assist with job restructuring.
9. Provide rapid response to layoffs and business closures.
10. Provide assessment and testing.

LWDBs may also provide customized services upon the employer's request. Each LWDB's local operating plan must identify available customized services. Such services may include:

1. Customized screening and referral of qualified participants for training services.
2. Human resource consultation services, which may include:
 - i. Writing and/or reviewing job descriptions and employee handbooks.
 - ii. Assisting with developing performance evaluation and personnel policies.
 - iii. Creating orientation sessions for new workers.
 - iv. Honing job interviewing techniques for efficiency and compliance.
 - v. Analyzing employee turnover.
 - vi. Creating job accommodations and using assistive technologies.
 - vii. Explaining labor and employment laws to help employers comply with discrimination, wage/hour and safety/health regulations.
3. Providing customized labor market information for specific employers, sectors, industries or clusters.
4. Providing other customized services, as available.

B. Employer Account Verification in Employ Florida

LWDB staff must conduct an independent verification of a newly registered employer account prior to enabling an employer account or releasing any job order to jobseekers. Methods of verification include phone call, email inquiry, website review, State of Florida's Department of State, Division of Corporations, or onsite in person review.

LWDBs must have local policies and procedures in place to ensure sufficient vetting of employer accounts and job orders. Additionally, each LWDB must:

1. Verify the employer's registration information to include the business name, address, contact person and contact information. Verification of the registration may be conducted through electronic means such as email or by telephone and must be documented in a case note.
2. For in-state employers, verify the Federal Employer Identification Number (FEIN)/Tax Identification Number (TIN) and entity's name on the [Department of State, Division of Corporation's Sunbiz website](#). If the business is not registered in Sunbiz as required, do not enable or approve the employer's registration until such information is available for verification.
3. For out-of-state employers, verify the FEIN/TIN and entity's name using the appropriate state's division of corporation's website. If the information is unavailable for verification, do not enable the registration in Employ Florida.
4. For staff assisted registration of employer accounts, staff must conduct a follow-up and final review via email or telephone with the employer to confirm the information listed in the registration is accurate and document the method used for the approval process in case notes for all staff assisted registration of employer accounts.
5. Review all submitted job orders for compliance with federal and state laws, and the *Employ Florida Terms and Conditions of Use*.

Staff must enter a case note when verifying an employer that, at a minimum, includes the method of contact, the name and title of the contact (if applicable), whether the employer is registered in the appropriate state's corporations website, and the method used to verify the employer before an employer account may be enabled in the system.

Employer accounts must be verified within two business days of the date of the initial registration. If the verification process cannot be completed within two business days, staff must place the employer's account in a "Not Verified" status. Upon placing an employer's account in a Not Verified status, staff must notify the employer of the action and ask the employer to correct the missing/needed information as soon as possible. The account must remain in Not Verified status until the employer's information is properly reviewed and verified in accordance with state and local policy. If the validity of an employer cannot be verified or if staff believes that the account is suspicious in nature, staff should alert the LWDB manager. The LWDB manager should immediately elevate concerns of suspicious activity in Employ Florida to the Department of Economic Opportunity via email at: EFAccountReferral@deo.myflorida.com.

C. Third-Party Agent Verification

LWDBs must ensure job orders posted by third-party agents are in accordance with the *Employ Florida Terms and Conditions of Use*. Third-party agents that use the Employ Florida system to post job openings for an employer must:

1. Obtain the employer's written consent to post job orders on the Employ Florida website and provide it to LWDB prior to posting an open position.
2. Use only the employer's name and FEIN to register an account, unless the third-party agent is the employing entity.
3. List the employer's address of record and contact information as the primary contact and list the third-party agent's address of record and contact information as the secondary contact for verification purposes. Note: the employer's address may be suppressed and hidden from jobseekers.
4. Meet the same verification requirements listed in Section B of this policy.

D. Discontinuation of Services

Pursuant to [20 CFR 658](#), a career center must initiate procedures to discontinue services to an employer or third-party agent in certain instances. Some reasons for discontinuing services include, but are not limited to, an employer or third-party agent who:

1. Submits and refuses to alter or withdraw job orders containing specifications which are contrary to employment-related laws.
2. Submits job orders and refuses to provide assurances, in accordance with Agricultural Recruitment System requirements, that Agricultural Recruitment jobs offered are in compliance with employment-related laws.
3. Is found through field checks or otherwise to have either misrepresented the terms or conditions of the employment opportunity specified on job orders or failed to comply fully with assurances made on job orders.
4. Is found by an appropriate enforcement agency to have violated any employment-related laws and notification of the finding has been provided to the U.S. Department of Labor or the career center by that enforcement agency.
5. Is found to have violated Employment Service (ES) regulations pursuant to sec. 658.411.
6. Refuses to accept qualified workers referred through the clearance system.
7. Refuses to cooperate in the conduct of field checks conducted.
8. Repeatedly causes the initiation of the procedures for discontinuation of services.
9. Refuses to cooperate with the career center's request for verification.

Career center management may, after consultation with the Department of Economic Opportunity (DEO), discontinue services immediately if exhaustion of above procedures 1 – 7 would cause substantial harm to a significant number of workers.

Career center staff must also initiate procedures to discontinue services if the employer or third-party agent violates the *Employ Florida Terms and Conditions of Use*.

When discontinuing services, the career center must notify the employer in writing all employment services will be terminated within 20 working days, unless the employer satisfactorily addresses the concerns of the career center within the 20 days. If services are discontinued to an employer subject to Federal Contractor Job Listing

Requirements, the career center must notify the U.S. Department of Labor, Employment and Training Administration (ETA) regional office immediately.

Services may be reinstated to an employer after discontinuation:

1. If the state is ordered to do so by a Federal Administrative Law Judge (ALJ) or Regional Administrator; or
2. If the employer provides adequate evidence that any policies, procedures or conditions responsible for the previous discontinuation of services have been corrected and that the same or similar circumstances are not likely to occur in the future; and
3. The employer has responded adequately to any findings of an enforcement agency, career center, or ETA, including restitution to the complainant and the payment of any fines, which were the basis of the discontinuation of the services.

The career center must notify the employer requesting reinstatement within 20 working days whether his/her request has been granted. If the career center denies the request for reinstatement, the basis for the denial must be specified and the employer must be notified that he/she may request a hearing within 20 working days.

The career center must reinstate services to an employer if ordered to do so by a state hearing official, Regional Administrator, or Federal ALJ as a result of a timely hearing request.

V. DEFINITIONS

1. **Employer** – As defined in 20 CFR 651.10, a person, firm, corporation, or other association or organization which currently has a location within the United States to which U.S. workers may be referred for employment, and which proposes to employ a worker at a place within the United States and which has an employer relationship with respect to employees under this subpart as indicated by the fact that it hires, pays, fires, supervises and otherwise controls the work of such employees. An association of employers is considered an employer if it has all of the indicia of an employer set forth in this definition.
2. **Job Opening** – A single job opportunity for which the career center has on file a request to select and refer participants.
3. **Third-Party Agent** – A person, firm, corporation, other association or entity which posts job orders on behalf of another person, firm, corporation, other association or entity.