

INFORMATION NOTICE

WORKFORCE SERVICES

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TO: WORKFORCE DEVELOPMENT COMMUNITY

SUBJECT: PSEUDO SOCIAL SECURITY NUMBER PROCESS IN THE NEW
CalJOBSSM

This Information Notice provides the most current process on pseudo Social Security Numbers (SSNs) in the New CalJOBSSM. The New CalJOBSSM, a part of the California Workforce Services Network (CWSN), will replace the current Job Training Automation (JTA), the current CalJOBSSM and its subsidiary programs, including the Employer Contact Management System (ECMS), Participant Activity Support System (PASS), and Activity Calendaring and Event Scheduler (ACES). Upon full implementation of the New CalJOBSSM, the current JTA and CalJOBSSM systems will be retired. Phase 1A implementation includes Wagner-Peyser Act (WPA) functionality; Phase 1B implementation includes all JTA functionality for the Workforce Investment Act (WIA), Trade Adjustment Assistance (TAA), and Cash Module.

The New CalJOBSSM will not register accounts with a duplicate or alphanumeric SSN. Registration in the new CalJOBSSM requires the job seeker record to be associated with a valid SSN or a pseudo SSN issued by the Employment Development Department (EDD) or Local Workforce Investment Area (LWIA). A valid SSN is defined as a 9-digit unique number issued to an individual by the Social Security Administration (SSA). A pseudo SSN is issued by the EDD or LWIA under two circumstances, at the request of a job seeker or if there is an issue with a duplicate SSN. SSNs that are incorrectly entered into the New CalJOBSSM can be corrected without assigning a pseudo SSN.

Pseudo SSNs:

The current WPA and the WIA do not require job seekers to provide their SSNs in order to receive employment or training services, excluding Unemployment Insurance (UI) or TAA recipients. The Department of Labor (DOL) requires the State to report program performance by matching a SSN to base wage records; thus, the State is encouraged to collect a job seeker's SSN for reporting purposes. EDD Field Divisions and LWIAs assign pseudo SSNs with the understanding that pseudo SSNs are excluded from performance, except where supplemental data is available; this is consistent with current DOL policy ([see TEGL 5-08](#)).

For Wagner-Peyser Phase 1A implementation, EDD Field Division Supervisors may assign a pseudo SSN at the request of the job seeker or if there is an issue with a

duplicate SSN; pseudo SSNs may not be assigned to UI or TAA recipients. During Phase 1A implementation, LWIAs are not permitted to assign pseudo SSNs for WP Participants; LWIA staff will need to contact their associated EDD Field Division Office to make this request. Upon WIA Phase 1B implementation, Management Information System (MIS) Administrators will be permitted to assign an unregistered job seeker with a pseudo SSN; EDD Field Division Supervisors will continue to update an incorrect SSN, assign pseudo SSNs, and resolve issues with duplicate SSNs.

Incorrect SSNs:

An incorrect SSN is defined as a SSN that was not assigned to the individual by the SSA or by the EDD or LWIA as a pseudo SSN (see [pseudo SSN](#) for guidance on EDD and LWIA assigned pseudo SSNs).

If the job seeker has previously registered in the New CalJOBSSM using an incorrect SSN and the job seeker would like to update their SSN in their New CalJOBSSM record, refer the job seeker to their local One-Stop Career Center. EDD Staff must verify the job seeker's SSN and identity, using documentation from the SSA and a valid State or Federal photo identification. Upon verification, EDD Field Division Supervisors are permitted to update the job seeker's SSN in the New CalJOBSSM. EDD Field Division Supervisors must state in the job seeker's case notes the reason for updating the job seeker's SSN. See [Attachment 1](#) for instructions on how to update a SSN in the New CalJOBSSM.

Assigning a Pseudo SSN per the Job Seeker's Request:

Prior to assigning a pseudo SSN, inform the job seeker that SSNs are secure in the New CalJOBSSM. During Phase 1A implementation, if a job seeker refuses to provide his or her SSN and the job seeker is not a UI recipient or a TAA client, refer the job seeker to their local One-Stop Career Center for assistance; an EDD Field Division Supervisor will assign a pseudo SSN. During Phase 1B implementation, MIS Administrators will assign an unregistered job seeker with a pseudo SSN on behalf of their LWIA. Job seekers are not permitted to assign themselves with a pseudo SSN during self-registration. See [Attachment 3](#) for instructions on how to assign a pseudo SSN to an unregistered job seeker in the New CalJOBSSM. See [Attachments 4 and 5](#) for the pseudo SSN template.

Duplicate SSNs:

A duplicate SSN is defined as a SSN that already exists in the New CalJOBSSM either by accident or intent. EDD Field Division Supervisors will resolve issues with a duplicate SSN by assigning pseudo SSNs.

If the job seeker tries to register in the New CalJOBSSM and receives an error message stating that there is already a registered account in the New CalJOBSSM under that SSN, refer the job seeker to their local One-Stop Career Center. EDD Staff must verify the job seeker's SSN and identity, using documentation from the SSA and a valid State or Federal photo identification. Upon verification, EDD Field Division Supervisors are permitted to reassign the unverified job seeker's record to a pseudo SSN, following the Division assigned 900-series pseudo identifier. EDD Field Division Supervisors must

state in the unverified job seeker's case notes the reason for the job seeker's reassignment to a pseudo SSN. See [Attachment 4](#) for the Division assigned 900-series pseudo identifier.

Upon reassignment of the SSN, the verified owner of the SSN can immediately register in the New CalJOBSSM using their valid SSN. The unverified job seeker's record is entirely transferred to the pseudo SSN where the job seeker may log into the New CalJOBSSM using their original username and password; EDD Staff do not need to notify the job seeker that their account has been moved to a pseudo SSN. See [Attachment 2](#) for instructions on how to reassign a SSN in the New CalJOBSSM.

If the owner of the SSN contacts EDD or LWIA Staff stating that their account has been moved to a pseudo SSN, inform the individual that prior to the account's reassignment, EDD Staff have verified the owner of the New CalJOBSSM account with documents from the SSA. Refer this individual to the SSA for possible identity theft.

If you have any questions regarding the phased implementation, please contact the CWSN Help Desk at CalJOBSAdmin@edd.ca.gov.

/S/ MICHAEL EVASHENK, Chief
Workforce Services Division

Attachments

How to Update a SSN in the New CalJOBSSM

MIS Administrators are not permitted to update a job seeker's SSN in the New CalJOBSSM; refer the job seeker to their local One-Stop Career Center for assistance. If the EDD's Unemployment Insurance Branch (UIB) assigned the job seeker with an EDD Client Number (ECN), refer the job seeker to the UIB to update their SSN for their UI claim.

1. Left navigation
2. 'Manage Individuals'
3. 'Assist an Individual'
4. Search for the job seeker using any of the search parameters listed on the screen.
5. Verify that you are working with the correct job seeker
6. Click the job seeker's 'Username'
7. Click 'My Individual Profiles'
8. Click 'Personal Profile'
9. Under 'Staff Information' click on 'View / Edit SSN'
10. Update the job seeker's SSN
11. Update the job seeker's case notes stating the reason for updating the job seeker's SSN.

How to Reassign a SSN

MIS Administrators are not permitted to reassign a job seeker's SSN in the New CalJOBSSM; refer the job seeker to their local One-Stop Career Center for assistance.

1. Left Navigation
2. 'Manage Individuals'
3. 'Assist an Individual'
4. Search for the unverified job seeker using the verified job seeker's SSN.
5. Verify that you are working with the correct SSN and unverified job seeker record.
6. Click the unverified job seeker's 'Username'
7. Click 'My Individual Profiles'
8. Click 'Personal Profile'
9. Under 'Staff Information' click on 'View/ Edit SSN'
10. Update the unverified job seeker's SSN to a [pseudo SSN according to Division parameters](#).
11. Update the unverified job seeker's case notes stating the reason for reassigning the job seeker's SSN.
12. Inform the verified job seeker that they can now register in the New CalJOBSSM using their SSN.

How to Assign a Pseudo SSN to an Unregistered Job Seeker in the New CalJOBSSM

One-Stop Career Centers and LWIAs must collect a job seeker's SSN if the job seeker is a UI recipient or a TAA client ([see TEGL 5-08](#)). Do not assign a pseudo SSN if the job seeker is a UI recipient or TAA client; register the job seeker using the job seeker's verified SSN. Verify the job seeker's SSN and identity using documentation from the SSA and a valid State or Federal photo identification.

In an effort to avoid the rekeying of an already assigned pseudo SSN, each office is encouraged to maintain a master sheet of their office's assigned pseudo SSNs. If your office is trying to assign a specific pseudo SSN and discovers that this SSN has already been used in the New CalJOBSSM, continue to follow the pseudo SSN template but change the last four digits until a new pseudo SSN can be assigned.

1. Left navigation
2. 'Manage Individuals'
3. 'Create an Individual'
4. Begin registering the job seeker by completing the registration wizard
5. [Assign a pseudo SSN according to Division or LWIA parameters](#)
6. Click 'Next' at the bottom of the screen
7. The job seeker record will state "Individual has not provided a valid SSN". If this statement does not immediately populate on the screen, finish the job seeker's registration and search for the job seeker using the [instructions for updating a SSN](#). Verify that the pseudo SSN populated for the job seeker.
8. Complete the job seeker's registration.
9. Update the job seeker's case notes stating the reason for assigning a pseudo
10. SSN.

Pseudo SSN Template for Field Divisions

Each Field Division Office must follow the template below when assigning a pseudo SSN. During Phase 1A implementation, EDD Field Division Supervisors will assign pseudo SSNs for LWIAs, in addition to assigning their office's pseudo SSNs. When assigning pseudo SSNs on behalf of a LWIA, EDD Field Division Supervisors must follow the [pseudo SSN template for LWIAs](#). Upon implementation of Phase 1B, MIS Administrators will assign pseudo SSNs for their LWIA, following the pseudo SSN template for their LWIA.

Field Divisions

9XX (Division assigned 900-series identifier) – DD (Job seeker birth day) – MMY (Job seeker's birth month and the last two digits of the job seeker's birth year)

Field Division Name	Division Assigned 900-Series Identifier	Example Pseudo SSN
Northern Division	998	998-30-0162
Southern Division	997	997-30-0162
LA / Ventura Division	996	996-30-0162
Central Office Division	995	995-30-0162

Pseudo SSN Template for Local Workforce Investment Areas

Each LWIA must follow the template below when assigning a pseudo SSN. During Phase 1A implementation, EDD Field Division Supervisors will assign pseudo SSNs for the LWIA. Upon implementation of Phase 1B, MIS Administrators will assign pseudo SSNs for their LWIA, following the pseudo SSN template for their LWIA.

Local Workforce Investment Areas

9XX (LWIA assigned 900-series identifier) – DD (Job seeker birth day) – MMY (Job seeker's birth month and the last two digits of the job seeker's birth year)

LWIA Name	DOL Code	Example Pseudo SSN
Alameda County	940	940-30-0162
Anaheim City	941	941-30-0162
Contra Costa	942	942-30-0162
Foothill Employment and Training Consortium	943	943-30-0162
Fresno County	944	944-30-0162
Golden Sierra Consortium	945	945-30-0162
Humboldt County	946	946-30-0162
Imperial County	947	947-30-0162
Kern/Inyo/Mono Consortium	948	948-30-0162
Kings County	949	949-30-0162
Los Angeles City	950	950-30-0162
Los Angeles County	951	951-30-0162
Madera County	952	952-30-0162
Marin County	953	953-30-0162

Local Workforce Investment Areas

9XX (LWIA assigned 900-series identifier) – DD (Job seeker birth day) – MMY (Job seeker's birth month and the last two digits of the job seeker's birth year)

LWIA Name	DOL Code	Example Pseudo SSN
Mendocino County	954	954-30-0162
Merced County	955	955-30-0162
Monterey County	956	956-30-0162
Mother Lode Consortium	957	957-30-0162
Napa County	958	958-30-0162
NoRTEC Consortium	959	959-30-0162
North Central Counties Consortium (NCCC)	960	960-30-0162
NOVA	961	961-30-0162
Oakland City	962	962-30-0162
Orange County	963	963-30-0162
Pacific Gateway	964	964-30-0162
Richmond City	965	965-30-0162
Riverside County	966	966-30-0162
Sacramento City/ County Consortium	967	967-30-0162
San Benito County	968	968-30-0162
San Bernardino City	969	969-30-0162
San Bernardino County	970	970-30-0162

Local Workforce Investment Areas

9XX (LWIA assigned 900-series identifier) – DD (Job seeker birth day) – MMY (Job seeker's birth month and the last two digits of the job seeker's birth year)

LWIA Name	DOL Code	Example Pseudo SSN
San Diego Consortium	971	971-30-0162
San Francisco City / County	972	972-30-0162
San Joaquin County	973	973-30-0162
San Jose / Silicon Valley	974	974-30-0162
San Luis Obispo County	975	975-30-0162
San Mateo County	976	976-30-0162
Santa Ana City	977	977-30-0162
Santa Barbara County	978	978-30-0162
Santa Cruz County	979	979-30-0162
Southeast Los Angeles County Consortium (SELACO)	980	980-30-0162
Solano County	981	981-30-0162
Sonoma County	982	982-30-0162
South Bay Consortium	983	983-30-0162
Stanislaus County	984	984-30-0162
Tulare County	985	985-30-0162
Ventura County	986	986-30-0162
Verdugo Consortium	987	987-30-0162
Yolo County	988	989-30-0162