

DAVID Y. IGE
GOVERNOR



ANNE EUSTAQUIO
DIRECTOR

JOSH GREEN
LIEUTENANT GOVERNOR

JOANN A. VIDINHAR
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
830 PUNCHBOWL STREET, ROOM 321
HONOLULU, HAWAII 96813
www.labor.hawaii.gov
Phone: (808) 586-8844 / Fax: (808) 586-9099
Email: dlir.director@hawaii.gov

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(SN 003)

JOINT WIOA BULLETIN NO. 003-20

TO: WIOA Partners and WDD Staff

SUBJECT: Social Security Numbers in HireNet Hawaii

PURPOSE

The purpose of this bulletin is to provide guidance on entering Social Security Numbers (SSNs) in HireNet Hawaii (HNH).

BACKGROUND

Hawaii has faced the challenge of balancing the need to collect participants' SSNs while maintaining the participants' privacy. The SSN is essential to accurately measure the performance of various federally funded programs and satisfy federal reporting requirements. Currently, there are over 30,000 job seeker records in HNH that contain a pseudo number because participants were not required to provide a SSN. This has resulted in duplication of job seeker records in HNH. More importantly, the lack of SSNs has resulted in Hawaii's inability to match the HNH records to the wage records to comply with the federal reporting requirements.

POLICY

The SSN field will be turned on as a data field requirement to job seekers to register in HNH. The SSN will be used to match quarterly wage records to measure performance against goals set for federal, State and local performance measures. The American Job Center (AJC) staff shall utilize the steps provided below in complying with this bulletin:

1. For Unemployment Insurance (UI) Claimants and participants under the Trade Adjustment Assistance (TAA) as described in TEGL No. 5-08, AJC staff shall collect SSNs for these two (2) target populations.
2. Job seekers who do not meet the criteria of Item 1 above and refuse to provide their SSN as part of their registration in HNH, AJC staff shall be responsible for explaining to the job seeker that the SSN will be used to meet the federal reporting requirements to evaluate Hawaii's performance in delivering services and activities.
3. After AJC staff has completed Item 2 above and job seekers continue refusing to provide their SSN; AJC staff will assist the job seeker with their HNH registration by entering a pseudo number.

For job seekers who currently have an existing HNH record without an SSN, AJC staff shall enter the SSN using the existing record and/or registration.

PROCEDURES

1. **Assigning a Pseudo SSN Per the Job Seeker's Request**

If a job seeker refuses to provide their SSN and the job seeker is not a UI Claimant or a participant under the TAA, AJC staff shall follow the instructions provided in Attachment 1 which outlines the process for assigning a pseudo SSN to an unregistered job seeker in HNH.

2. **Updating an Existing Record in HireNet Hawaii With Pseudo Number to SSN**

When updating an existing job seeker record in HNH that contains a pseudo number, AJC staff shall obtain the job seeker's SSN as reference and verification for updating the HNH account. Workforce Development Division (WDD) staff are responsible for updating the pseudo number to valid job seeker SSNs as provided in Attachment 2 and Attachment 3 which outlines the process for updating an existing HNH record that contains a pseudo number.

EFFECTIVE DATE

This policy and procedures are effective January 1, 2021.

INQUIRIES

Inquiries regarding this joint bulletin may be directed as follows:

- a. WIOA Partners: Jayson Muraki at (808) 586-8674 or Jayson.K.Muraki@hawaii.gov, and
- b. WDD Staff: Joni Heatherly at (808) 586-8815 or Joni.A.Heatherly@hawaii.gov.



Maricar Pilotin-Freitas
Administrator
Workforce Development Division



Allicyn C.H. Tasaka
Executive Director
Workforce Development Council

Attachment 1: Assigning a Pseudo SSN at the Job Seeker's Request

Attachment 2: Updating an Existing Record in HNH From a Pseudo Number to SSN

Attachment 3: Local Workforce Areas Pseudo Numbers

ATTACHMENT 1

Assigning a Pseudo SSN at the Job Seeker's Request

1. Check for an existing HireNet Hawaii (HNN) account.
2. Go to Manage Individuals.
3. Assist an Individual.
4. Search for the job seeker using any of the search parameters listed on the screen (e.g., Search by First Name Last Name, SSN, Last Name/Date of Birth, etc.).
5. If there is no existing HNN record, begin registering the job seeker with the comprehensive registration.
6. Assign a pseudo SSN according to Local Workforce Area pseudo parameters.
7. Complete the job seeker's registration.
8. Update the job seeker's case notes stating the reason for assigning a pseudo SSN.

ATTACHMENT 2

Updating an Existing Record in HireNet Hawaii From Pseudo Number to SSN

1. Go to Manage Individuals.
2. Assist an Individual.
3. Search for the job seeker using any of the search parameters listed on the screen (e.g., First Name Last Name, Last Name/Date of Birth, etc.).
4. Verify that you are working with the correct job seeker.
5. Click the job seeker's 'Username'.
6. Click 'My Individual Profile'.
7. Click 'Personal Profile'.
8. Under 'Staff Information', click on 'View/Edit SSN'.
9. WDD assigned staff, WDD Supervisor or WDD Manager to update the job seeker's SSN.
10. Update the job seeker's case notes stating the reason for updating the job seeker's SSN.

ATTACHMENT 3

Local Workforce Areas Pseudo Numbers

- **9XX (based on LWA DOL assigned identifier)**
- **DD (job seeker birth date)**
- **MMYY (job seeker's birth month and last two digits of job seeker's birth year)**

LWA Name	Code	Example Pseudo SSN
Hawaii	910	910-12-0370
Kauai	920	920-12-0370
Maui	915	915-12-0370
Oahu	905	905-12-0370

LWA assigned 900 series identifier is based on LWIA code:

Hawaii: 15010
Kauai: 15020
Maui: 15015
Oahu: 15005