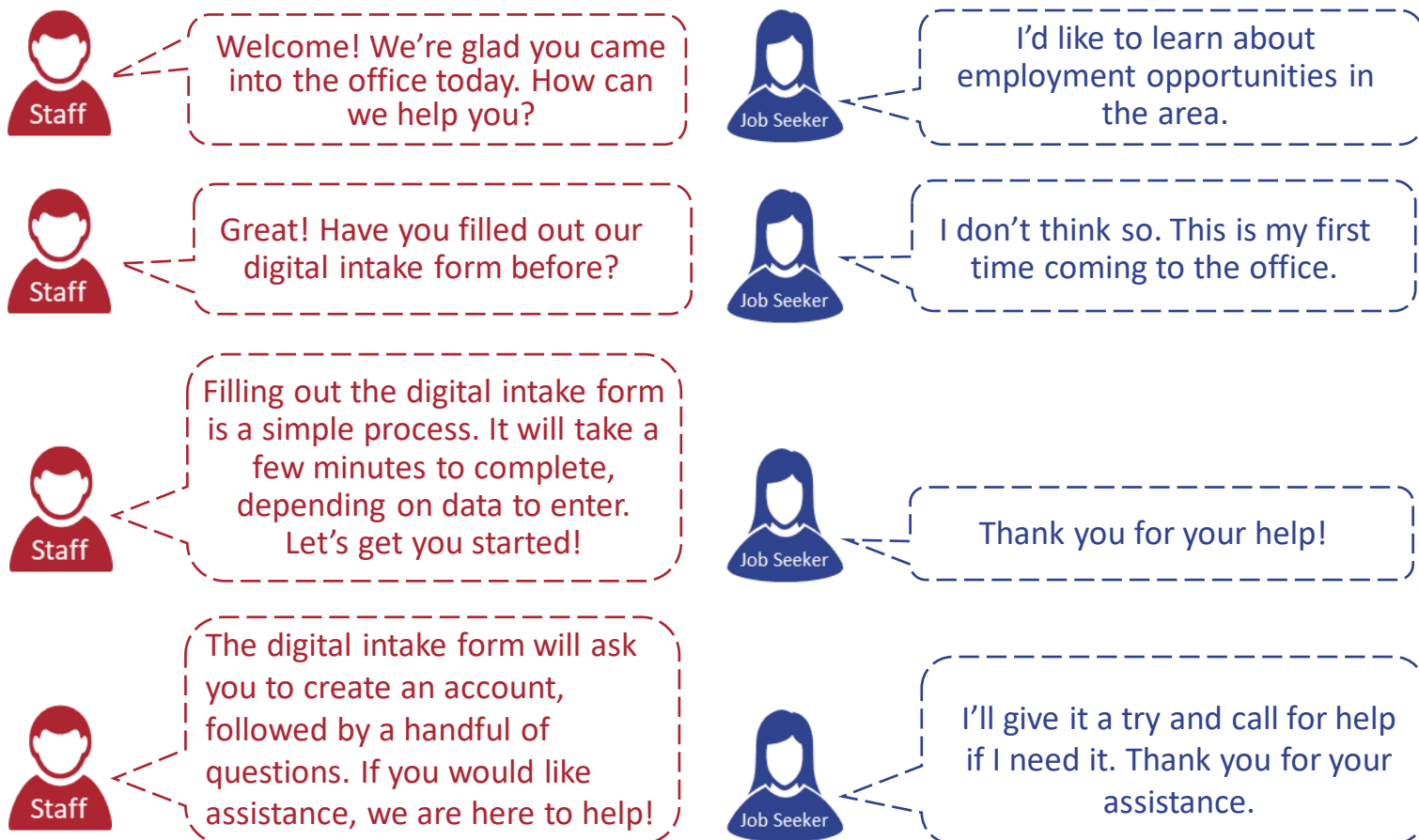


DIGITAL INTAKE FORM INITIAL JOB SEEKER ENGAGEMENT: New Job Seeker

New Job Seeker:

Individuals interacting with the digital intake form for the first time who may or may not have an existing PA CareerLink[®] account.

Office Scenario: Engaging a New Job Seeker



ENGAGING NEW JOB SEEKERS WHO ARE RELUCTANT TO FILL OUT THE DIGITAL INTAKE FORM

Tips and Talking Points:

- Actively listen and show empathy for the job seeker's hesitancy.
- Share the benefits of filling out the digital intake form.
- Provide encouragement and assistance if a job seeker looks unsure or uncomfortable with the process of filling out the digital intake form on a laptop or kiosk.

Office Scenario: Engaging a Reluctant Job Seeker



I'm not comfortable giving out my personal information. I don't know if it is safe, or if I will get spammed.



I already have a PA CareerLink[®] account, why do I need to fill out the digital intake form?



I may not have all the information you might need. I don't know if I should fill it out.



If I leave some questions blank, will the form save my other answers?



All information that is entered into the PA CareerLink[®] Digital Intake Form is encrypted. Your data will remain secure.



This is a new form that combines and centralizes all job seeker information for easy access and completion.



Once you have completed the form, you can always access and update your answers by logging into your account on the PA CareerLink[®] website.



In order to complete the digital intake form, the required questions cannot be left blank. Your answers will be saved once you have entered them.

DIGITAL INTAKE FORM SOCIAL SECURITY NUMBER (SSN) TIPS AND TALKING POINTS

New and Returning Job Seekers



What is a Social Security Number (SSN)?

A Social Security Number or SSN is a unique nine-digit identifier number used by the Social Security Administration, to assist U.S. citizens and some residents, regarding their income and eligibility for Social Security benefits.



Why does the PA CareerLink registration process ask for an SSN?

An individual's nine-digit number Social Security Number is a reliable authenticator of a person's identity. This number helps governmental services assist individuals seeking eligibility for services.



Does the digital intake form require an SSN?

No. A job seeker can register for or log into a PA CareerLink[®] account and respond to all questions asked in the digital intake form without entering a Social Security Number. However, it is strongly recommended that job seekers enter their SSN.



Where do job seekers enter their SSN in the digital intake form?

If job seekers do not have an account, they will enter their SSN on the PA CareerLink[®] Account Registration screen in the Digital Intake Form. The form will save the entered SSN, once it has been entered and confirmed. If the job seeker does not enter the SSN through the digital intake form, it can be entered later through their PA CareerLink[®] profile.



What if a job seeker does not want to share their SSN?

Pennsylvania respects the privacy and protects the personal information of job seekers. PA CareerLink[®] requests a Social Security Number during registration to confirm identity and build the account. This information is stored on encrypted servers, isn't shared outside PA CareerLink[®] and will never be sold.