

Identifying & Reporting Duplicate Records



Agenda

- ✓ Warning Signs
- ✓ Identifying
- ✓ Reporting
- ✓ Correction Process

Warning Signs

UI Customer w/ **Incomplete** Record

Service/Activities From Prior Meetings **No Longer Appear**

Missing Work Search Records

Missing Resume



Identifying Duplicate Records

CUSTOMER **PROVIDER** **EMPLOYER** **STAFF** **HELP**

Customer Search Customer Detail Comp Assess Services Links JobZone

Quick Search General Info Education Job Criteria Text Search Geographic Activities Programs List Search Reports

Customer SSN
SSN 1
Enter or paste one or more SSNs.

Customer ID
ID 1
Enter or paste one or more Customer IDs.

Search Criteria

Partial SSN
Last Name emery
First Name sally
Middle Initial
Birth Date
Username

<input type="checkbox"/>	OSOS ID	Vet	Status	Seeker Name	CMSA	CMSS	WIA	WSIO	TAA	LX
<input type="checkbox"/>										

Options Search Clear Detail Assign to List Add to CL Post Match Refer Activity P/PA Comments Correspond IVR New

Identifying Duplicate Records

CUSTOMER PROVIDER EMPLOYER STAFF HELP

Customer Search Customer Detail Comp Assess Services Links JobZone

1 - 2 of 2

Quick Search General Info Education Job Criteria Text Search Geographic Activities Programs List Search Reports

Customer SSN
 SSN 1
 Enter or paste one or more SSNs.

Customer ID
 ID 1
 Enter or paste one or more Customer IDs.

Partial SSN
 Last Name
 First Name
 Middle Initial
 Birth Date
 Username

<input type="checkbox"/>	OSOS ID	Vet	Status	Seeker Name	CMSA	CMSS	WIA	WSIO	TAA	LX
<input type="checkbox"/>	NY012743963	Yes	SS/IO	Emery, Sally		Active		Active		Active
<input type="checkbox"/>	NY013065296	Yes	Active	Emery, Sally						

Options Search Clear Detail Assign to List Add to CL Post Match Refer Activity P/PA Comments Correspond IVF New

Identifying Duplicate Records

Customer SSN
SSN 1
Enter or paste one or more SSNs.

Customer ID
ID 1
Enter or paste one or more Customer IDs.

Partial SSN
Last Name
First Name
Middle Initial
Birth Date
Username

<input checked="" type="checkbox"/>	OSOS ID	Vet	Status	Seeker Name	CMSA	CMSS	WIA	WSIO	TAA	LX
<input checked="" type="checkbox"/>	NY012743963	Yes	SS/IO	Emery, Sally	-	Active	-	Active	-	Active
<input checked="" type="checkbox"/>	NY013065296	Yes	Active	Emery, Sally	Active	-	-	-	-	Active

Options Search

Staff: Barber, Michael Office: Albany Career Central Security: Delete 12/14/2015

Identifying Duplicate Records

CUSTOMER PROVIDER EMPLOYER STAFF HELP

Services Links JobZone
D: NY012743963 1 of 1

Review the General Info

Gen. Info Add'l Info Pgms/P* O...t... Link Hist. Ed/Lic Skills Saved Searches Activities Comments Tests Prima >>

Customer Data

SSN Status SS/IO Job Seeker
Username NYGOVsteve01wegYY Password LT8534
Last Name Emery First Name Sally MI
Date of Birth 11/11/1987 Gender Not Disclosed Portfolio Lvl. JobZone Adult
Address 125 Fake St
City Dorksville State New York Zip 12332
County Schenectady Country United States Metro
Phone Ext. Alt. Ext. Fax
Email steve01@mailinator.com
URL
U.S. Citizen

Enrollments JZ SZ Manager Add to Case Load

Customer Assignment

Staff Assigned Administrator, SelfService Change
WIB Assigned NYSDOL - CO
Agency Department of Labor Change Office
Office NY9999
UI Claimant Work Search Record

Registered 05/29/2014
Origin Self Service
Profiled
Profiled Date
Internet Resume Confidential

Ethnic Heritage & Race
Education & Employment
Education Level
12 Grade - HS Graduate
School Status
Not attending school; H.S. Graduate
Employment Status
Not Employed
Contact Preferences
 Use Postal Fax
 Pri. Phone Email
 Alt. Phone Resume Contact Info

Save Start Match Services Comp. Assess Activity I.A. Referrals Correspond IVR Ret to Srch Comments Tag Resume Sched Message

Identifying Duplicate Records

Emery, Sally SSN: OSOS ID: NY013065296 2 of 2

Gen. Info Add'l Info Pgms/PA Objective Work Hist. Ed/Lic Skills Saved Searches Activities Comments Tests Prima

Customer Data

SSN Status: Active Job Seeker: Active

Username: saret1290503 Password: servicesneeded Merge

Last Name: Emery First Name: Sally MI

Date of Birth: 11/11/1987 Gender: Female Portfolio Lvl.: JobZone Adult

Address: 125 Fake St

City: Schenectady State: New York Zip: 12332

County: Schenectady Country: United States Metro:

Phone: 518-987-6543 Ext. Alt. Ext. Fax

Email: steve01@malintor.com

URL:

Ethnic Heritage & Race

Education & Employment

Education Level: 12 Grade - HS Graduate

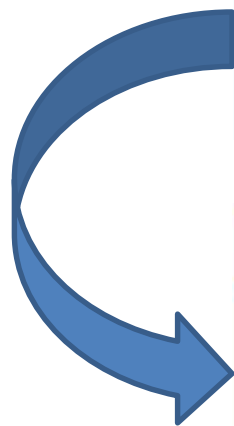
School Status: Not attending school; H.S. Graduate

Employment Status: Not Employed

Contact Preferences

Use Postal Fax

Pri. Phone Email



Emery, Sally SSN: ***-**-0799 OSOS ID: NY012743963 1 of 2

Gen. Info Add'l Info Pgms/PA Objective Work Hist. Ed/Lic Skills Saved Searches Activities Comments Tests Prima

Customer Data

SSN Status: SS/IO Job Seeker:

Username: NYGOVsteve01wegYY Password: LT8534 Merge

Last Name: Emery First Name: Sally MI

Date of Birth: 11/11/1987 Gender: Not Disclosed Portfolio Lvl.: JobZone Adult

Address: 125 Fake St

City: Schenectady State: New York Zip: 12332

County: Country: United States Metro:

Phone: Ext. Alt. Ext. Fax

Email: steve01@mailinator.com

URL:

Ethnic Heritage & Race

Education & Employment

Education Level: 12 Grade - HS Graduate

School Status: Not attending school; H.S. Graduate

Employment Status: Not Employed

Contact Preferences

Use Postal Fax

Pri. Phone Email

Alt. Phone Resume Contact Info

Reporting Duplicate Records

Submit requests to

Help.OSOS@labor.ny.gov



Reporting Duplicate Records

Be Sure to Include:

- ✓ Customer Name
- ✓ All Associated OSOS IDs
- ✓ Which Record Contains the SSN
(if more than one record, identify which is correct)
- ✓ Indicate if REOS Records Exist

Example Email

Send	From...	
	To...	Help.OSOS@labor.ny.gov
	Cc...	
	Bcc...	
Subject:		OSOS Duplicate Record

Below are the details of the duplicate record issue I discovered.

Customer Name: Sally Emery

OSOS IDs :

- NY012743963 with the correct SSN
- NY013065296 no SSN on this record.

REOS: Neither record exists in REOS

Additional Comments: NY013065296 has staff entered services while NY012743963 only includes Self-Service activities.

My contact information is included in my signature if you need additional information. Thank you.

Jane Doe

Career Advisor

New York State Department of Labor

Harriman State Office Campus

Building 12, Room 436, Albany NY 12240

P: (518) 867-5309

Correction Process

OSOS Help Desk Staff Will Review Requests

Resumes & Work Search Records Moved

IT Request Submitted

Confirmation of Completion



Contact Us

OSOS Help Desk

Help.OSOS@labor.ny.gov

(518) 457-6586

