



## Local Operating Procedure

<b>SECTION:</b> Operations	<b>PROCEDURE#:</b> LOP10	<b>PAGE</b> 1 of 2
<b>TITLE:</b> Handling Duplicate Registration and Merging Accounts Procedure	<b>EFFECTIVE DATE:</b> February 18, 2021	

**DISTRIBUTION:** CareerSource North Central Florida Staff

**PURPOSE:** Procedure for Handling Duplicate Registration and Merging Accounts

**REFERENCE:** Administrative Policy Number 96

**BACKGROUND:** CareerSource North Central Florida follows the State Guidance for Handling Duplicate Registrations, which is as follows:

### **Procedure**

Staff may occasionally discover duplicate registrations for a particular job seeker. These must be corrected when identified and verified that the duplicate registrations are the same job seeker. The account containing the correct SSN for the job seeker must be recognized as the correct account. The information from the account with the incorrect SSN must be merged with the correct account. Staff must obtain the assistance of their Regional Security Officer (RSO) to merge accounts, as only the RSO is allowed to enter a ticket into the Online Project Communication (OPC) system requesting the accounts be merged.

Prior to merging the accounts, staff must ensure the name, gender and date of birth are the same in both accounts. If an issue is identified, staff must notify the Department of Economic Opportunity(DEO) by sending an email [to Wagner.Peyser@deo.myflorida.com](mailto:Wagner.Peyser@deo.myflorida.com) and case notes must be entered in Employ Florida. DEO staff will review and take appropriate steps to resolve the issue.

- (a) Staff must provide the RSO with the username, State ID's and last four digits of the SSN for the two accounts that need to be merged.
- (b) Staff must explain why the accounts need to be merged and enter a case note to both files.

- (c) A second-level review must be done by the RSO for all changes identified to be made to the accounts due to SSN errors or duplicative registrations.
- (d) The RSO must then enter a ticket into the Online Project Communication (OPC) system requesting the accounts be merged.
- (e) The language for the request must state: "Please merge username XXXX, state ID 11111 and username YYYYY, state ID 222222 into correct account username XXXX state ID 11111, where this is the account to remain."
- (f) Once the RSO verifies the account has been merged, the RSO must advise the requesting staff.
- (g) In all cases, the name of the staff member requesting the SSN change and/or assignment of a pseudo SSN should be documented in a case note for the affected case files. Staff must also enter a case note into the correct account in Employ Florida describing all actions taken.
- (h) Staff must record new program services and activities into the merged account.

OFFICIAL SIGNATURE



PHYLLIS MARTY  
Chief Executive Officer