

# ASSET TECHNICAL BULLETIN-

## 04/20/2009

**From:** Tim Hinline, Bureau of Program Management & IT Coordination

**To:** All ASSET Data Entry Staff

**Re:** "Create Pseudo SSN" Function in ASSET

In December 2008, the Department of Workforce Development, at the Governor's request, masked all Social Security Number's in our Division of Employment and Training (DET) applications and removed SSN as criteria to conduct a customer search. Date of Birth (DOB) was added as additional search criteria to the Customer Search field.

A recent review of ASSET registrations indicates there has been a significant increase in the use of the "Create Pseudo SSN" functionality by field staff. It appears staff use this function to create a customer record in ASSET when the message "SSN must be Unique" appears on the screen. Do not use the *Create Pseudo SSN* function to complete a registration if you get the *SSN Must be Unique* error message. This message indicates that the SSN is already contained on a different ASSET record. Call the DET Call Center to resolve this issue. Call Center staff can query ASSET and find the record a SSN is currently assigned.

The *Create Pseudo SSN Function* should only be used when a customer refuses to provide their SSN or, for an individual who has applied for, but not received their Social Security card. When the customer receives their card ASSET needs to be updated. Continued abuse or misuse of the *Create Pseudo SSN* functionality will result in its removal from ASSET for field staff. Remember, customers without validated SSNs may be excluded from performance.

Outlined below is a suggested process to conduct a Customer Search.

- ❖ Select Date of Birth as the criteria for the Field search. If there are more than 30 individuals returned in the search response, use the Advanced Search functionality to reduce the number.
- ❖ Select either the Last or First Name of the customer in the Field drop down under the Advanced Search.
- ❖ Set the Operator fields to either "Contains" or "Begins With". Using the "Exact Match" criteria may eliminate the record you are looking for.

If you continue to experience problems with identifying or locating a customer record, please contact the DET Call Center at 608-267-9690 and select option 1. Or, for emergencies, call Diane Bartels at 608-261-6362.