MANAGING EMPLOYER RECORDS

TDM System Guidance for Local Coordinators

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Overview of Employer Record Challenges

- The TDM System currently has many (many!) duplicate employer records.
- How might this happen? Possible reasons:
 - A participant may not notice their employer already in the system when creating their account.
 - An employer may be known by <u>many</u> different names.
- This challenge is not unique to the Commuter Connections TDM System, and "de-duplicating" can be a time-intensive task.

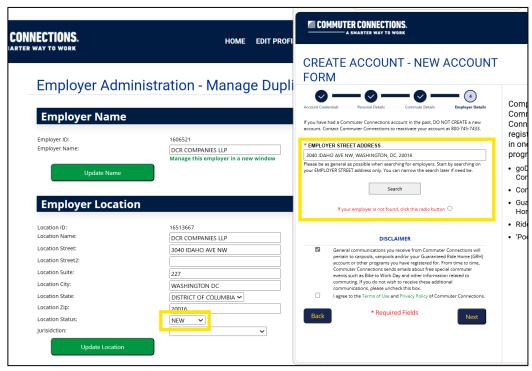
Example of 1 employer with many duplicates

SELECT	EMPLOYE	R		
Select	Emp Id	Employer Name	Employees	Employer Locations
0	1567022	HOUSING AND COMMUNITY DEVELOPMENT	5	• 7800 HARKINS ROAD, LANHAM MD 20706
0	1568505	DHCD	2	• 7800 HARKINS ROAD, LANHAM MD 20706
0	1583102	MARYLAND DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT	4	• 7800 HARKINS ROAD, LANHAM MD 20706
0	1583905	MARYLAND DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT	1	• 7800 HARKINS ROAD, LANHAM MD 20706
0	1584206	STATE OF MD DEPT OF HOUSING	3	• 7800 HARKINS ROAD, LANHAM MD 20706
0	1587853	MARYLAND DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT	1	• 7800 HARKINS ROAD, LANHAM MD 20706
0	1588625	MARYLAND HCDC	1	• 7800 HARKINS ROAD, LANHAM MD 20706
0	1603393	MARYLAND DEPARTMENT OF HOUSING & COMMUNITY DEV.	1	• DHCD 7800 HARKINS ROAD, LANHAM MD 20706
0	1603414	MARYLAND DEPARTMENT OF HOUSING	1	MARYLAND DEPARTMENT OF HOUSING 7800 HARKINS ROAD, LANHAM MD 20706

Overview of Employer Record Challenges

- As we implement a new internal process to reduce duplicate records, the following scenario could be experienced by a new Commuter Connections registrant:
 - Commuter A creates an account and adds their employer (not previously in the system).
 - The new employer record is not "Active" until it is reviewed internally by COG.
 - Commuter B from the same employer tries to create an account. They will not be able to see the existing employer record (because it is under review) AND they will not be able to add it as a new employer (because there is already a record in the system).
 - Result: Commuter B is unable to create their new account.
 - (Note: Commuters with existing Commuter Connections accounts could add this new employer by selecting the "Update Employer" button on their account, even if the record is not yet reviewed)

Example of potential new registrant experience



Addressing This Challenge

Short-term:

- Employer Outreach Managers and ETCs: please let us know in advance of any major employer outreach efforts with new employers so we can ensure there is a current, active employer record available to registrants.
 - If the employer has a multi-building/campus setting, let us know as many of the locations as possible so we can add them to the employer record appropriately.
- The Commuter Connections team is addressing the backlog of new employer records as quickly as possible.

Longer-term:

- The internal workflow we are implementing should keep new employer record review time to a minimum.
- However, we will still benefit from advanced notification of any new employer outreach efforts so we can ensure the employer record is visible to new commuter registrants.

Example of multi-location employer

EMPLOYER ADMINISTRATION - SEARCH EMPLOYER

- To manage the employer information and locations, select the employer and click on the 'Review Employer' button.
- To clean up the employer, select the duplicate or incorrect employer and click on the 'Merge Employe button.
- To delete any obsolete employers (with no employees associated), click on the 'x' button next to the employer.

Select	Emp Id	Employer Name	Employees	Employer Locations	Dele
0	1567458	S LOUDOUN COUNTY GOVERNMENT	152	MHSADS-POTOMAC TER GRP HOME 46486 PRIMULA CT, STERLING VA 20165 ELECTIONS - EXTENSION SERVICES 750 MILLER DR, LEESBURG VA 20175 TREASURER-COMMISSIONER OF REV 46000 CENTER OAK PLAZA, STERLING VA 20166 MHSADS - PURCELLVILLE GRP HOME 161 W MAIN ST, PURCELLVILLE VA 20132 LOUDOUN COUNTY GOVT CENTER 1 HARRISON ST SE, LEESBURG VA 20175 FIRE & RESCUE - TRAINING 16600 COURAGE CT, LEESBURG VA 20175 PRCS - CASCADES SENIOR CENTER 21060 WHITFIELD PL, STERLING VA 20165 215 DEPOT CT SE, LEESBURG VA 20175 PRCS - PRCS - PLIL BOLEN PARK	

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