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Informational Letter

Section 1

Transmittal:	02 INF 29
To:	Local District Commissioners
Issuing Division/Office:	Division of Temporary Assistance
Date:	September 30, 2002
Subject:	Necessity of Accurate Social Security Numbers in the Welfare Management System
Suggested Distribution:	Temporary Assistance Directors TOP Coordinators Medical Assistance Directors Staff Development Coordinators Child Assistance Program Coordinators Food Stamp Directors
Contact Person(s):	Contact the Central Team at 1-800-343-8859, extension 49344
Attachments:	None
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Filing References

Previous ADMs/INFs	Releases Cancelled	Dept. Regs.	Soc. Serv. Law & Other Legal Ref.	Manual Ref.	Misc. Ref.
93 ADM-4 90 ADM-23 87 ADM-25 80 ADM-42 87 ADM-25 79 ADM-1 78 ADM-22 87 ADM-37 01 INF-12 98 INF-14 93 INF-30 92-INF-21 91 INF-25	83 ADM-28	351.2 (c) (1) (i) 369.2 (b) (1) 370.2 (d) (3) (i)		PASB XXIII-L- All FSSB V-B-7.1	GIS 2000 TA/DC008 GIS98 TA/DC014

Section 2

I. Purpose

The purpose of this release is to remind Social Services Districts (SSDs) that it is essential that applicants' and recipients' Social Security Numbers (SSNs) are correct in the Welfare Management System (WMS) and to advise SSDs to utilize the appropriate system-generated management reports to identify individuals whose cases may need corrective action due to the lack of an SSN or an inaccurate SSN in WMS.

II. Background

WMS data integrity may be compromised due to the lack of SSNs or inaccurate SSNs. It is essential for SSNs in WMS to be accurate because they are used as the primary identifier in computer matching programs that assist SSDs in identifying and verifying an applicant's or recipient's income and resources. The New York State Office of Temporary and Disability Assistance (OTDA) participates in computer matching with the New York State Department of Labor for Unemployment Insurance Benefit information; the New York State Department of Taxation and Finance for earned income information; the Resource File Integration subsystem (RFI); and the State Data Exchange (SDX).

For SSDs to obtain the benefits of computer matching, it is essential for SSNs in WMS to be accurate. Inaccurate SSNs in the computer matching process may result in SSDs missing an opportunity to discover or verify applicant/recipient income and/or resource information.

To assist SSDs in ensuring that SSNs are present and accurate in WMS, system-generated management reports are available through upstate BICS and New York City (NYC) WMS. The BICS WINR5126 "Individuals with Incorrect or No Social Security Numbers on WMS" report is available to upstate districts and the WINR0203 "Social Security Validation" report is available for use by NYC.

III. Program Implications

A. Upstate Districts BICS WINR5126 Report

SSDs are reminded that the BICS WINR5126 is a quarterly report that identifies and provides a listing of recipients who have an incorrect or no SSN in WMS, or their SSN in WMS failed Social Security Administration (SSA) validation. This report provides a case name, case number, case type, client identification number (CIN), SSN and a code that identifies the status of the SSN in WMS.

B. New York City WINR0203 Report

This management report identifies and provides a listing of recipients whose cases may require corrective action because their SSN in WMS failed Social Security Administration (SSA) validation. This report is sorted by center and worker. It provides a recipient's CIN, SSN, first name, middle initial, date of birth and sex.

C. Resolving Discrepancies Found on System-Generated Management Reports

SSDs must access their appropriate management report, investigate any recipients listed on the report for discrepancies, and take appropriate corrective action within 45 days of the date the report is available.

If an individual's SSN fails SSA validation, the discrepancy causing the failure could be due to incorrect data in the WMS or SSA database. Regardless of the origin of the discrepancy, if a recipient is listed on the report, SSDs must investigate and take any necessary appropriate corrective action within the required time frame.

The SSD shall be responsible for resolving any discrepancy on the report by checking the information received from the recipient with the information in WMS and making appropriate corrections in WMS. This may require contacting the individual for additional information.

When it is determined that a discrepancy on the report is due to incorrect information in the SSA database, the following actions must be taken in the situations outlined below:

1. Incorrect SSN

If after investigation, the SSD determines that the information on file at SSA is incorrect, the recipient must be referred to the local SSA office to apply for a corrected Social Security Number.

2. SSN Not On SSA File

The SSN validation error “SSN Is Not On File With SSA” will occur when the SSN in WMS does not match the SSA database. If after investigation, the SSD determines that the information on file with SSA is incorrect, the recipient must be referred to the local SSA office to apply for an original or corrected Social Security Number.

3. Name Does Not Match

The SSN validation error “No Match on Name” will occur when the recipient’s first or last name in WMS does not match the SSA database. If after investigation the SSD determines that the name on file with SSA is not the same name known by social services, the recipient must be informed that he/she must use the same name for social services as SSA. The recipient has the right to decide by which name he/she wants to be known. If he/she chooses to change his/her name with SSA, the recipient must be referred to the local SSA office to apply for a corrected Social Security Number.

Once the applicant/recipient applies for an original, duplicate or corrected Social Security Number, the local SSA office will issue the individual a receipt (SSA-5028 Receipt for Application for a Social Security Number). Applicants and recipients can use the receipt as documentation that they have complied with the requirement to furnish or obtain an SSN. If a parent participates in the Enumeration At Birth (EAB) process, the hospital will provide SSA Form SSA-2853. Form SSA-2853 can be used as documentation that the parent has complied with the requirement to furnish or obtain a child’s SSN.

The use of the WINR5126 for upstate districts and the WINR0203 for NYC allows supervisors to verify that worker activities resulting from the reports are completed. SSDs are encouraged to develop internal procedures that will ensure that recipients identified on the system-generated reports are investigated and if appropriate, corrective action is initiated. Additionally, since it is essential that an individual’s correct SSN be input into WMS, SSDs are encouraged to develop standardized review procedures that include the monitoring of SSN verification for TA applicants and recipients.

D. Food Stamps Implications

The SSN enumeration requirement is waived for individuals who verify that providing an SSN conflicts with the doctrine of the religious organization of which he or she is a member. (See FSSB V-B-7.1)

E. Additional Information

In accordance with GIS 2000 TA/DC008, SSDs are no longer required to complete an SS-5 “Application for Social Security Number” or LDSS 4000 “Social Security Administration Application for a Social Security Card”. Therefore, LDSS 4000 has been determined to be obsolete and will no longer be produced.

Issued By

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