



**NEW YORK STATE  
OFFICE OF TEMPORARY AND DISABILITY  
ASSISTANCE**

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**Informational Letter**

**Section 1**

<b>Transmittal:</b>	08-INF-08
<b>To:</b>	Local District Commissioners
<b>Issuing Division/Office :</b>	Audit and Quality Improvement(A&QI)/Program Integrity Unit
<b>Date:</b>	April 22, 2008
<b>Subject:</b>	Verified Employment Data (VED) Information Added to <b>Upstate</b> RFI
<b>Suggested Distribution:</b>	Temporary Assistance (TA) Directors Employment Coordinators Fair Hearings Staff Food Stamps (FS) Directors Fraud Directors Staff Development Coordinators TOP Coordinators
<b>Contact Person(s):</b>	Lisa McLain, A&QI/Program Integrity at 1-800-343-8859, ext. 8-5349; (518) 408-5349; <a href="mailto:lisa.mclain@otda.state.ny.us">lisa.mclain@otda.state.ny.us</a> Kathleen Murphy, A&QI/Program Integrity at 1-800-343-8859, ext. 3-7159; (518) 473-7159; <a href="mailto:kathleen.murphy@otda.state.ny.us">kathleen.murphy@otda.state.ny.us</a>
<b>Attachments:</b>	Attachment I – Verified Employment Data Resolution Codes Attachment II – Screen Shots of New RFI VED Screens
<b>Attachments Available On – Line:</b>	Yes

**Filing References**

<b>Previous ADMs/INFs</b>	<b>Releases Cancelled</b>	<b>Dept. Regs.</b>	<b>Soc. Serv. Law &amp; Other Legal Ref.</b>	<b>Manual Ref.</b>	<b>Misc. Ref.</b>
06 ADM-13					

## **Section 2**

### **I. Purpose**

The purpose of this Informational Letter (INF) is to inform **Upstate** local departments of social services (LDSSs) that the Welfare Management System (WMS) Resource File Integration (RFI) subsystem is being modified to contain Verified Employment Data (VED) as a result of hits from the National Directory of New Hires (NDNH) computer match.

This RFI modification is expected to be completed for all **Upstate** LDSSs in April, 2008.

### **II. Background**

As explained in 06 ADM-13, the NDNH computer match consists of processing a file of Temporary Assistance for Needy Families (TANF) adult recipients against a national file of W-4 New Hires information. OTDA/Audit and Quality Improvement/Program Integrity staff in Albany verify the hits from this match with the employers. The Verified Employment Data is currently transmitted to Upstate LDSS NDNH Coordinators via electronic SharePoint containers. The NDNH Coordinators then pass the VED information to the appropriate eligibility workers for necessary action, and they collect the resolution codes from the eligibility workers and return the codes to OTDA Program Integrity staff.

The Upstate WMS RFI subsystem is being modified to accept the Verified Employment Data directly, so that the use of SharePoint containers will not be necessary for future NDNH matches. Previous pending matches must still be completed and returned using the existing SharePoint process.

### **III. Program Implications**

#### **A. Case Action**

Upstate LDSSs are reminded that the Verified Employment Data is verified upon receipt; RFI VED hits must be accessed and acted on promptly. LDSSs must continue their current processes of reviewing the Verified Employment Data to see if the income had been reported, and recording a resolution regarding the appropriate case action. Because the original match is driven by a New Hire record, LDSSs must pay special attention to those cases that already show earned income on the budget and carefully review the case record to determine if the income in the budget is from the same employer in the VED information, or if the VED employer is new.

In cases for which there was no prior evidence of earned income, the LDSS should ensure that the entry to employment has been reported on the Caseload Management System (CMS) and, if not, report this entry to employment on CMS in addition to budgeting the earnings. Doing so will ensure that the entry to employment is properly credited to the LDSS and that the case is accurately included in participation rate calculations.

In order to ensure timely access of the Verified Employment Data, OTDA/Program Integrity will send an **Alert Report** to the Local District NDNH Coordinator (LDNC) that lists the LDSS's VED hits. This Alert Report will contain the Case Number, CIN, Office, Unit and Worker, and will allow the LDNC to notify the eligibility workers weekly that VED hits are available and require action.

Should an LDNC wish to check on the disposition status of a case, they can do so as currently available by:

- Running an "Office/Unit/Worker Inquiry" in RFI (Menu Option 2): This inquiry will allow the LDNC to view for the Office, Unit or Worker all VED hits that remain unresolved, as well as how many days they have been outstanding.
- Running a "District Listing Inquiry" in RFI (Menu Option 3): This inquiry will allow the LDNC to view for their county all VED hits that remain unresolved, as well as how many days they have been outstanding.
- Viewing an individual case by going to "Case Resolutions" in RFI (Menu Option 1).

OTDA/Program Integrity will also provide a monthly **Aging Status Report** to the LDNC to follow up on hits that are not being accessed timely. This report will contain the Case Number, CIN, Office, Unit, Worker and number of days outstanding.

## **B. Recording Resolutions**

Upstate LDSSs must record resolutions in RFI, in the same way as is currently done for other RFI hits, such as the Wage Reporting System (WRS). However, depending on the amount of wage detail, VED resource hits may display over two screens (with up to a total of 14 lines of wage detail). For those records containing two screens, case resolutions will need to be entered on the second and final screen.

In addition to Resolution Codes, a Supplemental Code must be entered on the VED screen.

Please see Attachment I for the Resolution and Supplemental Codes that must be used with the VED screens.

## **C. Addition of History Section**

With other RFI hits, such as the Wage Reporting System, the hit information disappears once the resolution is recorded. When the Upstate LDSS inputs a resolution for the Verified Employment Data, hit information will be stored and will be retrievable when accessing the "History" screens (see Attachment IIG).

## **D. New RFI VED Screens**

VED hit screens will always be the first resource to appear in Upstate RFI because the data is "verified upon receipt".

Please see the following Attachments for samples of the new VED screens:

Attachment IIA: *Menu Screen Shot*

Attachment IIB: *Anatomy of a VED Hit Screen*

Attachment IIC: *Sample RFI Hit Including VED Screens*

Attachment IID: *Screen Shot of Supplemental Error Message at Bottom of the Screen*

Attachment IIE: *Screen Shot of “02” Resolution Code Prompt*

Attachment IIF: *Error Message for Incorrect Resolution Code*

Attachment IIG: *VED History Screen Shot*

Attachment IIH: *High Risk Report Screen Shot Including VED Data*

#### **E. Available RFI Inquiry/List Screens**

VED information will be included in all current Upstate RFI screens:

- ***Office/Unit/Worker Inquiry:*** This RFI menu option lists all unresolved RFI match hits from applications and cases for a particular office, unit and/or worker. VED information will be included under the “VED” heading on this screen.
- ***District Listing Screen:*** This RFI menu option lists all "unresolved" RFI match hits from applications and cases for the LDSS. VED information will be included under the “V” heading on this screen.
- ***Online High Risk Cases:*** This RFI menu option lists only cases that meet the VED High Risk report threshold of annual income Year-to-Date (YTD) of \$4,000 or higher. Cases can be listed for the entire district or by office, unit and/or worker. VED information will be included under the “VED” heading on this screen.
- ***New Records Inquiry:*** This RFI menu option lists only applications and cases loaded into RFI for a particular district within the past day. VED information will be included under the “VED” heading on this screen.
- ***New Office/Unit/Worker Records Inquiry:*** This RFI menu option lists by office, unit or worker only applications and cases loaded into RFI for a particular district within the past day. VED information will be included under the “V” heading on this screen.

VED information will also be included in the following BICS report:

- ***County High Risk Report:*** This BICS report lists cases that have \$4,000 or above in annual income YTD for a VED resource hit that has been identified through computer matches with the New York State Department of Taxation and Finance and/or the National Directory of New Hires.

#### **F. Prevention of Duplicate State Directory of New Hires (SDNH) Information in RFI**

As explained in Section II “Background”, the NDNH database is a *national* database of W-4 New Hires information. The W-4 New Hires information contained in this database comes from each state’s tax and finance agency. For New York State, most of the

NDNH hits are the same hits that would appear in RFI in the “SDNH” category. Where possible, OTDA will filter out or automatically resolve a SDNH hit that is identical to a NDNH hit. NDNH hits always take precedence over SDNH hits because the employment has been verified, and the wages in RFI are verified upon receipt and can be immediately applied to the budget if they were not already known.

#### **G. Monitoring of Resolutions**

Unlike other hits appearing in RFI, the VED resolutions that are input by Upstate LDSSs will be captured and stored in a separate database within OTDA/Program Integrity. This data will be divided into the Office/Unit/Worker groups for each LDSS. OTDA/Program Integrity staff will review these resolutions down to the worker level in order to identify issues, such as lack of timeliness in acting on the data and inconsistencies in resolutions, particularly the resolution “(2) No Case Action”. Audits will be conducted for Upstate LDSSs who exhibit problematic patterns processing the VED information. Corrective action plans will be required for those Upstate LDSSs who are audited and have negative findings.

#### **H. New York City Implications**

A separate directive will be sent to the NYC Human Resources Administration later this year when the Verified Employment Data is available in the NYC RFI subsystem.

#### **Issued By**

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