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**Administrative Directive**

**Section 1**

<b>Transmittal:</b>	18-ADM-01
<b>To:</b>	Social Services District Commissioners
<b>Issuing Division/Office:</b>	Integrated Family Assistance Programs / Employment and Income Support Programs
<b>Date:</b>	February 16, 2018
<b>Subject:</b>	Integrated Eligibility System (IES) Quick Win: Enhanced Social Security Number Validation Procedures for Applicants
<b>Suggested Distribution:</b>	Temporary Assistance (TA) Directors Supplemental Nutrition Assistance Program (SNAP) Directors Welfare Management System (WMS) Coordinators Home Energy Assistance Program (HEAP) Coordinators Fraud Coordinators Employment Coordinators Medicaid Directors Staff Development Coordinators
<b>Contact Person(s):</b>	TA Policy Questions: TA Bureau at (518) 474-9344 SNAP Policy Questions: SNAP Bureau at (518) 473-1469 HEAP Policy Questions: HEAP Bureau at (518) 473-0332 Medicaid Policy Questions: Upstate (518) 473-6397; NYC (212) 417-4500
<b>Attachments:</b>	<a href="#">Attachment A - Clearance Report Mockups for New York City (NYC)</a> <a href="#">Attachment B - Clearance Report Mockups for Rest-of-State (ROS) and MyWorkspace</a>
<b>Attachment Available Online:</b>	<input checked="" type="checkbox"/>

**Filing References**

Previous ADMs/INFs	Releases Cancelled	Dept. Regs.	Soc. Serv. Law & Other Legal Ref.	Manual Ref.	Misc. Ref.
10 OHIP/ADM-8; 08 OHIP/INF-2; 02 OTDA/INF-29		351.2(c); 360-3.2; 387.9(a)	SSL 132; 134-a	TASB Chapter 5, section N; SNAPSB Section 5, Social Security Numbers	GIS 17 MA/02; GIS 07 MA/010; GIS 03 MA/008

## **Section 2**

### **I. Summary**

The Integrated Eligibility System (IES) Program identified real-time Social Security Number (SSN) validation enhancements for Welfare Management System (WMS) entrants as a project that would improve social service district (district) processing of applications for assistance.

Several districts requested an automated SSN validation process that involves real-time access with Social Security Administration (SSA) data using an interface portal between WMS and SSA's data base. The purpose of this interface is to speed up the reporting back of verified SSN data and thereby reduce the prospect of error and necessary exception reporting.

The new enhanced SSN validation procedures apply to TA, SNAP, Medicaid and HEAP applicants. Awareness and use of the new procedures may assist frontline staff in more timely and efficient processing of applications.

Under the newly enhanced process, certain demographic data entered by the district worker will be matched with SSA data to confirm that the corresponding SSN and demographics are correct for each applicant whenever a clearance report is generated. The results of the validation will appear on the WMS clearance report (in NYC the validation also appears on WMS screens – NQN10A and NQN10B) for worker review.

No changes are being made to the existing verification nor periodic batch update SSN validation processes. The new enhanced applicant validation process will simply allow quicker access to SSN validation data from SSA. The new process, therefore, is a supplementary process designed to increase efficiency and case integrity.

There are expected to be some district administrative and case integrity efficiency gains related to the new enhanced SSN validation procedures.

### **II. Purpose**

The purpose of this directive is to advise districts of enhanced SSN validation procedures via a WMS/SSA interface for TA, SNAP, Medicaid and HEAP applicants that is being implemented and outline the operational implications of this enhanced SSN validation process.

### **III. Background**

It is essential for SSNs in WMS to be verified as accurate as soon as possible following application since this important identifier is integral to the wide array of computer matching programs in place for the TA, SNAP, Medicaid and HEAP programs. A validated SSN is also secondary verification of identity. Therefore, validation of an individual's SSN assists in obtaining important information that has significant value when assessing eligibility.

Prior to this change, applicants for TA, SNAP, Medicaid and HEAP did not have real-time Social Security Number validation by the Social Security Administration (SSA) routinely available during the clearance process. Rather, results were obtained via a batch update process that could take up to two weeks after the application was processed and full data entry completed.

Effective February 18, 2018, the SSN validation process for TA, SNAP, Medicaid and HEAP applicants will be modified to use real-time SSA web service data to validate SSNs provided by households during the clearance process. Confirmation of the SSNs will then be displayed as appropriate on the WMS display screens, paper clearance reports and in myWorkspace.

#### IV. Program Implications

The change in SSN validation procedures will impact TA, SNAP, Medicaid and HEAP applicants and not change policy regarding the processing for recipients of these programs.

When the clearance process is invoked for any of the impacted programs, the SSN will be sent to SSA and the results will be displayed on the printed clearance report or display screen. Individuals that apply to be added to an existing case are considered new applicants, and the enhanced SSN validation will apply to the additional individual (not, however, the already active recipient case members). If no SSN is entered, then validation will not occur.

When an SSN is validated by SSA using the new enhanced applicant validation process, the same code set currently employed in the batch update process will also be used. These codes are:

- A – Validation Failed: SSN Not on SSA File
- B – Validation Failed: No Match on Name
- D – Validation Failed: No Match on DOB
- E – SSA Returned Different SSN
- X – SSA Validated SSN/Deceased
- 8 – SSA Validated SSN
- 9 – SSN Failed SSA Validation

If the real-time validation cannot be obtained from SSA, a validation code of 1 will be displayed for the applicant's SSN validation code. This means SSA could not be reached for validation at the specific point in time it was requested. **When this occurs, it is not required that district staff attempt again to validate the applicant's SSN through the new enhanced applicant SSN validation process as the batch update process after the application is processed will ensure the validation process is completed.** However, districts may do application registration maintenance (update the application registration) if otherwise necessary or the district's own protocols require this, and when a clearance report is subsequently received the real-time SSN validation will occur.

The SSN Validation batch process will remain unchanged and continue to function as-is. Regardless of the real-time inquiry result, the SSN validation code entry at eligibility determination will remain a 1, or if assigning a previously verified CIN from the Clearance Report, an 8.

The enhanced validation process will not occur when an SSN is added or modified for an already active household member since as noted above the enhanced process will not occur for current recipients.

The source of SSN real-time web data is the SSA. Therefore, validation of SSNs through the new enhanced applicant process is verified upon receipt and actionable to the same extent as any otherwise SSA-confirmed SSN. Please note that real-time data received from SSA via the enhanced SSN validation process will not be retained in WMS.

Districts should note that the information obtained via the enhanced applicant validation and the batch process may in very limited instances differ due to the timing of the different matches (real-time vs. batch) with a later-timed match having more current information. For example, a district enters in application registration an SSN on March 1, 2018, a clearance report is obtained (which triggers the new enhanced real-time SSN validation process) and SSA confirms with the validation code of 8-SSA Validated SSN. If that same person had the misfortune of passing away very shortly after the case opened, SSA might now report that individual as code X -Validated SSN/Deceased (in the traditional batch update process). This example illustrates that all SSN validation data (whether from the new enhanced applicant process or the already existing batch process) is from the same primary federal source, the timing of the different matches might produce different validation codes but not fundamentally inconsistent results.

Location of the new enhanced SSN validation coding on the clearance report is illustrated in Attachment A for New York City. Clearance Report display and paper copy placement is illustrated on pages 1 and 2 of the attachment.

Location of the new enhanced SSN validation coding for Rest-of-state (ROS) is shown in Attachment B. For ROS districts, clearance report placement of the enhancement coding is shown on page 1, and the myWorkspace placement is highlighted on page 2.

## **V. Required Action**

District staff must familiarize themselves with the change in operational protocols noted above under Section IV. Program Implications and begin following these new guidelines as of the February 18, 2018 WMS change.

This requires that staff be aware that SSNs will be validated by SSA in the clearance process. When available, the correct SSN must be used on the Application Turnaround Document (LDSS-3636) when the application is processed directly or through myWorkspace in WMS for districts other than NYC. In NYC, the correct SSN must be used on the Turnaround Document (LDSS-3517) unless the application is processed through the Paperless Office System (POS).

## **VI. Systems Implications**

### **A. New York City**

If any systems errors are encountered or if there are systems questions concerning these instructions, please call (212) 961-8173.

### **B. Rest of State (ROS)**

WMS implications were addressed in the TA section of a “Dear WMS/CNS Coordinator” letter 2018.1 released on January 25, 2018. MyWorkspace systems implications will be addressed in a forthcoming myWorkspace release notes.

## **VII. Effective Date:**

February 18, 2018

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