



Office of Temporary and Disability Assistance

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Governor

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Administrative Directive Memorandum

Section 1

Transmittal:	24-ADM-03
To:	Social Services District Commissioners
Issuing Division/Office:	Employment and Income Support Program
Date:	February 21, 2024
Subject:	Updated New York City Death Match Process
Suggested Distribution:	SNAP Directors, TA Directors, and HEAP Coordinators
Contact Person(s):	SNAP Bureau (518) 473-1469 SNAP Bureau mailbox Temporary Assistance Bureau: (518) 474-9344; TA Bureau mailbox HEAP Bureau (518) 473-0332; HEAP Bureau mailbox Medicaid Questions – Local District Support Unit Upstate (518) 474-8887; NYC (212) 417-4500 or ldr@health.ny.gov

Filing References

Previous ADMs/INFs	Releases Cancelled	Dept. Regs.	Soc. Serv. Law & Other Legal Ref.	Manual Ref.	Misc. Ref.
21-ADM-06 20 TA/DC106 21 TA/DC001			7 CFR 272.14; 7 CFR 273.12		

Section 2

I. Summary

The United States Department of Agriculture (USDA) Food and Nutrition Service (FNS) has directed the Office of Temporary and Disability Assistance (OTDA) to modify its match process with the Social Security Administration (SSA) and implement processes and procedures to ensure that death match hits are independently verified, the source of the information reporting the death is recorded, and the method of secondary verification is documented and stored in the case files and communicated to staff. This ADM explains how the USDA FNS direction should be carried out for New York City (NYC) cases.

II. Purpose

The purpose of this directive is to advise the NYC Department of Social Services/Human Resources Administration (DSS/HRA) that the monthly match process OTDA conducts with the SSA to compare identifiable information for individuals the SSA has determined are deceased against individuals in receipt of SNAP has been modified to include a new notification prior to adverse action being taken on any case that has been identified as including a deceased individual. The new *Notice of Death Match Results Pending Verification* (NOMR) provides an opportunity for households to respond to match information and will be sent automatically to all households

containing an individual whose identity matches that of someone the SSA has identified as deceased. Additionally, the existing Vital Records (VR) match is a separate process which provides verified upon receipt (VUR) evidence that the client is deceased and should be cross-referenced as part of the verification process.

III. Background

The monthly match process with the SSA automatically creates both a pending closing transaction for certain single person cases, and an exception list for all cases with more than one individual (multiple person cases), and single person cases that cannot be automatically closed (e.g., another pending transaction) that include an individual in the Welfare Management System (WMS) whose identity matches that of an individual the SSA has identified as deceased. Additionally, as described above, the USDA FNS found that the match process with the SSA was noncompliant with requirements to notify households of a death match result and provide them an opportunity to respond prior to taking negative action. This new NOMR was developed in response to that finding. Additionally, OTDA is working to add the date of death from both the upstate and NYC VR matches to the reports WINR 8798, 8799, 0798 and 0799 in early 2024. The VR process identifies individuals in receipt of SNAP, TA, MA, or HEAP for whom VR has a death certificate. Information from VR is considered verified information and therefore is VUR.

IV. Program Implications

The new NOMR using reason code N39 will now be mailed automatically as part of the monthly SSA match process to all SNAP households that include an individual for whom the SSN validation process indicates may be deceased. The notice will state that the household has 10 calendar days to contact their local district to confirm or contest the results of the match. The WINR 8798 and the WINR 8799 MATCH Exception list will continue to be produced for all cases that include an individual the SSN match process indicates may be deceased consistent with the current SSA match process.

V. Required Action

If a household responds to the N39 NOMR within 10 calendar days to report the individual is not deceased, workers must manually set the SSN_CD to "01" in WMS. This will add the client to the Weekly SSN Verification process and stop the closing letter from being sent.

If the household fails to respond to the N39 NOMR within 10 calendar days, and the worker did not manually set the SSN_CD to "01" in WMS because the household did not respond to the NOMR to report the individual is not deceased, the process will continue as follows:

- a G39 Death Closing transaction changes from 00 status to 04 status clock down in WMS and,
- a system generated closing transaction producing a Notice of Adverse Action will occur for certain single person households. These cases will be included on the WINR 8798; and,
- an Exception list of excepted cases will be created (WINR 8799). Excepted cases on the WINR 8799 include households with more than one individual and single person households that were ineligible to be automatically closed because, for example, there is another pending case transaction. Workers must manually process these excepted cases by either closing single person households or removing deceased individuals from multiple person cases appearing on the WINR 8799.

Workers must either reactivate or add the individual back to the case as appropriate if the household responds to the N39 NOMR **after** 10 calendar days to report the individual is not deceased, and either:

- the case has been closed because it was a single person case and included on the WINR 8798 or WINR 8799, or
- the individual has been removed because they were included on the list of WINR 8799 excepted cases.

In both instances, case comments should reflect the information presented by the household as described above.

VI. Systems Implications

These changes will be moved to production effective with the monthly match process in the month immediately following this release.

VII. Additional Information (Optional)

Active cases with expired certification periods whose certification end date is less than or equal to 30 days prior to the date of the match month will be included in this process; however, these cases will not be automatically closed. Instead, all matched cases will be included on the WINR 8799 exception report list for manual action. Workers must review each case and take an appropriate case level action based on the case circumstances. Active cases with expired certification periods whose certification end date is more than 30 days prior to the date of the match will not be included in this process and will not be included on the NOMR.

VIII. Effective Date

Effective Immediately

Issued By:

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Division/Office: Employment and Income Support Programs / Office of Temporary and Disability Assistance