GENERAL INFORMATION SYSTEM
Center for Employment & Economic Supports

TO: Subscribers

SUGGESTED DISTRIBUTION: Commissioners, TA Directors, SNAP Directors, HEAP Coordinators, WMS Coordinators, Staff Development Coordinators, Financial Directors, MA Directors, Adult Services Directors

FROM: Phyllis Morris, Deputy Commissioner
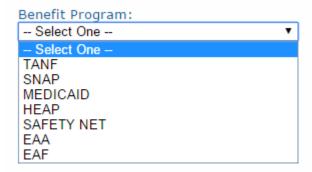Center for Employment and Economic Supports

SUBJECT: State On-Line Query (SOLQ) System Expansion and Changes

EFFECTIVE DATE: December 1, 2014

CONTACT PERSON: CEES SSP Bureau at (518) 408-4757

The purpose of this GIS is to inform Social Services Districts (SSDs) that the use of the State On-Line Query (SOLQ) system has been expanded to additional program areas, and to outline certain changes being made to the SOLQ application.

The Office of Temporary and Disability Assistance (OTDA) has completed agreements with the Social Security Administration (SSA) to include Safety Net, the Home Energy Assistance Program (HEAP), Emergency Assistance for Adults (EAA) and Emergency Assistance for Families (EAF) as approved program areas for which SOLQ inquiries may be performed. Currently only clients applying for, or active in, Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP) and Medical Assistance (MA) can be queried in SOLQ. Effective 12/01/14, SSDs will be permitted to perform SOLQ inquiries for persons applying for, or active in, Safety Net, HEAP, EAA and EAF. All restrictions, security requirements, and monitoring responsibilities that apply to the current programs areas, as described in 10-LCM-11, also apply to these expanded program areas. The benefit program list will look like this:

OTDA-4357-EL (Rev. 10/12) UPSTATE AND NYC MESSAGE
GIS 14 TA/DC052

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In an effort to help mitigate the large volume of Social Security Number (SSN) typo-related errors that appear on the SOLQ Inquiry and Exception Report, effective 12/01/14, the SOLQ application will also be modified to verify that the (SSN) entered is known to OTDA systems in an approved program area prior to submitting the query to SSA. If the SSN is either not found or found, but the person is not currently applying for or active in an approved program area, the authorized requestor will receive the following message:

The information entered does not match an applying or active client in an approved program area in the Welfare Management System.

Social Security Number:
989-89-8989

Claim Account Number:
___-__-____

BIC:

Last Name:
Smith

First Name:
Jane

Date of Birth:
05/15/1945

If you would like to continue the query with this information, please enter a detailed description for the purpose of this query. This description will appear on the SOLQ Exception Report.

If you would like to retry with different input, click 'Back to Inquiry Screen'.

Additional Inquiry Reason: (255 characters maximum)

Continue Inquiry   Back to Inquiry Screen

The user will be able to select the 'Back to Inquiry Screen' button to review and correct the SSN, if mistyped. If the user chooses to proceed with the inquiry, they will be prompted to enter a detailed explanation as to the purpose of the inquiry prior to having the SSN submitted to SSA.

It is important to note that the match to OTDA systems is attempted on the SSN only and not the name or date of birth that is entered. When the Exception Report is subsequently produced, if the SSN is still not found or is not active or applying in an approved program area, the inquiry, along with the detailed explanation, will appear on the Exception Report. It is anticipated that this change will substantially reduce the number of mistyped SSNs that currently appear on the Exception Report. This should facilitate the review of the exceptions by the SOLQ Security Auditor by displaying the user-entered purpose of the inquiry on the report itself. Authorized requestors should be instructed to enter sufficient information when prompted to enable the Security Auditor to determine the legitimacy of the inquiry.