NEW YORK STATE OF OPPORTUNITY. | Office of Temporary and Disability Assistance

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TO: Subscribers

SUGGESTED DISTRIBUTION: Commissioners; Temporary Assistance [1] Directors; SNAP Directors Staff Development Coordinators; Employment Coordinators

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

SUBJECT: Validation of Social Security Numbers

EFFECTIVE DATE: Immediately

CONTACT PERSON: TA Bureau at 1-800-343-8859, ext. 4-9344

The purpose of this message is to remind Social Services Districts (SSDs) of the importance of entering Social Security Numbers (SSNs) for validation in the Welfare Management System (WMS). 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. 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.

The OTDA Office of Audit and Quality Improvement (A&QI) recently monitored SSD compliance with SSN validation requirements. After a review of TA cases, this Office determined that the most common finding was that SSDs failed to change a SSN validation code of "2- SSN applied for," to a validation code of "1- SSN present, but not validated." There is no change in office procedures as prescribed in the TA Source Book (TASB) Chapter 5, that a SSN number for an individual is captured for computer matching only if a validation code of "1- SSN present, but not validated," is found in WMS.

Additionally, there is no change in office procedures that if a TA applicant or recipient has a validation code of "2- SSN applied for," in WMS, once a SSN has been received by the SSD a SSD staff member must <u>manually</u> change the validation code 2 to a "1- SSN present, but not validated." If the SSD staff fails to change the validation code to a "1- SSN present, but not validated," then the validation code will remain a "2- SSN applied for," and the case will not be captured for electronic SSN validation.

[1] Whenever 'Temporary Assistance' or 'TA' is used in this document, it means 'Family Assistance' and 'Safety Net Assistance.' Statutorily, these programs are referred to as 'Public Assistance.'

There are several reports that can be used to monitor compliance with the SSN validation requirement including:

- WINR 5126 - *Individuals with Incorrect or No Social Security Numbers on WMS* -Upstate
- WINR 0203 - *Social Security Validation Report* –NYC
- WINR 9311 - *Social Security Number Validation*
- WINR 5129 - *Newborns with No Social Security Number on WMS*

It is imperative that management utilize the appropriate system-generated reports to identify and apply corrective action to those cases without validated SSNs within required time frames.

The use of the reports listed above allows supervisors to monitor worker activities related to SSN validation. 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.

For more information on assisting applicants/recipients with applying for or verifying SSNs, see *GIS 14 TA/DC027, "Changes to the Services Provided by Social Security Offices."* For additional information on utilizing management reports to monitor worker and client compliance with SSN validation, see *02 INF-29, "Necessity of Accurate Social Security Numbers in the Welfare Management System."*