




OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #16-20-OPE

SOCIAL SECURITY NUMBER AND PHOTO IDENTIFICATION NOT NEEDED TO APPLY FOR BENEFITS

Date: February 26, 2016	Subtopic(s): Model Office, Reception
<p> This procedure can now be accessed on the FIAweb.</p> <p>SSN is always the last method requested to determine whether an individual is known to HRA.</p>	<p>The purpose of this policy bulletin is to remind all Job Center and Non-Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) staff that neither a Social Security Number (SSN) nor picture identification is required of an individual who requests to apply for or get information about benefit programs. An individual may be asked for case information or an SSN to help search the Human Resources Administration (HRA) databases, but it is not a requirement for the individual to be assisted.</p> <p>Any individual who requests an application must be given an application packet and be permitted to apply for Cash Assistance, Supplemental Nutrition Assistance Program and Medicaid. Any individual may apply regardless of their age, immigration status, whether they have an SSN, photo identification, or identifying information about themselves or their household members at Front Door Reception (FDR) or Reception.</p> <p>While greeting the individual, Receptionists should follow the below order in asking an individual for identifying information so that a case search can be performed:</p> <ol style="list-style-type: none"> 1. Common Benefit Identification Card (CBIC); then 2. Case number; then 3. Client Identification Number (CIN); then 4. SSN. <p>For example, the Receptionist would say “<i>Welcome to the Fordham Job Center. To serve you better and faster, please swipe your household’s Benefit Card if you have one.</i>” Receptionists should only ask for the next form of identifying information if the previous requested one is not available.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

If none of the identifying information options listed on the previous page are available, reassure the individual that they will be served.

If an individual asks why their identifying information is being requested, Receptionists must explain to individuals that this information is requested to better route them, **not because it is mandatory for benefits eligibility**. The information is used to quickly direct individuals to the correct service area, which is determined by a systematic check to see if anyone in the household has an active case or has an important appointment.

An individual can be routed even if the individual does not present or have available any of the identifying information listed. However, if any of the listed information is available, Receptionists must perform a case search to determine if the individual is known to the system. A case search at Model Centers is conducted by swiping the CBIC, or entering the case number, CIN or SSN in the Front Door Electronic Reception (FRED) system. A case search at Non-Model Centers is conducted by entering the case number, CIN or SSN in the Welfare Management System (WMS).

If the individual is known to the system, Receptionists must search for an appointment and if one is located, issue the ticket that is generated by the case search.

If the individual is not known to the system, no appointment is found, or the individual does not have or provide identifying information, Receptionists must ask the individual for the reason for their visit to the Job or NCA SNAP Center. For example, the Receptionist would say “How may I help you today?” and then use the individual’s response to route them according to the following:

Model Centers.

- Receptionists at Model Centers assist individuals as follows:
 - For individuals who only want application forms and not to apply for CA or SNAP, select **Application Pick-up** and provide the CA or SNAP Application Kit;
 - For individuals who want to apply for CA or NCA SNAP, respectively, select either the **CA Application/Addition** or **NCA PC Bank** button under “*Customer is applying or adding an adult to an existing case*” and provide the ticket generated;
 - For individuals who have an appointment letter and the appointment is not found by a system search, select **Route Without Identifying**, select **Other Service Areas**; and then select the queue that corresponds to the appointment letter;

Non-Model Centers.	<ul style="list-style-type: none"> ▪ For individuals who are known to the system, but do not have an appointment, route the client from the Customer Information Window; ▪ For individuals who want to get information about CA or NCA SNAP, respectively, select either the CSIC General or CSIC NCA General button under “<i>Search cannot be done.</i>” <ul style="list-style-type: none"> • Receptionists at Non-Model Centers assist individuals as follows: <ul style="list-style-type: none"> ▪ For individuals who want to apply for CA or NCA SNAP, provide an application packet and number and direct them to Intake; and ▪ For individuals who want to get information about CA or NCA SNAP and do not want to apply that day, a Worker will answer the individual’s questions at Reception. <p>Note: Non-Model Centers use WMS to perform case searches.</p>
Model Centers with self-service check-in kiosks.	<p>Model Centers that have self-service check-in kiosks at FDR allow the individual to self-identify and indicate the purpose of their visit at the Center. The kiosks use the FRED logic to perform searches for existing appointments, to route individuals without an existing appointment to the correct CA or NCA SNAP program area, and to route individuals who have an appointment with other agencies or programs that are located at the Center.</p>
All Centers.	<p>Everyone has the right to apply for benefits. FDR staff and Receptionists are reminded that they:</p> <ul style="list-style-type: none"> • Are <u>not permitted</u> to discourage individuals from applying for benefits or from waiting to be seen by eligibility staff; • Are <u>not permitted</u> to discuss or comment on an individual’s eligibility for benefit programs; and • Are <u>not permitted</u> to answer questions about an individual’s eligibility for benefits. If asked, staff should respond by instructing the individual to discuss the question with an eligibility worker. <p>Note: Eligibility workers should answer general eligibility questions, but not give opinions on an individual’s eligibility. Instead, everyone should be encouraged to apply and wait for a notice of determination.</p> <p><i>Effective Immediately</i></p>

References:

Temporary Assistance Source Book, NYS OTDA, Chapter 5, Section N (Social Security Number Requirement)

Supplemental Nutrition Assistance Program (SNAP) Source Book, NYS OTDA, Section 5 (Social Security Numbers)

Related Items:

[PD #14-21-ELI](#)

[PD #12-22-ELI](#)

[PB #15-73-OPE](#)