



FAMILY INDEPENDENCE ADMINISTRATION

Seth W. Diamond, Executive Deputy Commissioner



James K. Whelan, Deputy Commissioner
Policy, Procedures and Training

Lisa C. Fitzpatrick, Assistant Deputy Commissioner
Office of Procedures

POLICY DIRECTIVE #07-39-OPE

(This Policy Directive Replaces PD # 06-31-OPE)

CLARIFICATION REGARDING COMPUTER MATCHES

Date: November 1, 2007	Subtopic(s): Cash Assistance, Food Stamps
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AUDIENCE The instructions in this policy directive are for staff in Job Centers and Non-Cash Assistance (NCA) (formerly known as Non-Public Assistance [NPA]) Food Stamp (FS) Centers. The instructions are informational for all other staff.

REVISION TO ORIGINAL DIRECTIVE

This policy directive is being revised to:

- include the **Marriage** and National Directory of New Hires (**NDNH**) matches as well as instructions for processing them
- update the name of the questionnaire mailed by Management Information Systems (MIS)
- describe the new automatic closing process for **Fleeing Felon** and **Prison** matches
- include the revision to the 10-day change reporting requirement
- include the revised Notice of Requirement to Resolve Discrepancy at NCA Food Stamp Recertification Interview form (**W-138PP**)

POLICY

In order for staff to be able to take action on a Cash Assistance (CA)/FS (formerly Public Assistance [PA]/FS) or NCA FS case as a result of a computer match that does not require further verification, the information must be considered verified upon receipt. "Verified upon receipt" means that the information is:

- not questionable
- timely
- from a primary source

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*

BACKGROUND

Matches deemed verified upon receipt do not require additional verification.

The following matches have been determined by the Office of Temporary and Disability Assistance (OTDA) to be verified upon receipt for CA/FS and NCA FS purposes; no additional verification is needed:

- **Death** match (from the Department of Health) – participants who are deceased
- Unemployment Insurance Benefits (**UIB** match) – participants in receipt of UIB
- **Fleeing Felon** match (from the NYS Division of Criminal Justice Services and Massachusetts State Police) – participants fleeing prosecution or probation and parole violation in NYS and Massachusetts
- National Crime Information Center/Federal Bureau of Investigation (FBI) Fleeing Felon (**NCIC** match) – participants fleeing prosecution or probation and parole violation nationwide
- **Prison** match (from the NYS Department of Correctional Services and Division of Criminal Justice Services) – participants who are incarcerated in state, city or county jails
- Public Assistance Reporting Information System (**PARIS** match) – participants in receipt of benefits in another state/duplicate assistance
- National Directory of New Hires (**NDNH**) – national file of **W-4** new hires information run on CA/FS cases only
- Social Security Beneficiary Data Exchange (**BENDEX** match) – applicants/participants in receipt of Retirement, Survivors and Disability Income (RSDI) or Old Age, Survivors and Disability Income (OASDI)
- State Data Exchange (**SDX** match) – applicants/participants in receipt of Supplemental Security Income (SSI)

New information

Matches deemed not verified upon receipt require additional verification.

Information from the following matches is not considered verified upon receipt and requires further verification prior to taking any action on the FS case:

New information

SDNH and **WRS** are employment matches provided by the New York State (NYS) Department of Taxation and Finance.

- **Marriage** match
- State Directory of New Hires (**SDNH**) match – report on applicants/participants who have completed an Employee’s Withholding Allowance Certificate (**W-4**)
- Wage Reporting System (**WRS**) match – report on applicants/participants in receipt of past wages

REQUIRED ACTION

Matches Deemed Verified Upon Receipt

Matches that are deemed verified upon receipt are processed by staff in the Investigation, Revenue and Enforcement Administration (IREA)/Division of Financial Review and Processing (DFRP), Income Clearance Program (ICP), Job Centers, HIV/AIDS Services Administration (HASA) and NCA FS Centers.

CA/FS Cases

Death and UIB matches

DFRP and BEV staff

Revised information

DFRP receives the **Death** and **UIB** matches for CA/FS cases. DFRP forwards the **UIB** match to IREA/Bureau of Eligibility Verification (BEV). BEV reviews the **UIB** match, interviews the casehead and enters the results in the Automated Listing of Eligibility Requirements Tracking System (ALERTS). Upon receipt of the **Death** match and the results of the **UIB** match in ALERTS, DFRP:

- takes action, as appropriate, to close, rebudget and/or enter recoupment(s) on active CA/FS cases only
- scans and indexes the relevant documents into the electronic case folder using the Human Resources Administration (HRA) Image Viewer
- forwards an evidence packet to the Job Center with the Division of Financial Review and Processing Worksheet (**W-592K**).

Upon receipt of the evidence packet, Job Center staff must scan and index the packet into the electronic case folder using the Paperless Office System (POS) Document Browser.

Fleeing Felon, NCIC, Prison and PARIS matches

BFI staff

The Prison and PARIS matches do not require BFI to obtain additional verification

IREA/Bureau of Fraud Investigation (BFI) receives the **Fleeing Felon** (for households greater than one), **NCIC, Prison** (for households greater than one) and **PARIS** matches from OTDA.

Upon receipt of the **Fleeing Felon** and **NCIC** matches for multiperson cases, staff at BFI must confirm the status of the warrant. Where the warrant is active for a felony and the applicant/participant fails to appear for an interview or to comply with BFI, BFI notifies DFRP to remove the applicant/participant from the case and send the casehead the notice of adverse action taken.

BFI electronically forwards to DFRP a recommendation to take action on the case for the Fleeing Felon, NCIC, Prison and PARIS matches using the Investigative Reporting Information System (IRIS).

DFRP staff
Revised information

Upon receipt of BFI's recommendation via IRIS regarding the **Fleeing Felon** match (for households greater than one), **NCIC** match, **Prison** match (for households greater than one), and **PARIS** match, DFRP takes action, as appropriate, to close, rebudget and/or enter recoupment(s) on active CA/FS cases only. Upon completion of the BFI-referred case actions, DFRP forwards an evidence packet with the IREA/DFRP (Division of Financial Review and Processing) Report of Bureau of Fraud Investigation Case Action Taken form (**W-588H**) to the Job Center.

For all other case actions due to **Fleeing Felon**, **NCIC**, **Prison** and **PARIS** matches, DFRP scans and indexes the relevant documents into the electronic case folder using the HRA Image Viewer.

New information

Beginning September 2007, the Welfare Management System (WMS) automatically closes:

Automatic closings for **Fleeing Felon** and **Prison** matches

- single person CA/FS and NCA FS cases found on the **Fleeing Felon** match
- single person NCA FS cases found on the **Prison** match

Between the 15th and 20th of each month, OTDA Audit and Quality Control will send a file to WMS of active (in AC or SI status) CA/FS, CA only and NCA FS cases with a household size of one. A match will be run against the file during the second weekend of the following month.

Cases with a household size of one and appearing on the Fleeing Felon match will be auto-closed by WMS.

If there is a match of the CIN and case number to the **Fleeing Felon** match, in addition to EAA, EAF and NCA FS case types, WMS will automatically close the following case types using Closing Code **F35** (Fleeing Felon Probation/Parole Violator) [**F35** is valid on CA and NCA FS cases]:

- Family Assistance (FA)
- Safety Net Cash Assistance (SNCA)
- Safety Net Non-Cash Assistance (SNNC)
- Safety Net Federally Participating (SNFP)

If there is a match of the Client Identification Number (CIN) and case number to the **Prison** match, WMS will automatically close the following case types found on the **Prison** match using Closing/Reject Code **F63** (In Prison [HH=1]):

Manual notices are required for EAA and EAF cases closed with Code **F63**.

- Emergency Assistance for Adults (EAA)
- Emergency Assistance to Families (EAF)
- NCA FS

If there is no match between the CIN and case number, WMS will not generate the closing and the case number will appear on the Exception report that will be sent to the OTDA Audit and Quality Control – Program Integrity Unit.

Job Centers and NCA FS Centers will receive a list of cases that successfully closed during the automated process via the Distributed Enterprise Print Controller (DEPCON) printer. For EAA and EAF cases, the list will display a warning indicating that a manual notice must be issued.

Multisuffix cases are excluded from this automated process. Additionally, cases in Fair Hearing Aid Continuing status (Code 2) will be excluded for three future monthly matches. After a period of 90 days, the case will be resubmitted for automatic closing. However, if a case reappears on the **Fleeing Felon** match within 90 days and has a different felony warrant, it will undergo the automatic closing process.

NDNH match

OTDA conducts a monthly **NDNH** match of new hires against the federal database for CA/FS cases. OTDA verifies the match results using:

New information

The **NDNH** match is not run against NCA FS cases.

- TALX/The Work Number Service – an Internet-based employment verification system
- Manual Eligibility Verification (MEV) – manually mailing verification questionnaires to employers listed on the match

OTDA transmits the verified employment information for the **NDNH** match hits to DFRP electronically.

DFRP staff

Upon receipt of the **NDNH** match information, DFRP:

- reviews the employment information and case information to determine appropriate action
- takes action to rebudget or close and/or recoup the cash assistance grant, as necessary
- refers the case to the appropriate Job Center, when appropriate, to take follow-up action
- scans and indexes all related documents into the electronic case record using the HRA Image Viewer

Note: OTDA also transmits the **NDNH** match information to ICP and HASA for processing CA/FS cases that DFRP is unable to complete.

BENDEX and **SDX** matches The **BENDEX** and **SDX** computer matches for CA/FS cases are received by ICP. ICP reviews the match information and takes action, as appropriate, to close, rebudget and/or enter recoupment(s) on active CA/FS cases. When the required action has been completed, all pertinent documentation must be scanned and indexed into the case record using the HRA Image Viewer.

NCA FS Cases

ICP staff The **Death**, **UIB**, **BENDEX** and **SDX** computer matches for NCA FS cases are received by ICP and forwarded to the appropriate NCA FS Center.

BFI staff BFI receives the **Fleeing Felon**, **NCIC**, **Prison** and **PARIS** matches from OTDA for NCA FS cases. When a closing or budget reduction must be initiated on NCA FS cases as a result of these matches, BFI will forward to the NCA FS Office Center Manager a memo indicating the:

- case name
- case number
- closing code, if applicable
- reason for the closing, if applicable
- line number to be closed
- deadline for notifying BFI when the action is completed

NCA FS Center staff For the matches identified as verified upon receipt, required actions for NCA FS cases must be initiated immediately, without waiting for the next contact or recertification interview to be held. The NCA FS Center Manager will advise the responsible Worker to immediately:

- review the computer match information
- take the required action(s) on the case based on the match
- submit the completed actions to the Supervisor for approval and sign-off. Based on the budget action a CNS notice will be generated and sent the household
- annotate the computer match, indicating the action taken
- enter the action taken on the History Sheet (**W-25**) or Food Stamp Recertification History Sheet (**W-132X**)
- submit a copy of the annotated computer match and all documents related to the match information for day forwarding imaging if the NCA FS Center does not having scanning equipment. Scan and index into the HRA OneViewer (previously known as the Image Viewer) if scanning equipment is on-site. NCA FS POS Centers must scan and index all related documents using the POS Document Browser

For matches received from BFI, the NCA FS Center Manager will forward a list of the completed computer match actions to BFI. For matches received from ICP, the NCA FS Center Manager will send the annotated computer match to ICP after the action has been completed in WMS.

Errors

If the match information is found to be incorrect, JOS/Workers must immediately correct the information that caused the error (e.g., incorrect Social Security number [SSN] or date of birth) and take no action against the case.

Note: **NDNH** matches are not run on NCA FS cases.

Matches Deemed Not Verified upon Receipt

Matches that are not deemed verified upon receipt are processed by staff in DFRP, Job Centers and NCA FS Centers. BFI receives the **Marriage** match from OTDA for CA/FS and NCA FS cases.

CA/FS Cases

Marriage match

Upon receipt of the **Marriage** match from OTDA, BFI:

New information
BFI Staff

- calls in the casehead to obtain verification and supporting documentation
- electronically forwards a recommendation to take action on the case to the DFRP using IRIS

DFRP Staff

Upon receipt and review of the **Marriage** match, DFRP:

- reviews the computer match information and recommendation from BFI
- uses standard budgeting procedure to determine continued eligibility
- closes the case if BFI confirms that the reported spouse is in the household and the spouse's income or resources make(s) the household ineligible for cash assistance
- informs the Job Center of the changes in the household so that appropriate follow-up actions can be conducted if BFI confirms that the reported spouse is in the household and the household is still potentially eligible for assistance
- initiates a recoupment per current procedure if an overpayment was made
- closes the case if BFI reports that the casehead failed to appear for an interview or to comply with BFI's request for documentation (or removes the individual if the person listed on the match is not the casehead and fails to appear or comply)
- sends notification of action taken on the case (e.g., budget reduction) to the household
- forwards the evidence packet with the **W-588H** to the Job Center

The JOS/Worker must call in the spouse to apply for assistance.

Refer to the Authorization of Grants manual for details on initiating a recoupment

- enters a case note indicating that no action is required if no change results (e.g., reported spouse not in household due to incarceration)

SDNH and WRS matches

Verification is required before taking any case action.

The **SDNH** and **WRS** matches are posted to the Resource File Integration (RFI) subsystem in WMS. In addition, a separate file of the **WRS** match for CA/FS cases is received by DFRP. Information from **SDNH** and **WRS** matches must be verified before taking any case action.

SDNH matches are processed by Job Center staff.

Staff in the Job Centers must retrieve the **SDNH** match from the RFI subsystem when preparing for initial or recertification interviews and process the match as per current procedure.

DFRP Staff

Upon receipt and review of the **WRS** match, DFRP:

WRS matches for CA/FS cases are processed by DFRP.

- mails the Work Study Grant Questionnaire (**W-592U**) to individuals identified as work-study students
- makes collateral contact to verify the information upon receipt of the completed **W-592U** or the Employment Income Questionnaire (**W-592R**), mailed by MIS upon notification that an individual is employed, containing updated information on all possible earned income in the household

Revised information

BEV collects current income information, verifies income from submitted documents or collateral contact, scans and indexes documents into the HRA OneViewer and enters case notes into ALERTS.

- schedules an appointment with BEV using ALERTS for households returning incomplete questionnaires
- reviews ALERTS for the completed case information, the HRA Image Viewer for supporting documents and the electronic case folder after the appointment with BEV is kept
- processes the match information for CA/FS cases by taking action on the case as required to:
 - rebudget the case and, if necessary, enter a recoupment
 - refer the case to the Job Center for follow-up as needed
 - initiate a case closing if the head of household:
 - failed to respond to the request for income verification
 - submitted incomplete responses to the questionnaire and did not keep the appointment with BEV
- sends applicant/participant a notice of action taken

For **SDNH** and **WRS** matches that require additional verification (e.g., referred to the Job Center by DFRP), JOS/Workers must:

Make collateral contact to verify the match information.

- review the case record to determine whether the information was previously reported
- if the information was reported and is accurate and does not result in a change in grant or CA and/or FS ineligibility, take no further action
- if the information was not reported, contact the applicant/participant to provide documentation to verify or refute the information on the computer match
- upon receipt of the documentation, review the information, take action as appropriate to rebudget or close the case (e.g., supplement or recoup the CA grant and/or FS Benefit as appropriate) and make a separate determination for FS if ineligible for CA due to increased income
- scan and index all related documents into the POS Document Browser

If the applicant/participant does not respond to the request for contact, the JOS/Worker must take action to reject or close the CA portion of the case using rejection/closing code **M25** (Failure to Respond to a Computer Match Call-In). No adverse action is required on the FS portion of the case, therefore a separate FS determination is required.

NCA FS Cases

Marriage, SDNH and **WRS** matches for NCA FS cases are processed by NCA FS Center staff.

For NCA FS cases, BFI forwards the **Marriage** matches to the appropriate NCA FS Center to process the match information. Staff in the NCA FS Centers must retrieve the **SDNH** match from the RFI subsystem when preparing for initial or recertification interviews and process the match as per current procedure. ICP forwards the **WRS** matches to the appropriate NCA FS Center to process the match information. Since **Marriage, SDNH** and **WRS** matches are not verified upon receipt, NCA FS Eligibility Workers must:

NCA FS Center staff
The **W-138PP** has been revised to replace “NPA” with “NCA.”

- send the applicant/participant the Notice of Requirement to Resolve Discrepancy at NCA Food Stamp Recertification Interview (**W-138PP**)
- pend the clarification of the questionable information until the next recertification interview or six-month contact

Note: Between certification periods, FS households subject to six-month reporting rules are only required to report changes in income that cause their total household income to exceed the 130 percent poverty level for the household size. The change must be reported by the tenth day following the month in which the income exceeded the 130 percent poverty-level threshold.

Refer to Section 13 of the Food Stamp Source Book for further information on six-month reporting rules.

At the next recertification or six-month contact, Eligibility Workers must:

- review the case record to determine whether the necessary information was previously reported
- take no further action if the information was previously reported and is accurate or does not result in a change in grant
- ask the applicant/participant to provide documentation to verify or refute the information on the computer match if the information was not previously reported or could result in a change in grant
- review all documentation submitted upon receipt
- take appropriate action to process the match information

Refer to [PD #02-41-ELI](#) and [PB #04-63-ELI](#) for further information on reporting rules.

If the household is subject to six-month reporting rules:

Documentation may be received at next contact or at recertification for six-month reporters.

- review the available information
- calculate a budget to determine whether the total household income exceeds the 130 percent poverty level for the household size
- authorize the budget and reject/close the FS application/case if the total household income exceeds the 130 percent poverty level for the household size
- take no further action on the FS case if the total household income does not exceed the 130 percent poverty level for the household size
- establish a FS claim if a FS overpayment resulted
- send the household a Client Notice System (CNS) notice of intent notifying the applicant/participant of actions taken

For households subject to 10-day reporting rules:

Revised information

- review the available information
- make collateral contact to resolve discrepancies on all new or previously unverified computer match information for matches deemed not verified upon receipt
- if no change results, make a notation in the case record indicating that no action is necessary
- calculate and save a new budget and send the participant a CNS notice of intent indicating that the benefits will be reduced or terminated

New information

FS households that receive cash assistance are still required to report changes within 10 days of the change.

FS households subject to ten-day reporting rules were required to report any changes (i.e., unearned income from private sources exceeding \$100 and earned income from public sources exceeding \$25) within 10 days of the change. Effective immediately, these FS households must report changes by the tenth day **following** the month in which the change occurred.

Example

Mr. Waters is in receipt of NCA FS and earns \$375 per month. If his earnings increase to \$400 on 11/15/XX, then he must report the change to the Agency by 12/10/XX.

After taking the appropriate action on the match information, submit a copy of the annotated computer match and all documents related to the match information for day forwarding imaging if the NCA FS Center does not have scanning equipment. Scan and index into the HRA Image Viewer if scanning equipment is on-site. NCA FS POS Centers must scan and index all related documents using the POS Document Browser

DFRP is Unable to Process Match or Follow-up is Required

Regional Manager/Designee

Required case actions due to **WRS** or **UIB** computer match information retrieved from ALERTS that DFRP is unable to process or that requires follow-up are entered on the ALERTS **Center Referral Report** and forwarded by e-mail to the Regional Manager/Designee of the responsible Job Center to ensure correction and follow-up are completed.

Other cases requiring follow-up on computer match information or that DFRP is unable to process are forwarded to the Regional Manager's Office using the Division of Financial Review and Processing (DFRP) Notification to IS/Job Centers (**W-140KK**).

Examples of these cases include:

- bottom line budget cases
- cases with an invalid heat/utility indicator
- case/line in application (AP) status
- cases with an expired expected date of confinement (EDC)
- cases with an incorrect State/Federal charge code
- cases with a discrepancy with the income source code provided on the Individual Income/Needs (**NSBL06**) screen
- cases with a WMS pending error
- cases that are in closed (CL) status
- cases that are in an exempt status (e.g., HIV/AIDS Services Administration [HASA], Training and Employment Assistance Program [TEAP], etc.)

Note: HASA cases are forwarded directly to HASA and not the FIA Regional Manager.

Job Center staff Job Center staff must complete the required action (e.g., case closing, rebudgeting, etc.), record the action taken on Part II of the **W-140KK**, submit it to the Group Supervisor for approval and sign-off and return the completed **W-140KK** to DFRP by the due date provided on the form.

Food Stamp claims Eligibility Workers in NCA FS Centers are reminded to process claims for any overpayments to the FS household made by the Agency according to current procedure.

See [PD #07-11-ELI](#) for instructions on processing Food Stamp claims.


JOS/Workers in Job Centers who receive discrepant information from a computer match that does not result in a case closing, but may result in a FS overpayment, must forward the information to the Food Stamp Claims Office at 94 Flatbush Avenue, Brooklyn, NY 11201.

Computer Match Processing Desk Guide Refer to the Computer Match Processing Desk Guide (**W-200A**) for a list of computer matches and the corresponding required action.

PROGRAM IMPLICATIONS

Model Center Implications There are no Model Center implications.

Paperless Office System (POS) Implications Upon receiving a computer match requiring follow-up action on the case, JOS/Worker must:

- complete the required action on the case
- annotate the actions taken on the case by entering a case comment in the **Comment** window using the **Case Comments** icon  or by typing <Alt><M> on the keyboard
- scan and index into the POS Document Browser for the electronic case record all non-POS-generated forms and notices that are signed by the individual, except domestic violence-related documents, the closing memo from BFI and the annotated computer match

Food Stamp Implications

Refer to [PD #02-41-ELI](#) and [PB #04-63-ELI](#) for further information on reporting rules.

For households subject to six-month reporting rules, staff must immediately take required actions on matches deemed verified upon receipt. For matches that are not verified upon receipt staff must wait until the next recertification or six-month contact before initiating any action on the FS case as a result of the match information. However, in instances where the computer match information results in a change in income that exceeds 130 percent of the poverty level, staff must immediately take required actions.

Medicaid Implications

If a CA/FS application has been denied due to an applicant’s failure to respond to a computer match call-in (Rejection Code **M25**), the Medical Assistance (MA) is also denied. However, if a CA/FS case is closed due to a participant’s failure to respond to a computer match call-in (Closing Code **M25**) Medicaid benefits will continue for the individual.

LIMITED ENGLISH SPEAKING ABILITY (LESA) AND HEARING-IMPAIRED IMPLICATIONS

For Limited English Speaking Ability (LESA) and hearing-impaired applicants/participants, make sure to obtain appropriate interpreter services in accordance with [PD #06-12-OPE](#) and [PD #06-13-OPE](#).

FAIR HEARING IMPLICATIONS

Avoidance/ Resolution at Job Centers

When an adverse action results due to information received from matches deemed verified upon receipt and the applicant/participant requests a conference or Fair Hearing, the applicant/participant must provide appropriate documentation to refute the match information.

Ensure that all case actions are processed in accordance with current procedures and that electronic case files are kept up to date. Remember that applicants/participants must receive either adequate or timely and adequate notification of all actions taken on their case.

Conferences at Job Centers

An applicant/participant can request and receive a conference with a Fair Hearing and Conference (FH&C) AJOS/Supervisor I at any time. If an applicant/participant comes to the Job Center requesting a conference, the Receptionist must alert the FH&C Unit that the individual is waiting to be seen. In Model Offices, the Receptionist at Main Reception will issue an FH&C ticket to the applicant/participant to route him/her to the FH&C Unit and does not need to verbally alert the FH&C Unit staff.

The FH&C AJOS/Supervisor I will listen to and evaluate any material presented by the applicant/participant, review the case file, including the computer match, recommendation from BFI, evidence packet from BFI and/or DFRP, and contact BFI, when necessary, to discuss the issue(s). The AJOS/Supervisor I will explain the reason for the Agency's action(s) to the applicant/participant.

If the determination is that the applicant/participant has presented good cause for noncompliance or that the outstanding Notice of Intent needs to be withdrawn for other reasons, the FH&C AJOS/Supervisor I will settle in conference (SIC), enter detailed case notes in NYCWAY and forward all verifying documentation submitted by the applicant/participant to the appropriate JOS for corrective action to be taken. In addition, if the adverse case action still shows on the "Pending" (08) screen in WMS, the AJOS/Supervisor I must prepare and submit a Fair Hearing/Case Update Data Entry Form ([LDSS-3722](#)), change the 02 to an 01 if the case has been granted aid continuing (ATC), or prepare and submit a CA Recoupment Data Entry Form ([LDSS-3573](#)) to delete a recoupment. The AJOS/Supervisor I must complete a Conference Report ([M-186a](#)).

If the determination is that the applicant/participant has not shown good cause for noncompliance or that the Agency's action(s) should stand, the AJOS/Supervisor I will explain to the applicant/participant why s/he cannot settle the issue(s) in conference (SIC). The AJOS/Supervisor I must complete an **M-186a**.

Should the applicant/participant elect to continue his/her appeal by requesting or proceeding to a Fair Hearing, already requested, the FH&C AJOS/Supervisor I is responsible for ensuring that further appeal is properly controlled and that appropriate follow-up action is taken in all phases of the Fair Hearing process.

Conferences in an NCA FS Center

If an applicant/participant comes to the Food Stamp Center and requests a conference, the Receptionist must alert the Center Manager's designee that the applicant/participant is to be seen. If the applicant/participant contacts the Eligibility Worker directly, advise the applicant/participant to call the Center Manager's designee. In Model Centers, the Receptionist at Main Reception will issue a FS Conf/Appt/Problem ticket to the applicant/participant to route him/her to the NCA Reception area and does not need to verbally alert the Center Manager. The NCA Receptionist will alert the Center Manager once the applicant/participant is called to the NCA Reception desk.

The Center Manager's designee will listen to and evaluate the applicant/participant's complaint regarding the case closing or reduction. After reviewing the documentation, including the computer match, case record, required action memo from BFI, if applicable, and discussing the issue with the Group Supervisor/Eligibility Worker and BFI, when necessary, the Center Manager's designee will make a decision. The Center Manager's designee will decide to resolve or defend the case based on all factors and on whether the case was closed or the budget reduced correctly.

The Center Manager's designee is responsible for ensuring that further appeal by the applicant/participant through a Fair Hearing request is properly controlled and that appropriate follow-up action is taken in all phases of the Fair Hearing process.

Evidence Packets

All Evidence Packets must include the following documents:

- Printout of the computer match
- Evidence packet or Closing memo from BFI, as applicable
- Detailed history (e.g., **W-25**, POS "Case Comments" and/or NYCWAY "Case Notes" screens)
- Copies of relevant WMS printouts
- Other documentation relevant to the action taken
- NYS OTDA Computer Matching Clarification for Food Stamps (**06-INF-10**) informational letter

To retrieve **06-INF-10**, access the OTDA Website by clicking the:

- Internet Explorer Browser icon to display the Human Resources Administration homepage
- NYS Human Services link located in "Featured Links" at the bottom left of the screen
- OTDA tab located at the top of the screen
- Directives link, the Policy Directives link, the Informational Letters (INFs) link and the **06-INF-10** Computer Matching Clarification for Food Stamps link

As an alternative, to retrieve the **06-INF-10**, type the following in the **Address** field of your Intranet browser or click the link below:

<http://otda.state.nyenet/directives/2006/INF/06-INF-10.pdf>

Reminder: When applicants/participants request a conference or fair hearing on any issue resulting from a recommendation or case action originating from IREA, notify the appropriate IREA division.


REFERENCES

- [01-ADM-09](#)
 - [02-ADM-07](#)
 - [04-INF-20](#)
 - [06-ADM-13](#)
 - [06-INF-10](#)
 - [07-ADM-05](#)
 - [07-INF-10](#)
 - [18 NYCRR 351.2\(k\)\(3\)](#)
 - [18 NYCRR 387.1\(w\)\(4\)\(x\)](#)
 - SPP #2006-00706
 - [Authorization of Grants Manual](#) – Recoupments Section
 - [Food Stamp Source Book](#) – Sections 5 (Questionable Information and Types of Verification) and 13 (Six-Month Reporting Rules)
 - [Temporary Assistance Source Book](#) – Chapter 5, Section E
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RELATED ITEMS

- [PD #02-41-ELI](#)
 - [PB #04-63-ELI](#)
 - [PD #07-11-ELI](#)
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ATTACHMENTS

 Please use Print on Demand to obtain copies of forms.

- W-138PP** Notice of Requirement to Resolve Discrepancy at NCA Food Stamp Recertification Interview (Rev. 11/1/07)
- W-138PP (S)** Notice of Requirement to Resolve Discrepancy at NCA Food Stamp Recertification Interview (Spanish) (Rev. 11/1/07)
- W-140KK** Division of Financial Review and Processing (DFRP) Notification to IS/Job Centers (Rev. 11/05)
- W-200A** Computer Match Processing Desk Guide (Rev. 11/1/07)



Date: _____
Case Name: _____
Case Number: _____

**Notice of Requirement to Resolve Discrepancy
at NCA Food Stamp Recertification Interview**

Dear Participant:

We have received information through a computer match that is not the same as the information in your food stamp record as indicated below:

- SAMPLE**
- You have been receiving food stamp benefits under case number _____ at Center location _____.
 - You were married on _____.
 - Death of _____ on _____.
 - Placement of _____ on _____ by (agency) _____.
 - The Social Security Administration has informed us that the Social Security number we have recorded for _____ is incorrect.
 - Other (specify): _____

We will ask you to discuss the above matter at your recertification interview. Please bring in any correspondence or documentation you have relating to this matter.

IMPORTANT: We will notify you of the time and place of your recertification interview in a separate letter.

Please bring this letter with you when you report for your recertification interview.

Sincerely,

Family Independence Administration
Food Stamp Program



Fecha: _____
Nombre del Caso: _____
Número del Caso: _____

Notificación del Requisito para Resolver una Discrepancia en la Entrevista de Recertificación para Cupones de Alimentos No de Asistencia en Efectivo

Estimado(a) Participante:

Hemos recibido información por medio de una comparación computarizada que no corresponde a la información en su archivo de cupones para alimentos indicada a continuación:

- Usted está recibiendo beneficios de cupones para alimentos bajo el caso número _____ en el local del centro _____.
- Usted se casó en _____.
- Muerte de _____ el _____.
- Colocación de _____ el _____ por (agencia) _____.
- La Administración del Seguro Social nos ha informado que el número de Seguro Social que hemos registrado para _____ no es correcto.
- Otro (especifique): _____

Le pediremos que discuta el asunto antemencionado en su entrevista de recertificación. Favor de traer cualquier correspondiente documentación relacionada a este asunto.

IMPORTANTE: Le notificaremos por separado de la hora y lugar de su entrevista de recertificación.

Favor de traer esta carta con usted a su entrevista de recertificación.

Atentamente,

Family Independence Administration
Food Stamp Program



DIVISION OF FINANCIAL REVIEW AND PROCESSING (DFRP) NOTIFICATION TO IS/JOB CENTERS

DATE: _____

TO: Director _____

Case Number _____

IS/Job Center Number _____

Case Name _____

FROM: _____, Director

Match Individual _____

Division of Financial Review and Processing (DFRP)
c/o 180 Water Street - Mailroom

SSN _____

Per _____

Caseload _____

Phone number _____

Date of Discovery _____

Due Date _____

Due to the reason/s checked below, the Division of Financial Review and Processing is unable to initiate or complete case action on the attached match data. The IS/Job Center should review this memo and take the appropriate action. All food stamp claims based on this discrepant information must be resolved within a prescribed time frame based on the date of discovery shown above. Please return this form acknowledging receipt to the Division of Financial Review and Processing by the due date.

Part I

Match / Referral Type

- Bottom Line Budget Case Run Date _____
- Invalid Heat/Utility Indicator
- Case/Line in AP status
- Expired EDC
- Incorrect State/Federal Charge
- Discrepancy with income source code on NSBL06 screen
- Other _____

Part II

Follow-up Action Taken by IS/Job Center

- Action Taken (check one): Code _____
- Closed Effective Date _____
 - Rebudgeted Effective Date _____
 - Other Effective Date _____

Description of Action Taken: _____

IS/Job Center Supervisor _____

Date _____

Phone Number _____



Computer Match Processing Desk Guide

Name of Computer Match	Verified Upon Receipt?	CA/FS Cases	NCA FS Cases	Special Instructions (See Notes below)	
		Processed by		For CA/FS cases	For NCA FS cases
Death	Yes	DFRP*	NCA FS Centers	<ul style="list-style-type: none"> Review the match information from State Department of Health and NYC Vital Statistics. Remove the deceased individual from the case (or close the case if the household size equals one). Forward evidence packet with W-592K to the Job Center. 	<ul style="list-style-type: none"> Review the match received from the Income Clearance Program (ICP). Remove the deceased individual from the case (or close the case if the household size equals one). Send notification of action taken on FS case. Annotate the match with the action(s) taken and return it to ICP.
Fleeing Felon	Yes	DFRP*	NCA FS Centers	<ul style="list-style-type: none"> Review the match information and recommendation from BFI. Remove the participant with outstanding felony warrants from the case if the household size is greater than one. Close, rebudget, and/or enter recoupment(s) as appropriate. Send notification of action taken on case. Forward evidence packet with W-588H to the Job Center. 	<ul style="list-style-type: none"> Review the Required Statistical Action memo received from BFI. Remove the participant with outstanding felony warrants from the case if the household size is greater than one. Close, rebudget, and/or enter recoupment(s) as appropriate. Send notification of action taken on FS case. Notify BFI of the action(s) taken by the date indicated on the memo.
Marriage	No (collateral contact is required)	DFRP*	NCA FS Centers	<ul style="list-style-type: none"> Review the match information and recommendation from BFI. Use standard budgeting procedure to determine continued eligibility. Close the case if the reported spouse is in the household and has income or resources that make(s) the household ineligible for cash assistance. Inform the Job Center of the changes in the household, if any, if the reported spouse is in the household and the household is still potentially eligible for assistance. Initiate recoupment if an overpayment was made. Close the case if: the casehead failed to appear for an interview with BFI or to comply with the BFI's request for documentation. (If household member [not casehead] failed to appear or comply with documentation request, remove the individual line.) Send notification of action taken on case to the household. Forward evidence packet with W-588H to the Job Center. If no change results (e.g., reported spouse not in household due to incarceration), enter case note indicating that no action is required. 	<ul style="list-style-type: none"> Review the match received from ICP. If the casehead failed to appear for interview or did not comply with request for documentation, close the case. (If household member [not casehead] failed to appear or comply with documentation request, remove the individual line.) Send notification of action taken on FS case. Annotate the match with the action(s) taken and return it to ICP. If no change results, enter case note indicating that no action is required.

SAMPLE

* When DFRP is unable to process the computer match information for CA/FS cases, Job Center staff must complete the required actions.

Note 1: If a FS overpayment results, establish a FS claim according to current procedure (See PD #07-11-ELI.)

Note 2: DFRP, ICP, and Non-POS NCA FS Centers must submit relevant documents for scanning and indexing into the HRA Image Viewer. POS NCA FS Centers and Job Centers (including HASA) must scan relevant documents into the POS browser.

Computer Match Processing Desk Guide

Name of Computer Match	Verified Upon Receipt?	CA/FS Cases	NCA FS Cases	Special Instructions (See Notes below)	
		Processed by		For CA/FS cases	For NCA FS cases
National Crime Information Center (NCIC)/Federal Bureau of Investigation (FBI) Fleeing Felon	Yes	DFRP*	NCA FS Centers	<ul style="list-style-type: none"> Review the match information and recommendation from BFI. Remove the participant with outstanding felony warrants from the case if the household size is greater than one. Close, rebudget, and/or enter recoupment(s) as appropriate. Send notification of action taken on case. Forward evidence packet with W-588H to Job Center. 	<ul style="list-style-type: none"> Review the Required Statistical Action memo received from BFI. Remove the participant with outstanding felony warrants from the case if the household size is greater than one. Close, rebudget, and/or enter recoupment(s) as appropriate. Send notification of action taken on FS case. Notify BFI of the action(s) taken by the date indicated on the memo.
National Directory of New Hires (NDNH)	Yes	DFRP*, ICP, Job Centers and HASA	Not Applicable	<div style="font-size: 4em; opacity: 0.5; text-align: center; position: absolute; top: 50%; left: 50%; transform: translate(-50%, -50%); pointer-events: none;"> SAMPLE </div> <ul style="list-style-type: none"> Retrieve TALX detailed information through internet access. Retrieve Manual Eligibility Verification (MEV) detailed information from downloaded PDF file that is transmitted from OTDA. Review WMS, NYCWAY and electronic case folder and compare case information with NDNH employment information. If income is not already known to Agency, budget income and take appropriate action to close, reduce budget and/or initiate recoupment for overpayment. Send notification of action(s) taken. If no changes are necessary, enter detailed case note specifying reason that no action is required. If follow-up actions are needed, refer case to Job Center. 	Not applicable
Prison	Yes	DFRP*	NCA FS Centers	<ul style="list-style-type: none"> Review the match information and recommendation from BFI. Remove the incarcerated individual from the case (or close the case if the household size equals one). Send notification of action taken on case. Forward evidence packet with W-588H to Job Center. 	<ul style="list-style-type: none"> Review the Required Statistical Action memo received from BFI. Remove the incarcerated individual from the case (or close the case if the household size equals one). Send notification of action taken on FS case. Notify BFI of the action(s) taken by the date indicated on the memo.

* When DFRP is unable to process the computer match information for CA/FS cases, Job Center staff must complete the required actions.

Note 1: If a FS overpayment results, establish a FS claim according to current procedure (See PD #07-11-ELI.)

Note 2: DFRP, ICP, and Non-POS NCA FS Centers must submit relevant documents for scanning and indexing into the HRA Image Viewer. POS NCA FS Centers and Job Centers (including HASA) must scan relevant documents into the POS browser.

Computer Match Processing Desk Guide

Name of Computer Match	Verified Upon Receipt?	CA/FS Cases	NCA FS Cases	Special Instructions (See Notes below)	
		Processed by		For CA/FS cases	For NCA FS cases
Public Assistance Reporting Information System (PARIS)	Yes	DFRP*	NCA FS Centers	<ul style="list-style-type: none"> Review the match information and recommendation from BFI. Remove the individual collecting benefits in multiple states from the case (or close the case if the household size equals one). Send notification of action taken on case. Forward evidence packet with W-588H to Job Center. 	<ul style="list-style-type: none"> Review the Required Statistical Action memo received from BFI. Remove the individual collecting benefits in multiple states from the case (or close the case if the household size equals one). Send notification of action taken on FS case. Notify BFI of action(s) taken by the date indicated on the memo.
Social Security Beneficiary Data Exchange (BENDEX match) (for Retirement, Survivors and Disability Insurance [RSDI] benefits or Old Age, Survivors and Disability Insurance [OASDI])	Yes	ICP	NCA FS Centers	<ul style="list-style-type: none"> Review the match information. Budget the RSDI (or OASDI) for CA and FS purposes, per current procedure. Send notification of action(s) taken on the case. If no change results, enter case note indicating that no action is required. 	<ul style="list-style-type: none"> Review the match information from ICP. Budget the RSDI (or OASDI) for FS purposes, per current procedure. Send notification of action(s) taken on FS case. Annotate the match with the action(s) taken and return it to ICP. If no change results, enter case note indicating that no action is required.

SAMPLE

* When DFRP is unable to process the computer match information for CA/FS cases, Job Center staff must complete the required actions.

Note 1: If a FS overpayment results, establish a FS claim according to current procedure (See PD #07-11-ELI.)

Note 2: DFRP, ICP, and Non-POS NCA FS Centers must submit relevant documents for scanning and indexing into the HRA Image Viewer. POS NCA FS Centers and Job Centers (including HASA) must scan relevant documents into the POS browser.

Computer Match Processing Desk Guide

Name of Computer Match	Verified Upon Receipt?	CA/FS Cases	NCA FS Cases	Special Instructions (See Notes below)	
State Data Exchange (SDX match) (for Supplemental Security Income [SSI])	Yes	ICP	NCA FS Centers	Processed by • Review the match information. • For FA cases remove the individual receiving SSI from the CA case (or close the case if the household size equals one). Budget the SSI income for FS purposes for the remaining household members. For SNCA/SNNC cases, Rice budgeting rules apply. (See the NYS Public Assistance Program Budgeting Manual, page A-48.) • Send notification of the change in benefits. • If no change results, enter case note indicating that no action is required.	For NCA FS cases • Review the information from ICP. • Budget the SSI for FS purposes. • Send notification of the change in FS benefits. • Annotate the match with the action(s) taken and return it to ICP. • If no change results, enter case note indicating that no action is required.
State Directory of New Hires (SDNH)	No (collateral contact is required)	Job Center	NCA FS Centers	For CA/FS cases • Retrieve the match information from the Resource File Integration (RFI) subsystem in the Welfare Management System (WMS) when preparing for initial or recertification interviews. • Review the case record for supporting documents. • Make collateral contact to verify the match information. • Initiate an FIA-3a to document the employment information and rebudget the case. • Send notification of action taken on the case. • If no change results, enter case note indicating that no action is required.	6-Month Reporting H/H • Retrieve the match information from the RFI subsystem in WMS when preparing for initial or recertification interviews. • Review the case record for supporting documents. • If h/h income exceeds the 130% poverty level for household size, authorize the budget and reject/close the FS case. • If the h/h income does not exceed the 130% poverty level for the h/h size, enter a case note that no action is required. <i>(See note 3 below for 10-day reporting h/h.)</i>

SAMPLE

Note 1: If a FS overpayment results, establish a FS claim according to current procedure.
Note 2: DFRP, ICP, and Non-POS NCA FS Centers must submit relevant documents for scanning and indexing into the HRA Image Viewer. POS NCA FS Centers and Job Centers (including HASA) must scan relevant documents into the POS browser.
Note 3: NCA FS households subject to 10-day reporting rules must report changes by the tenth day following the month in which the change occurred. Review the available information and make collateral contact to resolve discrepancies on the new or unresolved computer match information. If benefits are to be reduced or terminated calculate and save a new budget and send the participant a Client Notice System (CNS) notice of intent indicating the change to the case within 10 days of the notification. If no change results, make case note indicating that no action is necessary.

Computer Match Processing Desk Guide

Name of Computer Match	Verified Upon Receipt?	CA/FS Cases	NCA FS Cases	Special Instructions (See Notes below)	
		Processed by		For CA/FS cases	For NCA FS cases
Unemployment Insurance Benefits (UIB)	Yes	DFRP*	NCA FS Centers	<ul style="list-style-type: none"> Review the computer match information from the Bureau of Eligibility Verification (BEV). Budget the UIB for CA and FS purposes for the filing unit. If the benefits exceed the income limit for the household size, close the case and/or enter recoupment(s), as appropriate. Send notification of action(s) taken. If no change results, enter case note indicating that no action is required. Forward evidence packet with W-592K to the Job Center. 	<p>6-Month Reporting H/H</p> <ul style="list-style-type: none"> Review the computer match. Review income to determine if total household income exceeds 130% poverty level for the household size. If so, close the FS case. Send notification of action taken on the FS case or enter case note if no action is required. Annotate the match with the action(s) taken and return to ICP. <p><i>(See note 3 below for 10-day reporting h/h.)</i></p>
Wage Reporting System (WRS)	No (collateral contact is required)	DFRP*	NCA FS Centers	<ul style="list-style-type: none"> Review the computer match information. Mail the W-592U to work-study students. If completed W-592U or W-592R and/or household questionnaire received, make collateral contact to verify the match information. If an incomplete questionnaire is received, schedule appointment with BEV. If BEV appointment is kept and required documents submitted, budget the case per current procedure. If BEV appointment is not kept or requested documents not submitted, close the case. Send notification of action taken. If no change results, enter case note indicating that no action is required. 	<p>6-Month Reporting H/H</p> <ul style="list-style-type: none"> Review computer match and case record for supporting documents when preparing for initial or recertification interviews. Determine if total household income exceeds 130% poverty level for the household size. Send participant the W-138PP to verify information at next recertification or six-month contact. Upon receipt of verification, if income exceeds the 130% poverty level for the household size, authorize the budget and close the FS case. Send notification of action taken. If no change results, enter case note indicating that no action is required. <p><i>(See note 3 below for 10-day reporting h/h.)</i></p>

SAMPLE

* When DFRP is unable to process the computer match information for CA/FS cases, Job Center staff must complete the required actions.

Note 1: If a FS overpayment results, establish a FS claim according to current procedure.

Note 2: DFRP, ICP, and Non-POS NCA FS Centers must submit relevant documents for scanning and indexing into the HRA Image Viewer. POS NCA FS Centers and Job Centers (including HASA) must scan relevant documents into the POS browser.

Note 3: NCA FS households subject to 10-day reporting rules must report changes by the tenth day following the month in which the change occurred. Review the available information and make collateral contact to resolve discrepancies on the new or unresolved computer match information. If benefits are to be reduced or terminated calculate and save a new budget and send the participant a Client Notice System (CNS) notice of intent indicating the change to the case within 10 days of the notification. If no change results, make case note indicating that no action is necessary.