POLICY BULLETIN #21-49-SYS

ENHANCEMENT TO THE INFORMATION VERIFICATION SERVICE (IVS) DEPARTMENT OF HOMELESS SERVICES (DHS) CLIENT ASSISTANCE AND REHOUSING ENTERPRISE SYSTEM (CARES) MATCH

Date: August 27, 2021	Subtopics: **SNAP, SPOS**

The purpose of this policy bulletin is to inform all Non-Cash Assistance Supplemental Nutrition Assistance Program (SNAP) Center staff of an enhancement to the Information Verification Service (IVS) Department of Homeless Services (DHS) Client Assistance and Rehousing Enterprise System (CARES) match. The IVS DHS CARES match will run when certain SNAP application and recertification activities are started in Streamlined POS (SPOS). This policy bulletin is informational for all other staff.

Background

Currently, the IVS DHS CARES match only provides a single data point for DHS participants who are applying and recertifying for SNAP benefits. Enhancing the existing match to contain additional data related to an applicant/participant's demographic information will assist in decreasing the number of deferrals for certain verifications such as address and household composition. This enhancement will increase overall efficiency in the SNAP application and recertification process.

Changes to the IVS DHS CARES Match

When an SPOS activity such as an Application, Recertification, or Change Case Data is started due an applicant/participant's submission of a SNAP application, recertification, periodic report, or case change, an IVS DHS CARES match will be run. This match will also run if an Application Modification is transmitted as a result of adding an adult to a case. The IVS DHS CARES match will run against all members of the household.

New SPOS Alerts

New alerts will appear in SPOS advising staff to check IVS for a DHS CARES match. These alerts will appear when the case has a temporary shelter type or when the household is homeless. The match will reduce deferrals as it can be used to verify residence and household composition.

The new Case Alert, which will appear in the **Overview** screen for interviewers, processors, and supervisors, indicates:

- *Please check IVS to see if a DHS CARES match exists.*

New SPOS alert

Case Alerts ❓

⚠ UIB RFI found-Income Section

⚠ SUA level change indicated during interview.

⚠ Please check IVS to see if a DHS CARES match exists.

There will also be an alert that appears in the **Interview Review** and **Housing Expenses** screens, which indicates:

- *Please checks IVS to see if there is a DHS CARES match to verify residence or household composition. If there is a match, you may use that information instead of a deferral. If there is no match, please continue as usual.*

New SPOS alert

- Please check IVS to see if there is a DHS CARES match to verify residence or household composition. If there is a match, you may use that information instead of a deferral. If there is no match, please continue as usual.
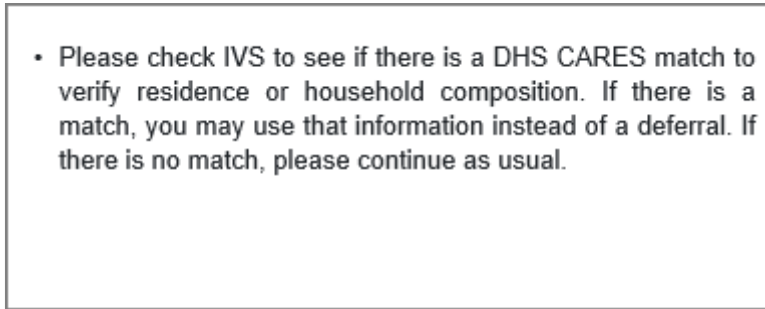
When a CARES match is found in IVS and the information is sufficient to verify residence and/or household composition, staff must update the **Documentation** by selecting **Document in Hand** and selecting the new document type of **DHS CARES match.**

New Document Type

DOCUMENT IN HAND : Residence — ✖

Document

DHS CARES Match ▾

☐ *Selected documentation is insufficient to verify this eligibility factor. Additional documents will be requested via the Document Request Form (FIA-1146).*

✖ DISCARD CHANGES   ✔ SAVE CHANGES

Shelter Types

Shelter Types

The new alerts will appear when the case has one of the following temporary shelter types:

- **06** – Hotel/Motel
- **11** – Room Only
- **13** – Domestic violence shelter less than 3 meals/day
- **14** – Domestic violence shelter 3 meals per day
- **15** – Congregate Care Level 1 (NYC/Nassau/Suffolk/Westchester/Rockland)
- **16** – Congregate Care Level 2 State Certified (NYC / Nassau / Suffolk / Westchester / Rockland)
- **23** – Street homeless
- **28** – Congregate Care Level 1 Rest of State
- **29** – Congregate Care Level 2 State Certified Rest of State
- **30** – Scatter Site none Tiers 1, 2 Less than 3 meals a day
- **33** – Shelter Tier 1 or 2 Shelter, under 3 meals/day
- **34** – Shelter Tier 2 Shelter, three meals/day
- **35** – Shelter Non-Tiers
- **42** – Congregate Care Level 3, Adult Homes/DOH Enriched Housing

Initiation of the DHS Active Match Request Process

The triggers within the IVS were updated to make a real-time call to the DHS Enterprise Data Warehouse (EDW) to retrieve the appropriate results and return the results to the IVS.

Exchange of Data Between Data Source and IVS

The IVS will query the DHS EDW view, in real-time, to retrieve the match results based on an applicant/participant's SSN.

Note: There will be a view within the DHS EDW to allow records to be retrieved by SSN that have active cases in CARES and StreetSmart.

Data Element Additions to the Match Result:

The new enhanced match will return the following data elements:

- Shelter Agency
- Shelter ID
- Shelter Name
- Shelter Address
- Shelter Phone Number
- WMS Shelter Type Code
- Client Name(s)
- Client SSN
- DOB
- Household Composition - Name and relationship, DOB
- CARES ID
- PA Case Number
- Last Check-In Date
- Exit Date
- Exit Reason and Description

Display of Data in IVS

A new IVS screen will display the match results returned via the enhanced match.

The Client HOH Detail Section will consist of the following fields:

- Client Name
- Client DOB
- Client SSN
- PA Case Number
- CARES ID

Exchange of Data from IVS to Case Management Systems

SPOS
Within the initial implementation of the enhanced IVS DHS match, there will be no integration between SPOS and the IVS to identify if a successful match has occurred for an applicant/participant. However, as mentioned previously, there will be an alert message displayed for interviewers, processors, and supervisors on the SPOS **Overview**, **Interview Review**, and **Housing Expenses** screens.

Effective Immediately

Related Item:

PB #21-33-SYS   SNAP POS Release Notes Streamlined POS Version 4.2