



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY DIRECTIVE #09-15-OPE

*(This Policy Directive Replaces PD #05-12-SYS, PD #07-39-OPE and PB #01-01)*

### CLARIFICATION REGARDING COMPUTER MATCHES

<b>Date:</b> March 10, 2009	<b>Subtopic(s):</b> Cash Assistance, Food Stamps
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**AUDIENCE** These instructions are for staff at all Job Centers, Non Cash Assistance Food Stamp (NCA FS) Centers, and the Income Clearance Program (ICP) and are informational for all other staff.

#### REVISIONS TO THE PRIOR DIRECTIVE

This policy directive is being revised to:

- notify staff of the resumption of computer matching for **Fleeing Felons, Probation, and Parole Violators**, which was suspended in November 2007 following a Court ruling that a “fleeing felon” exists only when a Court or tribunal has determined a person to have escaped, or to be fleeing to avoid prosecution, custody or confinement for a felony or attempted felony.
- advise staff that a **Fleeing Felon** computer match is a single file comprised of the **Fleeing Felon** match, **Parole** match, and **Probation** match. **Parole** and **Probation** matches are considered verified upon receipt; the **Fleeing Felon** portion of the file is no longer verified upon receipt and therefore the Agency must obtain copies of flight warrants prior to taking adverse action in a **Fleeing Felon** case.
- introduce new Closing Codes **W35 (Fleeing Felon)**, **G44 (Probation Violator)**, and **G45 (Parole Violator)** to replace the old **Fleeing Felon** Closing Code **F35**.
- add information on the Financial Institution Recipient Match (**FIRM**), a computer match identifying the financial resources of Cash Assistance (CA) and Medicaid (MA) participants.

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*

- update the Notice of Requirement to Resolve Discrepancy at NCA Food Stamp Recertification Interview (**W-138PP**) form
  - revise and update the Computer Match Processing Desk Guide (**W-200A**).
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## POLICY

In order for staff to be able to take action on a CA or Non Cash Assistance (NCA) Food Stamp (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
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## BACKGROUND

Matches deemed verified upon receipt do not require additional verification.

**Fleeing Felon** matches consist of a single file with separate matches for **Fleeing Felons**, **Probation**, and **Parole** violators.

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
- The **Probation (B)** and **Parole (P)** portion of a **Fleeing Felon** match from the New York State (NYS) Division of Criminal Justice Services and the Massachusetts State Police – participants who are in violation of terms Probation and Parole in NYS and Massachusetts
- National Crime Information Center (**NCIC**)/Federal Bureau of Investigation (FBI) Fleeing Felon 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 CA or FS in another state/duplicate assistance
- National Directory of New Hires (**NDNH**) – national file of Employee's Withholding Allowance Certificate (**W-4**) new hires information is run on CA cases only

- Social Security Beneficiary Data Exchange (**BENDEX**) match – participants in receipt of Retirement, Survivors, and Disability Income (RSDI) or Old Age, Survivors, and Disability Income (OASDI)
- State Data Exchange (**SDX**) match – participants in receipt of Supplemental Security Income (SSI)

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 case:

**SDNH** and **WRS** are employment matches provided by the NYS Department of Taxation and Finance.

- **Marriage** match – participants who are legally married
- State Directory of New Hires (**SDNH**) match – applicants/participants who have completed a **W-4**
- Wage Reporting System (**WRS**) match – participants in receipt of past wages
- **Fleeing Felon** match – the **Fleeing Felon** portion of this match must be verified with a copy of an active flight warrant
- **FIRM** – participants in receipt of CA and MA who may have financial resources (primarily bank and credit union accounts) in excess of the resource limit

New information

**Note:** Although OTDA considers the **Parole** and **Probation** matches verified upon receipt, the Bureau of Fraud Investigation (BFI) nonetheless verifies the information on these two matches, as well as the information contained in the **Fleeing Felon** and **Prison** match, to ensure that the match information is accurate.

**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), ICP, HIV/AIDS Services Administration (HASA), Job Centers, and NCA FS Centers.

CA/FS Cases

**Death** and **UIB** matches  
DFRP and BEV staff

IREA/DFRP receives the **Death** and **UIB** matches for CA cases. DFRP forwards the **UIB** match to 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 Human Resources Administration (HRA) OneViewer
- forwards an Evidence Packet to the Job Center with the Division of Financial Review and Processing Worksheet Form (**W-592K**).
- cases that DFRP is not able to process (e.g., TEAP, POP, HASA, etc.) are forwarded to the Job Center Regional Manager's office using form **W-140KK**.

**Probation/Parole** Violator, **NCIC**, **Prison** and **PARIS** matches

IREA/BFI receives the **Fleeing Felon (Probation/Parole Violator)**, **NCIC**, **Prison** (for single person households as well as for households greater than one), and **PARIS** matches from OTDA.

BFI staff

BFI electronically forwards to DFRP a recommendation to take action on the Cash Assistance (CA) case in question using the Investigative Reporting Information System (IRIS). Upon receipt of BFI's recommendation via IRIS regarding the **Probation/Parole** Violator match, **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. When the required action(s) has (have) been completed, all relevant documentation must be scanned and indexed into the HRA OneViewer. Upon completion of the BFI-referred case action, DFRP forwards an Evidence Packet with the IREA/DFRP Report of BFI Case Action Taken (**W-588H**) form to the appropriate Job Center.

DFRP staff

Revised

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 OneViewer.

Automatic closings for **Probation/Parole** Violator and **Prison** matches

The Welfare Management System (WMS) automatically closes:

- single person CA/FS and NCA FS cases found on the **Probation/Parole** Violator portion of a **Fleeing Felon** match
- single person NCA FS cases found on the **Prison** match

Between the 15th and 20th day of each month, OTDA Audit and Quality Control will send a file to WMS of active (in Active [AC] or Single Issuance [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.

If there is a match of the Client Identification Number (CIN) and case number to the **Probation/Parole** Violator portion of a **Fleeing Felon** file, WMS will automatically close the following case types using Closing Codes **G44 (Probation Violator)**, or **G45 (Parole Violator)**:

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

If there is a match of the 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 with Closing Code **F63**.

- Emergency Assistance for Adults (EAA)
- Emergency Assistance for 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:

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

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 CA grant, as necessary
- refers the case to the appropriate Job Center for follow-up action as needed
- scans and indexes all related documents into the HRA OneViewer

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

**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 HRA OneViewer.

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

Use case level codes for single person households and line level codes for multi-person households

BFI receives the **Probation/Parole** Violator, **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 Center Manager a Required Statistical Action (**BFI-145**) form 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 action(s) to the Supervisor for approval and sign-off. Based on the budget action, a Client Notices System (CNS) notice will be generated and sent to the household
- annotate the computer match, indicating the action taken
- enter the action taken on the History Sheet (**W-25**) form or the Food Stamp Recertification History Sheet (**W-132X**) form
- use the Paperless Office System (POS) Document Browser to scan and index a copy of the annotated computer match and all documents related to the match information into the case record

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, Workers must immediately correct the information that caused the error (e.g., incorrect Social Security number [SSN] or date of birth) and take no adverse action against the case.

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.

**Marriage** match

BFI receives the **Marriage** match from OTDA for CA/FS and NCA FS cases.

CA/FS Cases

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

BFI Staff

- reviews the HRA OneViewer for relevant documentation
- calls in the Casehead to obtain verification and supporting documentation
- electronically forwards a recommendation to take action on the case to DFRP using IRIS

DFRP Staff

Upon receipt and review of the BFI recommendation on 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 CA
- 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 failed to comply with BFI’s request for documentation (or removes the individual from the case if the person listed on the match is not the legally responsible relative and fails to appear or comply)
- sends notification to the household of action taken on the case (e.g., budget reduction)
- enters a case note indicating that no action is required if no change results (e.g., reported spouse not in household due to incarceration)

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.



## **SDNH and WRS matches**

Verification is required before taking any case action.

**SDNH** matches are processed by Job Center staff.

DFRP Staff

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

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

The **SDNH** and **WRS** matches are posted to the Resources 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.

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.

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

- mails the Work Study Grant Questionnaire (**W-592U**) form to individuals identified as work-study students
  - schedules an appointment with BEV using ALERTS for households returning incomplete questionnaires
  - reviews ALERTS for the completed case information, and the HRA OneViewer and electronic folder for supporting documents, after the appointment with BEV is kept

**Note:** Management Information Systems (MIS) mails the Employment Income Questionnaire (**W-592R**) form to employers based on information contained in the **SDNH** match

- reviews the information contained in form **W-592R** received from employers
- processes the match information for CA/FS cases by taking action on the case as required to:
  - rebudget the case and, if necessary, close or enter a recoupment
  - refer the case to the appropriate Job Center for follow-up, as needed
  - initiate a case closing if the head of household: submitted incomplete responses to the questionnaire
- sends the participant a CNS notice of intent informing the participant of actions taken

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

- review the case record to determine whether the information was previously reported

Make collateral contact to verify the match information.

- take no further action if the information reported is accurate and does not result in a change in grant or CA and/or FS eligibility
- contact the participant and request that he/she provide documentation to verify or refute the information on the computer match if the information was not previously reported
- 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 the case is 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 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.

**Fleeing Felon** match

Verification of active felony flight warrant(s) is required before taking any adverse case action.

Revised

IREA/BFI receives the **Fleeing Felon** match (for single person households as well as for households greater than one) from OTDA, whereupon staff at BFI must confirm that there is an active NYS or NCIC Felony Flight Warrant for the participant(s). If BFI confirms that that the warrant is active for a felony, BFI will take appropriate action on the case. However, if there is a discrepancy, then BFI schedules an interview with the applicant/participant to resolve the discrepancy.

If the warrant is active for a felony, BFI must send a Food Stamps – Request for Contact/Missed Interview (**LDSS-4753**) form to the Casehead and take further action, as follows:

- if the participant(s) fail(s) to respond within 10 days, or responds and confirms his/her Fleeing Felon status, then BFI forwards a copy of the Felony Flight Warrant to DFRP to close the case or individual line with Closing Code **W35**. This code will generate a CNS notice informing the household of the adverse action taken
- if the participant(s) responds and submits sufficient documentation refuting the match information, then no adverse case action may be taken until the discrepancy is resolved

**FIRM match**

See **Attachment A** for detailed instructions on how to retrieve **FIRM** data from WMS.

Refer to [PD #09-07-ELI](#) for CA resource policy.

**FIRM** matches are posted to the RFI subsystem of WMS. Job Center staff must retrieve the **FIRM** data from the RFI subsystem when preparing for initial or recertification interviews and JOS/Workers must verify the match with the participant or the financial institution, as follows:

- Review the case record to determine whether or not the amounts exceed the CA resource limits, and take no further action if:
  - the amounts do not exceed the CA resource limits
  - the HRA OneViewer list of documents shows that there are documents in the folder relating to this match which confirm that the issue was resolved or is under investigation by BFI or IREA
- Send the participant a Notice to Report to Center ([M-3g](#)) form requesting that he/she provide documentation to verify or refute the information if the computer match shows that the participant has resources in excess of the resource limit:
  - If the participant responds, and submits documentation supporting a dollar amount above the resource limit for CA, close the CA case using CA closing code **U40** (Excess Resources). A separate determination is required for FS and MA.
  - If the participant responds but is unable to provide documentation of the account(s), send the Bank Inquiry and Clearance Report ([LDSS-760](#)) form to the financial institution. If the documentation from the financial institution supports a dollar amount above the resource limit for CA, close the CA case using CA closing code **U40**. A separate determination is required for FS and MA.
  - If the participant or the financial institution submits documentation supporting a dollar amount that combined with other household resources exceeds the resource limit for CA, the case must be closed using CA closing code **U40**. A separate determination is required for FS and MA.
  - If the participant fails to respond to the **M-3g**, close the CA case using CA closing code **V20** (Failure to Provide Verification). A separate determination is required for FS and MA.
- Send a CNS notice informing the household of action taken on the case.

## NCA FS Cases

**Fleeing Felon** matches for NCA FS cases are verified by BFI and processed by NCA FS Center staff.

New information

Since the **Fleeing Felon** match is not verified upon receipt, BFI must confirm the existence of an active Felony Flight Warrant before any adverse action can be taken on the NCA FS case.

If the warrant is active for a felony, BFI must send a Food Stamps – Request for Contact/Missed Interview ([LDSS-4753](#)) form to the Casehead and take further action, as follows:

- if the participant(s) fail(s) to respond within 10 days, or responds and confirms his/her Fleeing Felon status, then BFI forwards a copy of the Felony Flight Warrant to the appropriate NCA FS Center director. NCA FS Center staff must close the case or individual line with FS Closing Code **W35**. This code will generate a CNS notice informing the household of the adverse action taken
- if the participant(s) responds and submits sufficient documentation refuting the match information, then no adverse case action may be taken until the discrepancy is resolved

**Marriage** and **WRS** matches are forwarded to NCA FS Center staff by ICP.

ICP forwards the **Marriage** and **WRS** match to the appropriate NCA FS Center for processing as per current procedure.

**SDNH** matches for NCA FS cases are retrieved from RFI.

Staff in 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.

**Marriage**, **SDNH**, and **WRS** matches are not verified upon receipt; therefore NCA FS staff must:

- send the applicant/participant form [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. FS households subject to 10-day reporting rules must report changes by the tenth day of the month following the month in which the change occurred.

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

Refer to [PD #02-41-ELI](#) and [PB #08-01-ELI](#) for further information on reporting rules.

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

At the next recertification or six-month contact, NCA FS staff must:

- review the case record to determine whether the necessary information was previously reported
- take no further action if the information was 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 or eligibility
- review all documentation submitted upon receipt
- take appropriate action to process the match information

If the household is subject to six-month reporting rules, NCA FS staff must:

- review the available information
- calculate a budget to determine whether 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
- authorize the budget and reject/close the FS case if the total household income exceeds the 130 percent poverty level for the household size
- establish an FS claim if an FS overpayment resulted
- send the household a CNS notice of intent informing the participant of action(s) taken

For households subject to 10-day reporting rules, NCA FS Center staff must review the available match information at the next recertification contact and resolve discrepancies on all new or previously unverified computer match information for matches deemed not verified upon receipt, as follows:

- Ask the participant to provide documentation to verify or refute the computer match information
- If as a result of the new or previously unverified match information benefits are to be reduced or terminated, calculate and save a new budget and send the participant a CNS notice of intent indicating that the benefits will be reduced or terminated
- If no change results, make a notation in the case record indicating that no action is necessary

FS households subject to ten-day reporting rules are required to report all changes by the tenth day of the month following the month of the change.

After taking the appropriate action(s) on the match information, use the POS Document Browser to scan and index a copy of the annotated computer match and all documents related to the match information into the electronic case record.

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

Regional Manager/Designee

Required case action(s) due to **WRS** or **UIB** computer match information retrieved from ALERTS that DFRP is unable to process or that require 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 that correction and follow-up action(s) are completed.

Other cases requiring follow-up on computer match information or cases 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 Job Centers (**W-140KK**) form.

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 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., HASA, Training and Employment Assistance Program [TEAP], etc.)
- case/line in SI status

**Note:** HASA cases are forwarded directly to HASA and not the Family Independence Administration (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** form, submit it to the Group Supervisor for approval and sign-off and return the completed **W-140KK** form to DFRP by the due date provided on the form.

Food Stamp claims

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

NCA FS staff is reminded to process FS claims according to current procedure for overpayments to the FS household resulting from an Agency error or a participant’s failure to report a required change.

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 an 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 Office Implications

There are no Model Office implications.

Paperless Office System (POS) Implications

Upon receiving a computer match requiring follow-up action on the case, the 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

Staff must immediately take required actions on FS cases for 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, with the exception of **Fleeing Felon** match that is verified by BFI. BFI sends only verified Fleeing Felon matches to the NCA FS center, if the match is not verified BFI will not forward the information.

If a CA case is closed because a participant or financial institution provides documentation supporting a dollar amount above the resource limit for CA (Closing Codes **U40** – Excess Resources) or a participant fails to respond to a computer match call-in (Closing Code **V20** – Failure to Provide Verification), a separate determination is required for FS.

Medicaid Implications

If a CA/FS case is rejected due to an applicant’s/participant’s failure to respond to a computer match call-in (Rejection Code **M25**), MA benefits are 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**), no adverse action is required on the MA portion of the case; therefore a separate MA determination is required.

If a CA case is closed because a participant or financial institution provides documentation supporting a dollar amount above the resource limit for CA (Closing Codes **U40** – Excess Resources) or a participant fails to respond to a computer match call-in (Closing Code **V20** – Failure to Provide Verification), a separate determination is required for Medicaid.

**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 #08-18-OPE](#) and [PD #08-20-OPE](#).

**FAIR HEARING IMPLICATIONS**

Avoidance/ Resolution at Job Center

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

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, 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 adequate documents to refute the computer match information 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) and enter detailed case notes in New York City Work, Accountability and You (NYCWAY).

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 01 if the case has been granted Aid to Continue (ATC), or prepare and submit a PA Recoupment Data Entry Form – WMS ([LDSS-3573](#)) to delete a recoupment. The AJOS/Supervisor I must complete a Conference Report ([M-186a](#)) form.

If the determination is that the applicant/participant has not presented adequate documents to refute the computer match information or that the Agency's action(s) should stand, the AJOS/Supervisor I will explain to the applicant/participant why he/she cannot SIC. The AJOS/Supervisor I must complete form [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 the applicant/participant comes to the FS 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 Offices, the Receptionist at Main Reception will issue an 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's/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 also responsible for ensuring that further appeals 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., form [W-25](#), POS "Case Comments," and/or NYCWAY "Case Notes" screen)
- Copies of relevant WMS printout
- 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 Web site by clicking the:
  - Internet Explorer Browser icon to display the HRA 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

Staff may also retrieve the **06-INF-10** by clicking the link below or typing the following line in the **Address** field of the Intranet browser:

<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](#)
- [GIS 08 TA/ WMS008](#)
- [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

**RELATED ITEMS**

- [PB #08-01-ELI](#)
- [PD #07-11-ELI](#)
- [PD #08-40-SYS](#)
- [PD #09-07-ELI](#)

**ATTACHMENTS**

 Please use Print on Demand to obtain copies of forms.

- Attachment A**
- W-138PP** Retrieving FIRM Data from WMS (Rev. 3/10/09)  
Notice of Requirement to Resolve Discrepancy at NCA Food Stamp Recertification Interview (Rev. 3/10/09)
- W-138PP (S)** Notice of Requirement to Resolve Discrepancy at NCA Food Stamp Recertification Interview (Spanish) (Rev. 3/10/09)
- W-140KK** Division of Financial Review and Processing (DFRP) Notification to Job Centers (Rev. 11/05)
- W-200A** Computer Match Processing Desk Guide (Rev.3/10/09)

## Retrieving FIRM Data From WMS

To view the FIRM information on RFI, the Worker must:

WMS Inquiry Menu

```
NQRY00 (P)                                WMS Inquiry Menu                                01/27/05
                                                Version 04303
-----
#1. Case Inquiry
#2. Individual Inquiry
#3. Benefits Issuance History Inquiry
#4. Recoupment Inquiry
#5. Address Inquiry
#6. Forms Preparation
#7. SDX Inquiry
#8. Facility Inquiry
#9. RFI (Resource File Integration)
-----
Enter # of Inquiry Desired

CMD
```

Option 9

- Select **Option 9** (RFI) on the **WMS Inquiry Menu**, and the **WMS RFI Inquiry Menu** screen will appear.

WMS RFI Inquiry Menu

```
NQRFI0 (P)                                WMS RFI Inquiry Menu                                01/27/05
-----+-----
#1. CASE LIST
#2. QUICK PRINT
-----+-----
Enter # of Inquiry Desired

  Enter Case #
    or
  Enter CIN
    or
  Enter SSN  - -

CMD
```

Enter 1 for Case List.

Enter Case Number, CIN or SSN.

- Enter **1** in the **Enter # of Inquiry Desired** field and a Case Number, CIN or SSN, press **Enter** and the **Case List** screen will appear.

Case List screen

NQRF01 (P) RFI CASE LIST Page 01/06/05 01 OF 01

Case No: 0000000000 Center: 023 Unit/Worker: FHIDM

Individual Data:		IND STAT	M W U S	I A I
Ln	Sf SSN	Val First Name Last	PA MA FS	R S B A E K M
01	01 999-99-9999	8 SAMANTHA SMITH	RJ RJ RJ	N U N V N N U
	- -			
	- -			
	- -			
	- -			

To View Match Detail Enter Appropriate Number  
 Match Codes: 1=WRS 2=UIB 3=SSA 4=HIRE 5=BANK 6=FIDM

Next Case # CMD

Enter **6** here.

**U** appears here in FIDM column (will appear as FIRM at a later date).

- Enter a **6** to the left of the line number that has a **U** (Unresolved) in the Financial Institution Data Match (**FIDM**) column, press **Enter** and the **Bank/FIDM Account List** screen appears.

If more than one individual appears with a **U** in the **FIDM** column, repeat this step for each individual.

Bank/FIDM Account List screen

NQRF09 (P) BANK/FIDM ACCOUNT LIST Page 01/06/05 01 OF 01

CASE/REG #	CASE NAME	CASE TYPE	CTR	U/W			
000000000	CRAIG SMITH	MA	023	FHIDM			
LN	FIRST NAME	M LAST	SEX	SSN	VAL	BIRTHDATE	CIN
01	SAMANTHA	SMITH	F	999-99-9999	8	04/19/78	9999999
PAYER NAME		ACCOUNT	POSTED	CODE	WORKER	DATE	RESOLUTION
DIME SAVINGS BANK OF		00000000000000	1/05/05			00/00/00	
			/ /			/ /	
			/ /			/ /	
			/ /			/ /	
			/ /			/ /	
			/ /			/ /	

TO VIEW INDIVIDUAL ACCOUNT DATA PLACE -X- NEXT TO PAYER NAME

Enter an **X** here.

- Enter an **X** to the left of the **Payer Name**, press **Enter** and the **Bank/FIDM – Match/Balance Individual Information** screen will appear.

If more than one Payer Name and Account appears, repeat this step for each account.

Bank/FIDM –  
Match/Balance Individual  
Information screen

```

NQRF06 (P)      BANK/FIDM - MATCH/BALANCE INDIVIDUAL INFORMATION
CASE/REG #     CASE NAME                                CASE TYPE  CTR  U/W
0000000000    SMITH SAMANTHA                                MA      023  FHIDM
LN  FIRST NAME M LAST                                SEX      SSN   VAL  B
01  SAMANTHA  L SMITH                                F  999-99-9999  C  04
Payee Information                                Payer Information (Bank)  Account Number
SAMANTHA      SMITH                                DIME SAVINGS BANK OF NY FSB  00000000000000
1390 13TH AVE APT XX                                589 FIFTH AVENUE            TRUST FUND IND 6
NEW YORK      NY                                NEW YORK NY 100  10017        ACCT TYPE 04
                                                TOA: / / /
Bank      MATCH                                Resolution
Balance   DATE      Posted Code  Date  Wrker
2512.00  11/16/04  01/05/05  00/00/00
0.00     / / / / / /
0.00     / / / / / /
0.00     / / / / / /
0.00     / / / / / /
0.00     / / / / / /
RES CODE   RES WORKER  RES DATE  INFORMATION POSTED ON  RFI STATUS
          / / / / / /          00/00/00          01/05/05          U
          / / / / / /          / / / /          / / / /          CMD
    
```

Trust Fund Ind field

Account Type field

- Verify the codes in the **Trust Fund Ind** and **Account Type** fields. The values for the codes are as follows:

Trust Fund Indicator

- 0 – Not a registered trust/escrow account or account is closed
- 1 – Uniform Transfers to Minors Act (UTMA)/Uniform Gift to Minors Act (UGMA) Account
- 2 – Interest On Lawyer Trust Authority (IOLTA) Account
- 3 – Mortgage Escrow Account
- 4 – Security Deposits (Including Real Estate)
- 5 – Other Trust/Escrow
- 6 – Information Not Available

Account Type

- 00** – Not Applicable
- 01** – Savings Account
- 04** – Checking Demand Deposit Account
- 05** – Term Deposit Certificate
- 11** – Money Market Account
- 12** – IRA/Keogh Account
- 14** – Employee Retirement Income Security Act (ERISA)
- 16** – Cash Balances
- 17** – Compound Account (includes investment accounts where a portion of the balance is in differing funds: stocks, money market, bonds, etc.)

Date: \_\_\_\_\_  
Case Name: \_\_\_\_\_  
Case Number: \_\_\_\_\_

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

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

- 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.



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

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 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.



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

Match Individual \_\_\_\_\_

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: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Computer Match Processing Desk Guide

Name of Computer Match	Verified Upon Receipt?	CA/FS Cases	NCA FS Cases	Special Instructions (See Notes below)	
Death	Yes	Processed by		For CA/FS cases	For NCA FS cases
		DFRP*	NCA FS Centers	<ul style="list-style-type: none"> <li>Review the match information from State Department of Health and NYC Vital Statistics.</li> <li>Remove the deceased individual from the case (or close the case if the household size equals one).</li> </ul>	<ul style="list-style-type: none"> <li>Review the match received from the Income Clearance Program (ICP).</li> <li>Remove the deceased individual from the case (or close the case if the household size equals one).</li> <li>Send notification of action taken on FS case.</li> <li>Annotate the match with the action(s) taken and return it to ICP.</li> </ul>
Financial Institution Recipient Match (FIRM)	No (collateral contact is required)	Job Center	Not Applicable	<p style="font-size: 48px; text-align: center; color: blue; opacity: 0.5;">SAMPLE</p> <ul style="list-style-type: none"> <li>Retrieve the match information from the Resource File Integration (RFI) subsystem in the Welfare Management System (WMS) when preparing for initial or recertification interviews.</li> <li>Review the case record to determine whether or not the amounts exceed the CA resource limits, and take no further action if the amounts do not exceed the resource limit.</li> <li>Contact the participant and request that he/she provide documentation to verify or refute the information if combined resources exceed the CA resource limit.</li> <li>If the participant submits documentation supporting a dollar amount above the resource limit for CA or fails to respond, close the case.</li> <li>If the participant responds but is unable to provide documentation of the account(s), send the Bank Inquiry and Clearance Report (<b>LDSS-760</b>) form to the financial institution, and if the documentation from the financial institution supports a dollar amount above the resource limit for CA, close the case.</li> <li>Send notification of action taken on the case.</li> </ul>	Not Applicable

\* 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 an FS overpayment results, establish an FS claim according to current procedure (See PD #07-11-ELI).

**Note 2:** DFRP and ICP must submit relevant documents for scanning and indexing into the HRA OneViewer. NCA FS Centers and Job Centers (including HASA) must scan relevant documents into the POS browser. All documents pertaining to computer matches must be scanned/indexed into the electronic case record.

**Note 3:** For matches that are not verified upon receipt, NCA FS Centers cannot take action on an FS case until the next recertification.

### Computer Match Processing Desk Guide (continued)

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
Fleeing Felon	No	DFRP*	NCA FS Centers	<ul style="list-style-type: none"> <li>Review the match information and recommendation from BFI.</li> <li>Remove the participant with outstanding felony warrants from the case if the household size is greater than one.</li> <li>Close, rebudget, and/or enter recoupment(s) as appropriate.</li> <li>Send notification of action taken on case.</li> </ul>	<ul style="list-style-type: none"> <li>Review the match information and recommendation from BFI.</li> <li>Remove the participant with outstanding felony warrants from the case if the household size is greater than one.</li> <li>Close, rebudget, and/or enter recoupment(s) as appropriate.</li> <li>Send notification of action taken on case.</li> </ul>
Marriage	No (collateral contact is required)	DFRP*	NCA FS Centers	<div style="text-align: center; font-size: 4em; color: blue; opacity: 0.5; font-family: sans-serif;">SAMPLE</div> <ul style="list-style-type: none"> <li>Review the match information and recommendation from BFI.</li> <li>Use standard budgeting procedure to determine continued eligibility.</li> <li>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.</li> <li>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.</li> <li>Initiate recoupment if an overpayment was made.</li> <li>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.)</li> <li>Send notification of action taken on case to the household.</li> <li>If no change results (e.g., reported spouse not in household due to incarceration), enter case note indicating that no action is required.</li> </ul>	<ul style="list-style-type: none"> <li>Review the match received from ICP.</li> <li>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.)</li> <li>Send notification of action taken on FS case.</li> <li>Annotate the match with the action(s) taken and return it to ICP.</li> <li>If no change results, enter case note indicating that no action is required.</li> </ul>

\* 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 an FS overpayment results, establish an FS claim according to current procedure (See PD #07-11-ELI).

**Note 2:** DFRP and ICP must submit relevant documents for scanning and indexing into the HRA OneViewer. NCA FS Centers and Job Centers (including HASA) must scan relevant documents into the POS browser. All documents pertaining to computer matches must be scanned/indexed into the electronic case record.

**Note 3:** For matches that are not verified upon receipt, NCA FS Centers cannot take action on an FS case until the next recertification.

### Computer Match Processing Desk Guide (continued)

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"> <li>Review the match information and recommendation from BFI.</li> <li>Remove the participant with outstanding felony warrants from the case if the household size is greater than one.</li> <li>Close, rebudget, and/or enter recoupment(s) as appropriate.</li> <li>Send notification of action taken on case.</li> </ul>	<ul style="list-style-type: none"> <li>Review the Required Statistical Action memo received from BFI.</li> <li>Remove the participant with outstanding felony warrants from the case if the household size is greater than one.</li> <li>Close, rebudget, and/or enter recoupment(s), as appropriate.</li> <li>Send notification of action taken on FS case.</li> <li>Notify BFI of the action(s) taken by the date indicated on the memo.</li> </ul>
National Directory of New Hires (NDNH)	Yes	DFRP*, ICP, Job Centers and HASA	Not Applicable	<ul style="list-style-type: none"> <li>Retrieve TALX detailed information through Internet access. Retrieve Manual Eligibility Verification (MEV) detailed information from downloaded PDF file that is transmitted from OTDA.</li> <li>Review WMS, NYCWAY and electronic case folder and compare case information with NDNH employment information.</li> <li>If income is not already known to the Agency, budget income and take appropriate action to close, reduce budget and/or initiate recoupment for overpayment.</li> <li>Send notification of action(s) taken.</li> <li>If no changes are necessary, enter detailed case note(s) specifying reason that no action is required.</li> <li>If follow-up actions are needed, refer case to Job Center.</li> </ul>	Not Applicable
Prison	Yes	DFRP*	NCA FS Centers	<ul style="list-style-type: none"> <li>Review the match information and recommendation from BFI.</li> <li>Remove the incarcerated individual from the case (or close the case if the household size equals one).</li> <li>Send notification of action taken on case.</li> </ul>	<ul style="list-style-type: none"> <li>Review the Required Statistical Action memo received from BFI.</li> <li>Remove the incarcerated individual from the case (or close the case if the household size equals one).</li> <li>Send notification of action taken on FS case.</li> <li>Notify BFI of the action(s) taken by the date indicated on the memo.</li> </ul>

\* 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 an FS overpayment results, establish an FS claim according to current procedure (See PD #07-11-ELI).

**Note 2:** DFRP and ICP must submit relevant documents for scanning and indexing into the HRA OneViewer. NCA FS Centers and Job Centers (including HASA) must scan relevant documents into the POS browser. All documents pertaining to computer matches must be scanned/indexed into the electronic case record.

**Note 3:** For matches that are not verified upon receipt, NCA FS Centers cannot take action on an FS case until the next recertification.

### Computer Match Processing Desk Guide (continued)

Name of Computer Match	Verified Upon Receipt?	CA/FS Cases	NCA FS Cases	Special Instructions (See Notes below)	
		<b>Processed by</b>		<b>For CA/FS cases</b>	<b>For NCA FS cases</b>
Probation Violator Parole Violator	Yes	DFRP*	NCA FS Centers	<ul style="list-style-type: none"> <li>• Review the match information and recommendation from BFI.</li> <li>• Remove the Probation/Parole Violator from the case if the household size is greater than one.</li> <li>• Close, rebudget, and/or enter recoupment(s), as appropriate.</li> <li>• Send notification of action taken on case.</li> </ul>	<ul style="list-style-type: none"> <li>• Review the match information and recommendation from BFI.</li> <li>• Remove the Probation/Parole Violator from the case if the household size is greater than one.</li> <li>• Close, rebudget, and/or enter recoupment(s), as appropriate.</li> <li>• Send notification of action taken on case.</li> </ul>
Public Assistance Reporting Information System (PARIS)	Yes	DFRP*	NCA FS Centers	<ul style="list-style-type: none"> <li>• Review the match information and recommendation from BFI.</li> <li>• Remove the individual collecting benefits in multiple states from the case (or close the case if the household size equals one).</li> <li>• Send notification of action taken on case.</li> </ul>	<ul style="list-style-type: none"> <li>• Review the Required Statistical Action memo received from BFI.</li> <li>• Remove the individual collecting benefits in multiple states from the case (or close the case if the household size equals one).</li> <li>• Send notification of action taken on FS case.</li> <li>• Notify BFI of action(s) taken by the date indicated on the memo.</li> </ul>
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"> <li>• Review the match information.</li> <li>• Budget the RSDI (or OASDI) for CA and FS purposes, per current procedure.</li> <li>• Send notification of action(s) taken on the case.</li> <li>• If no change results, enter case note indicating that no action is required.</li> </ul>	<ul style="list-style-type: none"> <li>• Review the match information from ICP.</li> <li>• Budget the RSDI (or OASDI) for FS purposes, per current procedure.</li> <li>• Send notification of action(s) taken on FS case.</li> <li>• Annotate the match with the action(s) taken and return it to ICP.</li> <li>• If no change results, enter case note indicating that no action is required.</li> </ul>

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 an FS overpayment results, establish an FS claim according to current procedure (See PD #07-11-ELI).

**Note 2:** DFRP and ICP must submit relevant documents for scanning and indexing into the HRA OneViewer. NCA FS Centers and Job Centers (including HASA) must scan relevant documents into the POS browser. All documents pertaining to computer matches must be scanned/indexed into the electronic case record.

**Note 3:** For matches that are not verified upon receipt, NCA FS Centers cannot take action on an FS case until the next recertification.

### Computer Match Processing Desk Guide (continued)

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	<b>Processed by</b>		<b>For CA/FS cases</b>	<b>For NCA FS cases</b>
		ICP	NCA FS Centers	<ul style="list-style-type: none"> <li>Review the match information.</li> <li>For FA cases remove the individual receiving SSI from the CA case (or close the case if the household size equals one). The SSI income is only budgeted for FS purposes. For SNCA/SNNC cases, Rice budgeting rules apply. (See the NYS Public Assistance Program Budgeting Manual, page A-48.)</li> <li>Send notification of the change in benefits.</li> <li>If no change results, enter case note indicating that no action is required.</li> </ul>	<ul style="list-style-type: none"> <li>Review the information from ICP.</li> <li>Budget the SSI for FS purposes.</li> <li>Send notification of the change in FS benefits.</li> <li>Annotate the match with the action(s) taken and return it to ICP.</li> <li>If no change results, enter case note indicating that no action is required.</li> </ul>
State Directory of New Hires (SDNH)	No (collateral contact is required)	<b>Processed by</b>		<b>For CA/FS cases</b>	<b>For NCA FS cases</b>
		Job Center	NCA FS Centers	<ul style="list-style-type: none"> <li>Retrieve the match information from the Resource File Integration (RFI) subsystem in the Welfare Management System (WMS) when preparing for initial or recertification interviews.</li> <li>Review the case record for supporting documents.</li> <li>Make collateral contact to verify the match information.</li> <li>Initiate an <b>FIA-3a</b> to document the employment information and rebudget the case.</li> <li>Send notification of action taken on the case.</li> <li>If no change results, enter case note indicating that no action is required.</li> </ul>	<p style="text-align: center;"><b>6-Month Reporting Household</b></p> <ul style="list-style-type: none"> <li>Retrieve the match information from the RFI subsystem in WMS when preparing for initial or recertification interviews.</li> <li>Review the case record for supporting documents.</li> <li>If household income exceeds the 130% poverty level for household size, authorize the budget and reject/close the FS case.</li> <li>If the household income does not exceed the 130% poverty level for the household size, enter a case note that no action is required.</li> </ul> <p>(See <b>Note 4</b> below for 10-day reporting household.)</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 an FS overpayment results, establish an FS claim according to current procedure (See PD #07-11-ELI).

**Note 2:** DFRP and ICP must submit relevant documents for scanning and indexing into the HRA OneViewer. NCA FS Centers and Job Centers (including HASA) must scan relevant documents into the POS browser. All documents pertaining to computer matches must be scanned/indexed into the electronic case record.

**Note 3:** For matches that are not verified upon receipt, NCA FS Centers cannot take action on an FS case until the next recertification.

**Note 4:** NCA FS households subject to 10-day reporting rules must report changes by the tenth day of the month 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 Notices 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 (continued)

Name of Computer Match	Verified Upon Receipt?	CA/FS Cases	NCA FS Cases	Special Instructions (See Notes below)	
Unemployment Insurance Benefits (UIB)	Yes	<b>Processed by</b>		<b>For CA/FS cases</b>	<b>For NCA FS cases</b>
		DFRP*	NCA FS Centers	<ul style="list-style-type: none"> <li>Review the computer match information from the Bureau of Eligibility Verification (BEV).</li> <li>Budget the UIB for CA and FS purposes for the filing unit.</li> <li>If the benefits exceed the income limit for the household size, close the case and/or enter recoupment(s), as appropriate.</li> <li>Send notification of action(s) taken.</li> <li>If no change results, enter case note indicating that no action is required.</li> </ul>	<p style="text-align: center;"><b>6-Month Reporting Household</b></p> <ul style="list-style-type: none"> <li>Review the computer match.</li> <li>Review income to determine if total household income exceeds 130% poverty level for the household size. If so, close the FS case.</li> <li>Send notification of action taken on the FS case or enter case note if no action is required.</li> <li>Annotate the match with the action(s) taken and return to ICP.</li> </ul> <p>(See <b>Note 3</b> below for 10-day reporting household.)</p>
Wage Reporting System (WRS)	No (collateral contact is required)	<b>Processed by</b>		<b>For CA/FS cases</b>	<b>For NCA FS cases</b>
		DFRP*	NCA FS Centers	<ul style="list-style-type: none"> <li>Review the computer match information.</li> <li>Mail form <b>W-592U</b> to work study students.</li> <li>If completed form <b>W-592U</b> or form <b>W-592R</b> and/or household questionnaire is received, make collateral contact to verify the match information.</li> <li>If an incomplete questionnaire is received, schedule appointment with BEV.</li> <li>If BEV appointment is kept and required documents submitted, budget the case per current procedure.</li> <li>If BEV appointment is not kept or requested documents not submitted, close the case.</li> <li>Send notification of action taken.</li> <li>If no change results, enter case note indicating that no action is required.</li> </ul>	<p style="text-align: center;"><b>6-Month Reporting Household</b></p> <ul style="list-style-type: none"> <li>Review computer match and case record for supporting documents when preparing for initial or recertification interviews.</li> <li>Determine if total household income exceeds 130% poverty level for the household size.</li> <li>Send participant form <b>W-138PP</b> to verify information at next recertification or six-month contact.</li> <li>Upon receipt of verification, if income exceeds the 130% poverty level for the household size, authorize the budget and close the FS case.</li> <li>Send notification of action taken.</li> <li>If no change results, enter case note indicating that no action is required.</li> </ul> <p>(See <b>Note 4</b> below for 10-day reporting household.)</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 an FS overpayment results, establish an FS claim according to current procedure (See PD #07-11-ELI).

**Note 2:** DFRP and ICP must submit relevant documents for scanning and indexing into the HRA OneViewer. NCA FS Centers and Job Centers (including HASA) must scan relevant documents into the POS browser. All documents pertaining to computer matches must be scanned/indexed into the electronic case record.

**Note 3:** For matches that are not verified upon receipt, NCA FS Centers cannot take action on an FS case until the next recertification.

**Note 4:** NCA FS households subject to 10-day reporting rules must report changes by the tenth day of the month 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 Notices 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.