



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY DIRECTIVE #12-09-ELI

*(This Policy Directive Replaces PD #11-07-ELI)*

### IMPORTANCE OF ACCURATE SOCIAL SECURITY NUMBERS IN THE WELFARE MANAGEMENT SYSTEM (WMS)

<p><b>Date:</b> April 10, 2012</p>	<p><b>Subtopic(s):</b> Eligibility</p>
<p><b>AUDIENCE</b></p>	<p>The instructions in this policy directive are for staff in Job Centers and Non Cash Assistance Food Stamp (NCA FS) Centers and serve as information for all other staff.</p>
<p><b>REVISIONS TO THE PRIOR DIRECTIVE</b></p>	<p>This policy directive has been revised to clarify that the time frame in which actions must be taken, when an individual who has applied for a Social Security Number (SSN) has not provided the number to the agency, is sixty (60) days from the date the SSN was applied for.</p> <p>Additionally, reference to the WMS Anticipated Future Action (AFA) Code 327 (Follow-up on Application for SSN) has been removed as this is only intended for use upstate.</p>
<p><b>POLICY</b></p>	<p>As a condition of eligibility for Cash Assistance (CA) and NCA FS benefits, the applicant/participant and all members of the CA and/or FS household must have a valid SSN or show proof of having applied for one. This includes parents, applying caretakers, children, and nonapplying household members whose needs and income are considered in determining the amount of assistance granted to the household.</p>

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

## BACKGROUND

Once an SSN is entered in the Paperless Office System (POS) and transmitted to the Welfare Management System (WMS), it becomes the primary identifier used in the computer matching programs that enable the Human Resources Administration (HRA) to identify and verify the income and resources of CA, NCA FS, and Medical Assistance (MA) applicants/participants.

It is essential that a valid SSN be present in WMS. A missing or inaccurate SSN can compromise the data obtained by the various computer matching programs.

When an individual's SSN is entered in WMS, the system compares the SSN and the individual's demographics to the information in the Social Security Administration (SSA) computer file in order to determine if the SSN is valid.

See the attached list of SSN Validation Codes and Required Actions (**Attachment A**).

SSN validation codes were developed (see **Attachment A**) to indicate whether or not the SSN is valid or if there are any discrepancies in information between WMS and SSA files. Some of the validation codes are system-generated and others are assigned by the Worker.

The POS Turn-Around Document (TAD) must contain an SSN validation code for every individual who has been accepted for CA, MA, and/or FS.

Reports

The State provides two system-generated reports to help track all SSN discrepancies and ensure that they are addressed. They are as follows:

- Social Security Validation Report (**WINRO203**) – This bimonthly report (see attached sample) identifies individuals whose SSNs in WMS have failed the SSA validation and require corrective action. The report is sorted by Center and Worker. It includes the Client Identification Number (CIN), SSN, first name, middle initial, last name, date of birth (DOB), and sex of those individuals with discrepant information.
- Wired Third Party Inquiry Report (**WTPY/WINRO597**) – The **WINRO597** is sorted by case/registry number and contains only the SSN discrepancies associated with a single case on each page so that cases having several incorrect SSNs can be handled as a unit. If the individual is in receipt of Retirement, Survivors or Disability Insurance (RSDI), the **WINRO597** also provides confirmation of the benefit amount received.

The **WINRO597** report (see attached sample) is generated through the line printer in the Center’s Control Unit and is available on the third business day after any of the following POS actions is taken:

- Application Intake
- Application Modification (change in demographics)
- Change Case Data (change in demographics)
- Internal clearance request

The appropriate corrective action to resolve the discrepancies identified by these reports must be taken within 45 days of the date of the report.

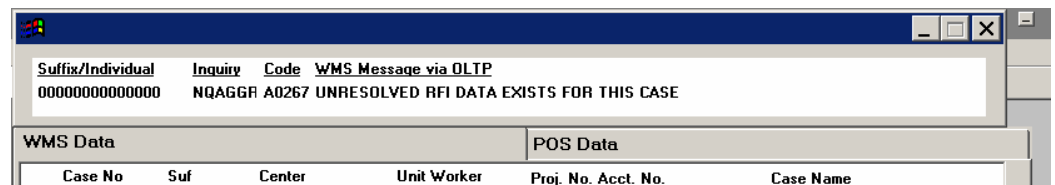
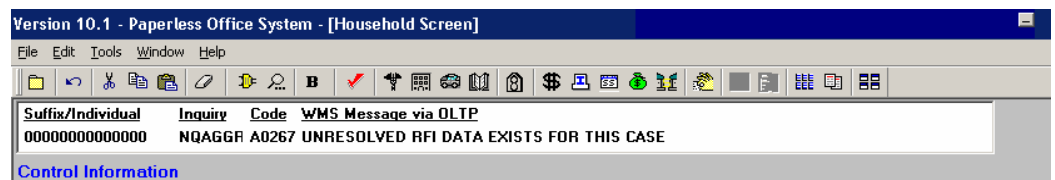
**RFI Clearances**

See the attached list of RFI Status/Resolution Codes (**Attachment B**).

In addition to the **WINRO203** and **WINRO597**, an external clearance report, the Resource File Integration (RFI), provides information regarding the validity of the SSN. The RFI is a clearance report that is WMS-generated. The RFI provides information such as Wage Reporting System (WRS), Unemployment Insurance Benefits (UIB), New Hire, and Bank matches; this clearance will indicate the validity of an SSN. It also indicates the amount of SSA benefits received and the SSN under which the benefits are received (such as dependent benefits of a child received under a parent’s SSN), if applicable.

The RFI provides an electronic WTPY inquiry clearance viewable in WMS. An alert message will appear reading “Case has unresolved RFI data” in the upper right-hand section of the TAD and on the bottom of the WMS Inquiry screen to indicate the presence of RFI information that must be resolved prior to case acceptance.

**Note:** A similar message will also appear in the WMS Message area at the top of the Paperless Office System’s (POS) **Household Screen** and in the **POS TAD** window as a pop-up message, as shown in the following two screen images.



**REQUIRED ACTION**

When a **WINRO203**, **WINRO597**, or RFI report is received and it indicates that the individual's demographic information does not match that of the SSA file, the Worker must check the information in WMS against the information documented in the case file.

In every instance when a correction in the WMS demographic information is made to resolve an SSN discrepancy, code **1** must be entered in Element **321** of the TAD.

- If the discrepancy is a result of an Agency error, the Worker must prepare a TAD to correct the discrepancy (incorrect DOB, last name, or SSN). As part of the TAD annotations to correct a discrepancy (regardless of the type of discrepancy), code **1** (SSN Present but Not Yet Validated) must be entered in Element **321**. This will trigger a new check against SSA's file using the new demographic information.

Updating SSA file

- If the case file documentation confirms that the information on the WMS database is correct:
  - Instruct the participant to report to an SSA office with the appropriate documentation to have the SSA correct the information in its file.
  - Advise the participant that he/she must request a Receipt for Application for a Social Security Number (**SSA-5028**) from the SSA and that the **SSA-5028** must be submitted to the Job Center/NCA FS Center.
  - Prepare and give the participant the Documentation Requirements and/or Assessment Follow-up (**W-113K**) indicating the date (a minimum of 10 days must be allowed) by which the **SSA-5028** must be provided.

**Note:** Individuals legally known by another name may choose the name by which they want to be known. However, they must use the same name for services (CA, FS, and/or MA) and SSA. For example, a married woman may choose to be known by her married name or maiden name, but not by both. If the name chosen is not the name on the Social Security card, the SSA file must be updated. The individual must be referred to a local SSA office to request a name change on the SSN. An updated Guide to Social Security Offices in New York City (**M-50b**) is attached. In addition, the SSA will issue SSNs to mononymous persons (e.g. Plato).

For mononymous noncitizens (see [PD #07-32-ELI](#))

- If the discrepancy is a result of the SSN in WMS being incorrect because one or more digits have been transposed, the discrepancy message "One Digit Error – Correct SSN..." will appear. In this message, the correct SSN will be displayed and a change in WMS to correct the number is required.

The **W-205K** is used with **WINRO203**, **WINRO597**, and RFI to assist in resolving discrepancies.

- If the discrepancy is not a result of Agency error, refer to the Social Security Validation Failure Review Guide (**W-205K**) for follow-up actions.

Referral to BFI

See [PD #11-26-OPE](#) for instructions on making referrals to BFI.

While many of the discrepancies will be due to errors in recording or data-entering the Social Security information, Workers should look out for situations involving fraud. If the SSN is listed as invalid on the **WINRO203/WINRO597** and, after review, the name on the Social Security card on file corresponds with the name the participant uses and the name in WMS, a referral to the Bureau of Fraud Investigation (BFI) must be made. When the referral to BFI is made, the JOS/Worker must not tell the participant about the referral for investigation.

### Deceased Household Members

SSN validation code **X** (Deceased) is a system-generated code which is posted after a weekly interface with the SSA and WMS. The SSA will update WMS with code **X** whenever there is a “complete match” on name, Date of Birth (DOB), SSN, and sex, thus making this information “verified upon receipt”. If a SSN validation yields a WMS system-generated code of **X** and the deceased person is the only individual listed on the active case, WMS closing code **G39** (Died) will be auto-posted to the case. If an **X** appears on the case for a single person household and code **G39** has not been posted to WMS, the Worker must manually close the case using code **E95** (Died).

If a SSN validation yields a WMS code of **X** and the deceased person was a member of a multi-person household, the Worker must send the household a Notice to Report to Center (**M-3g**) (Job Centers) or a Food Stamps -Request for Contact/Missed Interview (**LDSS-4753**) (Food Stamp Centers). If the household responds to the request for contact, the Worker must remove the deceased household member from the case using WMS removal code **E95** and re-budget the CA and/or FS case accordingly. If the household does not respond to the request for contact in a timely manner, the Worker must proceed to close the case using WMS closing code **M25** (Failure to respond to a computer match call-in).

If the deceased household member was the caretaker of a minor child the Worker must:

- Send the household Form [M-3g](#) (Job Centers) or [LDSS-4753](#) (Food Stamp Centers) addressed to both the deceased individual and to the family surname (e.g., Jane Smith c/o The Smith Family);

- Ask the prospective caretaker of the minor child to provide verification which confirms the death of the caretaker. Appropriate verification must consist of one of the following documents:
  - Death Certificate;
  - Funeral Bill; or
  - Letter from a funeral parlor.
  
- Ask the prospective caretaker to provide documentation to establish his/her relationship to the child. Appropriate documentation includes but is not limited to:
  - Birth certificate;
  - Marriage license;
  - Statements from school, church, neighbors, and/or other sources; and/or
  - Other appropriate legal documents.

Once the prospective caretaker's relationship to the minor child has been established, the Worker must:

- Review the case to determine whether or not the income and/or needs have changed;
- Process the change in household composition;
- Change the caretaker listed in WMS/POS;
- Calculate and authorize a new CA and/or FS budget; and
- Complete the Notice of Intent to Change Benefits: Part A ([LDSS-4016A NYC](#)) (For CA) and/or the Notice of Intent to Change Benefits: Part B ([LDSS-4016B NYC](#)) (For FS) and send it to the new caretaker.

If the death of an adult caretaker of a minor child(ren) has occurred and the new caretaker is unknown, but the whereabouts of the child(ren) are known, the Worker must contact the Administrative Assistant (AA) to the Director to arrange for care of the child(ren).

If the death of an adult caretaker has occurred and the whereabouts of the child are not known, but there was no response to the call-in notice, the Worker must close the case using closing code **M-25**.

If an individual who was listed as deceased on an SSN validation report visits the Center to dispute the findings of a match, the Worker must:

- Investigate the case to confirm that the correct SSN was listed;
- Take the appropriate steps to re-open the case and restore any benefits that were interrupted;

- Instruct the applicant/participant to visit his/her local SSA office and request that his/her records be updated/corrected; and
- Instruct the applicant/participant to return to the Center with an **SSA-5028** receipt, a letter from SSA confirming that an error was made, or with an updated/corrected SSN.

**Closed Cases**

If a case on either the **WINRO203** or **WINRO597** is closed at the time of the review, scan and index a copy of the special ALERT (**M-31b**) into the closed electronic case file. If the individual reapplies for assistance, the discrepancy must then be resolved. In addition, if a fraudulent situation is identified, the Worker must refer the case to BFI.

**Failure to Comply**

Failure of an applicant/participant to comply (FTC) in furnishing, applying for, or validating an SSN will result in denial of assistance to the noncompliant individual. For CA only, this includes situations where the individual refuses to apply based on religious belief and when a parent fails to provide or apply for an SSN for a child resulting in both the parent and his/her child being denied assistance. The needs of the denied individual(s) will not be considered in determining eligibility or degree of need for the remaining household members.

To deny CA to individuals who fail to furnish, apply for, or validate an SSN, the Worker must use one of the following codes:

CA codes for failure to provide or apply for SSN

Case Closing/Rejection Code (Element **222**)  
**F20** Failure to Provide SSN (HH=1)

Individual Sanction Codes (Element **331**)  
**F20** Failure to Provide SSN  
**E21** Failure to Provide Child's SSN (Parent's Line)

CA codes for failure to validate SSN

Case Rejection (HH=1) or Closing Code (Element **222**)  
**F17** Failure to Validate SSN (HH=1)

Individual Sanction Code (Element **331**)  
**F17** Failure to Validate Incorrect SSN

If a non-applying household member whose needs and income are considered in determining the amount of assistance granted to the household fails to furnish or apply for an SSN, the entire household is ineligible for assistance. The Worker must close the case using WMS closing code **V20** (failure to provide verification).

**Note:** Undocumented aliens are unable to obtain an SSN due to SSA regulations and therefore are not required to apply for and/or provide an SSN.

Missing SSN

Currently, there are no WMS reports that track cases where participants are missing an SSN. It is the Worker’s responsibility to ensure that this issue is appropriately addressed at recertification and at any point of contact in between. If the participant’s SSN Validation Code is **2** (SSN Applied For But Not Yet Available) or **4** (SSN Not Applied For), or if the participant is a citizen or a noncitizen with an Alien/Citizen indicator (ACI) code other than “B” (certain Battered Aliens) or “O” (Permanently Residing Under Color of Law [PRUCOL]) who has an SSN Indicator Code **3** (Applied for and Denied), use **Attachment A** for required action.

ACI code is found in Element **382** of the TAD

If an applicant/participant fails to verify his/her SSN with documentation (i.e. Social Security Card), an error message that reads “A document must be selected in the Document list box for Social Security Number” will appear on the POS **Individual Detail** screen.

**Individual detail** screen

The screenshot shows the 'Individual Detail' screen in the Paperless Office System. The window title is 'Version 14.3.1 - Paperless Office System - [Individual Detail]'. The interface includes a menu bar (File, Edit, Tools, Window, Help) and a toolbar. The main form contains various fields for personal information, including Case No. (00000016382E), Suf Ln (PH87162V), CIN (Testing), First Name, Middle, Last Name, SSN (125-62-2154), Sex (M), Casehead, Relation, Date SSN Card Applied For (00/00/0000), Marital Status (Single/Never Married), Ethnic/Race Affiliation (radio buttons for Yes/No), DDB (01/01/1970), Mother's Name, Maiden Name, Birth Cert. No., Father's First Name, Country of Birth (United States), US Citizen/National (radio buttons for Yes/No), Highest Degree Obtained (High School Grad, Twelfth Grade), and Status (PA, AP, MA, AP, FS, SI). An error dialog box is overlaid on the screen with the message: 'A document must be selected in the Document list box for Social Security Number'. The dialog box has an 'OK' button.



Applicants/participants who need a new, replacement, or corrected SSN must be instructed to contact their local SSA to apply for one. The JOS/Worker must advise the applicant/participant to return to the Center with Form **SSA-5028** to confirm that he/she has applied for a new, replacement, or corrected SSN. If the applicant/participant has applied for an SSN the Worker must select option 2 (SSN Applied for) from the **Social Security validation** menu in POS.

**Social Security Validation menu**

Valid	Sex	Relation	Identity
	M	Casehead	Birth/Hospital Certificate
1- SSN Present			
2- SSN Applied For			
3- SSN Applied For And Denied			
4- SSN Not Applied For			
N- Ineligible for SSN due to immigration status			

Revised information

If an applicant/participant has not furnished a Social Security Card within **60** days of filing their application for a SSN, staff must send the household Form **M-3g** (Job Centers) or [LDSS-4753](#) (Food Stamp Centers).

Reference to the WMS Anticipated Future Action (AFA) code 327 (Follow-up on Application for SSN) has been removed as this is only intended for use upstate.

**Note:** The attached list of SSN Validation Codes and Required Actions (**Attachment A**) has been revised to indicate the timeframe of 60 days.

**Noncitizen SSN Process**

Instructions for participants who are noncitizens with ACI code **“B”** or **“O”** and SSN Indicator Code N

If the participant is a noncitizen who:

- has a **“B”** or **“O”** ACI indicator,
- has **N** as an SSN indicator, and
- is in receipt of SNA,

See [PD #07-32-ELI](#) for further information on SSNs for Noncitizens.

the JOS/Worker must review the case to determine if there has been a change in his/her noncitizen status. If there has been a change such as obtaining an Employment Authorization Document (EAD), or an immigration status that is satisfactory to the SSA, or if he/she has become eligible for a federal benefit, all of the above would make the noncitizen eligible for an SSN.

**Note:** SSN indicator code **N** is assigned to noncitizens who are denied an SSN solely because of immigration status. At the time of their original SSN application, these noncitizens were not eligible for federal benefits nor did they possess an EAD.

If the noncitizen indicates that there are no changes in these areas (neither acceptable immigration status has been obtained nor employment authorization has been granted and he/she is not eligible for a federal benefit), **do not refer** him/her to SSA to reapply for an SSN. In this situation, a case entry explaining that there has been no change in immigration situation is all that is required. The SSN Validation Code will remain **N**.

In instances where the noncitizen indicates that he/she has obtained employment authorization or a satisfactory immigration status has been granted or he/she is now eligible for a federal benefit, ensure that the appropriate documents required to support the participant's statement are scanned into the electronic file and inquire whether the noncitizen has obtained an SSN since obtaining employment authorization and/or a satisfactory immigration status.

If the noncitizen has not yet applied for an SSN:

- Prepare the appropriate Social Security Number Referral Letter and give it to the noncitizen with instructions to reapply for an SSN;
- Advise the noncitizen to bring to the SSA any documents that will verify that he/she has been granted immigration status and/or that employment authorization has been issued; and
- Prepare and give the noncitizen [W-113K](#) at the Job Centers and NCA FS Centers with a 10-day due date for the submission of verification that he/she applied for an SSN.

When verification of having applied for an SSN is submitted, on the POS or paper TAD change the SSN indicator in Element **321** from **N** to **2**.

In addition, for CA purposes, if the noncitizen has obtained an immigration status that is recognized by the SSA, reevaluate the noncitizen's category of assistance based on the new immigration status. If the new immigration status makes the noncitizen eligible for FA and/or FS, process the changes necessary to change the category of assistance and/or activate the individual's FS benefits.

### SSN Submitted

At Job Centers and NCA FS Centers, when an applicant/ participant who did not have an SSN obtains and provides an SSN, follow the instructions in the POS implications to enter the SSN number and change the validation code.

Failure to comply with SSN process

If the noncitizen fails to comply with the SSN reapplication process, he/she will be ineligible for CA and FS.

**Monitoring and tracking required actions**

After the case review has been completed and all required actions taken, Workers must complete, scan, index, and image the Social Security Validation Report Worksheet (**M-31d**).

Center Directors are responsible for tracking and monitoring the disposition of all cases that appear on the reports, using the Social Security Validation Report as of \_\_\_\_\_ form (**M-31f**).

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**PROGRAM  
IMPLICATIONS**

Paperless Office  
System (POS)  
Implications

POS will retrieve the Social Security validation code from WMS. If the code is not valid and action to correct it is not taken or action taken is not indicated by selecting an appropriate document in the "Document" field for SSN in the "Individual Detail" window, POS will display a message indicating the validation code and instructions for the Worker to follow. To update the SSN or the validation code, the Worker must:

- Go to the **Individual Detail** window in the Change Case Activity and make changes to the corresponding fields. The changes made in that window will appear on the POS TAD. The Worker must indicate all changes made in the **Individual Detail** window or note that the individual has been referred to the Social Security office to update his/her information by using the **Validation** drop-down box and entering a comment.
- Scan all documents relevant to verifying and/or obtaining an SSN in the electronic case file.

**Note:** If the case is closed at the time of the review and is subsequently reopened, POS will retrieve the Social Security validation code from WMS at that time and display a message when the Worker is in the **Individual Detail** window indicating the validation code and what the Worker is expected to do as a result of that code.

- Enter a case comment for all actions performed on a case by clicking on the **case comments** icon  or pressing <ALT M> on the keyboard and entering the comments.

To enter a case comment, press "ALT" and "M" simultaneously on the keyboard.

- Scan all non-POS-generated forms and notices that are signed by the individual into the electronic case file, except domestic violence – related documents.

Food Stamp Implications

All individuals applying for or participating in the FS program must apply for an SSN or furnish one. Applicants without an SSN must apply for one before certification.

If the Agency determines that a household member has failed or refused, without good cause, to provide or apply for an SSN at **application or recertification**, only the individual without an SSN is disqualified. In situations where the parent/caretaker of a minor fails or refuses to provide or apply for an SSN for the child, only the **minor child is disqualified**. In these instances, use the following codes:

FS codes for failure to provide or apply for SSN

Case Rejection or Closing Code (Element 231)

**F21** Refusal to Apply/Provide SSN (H/H=1)

Individual Rejection and Removal Code (Element 351)

**F21** Failure to Provide SSN During Recertification Interview

Individual Sanction Code (Element 351)

**F20** Failure to Provide SSN During Certification Period (Timely)

**Example:** In instances where the SSA indicates that an SSN is invalid and the invalid number matches the information on our files, if a participant fails without good cause to provide a valid SSN as part of a CA eligibility review call-in and follow-up, the participant would be sanctioned on the CA case using code **F17** and on the FS case using code **F20**.

Case Closing Code (Element 231)

**F22** Failure to verify SSN (Recertification Closing) (HH=1)

**Note:** If an applicant/participant has documented that they have applied for a SSN (Validation code 2) for themselves or for another household member, they have sixty (60) days to furnish the agency with the SSN. After the sixty days, an **LDSS-4753** must be sent requesting that the SSN be provided. Failing to respond to the **LDSS-4753** will result in the individual removal of the individual for which an SSN was applied.

See [FSSB](#) Sec. 5, page 95 regarding religious belief.

**Unlike CA, NCA FS household members who refuse to provide or apply for an SSN because of a valid religious belief are not disqualified from participating in the FS program. They must be included in the FS household if otherwise eligible.**

The refusal to provide or apply for an SSN because of a valid religious belief must be clearly documented. This documentation may include obtaining written or verbal confirmation from the individual's religious organization that the provision of an SSN by its member is in conflict with its religious doctrine.

See FSSB Sec. 5, pg. 99

If a FS household member refuses to cooperate in resolving an SSN validation discrepancy, determine if another household member is able and willing to resolve the discrepancy. If no one in the household is able to resolve the discrepancy, the entire FS case must be denied and a timely notice of the action taken must be issued. To deny FS benefits in these instances, use one of the following codes:

FS Case Closing Code (Element 231)

**F17** Failure to validate incorrect social security number (HH=1)

**N18** Failure to validate incorrect social security number

Medicaid Implications

Any applicant/participant who does not have a valid SSN or intentionally provides the Agency with a fraudulent SSN will have his/her individual medical assistance discontinued.

The following individuals are not required to provide an SSN to receive medical assistance:

- Pregnant women through the end of the month in which the sixtieth (60th) day after the end of the pregnancy occurs
- An undocumented immigrant or temporary non-immigrant applying for Medicaid coverage of care and services necessary for the treatment of an emergency medical condition
- Children up to age one who are born to a mother in receipt of Medicaid

**FAIR HEARING IMPLICATIONS**

Avoidance/  
Resolution

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.

Applicants whose request for assistance is denied and participants whose benefits are reduced or discontinued are entitled to request a Fair Hearing. Remember to give individuals an opportunity for a conference/resolution on the issue(s).

## Conferences at Job Centers

An applicant/participant can request and receive a conference with a Fair Hearing and Conference (FH&C) AJOS I/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 I/Supervisor I will listen to and evaluate any material presented by the applicant/participant, review the case file and discuss the issue(s) with the JOS/Worker responsible for the case and/or the JOS/Worker's Supervisor. The AJOS I/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 the infraction or that the outstanding Notice of Intent needs to be withdrawn for other reasons, the FH&C AJOS I/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/Worker for corrective action to be taken.

In addition, if the adverse case action still shows on the "Pending" (**08**) screen in WMS, the AJOS I/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 PA Recoupment Data Entry Form ([LDSS-3573](#)) to delete a recoupment. The AJOS I/Supervisor I must complete a Conference Report ([M-186a](#)).

If the determination is that the applicant/participant has not shown good cause for the infraction or that the Agency's action(s) should stand, the AJOS I/Supervisor I will explain to the applicant/participant why he/she cannot settle the issue(s) in conference (SIC). The AJOS I/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 I/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 at NCA  
FS Centers

If an applicant/participant comes to the NCA FS Center and requests a conference, the Receptionist must alert the Center Director’s designee that the applicant/participant is to be seen. If the applicant contacts the Eligibility Specialist directly, the Eligibility Specialist must advise the applicant/participant to call the Center Director’s designee.

The Center Director’s designee will listen to and evaluate the applicant/participant’s complaint regarding the case closing. The applicant/participant must provide current verification of address to resolve the issue. After reviewing the documentation and case record and discussing the issue with the Group Supervisor/Eligibility specialist, the Center Director’s designee will make a decision. The Center Director’s designee will decide to resolve or defend the case based on all factors and on whether the case was closed correctly.

The Center Director’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 for  
the Job Center

All Evidence Packets must contain a detailed History Sheet, copies of relevant WMS screen printouts, other documentation relevant to the action taken and copies of NYCWAY “Case Notes” screens.

Evidence Packets for  
the NCA FS Center

All Evidence Packets must include the returned envelope, address verification, notices sent, including any sent in the applicant/participant’s preferred language, and any other pertinent information to support the Agency’s action.

**LIMITED ENGLISH  
PROFICIENT (LEP)  
AND HEARING-  
IMPAIRED  
IMPLICATIONS**

For Limited English Proficient and hearing-impaired applicants and participants, make sure to obtain appropriate interpreter services in accordance with [PD #11-33-OPE](#) and [PD #08-20-OPE](#).

**REFERENCES**


- [02 INF 29](#)
- [93 ADM 4](#)
- [18 NYCRR 351.2\(c\)](#)
- [18 NYCRR 352.30 \(d\)\(1\)\(i\)](#)
- [18 NYCRR 360-2.3\(a\), 369.2, 370.2, 387.16\(c\)](#)
- [Food Stamp Source Book \(FSSB\)](#), Pages 95 and 99
- [Temporary Assistance Source Book](#) (TASB) Chapter 5 Section N

**RELATED ITEMS**

[PD #07-32-ELI](#)  
[PD #11-26-OPE](#)

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**ATTACHMENTS**

 Please use Print on Demand to obtain copies of forms.

- Attachment A** SSN Validation Codes and Required Actions
- Attachment B** RFI Status/Resolution Codes
- WINRO203** Social Security Validation Report
- WINRO597** (WTPY) Wired Third Party Inquiry
- M-31b** ALERT Social Security Number Discrepancy on Closed/Rejected Case/Individual
- M-31d** Social Security Validation Report Worksheet (Rev. 2/16/11)
- M-31f** Social Security Validation Report as of \_\_\_\_\_ (Rev. 2/16/11)
- M-50b** Guide to Social Security Offices in New York City (Rev. 2/16/11)
- W-205K** Social Security Validation Failure Review Guide (Rev. 2/16/11)



## Attachment A

### SSN VALIDATION CODES AND REQUIRED ACTIONS

#### TAD ELEMENT 321/ WMS INDIVIDUAL INQUIRY SCREEN (NQIN2A)

CODE	ACTION
1 - SSN present but not yet validated	NO ACTION NECESSARY
2 - SSN applied for but not yet available	If SSN has been received, annotate <b>TAD</b> . Remember to change the SSN validation code (element <b>321</b> in <b>TAD</b> ) "2" to "1". If SSN has not been received and the SSN application is more than sixty (60) days, refer applicant to SSA to reapply for an SSN. Verification of compliance is required. For FS purposes, a household has until their next recertification to reapply for a SSN not yet available.
3 - SSN applied for and denied	Obtain the SSA letter from the participant that indicates the reason for denial. If the reason can be resolved, have the participant resolve the issue and reapply for an SSN. *If the reason cannot be resolved, re-evaluate the individual's eligibility for CA, MA and/or FS.  <b>Note:</b> For noncitizens, if the SSN has been denied because of alien status enter code <b>N</b> in Element <b>321</b> of the <b>TAD</b> for these individuals and thereafter follow the instructions listed on the next page for code <b>N</b> .
4 - SSN not applied for	Refer the applicant/participant to SSA to apply for a SSN. Once verification of application is submitted, submit <b>TAD</b> to change the validation code from "4" to "2" in element <b>321</b> .
**5 - SSN indicator not on ODP data base (Conversion Code)	NO ACTION NECESSARY
**7 - SSN assigned by SSA	NO ACTION NECESSARY
**8 - SSN validated by SSA	NO ACTION NECESSARY
**9 - Invalid SSN for closed cases **A - SSN not in SSA file	If the SSN on the photocopy of the Social Security card in the case record is the same as the SSN listed as invalid on the Social Security Validation Report (WINR0203), make a referral to BFI using BFI referral form <b>BFI-14</b> (Attachment B). When a referral to BFI is made, do not tell the applicant/participant about the referral.
**B - No match on name in SSA file	Review documentation submitted to verify identity. If discrepancy is due to agency error, prepare a <b>TAD</b> to correct name. Ensure that code "1" is entered in element <b>321</b> of the <b>TAD</b> as part of the corrective action. If information is WMS is correct, refer applicant/participant to the SSA to apply for a corrected SSN.  <b>Note:</b> In instances where a female participant is receiving assistance under her married name but her SSN is under her maiden name, she must be given the choice of changing the case name to match the name on the SSN or requesting a name change on her Social Security card.

**SSN VALIDATION CODES AND REQUIRED ACTIONS**TAD ELEMENT **321**/ WMS INDIVIDUAL INQUIRY SCREEN (**NQIN2A**)

CODE	ACTION
<p><b>**C</b> - DOB given-name match (Difference in maiden and married names)</p> <p><b>**D</b> - No match on DOB</p> <p><b>**E</b> - Client known to SSA by this # – xxx-xx-xxxx (number sent to SSA is wrong due to a transposition or one-digit-off error) <b>Note:</b> See RFI for the correct number.</p>	<p>Review documentation submitted to verify Date of Birth (DOB) and gender. If Agency error, prepare <b>TAD</b> to correct information in WMS. In addition to revised information, enter code “<b>1</b>” in element <b>321</b>. If the information in WMS is correct, refer the applicant/participant to the SSA (<b>LDSS-2474</b>) to have the information in his/her record corrected.</p>
<p><b>N</b> -State Benefit Eligible Alien (for SNA-eligible noncitizens).</p>	<p>Ask the participant if there has been any change in his/her immigration status. If there has been NO CHANGE, NO FURTHER ACTION IS NECESSARY AT THIS TIME.</p> <p>If a change that now makes the participant eligible for an SSN has occurred, refer him/her to SSA to apply for SSN and enter code “<b>2</b>” in element <b>321</b> of the <b>TAD</b>.</p>
<p><b>**X</b>- Deceased</p>	<p>This code is system-generated. When code <b>X</b> appears on an individual line, take necessary action to close the individual's line or the case for a single-person household. If the deceased individual is the caretaker of a minor child, instructions outlined in PD #01-17 must be followed.</p>

\*\*Output codes only

## Attachment B

### RFI STATUS/RESOLUTION CODES

#### RFI STATUS CODES\* - Applicable to SSN Validation

<b>U</b> - Unresolved RFI Data	Prevents activation of AC status (permits "SI" but not "AC"). When a case is in "SI" status and there is a code of "U," the Worker must still try to resolve the RFI hit regardless of whether s/he is going to close the case.
<b>V</b> - SSN verified by SSA	SSN is valid.
<b>R</b> - RFI hit is resolved	Once the issue is resolved and a resolution code is entered, the status will change to "R."
<b>W</b> - Unresolved RFI hit	(Problem with SSN) Occurs when an individual is in AP status and prevents activation of AC or SI status. <ul style="list-style-type: none"> <li>• SSN not on SSA file.</li> <li>• SSN belongs to deceased person.</li> <li>• SSN one digit off. SSA will send correct number. Do Application Maintenance to correct the SSN and wait for new clearance.</li> </ul>

#### RFI RESOLUTION CODES\* - Applicable to SSN Validation. These codes can be data-entered on the bottom of the RFI Screens.

<b>P01</b> - Client's SSA record needs to be corrected	Use for WTPY when applicant/participant is sent to the SSA office. (Can Accept)
<b>P02</b> - Demographics changes on WMS	Change demographics information in WMS and change Social Security Validation Code to 1.
<b>P03</b> - Application/Individual rejected	Failed to respond to request to verify RFI data. (Cannot Accept)
<b>P04</b> - Application/Individual rejected	Ineligible due to RFI data. (Cannot Accept).
<b>P05</b> - RFI does not affect eligibility	Currently correct. To be used if the case is acceptable and the Worker's review of the Social Security, UIB and WRS data finds no effect on the household's eligibility or benefit level. (Can Accept)
<b>P06</b> - RFI individual not the same as client	Review the case to see if information supplied is a match. If the individual name does not match the client's name on the Social Security card, the SSA file must be updated. Refer the client to an SSA office to apply for a new SS card.
<b>P07</b> - Case is eligible	Made active at a reduced grant due to RFI. This code is used when the income (WRS, UIB, and Social Security) was revealed first by RFI and the income has been confirmed and budgeted. (Can Accept)
<b>P08</b> - Referred to BFI	Based on a response from BFI and other available information, the Worker must either accept or reject the case and enter the appropriate resolution code on the screen.
<b>P90</b> - Override RFI information	The designated Supervisor with an authorized TTSS password will use this code to accept cases in emergency situations. (Can be used on WTPY screen only)

\*For the full list of RFI Status/Resolutions codes, refer to the Worker's Guide to Codes.

REPORT DATE: 08/18/07  
 PROGRAM: SN1005

NEW YORK STATE DEPT OF FAMILY ASSISTANCE  
 WELFARE MANAGEMENT SYSTEM  
 SOCIAL SECURITY VALIDATION  
 WMS REPORT WINR0203

PAGE 1  
 \*\*\*\*\*  
 \* THIS REPORT CONTAINS  
 \* CONFIDENTIAL INFORMATION  
 \* FOR INTERNAL USE ONLY  
 \*\*\*\*\*

FS CENTER: F23

CASE	CTR	WRKR	REC	CIN	SSN	LAST NAME	FIRST	MI	SEX	DOB	VAL	CDE	MESSAGES
010	318	F23	00000	SSA	00	JACK	NOE		M	05/03/63	D		NAME MATCHES, ---NO MATCH DO
005	17E	F23	00000	SSA	73	SMIT	LAG		F	01/20/79	D		NAME MATCHES, ---NO MATCH DO
007	63G	F23	00067	SSA	17	YAMM	CHR		F	01/16/73	E		GIVEN NAME & DOB MATCH, NO MATCH LAST NAM
010	64I	F23	00ADS	SSA	43	BILG	TAT	S	F	06/15/73	E		GIVEN NAME & DOB MATCH, NO MATCH LAST NAM
001	07I	F23	00ADS	SSA	34	RO	NAT		F	06/20/73	E		GIVEN NAME & DOB MATCH, NO MATCH LAST NAM
008	20H	F23	00C8J	SSA	32	SANT	GEO		F	06/05/73	E		CLIENT KNOWN BY OTHER SSN
006	45B	F23	00C8J	SSA	55	GORD	DI	I	F	10/27/73	B		NO MATCH NAME, BIRTH DATE NOT CHECKE
006	45B	F23	00C8J	SSA	37	GORD	DAN	L	F	01/06/73	E		GIVEN NAME & DOB MATCH, NO MATCH LAST NAM
006	78H	F23	00CMM	SSA	46	MYER	MAR		M	01/15/73	D		NAME MATCHES, ---NO MATCH DO
010	96H	F23	00GSM	SSA	62	WILL	ELF		F	04/06/73	E		GIVEN NAME & DOB MATCH, NO MATCH LAST NAM
010	35F	F23	00GTW	SSA	707	ABRE	JOH		F	08/16/73	E		GIVEN NAME & DOB MATCH, NO MATCH LAST NAM
010	62H	F23	00REC	SSA	55	SING	CHA		F	05/05/73	E		GIVEN NAME & DOB MATCH, NO MATCH LAST NAM
0011	25F	F23	00YDT	SSA	116	JERE	DON	A	M	05/17/73	E		GIVEN NAME & DOB MATCH, NO MATCH LAST NAM
010	50G	F23	BLF	SSA	024	LHWE	GUGH		F	08/02/73	E		GIVEN NAME & DOB MATCH, NO MATCH LAST NAM
0071	36G	F23	BRM	SSA	180	COLD	LUZ	S	F	12/27/73	E		INVALID VERIFICATION CODE FROM SSA INPUT
010	33J	F23	DPE	SSA	510	MONT	SAB		F	08/11/73	E		GIVEN NAME & DOB MATCH, NO MATCH LAST NAM
006	16H	F23	FSP0S	SSA	611	MEJI	JAB		F	12/25/73	E		GIVEN NAME & DOB MATCH, NO MATCH LAST NAM
010	08B	F23	FSP0S	SSA	523	MILL	KOM	J	M	11/10/73	B		NO MATCH NAME, BIRTH DATE NOT CHECKE
010	73H	F23	FSP0S	SSA	945	FRAN	JEN		F	04/22/73	A		CLIENT KNOWN BY OTHER SSN
008	34I	F23	FSP0S	SSA	627	DUFF	RAY	H	F	05/28/73	A		SOCIAL SECURITY NUMBER IS NOT ON SSA FILE
010	38C	F23	GTW	SSA	307	HALL	GER		F	05/21/73	D		NAME MATCHES, ---NO MATCH DOI
006	54I	F23	GTW	SSA	118	SCOT	PAU	E	M	08/22/73	E		GIVEN NAME & DOB MATCH, NO MATCH LAST NAM
010	39B	F23	SEPDT	SSA	109	KEREI	HIB	K	F	06/01/73	B		NO MATCH NAME, BIRTH DATE NOT CHECKE
010	39B	F23	SEPDT	SSA	388	PITT	SHA	M	F	01/24/73	B		NO MATCH NAME, BIRTH DATE NOT CHECKE
010	33G	F23	SEPDT	SSA	778	MCLEI	KAP	1	M	03/15/73	B		NO MATCH NAME, BIRTH DATE NOT CHECKE
010	30I	F23	SEPDT	SSA	456	WILL	MIC		F	04/12/73	A		SOCIAL SECURITY NUMBER IS NOT ON SSA FILE
010	35G	F23	WEB	SSA	206	DOUG	KAE	L	M	04/13/73	A		CLIENT KNOWN BY OTHER SSN

TOTAL FOR CENTER: 000027

REPORT CONTINUED

REPORT DATE 02/28/07  
PROGRAM E11093

NEW YORK CITY HUMAN RESOURCES ADMINISTRATION  
WELFARE MANAGEMENT SYSTEM

PAGE 8  
\*\*\*\*\*  
\* THIS REPORT CONTAINS \*  
\* CONFIDENTIAL INFORMATION \*  
\* FOR INTERNAL USE ONLY \*  
\*\*\*\*\*

CENTER: 045  
PAGE BREAK: CASE NUMBER

WIPY SOCIAL SECURITY NUMBER EXCEPTION REPORT

WMS REPORT MINRO597

CASE NUM/  
CASE NAME

WRKR

CIN

SSN

LAST NAME

FIRST

MI SEX

DOB

MESSAGE FROM SSA  
FOR INVALID SSN

00083

08

324

AALI

F

ONE DIGIT ERROR

CORRECT SSN  
INQUIRY DATE: 01/01/07

SAMPLE

Case Number: \_\_\_\_\_

# ALERT

## Social Security Number Discrepancy on Closed/Rejected Case/Individual

The Social Security Administration has advised us that the Social Security number \_\_\_\_\_ for \_\_\_\_\_, which was on the system at the time of closing/rejection, failed validation. Therefore, prior to reopening the case, the Worker must resolve the discrepancy by securing proof of the individual's valid Social Security number (and/or identity) and must ensure that documented information (SSN, name, date of birth and gender) is correctly reflected in WMS.

## Social Security Validation Report Worksheet

See page 3 for instructions on how to prepare this form

1-4. \_\_\_\_\_  
Center Number
Case Number/Suffix
Caseload
Case Name

5.  WINRO203 Run Date: \_\_\_\_\_  WINRO597 Run Date: \_\_\_\_\_ 6. Action Code: \_\_\_\_\_

7. Check  Error Message: \_\_\_\_\_

1. Social Security number not on SSA file
2. No name match, DOB and sex code not checked
3. Name matches, DOB matches, no sex match
4. Name matches, sex matches, no DOB match
5. Name matches, DOB and sex do not match

8. Was the case record reviewed?  Yes  No If No, check  reason below:

A.  Case record not available B.  Case at Job Center number: \_\_\_\_\_

C.  Case ACTIVE at NCA/FS Center: \_\_\_\_\_ or MA Office: \_\_\_\_\_

9. Enter the elements from the **WINRO203/WINRO597** related to the message checked  above onto **line A**.  
 Enter the corresponding elements as documented in the case record on line B.

Line	SSN	Last Name	First Name	M.I.	Sex	DOB
A. <b>WINRO203/ WINRO597</b>						
B. <b>Case Record</b>						

SAMPLE

10. Whose information (based on documentation in case record) is correct?  
 CA  FS  SSA  Insufficient documentation in case record.

11. Check  the reason for the error message:

- |   |   |
|---|---|
| <p>A. <input type="checkbox"/> SSN entered incorrectly</p> <p>C. <input type="checkbox"/> Incorrect last name</p> <p>E. <input type="checkbox"/> Name reversed – first name entered as last name</p> <p>G. <input type="checkbox"/> Child listed as male, female, or unborn</p> <p>I. <input type="checkbox"/> Individual married but name not changed</p> <p>K. <input type="checkbox"/> Incorrect information entered on system – DOB/Sex</p> <p>M. <input type="checkbox"/> Incorrect birthdate</p> <p>O. <input type="checkbox"/> Other, explain: _____</p> | <p>B. <input type="checkbox"/> Fraudulent SSN provided</p> <p>D. <input type="checkbox"/> Name misspelled</p> <p>F. <input type="checkbox"/> Name on wrong line</p> <p>H. <input type="checkbox"/> Middle initial omitted or incorrect</p> <p>J. <input type="checkbox"/> Incorrect information shown on application</p> <p>L. <input type="checkbox"/> Incorrect information on SSA's date file</p> <p>N. <input type="checkbox"/> Birthdate shown is for another individual</p> |
|---|---|

12. List documentation seen to support findings: \_\_\_\_\_

**Note:** Documentation verifying identity must clearly state the individual's name (e.g. birth certificate).  
 The only acceptable document to verify SSN is a Social Security card.

**Action Taken:**

13. Was corrective action taken?  Yes  No If No, check  the appropriate action to be taken.

- a.  Case active at Job Center No.: \_\_\_\_\_ – forward to Job Center.
- b.  MA individual – forward to MAP.
- c.  NCA individual – forward to FS program.
- d.  Case/individual closed – complete and insert ALERT letter (Form M-31b) in case record.
- e.  Demographics/SSN previously corrected, no action required.

14. Information in WMS is correct. Participant referred to SSA for (Check  appropriate action code[s]):

- A.  Last name change
- B.  First name change
- C.  M.I. change/add
- D.  DOB change

15. POS or manual **LDSS-3517** (TAD) prepared for the following. Check  appropriate action code:

- A.  SSN change/add
- B.  Last name change/add
- C.  First name change
- D.  M.I. change/add
- E.  DOB change
- F.  Other: \_\_\_\_\_

16. Action taken to close case/remove individual: \_\_\_\_\_

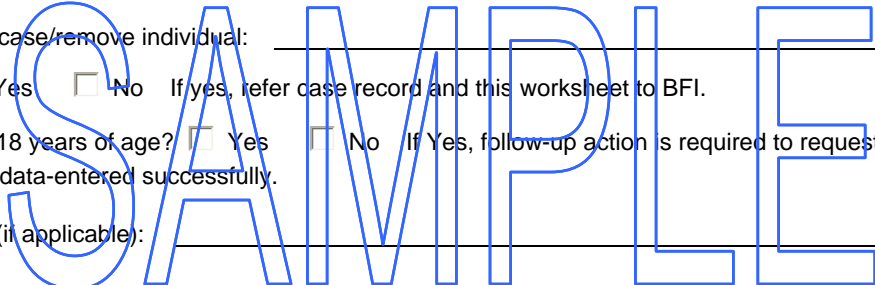
17. Potential fraud?  Yes  No If yes, refer case record and this worksheet to BFI.

18. Is the individual over 18 years of age?  Yes  No If Yes, follow-up action is required to request WRS/UIB clearance once the new SSN is data-entered successfully.

19. Comments/follow-up (if applicable): \_\_\_\_\_

20. Reviewer's Name: \_\_\_\_\_ Telephone: \_\_\_\_\_ Date: \_\_\_\_\_

21. Supervisor's Name: \_\_\_\_\_ Telephone: \_\_\_\_\_ Date: \_\_\_\_\_





### Instructions for Preparing Social Security Validation Report Worksheet

- 1-4. Enter Center number, Case number, Caseload and Case Name.
5. Enter WINRO203/WINRO597 report run date.
6. Enter action code (from item 13, 14 or 15).
7. Check  error message as it appears on WINRO203/WINRO597.
8. If the case record was reviewed, check  yes.  
If the case record was not reviewed, check  no, and check the reason.
9. On line A enter the elements from the WINRO203/WINRO597 report related to the message.  
On line B enter the corresponding information based on the documentation in case record.
10. Based upon your review of the documentation in the case record, indicate whose demographic information is correct:
  - Check  CA, FS or SSA
  - If the case record does not have the appropriate documents, check  "Insufficient Documentation" and go to item 19. If the case is active, call the participant in. If the case is closed, go to item 13, check  item 13D, prepare and insert ALERT letter (Form M-31b) in case record, and complete item 19.
11. Based on your review of the documentation in the case record, check  reason for the error message indicated on the WINRO203/WINRO597 report (refer to Social Security Validation Failure Guide).
12. Specify documentation reviewed to determine basis of error.
13. If corrective action was taken, check  yes, and complete item 14 and/or 15.  
If corrective action cannot be taken, check  No and reason.
14. If participant is referred to SSA to update his/her records, check  reason for denial.
15. If POS or manual TAD is prepared to correct information on our database, check  the reason(s) for TAD preparation.
16. Take the necessary actions to close case or remove individual, if the individual fails to report or call in.
17. Potential fraud – check  yes if case record reveals photocopy of invalid Social Security card. Forward case record and Worksheet to BFI.
18. If the individual is over 18 years of age and his/her SSN was changed or added successfully, check  yes. Follow-up action is required to request/review WRS/UIB Clearance. If the individual is under 18 years of age, check  no.
19. Enter any other relevant information.
20. Enter reviewer's name, telephone number and the date in the space provided.
21. Enter the supervisor's name, telephone number and the date in the space provided.

**Remember to enter the appropriate ACTION CODE in item 6.**

**Social Security Validation Report as of \_\_\_\_\_**

Center: \_\_\_\_\_

Run Date: \_\_\_\_\_

Group	Total Number Received for Review	Number of Household Members with Messages Other Than SSN not on SSA File	DISPOSITION/ACTION TAKEN CODES									Total Reviewed	Total Outstanding	No. of New WRS/UIB Clearances Requested for Indiv. over 18 Where SSN Changed on Database
			Case ATO'D Item 13A	MA Only Case Item 13B	NCA Case Item 13C	Case/Indiv. Closed Item 13D	Demo/SSN Already Corrected Item 13E	Referred to SSA Item 14	DSS-3517 Prepared to Change Database Item 15	Case Closed/Indiv. Rem. Item 16	Number of Potential Fraud Referred to BFI Item 17			
SAMPLE														
TOTAL														

**Disposition/Action Taken Codes**

- Item 13A - Case active at another Center - forward to Center.
- Item 13B - MA individual - forward to MAP.
- Item 13C - NCA/FS individual - forward to FS program.
- Item 13D - Case/Individual closed - complete and insert alert letter in case record.

- Item 13E - Demographics/SSN already corrected.
- Item 14 - Referred to SSA to update file.
- Item 15 - DSS-3517 (TAD) prepared to update our system.
- Item 16 - DSS-3517 (TAD) prepared to close case remove individual.
- Item 17 - Potential fraud. Refer case record and worksheet to BFI.

## Guide to Social Security Offices in New York City

Bronx	Brooklyn*	Manhattan	Queens*/ Staten Island
<b>Bronx Hub</b> 2770 Third Avenue Bronx, NY 10455	<b>Avenue X</b> 10 Bouck Court Brooklyn, NY 11223-5937	<b>Chinatown</b> 32 Mercer Street, Eighth Floor New York, NY 10013	<b>Astoria</b> 28-18 Steinway Street, Fourth Floor Astoria, NY 11103
<b>East Bronx</b> 1380 Parker Street Bronx, NY 10461	<b>Bedford Heights</b> 1540 Fulton Street Brooklyn, NY 11216	<b>Downtown</b> 26 Federal Plaza Room 31-120 New York, NY 10278	<b>Far Rockaway</b> 617 Beach 20th Street Far Rockaway, NY 11691
<b>Hunts Point</b> 1029 East 163rd Street Third Floor Bronx, NY 10459	<b>Boro Hall</b> 195 Montague Street Third Floor Brooklyn, NY 11201	<b>East Harlem</b> 345 East 102nd Street Fourth Floor New York, NY 10029	<b>Glendale</b> 6710 Myrtle Avenue Glendale, NY 11385
<b>Laconia Avenue</b> 3247 Laconia Avenue Bronx, NY 10469	<b>Bushwick</b> 1111 Myrtle Avenue Brooklyn, NY 11206	<b>East Village</b> 650 East 12th Street New York, NY 10009	<b>Hyland Boulevard</b> 1510 Hyland Boulevard Second Floor Staten Island, NY 10305
<b>North Bronx</b> 2720 Jerome Avenue Bronx, NY 10468	<b>Canarsie</b> 1871 Rockaway Parkway Brooklyn, NY 11236-5037	<b>Grand Central/United Nations</b> 755 Second Avenue Third Floor New York, NY 10017	<b>Jamaica</b> 1 Jamaica Center Plaza Third Floor Jamaica, NY 11432-3820
<b>South Bronx</b> 226 East 161st Street Second Floor Bronx, NY 10451	<b>Cypress Hills</b> 3386 Fulton Street Brooklyn, NY 11208	<b>Midtown</b> 237 West 48th Street Fifth Floor New York, NY 10036	<b>Long Island City</b> 42-15 Crescent Street Long Island City, NY 11101
<b>West Farms</b> 1829 Southern Boulevard Bronx, NY 10460	<b>East New York</b> 27 Pennsylvania Avenue Brooklyn, NY 11207	<b>Uptown</b> 55 West 125th Street Fifth Floor New York, NY 10027	<b>Rego Park</b> 63-44 Austin Street Rego Park, NY 11374
	<b>Flatbush</b> 2250 Nostrand Avenue Brooklyn, NY 11210	<b>Washington Heights</b> 4292 Broadway New York, NY 10033	<b>Social Security Card Center*</b> 155-10 Jamaica Avenue Queens, NY 11432
	<b>Social Security Card Center*</b> 10 Metrotech Center 625 Fulton Street Sixth Floor Brooklyn, NY 11201		<b>Staten Island</b> <b>Richmond Avenue</b> 2389 Richmond Avenue Staten Island, NY 10314
	<b>Williamsburg</b> 93 North 9th Street Brooklyn, NY 11211		

\*Residents of Brooklyn and Queens who need a new or replacement Social Security Card must be sent to the Social Security Card Center as noted in the Brooklyn or Queens column. For more information or to schedule an appointment, contact Social Security at (800) 772-1213 or TTY (800) 325-0778. Many Social Security services are also available online at [WWW.SocialSecurity.Gov](http://WWW.SocialSecurity.Gov).

**Social Security Validation Failure Review Guide**  
(To Be Used With The WINRO203 and WINRO597)

Message	Possible Reasons for Message	Action to be Taken
<p><b>I.</b></p> <ul style="list-style-type: none"> <li>• <b>Social Security Number (SSN) is not on SSA file</b></li> <li>• <b>SSA benefits terminated/deceased mm/dd/yy</b></li> <li>• <b>Validated with date of death (DOD), reported from SSA</b></li> <li>• <b>Participant known by other SSN</b></li> </ul>	<ul style="list-style-type: none"> <li>• SSN entered incorrectly</li> <li>• Fraudulent SSN given by participant</li> </ul>	<p>(a) Review the case record and compare the SSN listed on the copy of the Social Security Card filed in the case record or scanned in the system against the number entered in WMS.</p> <p>(b) If the SSN entered in WMS is incorrect and the individual is:</p> <ul style="list-style-type: none"> <li>• Applicant – Have SSN corrected via the application maintenance option.</li> <li>• Participant – On the TAD, cross out the Social Security number in Element <b>322</b>, enter the correct number and circle in red. Forward TAD to control for processing.</li> </ul> <p>(c) If the SSN documented in the case record is the same as the one entered in WMS and listed as invalid. If the case is active, prepare a referral to BFI (<b>BFI-14</b>), indicate on the referral that the SSN on DATABASE (WMS) reflects the information in the case record. Forward the referral of case record to BFI.</p> <p>(d) If there is no copy of the <b>Social Security Card</b> in the case record, follow-up action is required. Send letter to participant to report to the Center within 10 days with a copy of his/her <b>Social Security Card</b>. If a CA participant <b>FAILS TO REPORT</b> (NCA FS, see procedure):  <b>Single Individual</b> – Close case due to Failure to Report.  <b>Individual Living with Others</b> – Remove individual due to Failure to Report.</p>
<p><b>II.</b></p> <ul style="list-style-type: none"> <li>• <b>No match name, DOB and Sex code not checked</b></li> <li>• <b>Name does not match, DOB not checked</b></li> <li>• <b>DOB, first name match, last name different</b></li> <li>• <b>Last name different with benefits</b></li> </ul>	<ul style="list-style-type: none"> <li>• SSN entered incorrectly</li> <li>• SSN is for another individual on the case</li> <li>• Fraudulent card utilized by participant</li> <li>• Incorrect last name utilized, e.g., mother's name instead of father's, payee's name instead of child's</li> <li>• Name misspelled</li> <li>• Name reversed – first name entered as last name</li> <li>• Name on wrong line</li> <li>• Child listed as male, female, or unborn</li> <li>• Middle initial omitted or incorrect</li> <li>• Participant married but name not changed</li> </ul>	<p align="center"><b>Follow the instructions listed in Section I "Action to be Taken"</b></p> <p>(a) Review birth/marriage certificate (where applicable) and Social Security Card and compare with name, <del>DOB</del>, and <del>sex</del> listed on database. If other documents were used, specify on worksheet.</p> <p>(b) When the SSA and CA/NCA FS file names do not match and participant acknowledges use of both names, inform him/her that the same name must be used in both programs. The participant has the right to choose which name he/she wants to be known by as long as it is supported by a primary source of identification such as a birth certificate, marriage license, etc. When the participant decides which name to use, bring the files into agreement by submitting a TAD to correct information on database, or refer the participant to SSA, whichever is required.</p> <p>(c) If the individual/case is closed/rejected, complete and scan/file <b>ALERT</b> letter (Form <b>M-31b</b>) in case record.</p> <p>(d) If documentation in case record indicated information on our database is correct, refer the participant to the SSA to request a correction or update of the information in their files and if the correction involves a change of name, he/she must also request a new Social Security Card. Verification of this action must be submitted to the Center.</p> <p>(e) Where there is no birth/marriage certificate in the case record and the case is active, ask the participant to submit his/her birth certificate. Follow-up action is required.</p>

Message	Possible Reasons for Message	Action to be Taken
<p><b>III. Name Matches, DOB Matches, No Match Sex</b></p>	<ul style="list-style-type: none"> <li>• Incorrect information shown on application</li> <li>• Incorrect information entered on system</li> <li>• Incorrect information on Social Security Administration's data file</li> </ul>	<ol style="list-style-type: none"> <li>A birth certificate/marriage certificate (where applicable) must be seen in order to resolve name, DOB and sex discrepancy.</li> <li>Documentation identifying the participant must clearly document his/her name, date of birth, sex and parent's name.</li> <li>Review documents indicating person's sex.</li> <li>If the incorrect sex was entered in WMS and individual is active, correct sex on TAD. If individual/case is closed, complete and scan/file <b>ALERT</b> letter (Form <b>M-31b</b>) in case record.</li> <li>If documentation in case record indicated information on our database is correct, refer the participant to the SSA to request a correction or update of the information in their files and if the correction involves a change of name, he/she must also request a new Social Security Card. Verification of this action must be submitted to the Center.</li> <li>Where there is no birth/marriage certificate in the case record and the case is active, ask the participant to submit his/her birth certificate. Follow-up action is required.</li> </ol>
<p><b>IV. No match name, DOB and Sex code not checked</b></p>	<ul style="list-style-type: none"> <li>• Incorrect birthdate entered on system</li> <li>• Birthdate shown is for another individual</li> </ul>	<ol style="list-style-type: none"> <li>A birth certificate/marriage certificate (where applicable) must be seen in order to resolve name, DOB and sex discrepancy.</li> <li>Documentation identifying the participant must clearly document his/her name, date of birth, sex and parent's name.</li> <li>Review documents showing date of birth.</li> <li>If the incorrect DCB was entered in WMS and the individual is active, correct DOB on TAD. If the individual/case is closed, complete and scan/file <b>ALERT</b> letter (Form <b>M-31b</b>) in case record.</li> <li>If documentation in case record indicated information on our database is correct, refer the participant to the SSA to request a correction or update of the information in their files and if the correction involves a change of name, he/she must also request a new Social Security Card. Verification of this action must be submitted to the Center.</li> <li>Where there is no birth/marriage certificate in the case record and the case is active, ask the participant to submit his/her birth certificate. Follow-up action is required.</li> </ol>
<p><b>V. Name Matches, DOB and Sex Do Not Match</b></p>	<ul style="list-style-type: none"> <li>• Incorrect information on application</li> <li>• Incorrect information on system</li> </ul>	<ol style="list-style-type: none"> <li>A birth certificate/marriage certificate (where applicable) must be seen in order to resolve name, DOB and sex discrepancy.</li> <li>Documentation identifying the participant must clearly document his/her name, date of birth, sex and parent's name.</li> <li>Review documents showing sex and DOB.</li> <li>If correct sex and DOB were entered in WMS and the individual/case is active, correct sex and DOB on TAD. If the individual/case is closed, complete and scan/file <b>ALERT</b> letter (Form <b>M-31b</b>) in case record.</li> <li>If documentation in case record indicated information on our database is correct, refer the participant to the SSA to request a correction or update of the information in their files and if the correction involves a change of name, he/she must also request a new Social Security Card. Verification of this action must be submitted to the Center.</li> <li>Where there is no birth/marriage certificate in the case record and the case is active, ask participant to submit his/her birth certificate. Follow-up action is required.</li> </ol>

**Note:** When you change the Social Security number of an individual over 18, a new RFI clearance is generated. Review and resolve discrepancies.