



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #12-28-ELI

PROCESSING THE STATEWIDE CLEARANCE MATCH IN POS

Date: October 5, 2012	Subtopic(s): Clearances
AUDIENCE	The instructions in this policy directive are for all Job Center and Non Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Center staff. It is informational for all other staff.
POLICY As of August 29, 2012, the Supplemental Nutrition Assistance Program (SNAP) is the new name for the Food Stamp Program.	Each state agency is required to establish a system to ensure that no individual participates more than once in a month, in more than one district, or in more than one household within the state in a TANF or SNAP program. To this end, the Statewide Clearance system was developed as a way to prevent duplication of benefits and to detect fraud. This system will match individuals based on Name, SSN, and Date of Birth. The demographics are compared with other New York State (NYS) Social Services Districts (SSD) to determine if the applicant or participant is known to the upstate district and is/was in receipt of Cash Assistance (CA), Medicaid (MA), or Supplemental Nutrition Assistance Program benefits.
BACKGROUND	<p>The Cross Machine Inquiry function in the Welfare Management System (WMS) Individual Inquiry Menu was added in 1992 to enable workers to determine if an applicant or participant had a case history for public benefits in another SSD by entering that individual's demographics into WMS.</p> <p>The information that is obtained by doing a Cross Machine Inquiry Clearance in WMS has been enhanced by NYS and is now the Statewide Clearance Report. Information contained in the Statewide Clearance Report will automatically be displayed in the POS Statewide Clearance Window.</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

The enhanced cross-system clearance process does a complete, automatic clearance between the two systems (Upstate WMS and NYC WMS). The new Clearance Report displays matches from Upstate WMS without the need for the local worker to conduct a manual inquiry. Staff must continue to use the internal clearance for matches against cases in NYC, and matches against cases in NYC will be viewed in POS when the internal clearance is run.

The statewide clearance matches the demographics of all household members who are applying for or receiving CA, MA, or SNAP benefits in New York City (NYC) against the demographics of individuals who are active, applying, or closed/denied within the last 60 days for CA, SNAP, or Medicaid in a NYS SSD outside of NYC.

When the demographics of an individual applying for or recertifying for benefits in NYC results in a matching score between 102 and 106 with an individual in a NYS SSD outside of NYC, the matching SSD, case type, case status, individual status, demographic data, match score, and dates of status will be displayed in the application and recertification workflow in POS as follows:

- For CA applications the match results will be displayed after the **Disposition and Withdrawal** window.
- For CA recertifications the match results will be displayed after the **Education and Training** window.
- For NCA SNAP applications the match results will be displayed after the **Withdrawal** window.
- For NCA SNAP recertifications the match information will be displayed after the **Education and Training** window.

Match Criteria

All matches that result in a score between 102 and 106 will include at least an exact match of the individual’s Social Security Number (SSN). The match score criteria is as follows:

<u>SCORE</u>	<u>CRITERIA</u>
106	Last Name, First Name, Sex, DOB, and SSN
104	Last Name, First Name, and SSN
103	Last Name, Year and Month of DOB and SSN
102	DOB, SSN

If the match in the Statewide Clearance window is between 102 and 104, in order to get a 106 match result the JOS/SNAP Worker must:

- Ensure that the applicant’s name, sex, and date of birth, were entered correctly in WMS and POS and correct any demographic data that needs to be changed. If a correction was made in WMS, request a new Statewide Clearance in POS.
- Review and evaluate the case demographics to insure that the individual identified in the match is the same as the applying individual
- Ask the applicant if he/she has applied for or received CA or SNAP benefits within the last 60 days from the SSD that appears on the Statewide Clearance.

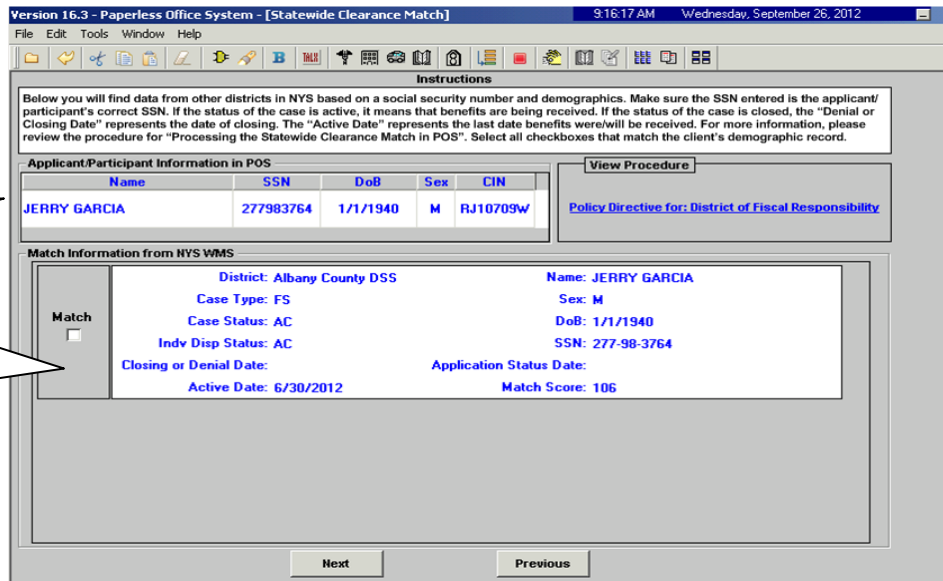
REQUIRED ACTION

During the application and recertification interview POS will automatically run the Statewide Clearance. If there is a match, the **Statewide Clearance Match** window will open displaying the match results. If there is no match, the window will not open and the JOS/SNAP Worker can continue with the interview.

Statewide Clearance Match window displaying match results

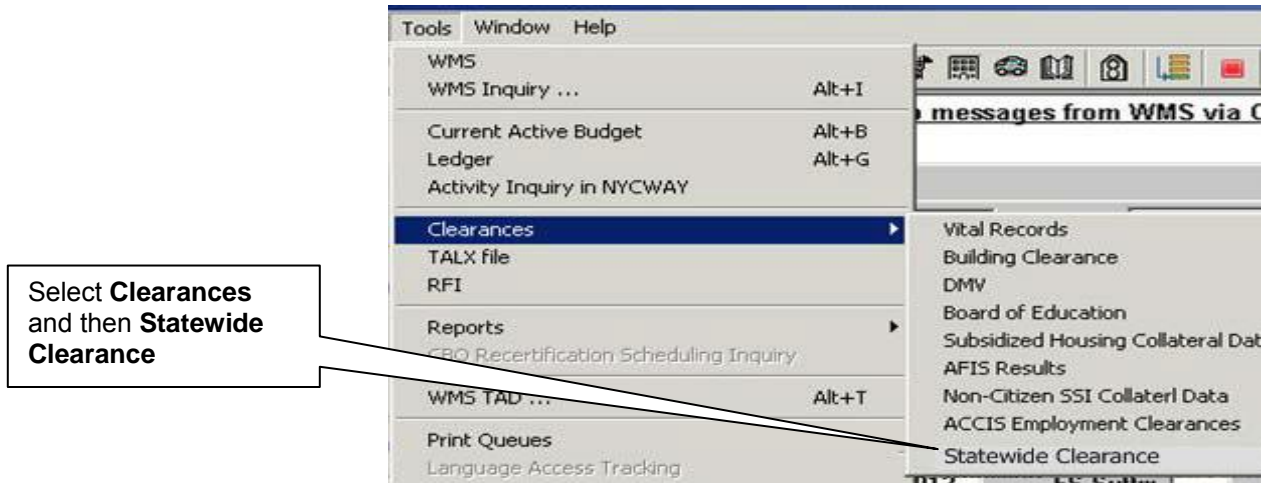
This is the information entered into POS

Match data will appear here. The date in the **Active Date** field represents the last date benefits were/will be received



Use when a person is being added to the case.

In addition to the automated display of Statewide Clearance matches during the application and recertification process, a JOS/SNAP Worker can request a Statewide Clearance at any time. The JOS/SNAP Worker can obtain a clearance from the POS Tools Menu by selecting Clearances and then Statewide Clearance.



If there is a match the information will be displayed atop the window it was requested from. For example, if the request is made from the **Household** screen, the Statewide Clearance results will appear on top of the **Household** screen.

Matches that occur during the application interview

Effective 11/1/12, finger imaging is no longer a SNAP requirement.

Effective November 1, 2012, SNAP applicants will no longer have a finger imaging requirement as a condition of eligibility. Only CA applicants will have a finger imaging requirement.

The Statewide Clearance match at applications is a way to prevent duplicate participation of benefits. Therefore, it is imperative that all clearance reports for CA and SNAP applicants are reviewed carefully and appropriate actions are taken to resolve discrepant information.

Active in another district

If there is a match and it indicates that the applicant is active on a case in another district, and the applicant informs the JOS/SNAP Worker that he/she no longer resides in the other district, the JOS/SNAP Worker must advise the applicant that benefits cannot be received in NYC until the case in the other district is closed. The JOS/SNAP Worker must inform the applicant to contact the other district to have the case closed, and the applicant must submit proof (either a letter or other document from the other district) that the case is closed.

If the applicant is having difficulty obtaining the necessary information from the other district, the JOS/SNAP Worker must assist the applicant in obtaining information necessary to determine eligibility. The JOS/Worker or designated liaison must contact the other district to obtain the information.

If the applicant does not have the case closed within 30 days from the date that the application was filed in NYC, fails to show proof that the case is closed, or the agency verifies that the case should remain active in another district, the application must be denied using reject code **M98** – Your Identity Matches That of a Person Already Receiving Public Assistance. This code is valid for CA/SNAP cases and NCA SNAP cases.

Cash Assistance process

Closed in another district

If the match indicates the applicant is known to another district but the case is:

Per PD #09-20-ELI the designated Liaison must contact OPS.

- closed less than 30 days, the JOS/Worker must follow the instructions outlined in PD #09-20-ELI, contact the Office of Project Support (OPS) at (212) 331-5806 or 331-5794 and provide the designated person at OPS with the name of the SSD on the match and the demographics of the individual(s) on the match.
- closed for more than 30 days do not contact OPS, as the responsibility of the ‘where from’ district is over.

See PD #12-12-OPE for Fraud Referrals to BFI.

If the applicant confirms that he/she was in receipt of CA/SNAP benefits in another district DO NOT prepare a Bureau of Fraud Investigation referral. If it appears that the applicant is attempting to conceal information, or the applicant indicates that he/she was not in receipt of benefits from the ‘where from’ district, process a BFI referral per current procedure. Contact must be made with the ‘where from’ district to ascertain whether or not the applicant is the same person as is listed on the Clearance Report, and the status of the case in the ‘where from’ district.

NCA SNAP process

If the match indicates the applicant is known to another district but the case is closed, the NCA SNAP Worker must send the Statewide Clearance Contact (**FIA-1084**) referral to the Center's designated liaison who will then contact the 'where from' district to determine when the last benefit was received. The designated liaison must:

FIA-1084 is a new form developed for this process.

- Call the specified district. Use the District Contact List (**Attachment A**) to identify the contact person and telephone number for the 'where from' district. Log in all long distance phone calls on the long distance telephone log.
- Complete the bottom portion of the **FIA-1084** with information obtained from the district contact person
- Return the completed form to the Worker making the request..

If the applicant confirms that he/she was in receipt of SNAP benefits in another district, DO NOT prepare a Bureau of Fraud Investigation referral. If it appears that the applicant is attempting to conceal information, or the applicant indicates that he/she was not in receipt of benefits from the 'where from' district, process a BFI referral per current procedure.

If the NYC application is determined eligible, the case must be made active effective the first day of the month following the month the last benefit was issued in the 'where from' district. This may require putting the case in Single Issue (SI) status first. Once the case appears in SI status, it can be placed in AC status. Staff should not go from Applying status (AP) to Active status (AC) in this situation.

Example

Jane Doe and her three children moved to Brooklyn from Buffalo on August 15, 2012. Jane's SNAP case in Buffalo was closed and the last benefit ended on September 30, 2012. Jane came to the SNAP office in Brooklyn on September 20 to apply for SNAP benefits. The Statewide clearance report shows that Jane and her children had a SNAP case in Buffalo but the case is now closed. The SNAP liaison contacted the SNAP Office in Buffalo to confirm that the last benefit received will end on September 30, 2012. Since Jane is otherwise eligible for SNAP benefits, her SNAP case in Brooklyn must be activated October 1, 2012, even though Jane's file date is September 20.

The normal SNAP Opening codes are valid for this process.

Therefore, the SNAP worker must Single Issue (SI) the SNAP case and enter October 1, 2012 as the **FROM** date. The SI code should not be a code used to issue Expedited SNAP (ESNAP) benefits, as Jane is not eligible for ESNAP.

Matches that occur during a recertification or other contact interview

The clearance process on an active case is a way to detect fraud. As such it is imperative that the clearance reports are reviewed closely and appropriate actions are taken.

If there is a match, the JOS/SNAP Worker must determine which case must be closed and/or if only specific people on the case should be closed. Typically the case that was made active first is the case to remain open, but it is necessary to contact the other district and make a referral to BFI.

A referral to BFI is necessary to determine if there is a potential fraud issue. The Center's designated liaison will contact the other district to determine when the case was made active, and if all or some of the case members should be closed based on legal lines of responsibility and relationship, and in which district the closing should occur.

Household Composition issues – children active on two cases

If the match indicates that the children are receiving benefits in another district, and the district confirms that the children are in their district, close the line for each child on the clearance with individual line removal code **M98**.

Refer to PB #11-56-SYS for information on making an OCSE referral in POS.

If the casehead has legal custody of the children in this district and the case in the other district includes the noncustodial parent, a referral to OCSE is necessary to update the whereabouts of the noncustodial parent.

Entire household receiving benefits in another district

If the match indicates the entire household is active on another case, and there is sufficient evidence from the other district that that household is residing in that district, close the entire case with closing code **M98**.

If NYC establishes that the household is residing in this district then the designated person in the Job Center or SNAP Center must contact the other district to close the household's case in the other district.

Note: It does not matter which case was opened first.

M98 is valid on CA/SNAP and NCA SNAP cases.

Child only cases

If the match indicates the payee and the children are active on a case in another district the JOS/SNAP Worker or liaison must contact the other district to determine who has custody of the children. If the other district can establish that the children belong in their district, the NYC case should be closed. This is also true if the match indicates only the payee has an active case in another district.

Note: A person does not have to have legal custody of a child for the child to be on their case. If it is determined that someone in the other district has custody of the children that are in NYC, a referral to BFI is required.

In all instances, if you are unsure as to the information provided in the Statewide Clearance contact the 'where from' district to get the requisite information.

Multi-suffix cases and cases not processed in POS

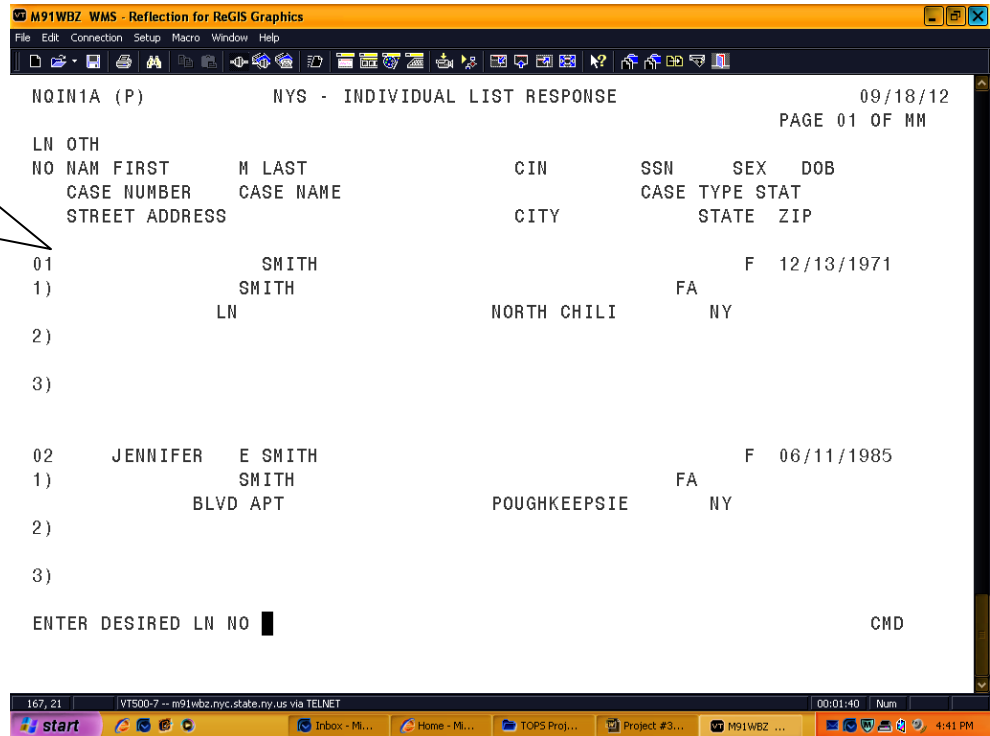
Multi-suffix cases and cases not processed in POS will not have access to the new Statewide Clearance. For these cases staff must continue to access the Cross Machine Inquiry clearance available in WMS.

The Cross Machine Inquiry Clearance is accessed by selecting option 7 – Cross Machine Inquiry from the Individual Inquiry menu and entering the clients Name, Sex, and Date of Birth, then transmit to get the match results.

The screenshot shows a terminal window titled "M91WBZ WMS - Reflection for ReGIS Graphics". The main content is the "WMS Individual Inquiry Menu" dated 09/18/12. The menu lists 14 options, with option 7 being "Cross Machine Inquiry". A callout box labeled "Select Option 7" points to this option. Below the menu, the user has entered "7" for the inquiry number. A second callout box labeled "Enter demographic information" points to the input fields for "First Name M Last", "Sex", and "Birthdate Ctr", which contain the values "JENNIFER SMITH", "F", and "/" respectively. The terminal also shows "Enter Date Range Desired 07/01/12 to 09/18/12" and "Enter Date Desired 09/18/12". The terminal ends with "CND".

Match Results

The match results will display first and last name, case name, case type and address



Internal Clearance

Staff must continue to use the Internal Clearance for matches against cases in NYC. For example, Mr. Jones applies for SNAP benefits in Manhattan on September 18, 2012 and then applies for SNAP benefits in Brooklyn on September 20, 2012; this match will not appear on the statewide clearance but will appear on the Internal Clearance.

PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications

The Statewide Clearance match will appear in POS and SNAP POS. Refer to PB #12-31-SYS and PB #12-32-SYS for CA and SNAP POS implications.

Medicaid Implications

There are no Medicaid implications.

LIMITED ENGLISH PROFICIENT (LEP) AND HEARING IMPAIRED IMPLICATIONS

For limited English Proficient (LEP) 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.

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 the applicant must receive either adequate or timely and adequate notification of all actions taken on their case.

Conferences at the Job Center

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.

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.

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Conferences at NCA SNAP Centers

If an applicant/participant comes to the NCA SNAP 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/participant contacts the Eligibility Specialist directly, advise the applicant/participant to call the Center Director's designee.

In Model Offices, the Receptionist at Main Reception will issue a SNAP Conf/Appt/Problem ticket to the applicant/participant to route him/her to the NCA SNAP Reception area and does not need to verbally alert the Center Director. The NCA Receptionist will alert the Center Director once the applicant/participant is called to the NCA SNAP Reception desk.

The Center Director’s designee will listen to and evaluate the applicant’s/participant’s complaint regarding the case closing. The applicant/participant must provide current verification of address to resolve the issue. After reviewing the documentation, case record, and discussing the issue with the Group Supervisor/Eligibility Specialist, the Center Director’s designee will decide to resolve or defend the case based 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

All Evidence Packets must contain a detailed history (e.g., copies of POS “Case Comments” and/or NYCWAY “Case Notes,” History Sheet (**W-25**), a completed **FIA-1084** for SNAP related denials/closings/line removals, copies of relevant WMS screen printouts, notices sent, and other documentation relevant to the action taken.

REFERENCES


[12-INF-13](#)
[GIS 12 TA/DC015](#)
 7 CFR 272.4 (e)(1)
[FSSB](#), Section 5, pages 66-67, Section 6, page 150

RELATED ITEMS

[PD #09-20-ELI](#)
[PD #12-12-OPE](#)
[PB #11-04-ELI](#)
[PB #11-56-SYS](#)
[PB #12-31-SYS](#)
[PB #12-32-SYS](#)

ATTACHMENTS

Attachment A District Contact List
FIA-1084 Statewide Clearance Contact

 Please use Print on Demand to obtain copies of forms.

District Contact List

County	Contact Name	Telephone
Albany	Ingrid Swenson-Austin	(518) 447-7006
Allegany	Patricia Schmelzer	(585) 268-9303
Broome	Robin Taft	(607) 778-2645
Cattaraugus	Renee Williams	(716) 701-3557
Cayuga	Sandra Gilliland	(315) 253-1268
Chautauqua	Rose Lancione	(716) 363-3500
Chemung	Veronica Hart	(607) 737-5404
Chenango	Sharon Sutherland	(607) 334-1476
Clinton	Cheryl Tobrocke	(518) 565-3307
Columbia	Lynn A. Kutski	(518) 828-9411 ext.104
Cortland	Brian Moore	(607) 753-5346
Delaware	Sylvia Armanno	(607) 746-2325 ext.120
Dutchess	Jacky Cooper	(845) 486-3009
Erie	Carol Sobolewski	(716) 858-6279
Essex	Jennifer Rafferty / Lisa Trapasso	(518) 873-3730 / (518) 873-3458
Franklin	Ona Rushford	(518) 481-1805
Fulton	Gail Estey	(518) 736-5674
Genesee	Dawn Walker / Jamie Kolberg	(585) 344-2580 ext. 6413 / 6535
Greene	Mindy Growney	(518) 719-3700
Hamilton	Beth King / Beverly King	(518) 648-6131
Herkimer	Debbie Smith	(315) 867-1239
Jefferson	Kimberly Leonard	(315) 785-3259
Lewis	Caroline Virkler	(315) 376-5400 ext.5405
Livingston	Tracy Thompson	(585) 243-7300
Madison	Tammy Hayes	(315) 366-2250
Monroe	Don Norsen	(585) 753-6017
Montgomery	Johanna DelCostello	(518) 853-8310
Nassau	Mary Mitchell	(516) 227-7581
Niagara	Pam Gatto	(716) 278-6801
Oneida	Theresa Tong	(315) 798-5436
Onondaga	Sandy Kane	(315) 435-2585 ext.123
Ontario	Caren Park	(315) 789-2841
Orange	Terri Torchio	(845) 346-1225
Orleans	Holli Nenni	(585) 589-3129
Oswego	Gidget Stevens	(315) 963-5560
Otsego	Cindy Lane	(607) 547-1747
Putnam	JoAnna Grainger	(845) 808-1500 ext.45232
Rensselaer	Mary Kay Cassidy	(518) 270-3916
Rockland	Teresa Lamb	(845) 364-3099
Saratoga	Monica Hulett	(518) 884-4144
Schenectady	Elizabeth Boyd	(518) 587-3030

District Contact List

County	Contact Name	Telephone
Schoharie	Kathy Buschynski	(518) 295-8334
Schuyler	Bonnie Mowry	(607) 535-8303
Seneca	Tina Cooley	(315) 539-1818
Steuben	Lisa Baker	(607) 776-7611 ext.2100
St. Lawrence	Karen Dupree	(315) 379-2155
Suffolk	Sue Oswald	(631) 854-9928
Sullivan	Sarah Vacca	(845) 292-0100 ext.2425
Tioga	Kathy Garrison	(607) 687-8403
Tompkins	Jackie Lent	(607) 274-5345
Ulster	Susan McDonough	(845) 334-5445
Warren	Kelly Barker / Lisa Zulauf	(518) 761-6311 / (518) 761-6250
Washington	Hollie Rapp	(518) 746-2424
Wayne	Mary Lippert	(315) 946-7602
Westchester	Debra Lopez	(914) 995-6055
Wyoming	David Rumsey	(585) 786-8901
Yates	Diane Simonsen	(315) 531-3411

Date: _____

STATEWIDE CLEARANCE CONTACT

To: Clearance Liaison

From: _____

Application

Recertification

Other

Please contact: _____

(District Name)

Concerning the following:

Applicant/Participant Name	SSN	Upstate Case Number

Results from contact

Spoke with:

Last benefit received:

Household composition: