



OFFICE OF POLICY, PROCEDURES, AND TRAINING

James K. Whelan, Executive Deputy Commissioner

Stephen Fisher, Assistant Deputy Commissioner
Office of Procedures

POLICY DIRECTIVE #17-20-ELI (This Policy Directive Replaces PD #17-13-ELI)

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

Date: September 13, 2017	Subtopic(s): Eligibility
AUDIENCE	The instructions in this policy directive are for all staff in Job Centers and Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Centers and serve as informational for all other staff.
REVISION TO PRIOR THE DIRECTIVE	This policy has been revised to update the section on the Deceased Household Members process when there is an X (<u>Deceased</u>) in the SSN Validation Code and the case is a multi-person household.
POLICY	As a condition of eligibility for Cash Assistance (CA) and SNAP benefits, the applicant/participant and all members of the CA and/or SNAP household must have a valid Social Security Number (SSN) or show proof of having applied for one. This includes parents, applying caretakers, children and non-applying household members whose needs and income are considered in determining the amount of assistance granted to the household. Undocumented non-citizens are unable to obtain an SSN due to SSA regulations and, therefore, are not required to apply for or provide an SSN.
BACKGROUND	Once an SSN is entered into the Paperless Office System (POS) and transmitted to the Welfare Management System (WMS), it becomes the primary identifier used in HRA's computer matching programs to identify and verify the income and resources of CA, SNAP, and Medical Assistance (MA) applicants/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 Fax* or fax to: (917) 639-0298

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 POS and transmitted to WMS, WMS compares the SSN provided and the individual's demographics to the data in the Social Security Administration's (SSA) database to determine if the SSN provided 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 demographic discrepancies in information between WMS and SSA files. Some of the SSN Validation Codes are system-generated and others are entered 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 SNAP.

SSN Validation Code **E**

The SSA corrects a SSN that is invalid due to a transposition or a one digit off error identified by SSN Validation Code **E** and sends the corrected SSN to WMS for validation.

Reports

The State provides the following two system-generated reports to help track all SSN discrepancies and ensure that they are addressed.

- Social Security Validation report (**WINR0203**) – This weekly report (see attached sample) identifies individuals whose SSNs in WMS have failed the SSA validation process 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, and date of birth (DOB) of those individuals with discrepant information.
- Wired Third Party Inquiry Report (WTPY Social Security Number Exception Report) (**WTPY/WINR0597**) – The **WINR0597** is sorted by case/registration 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 simultaneously. If the individual is in receipt of Retirement, Survivors or Disability Insurance (RSDI), the **WINR0597** also provides confirmation of the benefit amount received.

The **WINRO597** report is generated through the line printer and is available on the third business day after any of the following POS actions are taken:

- Application Intake
- Application Modification (change in demographics)
- Change Case Data (change in demographics)
- Internal Clearance Request

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

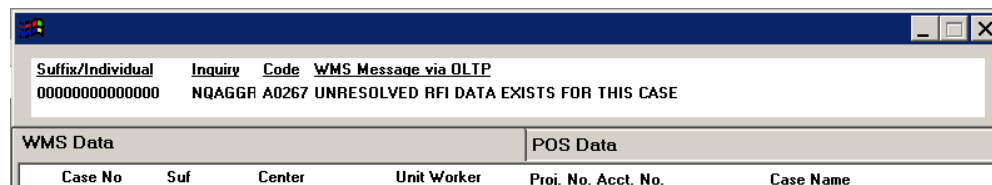
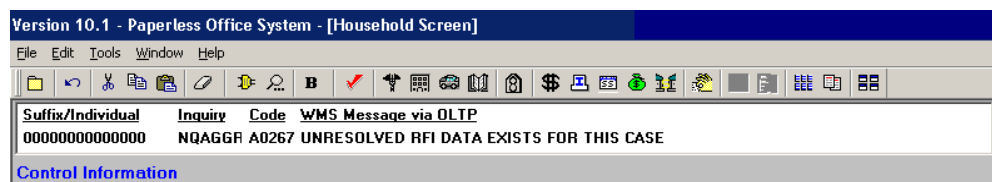
RFI Clearances
(See PD #09-43-SYS)

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

In addition to these reports, the Resource File Integration (RFI) is a WMS generated external clearance that identifies the financial resources of CA, SNAP, and MA applicants/participants. The RFI provides information such as Wage Reporting System (WRS), Unemployment Insurance Benefits (UIB), New Hire, and Bank matches. 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 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 **WINR0203**, **WINR0597**, or RFI hit is received and it indicates that the individual's demographic information does not match data for that individual in SSA's file, the Worker must check the information in WMS against the information documented in the applicant's/participant's 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 applicant/participant to report to an SSA office with the appropriate documentation to have the SSA correct the information in its file.
 - Advise the applicant/participant that he/she must request a Receipt for Application for a Social Security Number (**SSA-5028**) from SSA and submit that **SSA-5028** to the Job Center/NCA SNAP Center.
 - Job Center staff prepare and give the participant the Documentation Requirements and/or Assessment Follow-up (**W-113K**) and NCA SNAP staff and Job Center separate determination liaisons prepare and give the participant the Action is Required You Must Submit Documents for Your SNAP Case (**FIA-1146**) indicating the due date (a minimum of 10 days must be allowed) for returning the **SSA-5028**.

The **W-205K** is used with **WINR0203**, **WINR0597**, and RFI to assist in resolving discrepancies.

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

Validating the SSN for cases where a noncitizen has one name (see PD #16-20-ELI).

Note: There are some noncitizens who only have one name (e.g., Twiggy) and that sole name appears on his/her Social Security card. In these instances, in order for WMS to validate the SSN with the SSA, the Worker must enter "Unknown" as the first name and use the name that appears on the SSN as the last name at both the case and line level of the TAD.

Referral to BFI

See PD #17-16-OPE for instructions on making referrals to BFI.

While many of the discrepancies will result from errors in recording or inputting Social Security information, Workers should be conscious of possible fraud or identity theft. If the SSN provided is listed as invalid on the **WINR0203/WINR0597** and, after review, the name on the Social Security card in the HRA OneViewer matches both the name the participant uses and the name in WMS, **a referral to the Bureau of Fraud Investigation (BFI) must be made.** When making the BFI referral, the JOS/Worker must not tell the participant about the referral for investigation.

Deceased Household Members

Reminder

SSN validation code **X** (Deceased) is a system-generated code which is posted by a weekly interface between SSA and WMS databases. The SSA will update WMS with SSN Validation Code **X** whenever there is a “complete match” on name, Date of Birth (DOB), and SSN. If an SSN validation yields a WMS system-generated code of **X** and the deceased person is the only household member, 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 **not** close the case until verification of the client’s death is completed or until the household representative fails to reply in a timely manner.

Single Person Household – Deceased Member

Reminder

Case Closing Code D00

The Worker must send the household a Notice to Report to Center (**M-3g**) (Job Centers) or a Supplemental Nutrition Assistance Program (SNAP) Request for Contact/Missed Interview (**LDSS-4753**) (SNAP Centers). If the household representative responds and verifies the death of the participant, the Worker must close the case using WMS code **D00** (Deceased). If the household representative does not respond in a timely manner, the Worker must close the case using WMS closing code **M25** (Failure to respond to a computer match call-in).

Multi-person Household – Deceased Member

Line Removal Code D00

If an SSN Validation Code **X** appears and the deceased person was part of a multi-person household, the Worker must send the household a Notice to Report to Center (**M-3g**) (Job Centers) or a Supplemental Nutrition Assistance Program (SNAP) Request for Contact/Missed Interview (**LDSS-4753**) (SNAP Centers). If the household responds and verifies the death of the participant, the Worker must remove the deceased household member from the case using WMS removal code **D00** (Deceased) and re-budget the CA and/or SNAP case accordingly.

CA/SNAP multi-person cases

Revised SNAP Change Reporters

If the household is a SNAP change reporting household and the household does not respond in a timely manner, the Worker must close the CA portion of the case using WMS closing code **M25** (Failure to respond to a computer match call-in). A separate determination will be made on the SNAP portion of the CA/SNAP case by the SNAP Separate Determination Worker who will close the SNAP portion of the case with WMS closing code **M25**.

Revised SNAP Simplified (6-month) Reporters

Revised D00 line closing code.

If the household is subject to SNAP simplified reporting rules (SNAP six-month reporter) and the household does not respond in a timely manner, the Worker must close the CA portion of the case using **M25**. The SNAP Separate Determination Worker must close only the line of the person for whom the death match was received using WMS removal code **D00** to close the line of the deceased person and re-budget the case accordingly.

Deceased was the caretaker of a minor or child

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** (SNAP 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. 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;
 - Letters 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 SNAP 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 SNAP) and scan and index this document into the HRA OneViewer and send the completed form to the new caretaker.

See PD #01-17 for
Death of a Caretaker of
a Minor Child

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 Center Administration for Children's Services (ACS) Liaison (or the Administrative Assistant to the Director, if the ACS Liaison is not available) to arrange for care of the child(ren).

If the death of an adult caretaker of a minor child 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 appears in person at the Center to dispute a computer 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. The SSN validation code should be changed from **X** to **1** if all demographics are correct (case is reopened before the individual returns the required information from SSA);
- Instruct the applicant/participant to visit his/her local SSA field office, provide proof of their identity and request that his/her records be updated/corrected; and
- Instruct the applicant/participant to return to the Center with a letter from SSA confirming that he/she went to the SSA field office to prove his/her identity and correct his/her records, or with an updated/corrected SSN.

Closed Cases

If a case on either the **WINR0203** or **WINR0597** is closed at the time of the review, scan and index a copy of the special ALERT (**M-31b**) into the closed participant's HRA OneViewer case file. If the individual reapplies for CA, 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. When a parent fails to provide or apply for an SSN for a child, both the parent and his/her child will be denied for CA. 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 /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 noncitizens 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, no WMS reports track cases with participants who are missing SSNs. It is the Worker's responsibility to ensure missing SSNs are addressed at recertification and at any point of contact. If the participant's SSN Validation Code is **2** (SSN Applied For But Not Yet Available), **4** (SSN Not Applied For), or if the participant is a citizen or a noncitizen with an Alien/Citizen indicator (ACI) code other

ACI code is found in Element 382 of the TAD.

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.

If no documentation is scanned/indexed in POS to verify an SSN (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 screen is filled with various data entry fields for a case. An error dialog box is overlaid on the screen, displaying the message: 'A document must be selected in the Document list box for Social Security Number'. The error dialog has an 'OK' button. The background form includes fields for Case No., SSN, Date SSN Card Applied For, Ethnic/Pace Affiliation, Country of Birth, and Highest Degree Obtained. The SSN field is highlighted, and the error message is centered over it.

Applicants/participants who need a new, replacement, or corrected SSN must be instructed to visit a local SSA Card Center to apply for the SSN, and to receive proof that they have applied for an SSN.

Applicants/participants who need a benefit application, income verification or information other than SSA card replacement, should visit the SSA field office.

- 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. Refer to **M-50b** for a list of SSA Card Centers
 - If an immediate verification of an SSN is required, the SSA has established a “Point of Contact” protocol whereby if the applicant/participant is in the field office, the SSA representative will attempt to contact an SSD contact to verify the SSN over the phone. Since a SSN is considered Personal, Private, and Sensitive Information (PPSI), the SSA representative must speak to a Social Service District (SSD) contact and is not permitted to leave a voice mail message verifying the SSN.

Participants can receive an application for a SS card by accessing the SSA account portal at www.socialsecurity.gov/myaccount or calling the national toll-free number 1- (800) 772-1213.

Social Security Validation menu

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.

Valid	Sex	Relation	Birth/Hospital Certi
▼	M	Casehead	▼
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			

If an applicant/participant has not furnished a Social Security card within **60** days of filing his/her application for an SSN, staff must send the household Form **M-3g** (Job Centers) or **LDSS-4753** (SNAP Centers).

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 applicant/participant is a noncitizen who:

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

The JOS/Worker must review the case to determine if there has been a change in the applicant's/participant's ability to receive an SSN. Changes in an applicant's/participant's ability to receive an SSN may be due to changes in the participant's immigration status or other factors. If the applicant/participant states that he/she had attempted to apply for an SSN but was not given an acknowledgement or receipt by SSA, certain noncitizen applicant/participants may attest to their efforts to apply for an SSN by completing the Declaration of Application for a Social Security Number (**EXP-83H**) form.

See PD #16-20-ELI for further information on SSNs for Noncitizens.

If the AJOS II or Center Director's Designee cannot determine whether there has been a change in the applicant's/participant's ability to receive a SSN, he/she should contact the New York City Human Resources Administration's Office of Refugee and Immigrant Affairs (ORIA) at (212) 331-4550 or by email at oria@hra.nyc.gov for additional guidance.

Note: SSN Validation 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 Employment Authorization Document (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, only a case entry reflecting no change in immigration situation is required. The SSN Validation Code will remain **N**.

If 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, the appropriate documents required to support the participant's statement must be scanned into the electronic file. Additionally, the Worker must ask whether the noncitizen has obtained an SSN after 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 take any documents to the SSA that will verify that he/she has been granted a satisfactory immigration status and/or that employment authorization has been issued; and
- Prepare and give the noncitizen the **W-113K** at Job Centers and the **FIA-1146** at NCA SNAP Centers with a 10-day due date to submit verification that he/she applied for an SSN.

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

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 SNAP, process the changes necessary to change the CA category of assistance and/or activate the individual's SNAP benefits.

SSN Submitted

At Job Centers and NCA SNAP Centers, when an applicant/participant lacking an SSN subsequently obtains and provides one, follow the instructions in the POS implications section 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 SNAP.

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 _____ (**M-31f**) form.

PROGRAM IMPLICATIONS


Paperless Office
System (POS)
Implications

POS will retrieve the Social Security Validation Code from WMS. If the code is invalid and no action to correct it has been 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 SSN 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 SSN Validation Code and instructions for the Worker based on that code.

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

- Enter a case comment for all actions taken on a case by clicking on the **Case Comments** icon  or pressing <ALT M> on the keyboard and entering the comments.
- Scan all non-POS-generated forms and notices that are signed by the individual into the electronic case file, except Domestic Violence related documents.

SNAP Implications

All individuals applying for SNAP must provide an SSN or proof of applying for 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:

SNAP 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 SNAP 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 through the SSA that they have applied for an SSN for themselves or for another household member, SSN Validation Code 2 (SSN Applied For but Not Yet Available) applies, and 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.

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

If a SNAP 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 SNAP case must be closed and a timely notice of the action taken must be issued. To close the SNAP case in these instances, use one of the following codes:

SNAP Case Closing Code (Element 231)

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

N18 Failure to validate incorrect social security number (HH>1)

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 submitted documentation 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 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 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 SNAP 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 DEAF/HARD OF HEARING IMPLICATIONS

For Limited English Proficient (LEP) and Deaf/Hard-of-Hearing applicants/participants, make sure to obtain appropriate interpreter services in accordance with PD #16-14-OPE and PD #17-19-OPE.

REFERENCES

- [02 INF 29](#)
- [97 LCM-37](#)
- [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)
- [Temporary Assistance Source Book](#) (TASB) Chapter 5 Section N

RELATED ITEMS

- [PD #01-17](#)
- [PD #17-16-OPE](#)
- [PD #16-20-ELI](#)

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
- WINR0203** Social Security Validation Report
- WINR0597** (WTPY) Wired Third Party Inquiry
- M-31b** ALERT Social Security Number Discrepancy on Closed/Rejected Case/Individual (Rev. 9/12/14)
- M-31d** Social Security Validation Report Worksheet (Rev. 9/12/14)
- M-31f** Social Security Validation Report as of _____ (Rev. 9/12/14)
- M-50b** Social Security Field (Benefit) Offices in New York City (Rev. 06/01/17)
- W-205K** Social Security Validation Failure Review Guide (Rev. 9/12/14)

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 TAD . Remember to change the SSN validation code (element 321 in TAD) "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 SNAP 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 SNAP. Note: For noncitizens, if the SSN has been denied because of alien status enter code N in Element 321 of the TAD for these individuals and thereafter follow the instructions listed on the next page for code N .
4 - SSN not applied for	Refer the applicant/participant to SSA to apply for a SSN. Once verification of application is submitted, submit TAD to change the validation code from "4" to "2" in element 321 .
**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 BFI-14 (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 TAD to correct name. Ensure that code "1" is entered in element 321 of the TAD as part of the corrective action. If information is WMS is correct, refer applicant/participant to the SSA to apply for a corrected SSN. Note: 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 ACTIONSTAD ELEMENT **321**/ WMS INDIVIDUAL INQUIRY SCREEN (**NQIN2A**)

CODE	ACTION
<p>**C - DOB given-name match (Difference in maiden and married names)</p> <p>**D - No match on DOB</p> <p>**</p>	<p>Review documentation submitted to verify Date of Birth (DOB) and gender. If Agency error, prepare TAD to correct information in WMS. In addition to revised information, enter code "1" in element 321. If the information in WMS is correct, refer the applicant/participant to the SSA (LDSS-2474) to have the information in his/her record corrected.</p>
<p>E - Client known to SSA by this # – xxx-xx-xxxx (number sent to SSA is wrong due to a transposition or one-digit-off error) If SSA Note: See RFI for the correct number.</p>	<p>SSA corrects the SSN and returns the corrected version to WMS. WMS will auto update the SSN with the correct SSN and change the SSN Validation Code from an E to a 1 (SSN Present but Not Yet Validated). The SSN is automatically sent to SSA for validation.</p>
<p>N -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 "2" in element 321 of the TAD.</p>
<p>**X- Deceased</p>	<p>This code is system-generated. When code X 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

U - 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.
V - SSN verified by SSA	SSN is valid.
R - RFI hit is resolved	Once the issue is resolved and a resolution code is entered, the status will change to "R."
W - 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"> • SSN not on SSA file. • SSN belongs to deceased person. • SSN one digit off. SSA will send correct number. Do Application Maintenance to correct the SSN and wait for new clearance.

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

P01 - Client's SSA record needs to be corrected	Use for WTPY when applicant/participant is sent to the SSA office. (Can Accept)
P02 - Demographics changes on WMS	Change demographics information in WMS and change Social Security Validation Code to 1.
P03 - Application/Individual rejected	Failed to respond to request to verify RFI data. (Cannot Accept)
P04 - Application/Individual rejected	Ineligible due to RFI data. (Cannot Accept).
P05 - 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)
P06 - 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.
P07 - 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)
P08 - 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.
P90 - 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
001	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
007	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	B		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 DATE 05/23/17
PROGRAM: E11093

NEW YORK CITY HUMAN RESOURCES ADMINISTRATION
WELFARE MANAGEMENT SYSTEM

CENTER: F54
PAGE BREAK: CASE NUMBER

WT'PY SOCIAL SECURITY NUMBER EXCEPTION REPORT

WMS REPORT WINR0597

CASE NUM/
CASE NAME

LAST NAME

FIRST

MI SEX

DOB

MESSAGE FROM SSA
FOR INVALID SSN

00005 F54
A

XXXXX
D CLAIM # 0

C F

2

VALIDATED: WITH SSN BENEFITS REPORTED.
\$ 511.00 INQUIRY DATE: 18/17/05

PAGE 2

* THIS REPORT CONTAINS *
* CONFIDENTIAL INFORMATION *
* FOR INTERNAL USE ONLY *

REPORT CONTINUED

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 and date of birth) 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 and DOB not checked
3. Name matches and DOB matches
4. Name matches and no DOB match
5. Name matches and DOB 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/SNAP 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. WINRO203/ WINRO597						
B. Case Record						

SAMPLE

10. Whose information (based on documentation in case record) is correct?

- CA SNAP 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 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 SNAP 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, SNAP 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/SNAP individual - forward to SNAP 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.

Social Security Field (Benefit) Offices in New York City

Office Hours: Monday, Tuesday, Thursday, Friday ► 9:00 AM – 4:00 PM Wednesday ► 9:00 AM – 12:00 PM			
Bronx	Brooklyn	Manhattan	Queens / Staten Island
Bronx Hub 820 Concourse Village West 3rd Floor Bronx, NY 10451	South Brooklyn 7714 17th Avenue Brooklyn, NY 11214	Downtown 123 William Street 4th Floor New York, NY 10038	Astoria/Long Island City 31-08 37th Avenue Ground Floor Long Island City, NY 11101
East Bronx 1380 Parker Street 2nd Floor Bronx, NY 10461	Bedford Heights 1540 Fulton Street Brooklyn, NY 11216	East Harlem 345 East 102nd Street 4th Floor New York, NY 10029	Rockaway 113-06 Rockaway Beach Boulevard Rockaway Park, NY 11694
Hunts Point 1029 East 163rd Street 3rd Floor Bronx, NY 10459	Boro Hall 195 Montague Street 7th Floor Brooklyn, NY 11201	East Village 650 East 12th Street New York, NY 10009	Rego Park/Glendale 63-44 Austin Street Rego Park, NY 11374
Laconia Avenue 3247 Laconia Avenue Bronx, NY 10469	Bushwick/Williamsburg 1111 Myrtle Avenue Brooklyn, NY 11206	Midtown 237 West 48th Street 5th Floor New York, NY 10036	Jamaica 155-10 Jamaica Avenue 3rd Floor Queens, NY 11432
West Farms 1829 Southern Boulevard Bronx, NY 10460	Canarsie 1871 Rockaway Parkway Brooklyn, NY 11236	Uptown 55 West 125th Street 6th Floor New York, NY 10027	Flushing 138-50 Barclay Avenue Flushing, NY 11355

See next page 

Social Security Field (Benefit) Offices in New York City (continued)

Office Hours: Monday, Tuesday, Thursday, Friday ► 9:00 AM – 4:00 PM Wednesday ► 9:00 AM – 12:00 PM			
Bronx	Brooklyn	Manhattan	Queens / Staten Island
Fordham 2501 Grand Concourse Bronx, NY 10468	Cypress Hills/ East New York 3386 Fulton Street Brooklyn, NY 11208	Washington Heights 4292 Broadway New York, NY 10033	Hylan Boulevard * 1510 Hylan Boulevard 2nd Floor Staten Island, NY 10305
Westchester Square 1380 Parker Street Bronx, NY 10462	Flatbush 2250 Nostrand Avenue Brooklyn, NY 11210		Staten Island * Richmond Avenue 2389 Richmond Avenue Staten Island, NY 10314

*Offices that also provide Social Security Card services.

SAMPLE

Social Security Card Centers in New York City

Office Hours: Monday – Friday ► 7:00 AM – 4:00 PM			
Bronx	Brooklyn	Manhattan	Queens / Staten Island
Bronx Hub 820 Concourse Village West 2nd Floor Bronx, NY 10451	Brooklyn Heights 154 Pierrepont Street 6th Floor Brooklyn, NY 11201	Downtown 123 William Street 3rd Floor New York, NY 10038	Jamaica 155-10 Jamaica Avenue 2nd Floor Queens, NY 11432

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

Message	Possible Reasons for Message	Action to be Taken
<p>I.</p> <ul style="list-style-type: none"> • Social Security Number (SSN) is not on SSA file • SSA benefits terminated/deceased mm/dd/yy • Validated with date of death (DOD), reported from SSA • Participant known by other SSN 	<ul style="list-style-type: none"> • SSN entered incorrectly • Fraudulent SSN given by participant 	<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"> • Applicant – Have SSN corrected via the application maintenance option. • Participant – On the TAD, cross out the Social Security number in Element 322, enter the correct number and circle in red. Forward TAD to control for processing. <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 (BFI-14), 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 Social Security Card 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 Social Security Card. If a CA participant FAILS TO REPORT (NCA SNAP, see procedure):</p> <ul style="list-style-type: none"> Single Individual – Close case due to Failure to Report. Individual Living with Others – Remove individual due to Failure to Report.
<p>II.</p> <ul style="list-style-type: none"> • No match name and DOB not checked • Name does not match, DOB not checked • DOB, first name match, last name different • Last name different with benefits 	<ul style="list-style-type: none"> • SSN entered incorrectly • SSN is for another individual on the case • Fraudulent card utilized by participant • Incorrect last name utilized, e.g., mother's name instead of father's, payee's name instead of child's • Name misspelled • Name reversed – first name entered as last name • Name on wrong line • Child listed unborn • Middle initial omitted or incorrect • Participant married but name not changed 	<p align="center">Follow the instructions listed in Section I "Action to be Taken"</p> <p>(a) Review birth/marriage certificate (where applicable) and Social Security Card and compare with name and DOB listed on database. If other documents were used, specify on worksheet.</p> <p>(b) When the SSA and CA/NCA SNAP 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 ALERT letter (Form M-31b) 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>

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

Message	Possible Reasons for Message	Action to be Taken
<p>III. Name Matches and DOB Matches</p>	<ul style="list-style-type: none"> • Incorrect information shown on application • Incorrect information entered on system • Incorrect information on Social Security Administration's data file 	<ol style="list-style-type: none"> A birth certificate/marriage certificate (where applicable) must be seen in order to resolve name and DOB discrepancy. Documentation identifying the participant must clearly document his/her name, date of birth and parent's name. 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. 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>IV. No match name and DOB Not Checked</p>	<ul style="list-style-type: none"> • Incorrect birthdate entered on system • Birthdate shown is for another individual 	<ol style="list-style-type: none"> A birth certificate/marriage certificate (where applicable) must be seen in order to resolve name and DOB. Documentation identifying the participant must clearly document his/her name, date of birth and parent's name. Review documents showing date of birth. If the incorrect DOB was entered in WMS and the individual is active, correct DOB on TAD. If the individual/case is closed, complete and scan/file ALERT letter (Form M-31b) in case record. 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. 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>V. Name Matches and DOB Does Not Match</p>	<ul style="list-style-type: none"> • Incorrect information on application • Incorrect information on system 	<ol style="list-style-type: none"> A birth certificate/marriage certificate (where applicable) must be seen in order to resolve name and DOB. Documentation identifying the participant must clearly document his/her name, date of birth and parent's name. Review documents showing DOB. If correct DOB was entered in WMS and the individual/case is active, correct DOB on TAD. If the individual/case is closed, complete and scan/file ALERT letter (Form M-31b) in case record. 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. 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.

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