

CD #20-24

MEMORANDUM

DATE: September 18, 2020

TO: Job Center Directors, Supplemental Nutrition Assistance Program

(SNAP) Center Directors, HASA Center Directors

FROM: James K. Whelan, Executive Deputy Commissioner

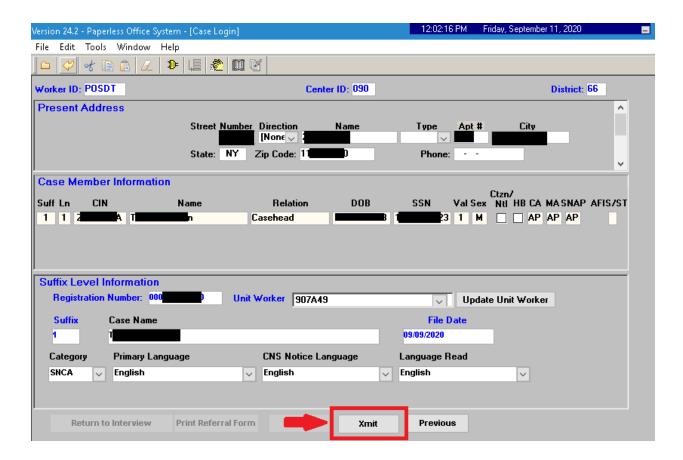
Office of Policy, Procedures, and Training

SUBJECT: Reminder About Transmitting Social Security Number (SSN) Validation Codes When Updating An Application

The purpose of this memorandum is to remind Job Center, Supplemental Nutrition Assistance Program (SNAP) Center, and HIV/AIDS Services Administration (HASA) Center staff to ensure that the entry of a Social Security Number (SSN) either through an Application Maintenance activity in the Paperless Office System (POS) for Job Centers and HASA Centers or when updating demographics in Streamlined POS (SPOS), is properly saved and transmitted to the Welfare Management System (WMS).

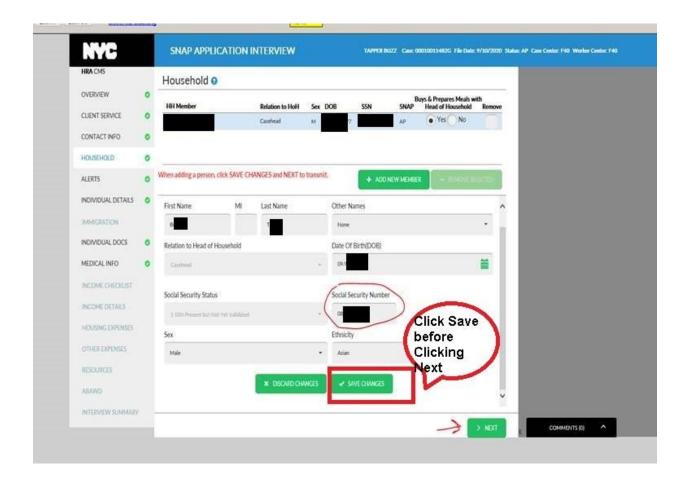
Job Centers and HASA Centers

For Job Center and HASA Center staff, if an applicant fails to provide an SSN with their online application, or an SSN needs to be updated based on the interview or review of the documents, an Application Maintenance Activity must be completed. Staff must ensure that after entering the information that they click on the "XMIT" button to ensure the information is transmitted and saved into WMS, as indicated in the screen shot on the following page.



NCA SNAP Centers

For NCA SNAP Center staff, if an applicant fails to provide an SSN with their online application, or an SSN needs to be updated based on the interview or review of the documents, staff must either enter the SSN or make the change to the SSN on the Household Screen. Staff must click on "Save Changes" before clicking on "Next" as indicated in the screen shot on the following page.



SSN Validation Code When Rejecting Cases

When rejecting a case where there is no SSN submitted on any of the lines, staff must ensure that an SSN Validation code is entered for each line without one entered. The SSN Validation code in these instances must be:

- 2 SSN applied for verified; or
- 3 SSN applied for and denied; or
- 4 SSN not applied for by individual

based on the case circumstances. An alert has been added to the POS TAD when the rules are run if a validation code is not entered.

Related Item:

PD #18-04-ELI

Importance of Having Accurate Social Security Numbers in the Welfare Management System (WMS)