

**M E M O R A N D U M**

**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.

Version 24.2 - Paperless Office System - [Case Login] 12:02:16 PM Friday, September 11, 2020

File Edit Tools Window Help

Worker ID: POSDT Center ID: 090 District: 66

**Present Address**

Street Number: [Redacted] Direction: [None] Name: [Redacted] Type: [Redacted] Apt #: [Redacted] City: [Redacted]

State: NY Zip Code: 1[Redacted] Phone: - -

**Case Member Information**

Suff Ln	CIN	Name	Relation	DOB	SSN	Val	Sex	Ctzn/	NU	HB	CA	MA	SNAP	AFIS/ST
1	1	[Redacted]	Casehead	[Redacted]	[Redacted]	23	1	M	<input type="checkbox"/>	<input type="checkbox"/>	AP	AP	AP	<input type="checkbox"/>

**Suffix Level Information**

Registration Number: 000[Redacted] Unit Worker: 907A49 Update Unit Worker

Suffix: 1 Case Name: [Redacted] File Date: 09/09/2020

Category: SNCA Primary Language: English CNS Notice Language: English Language Read: English

Return to Interview Print Referral Form **Xmit** Previous

**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.

The screenshot shows the 'SNAP APPLICATION INTERVIEW' interface for a household member. The 'Social Security Number' field is highlighted with a red circle and a red box, with a callout bubble saying 'Click Save before Clicking Next'. The 'SAVE CHANGES' button is also highlighted with a red box. A red arrow points to the 'NEXT' button.

HH Member	Relation to Holi	Sex	DOB	SSN	SNAP	Buy's & Prepares Meals with Head of Household	Remove
[REDACTED]	Co-head	M	[REDACTED]	[REDACTED]	AP	Yes (selected) No	[REDACTED]

When adding a person, click SAVE CHANGES and NEXT to transmit.

First Name: [REDACTED] MI: [REDACTED] Last Name: [REDACTED] Other Names: None

Relation to Head of Household: Co-head Date Of Birth(DOB): 09/[REDACTED]

Social Security Status: 1 SSN Present but Not Yet Validated Social Security Number: [REDACTED]

Sex: Male Ethnicity: Asian

Buttons: DISCARD CHANGES, SAVE CHANGES, NEXT

### **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)