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Field Operations Memo 2005-57
December 27, 2005

To: **Transitional Assistance Office Staff**

From: **Cescia Derderian, Assistant Commissioner for Field Operations**

Re: **TAFDC, EAEDC and FS – Alternative SSN Clean-up Project**

Background

Field Operations Memo 2005-42 reminded TAO Staff about:

- the three types of "Alternative" SSNs: "TAO Issued Numbers," "Systems Generated Numbers" and "998 Duplicative Numbers";

- tools to track "Alternative" SSN changes; and

- processing AUs where "Alternative" SSNs change to valid SSNs.

A recent LOQC review found that while a majority of the AUs with Alternative SSNs were processed correctly, there remained outstanding issues for a number of AUs. These issues must be addressed by AU Managers in a special clean-up project. They fall into six groups:

- ✓ the AU Manager verified the SSN, but failed to "wrap-up" the interview;
- ✓ more than three months had passed and the status of the SSN application was unknown;
- ✓ an SSN was in the AU record, but it was not entered onto BEACON;
- ✓ the AU record lacked verification that the recipient had ever applied for an SSN;
- ✓ the noncitizen should have applied for an SSN; and
- ✓ the noncitizen status was miscoded on BEACON.

Purpose of Memo

This Field Operations Memo:

- informs TAOs about the "Alternative SSN" clean-up project report; and

- gives TAO Staff procedures for updating the 376 affected AUs listed on a report.

Alternative SSN Clean-up Project Report

A report will be e-mailed to the TAOs listing the affected AUs. The following TAOs do **not** have any AUs listed on the report: Fitchburg, Greenfield, Pittsfield and Plymouth.

The report is broken down by Current TAO, Current TAO Name, Current AUM, Grantee Name, Grantee SSN, AP Name, AP SSN and the reason why there is no "valid" SSN and any additional findings/AU circumstances in the "Why no valid SSN" section. AU Managers must review each AP and AU record and update the SSN to a "valid" SSN, as appropriate. The report must be annotated with the action taken and faxed to Julie Noble at 617-348-5659.

Work on this project must be completed (and the annotated report returned) by **January 27, 2006.**

The remainder of the memo gives TAO Staff procedures to update SSNs.

Alternative SSN Issue: Failed to Authorize SSN Change

APs listed on the report with the reason "Verified SSN needs to be put thru Interview Wrapup" should be updated by the AU Manager *immediately* by:

- going to the Interview Wrap-up window on BEACON;

- clicking on the "Selection" button;

- on the Interview Wrap-up Selection window, click on the SSN change under "AU Composition";

- click on "Close";

- click on "Add"; and

- *complete the Interview Wrap-up process* following procedures in *A User's Guide,* Chapter XVII.

If the change in SSN results in a new benefit effective date (e.g., the SSN ended in a "0" and was changed to an SSN ending in "3"), once the Interview Wrap-up is completed, BEACON will set the new benefit effective date and/or new recertification dates (for FS AUs). FMCS will make the appropriate cash benefit adjustments owed the recipient as a result of that change.

Alternative SSN Issue: Application > Three Months

APs listed on the report with the reason "Applied for SSN >3 mos/status unk; Contact Client" should be updated by the AU Manager as follows:

Schedule an appointment *immediately* (using the SSN-Match NFL-2 *Rev. 9/2000*) to determine the status of the recipient's SSN application. Failure to keep the appointment will result in the AU being closed. Noncitizens who have chosen not to apply for assistance (as detailed in Field Operations Memo 2004-34) do not need to have an appointment scheduled.

Alternative SSN Issue: SSN in AU Record, Not Updated on BEACON

APs listed on the report with the reason "Enter verified SSN from C/R-BEACON onto BEACON" should be updated by the AU Manager as follows:

- go to the Assessed Person window on the AU Composition workflow;

- from the Member List, select the AU member whose SSN needs to be changed to a valid SSN;

- change the Facsimile Number or Systems Generated Number to the valid SSN (that is currently on file in the AU record);

- click on Name Clearance;

- on the Match window, click on "Match" to the appropriate assessed person;

- a message will appear that says: "The SSN entered on the window differs from the Matched AP's primary SSN. How do you wish to use the SSN that was entered on the window?" Ensure that the radio button next to: "As a new primary SSN." is selected;

- click on "Close"; and

- the new SSN will be displayed for the assessed person on all appropriate windows. The old SSN will appear (and remain on file) in the "Alternate SSNs" field.

  IMPORTANT: *AU Managers <u>must</u> authorize this action by going to the Interview Wrap-up window and authorizing the SSN change* following instructions on the previous page of this Field Operations Memo.

Alternative SSN Issue:
No Proof of Application

APs listed on the report with the reasons "Never Applied for an SSN" or "Noncitz should have applied for SSN" should be updated by the AU Manager by sending out a VC-1 giving the AP ten days to apply for an SSN. Failure to apply for an SSN will result in the AU being closed.

> **IMPORTANT:** The only noncitizens who don't have to apply are the following:
> 1. an undocumented noncitizen who cannot, because of his or her noncitizen status, apply for an SSN (this TAO Issued Number will remain on file and in most instances, may never be changed to a real SSN);
>
> 2. a documented noncitizen who chooses not to apply for himself or herself (this TAO Issued Number will remain on file and may be changed to a real SSN following procedures in Field Operations Memo 2004-34).
> *Neither of these groups of noncitizens are receiving TAFDC.*

The recipients in these groups will also appear on the view: "Clients with Facsimile/Dummy SSNs" and should be processed following procedures in Field Operations Memo 2005-42. Once the recipient tells the AU Manager the "valid" SSN (or the recipient brings in proof of the "valid" SSN), the AU Manager must update the SSN following procedures in this memo.

Alternative SSN Issue: Noncitizen Status Miscoded

APs listed on the report with the reason "Unable to Obtain SSN – Noncitiz Stat; Miscoded BEACON" should be updated by the AU Manager to reflect the noncitizen status on file in the AU record.

The AU Manager must:

- review the noncitizen status currently on file in the AU record;

- update the noncitizen status on the Non-Citizen window of BEACON to reflect the information in the AU record:

- authorize the change on the Interview Wrap-up window; and

- send out a VC-1 giving the AP ten days to apply for an SSN. This must be done because the noncitizen status in the AU record makes them eligible for an SSN.

The recipients in this group will also appear on the view: "Clients with Facsimile/Dummy SSNs." They should be processed following procedures in Field Operations Memo 2005-42.

Once the recipient tells the AU Manager the "valid" SSN (or the recipient brings in proof of the "valid" SSN), the AU Manager must update the SSN following procedures in this memo.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline at 617-348-8478.