

The BLURB

Blurb 69:
Verifying RSDI/SSI
When Mainframe is
Unavailable

What do I do when I can't use Mainframe???

Each year – when the Social Security Administration calculates the Cost of Living Adjustment (COLA) - some of our most helpful Mainframe views become unavailable to us. This year from 11/21/2016 through 1/16/2017 the only option available on the BA screen of Mainframe is Option S (SVES).

Let's start this discussion by looking at this issue in terms of a case example.

Example: A client receiving SNAP with a recertification end date of 12/14/2016 submitted their Elderly / Disabled Recertification on 12/5/2016. The client is a household of one, receiving \$246 in SSI income and \$462 in RSDI income monthly. The client pays \$425 in Rent in addition to heating / cooling. The client reported no change on their Recertification. Rent and Utilities were self-declared on the Recertification. But without full access to our usual Mainframe screens, how can the processing case manager verify the RSDI and SSI income so the Recertification can be completed?

Let's start with SSI.

Although Mainframe cannot be used during the COLA calculation period to verify SSI income, SSI income is verifiable through the SSI Tracking page in BEACON during that time.

Now let's look at RSDI.

There are a few ways to verify RSDI income for ongoing clients whose recertification end dates fall into similar time frames:

- Case managers can access the History of the Other Income page in BEACON and find the most recent BENDEX batch job that was done (SDX and BENDEX batch jobs are identified as SDXColaP). If the income amount is the same as the previous batch and the batch is recent, the income would be verified.
- Past SVES overnight inquiries can still be viewed during the COLA timeframe. Case managers can check these requests and if the income amount is the same and the request date is recent, the income would be verified.
- If both of the two options listed have been exhausted and the income amount could not be verified, a VC-I should then be issued to the household requesting the RSDI income amount.