Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance

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Operations Memo 2014-15
February 13, 2014

To: **Department of Transitional Assistance Staff**

From: **Lydia Conley, Acting Assistant Commissioner for Policy, Program and External Relations**

Re: **External Agency Data: Registry of Motor Vehicles**

Overview

In an ongoing effort to enhance the Department's program integrity, DTA continues to expand data verification by interfacing with real time online services provided by external sources.

DTA has expanded access to the MassDOT Registry of Motor Vehicles (RMV). This access will include information on state issued driver's licenses, identification cards (Massachusetts IDs and Massachusetts Liquor IDs) (hereafter referred to as licenses) and vehicle registration information for applicants and clients (hereafter referred to as clients) for all DTA programs.

Access was later expanded for DTA staff to view client picture images from RMV.

Purpose of Memo

Operations Memo 2013-40 provided DTA staff with information about the enhanced data verification interfacing capabilities between DTA and the RMV. This Operations Memo is being issued to:

- remind staff that RMV photos were available on BEACON effective Monday, September 23rd; and
- correct the types of verifications for which this match can serve under the Purpose of the RMV Enhancements section. This match can serve for Massachusetts residency, not address.

There are no other substantive changes.

Obsolete Memo

This Operations Memo obsoletes Operations Memo 2013-40.

Purpose of the RMV Enhancements

The purpose of the RMV interface is to assist DTA staff in determining a client's initial and on-going eligibility for the TAFDC, EAEDC and SNAP programs, with respect to the verification of identity, residency, household composition, and vehicle assets. Access to RMV license and vehicle registration data allows DTA to verify vehicles owned by the client and other members of the household.

New BEACON Features:
Ext Data – RMV Button

A feature called the "Ext Data – RMV" button has been created to enable staff to view RMV license and/or vehicle data for a client. This button has been added to the following workflows and pages in BEACON:

- Client Search;
- Assessed Person – RFA page;
- Address - RFA page;
- Address – Household Composition page;
- Household Query List;
- Assessed Person – AU Composition page;
- Assets Q and A Navigator; and
- Vehicles

External Agency RMV Page

A featured called, External Agency - RMV page, has been added to BEACON. The External Agency - RMV page is a popup page accessed by clicking the "Ext Data – RMV" button.

The External Agency - RMV page displays license and registration data currently on file with the RMV and when available from RMV will display license photos.

Changes to Workflow Functionality to Support the RMV Process

Changes have been made to BEACON to enable staff to view license and vehicle registration data from the RMV for pending, active and closed TAFDC, EAEDC, and SNAP cases. These enhancements are as follows:

- **Client Search:** An "Ext Data – RMV" icon has been added to the Client Search tool bar to allow users to access RMV information. A view only version of the External Agency – RMV page will be displayed;

- **Assessed Person – RFA page and AU Composition page:** On these pages, an "Ext Data – RMV" button has been added (to the right of the Name Clearance button) to access a view only version of the External Agency – RMV page;

- **Address-RFA page and Household Composition page:** Case managers can view the client's existing address with the RMV on these pages. An "Ext Data – RMV" button was added (to the right of the Address Type) to access a view only version of External Agency – RMV page;

  Note: This data *must not* be used to verify the client's mailing or residential addresses.

- **Household Query List:** A new "RMV List" button was added to this page (located next to the Select button). This button queries the RMV database using the current residential address listed in BEACON and matches it against the RMV License Address and the RMV Registration owner address. All clients matched will be displayed in the list. The address column on the page will display "RMV" if the address is matched from the RMV's license or registration data. Clients populated in the Query list from the RMV database cannot be selected.

  Note: No additional RMV details are displayed for clients shown on the Query list.

- **Assets Q and A Navigator:** The "Ext Data – RMV" button has been added to the right side of the Vehicle question in the Assets Q and A Navigator page. If vehicle registration data is known to the RMV, a pop-up message will display on the Assets Q and A Navigator page: "Vehicle Registration data was found through MassDOT RMV. Please click on the 'Ext Data' button to view the information";

  Note: The case manager must click on the "Ext Data – RMV" button and view the External Agency – RVM page data before moving to the next page.

Changes to Workflow Functionality to Support the RMV Process (continued)

- **Vehicles:** This page will be set to 'Requires Reedit' when vehicle information is known to RMV and the match has not been dispositioned. The "Ext Data – RMV" button has been added below the End button. Upon clicking the Vehicles radio button, if RMV data is matched for any client in the household, the following message will display: "Vehicle Registration data was found through RMV Batch Process. Please click on the "Ext Data – RMV" button to view the information."

Dispositioning the Vehicles Page and the RMV Matched Data

The "Ext Data – RMV" button has been added to the Vehicles page below the End button. Clicking the "Ext Data – RMV" button will display the External Agency – RMV page containing any license and vehicle registration data found for the client. A "Requested action" dropdown list located on the upper right side of the External Agency – RMV page must be accessed and a selection must be made from the list to disposition the data and remove the 'Requires Reedit' from the Vehicles page.

Upon viewing the External Agency – RMV page, the case manager must determine if some, all or none of the vehicle registration data should be copied to the Vehicles page.

The case manager must process the External Agency – RMV page as follows:

- To add a new vehicle to the Vehicles page from the External Agency – RMV page, check the Include Checkbox on the Vehicle Data to be included and select "Add a new vehicle" from the Requested action dropdown list and click the Save button.

- To update an existing vehicle on the Vehicles page from the External Agency – RMV page, check the Include Checkbox on the Vehicle Data to be updated and select "Update an existing vehicle" from the Requested action dropdown list and click the Save button.

- If vehicle data is already available on the Vehicles page and no new updates are found on the External Agency – RMV page, select "Ignore vehicle data" from the Requested action dropdown list and click the Save button.

New Edits

The following edits have been made to BEACON:

- **ECF/Workflow tab:** When the client has vehicle registration data available through the RMV, and the data has not been dispositioned in BEACON, the following pop-up message will display when a Workflow type is selected and the Go button is clicked: "Client(s) in the Household has Vehicle Registration data reported by RMV. Please review the data by clicking on the "Ext Data – RMV" button on the Vehicles page";

- **Interview Wrapup Edit:** A hard edit has also been added to the Interview Wrapup page that prevents a case manager from wrapping up a case record if RMV data has not been dispositioned.

Important: According to 106 CMR 363.140(D), vehicles are noncountable for SNAP. For SNAP-only cases, "Ignore Vehicle Data" must always be selected from the Requested action dropdown list in order to disposition the Vehicles page and RMV matched data. On the Vehicles page, the Countable Amounts FS field is set to disabled, and therefore a vehicle's asset value is not included in the BEACON Food Stamp EBC calculation.

Inconsistent Information

While information provided by the RMV is considered verified upon receipt, it is important to review with the client data obtained through the RMV. If the information the client is reporting is inconsistent with the data provided by the RMV, the client must be given the opportunity to give a reasonable explanation for what is reported on the match but beyond his or her control.

For example, if a client attests that the father of her child is absent from the home, but the RMV indicates that a vehicle is registered at that address in his name, a referral **must** be made to the Fraud Investigation and Data Match (FIDM) unit. It is not the client's responsibility to provide additional verification to prove the absence. However, the client should be made aware that a referral for further inquiry is being made.

Important: The case manager must refer cases to the FIDM when:

- ✓ information is presented that suggests a client has made an intentional misstatement to receive a benefit from DTA; and

- ✓ information from the RMV Match indicates inconsistent or contradictory information to the information presented by the client.

Job Aid	A job aid to assist DTA staff with completing the RMV Match process is available at: http://dtaonline/training/tr_online/job_aids.asp.

Reminder: *Confidentiality of Personal Information*	Employees of the Department are privy to certain information of a personal, private, and confidential nature. Department policy prohibits all staff from **accessing** or **disclosing** such information, including client information, unless authorized to do so. Client information may be accessed only for the purpose of performing a specific work-related assignment. (See Legal Memorandum *Confidentiality of Personal Information* issued April 25, 2013, on DTA Online under Administrative Memos, for more information.)

Questions	If you have any questions, please have your Hotline designee call the Policy Hotline.