Department of Human Resources 311 West Saratoga STREET Baltimore MD 21201	Family Investment Administration **ACTION TRANSMITTAL**
Control Number: # 12-01	Effective Date: UPON RECEIPT Issuance Date: July 21, 2011

TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISORS AND CASE MANAGERS

FROM: ROSEMARY MALONE, INTERIM EXECUTIVE DIRECTOR
DEBBIE RUPPERT, EXECUTIVE DIRECTOR, DHMH, OES
ROLF GRAFWALLNER, ASSISTANT STATE SUPERINTENDENT, DECD, MSDE

RE: MISSING OR INVALID SOCIAL SECURITY NUMBERS

PROGRAMS AFFECTED: ALL PROGRAMS

ORIGINATING OFFICE: OFFICE OF PROGRAMS

Background:

The February 2011 Legislative Audit included a finding that FIA did not adequately ensure that missing or invalid Social Security numbers (SSN) were always investigated and resolved. All customers must have a SSN or have filed a current application for a SSN if they do not have one in order to receive any assistance in Maryland. Customers who do not have a SSN or refuse to apply for a number without good cause may not receive assistance.

ACTION REQUIRED:

Effective immediately, case managers must review all CARES alerts that identify a missing or invalid SSN and complete the required action by the established due date. CARES generates an alert when the customer's SSN application pends longer than six months or the match with the Social Security Administration (SSA) files shows it to be invalid. The CARES alerts are as follows:

996 = SSN not federally verified. Follow -up on unmatched name or date of birth.

997 = SSN not received.

Beginning July 2011, FIA will be requesting a monthly CARES query of all cases containing an assistance unit member with a missing or invalid social security number.

The list will include names of individuals with a missing or invalid SSN for six months or more.

Case Managers must:

1. Review the case records for the individuals listed on the query and/or the 996 & 997 Alerts to determine if the SSN is in the file, but not entered in CARES.
2. Update the CARES DEM1 screen if the SSN is in the file.
3. Call and/or send a request to the head of household (HOH) to provide a SSN or an application for a SSN within 10 days, when the SSN is not already in the case record.
4. Update the DEM1 screen by the alert due date and narrate when the customer provides the SSN by the 10th day.
5. Follow the appropriate program policy when the customer does not provide the SSN within 10 days of the written request.

   - **TCA** – COMAR 07.03.03.07, Manual Section 312
     - Refer the HOH to SSA to reapply or to resolve any problem that has delayed issuance of the SSN.
     - Remove the individual from TCA if SSA will not accept an application because the family cannot provide evidence of age, identity or citizenship needed to apply for a number.
     - Close the TCA case when the caretaker relative refuses to provide proof or fails to cooperate in applying for the individual's SSN.
   - **FSP –** COMAR 07.03.03.17, Manual Section 405
     - Make every effort to assist the household when the individual applying for a SSN has been unable to obtain the documents required by SSA.
     - Determine whether good cause exists each time the customer is unable to provide a number.
     - There is no limit to the number of times the customer may reapply for a Social Security card.
     - Impose a Food Supplement Program disqualification on the individual that refuses or fails without good cause to provide or apply for a SSN.
   - **MA** – COMAR 10.09.24.04
     - Narrate and complete a 745 to request the SSN at the next redetermination when the customer provides an application for the SSN by the 10th day.

- Narrate and close the MA eligibility for the individual(s) in question after 10 days adverse action when the customer does not provide the SSN or the application for a SSN by the 10th day.
- Refusal or failure to apply for a SSN or provide verification of application for a SSN will result in ineligibility for the person whose SSN has not been applied for.

- **Child Care Subsidy (CCS)**
  - A SSN is not required for parents or children receiving CCS.
  - Providers must have a number in order to participate.

6. When the SSN on CARES has been verified as correct, determine if the name and/or date of birth require correction in CARES and update the DEM1 if necessary.

• The hospital automatically applies for a SSN when a baby is born in Maryland. • It takes about a month for the parent to receive the card. • When a baby's SSN has not been submitted by the next redetermination, the baby is ineligible.

7. The penalties apply until a valid SSN is provided or the individual is no longer in the home.

INQUIRIES: Please direct TDAP, TCA, RCA and CCS questions to Marilyn Lorenzo, 410-767-7333, or mlorenzo@dhr.state.md.us or Gretchen Simpson at 410-767-7397 or gsimpson@dhr.state.md.us. For PAA questions contact Deborah Weathers at 410-767-7994 or dweather@dhr.state.md.us. For FSP questions contact Rick McClendon at 410-767-7307 or rmcclend@dhr.state.md.us. MA questions should be directed to DHMH Division of Eligibility Policy at 410-767-1463 or 1-800-492-5231 (select option 2 and request extension 1463). Direct inquiries for policy or procedures for Child Care Subsidy to Myra White-Gray at 410-767-7863 or myra white-gray@msde.state.md.us. Direct system inquiries to the MSDE CCATS Help Desk at 410-767-7816 or MSDECCATS@msde.state.md.us.

cc:	DHR Executive Staff	FIA Management Staff	FIA Policy and Training
	DHMH Executive Staff	DHMH Management Staff	DHMH Policy and Training
	MSDE-DECD	Constituent Services	