

TEXAS WORKFORCE COMMISSION LETTER

ID/No:	WD 26-11
Date:	September 9, 2011
Keyword:	Child Care; TWIST
Effective:	Immediately

To: Local Workforce Development Board Executive Directors
Commission Executive Offices
Integrated Service Area Managers



From: Laurence M. Jones, Director, Workforce Development Division

Subject: **Verifying Social Security Numbers in At-Risk Child Care Cases**

PURPOSE:

This WD Letter provides Local Workforce Development Boards (Boards) with information and guidance on verifying the Social Security numbers (SSNs) of parents and children receiving At-Risk subsidized child care.

BACKGROUND:

In September 2010, the U.S. Government Accountability Office (GAO) issued a report after conducting a study of Child Care Development Fund (CCDF) programs in five states, including Texas. GAO's report stated that the CCDF programs in these states were vulnerable to fraud because of inadequately verified identity information and inadequate controls for the prevention of fraudulent billing. Among the report's suggestions for reduction of fraud and abuse in CCDF programs was a recommendation to validate parent and child SSN identity information with the Social Security Administration (SSA).

July 19, 2011, the Texas Workforce Commission (Commission) approved this recommendation.

PROCEDURES:

Social Security Number Verification Process

Boards must be aware of the following:

- SSNs entered into The Workforce Information System of Texas (TWIST) for parents, household members, and children receiving At-Risk subsidized child care (i.e., care authorized under Commission Child Care Services rule §809.50) will be validated with SSA.

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- The information will be verified electronically with SSA through a weekly batch process. SSA checks the SSNs and responds overnight. Four items must match with SSA records:
 - SSN
 - Name
 - Date of Birth
 - Gender
- If all four data elements match, SSA confirms that the SSN is valid. If there are any discrepancies, SSA generates a report identifying them so that mismatches can be resolved.
- Mismatches occur for a variety of reasons:
 - Customer had a legal name change, e.g., a marriage or divorce.
 - SSA has incorrect information on the customer's date of birth, gender, or spelling of name.
 - Customer's SSN, name, date of birth, or gender was entered incorrectly into TWIST.
 - Customer is using a falsified SSN.
- SSN mismatches will be sent to Boards using encryption software.

Resolving Mismatches

Boards must ensure that SSN data discrepancies (e.g., mismatched name, date of birth, or gender) are resolved by contacting the customer by telephone to determine the correct SSN or related data, as follows:

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- If the customer cannot be reached by telephone, leave a message instructing the customer to call back within 48 hours regarding the SSN discrepancy;
- If the customer confirms the SSN in TWIST is correct, Board or Workforce Solutions Office staff:
 - requests proof—via appropriate documentation as listed in Attachment 1 to this WD Letter—of the correct data (e.g., name, date of birth, or gender); and
 - corrects the data in TWIST or advises the customer to make the corrections with SSA; or
- If the customer states that the SSN in TWIST is not correct:
 - the customer must provide proof showing the corrected SSN; and
 - Board or Workforce Solutions Office staff enters the new SSN into TWIST.

If the customer does not respond to a telephone message or if a message cannot be left, Boards must ensure that:

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- a contact letter is mailed to the customer requiring a response within 10 business days of the date of mailing;
- if the customer does not respond within 7 business days, the child care contractor provides the customer with a 15-day termination of child care services notification; and

- the child care contractor accepts documentation submitted by the customer provided within the 15-day termination notice period.

INQUIRIES:

Direct inquiries regarding this WD Letter to wfpolicy.clarifications@twc.state.tx.us.

ATTACHMENT:

Attachment 1: Acceptable Documentation for Verifying Identity

RESCISSIONS:

None

REFERENCE:

U.S. Government Accountability Office Report GAO-10-1062, issued September 22, 2010, and entitled “Child Care and Development Fund: Undercover Tests Show Five State Programs Are Vulnerable to Fraud and Abuse” <http://www.gao.gov/products/GAO-10-1062>
Texas Workforce Commission Child Care Services Rules: 40 TAC §809.50

FLEXIBILITY RATINGS:

No Local Flexibility (NLF): This rating indicates that Boards must comply with the federal and state laws, rules, policies, and required procedures set forth in this WD Letter and have no local flexibility in determining whether and/or how to comply. All information with an NLF rating is indicated by “must” or “shall.”

Local Flexibility (LF): This rating indicates that Boards have local flexibility in determining whether and/or how to implement guidance or recommended practices set forth in this WD Letter. All information with an LF rating is indicated by “may” or “recommend.”