



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY BULLETIN #13-37-SYS

*(This Policy Bulletin Replaces PB #09-140-SYS)*

### REVISION TO BEV FUNCTIONALITY IN POS

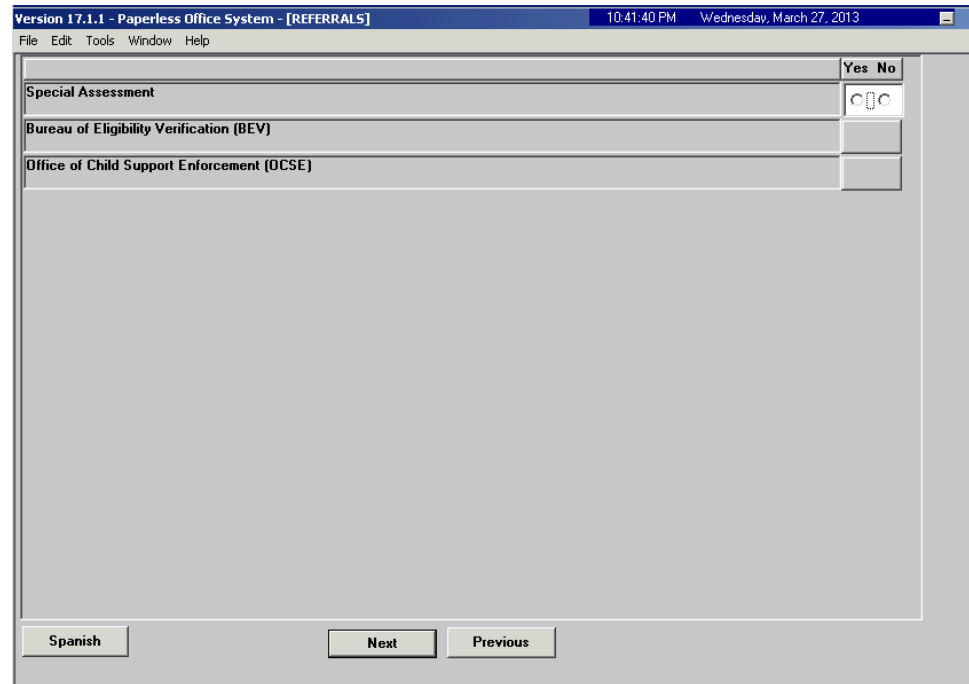
<b>Date:</b> April 18, 2013	<b>Subtopic(s):</b> Paperless Office System (POS)
<p> This procedure can now be accessed on the FIAweb.</p>	<p><b>Revisions to the Original Policy Bulletin:</b></p> <p>This policy bulletin is being revised to include the:</p> <ul style="list-style-type: none"><li>• Updated Paperless Office System (POS) screens and instructions regarding the scheduling of BEV appointments.</li><li>• Updates to the POS BEV Referral Reasons Window (<b>Attachment A</b>).</li><li>• Current list of Front End Detection System (FEDS) Codes (<b>Attachment B</b>) which correspond to the updated BEV Referral Reasons.</li><li>• <b>CILOCA</b> (Childcare In Lieu Of Cash Assistance) field in the updated <b>EVR/FEDS Case Inquiry</b> Screen examples.</li></ul> <p><b>Purpose:</b></p> <p>The purpose of this policy bulletin is to remind Job Center staff that POS can be used to schedule Bureau of Eligibility Verification (BEV) appointments for in-office and field visits for Cash Assistance (CA) applicants/reapplicants, including payee cases.</p> <p>When using POS, the JOS/Worker can schedule in-office and field visit BEV appointments in POS without the need to access the BEV Maintaining, Preparing and Processing Executive Reports (MAPPER) database.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?  
Call 718-557-1313 then press 3 at the prompt followed by 1 or  
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

Emergency Assistance for Adults (EAA) applicants do not get BEV appointments. Refer to [PD #10-34-ELI](#) for more information on when a BEV referral is not required.

New

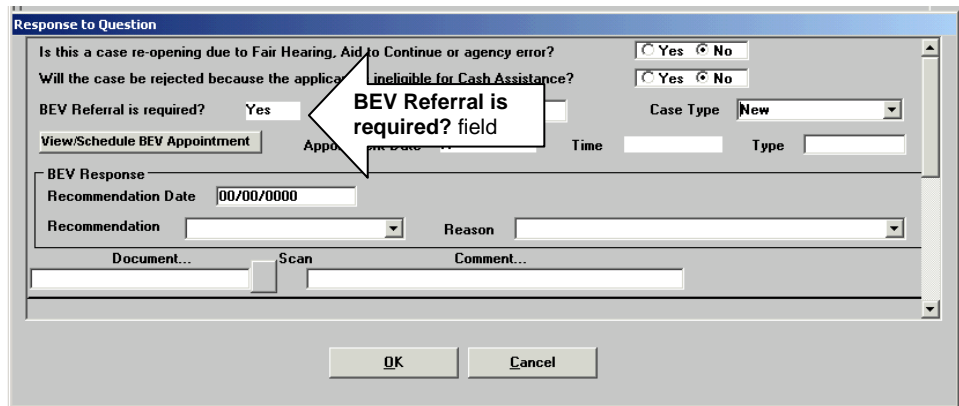
The JOS/Worker must click on the **Show** button for **Bureau of Eligibility Verification (BEV)** in the **Referrals** window within the CA Application Interview.



POS will first check whether there is an existing appointment for the applicant/reapplicant in the MAPPER database. If an appointment was already scheduled, the **BEV Referral is required?** field will display **“No”** and the JOS/Worker will be able to exit the window.

Revised

**BEV Referral** window



The JOS/Worker must then answer the following questions:

- Is this case a re-opening due to Fair Hearing, Aid to Continue or agency error?
- Will the case be rejected because the applicant is ineligible for Cash Assistance?

If the answer for either question is “**Yes**”, the **BEV Referral is required?** field will display “**No**” and the JOS/Worker will exit the window.

To book the BEV appointment, the JOS/Worker must:

- set the appointment to “**In Office**” or “**Field Visit**” as appropriate.
- select the **Case Type** from the drop down menu.
- click the **View/Schedule BEV Appointment** button for the **View/Schedule BEV Appointment** window to appear.

**Response to Question**

Is this a case re-opening due to Fair Hearing, Aid to Continue or agency error? Yes  No

Will the case be rejected because the applicant is ineligible for Cash Assistance? Yes  No

BEV Referral is required? Yes  No  **In Office**  **Field Visit**

**View/Schedule BEV Appointment** Appointment Date // Time

BEV Response  
 Recommendation Date 00/00/0000  
 Recommendation Reason

Document... Scan Comment...

OK Cancel

Select In Office or Field Visit appointment.

When the **View/Schedule BEV Appointment** window appears, the JOS/Worker must:

- click the **Make a New Appointment** or the **Reschedule the Appointment** button

If there is no prior appointment, the **Make a New Appointment** button is enabled and the **Reschedule the Appointment** and **Cancel the Appointment** buttons are disabled.

**View/Schedule BEV Appointment** window with no prior appointment

Job Center staff must **not** cancel BEV appointments unless the applicant withdraws the application.

The **Reschedule the Appointment** feature must only be used if an applicant is currently present before the JOS/Worker. It should only be used on the same day the original appointment is made. Once the applicant has left the job center, he/she must contact the BEV phone bank to reschedule the BEV appointment as indicated on the Notice to Applicant Referral to Bureau of Eligibility Verification (**W-532R**).

**Note:** JOS/Workers are **not** to use the **Cancel the Appointment** feature unless the applicant withdraws the application. The following error message will appear if the JOS/Worker clicks the **Cancel the Appointment** button and the case is not marked as a Cash Assistance application withdrawal:

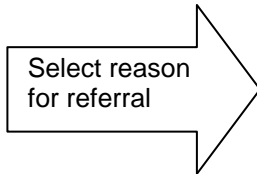
New

Once the **Make a New Appointment** or **Reschedule the Appointment** button is selected, POS displays the **BEV Referral Reasons** window. The JOS/Worker must:

- select up to three reason codes, or check the **None of the above** check box if none of the reasons apply.
- click the **OK** button in the **BEV Referral Reasons** window. POS will connect to the BEV MAPPER database to retrieve the available appointments.

Revised

Updated **BEV Referral Reasons** window



Instructions: Please select up to 3 BEV codes for each individual scheduled for an appointment. If none of the reasons apply please select "None of the above".

**Income/Resources**

NYC City employee

Resource file integrations (RFI) hit

Client left workforce within the past ninety (90) days

New Hires Match

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**Address/Household Composition**

Documents or information provided are questionable or inconsistent with application, such as different name used for signature, form

Rent paid to a relative

Moved into country within last six (6) months

P.O. Box is used as a mailing address without a reasonable explanation, e.g., high crime area

Suspected of not residing at given address or four (4) or more address changes within the past twelve (12) months

Unsure of own address

Not primary tenant

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**Other**

Social Security Validation Match is not eight (8).

Client's statement of past maintenance is questionable

Previously active with a spouse or parent, spouse or significant other recently left household

No documentation to verify identity or documentation of identity is questionable

Client states has currently or previously managed by living off the streets or through criminal/illegal activities

Children in household under 6 w/o birth certificate

None of the above

Refer to PB #13-35-SYS  
CA POS Release Notes  
Version 17.1.1.

The **BEV Referral Reasons** window will be updated effective April 22, 2013. Refer to **Attachment A** for detailed descriptions on the updated changes to the **BEV Referral Reasons** window.

**Note:** The updated BEV Referral Reasons correspond to the updated FEDS codes. Refer to **Attachment B** for the current list of FEDS Codes.

### In-Office Appointments (Non-Center 37 Cases)

The JOS/Worker must:

- click **OK** to open the **Available Appointments** window.
- accept the appointment in **Primary Appointment** or click **Change Appointment** and enter the requested date and time.
- click the **Schedule/Reschedule the Appointment** button.

Revised

**Available Appointments** window for in-office appointments

Select **Primary Appointment** or **Change Appointment**.

**Available Appointments**

The earliest available appointment is listed below. To select this appointment, click on the 'Schedule/Reschedule the Appointment' button.

If the applicant requests a different appointment date and time, click on the 'Change Appointment' radio button, enter the requested date and time and click on the 'Schedule/ Reschedule the Appointment' button

To exit the window without scheduling or rescheduling an appointment, click Cancel.

**Primary Appointment**

Center	Floor	Date	Time	Slots
040	6th	04/03/2013	10:00 AM	0002

**Change appointment**

Date  Time

The Success Message will appear. The JOS/Worker must select **“OK”**.

The screenshot shows a software window with the following elements:

- Instructions:** A text box containing "No active appointment exists for this case. You can make new appointment".
- Scheduled Date:** A text box containing "//".
- Scheduled Time:** An empty text box.
- Appt. Type:** A dropdown menu showing "SN".
- Referral Reasons:** A section with a "Code" field and a "BEV Referral Description" field.
- Success Dialog:** A modal dialog box titled "Success" with an information icon and the text "In Office BEV Appointment Scheduled." and an "OK" button.
- Buttons:** "Make a New Appointment", "Reschedule the Appointment", "Cancel the Appointment", and "Done".

The **Scheduled Date** and **Scheduled Time** field will be filled in. The JOS/Worker must click **“Done”**.

This screenshot is similar to the previous one but with the following changes:

- Scheduled Date:** The text box now contains "04/03/2013".
- Scheduled Time:** The text box now contains "10:00 AM".
- Success Dialog:** This dialog box is no longer present.
- Annotations:** A white arrow points from the text "Scheduled Date and Time filled in." to the "Scheduled Date" and "Scheduled Time" fields.

The **Appointment Date** and **Time** fields will be updated within the BEV referral window.

Appt. Date and Time fields

After scheduling an in-office appointment, the JOS/Worker must:

- open the **Print Forms** window.
- select the **W-532R** form.
- click the **Print** button.

Form **W-532R** will print and a signature capture window will appear. Staff must ensure that the applicant signs Form **W-532R**. The signature will be captured in POS. The applicant must be given Form **W-532R**.

### In-Office Appointments (Center 37 Cases)

After scheduling an in-office appointment for a case at the East River Job Center (Center # 37), the JOS/Worker must:

- open the **Print Forms** window.
- select the Notice to Applicant Referral to Bureau of Eligibility Verification (East River) (**W-593Y**) form.
- click the **Print** button.

Form **W-593Y** will print and a signature capture window will appear. Staff must ensure that the applicant signs Form **W-593Y**. The signature will be captured in POS. The applicant must be given Form **W-593Y**.

BEV In-Office Appts. for Center 37 cases occur at 32-20 Northern Blvd; appts. for all other Job Centers occur at 253 Schermerhorn St.

**Note:** For all BEV referrals, if the signature pad is unavailable, the referrals must be scanned and indexed into the HRA OneViewer.



## Field Visit Appointments

The **Available Appointment** window below will appear when the appointment is selected as a **Field Visit** from the **BEV Referral** window.

Available Appointment window for Field Visit Appointments

Borough	Date (YYYYMMDD)	Slots
BRX	20130404	0010
BRX	20130405	0010
BRX	20130408	0010
BRX	20130409	0010
BRX	20130410	0010
BRX	20130411	0010
BRX	20130412	0010
BRX	20130415	0010

Select an appt. date .

After scheduling a field visit appointment, the JOS/Worker must:

- open the **Print Forms** window.
- select the **W-523R** form.
- click the **Print** button.

Form **W-523R** will print.

## Scheduling BEV Appointments for Minors through POS

POS can also be used to schedule appointments for minors just as in the MAPPER system.

The JOS/Worker must register the minor as a payee in the beginning of the POS application process. This allows POS to recognize the minor as a payee and schedule the BEV appointment.

If the minor is not registered as the payee in POS, the following message will be displayed:

“This case is not marked as a payee case. Please update the Individual Details window and the Case Name if the case is a payee case. Update the Individual Details window if the case is not a payee case.”

When this message appears, the JOS/Worker must go back and change the relationship to payee in order to make the appointment.

If necessary, when scheduling minors through the MAPPER system, the JOS/Worker must register the minor as a payee.

**Note:** If POS is down, the JOS/Worker must schedule the appointment through MAPPER. Once Form **W-532R** is generated through MAPPER, the JOS/Worker must:

- ensure that Form **W-532R** is signed by the applicant.
- provide a copy of the signed Form **W-532R** to the applicant.
- scan and index the original copy of the signed Form **W-532R** into the case record.

See [PB #06-171-ELI](#) for information on the scheduling of minors through MAPPER.

### Appointment Outcomes

POS will reflect the outcome of the BEV appointment. If POS does not show the outcome, the JOS/Worker must:

- go to MAPPER.
- check the **EVR/FEDS Appointment Inquiry** screen to see if the BEV appointment was kept.

See PD #06-26-OPE for information on BEV outcomes.

**Note:** Once the BEV appointment is scheduled, the appointment indicator "N" is immediately populated by default.

03/21/2013	EVR/FEDS Appointment Inquiry		EVR010
IS-CTR: 067 (Linden, Brooklyn)		APP-REG/CASE# 0000000000	
Appt-Date 02/28/2013	Time 11:00 am	Appt-Case-Type FA	Invest# 00000 AL Y
Lang Ind E	Homeless N	ISAS N	Imm Need N Ref Rsns ___ ___ Ref Dt 02/21/2013
STATUS: ----- APPOINTMENT KEPT ----- EFS N			
Suf	LN	Cs-Type	Soc Sec Last Name First Name MI DOB Kept
01	00	FA	000-00-0000 DOE ANDREA CUSTODIAN Y
01	01	FA	- - DOE ANDREA 00/00/1968 Y
01	02	FA	000-00-000X DOE OMAR P 00/00/2001 Y
01	04	FA	000-00-00XX DOE TIFFANIE K 00/00/1990 Y

BEV Office Appointment Date

Appointment Kept Indicator

- If "Y" appears in the **Appointment kept indicator** field of the **EVR/FEDS Appointment Inquiry** screen, check the EVR/FEDS Case Inquiry screen for the BEV recommendation.

Revised

**Note:** If "FV-Req" field is blank, a BEV field visit has not been scheduled.

03/21/2013	EVR/FEDS CASE INQUIRY		EVR0020
Page 1 of 2		4	
Doe Andrea		IS-Ctr 067 IS-Wkr00000	App-Reg/Case# 0000000000
123 MAIN ST		Hmles N Im-Need HB N	Ref-Rsn CILOCA N
NEW YORK NY 99999		TD 26	LI E Appt-Dt 02/28/2013 Res
Ofc-Inv# 00000 S Smith		718-000-0000	Sup 00000 FV-Req 03/15/2013
Fld-Inv# 00X00 A Jones		718-000-0000	Sup 00000 Ref-Dt 03/17/2013
Fld-Inv2 000X0 K Johnson		718-000-0000	EFS AL Y Cs-Rec/Rsn R 700
Suf01:	Appl-Dt 02/21/2013	Case-Type FA	Status/Rsn/Dt
Sf LN DoB SSN Referral	AK Name	WMS RecRsn St	
01 00 Custodian 000-00-0000	02/21/2013 Y Doe, Andrea	NA	
NOTES: LN#3-U697M[SRC31].[ONE FS H/H].PA HHC=3.RENT IS \$1000MTHLY.			
01 01 00/00/1968 - -	02/21/2013 Y Doe, Andrea	R 700	
NOTES: LN#3-U697M[SRC31].[ONE FS H/H].PA HHC=3.RENT IS \$1000MTHLY.			
01 02 00/00/2001 000-00-000X	02/21/2013 Y Doe, Omar P	R 700	
NOTES: LN#3-U697M[SRC31].[ONE FS H/H].PA HHC=3.RENT IS \$1000MTHLY.			
Next App-Reg/Case#			

Application Date

Appointment Kept Indicator also appears in this screen.

BEV Office Appointment Date

BEV Field Visit Appointment Date

New CILOCA field

BEV Recommendation/Reason Code

**Note:** For information on Rec/Rsn codes, see PD #06-26-OPE.

- If “N” appears in the appointment kept indicator field of the EVR/FEDS Appointment Inquiry screen, check the EVR/FEDS Case Inquiry screen for the BEV recommendation.

**IMPORTANT:** Under no circumstances should the JOS/Worker assume that the applicant did not keep the appointment if the Appointment Kept indicator = “N”. “N” is a default code. BEV staff may not have updated MAPPER to change the default. The only way to be certain that the applicant did not keep the appointment is if the Recommendation Reason Code 900 (Failed To Keep Appointment With BEV) appears with an Investigator’s ID number.

**Note:** An Investigator ID# is needed along with the Appointment Indicator “N” to confirm that the applicant failed to keep a BEV office appointment.

02/21/2013	EVR/FEDS Appointment Inquiry	EVR010
IS-CTR: 067 (Linden, Brooklyn)		APP-REG/CASE# 0000000006
Appt-Date 02/11/2013	Time 10:00 am	Appt-Case-Type FA Invest# 00000# AL Y
Lang Ind E	Homeless N	ISAS N Imm Need N Ref Rsns _____ Ref Dt 02/17/2013
STATUS: ----- APPOINTMENT NOT KEPT -----		EFS N
Suf LN Cs-Type	Soc Sec	Last Name
01 01 SNCA	00-XX-0000	DOE
First Name MI	DOB	Kept
JANE	00/00/1980	N

Investigator ID#      Appointment Kept Indicator

**Note:** In this example, it is correct to determine the applicant has failed to keep a BEV office appointment. The BEV Recommendation Code 900, Ofc-Inv#, and Appointment Indicator “N” all appear.

02/21/2013	EVR/FEDS CASE INQUIRY	EVR0020
Page 1 of 1		1
Doe Jane	IS-Ctr 067 IS-Wkr00000	App-Reg/Case# 0000000006
	Hmles N Im-Need N HB N Ref-Rsn	CILOCA N
	TD 26	LI E Appt-Dt 02/11/2013 Res
Ofc-Inv# 00000 E JOHNSON	718-000-0000	Sup 6XXXX FV-Req
Fld-Inv#		Sup Rec-Dt 02/19/2013
Fld-Inv2		EFS N AL Y Cs-Rec/Rsn D 900
Suf01: Appl-Dt 02/03/2013	Case-Type SNCA	Status/Rsn/Dt
Sf LN DoB	SSN	Referral
01 03 00/00/2007	000-XX-0000	02/03/2013
AK	Name	WMS
N Doe, Jane		RecRsn St
NOTES:		D 900
	<span style="border: 1px solid black; padding: 2px;">Office Investigator ID#</span>	<span style="border: 1px solid black; padding: 2px;">Appointment Kept Indicator</span>
		<span style="border: 1px solid black; padding: 2px;">BEV Recommendation/ Reason Code</span>
NOTES:		
NOTES:		
Next App-Reg/Case#		

- If there is no BEV Recommendation Code, the date of the BEV office appointment has passed, and the BEV field visit has either not been scheduled or has passed, the designated worker must contact BEV for further information.

**Note:** In this example, it is **not** correct to determine that the applicant failed to keep the BEV office appointment. The Appointment Indicator "N" appears by default. The Ofc-Inv # and Rec/Rsn fields are blank; therefore no information has been entered. The designated worker must contact BEV for further information.

02/21/2013		EVR/FEDS CASE INQUIRY			EVR0020	
Page 1 of 1		1				
Smith David		IS-Ctr 067 IS-Wkr00000		App-Reg/Case# 0000000007		
99 UNDOMICILED		Hmles Y Im-Need N		HB N Ref-Rsn 88 CILOCA N		
BROOKLYN NY 11201		TD 26		LI E Appt-Dt 02/20/2013 Res		
Ofc-Inv#				Sup FV-Req		
Fld-Inv#				Sup Rec-Dt		
Fld-Inv2				EFS N AL Cs-Rec/Rsn		
Suf01: App-Dt 02/02/2013		Case-Type SNCA		Status/Rsn/Dt		
Sf LN DoB SSN Referral AK Name				WMS RecRsn St		
01 01 00/00/1961 00-X0-0000 10/08/2009 N Smith, David						
NOTES:						
NOTES:						
NOTES:						
Next App-Reg/Case#		Ofc-Inv # field blank		Appointment Kept Indicator "N"		
				Rec/Rsn field blank		

Effective April 22, 2013.

**Related Items:**

- [PB #06-171-ELI](#)
- [PB #13-35-SYS](#)
- [PD #06-26-OPE](#)
- [PD #10-34-ELI](#)

**Attachments:**

- Attachment A** Updates to POS BEV Referral Reasons Window
- Attachment B** Front End Detection (FED) Codes

## Updates to the POS BEV Referral Reasons Window

### “Income/Resources” section

- “HRA Employee” will be changed to “NYC City employee”.
- “Client recently left work force” will be changed to “Client left workforce within the past ninety (90) days”.
- “Supported by loans from family/friends” will be changed to “Supported by loans/gifts from family or friends”.
- “Expenses exceed income/grant w/o explanation” will be changed to “Financial obligations are current, but stated expenses exceed income without a reasonable explanation”.
- “Self employed without business records” will be changed to “Self employed but without adequate business records to support financial assertions”.
- “Working off the books” will be changed to “Working off the books (currently or previously)”.
- “Concealed Income” will be changed to “Evidence of concealed personal assets/non real property resources”.
- “One-Shot: EAF/ESN application needs financial review” will be added.
- “Client income tax refund already received or is expected” will be added.
- “Evidence of ownership of personal assets” will be removed.

### “Address/Household Composition” section

- “Questionable Landlord signature/document” will be changed to “Documents or information provided are questionable or inconsistent with application, such as different name used for signature, forms completed by the client(s) and document erasures”.
- “PO Box used as mailing address” will be changed to “P.O. Box is used as a mailing address without a reasonable explanation, e.g., high crime area”.
- “Frequent address changes” will be changed to “Suspected of not residing at given address or four (4) or more address changes within the past twelve (12) months”.
- “Client unsure of own address” will be changed to “Unsure of own address”.
- “Questionable address or suspect mail drop” will be changed to “Questionable address, suspected mail drop or unusual amount of recipients at address”.
- “Primary tenant with no utilities” will be changed to “Primary tenant with no utility bills (e.g., phone or electric) in his/her name”.
- “Landlord does not verify household composition” will be changed to “Landlord does not verify household composition or provides information inconsistent with the application”.
- “Household Composition” will be removed.

## Attachment A

- The following referral reasons will be added:
  - “Spouse/legally-responsible person not on application suspected of residing in household”
  - “Dependent child under 18 years old not on application suspected of residing in household”
  - “Non-Legally Responsible Relative suspected of residing in household”
  - “Child included on application suspected of not residing in household”

### “Other” section

- “Social security validation match” will be changed to “Social Security Validation Match is not eight (8)”.
- “Previously active with spouse or parent” will be changed to “Previously active with a spouse or parent, spouse or significant other recently left household”.
- “An individual has no identification to verify identity” will be changed to “No documentation to verify identity or documentation of identity is questionable”.
- “Client states they managed by living on streets” will be changed to “Client states has currently or previously managed by living off the streets or through criminal/illegal activities”.
- “Children/adults in household w/o birth certificates” will be changed to “Child(ren) or adults in the household with out-of-state, home birth or no birth certificates”.
- “Prior history of case closing” will be changed to “Prior history of denial, case closing or overpayments resulting from an investigation”.
- “Applicant is inconsistent” will be changed to “Applicant is inconsistent with prior case information”.
- “Missing absent parent information” will be changed to “No absent parent information or information is inconsistent with application”.
- “Client's past maintenance is questionable” will be changed to “Client's statement of past maintenance is questionable”.
- “Aliens with no documentation” will be changed to “Non-citizens with questionable or no documentation to substantiate immigration status”.
- “PARIS Match recipient in another state unresolved” will be changed to “PARIS Match - Active recipient in another state; current status unresolved”.
- The following referral reasons will be removed:
  - “Sanctioned individual in household”
  - “Questionable documents/shelter forms”
  - “Other applications requiring investigation”
  - “Lives alone but accompanied by an adult”

### Front End Detection System (FEDS) Codes

Section	Description	FEDS Code
Address/Household Composition	P.O. Box is used as a mailing address without a reasonable explanation, e.g., high crime area	20
Address/Household Composition	Questionable address, suspected mail drop or unusual amount of recipients at address	21
Address/Household Composition	Landlord does not verify household composition or provides information inconsistent with the application	23
Address/Household Composition	Documents or information provided are questionable or inconsistent with application, such as different name used for signature, forms completed by the client(s) and document erasures	24
Address/Household Composition	Primary tenant with no utility bills (e.g., phone or electric) in his/her name	25
Address/Household Composition	Not primary tenant	26
Address/Household Composition	Unsure of own address	27
Address/Household Composition	Moved into country within last six (6) months	28
Address/Household Composition	Out of state applicant	29
Address/Household Composition	Rent paid to a relative	30
Address/Household Composition	Suspected of not residing at given address or four (4) or more address changes within the past twelve (12) months	31
Address/Household Composition	Spouse/legally-responsible person not on application suspected of residing in household.	45



Attachment B

Section	Description	FEDS Code
Address/Household Composition	Dependent child under 18 years old not on application suspected of residing in household	46
Address/Household Composition	Non-Legally Responsible Relative suspected of residing in household	47
Address/Household Composition	Child included on application suspected of not residing in household	48
Income/Resources	Financial obligations are current, but stated expenses exceed income without a reasonable explanation	10
Income/Resources	Working off the books (currently or previously)	11
Income/Resources	Supported by loans/gifts from family or friends	12
Income/Resources	Self-employed but without adequate business records to support financial assertions	13
Income/Resources	Client left workforce within the past ninety (90) days	14
Income/Resources	Resource file integrations (RFI) hit	17
Income/Resources	Evidence of concealed personal assets/non real property resources	18
Income/Resources	Evidence of real property ownership	35
Income/Resources	One-Shot: EAF/ESN application needs financial review	36
Income/Resources	NYC City employee	66
Income/Resources	Client income tax refund already received or is expected	81

## Attachment B

<b>Section</b>	<b>Description</b>	<b>FEDS Code</b>
Income/Resources	New Hires Match	88
Other	Client states has currently or previously managed by living off the streets or through criminal/illegal activities	15
Other	Client's statement of past maintenance is questionable	16
Other	No documentation to verify identity or documentation of identity is questionable	40
Other	Non-citizens with questionable or no documentation to substantiate immigration status	41
Other	Child(ren) or adults in the household with out-of-state, home birth or no birth certificates	42
Other	Prior history of denial, case closing or overpayments resulting from an investigation	50
Other	Application is inconsistent with prior case information	51
Other	No absent parent information or information is inconsistent with application	52
Other	Previously active with a spouse or parent, spouse or significant other recently left household	53
Other	Social Security Validation Match is not eight (8).	56
Other	Duplicate assistance: another active case	58
Other	PARIS Match - Active recipient in another state; current status unresolved	89