



# FAMILY INDEPENDENCE ADMINISTRATION


Matthew Brune, Executive Deputy Commissioner

James K. Whelan, Deputy Commissioner  
Policy, Procedures, and Training

Stephen Fisher, Assistant Deputy Commissioner  
Office of Procedures

## POLICY BULLETIN #13-69-ELI

### SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM – FRONT END REVIEW (SNAP-FER) PROCESS

<p><b>Date:</b> July 17, 2013</p>	<p><b>Subtopic(s):</b> SNAP-FER, IREA</p>
<p> This procedure can now be accessed on the FIAweb.</p> <p>POS Acceptance Lock</p>	<p>The purpose of this policy bulletin is to inform Non Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Center staff of the new Supplemental Nutrition Assistance Program – Front End Review (SNAP-FER) process and to provide information regarding SNAP-FER referrals and recommendations.</p> <p><u>SNAP-FER Referrals</u></p> <p>Based on data obtained during the SNAP interview, the Paperless Office System (POS) will systematically refer SNAP applications to dedicated Investigation, Revenue and Enforcement Administration (IREA) SNAP-FER investigative staff for further review.</p> <p>Once POS refers the case to IREA, POS will enact an Acceptance Lock, whereby the SNAP Worker will <u>not</u> be allowed to <b>AC</b> (Active) the SNAP case. The SNAP POS Acceptance Lock will remain in place <i>until</i>:</p> <ul style="list-style-type: none"> <li>• a SNAP-FER recommendation has been received from IREA; or</li> <li>• 21 days has passed since the SNAP application file date and an IREA recommendation has not been received. An eligibility determination must be made within the 30 day application time frame.</li> </ul> <p>When the case is in the SNAP POS Acceptance Lock status, the SNAP Worker will only be allowed to <b>RJ</b> (Reject) or <b>CL</b> (Close) the case. The regular SNAP application process (except for activating the case) must be continued as required when the POS Acceptance Lock is in place.</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

**Important:** Eligibility decisions and initial/recurring benefit issuances must be made on applications within the applicable programmatic time frames. A SNAP-FER investigation must never delay the processing of emergency SNAP or ongoing benefits.

### IREA SNAP-FER Review

Cases selected for a SNAP-FER review will be loaded into the POS **SNAP-FER Queue**, where an IREA Supervisor will assign each case to a specific IREA Worker.

The IREA Worker will review the SNAP application and enter supporting data from the investigation into POS. The review may include verification using computer matches/databases (e.g. WMS, Lexis/Accurint, Automated City Register Information System [ACRIS], TALX, etc.).

During a SNAP-FER review, the IREA Worker may request additional documents from the applicant by adding items to the SNAP Front End Review Follow-Up Request for Information Form (**BEV-230**) via POS. Once Form **BEV-230** is completed, the form is saved into the HRA OneViewer and automatically mailed to the applicant. Form **BEV-230** directs the applicants to mail or return the documents to:

SNAP Front End Review Unit  
320 Schermerhorn Street, 3rd floor  
Brooklyn, N.Y. 11217

If the information is not returned within 10 days, the IREA Worker may recommend a rejection (deny) for “Failure to Verify” if appropriate.

**Note:** An IREA Worker may not recommend rejection simply because an applicant failed to respond to a request for information. However, if the purpose of the request for information was to verify employment or income, and there is evidence of that employment or income, then the IREA Worker may recommend to reject for “Failure to Verify”.

If the applicant returns the **BEV-230** form and requested documents to the SNAP center, SNAP center staff must:

- scan and index the documents into the HRA OneViewer; and
- email the SNAP-FER Unit at [snapfer@hra.nyc.gov](mailto:snapfer@hra.nyc.gov) indicating the documents were scanned and indexed.

See [PB #13-60-SYS](#)  
SNAP POS Release  
Notes Version 7.2.

Matches completed by  
IREA are listed in the  
**SNAP-FER**  
**Recommendation**  
window. See  
**Attachment A**.

Request of Documents  
from the Applicant

Failure to Verify  
Rejection  
Recommendation

Refer to [09-INF-12](#).

**Note:** Case Name, Case Number, Center Number, SNAP Filing Date, and Due Date from the **BEV-230** must be included in the notification email to the SNAP-FER Unit.

Once the review is completed, the IREA Worker will provide an accept, deny or reduce budget recommendation and forward the case to the IREA Supervisor for approval.

After the IREA supervisory approval, the case along with the IREA recommendation will be sent back to the SNAP Worker via POS and the POS Acceptance Lock will be removed. The SNAP Worker will review the IREA recommendation and make the final SNAP eligibility determination.

#### IREA SNAP-FER Recommendations

See SNAP-FER POS Instructions (**Attachment A**).

IREA recommendations are automatically transmitted to POS and displayed in the **SNAP-FER Recommendation** window. The **SNAP-FER Recommendation** window will appear before the **Eligibility Determination** Screen in the **SNAP Application Interview** Activity.

IREA Recommendation Received Timely

If the IREA SNAP-FER recommendation is received timely, POS will display the alert message, "SNAP-FER Recommendation Received" in the **Mail Processing Unit (MPU) Queue**.

The SNAP Worker must review the IREA recommendation displayed in the **SNAP-FER Recommendation** window and take into consideration the facts gathered during the SNAP-FER review when making a final SNAP eligibility determination. When the final SNAP determination is made, the SNAP Worker must complete the **FIA Decision based on IREA's Recommendation** section by selecting either **Case Accepted**, **Case Denied** or **Budget Reduced**.

If the SNAP Worker's determination disagrees with IREA's recommendation, POS will autocheck the **Disagree with IREA's Findings** button in the **FIA Decision based on IREA's Recommendation** section and require an entry in the **Comments** box for the Worker to indicate the reason for the FIA SNAP determination.

IREA Recommendation Not Received Within 21 Days

If the IREA SNAP-FER recommendation is not received timely (within 21 days), POS will annotate the action as "Recommendation not received within prescribed deadlines" and display the alert message, "Process Application – SNAP-FER not received" in the **MPU Queue**. POS will systematically release the Acceptance Lock.

The SNAP Worker must then make a final SNAP eligibility determination without the IREA SNAP-FER recommendation and process the SNAP application as required.

**Note:** Since the final eligibility determination rests with SNAP staff, FIA will defend the determination at fair hearings.

*Effective July 1, 2013.*

**References:**

[09-INF-12](#) Program Integrity Questions and Answers

**Related Item:**

[PB #13-60-SYS](#) SNAP POS Release Notes Version 7.2

**Attachments:**

**Attachment A** SNAP-FER POS Instructions

**Attachment B** SNAP Front End Review Follow-Up Request for Information (**BEV-230**)

☞ Please use Print on Demand to obtain copies of forms.

## SNAP-FER POS INSTRUCTIONS

The Investigation, Revenue and Enforcement Administration (IREA) in conjunction with the Family Independence Administration (FIA) Supplemental Nutrition Assistance Program (SNAP) has created a new **Supplemental Nutrition Assistance Program-Front End Review (SNAP-FER)** Activity. The system will give IREA Workers the ability to review the SNAP application and make recommendations to SNAP based on their own findings or results.

**Note:** SNAP Workers will not see the **SNAP-FER** Activity. The **SNAP-FER** Activity is only visible to IREA staff.

### New SNAP-FER Recommendation window

SNAP Workers must review the **SNAP-FER Recommendation** window, which will include IREA's recommendation to accept, deny or reduce the budget of the SNAP application. The **SNAP-FER Recommendation** window will appear before the **Eligibility Determination** Screen in the **SNAP Application Interview** Activity. The **BEV-230, Match Information, IREA Recommendation, and FIA Decision based on IREA's Recommendation** sections are located within.

### SNAP-FER Recommendation Window

The screenshot shows a software window titled "FS POS 7.2 - [SNAP-FER]". The window contains several sections with callout boxes:

- BEV-230 Section:** Points to the "Bev-230" checkbox and the "Date Sent" field.
- Match Information Section:** Points to the "Match Information" header and the "External Matches Completed" section, which includes checkboxes for ACRIS, ACCIS, LEXIS/ACCURINT, WMS, HRA VIEWER, OTHER, and TALX.
- IREA Recommendation Section:** Points to the "IREA Recommendation" section, which includes radio buttons for "Accept Case", "Deny Case", and "Reduce Budget", and a "Comments" field.
- FIA Decision based on IREA's Recommendation Section:** Points to the "FIA Decision based on IREA's Recommendation" section, which includes radio buttons for "Case Accepted", "Case Denied", "Budget Reduced", and "Disagree with IREA's Findings", and a "Comments" field.

At the bottom of the window, there are "Next" and "Previous" buttons. The status bar at the very bottom reads: "Current Activity :SNAP Application Interview BHA1 MERA (00010037600D)".

### BEV-230 Section

- IREA information regarding the SNAP Front End Review Follow-Up Request for Information form (**BEV-230**), Date Sent and Response Received Date is displayed. IREA workers can request additional information from individuals by completing the **BEV-230** form in POS. The FIA worker can view the **BEV-230** form in the HRA One Viewer.

### Match Information Section

- All External Matches Completed and reviewed by the IREA Worker are listed with comments.

### IREA Recommendation Section

- IREA's Recommendation to **Accept**, **Deny** or **Reduce Budget** with comments is displayed in this section.

### FIA Decision Based on IREA's Recommendation Section

In the FIA Decision Based on IREA's Recommendation Section, the SNAP Worker must:

- choose **Case Accepted**, **Case Denied**, or **Budget Reduced** as the final SNAP eligibility determination on the case.

POS will autoselect **Disagree with the IREA's Findings** when the SNAP Worker's determination is contrary to IREA's recommendation. In this instance, POS will require an entry in the **Comments** box for the Worker to indicate the reason for the FIA SNAP determination.

Attachment B

Form BEV-230 (page 1)



Investigation, Revenue and Enforcement Administration

Date: \_\_\_\_\_
Case Number: \_\_\_\_\_
Case Name: \_\_\_\_\_
Center Number: \_\_\_\_\_
SNAP Filing Date: \_\_\_\_\_
Subject: SNAP Front End Review

SNAP Front End Review

Follow-Up Request for Information

NOTE: As of August 29, 2012, the Food Stamp Program became known as the Supplemental Nutrition Assistance Program (SNAP).

The Supplemental Nutrition Assistance Program (SNAP) Front End Review Unit is conducting a review of your recent SNAP application. Please provide the following documents by the due date below.

Due Date: \_\_\_\_\_

Table with 6 columns: Name of Household Member, Identity, Residency, Household Composition/Size, Income (earned/unearned), Resources. Includes header 'Documentation Requirements' and 'See Page 2 for Suggested Documentation Guide'.

Note: Copies of documents are acceptable whenever proof of eligibility is presented.

If you cannot get the required documents/information by the due date, contact the SNAP Front End Review Unit at 718-254-0400 and tell the representative that you are calling regarding SNAP Front End Review.

You may submit any required documents/information by mail, or return the documents to:

SNAP Front End Review Unit
320 Schermerhorn Street, 3rd Floor
Brooklyn, NY 11217

Note: It is your responsibility to ensure that the required information reaches the Agency by the due date.

YOU WILL NOT BE DENIED FOR FAILURE TO COOPERATE WITH THIS SNAP FRONT END REVIEW. HOWEVER, FAILURE TO SUBMIT VERIFICATION AND/OR DOCUMENTATION CONCERNING A REQUIRED ELIGIBILITY FACTOR MAY MAKE YOU INELIGIBLE FOR SNAP, OR CAUSE A REDUCTION IN YOUR SNAP BENEFITS.



**Eligibility Factors and Suggested Documentation Guide**

Eligibility factor	To prove this factor, provide: <b>ONE</b> of the following
<input type="checkbox"/> <b>Identity</b> You must establish identity for each person listed	<ul style="list-style-type: none"> <li>• Photo I.D.</li> <li>• Driver's license</li> <li>• U.S. Passport</li> <li>• Naturalization certificate</li> <li>• Hospital/Doctor's records</li> <li>• Adoption papers</li> <li>• Birth/baptismal certificate</li> </ul>
<input type="checkbox"/> <b>Residence</b> You must verify your place of residence	<ul style="list-style-type: none"> <li>• Statement from landlord/primary tenant</li> <li>• Current rent receipt or lease</li> <li>• Mortgage records</li> <li>• Current mail</li> <li>• School records</li> </ul>
<input type="checkbox"/> <b>Household Composition/Size</b> You must prove who is living with you	<ul style="list-style-type: none"> <li>• Statement from nonrelative landlord</li> <li>• School records</li> </ul>
<input type="checkbox"/> <b>Earned Income</b> <input type="checkbox"/> From employer	<ul style="list-style-type: none"> <li>• Current wage stubs and statements of tips</li> <li>• Pay envelopes</li> <li>• Contact with employer</li> <li>• On letterhead, rate of pay per hour, hours worked per week, first pay date, and employer's phone number</li> </ul>
<input type="checkbox"/> From self-employment	<ul style="list-style-type: none"> <li>• Business records</li> <li>• Tax records</li> <li>• Records and related materials concerning self-employment earning's and expenses</li> <li>• Current income tax return</li> </ul>
<input type="checkbox"/> Income from rent or room/board	<ul style="list-style-type: none"> <li>• Current contribution check</li> <li>• Statement from roomer, boarder, tenant</li> <li>• Income tax record</li> </ul>
<input type="checkbox"/> <b>Unearned Income</b> <input type="checkbox"/> Child support	<ul style="list-style-type: none"> <li>• Statement from Family Court</li> <li>• Statement from person paying support</li> <li>• Check stubs</li> <li>• Official correspondence from Child Support Enforcement Unit</li> </ul>
<input type="checkbox"/> Unemployment Insurance Benefits (UIB)	<ul style="list-style-type: none"> <li>• Current award certificate</li> <li>• Official correspondence with New York State department of Labor</li> </ul>
<input type="checkbox"/> Social Security benefits (including SSI)	<ul style="list-style-type: none"> <li>• Current award certificate/letter</li> <li>• Current benefit check</li> <li>• Official correspondence from SSA</li> </ul>
<input type="checkbox"/> Veteran's benefits	<ul style="list-style-type: none"> <li>• Veteran's Administration official correspondence</li> <li>• Current award certificate/letter</li> <li>• Current benefit check</li> </ul>
<input type="checkbox"/> Worker's Compensation	<ul style="list-style-type: none"> <li>• Award certificate/letter</li> <li>• Check stub</li> </ul>
<input type="checkbox"/> Education grants and loans	<ul style="list-style-type: none"> <li>• Statement from school</li> <li>• Statement from bank</li> <li>• Statement from agency administering grant/award letter</li> </ul>
<input type="checkbox"/> Interest/dividends/royalties	<ul style="list-style-type: none"> <li>• Statement from bank or credit union</li> <li>• Statement from broker/financial institution/agent</li> </ul>
<input type="checkbox"/> Private pension/annuity	<ul style="list-style-type: none"> <li>• Current award letter</li> <li>• Current benefit check</li> <li>• Official correspondence from source of income</li> <li>• Contact with source of income</li> <li>• Current contribution check</li> </ul>



# Attachment B

Form BEV-230 (page 3)

Human Resources Administration  
Investigation, Revenue and Enforcement Administration

<input type="checkbox"/> <b>Resources</b>	<ul style="list-style-type: none"> <li>• Statement from the household</li> <li>• Statement from the nursing home</li> </ul>
<input type="checkbox"/> Bank Accounts, checking, savings, retirement (IRA and Keogh), credit union	<ul style="list-style-type: none"> <li>• Current bank records</li> <li>• Current credit card records</li> </ul>
<input type="checkbox"/> Stocks, bonds, certificates and mutual funds	<ul style="list-style-type: none"> <li>• Stock/bond certificate</li> <li>• Statement from financial institution</li> </ul>
<input type="checkbox"/> Life insurance	<ul style="list-style-type: none"> <li>• Insurance policy</li> <li>• Statement from insurance company</li> </ul>
<input type="checkbox"/> Burial trust or fund, burial plot or funeral agreement	<ul style="list-style-type: none"> <li>• Bank records</li> <li>• Burial agreement</li> <li>• Burial plot deed</li> <li>• Statement from funeral director</li> </ul>
<input type="checkbox"/> Income tax refund or Earned Income Tax Credit (EITC)	<ul style="list-style-type: none"> <li>• Refund or EITC check</li> <li>• Statement from tax office</li> </ul>
<input type="checkbox"/> Real estate other than residence	<ul style="list-style-type: none"> <li>• Deed</li> <li>• Statement from real estate broker</li> <li>• Broker's appraisal/estimate of current value by broker</li> </ul>
<input type="checkbox"/> Motor vehicle	<ul style="list-style-type: none"> <li>• Registration (older models)</li> <li>• Title of ownership</li> <li>• Appraisal of current value by dealer</li> <li>• Financing data</li> </ul>
<input type="checkbox"/> Lump sum payment	<ul style="list-style-type: none"> <li>• Statement from the source of payment</li> <li>• Lump sum check</li> </ul>
<input type="checkbox"/> Other resources	<ul style="list-style-type: none"> <li>• Household statement of current value</li> <li>• Sales slips</li> <li>• Insurance appraisal</li> </ul>