



# FAMILY INDEPENDENCE ADMINISTRATION


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Office of Procedures

## POLICY BULLETIN #14-97-OPE

(This Policy Bulletin Replaces PB #14-12-OPE, Obsoletes PB #11-52-SYS and PB #13-37-SYS)

### BUREAU OF ELIGIBILITY VERIFICATION (BEV) REFERRALS

| Date:<br>September 5, 2014   | Subtopic(s):<br>Eligibility   |
|--|---|
| <p> This procedure can now be accessed on the FIAweb.</p> <p>See <b>Attachment A</b> for the listing of FEDS Codes.</p> | <p><b>Revision to the Original Policy Bulletin:</b></p> <p>This policy bulletin is being revised to:</p> <ul style="list-style-type: none"> <li>• Inform Job Center staff that families applying for Family Assistance (FA), Safety Net Non-Cash Assistance Federally Participating (SNFP) or Safety Net Non-Cash Assistance Federally Non-Participating (SNNC) <i>without</i> Front End Detection System (FEDS) codes will not be referred to the Bureau of Eligibility Verification (BEV) for an interview.</li> <li>• Inform Job Center staff that Cash Assistance (CA) reapplicants with a BEV Recommendation, indicating eligibility and <u>less than 60 days old</u>, do not need to be referred to BEV when certain conditions are met.</li> <li>• Include updated Paperless Office System (POS) instructions regarding BEV referrals.</li> <li>• Inform Job Center staff that cases must be referred to the Bureau of Fraud Investigation (BFI) when the message “<b>331</b> Do NOT Send To BEV, Call 1-212-274-5030 To Schedule Appointment With BFI” appears.</li> </ul> <p><b>Purpose:</b></p> <p>The purpose of this policy bulletin is to inform Job Center staff of the BEV referral process.</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

Refer to [PB #14-88-SYS](#)  
CA POS Release Notes  
Version 18.2.1.

POS has been upgraded to ensure that families applying for FA, SNFP or SNNC *without* Front End Detection System (FEDS) codes are not referred to BEV for an interview. FEDS codes are assigned via POS by either:

- Conducting a FEDS code systems match by clicking the **BEV Referral Reasons (Fed Codes)** button in the **Return to Question** window; and/or
- Selecting the referral reason(s) in the **BEV Referral Reasons (Feds Codes)** window described on page 6.

Revised

### BEV Referral Criteria for New Applicants

The following applicants, including legally responsible payee cases, must be referred to BEV for an interview as part of the CA eligibility determination process (unless they meet one of the exemption criteria below):

- Families applying for CA in the FA category with a FEDS code(s);
- Families applying for CA in the SNFP and SNNC categories with a FEDS code(s);
- Individuals applying for CA in the SNFP and SNNC categories;
- All applicants applying for CA in the Safety Net Cash Assistance (SNCA) category; or
- All applicants applying for Emergency Assistance in the Emergency Assistance for Families (EAF) or Emergency Safety Net Assistance (ESNA) categories.

New

**Note:** Expedited One-Shot Cases (FEDS Code 36) must be referred to BEV.

BEV Exemption Criteria

See [PB #04-06-ELI](#) for applicants applying for EAA, the Temporary Assistance Source Book (TASB) Chapter 3, Section I (4) for Non Legally Responsible payee income/resource verification, and [PD #09-31-ELI](#) for Congregate care case processing.

New

**Note:** A BEV eligible recommendation is valid for 60 days.

The following applicants must not be referred to BEV:

- Families applying for CA in the FA, SNFP or SNNC categories *without* a FEDS code;
- Individuals applying for CA in the Emergency Assistance for Adults (EAA) category;
- Non-Legally Responsible payees; or
- Persons residing in Congregate care facilities.

### BEV Referral Criteria for Reapplicants

CA reapplicants do not need to be referred to BEV if *all* of the following conditions are met:

- BEV has provided a recommendation, within 60 days, indicating that the reapplicant is eligible;

- The reapplicant was rejected (**RJ**) for a non-BEV related reason; and
- There is no change in the applicant's financial situation, family size or address.

If *all* of the conditions above are not met, the referral criteria for new applicants must then be applied to the re-applicant.

**Note:** Even though the BEV referral may not be required when all of the above conditions are met, the reapplicant must still comply with all other agency requirements.

For example:

A household applied for CA at the Job Center on June 24 and received a BEV referral for June 27. The household received a BEV Accept (**AC**) Recommendation on July 1. However, the case was rejected for a Non-BEV related reason on July 10. On August 15 (45 days from BEV **AC** Recommendation), the household reapplied with no change to the financial situation, family size or address. A BEV referral is not required for the household; however, they must comply with all other agency requirements.

Using the example above, if there was a change in the family size, the household would be missing one of the BEV Referral Criteria for Reapplicants, and the BEV Referral Criteria for New Applicants must then be applied. If the same household (with the change in HH size) was applying for FA with no assigned FEDS code, the case would by-pass a BEV referral. If the same household was applying for FA with an assigned FEDS code, the case must be referred to BEV.

POS will make the above assessment and determine if a BEV referral is required. For cases that are not processed in POS (i.e. Multi-Suffix cases, etc.) the JOS/Worker must apply the above business rules (New Applicants/Reapplicants) and determine whether or not to manually refer the case to BEV via the Maintaining, Preparing and Processing Executive Reports (MAPPER) system.

A new BEV referral is not required for cases that were closed in error or that have received a Fair Hearing (FH) Aid to Continue (ATC). These cases must be reopened without requiring that the applicant/participant comply with BEV. To accurately identify these cases, staff must ensure that cases closed in error are reopened using Opening Code **Y42** (Closed in Error) in the "REOP" activity in POS. Cases granted ATC must be reopened in the in the Undercare subsystem by using Opening Code **Y43** (Aid to Continue).

Cases closed in error under 30 days do not require a new application registration.

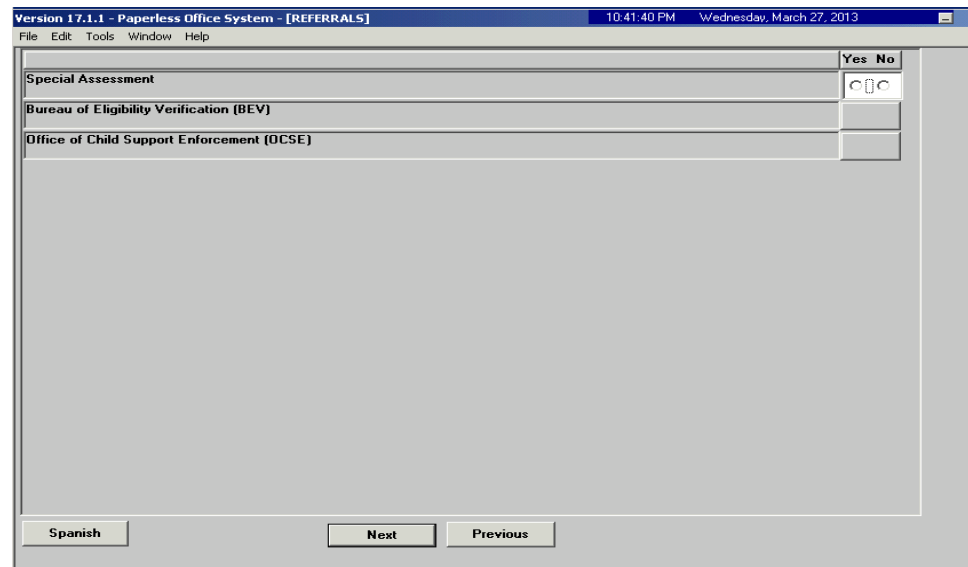
See [PD #10-34-ELI](#) for regarding CA cases closed under 30 days.

The file date for cases closed in error or granted ATC is backdated to the day after the case was closed.

### Making a BEV Referral in POS

While conducting the application interview in POS, the JOS/Worker can schedule in-office and field visit BEV appointments in POS without the need to access the MAPPER database.

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 check whether there is an existing appointment for the applicant in the MAPPER database. If an appointment has already been scheduled, the **BEV Referral is required?** field will display **“No”** and the JOS/Worker must exit the window.

BEV Referral window



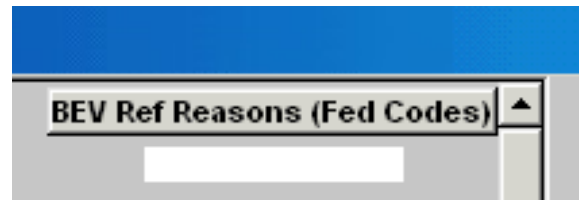
If an appointment has not been scheduled, the JOS/Worker must then answer the following questions:

- 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?

New

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

If the answer for both questions is “**No**”, the JOS/Worker must click on the new **BEV Ref Reasons (Fed Codes)** button. POS will display the **BEV Referral Reasons (FEDS Codes)** window.



POS will run business rules to determine whether there is a match for FEDS code **35** (Evidence of real property ownership) or FEDS code **89** (PARIS Match - Active recipient in another state; current status unresolved) for any household member. If a match is found, POS will populate the FEDS Code(s) in the **BEV Referral Reasons (FEDS Codes)** 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 (FEDS Codes)** window.

## BEV Referral Reasons (FEDS Codes) Window

Select reason(s)  
for referral.

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

**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

**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

OK Cancel  None of the above

**Note:** The BEV Referral Reasons correspond to the current list of FEDS codes indicated in **Attachment A**.

When the JOS/Worker checks **None of the above** in the **BEV Referral Reasons** window and no match is found for a family case (FA, SNFP, or SNNC), a FEDS code will not be assigned. A BEV appointment is not required and the **BEV Referral Required** field will have a value of **No**.

If POS determines that an appointment is required, the JOS/Worker must:

- make the appointment to **"In Office"** or **"Field Visit"** as appropriate.
- select the **Case Type** from the drop down menu.
- select the **"Yes"** or **"No"** button to answer the **One Shot Deal for Rent Arrears?** Question. The **"Yes"** option is *only* for expedited One Shot Shelter appointments.
- click the **View/Schedule BEV Appointment** button for the **View/Schedule BEV Appointment** window to appear.

Revised

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

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

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

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

The **Reschedule the Appointment** feature must only be used if an applicant is present with the JOS/Worker on the same day an original appointment is made. Once the applicant has left the Job Center, he/she must contact the BEV phone bank at **(718) 254-0400** to reschedule the BEV appointment as indicated on the Notice to Applicant Referral to Bureau of Eligibility Verification (**W-532R**) form.

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

**Note:** The **BEV Referral Reasons** window will no longer appear when the JOS/Worker clicks the **Make a New Appointment** or **Reschedule the Appointment** buttons.

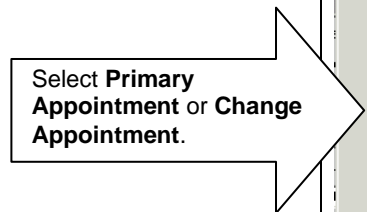
Revised

Refer to [PB #08-64-SYS](#) Bureau of Fraud Investigation (BFI) Alerts.

All appointments for Non-Center #37 cases occur at 253 Schermerhorn Street, Brooklyn, New York 11201.

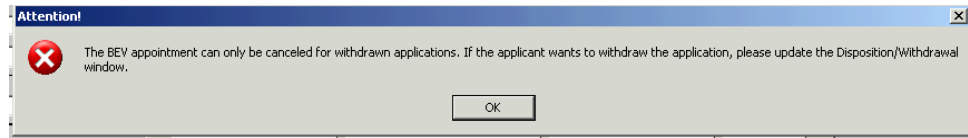
See [PB #04-87-OPE](#).

**Available Appointments** window



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

**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 CA application withdrawal:



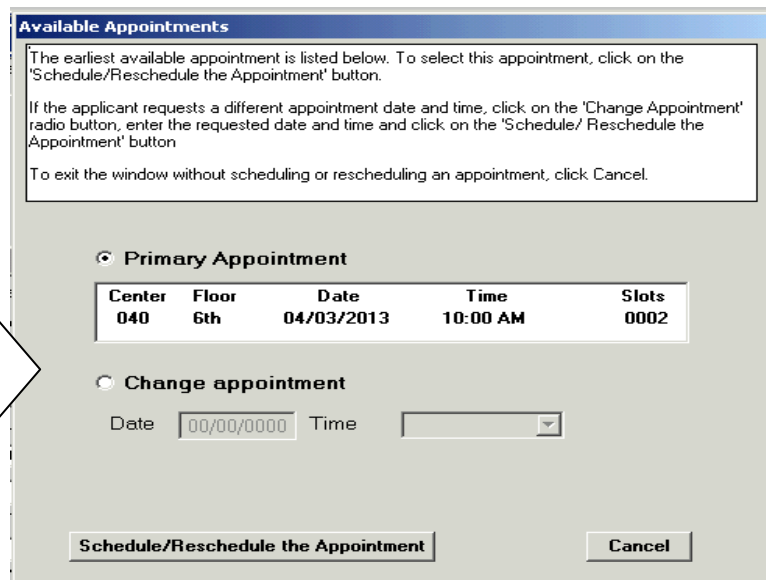
Once the **Make a New Appointment** or **Reschedule the Appointment** button is selected, POS will connect to the BEV MAPPER database to retrieve the available appointments and will open the **Available Appointments** window.

**Note:** The JOS/Worker must refer the case to the Bureau of Fraud Investigation (BFI) at 212-274-5030 when the message “**331 Do NOT Send To BEV, Call 1-212-274-5030 To Schedule Appointment With BFI**” appears. Once the BFI issue is resolved, BFI will make the BEV appointment on behalf of the applicant/reapplicant.

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

The JOS/Worker must:

- click **Primary Appointment** to accept the appointment or click **Change Appointment** and enter the requested date and time.
- click the **Schedule/Reschedule the Appointment** button.





The Success Message will appear. The JOS/Worker must select "OK".

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

Available Appointments window for in-office appointments

Scheduled Date and Time filled in.

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/re-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 (**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**.

### Field Visit Appointments

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

BEV in-office appointments for Center 37 cases occur at One Honeywell Street, Long Island City, New York 11101.

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

### Available Appointment window for Field Visit Appointments

**Available Appointments**

**Instructions:**

Please select the acceptable appointment and click 'Schedule/Reschedule the Appointment' button. To clear the selected appointment, click 'Clear'. To exit the window without scheduling or rescheduling an appointment, click 'Cancel'.

| 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  |

Buttons: Schedule/Reschedule the Appointment, Clear, Cancel

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

- open the **Print Forms** window.
- select the Notice to Applicant Referral to Bureau of Eligibility Verification (Home Visit) (**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 will allow 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.”

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

When this message appears, the JOS/Worker must 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 **W-532R** form is signed by the applicant.
- provide a copy of the signed **W-532R** form to the applicant.
- scan and index the original signed **W-532R** form into the case record.

### Requesting Additional BEV Appointment slots

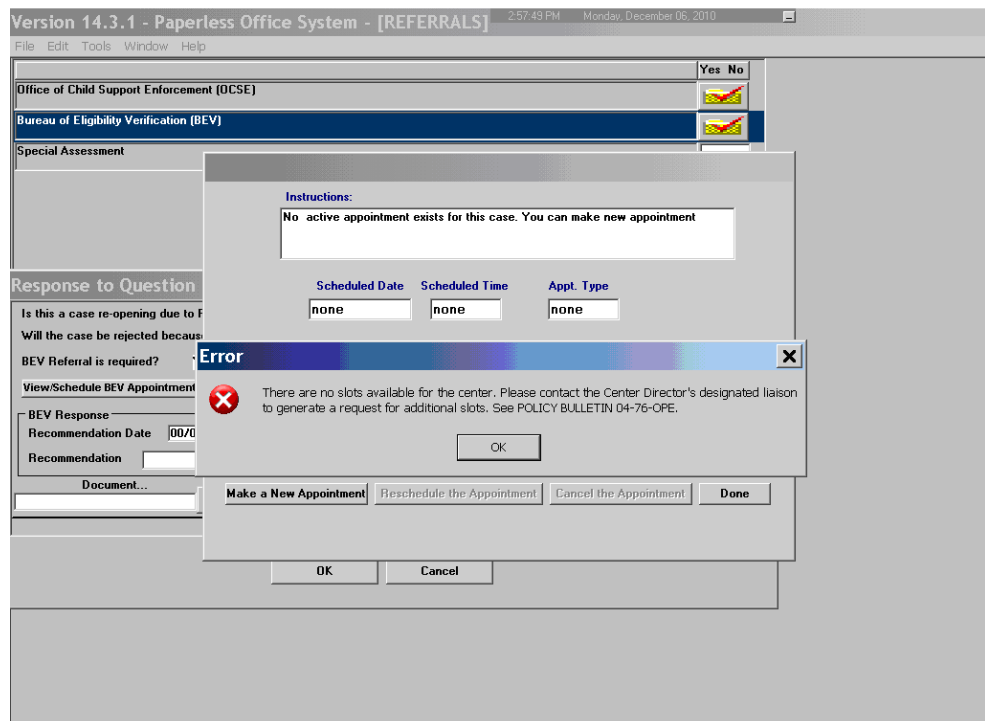
#### Requests for additional slots for Homeless Cases in POS

#### POS error message for homeless applicants/reapplicants

The following error window is displayed in POS when there are no more BEV office slots available for homeless applicants/reapplicants.

See [PB #10-34-SYS](#) (Attachment C) for more information on scheduling BEV appointments through POS.

The error message states, "There are no slots available for the center. Please contact the Center Director's designated liaison to generate a request for additional slots. See [PB #04-76-OPE](#).



See [PB #04-76-OPE](#) for information on requesting additional BEV appointment slots.

### POS – Homeless Case Instructions

When there are no BEV office appointment slots available for homeless cases, the JOS/Worker must contact the Center Director’s designated liaison to generate a request for additional BEV office appointment slots. These cases cannot receive home appointments. The request must specify that the slots are for homeless applicants.

### Requests for additional slots for Non-Homeless Cases in POS

#### POS error message for Non-Homeless applicants/reapplicants

The following error message is displayed in POS when there are no more BEV office slots available for non-homeless applicants:

“In-center slots are full. Please schedule a field visit appointment by selecting the appointment type of Field Visit.”

### POS – Non-Homeless Case Instructions

When there are no BEV office appointment slots available for non-homeless cases, the JOS/Worker must schedule the case for a BEV home appointment by accessing the “**Response to Question**” window and selecting “**Field Visit**” as the response to the “**BEV Referral is required?**” section. The JOS/Worker must continue to complete the appropriate screens to schedule the BEV home appointment.

Schedule Non Homeless cases for BEV home appointments when BEV office appointments slots are full.

## Response to Question window

Version 14.3.1 - Paperless Office System - [REFERRALS] 3:20:16 PM Monday, November 22, 2010

File Edit Tools Window Help

Office of Child Support Enforcement (OCSE)  Yes  No

Bureau of Eligibility Verification (BEV)  Yes  No

Special Assessment  Yes  No

**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 Case Type

View/Schedule BEV Appointment Appointment Date  Time  Type

BEV Response

Recommendation Date 00/00/0000

Recommendation  Reason

Document... Scan Comment...

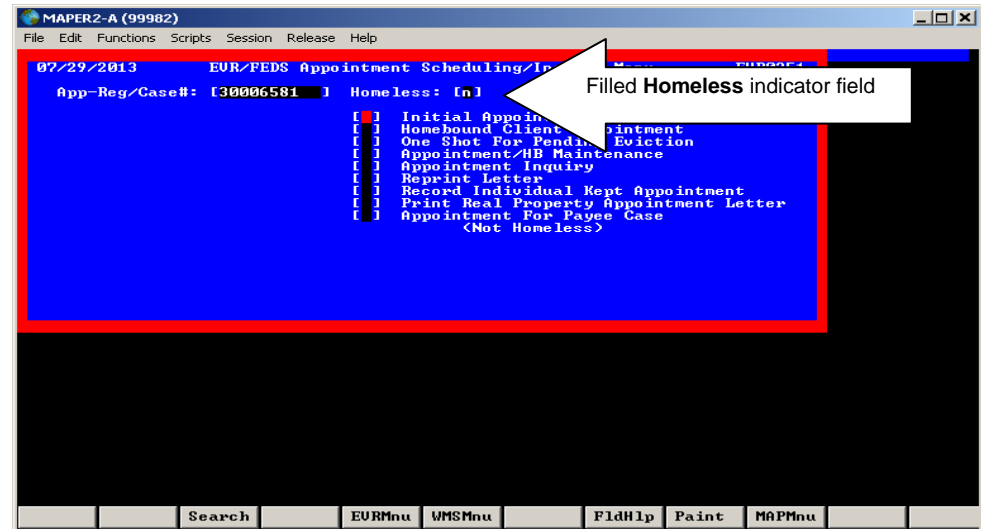
OK Cancel

**Important: MAPPER is only to be used when POS is unavailable.**  
See [PB #10-35-SYS](#) for reporting system outages.

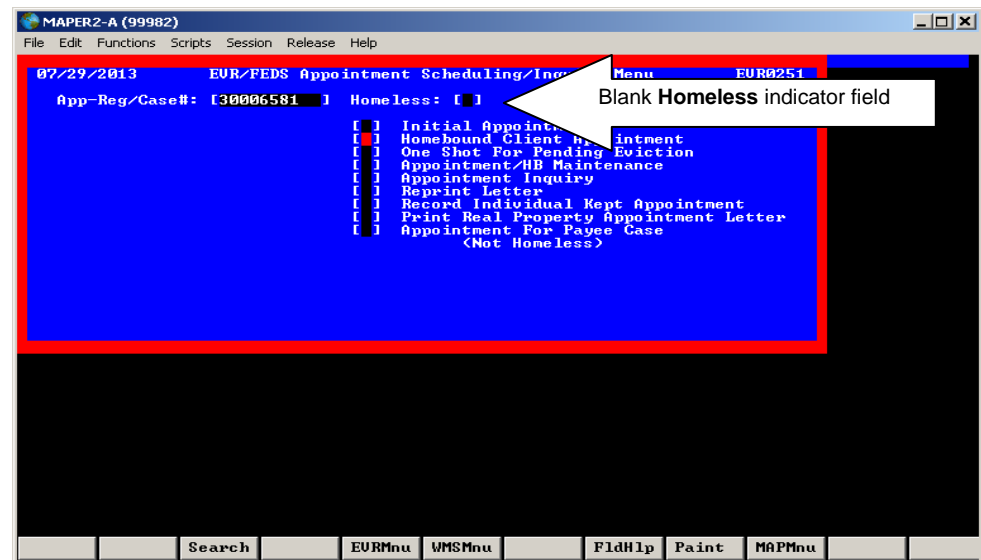
**If POS is down, the JOS/Worker must use the Maintaining, Preparing and Processing Executive Reports (MAPPER) system to schedule BEV appointments.**

The **EVR/FEDS Appointment Scheduling/Inquiry Menu** screen now has a **Homeless** indicator field. In scheduling a BEV office appointment using the:

- **Initial Appointment** option, the **Homeless** indicator field must be filled. Input **Y** if the applicant is homeless, **N** if not homeless.



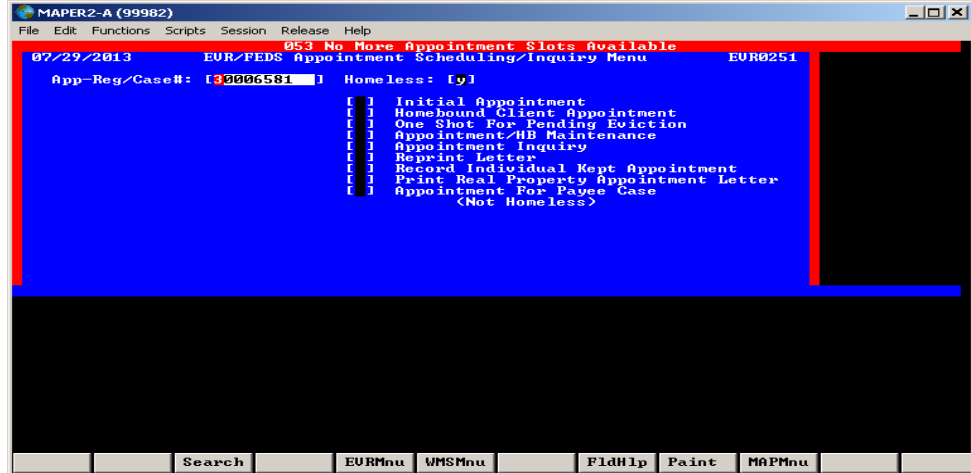
- If the **Homebound Client Appointment** option is selected, the Homeless indicator field must be “blank”.



MAPPER – Homeless Case Instructions

When there are no BEV office appointments available to a homeless applicant, the error message **“053 No More Appointment Slots Available”** appears on the **EVR/FEDS Appointment Scheduling/Inquiry Menu** screen as shown below.

**EVR/FEDS Appointment Scheduling/Inquiry Menu screen**



See [PB #04-76-OPE](#) for information on the BEV emergency email request procedure.

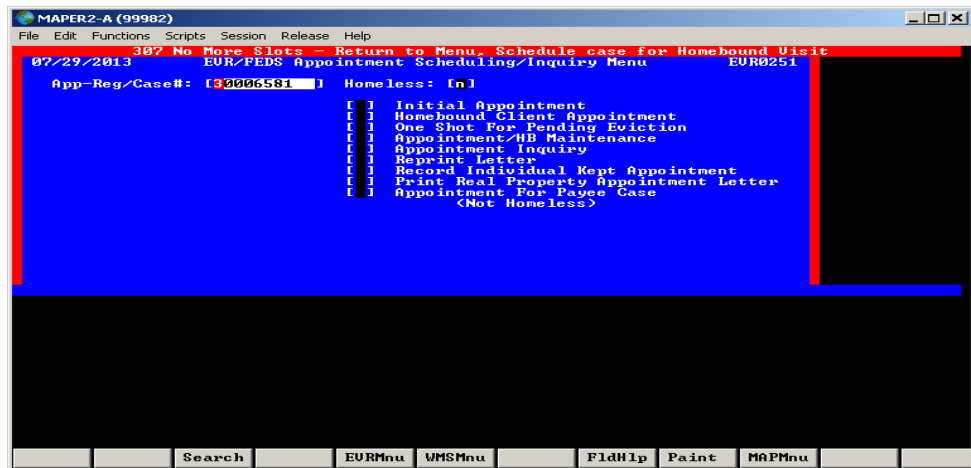
The JOS/Worker must contact the Center Director’s designated liaison to generate a request for additional office appointment slots. Homeless cases cannot receive home appointments. The request must specify that the slots are for homeless applicants.

**MAPPER – Non-Homeless Case Instructions**

Schedule Non-Homeless cases for homebound BEV appointments when office appointments slots are full.

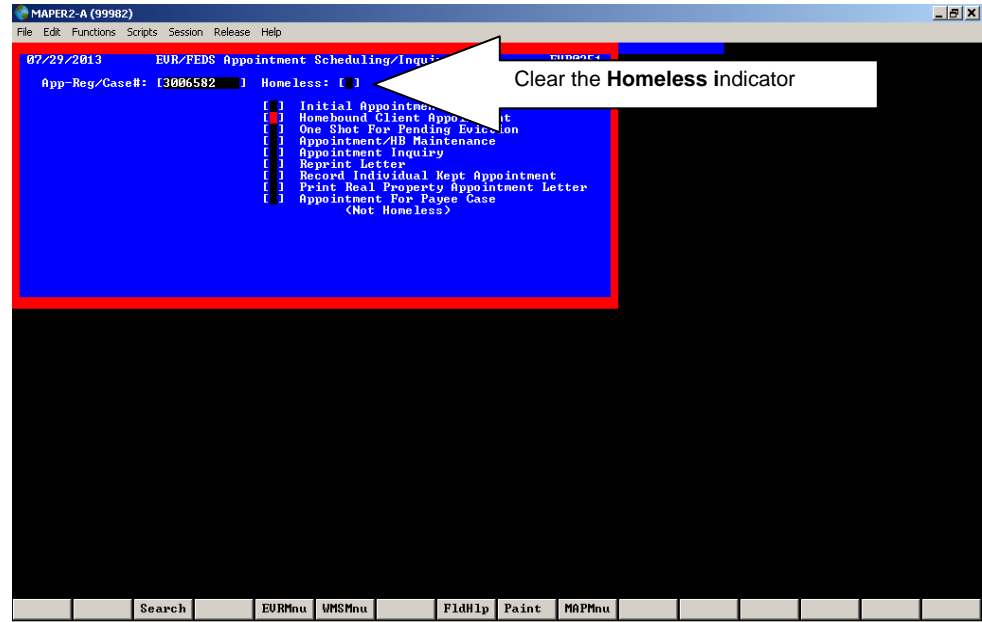
When there are no BEV office appointments available to a non-homeless applicant, the error message “**307 No More Slots – Return to Menu, Schedule case for Homebound Visit**” appears on the **EVR/FEDS Appointment Scheduling/Inquiry Menu** screen.

The selection of a homebound appointment for applicants that may not be homebound is a work around to allow home visits when office slots are full.



The JOS/Worker must clear the Homeless indicator field, and select “**Homebound Client Appointment**” on the “**EVR/FEDS Appointment Scheduling/Inquiry Menu**” to schedule a BEV home appointment.





See [PB #09-74-OPE](#) for carfare for applicant appointments to BEV.

### Carefare for Applicants/Reapplicants Scheduled for a BEV Appointment

Staff must issue only a one-way, single-ride fare in advance for an applicant/reapplicant to report to his/her BEV appointment. If he/she keeps the BEV appointment, BEV will then provide the fare required to return home. (See PB #13-19-OPE for current carefare rates).

### BEV 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 **EUR/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# 000000000  
 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.

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

03/21/2013 EVR/FEDS CASE INQUIRY **CILOCA field** EVR0020  
 Page 1 of 2

Doe Andrea IS-Ctr 067 IS-Wkr00000 App-Reg/Case# 000000000  
 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 00X00 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        | RecRsn | St |
|----|----|------------|-------------|------------|----|-------------|--------|----|
| 01 | 00 | Custodian  | 000-00-0000 | 02/21/2013 | Y  | Doe, Andrea | NA     | NA |
| 01 | 01 | 00/00/1968 | - -         | 02/21/2013 | Y  | Doe, Andrea | R 700  |    |
| 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.  
 NOTES: LN#3-U697M[SRC31].[ONE FS H/H].PA HHC=3.RENT IS \$1000MTHLY.  
 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

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 First Name MI DOB Kept                   |
| 01 01 SNCA                     | 00-XX-0000                   | DOE 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   | AK | Name      | WMS             |
| 01 03 | 00/00/2007 | 000-XX-0000 | 02/03/2013 | N  | Doe, Jane | RecRsn St D 900 |

NOTES:

Office Investigator ID#

Appointment Kept Indicator

BEV Recommendation/ Reason Code

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: Appt-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 Immediately*

**Reference:**


[Temporary Assistance Source Book](#) (TASB) Chapter 3, Section I (4)

**Related Items:**

- [PB #04-06-ELI](#) Scheduling Bureau of Eligibility Verification (BEV) Appointments
- [PB #04-76-OPE](#) Requesting Additional Bureau of Eligibility Verification (BEV) Slots
- [PB #04-87-OPE](#) Address Change for the Bureau of Eligibility Verification (BEV) Office in Brooklyn
- [PB #06-171-ELI](#) Minors and BEV Appointments
- [PB #09-74-OPE](#) Carfare for Applicant Appointments at the Bureau of Eligibility Verification (BEV)
- [PB #10-35-SYS](#) Reporting System Outages and Broken Machinery
- [PB #13-19-OPE](#) Issuance of Carfare
- [PB #13-44-SYS](#) CA POS Release Notes Version 17.1.1
- [PB #14-88-SYS](#) CA POS Release Notes Version 18.2.1

- [PD #06-26-OPE](#) Revisions to Bureau of Eligibility Verification Recommendation Codes Desk Guide
- [PB #08-64-SYS](#) Bureau of Fraud Investigation (BFI) Alerts
- [PD #09-31-ELI](#) Revision to Processing of Cases Referred by the Division of Voluntary and Proprietary Homes for Adults DVPHA
- [PD #10-34-ELI](#) Cash Assistance Cases Closed Under 30 Days  
Revisions to the Fair Hearing Compliance Process

**Attachments:**

 Please use Print on Demand to obtain copies of forms.

- Attachment A**
- W-523R** Front End Detection System (FEDS) Codes  
Notice To Applicant Referral To Bureau Of Eligibility Verification (Home Visit)  
(Rev. 7/24/12)
- W-532R** Notice To Applicant Referral To Bureau Of Eligibility Verification (Rev. 4/14)
- W-593Y** Notice To Applicant Referral To Bureau Of Eligibility Verification (East River) (Rev. 4/14)

### 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 A

| 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 A

| Section          | Description  | FEDS Code |
|------------------|--|-----------|
| 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        |



## NOTICE TO APPLICANT REFERRAL TO BUREAU OF ELIGIBILITY VERIFICATION

€ NEW                      € REAPP

Job Center : \_\_\_\_\_ Caseload: \_\_\_\_\_ Date: \_\_\_\_\_

Case Type: \_\_\_\_\_ Suffix: \_\_\_\_\_

Case Name: \_\_\_\_\_ Case Number: \_\_\_\_\_

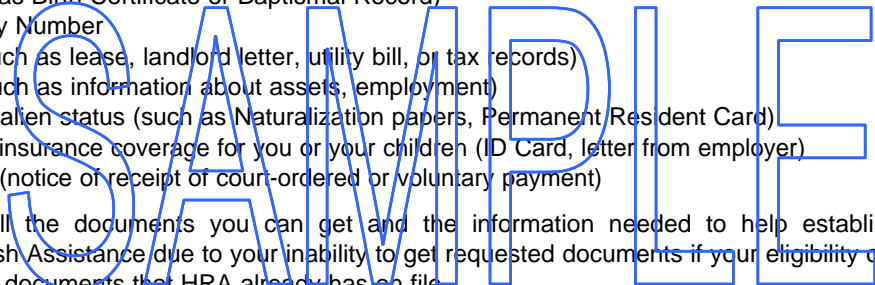
**YOUR CASE HAS BEEN SELECTED FOR A BUREAU OF ELIGIBILITY VERIFICATION (BEV) REVIEW HOME VISIT.**

This review will be conducted by BEV Investigators. The purpose of this BEV review is to verify certain items you stated on your application form or at your interview. This review will be conducted at your home by BEV investigators who will show you identification when they come to your home. The confidentiality of your application will be respected.

The BEV investigators may also contact other individuals and organizations to obtain information regarding your eligibility including residence, income and resources.

At the time of this interview you will need to have the following documents ready for review and to show proof of:

- Identity (such as Birth Certificate or Baptismal Record)
- Social Security Number
- Residence (such as lease, landlord letter, utility bill, or tax records)
- Resources (such as information about assets, employment)
- Citizenship or alien status (such as Naturalization papers, Permanent Resident Card)
- Private health insurance coverage for you or your children (ID Card, letter from employer)
- Child Support (notice of receipt of court-ordered or voluntary payment)



You must provide all the documents you can get and the information needed to help establish your eligibility. You cannot be denied Cash Assistance due to your inability to get requested documents if your eligibility can be otherwise established based on documents that HRA already has on file.

Compliance with the BEV review is part of the application process. Your application for Cash Assistance will not be considered complete if you fail, without good cause, to be home on the scheduled date or if you fail to contact the BEV office at the number indicated below to reschedule this appointment.

If you are unable to keep the BEV appointment, please call BEV at (718) 254-0400 prior to the appointment to reschedule. To reschedule this office appointment after the day of the appointment, you must contact your worker. Your request should show good cause for failure to attend your original appointment.

**If there are animals on the premises they must be securely restrained during the home visit.**

Appointment Date: \_\_\_\_\_ between 9:00 AM and 5:00 PM.

\_\_\_\_\_  
(Applicant Signature)

\_\_\_\_\_  
(Worker Signature)

### NOTICE TO APPLICANT REFERRAL TO BUREAU OF ELIGIBILITY VERIFICATION

Job Center : \_\_\_\_\_ Caseload: \_\_\_\_\_ Date: \_\_\_\_\_  
Case Type: \_\_\_\_\_ Suffix: \_\_\_\_\_  
Case Name: \_\_\_\_\_ Case Number: \_\_\_\_\_

**YOUR CASE HAS BEEN SELECTED FOR A BUREAU OF ELIGIBILITY VERIFICATION (BEV) REVIEW.**

The purpose of this BEV Review is to verify certain items you indicated in your application form or at your interview. The BEV Review includes an interview at the BEV office with all adults who are applying and, if you have a residence, a home visit, where BEV investigators will show identification. BEV investigators may also contact other individuals and organizations to obtain information regarding your eligibility, including residence, income and resources. The confidentiality of your application will be respected.

A mandatory interview has been scheduled for: \_\_\_\_\_

At: 253 Schermerhorn Street                      Floor:  
Brooklyn, NY 11201

On: \_\_\_\_\_ At: \_\_\_\_\_

**\*\*\* Please arrive ONLY at your scheduled time. \*\*\***

You MUST bring whatever documents you have, or can get, to show:

- Identity (such as Birth Certificate or Baptismal Record)
- Social Security Number
- Residence (such as lease, landlord letter, utility bill, or tax records)
- Resources (such as information about assets, employment)
- Citizenship or alien status (such as Naturalization papers, Permanent Resident Card)
- Private health insurance coverage for you or your children (ID Card, letter from employer)
- Child Support (notice of receipt of court-ordered or voluntary payment)

You cannot be denied public assistance due to your inability to get requested documents if your eligibility can otherwise be established based on documents that HRA already has on file.

Compliance with the BEV review is part of the application process. Your application will not be considered complete if you fail to report for the interview or fail to comply with a home visit.

If you are unable to keep the BEV appointment, please call BEV at (718) 254-0400 and ask for Operator "ER" prior to the appointment. To reschedule this office appointment after the day of the appointment, you must contact your worker. Your request should show good cause for failure to attend your original appointment.

\_\_\_\_\_  
(Applicant Signature)

\_\_\_\_\_  
(Worker Signature)

**TRAVEL INSTRUCTIONS:**

By Train: A, C, G - Hoyt/Schermerhorn St.  
2 or 3 to Hoyt Street

By bus: B26 - Fulton Bond Streets  
B63 - Atlantic Avenue Bond St  
B65 - Bergen and Hoyt Streets  
B37, B41, B45, B67 - Livingston and Hoyt Streets  
B25, B36, B38, B52 - Fulton Hoyt Streets

TTY Hearing Impaired Please Call: (718) 254-0445

## NOTICE TO APPLICANT REFERRAL TO BUREAU OF ELIGIBILITY VERIFICATION

Job Center : East River Caseload: \_\_\_\_\_ Date: \_\_\_\_\_  
Case Type: \_\_\_\_\_ Suffix: \_\_\_\_\_  
Case Name: \_\_\_\_\_ Case Number: \_\_\_\_\_

### YOUR CASE HAS BEEN SELECTED FOR A BUREAU OF ELIGIBILITY VERIFICATION (BEV) REVIEW.

The purpose of this BEV Review is to verify certain items you indicated on your application form or at your interview. The BEV review includes an interview at the BEV office with all adults listed on the application and, if needed, a home visit, where BEV investigators will show identification. BEV investigators may also contact other individuals and organizations to obtain information regarding your eligibility, including residence, income and resources. The confidentiality of your application will be respected.

A mandatory interview has been scheduled for: \_\_\_\_\_

At: One Honeywell Street                      Floor: 4  
Long Island City, New York 11101

On: \_\_\_\_\_ At: \_\_\_\_\_

**\*\*\* Please arrive ONLY at your scheduled time. \*\*\***

You MUST bring whatever documents you have, or can get, to show:

- Identity (such as Birth Certificate or Baptismal Record)
- Social Security Number
- Residence (such as lease, landlord/shelter letter, utility bill, or tax records)
- Resources (such as information about assets, employment)
- Citizenship or alien status (such as Naturalization papers, Permanent Resident Card)
- Private health insurance coverage for you or your children (ID Card, letter from employer)
- Child Support (notice of receipt of court-ordered or voluntary payment)

You cannot be denied public assistance due to your inability to get requested documents if your eligibility can otherwise be established based on documents that HRA already has on file.

Compliance with the BEV review is part of the application process. Your application for Cash Assistance will not be considered complete if you fail to report for the interview or fail to comply with a home visit.

If you are unable to keep the BEV appointment, please call BEV at (718) 254-0400 and ask for Operator "ER" to request a new appointment. To reschedule this office appointment after the day of the appointment, you must contact your worker. Your request should show good cause for failure to attend your original appointment.

\_\_\_\_\_  
(Applicant Signature)

\_\_\_\_\_  
(Worker Signature)

### TRAVEL INSTRUCTIONS:

By Train: M, R to 36th Street  
N or Q to 39th Avenue

By bus: Q101 to Northern Boulevard/39th Avenue  
Q102 to 31st Street/Northern Boulevard  
Q60 to Queens Boulevard/Northern Boulevard

TTY Hearing Impaired Please Call: (718) 254-0445