FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #06-26-OPE
(This Policy Directive Replaces PD #05-19-OPE)

REVISIONS TO BUREAU OF ELIGIBILITY VERIFICATION RECOMMENDATION CODES DESK GUIDE

Date:	**Subtopic(s):**
August 25, 2006	Bureau of Eligibility Verification (BEV) Codes

AUDIENCE

The instructions in this policy directive are for Job Center staff. They are informational for all other staff.

REVISIONS TO ORIGINAL DIRECTIVE

This policy directive has been revised to update the attached Bureau of Eligibility Verification Recommendation Codes Desk Guide as follows:

- Added new code **460** (Client Voluntarily Quits to Become Eligible for Benefits) to applicant codes list;
- Added code **747** (Quarterly Reporting System [QRS] Case) to participant codes list;
- Under code **410** (Failed to Meet/Exceeds Income Requirement [One Shot Deal]), on the applicant codes list, the statement "this code is applied solely to FA applications for a One Shot Deal" was deleted.
- The following codes have been deleted from the participant codes list:

  - **802** Failed to Verify Driver's License, Photo ID, Military ID
  - **804** Failed to Verify Naturalization Paper or Passport
  - **805** Failed to Verify Water Bill or Utility Bill
  - **806** Failed to Verify Birth/Baptism Certificate or Adoption Papers
  - **808** Failed to Verify Prison Release Papers

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 2 at the prompt followed by 765 or
send an e-mail to *FIA Call Center*

Distribution: X

POLICY

The Bureau of Eligibility Verification (BEV) evaluates cases and submits a recommendation. Staff must evaluate the recommendation and make an eligibility decision.

REQUIRED ACTION

On a daily basis, the Paperless Office System (POS) retrieves the BEV recommendations and populates the **BEV** section in the **Referrals** window with the data from MAPPER.

Before making an eligibility determination on an application case that has been sent to BEV, the JOS/Worker must:

- Go to the **Worker's Queue** in POS;

  - Reopen the **Application Interview** activity;
  - Use the **Screen Picklist** icon [ ] to go to the

    POS **Referrals** window;
  - Select **BEV** on the POS **Referrals** window.

Select **BEV** on the POS **Referrals** screen.
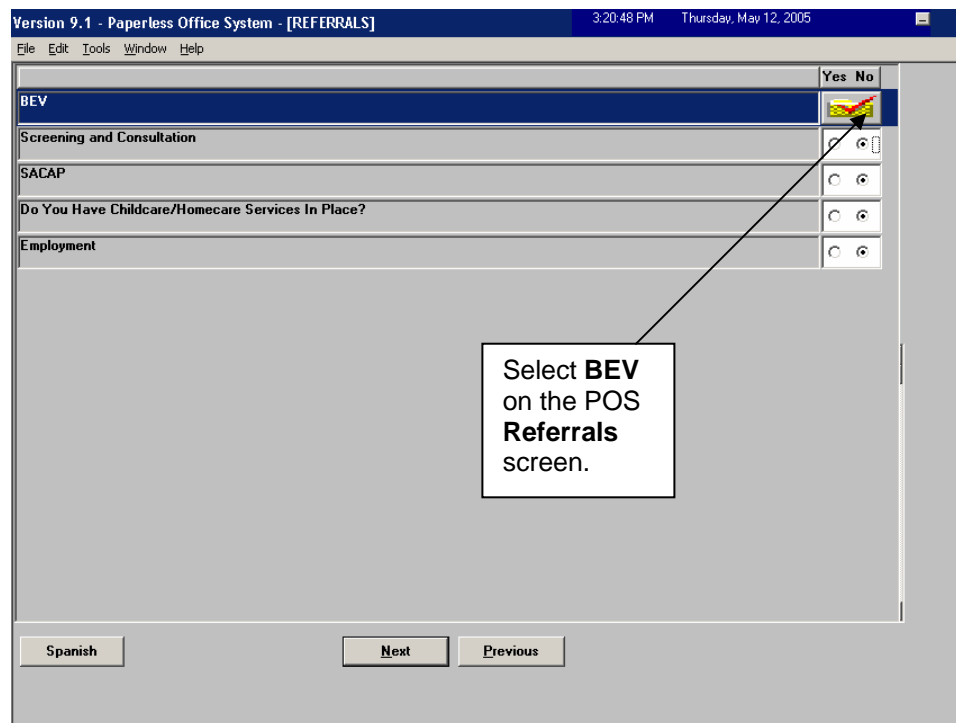
The **BEV Response to Question** window will appear.

BEV recommendation

BEV recommendation reason

Click **OK** to return to the POS **Referrals** screen
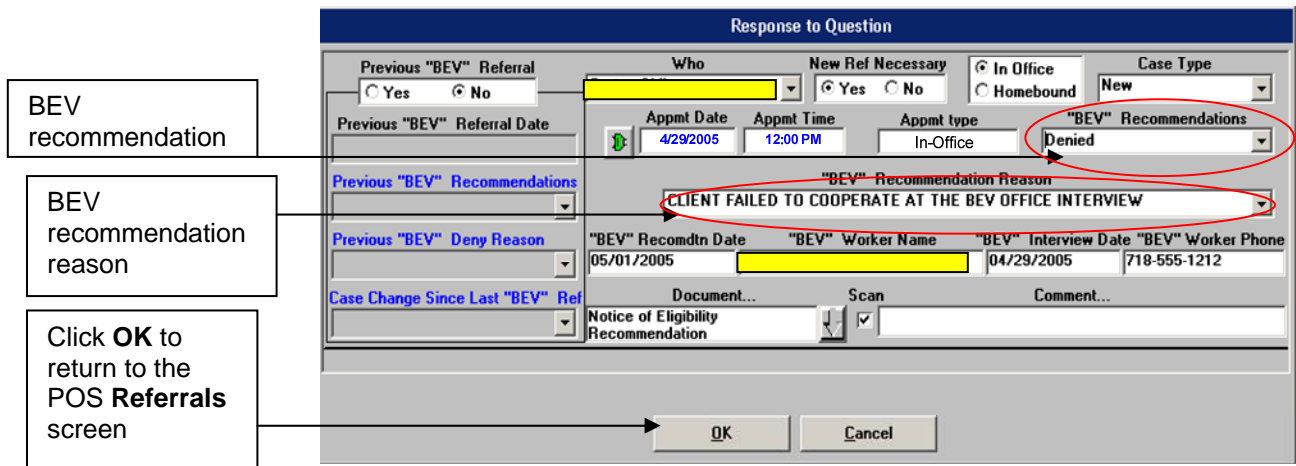
- View the BEV recommendation on the **BEV Response to Question** window;
- If necessary, refer to the BEV Recommendation Codes Desk Guide to evaluate the BEV recommendation;
- Click **OK** to return to the POS **Referrals** window;
- Click <F12> to get the **Screen Picklist**;
- Select **Individual Detail** on the **Screen Picklist**;

  - Access the **BEV** tab on the POS browser by clicking on the POS **Document Browser** icon to view the documentation that supports the BEV recommendation.

POS Document Browser icon

POS Screen Picklist icon
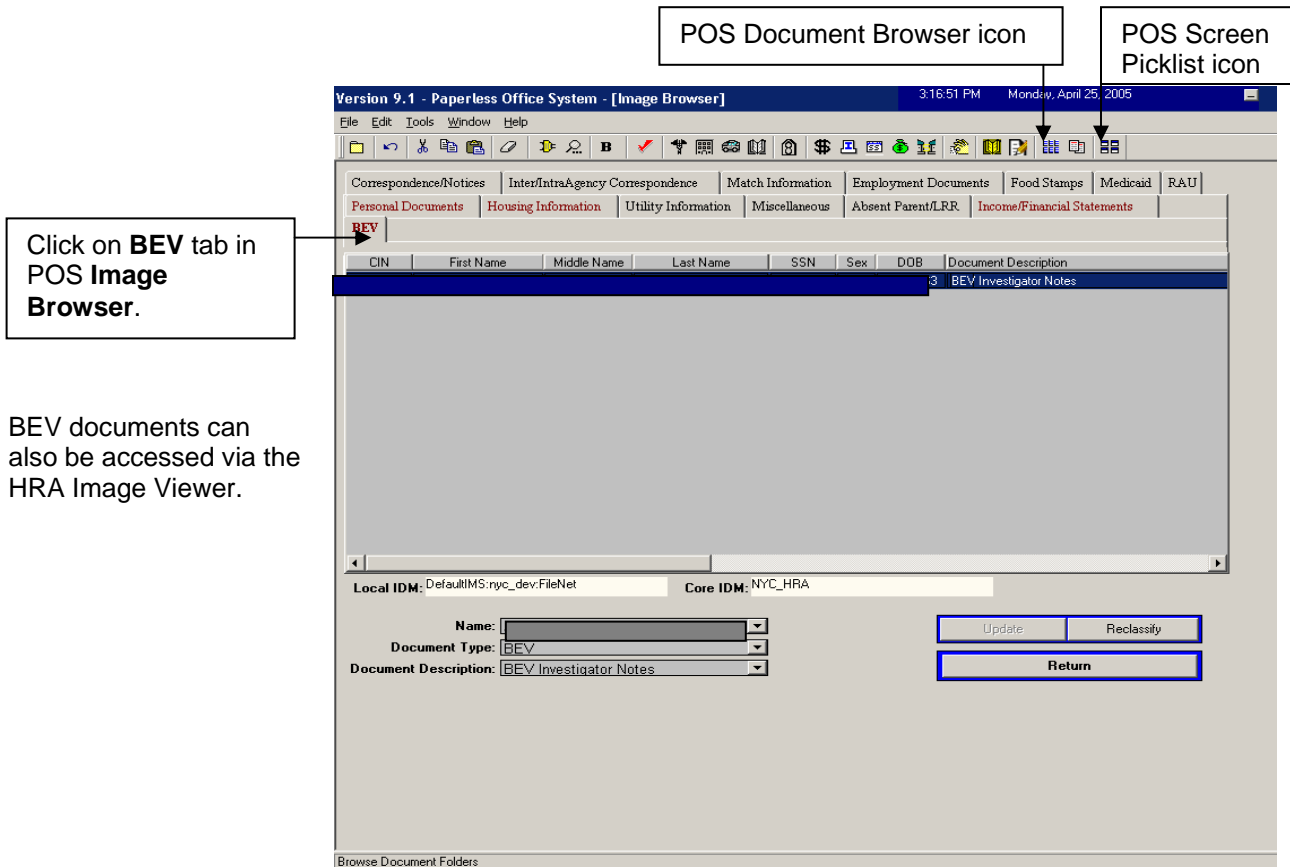
Click on **BEV** tab in POS **Image Browser**.

BEV documents can also be accessed via the HRA Image Viewer.

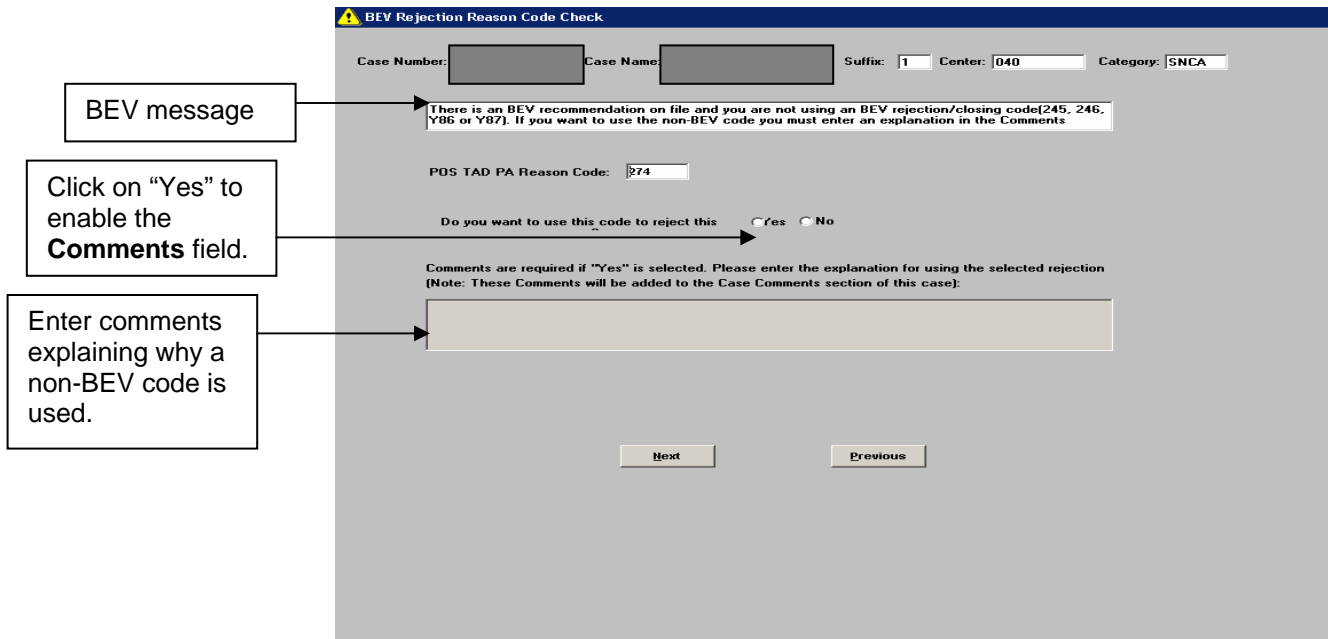Based on the information from BEV and other documentation/information received or not received from the applicant, the JOS/Worker must:

- Click on the **Screen Picklist** icon [icon] on the toolbar of the **Image Browser** window and select the **Eligibility Determination** window;

- Complete all questions from the **Eligibility Determination**, Turn-Around Document (**TAD**) and **Budget** windows;

  - When BEV recommends a public assistance case closing/denial and the Worker selects a code other than a BEV closing/denial code, the **BEV Rejection Reason Code Check** window appears with the following message:

    "There is a BEV recommendation on file and you are not using a BEV rejection/closing code (**245**, **246**, **Y86** or **Y87**). If you want to use the non-BEV code, you must enter an explanation in the Comments field."

  - Click **Yes** to enable the **Comments** field.

BEV message → (pointing to message box)

Click on "Yes" to enable the Comments field. → (pointing to Yes/No radio buttons)

Enter comments explaining why a non-BEV code is used. → (pointing to Comments field)

The screen shows:

BEV Rejection Reason Code Check

Case Number: [blank] Case Name: [blank] Suffix: 1 Center: 040 Category: SNCA

There is an BEV recommendation on file and you are not using an BEV rejection/closing code(245, 246, Y86 or Y87). If you want to use the non-BEV code you must enter an explanation in the Comments

POS TAD PA Reason Code: 274

Do you want to use this code to reject this   ○ Yes ○ No

Comments are required if "Yes" is selected. Please enter the explanation for using the selected rejection (Note: These Comments will be added to the Case Comments section of this case):

[Next]   [Previous]

- Enter the reason(s) for the eligibility determination in the **Case Comments** section;
- Prepare a **TAD** to process the case action and authorize the budget, if necessary; and
- Send the case to the AJOS/Supervisor for approval.

When reviewing application cases completed by the Worker, the AJOS/Supervisor must:

- Access the **BEV** tab on the POS browser or HRA Image Viewer to access documentation that supports the BEV recommendation;
- If necessary, return the case to the Worker for correction;
- Process the case action in accordance with current procedure.

PROGRAM IMPLICATIONS

Model Office Implications

There are no Model Office implications.

Paperless Office System (POS) Implications

There are no POS implications.

Food Stamp Implications	Failure to attend a BEV interview is not, in itself, a valid reason to deny Food Stamp (FS) benefits. For public assistance (PA)/FS applicants, the Worker must use all available information and FS program criteria to make a separate eligibility determination for food stamps.
Medicaid Implications	A separate determination for Medicaid (MA) is required if a PA case is being closed or denied for a BEV reason.

LIMITED ENGLISH SPEAKING ABILITY (LESA) AND HEARING IMPAIRED IMPLICATIONS

For Limited English Speaking Ability (LESA) and hearing-impaired applicants/participants, make sure to obtain appropriate interpreter services in accordance with PD #06-12-OPE and PD #06-13-OPE.

FAIR HEARING IMPLICATIONS

Avoidance/ Resolution	Ensure that all case actions are processed in accordance with current procedures and that electronic case files are kept up to date. Remember that applicants/participants must receive either adequate or timely and adequate notification of all actions taken on their case.
Conferences at Job Centers	An applicant/participant can request and receive a conference with a Fair Hearing and Conference (FH&C) AJOS/Supervisor I at any time. If an applicant/participant comes to the Job Center requesting a conference, the Receptionist must alert the FH&C Unit that the individual is waiting to be seen. In Model Offices, the Receptionist at Main Reception will issue an FH&C ticket to the applicant/participant to route him/her to the FH&C Unit and does not need to verbally alert the FH&C Unit Staff.
	The FH&C AJOS/Supervisor I will listen to and evaluate any material presented by the applicant/participant, review the case file and discuss the issue(s) with the JOS/Worker responsible for the case and/or the JOS/Worker's Supervisor. The AJOS/Supervisor I will explain the reason for the Agency's action(s) to the applicant/participant.

If the determination is that the applicant/participant has presented good cause for the infraction or that the outstanding Notice of Intent needs to be withdrawn for other reasons, the FH&C AJOS/Supervisor I will settle in conference (SIC), enter detailed case notes in NYCWAY and forward all verifying documentation submitted by the applicant/participant to the appropriate JOS/Worker for corrective action to be taken. In addition, if the adverse case action still shows on the "Pending" (**08**) screen in WMS, the AJOS/Supervisor I must prepare and submit a Fair Hearing/Case Update Data Entry Form (**LDSS-3722**), change the **02** to an **01** if the case has been granted aid continuing (ATC), or prepare and submit a PA Recoupment Data Entry Form (**LDSS-3573**) to delete a recoupment. The AJOS/Supervisor I must complete a Conference Report (**M-186a**).

If the determination is that the applicant/participant has not shown good cause for the infraction or that the Agency's action(s) should stand, the AJOS/Supervisor I will explain to the applicant/participant why s/he cannot settle the issue(s) in conference (SIC). The AJOS/Supervisor I must complete an **M-186a**.

Should the applicant/participant elect to continue his/her appeal by requesting or proceeding to a Fair Hearing already requested, the FH&C AJOS/Supervisor I is responsible for ensuring that further appeal is properly controlled and that appropriate follow-up action is taken in all phases of the Fair Hearing process.

Evidence Packets for Job Centers

All Evidence Packets must contain a detailed history, copies of relevant WMS screen printouts, a printout of the BEV recommendation and other documentation relevant to the action taken.

If the case is denied/closed due to a BEV recommendation, BEV will represent the Agency at the Fair Hearing and prepare its own evidence packet.

REFERENCES

05-ADM-08

ATTACHMENTS

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

Bureau of Eligibility Verification Recommendation Codes Desk Guide (Rev. 8/06)

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**Bureau of Eligibility Verification
Recommendation Codes Desk Guide**

A "**C**" will precede the code if the case was active at the time of the BEV investigation. A "**D**" will precede the code if the case was in applying status at the time of the BEV investigation.

APPLICANT/PARTICIPANT CODES

DOES NOT RESIDE AT ADDRESS ON RECORD
CODE **100** ON BEV AUTOMATED SYSTEM
Applicant/participant does not live at the address on record and BEV is unable to locate the individual. It may also indicate that the residence, as given by the applicant/participant, does not exist. This is determined after reasonable attempts are made by the field investigative unit to visit the residence. This code is also used when the applicant/participant fails to provide a document, such as a lease or letter from the landlord, containing the address on record.

PERSON NO LONGER RESIDES IN HOUSEHOLD
CODE **120** ON BEV AUTOMATED SYSTEM
Individual listed on case is no longer residing within the household. The case requires a budget reduction.

CLIENT IS NOT A RESIDENT OF NYC
CODE **150** ON BEV AUTOMATED SYSTEM
Applicant/participant is not a resident of New York City and, therefore, not eligible to receive public assistance from the City of NY. This includes individuals residing in the counties or states neighboring New York, such as Long Island, Westchester or New Jersey. Staff can check prior or concurrent NYS public assistance by entering the Social Security number on the WMS Individual Inquiry Screen (option 7 on the cross machine inquiry).

DUPLICATE CASE
CODE **200** ON BEV AUTOMATED SYSTEM
Applicant/participant has more than one active public assistance case.

FALSE SOCIAL SECURITY NUMBER
CODE **300** ON BEV AUTOMATED SYSTEM
Applicant/participant has provided BEV with a false Social Security number.

CONCEALED INCOME
CODE **353** ON BEV AUTOMATED SYSTEM
Applicant/participant failed to disclose income information that may affect his/her eligibility for public assistance.

UNDISCLOSED PRESENCE IN HOUSEHOLD OF LEGALLY RESPONSIBLE RELATIVE
CODE **370** ON BEV AUTOMATED SYSTEM
BEV's investigation reveals the presence of legally responsible relatives not previously disclosed by the applicant/participant.

APPLICANT/PARTICIPANT CODES, con't

EXCESS INCOME
CODE **400** ON BEV AUTOMATED SYSTEM
Applicant/participant has income that is sufficient to meet the budgetary needs of his/her family unit. Income represents amounts earned, such as wages, salary and Unemployment Insurance Benefits (UIB), from a previously held job.

EXCESS ASSETS
CODE **450** ON BEV AUTOMATED SYSTEM
Applicant/participant has assets that place him/her in excess of allowable thresholds for public assistance. Assets are resources such as bank accounts, an automobile or second house (first house is not a resource). If applicant/participant owns his/her residence, referral to the Real Property Unit of ORI is required.

INELIGIBLE ALIEN STATUS
CODE **500** ON BEV AUTOMATED SYSTEM
Applicant/participant failed to prove his/her citizenship or failed to provide documentation of lawful permanent residency.

OTHER
CODE **700** ON BEV AUTOMATED SYSTEM
Used solely when a recommendation for a case denial/closing does not fit into any other category. Investigator must enter a text synopsis of the reason for the case denial/closing in the **Notes** field.

RENT NOT CHARGED
CODE **750** ON BEV AUTOMATED SYSTEM
Applicant/participant is not charged rent where they are staying. This code is solely used for budget reductions.

FAILED TO RESPOND TO TWO NOTICES LEFT AT THE RESIDENCE
CODE **850** ON BEV AUTOMATED SYSTEM
Two "Notice to Telephone BEV" forms were left at the applicant/participant's residence, yet the applicant/participant did not respond by calling the BEV telephone bank to reschedule the appointment.

FAILED TO KEEP APPOINTMENT WITH BEV
CODE **900** ON BEV AUTOMATED SYSTEM
Applicant/participant failed to keep the BEV office appointment and failed to contact the BEV program to reschedule the appointment.

CLIENT DECEASED
CODE **950** ON BEV AUTOMATED SYSTEM
Applicant/participant is deceased.

<u>APPLICANT CODES</u>

FAILED TO MEET/EXCEEDS INCOME REQUIREMENT (ONE-SHOT DEAL)
CODE **410** ON BEV AUTOMATED SYSTEM
Applicant has income that is sufficient to meet the budgetary needs of his/her family unit.
Income represents amounts earned, such as wages, salary and interest.

FAILED 125% GROSS INCOME TEST
CODE **420** ON BEV AUTOMATED SYSTEM
Applicant failed the 125% gross income test for emergency payments. This code is used solely
for Emergency-Safety Net (E-SN) payment cases. It is formulated using Federal poverty
standards as guidelines.

FAILED TO DEMONSTRATE IMMEDIATE/URGENT NEED (ONE-SHOT DEAL)
CODE **430** ON BEV AUTOMATED SYSTEM
Applicant failed to demonstrate an urgent need for a One-Shot Deal. For example, an
investigation of the applicant's residence reveals that the applicant's claim of needing food or
utilities is not substantiated.

FAILED TO DISCLOSE REQUIRED INFORMATION FOR ONE-SHOT DEAL
CODE **440** ON BEV AUTOMATED SYSTEM
Applicant failed to disclose information that may affect his/her eligibility for a One-Shot Deal.

CLIENT VOLUNTARILY QUITS TO BECOME ELIGIBLE FOR BENEFITS
CODE **460** ON BEV AUTOMATED SYSTEM
Applicant left employment or reduced work hours of own accord or provoked own termination
or caused a reduction in work hours without good cause.

FLEEING FELON – OUTSTANDING WARRANT STATUS
CODE **550** ON BEV AUTOMATED SYSTEM
Applicant has been identified as having an outstanding warrant for arrest. The issue
concerning the status of that warrant must be resolved with BFI before the individual can be
accepted or reactivated for public assistance.

CLIENT ARRESTED AT BEV INTERVIEW
CODE **600** ON BEV AUTOMATED SYSTEM
Applicant arrested during the BEV interview for reasons related to his/her eligibility for
assistance.

CLIENT FAILED TO COOPERATE AT THE BEV OFFICE INTERVIEW
CODE **620** ON BEV AUTOMATED SYSTEM
Applicant failed to cooperate with in-house investigative personnel by not providing the
information needed to make a case recommendation or by voluntarily walking out while the
interview was still in progress.

APPLICANT CODES, con't

CLIENT REQUESTED WITHDRAWAL OF APPLICATION
CODE **650** ON BEV AUTOMATED SYSTEM
Applicant voluntarily requested a withdrawal of his/her application for public assistance.

FALSE DOCUMENTATION
CODE **800** ON BEV AUTOMATED SYSTEM
Applicant has provided false documentation regarding his/her identity or eligibility for assistance.

FAILED TO KEEP BEV HOME VISIT APPOINTMENT
CODE **910** ON BEV AUTOMATED SYSTEM
Applicant failed to keep the BEV home visit appointment and failed to contact BEV to reschedule the appointment.

FAILED TO COOPERATE WITH BEV FIELD INTERVIEW
CODE **920** ON BEV AUTOMATED SYSTEM
Applicant failed to cooperate with field investigative personnel by not providing the information needed to make a case recommendation.

SYSTEM DEFAULT CODES 990, 999

CASE DENIED/CLOSED PRIOR TO BEV RECOMMENDATION
CODE **990** ON BEV AUTOMATED SYSTEM
This code appears when a case has been denied or closed by FIA prior to BEV entering a case recommendation into the system.

CASE ACCEPTED/CONTINUED PRIOR TO BEV RECOMMENDATION
CODE **999** ON BEV AUTOMATED SYSTEM
This code appears when a case has been accepted or kept open by FIA prior to BEV entering a case recommendation into the system.

PARTICIPANT CODES

REFERRAL TO SPECIAL UNIT (BEV internal code – not for FIA use)
CODE **113** ON BEV AUTOMATED SYSTEM
Case referred to BEV's Special Unit for follow-up action or more intensive review.

FAILED TO RECERTIFY
CODE **118** ON BEV AUTOMATED SYSTEM
Participant failed to complete recertification process to determine eligibility for continued assistance.

CLIENT REQUESTED CASE CLOSING
CODE **670** ON BEV AUTOMATED SYSTEM
Participant requested the closing of his/her public assistance case at the time of the BEV Undercare review.

REFERRAL TO DFRP; interview completed, rent not charged (BEV internal code – not for FIA use)
CODE **717** ON BEV AUTOMATED SYSTEM
Participant completed interview process with BEV. Case referred to the Division of Financial Review and Processing (DFRP) for rebudget or recoupment action; rent not charged on this case.

REFERRAL TO DFRP; interview completed (BEV internal code – not for FIA use)
CODE **727** ON BEV AUTOMATED SYSTEM
Participant completed interview process with BEV. Case referred to the Division of Financial Review and Processing (DFRP) for rebudget or recoupment action.

CASE REQUIRES A RECOUPMENT ACTION
CODE **737** ON BEV AUTOMATED SYSTEM
Used when new income and/or resources information is revealed by the BEV review. A recalculation of the participant's benefits or a recoupment action based on a past overpayment may be necessary.

QUARTERLY REPORTING SYSTEM (QRS) CASE
CODE **747** ON BEV AUTOMATED SYSTEM
This code is used to show that the case appears in the Quarterly Reporting System and does not need BEV evaluation.

CASE REFERRED TO BFI
CODE **757** ON BEV AUTOMATED SYSTEM
Used when referring a case to BFI for follow-up action. You will need to use the **Notes** field to explain why the case is being referred to BFI. The text above for code **757** will not appear on the Recommendation Letter; instead, the text that you input in the **Notes** field will appear.

PARTICIPANT CODES, con't

FAILED TO VERIFY
CODE **801, 803, 807** AND **809** ON BEV AUTOMATED SYSTEM
Participant failed to provide the specific documentation needed to verify factors relating to his/her continued eligibility for assistance.

 801 FAILED TO VERIFY RESIDENCE
 803 FAILED TO VERIFY ASSETS
 807 FAILED TO VERIFY IDENTITY
 809 FAILED TO VERIFY SCHOOL ENROLLMENT

FAILED TO REPORT FOR ELIGIBILITY REVIEW FOR SNA APPLICATION
CODE **905** ON BEV AUTOMATED SYSTEM
This code is used for five-year time-limit participants who fail to report for the eligibility review or fail to complete an application for SNA.

FAILED REPEATEDLY TO ATTEND ARRANGED HOME VISIT
CODE **915** ON BEV AUTOMATED SYSTEM
The participant called to reschedule the home visit on several occasions, but never kept the appointment.

FAILED TO COOPERATE
CODE **921–929** ON BEV AUTOMATED SYSTEM
Participant failed to cooperate with field investigative personnel by not providing information needed to verify the following issues relating to continued eligibility:

 921 FAILED TO COOPERATE WITH BEV BY REFUSING TO ANSWER QUESTIONS REGARDING INCOME
 922 FAILED TO COOPERATE WITH BEV BY REFUSING TO ANSWER QUESTIONS REGARDING ASSETS
 923 FAILED TO COOPERATE WITH BEV BY REFUSING TO ANSWER QUESTIONS REGARDING RESIDENCE
 924 FAILED TO COOPERATE WITH BEV BY REFUSING TO ANSWER QUESTIONS REGARDING LEGALLY RESPONSIBLE SPOUSE
 925 FAILED TO COOPERATE WITH BEV BY REFUSING TO ANSWER QUESTIONS REGARDING DEPENDENT CHILDREN

PARTICIPANT CODES, con't

926 FAILED TO COOPERATE WITH BEV BY REFUSING TO ANSWER QUESTIONS REGARDING ELIGIBILITY FOR SAFETY NET ASSISTANCE (INCLUDING FEDERALLY PARTICIPATING)

927 FAILED TO COOPERATE WITH BEV BY REFUSING TO ANSWER QUESTIONS REGARDING DOCUMENTATION OF IDENTITY

928 FAILED TO COOPERATE WITH BEV BY REFUSING TO ANSWER QUESTIONS REGARDING PROOF AS TO IDENTITY, WHICH IS INCONSISTENT WITH WHAT WE HAVE

929 FAILED TO COOPERATE WITH BEV BY REFUSING TO ANSWER QUESTIONS REGARDING PROPERTY

SYSTEM DEFAULT CODES 707, 906, 909, 990

707 INVESTIGATION COMBINED WITH OTHER CASE CONTINUANCE

This code appears when a case is identified for review for more than one project and BEV has already performed an action to continue assistance on one of the projects. The first case action will be applied automatically by the BEV system to all of the projects the case is associated with.

906 FAILED TO REPORT TO BEV FOR SNA APPLICATION – OVERLAP FIA

This code appears on time-limit cases known to both BEV and FIA. This system-generated code prevents BEV from closing these cases for failure to report due to participant's possible compliance with an FIA appointment. FIA handles these cases.

909 INVESTIGATION COMBINED WITH OTHER CASE CLOSING

This code appears when a case is identified for review for more than one project and BEV has already initiated a closing on one of the projects. The first case action will be applied automatically by the BEV system to all of the projects the case is associated with.

990 CASE CLOSED PRIOR TO BEV RECOMMENDATION

This code appears when a case has been closed by FIA prior to BEV entering a case recommendation into the system.