



**Department of  
Social Services**  
Human Resources Administration  
Department of Homeless Services

Office of  
Program Accountability

## INVESTIGATION, REVENUE AND ENFORCEMENT ADMINISTRATION

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### INFORMATIONAL 2018-08-BFI

### Form Instructions: IREA-125a Second Call-In Letter (Client) and IREA-125b Second Call-In Letter (Attorney)

#### Audience

This Informational is for BFI Investigative Staff.

#### Purpose

The purpose of this Informational is to provide instruction to BFI Staff on how to use the new forms IREA-125a Second Call-In Letter (Client) and IREA-125b Second Call-In Letter (Attorney).

#### Background

The IREA-125 Call-In Letter is sent to clients who are/were recipients of Cash Assistance (CA), Supplemental Nutrition Assistance Program (SNAP) and/or Medicaid Assistance (MA). The letter informs the client that an appointment has been scheduled to appear at BFI offices due to an ongoing investigation that may result in the client owing money to the agency. Some clients do not respond to the initial IREA-125 Call-In Letter and some request legal representation.

#### Process

When a client fails to respond to the IREA-125 Call-In Letter, the Investigator sends an IREA-125a Second Call-In Letter (Client) with a new interview date, time and location. The Investigator **must** also select **one** of the following options:

- *You did not appear or contact BFI to reschedule;*
- *You rescheduled, but did not appear; or*
- *You delayed the interview so that you could get an attorney, but have not called us.*

When a client's attorney fails to respond to BFI, the Investigator sends an IREA-125b Second Call-in-Letter (Attorney) with a new interview date, time and location. The Investigator **must** also select **one** of the following options:

- *(Client Name) delayed the interview to get an attorney, but you have not scheduled an interview; or*
- *As the legal representative for (Client Name) you scheduled an appointment but did not appear.*

The new IREA-125a Second Call-In Letter (Client) and IREA-125b Second Call-In Letter (Attorney) remind the client and attorney: if the client does not attend this interview or contact the agency to reschedule, the investigation will continue and the agency will determine the most appropriate action.