



# FAMILY INDEPENDENCE ADMINISTRATION

Seth W. Diamond, Executive Deputy Commissioner




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

Lisa C. Fitzpatrick, Assistant Deputy Commissioner  
Office of Procedures

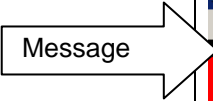
## POLICY BULLETIN #08-64-SYS

### BUREAU OF FRAUD INVESTIGATION (BFI) ALERTS

<p><b>Date:</b> June 12, 2008</p>	<p><b>Subtopic(s):</b> BEV Appointments</p>
<p> This procedure can now be accessed on the FIAweb.</p> <p>New edit</p>	<p>The purpose of this policy bulletin is to provide staff in the Job Centers with information regarding a new Bureau of Fraud Investigation (BFI) process and is informational for all others.</p> <p>To ensure that individuals whose Cash Assistance (CA) cases were closed due to a BFI issue are appropriately referred to BFI upon re-application, an alert has been programmed in the MAPPER BEV Scheduling System. The alert will be placed on the case upon closing.</p> <p>Upon re-application, when an appointment is being scheduled in the Bureau of Eligibility Verification (BEV) appointment scheduling system, the current process is to:</p> <ul style="list-style-type: none"> <li>• make a request for an appointment on the EVR/FEDS Appointment Scheduling/Inquiry Menu;</li> <li>• enter all appointment information on the EVR/FEDS Initial Appointment or the EVR/FEDS Homebound Client Referral Screen.</li> </ul> <p>A new edit in the scheduling system will automatically check the BFI Alert Table for all Social Security numbers (SSN) on the application when the BEV appointment is requested. If an SSN is found, a message will be displayed stating:</p> <ul style="list-style-type: none"> <li>• <b>331</b> Do NOT Send To BEV, Call 1-212-274-5030 To Schedule Appointment With BFI; or</li> <li>• <b>332</b> Warrant: Issue No PA/FS. Call 1-212-274-5030 To Schedule BFI Appointment.</li> </ul>

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*

When the message “331 Do NOT Send to BEV, Call 1-212-274-5030 To Schedule Appointment With BFI To Schedule Appointment With BFI” is received, the Job Opportunity Specialist (JOS)/Worker may issue an Immediate Needs and/or Expedited Food Stamp (EFS) benefits if warranted and must call BFI Intake 1-212-274-5030, to make the appointment.



```

MAPER2-A (99998)
File Edit Functions Scripts Session Release Help
331 Do NOT Send To BEV, Call 1-212-274-5030 To Schedule Appointment With BFI
01/24/2007 EUR/EFS INITIAL APPOINTMENT EUR0350
SCREEN 1 of 1
IS-CTR 13 (Waverly, Manhattan) APP-REG/CASE# 0000003936

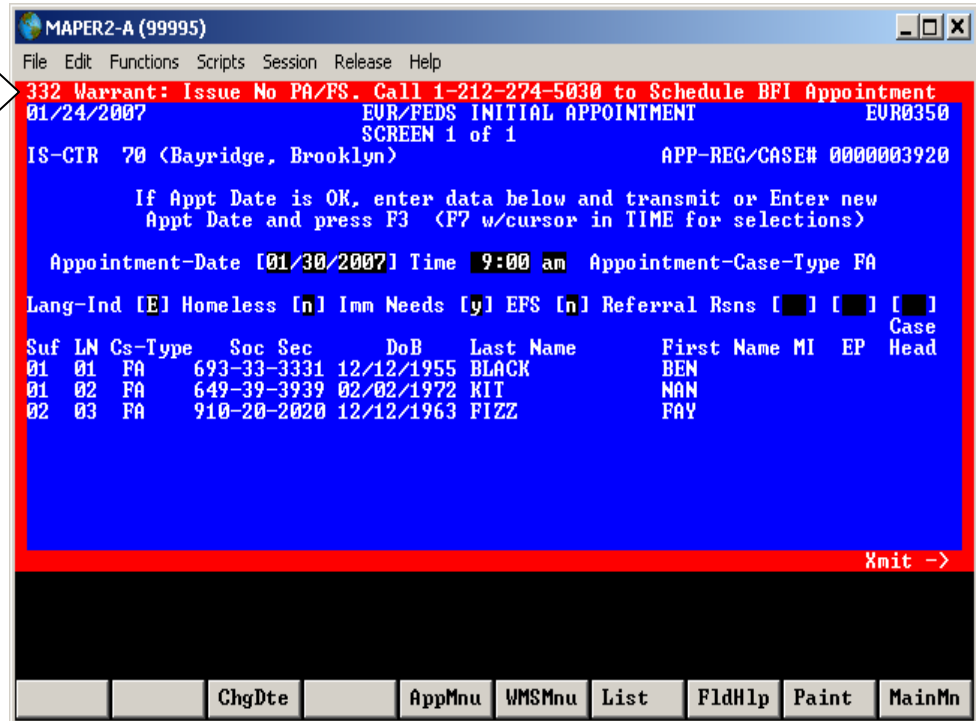
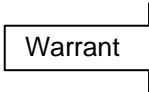
If Appt Date is OK, enter data below and transmit or Enter new
Appt Date and press F3 (F7 w/cursor in TIME for selections)

Appointment-Date [01/30/2007] Time 8:00 am Appointment-Case-Type SN
Lang-Ind [E] Homeless [n] Imm Needs [y] EFS [n] Referral Rsns [ ] [ ] [ ]
Case
Suf LN Cs-Type Soc Sec DoB Last Name First Name MI EP Head
01 01 SNNC 286-66-6666 12/12/1974 TRES TIM
02 02 SNNC 432-22-2222 01/01/1976 TREE TOM
    
```

%mit ->

ChgDte AppMnu WMSMnu List FldHlp Paint MainMn

When the message “**332 Warrant: Issue No PA/FS. Call 1-212-274-5030 to Schedule BFI Appointment**” is received, the JOS/Worker must not issue any CA and/or FS (including Immediate Needs and EFS) benefits and call BFI Intake 212-274-5030, to make the appointment with BFI.



The appointments will be scheduled as follows:

- If the Worker calls before 3:00 PM, an appointment will be made for the applicant the same day;
- If the Worker calls at or after 3:00 PM, an appointment will be scheduled for the following business day.

**Note:** If the person(s) with the **332** warrant code is a minor (17 years of age or younger), the Case Head must accompany him/her to the appointment.

To refer the applicant to BFI, the Referral to BFI Appointment Form (**W-151P**) has been created. When the BFI appointment has been scheduled, BFI Intake will inform the Worker of which BFI office the applicant should go to. The Worker will check the BFI office on the Form **W-151P**.

The JOS/Worker must enter all the appropriate information on the Form **W-151P** and:

- have the applicant sign it;
- photocopy the signed Form **W-151P** and scan it into the HRA OneViewer;
- give the applicant the original copy;
- enter case notes in the applicant’s folder stating that the applicant was referred to BFI (include the date and time of the appointment);
- e-mail the appointment letter to Mona Lake at [lakem@hra.nyc.gov](mailto:lakem@hra.nyc.gov) and cc: Zenaida Rivera at BFI; and
- instruct the applicant to call the BFI Liaison at (212) 274-5037 if he/she cannot keep the appointment for any reason.

When the applicant completes the BFI interview, the BFI Investigator will remove the Alert and schedule a BEV appointment for the applicant.

If the applicant does not show up for the BFI appointment or complete the interview, a BFI Alert: Report of Case Finding to Job Center (**BFI -148**), will be e-mailed to the Center Director with a recommendation. The JOS/Worker must:

- scan the **BFI-148** into the HRA OneViewer folder “Correspondence/Notices”;
- enter one of the following CA reject codes based on the recommendation:

▪ **BFI – CA Rejection Codes for the Alerts Process**

<u>Type</u>	<u>Code</u>	<u>Reason</u>
Warrant	<b>F35</b>	Fleeing Felon/Probation-Parole Violator (Requires a separate MA determination)
AFIS	<b>M99</b>	Receipt of Concurrent Assistance – AFIS Match – Without Aid to Continue (HH=1)
Marriage/Match	<b>M40</b>	Intentionally Providing Incorrect Information (Requires a separate MA/FS determination)

<u>Type</u>	<u>Code</u>	<u>Reason</u>
Failure to Keep Appointment	<b>W10</b>	Fail to Keep Investigatory Appointment (Requires a separate MA/FS determination)
Misrepresentation of Household	<b>M79</b>	Fail to Report Absence of Child (HH=1) (Requires a separate MA/FS determination)
Prison Identity	<b>F63</b> <b>E95</b>	In Prison (HH=1) Died (HH=1) (Requires a separate MA determination)
Identity	<b>F17</b>	Failed to Validate Incorrect SSN (HH=1)
Identity	<b>F20</b>	Failed to Provide SSN (HH=1)

Any inquires the Worker has for BFI should be made to the BFI Phone Bank/Liaison at (212) 274-4916

If seven calendar days pass without any information from the Investigation, Revenue and Enforcement Administration (IREA), the Worker must check the MAPPER System to learn the status of the BEV appointment.

*Effective Immediately*

**Attachments:**

- W-151P** Referral for BFI Appointment (6/12/08)
- W-151P(S)** Referral for BFI Appointment (Spanish) (6/12/08)
- BFI-148** BFI Alert Report of Case Finding to Job Center (Rev. 4/08)

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

Date: \_\_\_\_\_  
Case Number/\_\_\_\_\_  
App-Reg: \_\_\_\_\_  
Case Name: \_\_\_\_\_  
Job Center: \_\_\_\_\_

### Referral for BFI Appointment

Dear \_\_\_\_\_,  
Applicant's Name

\_\_\_\_\_ is the subject of a pending investigation and must appear  
Subject's Name  
at the Bureau of Fraud Investigation. If the subject of the investigation is 17 years of age or younger, you must accompany him/her to the interview. The appointment is on:

Date: \_\_\_\_\_ Time: \_\_\_\_\_

at the address checked below:

**250 Church Street, 3rd Floor**  
**New York, NY (Manhattan)**  
between Leonard and Franklin Streets

**45-22 32nd Place, 1st Floor**  
**Long Island City, NY (Queens)**  
between Queens Boulevard and 47th Avenue

Please bring this letter and proof of identity for all persons named in this letter to your appointment.

If you cannot keep this appointment, call (212) 274-5037.

I understand that if the subject of the investigation fails to report for the interview, my application for Cash Assistance may be denied.

\_\_\_\_\_  
Casehead's Signature Date

**If the subject of the investigation is not the applicant and is 18 years of age or over he/she must sign below:**

I understand that I am the subject of an investigation and agree to appear for the interview.

\_\_\_\_\_  
Subject's Signature Date

#### **TRAVEL INSTRUCTIONS**

**To Manhattan Office:** 1 Train to Franklin Street or A, C, E, J, 2, or 3 to Chambers Street.  
The office is located between Leonard and Franklin Streets.

**To Queens Office:** 7 Train to 33rd Street/Rawson. Applicants coming from Manhattan or Brooklyn should transfer at 42nd Street/Grand Central or Times Square for the 7 train. Applicants coming from the Bronx should take the 4, 5, or 6 train to 42nd Street/Grand Central and then transfer to a Queens-bound 7 train to 33rd Street/Rawson.

Fecha: \_\_\_\_\_  
Número del Caso/  
Cita-Registro: \_\_\_\_\_  
Nombre del Caso: \_\_\_\_\_  
Centro de Trabajo: \_\_\_\_\_

### Envío para Cita de BFI

Estimado \_\_\_\_\_,  
Nombre del Solicitante

\_\_\_\_\_ es objeto de una investigación pendiente y debe presentarse ante la  
Nombre del Objeto de la Investigación  
Oficina de Investigación de Fraude (Bureau of Fraud Investigation – BFI). Si el objeto de la investigación tiene 17 años de  
edad o menos, usted tiene que acompañarle a la entrevista. La cita es el:

Fecha: \_\_\_\_\_ Hora: \_\_\_\_\_

en la dirección marcada más abajo:

**250 Church Street, 3er Piso**  
**New York, NY (Manhattan)**  
entre Leonard Street y Franklin Street

**45-22 32nd Place, 1er Piso**  
**Long Island City, NY (Queens)**  
entre Queens Boulevard y 47th Avenue

Favor de traer a su cita esta carta y prueba de identidad para todas las personas nombradas en esta carta.

Si no puede asistir a esta cita, llame al (212) 274-5037.

Entiendo que si el objeto de la investigación no se presenta a la entrevista como debido, mi solicitud de Asistencia en Efectivo podría ser rechazada.

\_\_\_\_\_  
Firma de la Cabeza del Caso

\_\_\_\_\_  
Fecha

**Si el objeto de la investigación no es el solicitante, y además tiene 18 años de edad o más, él/ella tiene que firmar más abajo:**

Entiendo que yo soy el objeto de una investigación y acuerdo presentarme a la entrevista.

\_\_\_\_\_  
Firma del Objeto de la Investigación

\_\_\_\_\_  
Fecha

#### INDICACIONES DE VIAJE

**A la Oficina de Manhattan:** El tren 1 a Franklin Street o el A, C, E, J, 2, o el 3 a Chambers Street.  
La oficina está ubicada entre las calles Leonard y Franklin.

**A La Oficina de Queens:** El tren 7 a la parada 33 Street/Rawson. Solicitantes viajando desde Manhattan o Brooklyn deben cambiarse en la parada de 42nd Street/Grand Central o Times Square al tren 7. Solicitantes viajando desde el Bronx deben tomar el tren 4, 5, o 6 a la parada 42nd Street/Grand Central y después cambiarse al tren 7 que va hacia Queens, hasta la parada 33rd Street/Rawson.



HUMAN RESOURCES ADMINISTRATION  
**BUREAU OF FRAUD INVESTIGATION**  
250 CHURCH STREET, 3<sup>RD</sup> FLOOR  
NEW YORK, NY 10013

### BFI Alert Report of Case Finding to Job Center

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

To: \_\_\_\_\_  
Center Liaison Job Center

From: \_\_\_\_\_  
Investigator Telephone Number

Re: Case Name: \_\_\_\_\_ Case/App-Reg. No: \_\_\_\_\_  
Household Member: \_\_\_\_\_  
Last Name First Name

Applicant/Household Member failed to keep the BFI appointment: \_\_\_\_/\_\_\_\_/\_\_\_\_  
Date Time

Applicant/Household Member failed to provide documents needed to resolve issue(s).

Applicant/Household Member failed to complete and/or cooperate at the interview.

Notes (include missing documents, if any):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please take appropriate case action.