



OFFICE OF POLICY, PROCEDURES, AND TRAINING

POLICY BULLETIN # 23-07-OPE (This Policy Bulletin Replaces PB #19-56-OPE)

BUREAU OF ELIGIBILITY VERIFICATION (BEV) AUTOMATED REFERRALS

<p>Date: February 7, 2022</p>	<p>Subtopic(s): Eligibility</p>
	<p>Revision to the Original Policy Bulletin:</p> <p>This policy bulletin is being revised to inform staff that:</p> <ul style="list-style-type: none"> • OTDA has approved a new Front End Detection System (FEDS) plan (referred to as the <i>FEDS Demonstration</i> or <i>FEDS DEMO</i> below). • The FEDS DEMO will be implemented in two stages. In the initial stage, there will be no Bureau of Eligibility Verification (BEV) Field Visits and no BEV Office Visits. Only clients with a listed phone number should be referred to BEV. The only BEV referrals should be for phone conferences. In the second stage, full implementation, BEV Field or Office appointments can be scheduled, as directed below. • Under the new BEV referral plan, FEDS indicators will be assigned automatically by the Paperless Office System (POS) when an applicant meets pre-established criteria. The Job Opportunity Specialist (JOS)/Worker will not have the ability to manually select FEDS indicators, or to resolve or remove FEDS indicators during the interview process. The JOS/Worker will be responsible for scheduling BEV appointments for clients who receive automated FEDS indicators. • A new option, BEV referrals by telephone, was added. BEV referrals will be scheduled for telephone conferences by default, unless the applicant is identified in POS as Home Visit Needed/Homebound (HVB/HB) and the applicant does not have access to a telephone or has a reasonable accommodation requiring in-person interactions. • Once BEV is fully implemented, an in-office BEV appointment can be scheduled if the applicant does not have access to a telephone or has a reasonable accommodation requiring in-person interactions.

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

- POS screenshots were updated to add “telephone” as an option for BEV referrals.
- POS screenshots for “in-office” and “field visit” options for BEV referrals were updated.
- The Applicant Referral to Bureau of Eligibility Verification Scheduled Telephone Conference Interview (**BEV-255**) and Notice to Applicant Referral to Bureau of Eligibility Verification (Home Visit) (**W-523R**) forms were added.
- The **BEV-251** and **BEV-255** forms will be mailed to the applicant using the Print to Mail (PTM) process for BEV referrals made during Family Independence Administration (FIA) telephone appointments. For referrals made during FIA in-office appointments, the **BEV-251** and **BEV-255** forms will be printed and given to the applicant.
- The **W-523R** form will be mailed to the applicant using the PTM process.
- The JOS/Worker must send an e-mail to BEVEmergencySlotRequests@hra.nyc.gov to request additional BEV office or telephone appointment slots, if there are no BEV office or telephone appointment slots available.
- The default BEV appointment type is “telephone”. Screenshots were added to reflect the new Telephone Appointment Indicator.
- For applicants who kept their BEV appointment, the Appointment Kept Indicator will be changed to “Y” and will be transmitted to the Maintaining and Preparing Executive Reports (MAPPER) system nightly.
- 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, staff must send an e-mail to BEVTelephoneBank@dss.nyc.gov.
- A new BEV recommendation code **R-701** (No Contact Made with Client) was added and should be selected when BEV does not make successful contact with the applicant. Benefits Access Center staff will make an eligibility decision based on the documents and verification available in the applicant case record. Benefits Access Center staff must not reject or deny an application solely based on the **R-701** recommendation code.

Purpose:

The purpose of this policy bulletin is to inform HRA Benefits Access Center staff of the enhanced Bureau of Eligibility Verification (BEV) automated referral process.

POS was updated and programmed to automatically identify applicants that should be referred to BEV based on new programmed business rules. These rules will determine whether a BEV appointment must be scheduled based on the information provided and recorded during the eligibility interview.

New Information

FEDS DEMO Indicators

CODE	NEW CODE DESCRIPTION
14	Large Grant request (one-shot deal >\$10K)
30	Client living in private housing, but reports \$0 of income, \$0 of expenses, \$0 of resources, and \$0 of arrears
42	DART FEDS list match
52	ThreatMetrix Match
60	IPV sanction
89	PARIS Match - Active recipient in another state; current status unresolved

Note: In the initial stage, only the FEDS **42** code will be active. None of the other codes will appear.

Resolving a BEV Referral in POS

The JOS/Worker will not have the ability to resolve or remove FEDS indicators during the interview process.

Making a BEV Referral in POS

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

BEV referrals should be scheduled for telephone conferences by default, unless the following criteria is met:

- If the applicant is identified in POS as Home Visit Needed/Homebound (HVB/HB) and the applicant does not have access to a telephone or has a reasonable accommodation requiring in-person interactions, only then can a field visit be scheduled.

New Information

Revised

- If the applicant does not have access to a telephone or has a reasonable accommodation requiring in-person interactions, only then can an in-office appointment be scheduled.

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

Revised

- Make the appointment to “**telephone**”, “**in-office**”, or “**field visit**” as appropriate.
- The default BEV appointment type is “telephone.”
- For homebound applicants, the “telephone” option will be selected by default. Only if the applicant does not have access to a telephone or has a reasonable accommodation requiring in-person interactions should a “field visit” appointment be scheduled.
- For non-homebound applicants, the “telephone” option will be selected by default. Only if the applicant does not have access to a telephone or has a reasonable accommodation requiring in-person interactions should an “in-office” appointment be scheduled.
- In-office BEV referral will be used for undomiciled applicants with no telephone.

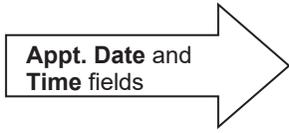
View/Schedule BEV Appointment window with no prior appointment

Revised

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.



Instructions:
 No active appointment exists for this case. You can make new appointment

Scheduled Date: // [] Scheduled Time: [] Appt. Type: SN []

Referral Reasons

Code: [] BEV Referral Description: []

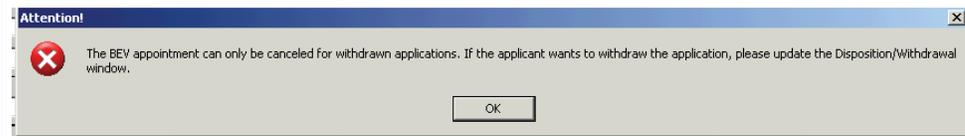
Make a New Appointment Reschedule the Appointment Cancel the Appointment Done

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 HRA Benefits Access Center, the applicant must contact the BEV telephone bank at **(718) 254-0400** to reschedule the BEV appointment as indicated on the Notice to Applicant Referral to Bureau of Eligibility Verification (**BEV-251**), Applicant Referral to Bureau of Eligibility Verification Scheduled Telephone Conference Interview (**BEV-255**) or Notice to Applicant Referral to Bureau of Eligibility Verification (Home Visit) (**W-523R**) forms.

Revised

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:

HRA Benefits Access Center staff must **not** cancel BEV appointments unless the applicant withdraws the application.



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.

Telephone Appointments

This is the default BEV Referral screen in POS.

Is this a case re-opening due to Fair Hearing, Aid to Continue or agency error? Yes No BEV Ref Reasons (Fed Codes) ^

Will the case be rejected because the applicant is ineligible for Cash Assistance? Yes No

BEV Referral is required? Case Type CILOCA Case?

View/Schedule BEV Appointment Appointment Date // Time Type

BEV Response

Recommendation Date 00/00/0000 Confirmation Number

Recommendation Reason

Document... Scan Comment...

OK Cancel Scroll Between Rows

Is this a case re-opening due to Fair Hearing, Aid to Continue or agency error? Yes No BEV Ref Reasons (Fed Codes) ^

Will the case be rejected because the applicant is ineligible for Cash Assistance? Yes No

BEV Referral is required? In Office Field Visit Telephone

View/Schedule BEV Appointment Appointment Date // Time Type

BEV Response

Recommendation Date 00/00/0000 Confirmation Number

Recommendation Reason

Document... Scan Comment...

OK Cancel Scroll Between Rows

Select Telephone appointment.

The JOS/Worker must:

- Click the **View/Schedule BEV Appointment** button.
- Click the **Make a New Appointment** button.

Instructions:

No active appointment exists for this case. You can make new appointment

Scheduled Date Scheduled Time Appt. Type

//

Referral Reasons

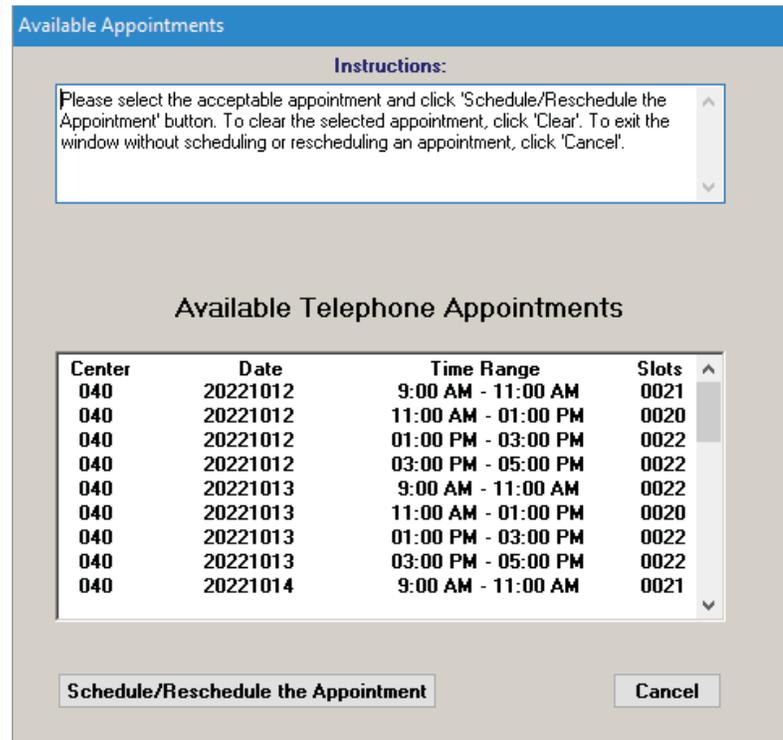
Code	BEV Referral Description

Make a New Appointment Reschedule the Appointment Cancel the Appointment Done

Scheduled Date and Time Fields

Select from the available appointment dates and times for a Telephone appointment and click the **Schedule/Reschedule the Appointment** button.

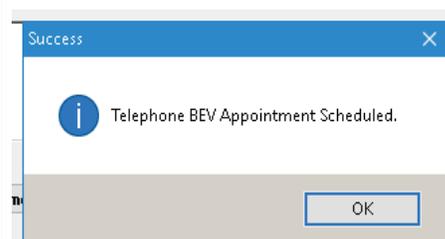
Available Telephone Appointments window



Note: If the selected appointment date is within 15 days of the current date, the following message will appear when the user clicks the **Schedule/Reschedule the Appointment** button.



The Success message will appear. The JOS/Worker must select **OK**.



The **Scheduled Date** and **Scheduled Time** fields will be filled in. The JOS/Worker must click **“Done”**.

Instructions:
The following active appointment exists for this case. If the date is not convenient, you can either reschedule or cancel the appointment

Scheduled Date	Scheduled Time	Appt. Type
06/02/2022	09:00 AM	SN

Referral Reasons

Code	BEV Referral Description
21	21 - NYC residency is questionable

Buttons: Make a New Appointment, Reschedule the Appointment, Cancel the Appointment, Done

The **Appointment Date**, **Time**, and **Confirmation Number** fields will be updated within the BEV referral window.

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 In Office Field Visit Telephone

BEV Ref Reasons (Fed Codes): 21

Case Type: New

CILOCA Case?: No

View/Schedule BEV Appointment: Appointment Date: 06/02/2022 Time: 09:00 AM Type: SN

BEV Response

Recommendation Date: 00/00/0000 Confirmation Number: BEV2022 [REDACTED]

Recommendation: [REDACTED] Reason: [REDACTED]

Document... Scan Comment...

Buttons: OK, Cancel, Scroll Between Rows

If the applicant is being interviewed by a JOS/Worker in person, after scheduling a telephone conference appointment, the JOS/Worker must:

- open the **Print Forms** window;
- select the **BEV-251** or **BEV-255** form, if applicable;
- click the **Print** button.

For BEV referrals made during FIA telephone appointments, the **BEV-251** or **BEV-255** will be mailed to the applicant using the Print to Mail (PTM) process.

Revised

In-Office Appointments

This is the default BEV Referral screen in POS.

Revised

Is this a case re-opening due to Fair Hearing, Aid to Continue or agency error? Yes No BEV Ref Reasons (Fed Codes) ^

Will the case be rejected because the applicant is ineligible for Cash Assistance? Yes No

BEV Referral is required? Case Type

View/Schedule BEV Appointment Appointment Date // Time Type

BEV Response

Recommendation Date Confirmation Number

Recommendation Reason

Document... Scan Comment...

OK Cancel Scroll Between Rows

Select In Office appointment.

Is this a case re-opening due to Fair Hearing, Aid to Continue or agency error? Yes No BEV Ref Reasons (Fed Codes) ^

Will the case be rejected because the applicant is ineligible for Cash Assistance? Yes No

BEV Referral is required? In Office Field Visit Telephone Case Type

View/Schedule BEV Appointment Appointment Date // Time Type

BEV Response

Recommendation Date Confirmation Number

Recommendation Reason

Document... Scan Comment...

OK Cancel Scroll Between Rows

The JOS/Worker must:

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

- Click the **View/Schedule BEV Appointment** button.
- Click the **Make a New Appointment** button.

Appt. Date and Time fields

Instructions:

No active appointment exists for this case. You can make new appointment

Scheduled Date Scheduled Time Appt. Type

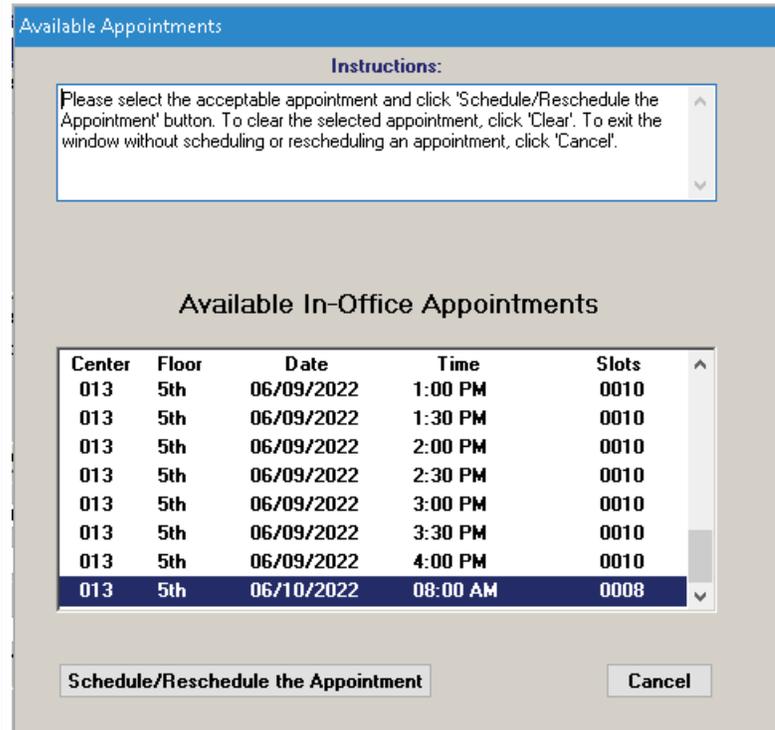
Referral Reasons

Code	BEV Referral Description

Make a New Appointment Reschedule the Appointment Cancel the Appointment Done

Select from the available appointment dates and times for an In-Office appointment and click the **Schedule/Reschedule the Appointment** button. The selected timeslot will be highlighted.

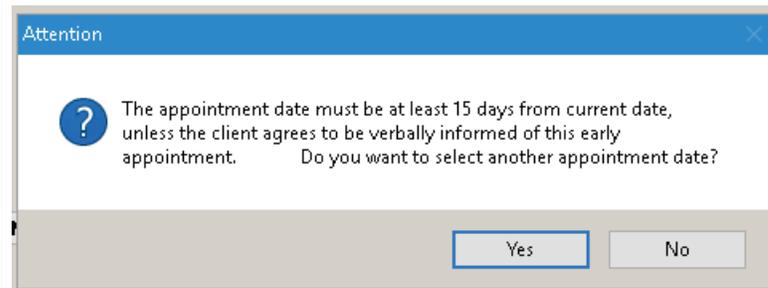
Available In-Office Appointments window



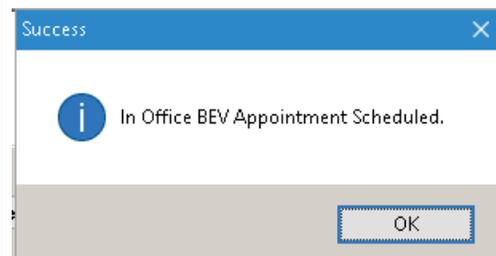
Revised

Revised

Selecting **“Schedule/Reschedule the Appointment”** results in following message:



Selecting **No** will result in a successful confirmation of a scheduled In-Office appointment. The JOS/Worker must select **“OK”**.



The **Scheduled Date** and **Scheduled Time** fields will be filled in. The JOS/Worker must click **“Done”**.

Instructions:
The following active appointment exists for this case. If the date is not convenient, you can either reschedule or cancel the appointment

Scheduled Date	Scheduled Time	Appt. Type
06/10/2022	08:00 AM	SN

Referral Reasons

Code	BEV Referral Description
21	21 - NYC residency is questionable

Buttons: Make a New Appointment, Reschedule the Appointment, Cancel the Appointment, Done

Scheduled Date and Time filled in.

The **Appointment Date**, **Time**, and **Confirmation Number** fields will be updated within the BEV referral window.

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 Telephone

Case Type: New

CILOCA Case? No

Appointment Date: 06/10/2022 Time: 08:00 AM Type: SN

BEV Response

Recommendation Date: 00/00/0000 Confirmation Number: BEV2022 [REDACTED]

Recommendation: [REDACTED] Reason: [REDACTED]

Document... Scan Comment...

Buttons: OK, Cancel, Scroll Between Rows

After scheduling an in-office appointment, the JOS/Worker must:

- open the **Print Forms** window;
- select the **BEV-251** or **BEV-255** form, if applicable;
- click the **Print** button.

For applicant with BEV referrals made during FIA in-office appointments, the **BEV-251** or **BEV-255** form will be printed and the applicant must be given the **BEV-251** or **BEV-255** form.

Revised

Field Visit Appointments

This is the default BEV Referral screen in POS.

Revised

Is this a case re-opening due to Fair Hearing, Aid to Continue or agency error? Yes No BEV Ref Reasons (Fed Codes) ^

Will the case be rejected because the applicant is ineligible for Cash Assistance? Yes No

BEV Referral is required? Case Type

View/Schedule BEV Appointment Appointment Date // Time Type

BEV Response

Recommendation Date 00/00/0000 Confirmation Number

Recommendation Reason

Document... Scan Comment...

OK Cancel Scroll Between Rows

Appt. Date and Time fields

Is this a case re-opening due to Fair Hearing, Aid to Continue or agency error? Yes No BEV Ref Reasons (Fed Codes) ^

Will the case be rejected because the applicant is ineligible for Cash Assistance? Yes No

BEV Referral is required? In Office Field Visit Telephone

View/Schedule BEV Appointment Appointment Date // Time Type

BEV Response

Recommendation Date 00/00/0000 Confirmation Number

Recommendation Reason

Document... Scan Comment...

OK Cancel Scroll Between Rows

Select Field Visit appointment.

The JOS/Worker must:

- Click the **View/Schedule BEV Appointment** button.
- Click the **Make a New Appointment** button.

Instructions:

No active appointment exists for this case. You can make new appointment

Scheduled Date	Scheduled Time	Appt. Type
//		SN

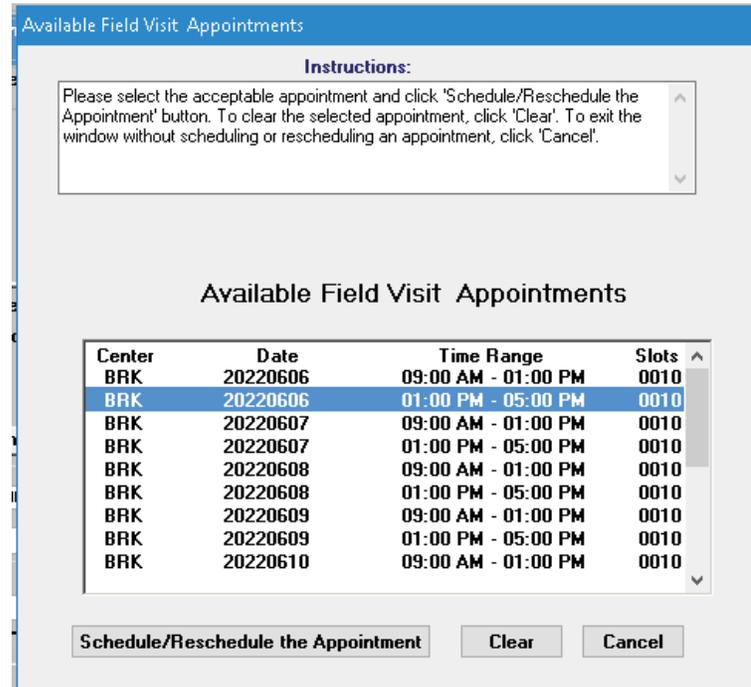
Referral Reasons	
Code	BEV Referral Description

Make a New Appointment Reschedule the Appointment Cancel the Appointment Done

Select from the available appointment dates and times for a Field Visit appointment and click the **Schedule/Reschedule the Appointment** button.

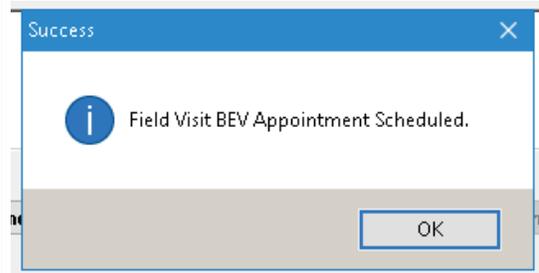
Revised

Available Field Visit Appointments window



The Success message will appear. The JOS/Worker must select **OK**.

Revised



The **Scheduled Date** and **Scheduled Time** fields will be filled in. The JOS/Worker must click **“Done”**.

Revised

Instructions:
The following active appointment exists for this case. If the date is not convenient, you can either reschedule or cancel the appointment

Scheduled Date	Scheduled Time	Appt. Type
06/06/2022	1:00 PM	SN

Referral Reasons

Code	BEV Referral Description
21	21 - NYC residency is questionable

Buttons: Make a New Appointment, Reschedule the Appointment, Cancel the Appointment, Done

Scheduled Date and Time filled in.

The JOS/Worker will select **Done** to populate the **Appointment Date, Time, and Confirmation Number** fields of the BEV window.

Revised

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 In Office Field Visit Telephone

Case Type: New

CILOCA Case? No

View/Schedule BEV Appointment

Appointment Date: 06/06/2022 Time: 1:00 PM Type: SN

BEV Response

Recommendation Date: 00/00/0000 Confirmation Number: BEV2022 [REDACTED]

Recommendation: [REDACTED] Reason: [REDACTED]

Document... Scan Comment...

Buttons: OK, Cancel, Scroll Between Rows

Revised

After scheduling a field visit appointment, the Notice to Applicant Referral to Bureau of Eligibility Verification (Home Visit) (**W-523R**) form will be mailed to the applicant using the PTM process.

Scheduling BEV Appointments for Emancipated Minor Head of Household through POS

POS can also be used to schedule appointments for minors who are the case head just as in the MAPPER system.

The JOS/Worker must register the case as a payee case using “Minor Name for Minor Name” 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 application was already registered, staff must use the Application Modification Activity to update the case name.

If the case is not registered as a payee case in POS, the following message will be displayed:

See [PB #06-171-ELI](#)

“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.”

When this message appears, the JOS/Worker must change the relationship to payee to make the appointment.

If necessary, when scheduling emancipated minor heads of household through the MAPPER system, the JOS/Worker must register the minor in the case as a payee.

See [PB #10-34-SYS](#)

Requesting Additional BEV Appointment slots

Revised

When there are no BEV office appointment slots available, the JOS/Worker must send an e-mail to BEVEmergencySlotRequests@hra.nyc.gov to request additional BEV office appointment slots. The request must specify that the type of slot required (telephone, in-house, or field) is not available and additional slots are required.

Revised

If POS determines that a BEV appointment is required, the JOS/Worker must make the appropriate selection:

- The default BEV appointment type is “telephone.”
- For homebound applicants the “telephone” option will be selected by default. Only if the applicant does not have access to a telephone, or has a reasonable accommodation requiring in-person interactions should a “field visit” appointment be scheduled.

- For non-homebound applicants, the “telephone” option will be selected by default. Only if the applicant does not have access to a telephone or has a reasonable accommodation requiring in-person interactions should an “in-office” appointment be scheduled.
- For undomiciled applicants with no telephone, the in-office BEV referral will be scheduled.

New Information

The default BEV appointment type is “telephone”. The screenshots below reflect the new Telephone Appointment Indicator:

```

01/26/2023          BEV/FEDS CASE INQUIRY
Page 1 of 1
IS-Ctr 040 IS-WkrTYUYS App-Reg/Case#
Hmles N Im-Need N HB N Ref-Rsn 42 CILOCA Y
PH Y LI E Appt-Dt 02/07/2023 Res
Ofc-Inv# Sup FV-Req a
Fld-Inv# Sup Rec-Dt
Fld-Inv2 EFS N AL Cs-Rec/Rsn
Suf01: Appl-Dt 01/05/2023 Case-Type SNCA Status/Rsn/Dt

Sf LN DoB SSN Referral AK Name WMS RecRsn St
01 01 01/26/2023
NOTES:
NOTES:
NOTES:
Next App-Reg/Case#
    
```

```

01/26/2023          BEV/FEDS Appointment Inquiry
IS-CTR: 040 (HUNTS POINT, Bronx) APP-REG/CASE#
Appt-Date 02/07/2023 Time 09:00 am Appt-Case-Type SN Invest# AL
Lang Ind E Homeless N Imm Need N Ref Rsn 42 RefDt 01/26/2023 Ph Y
Client Ph#1 (111)222-3333 Client Ph#2 (444)555-6666
STATUS: ----- APPOINTMENT SCHEDULED ----- EFS N
Suf LN Cs-Type Soc Sec Last Name First Name MI DOB Kept
01 01 SNCA N
Next App-Reg/Case#
    
```

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

MAPER2-A (99961)

File Edit Functions Scripts Session Release Help

06/24/2022 BEV/FEDS Appointment Scheduling/Inquiry Menu EUR0251

App-Reg/Case#: [] Homeless: [] CILOCA: []

[] Initial Appointment
 [] Homebound Client Appointment
 [] Rent Arrears(One Shot)
 [] Appointment/HB Maintenance
 [] Appointment Inquiry
 [] Reprint Letter
 [] Record Individual Kept Appointment
 [] Print Real Property Appointment Letter
 [] Appointment For Payee Case(Not Homeless)
 [] Telephone Appointment
 [] Telephone Appointment for Rent Arrears

Appointment ID Lookup: [] Xnit: []

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

MAPER2-A (99961)

File Edit Functions Scripts Session Release Help

06/24/2022 BEV/FEDS Appointment Scheduling/Inquiry Menu EUR0251

App-Reg/Case#: [] Homeless: []

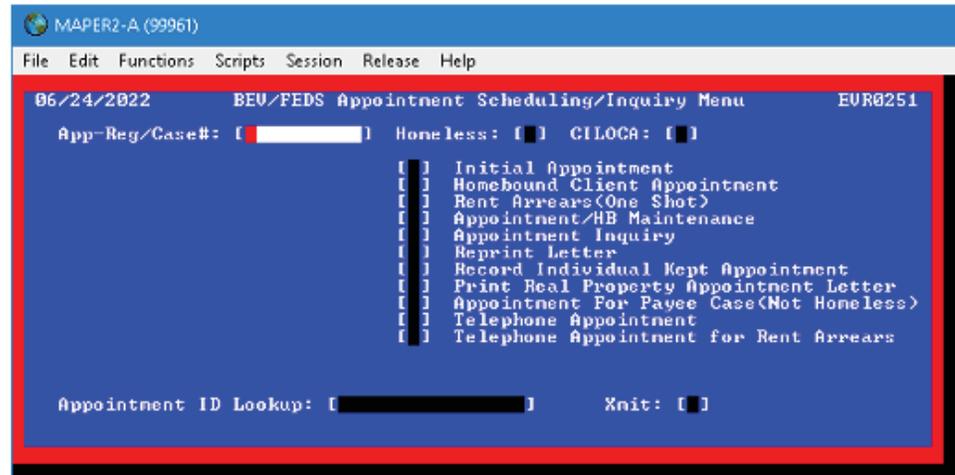
[] Initial Appointment
 [] Homebound Client Appointment
 [] Rent Arrears(One Shot)
 [] Appointment/HB Maintenance
 [] Appointment Inquiry
 [] Reprint Letter
 [] Record Individual Kept Appointment
 [] Print Real Property Appointment Letter
 [] Appointment For Payee Case(Not Homeless)
 [] Telephone Appointment
 [] Telephone Appointment for Rent Arrears

Appointment ID Lookup: [] Xnit: []

Blank Homeless indicator field

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 #09-74-OPE](#)

Carfare for Applicants/Reapplicants Scheduled for a BEV Appointment

For in-office BEV appointments only, staff must issue only a one-way, single-ride fare in advance for an applicant/reapplicant to report to their BEV appointment. If they keep their in-office BEV appointment, BEV will then provide the fare required to return home. See [PB #19-21-OPE](#) for current carfare rates.

BEV Appointment Outcomes

See [PD #06-26-OPE](#)

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 **EVR/FEDS Appointment Inquiry** screen to see if the BEV appointment was kept.
- In instances when an applicant does not attend their BEV appointment or if BEV staff are unsuccessful in their attempts to reach the applicant, BEV code **R-701** (No Contact Made with Client) will be selected and the JOS/Worker will make an eligibility decision based on the information available in the case record. Benefits Access Center staff must not reject or deny an application solely based on the **R-701** recommendation code.

Revised

Note: When **R-701** is selected, the JOS/Worker must not reject the case using rejection code **W10** (failure to comply with BEV), until notified under separate cover.

Note: Once the BEV appointment is scheduled, the appointment indicator "N" is immediately populated by default.

03/21/2019	EVR/FEDS Appointment Inquiry						EVR010
IS-CTR: 067 (Linden, Brooklyn)			APP-REG/CASE# 0000000000				
Appt-Date 02/28/2019		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 02/21/2019	
STATUS: ----- APPOINTMENT KEPT -----							
Suf	LN	Cs-Type	Soc Sec	Last Name	First Name MI	DOB	EFS N Kept
01	00	FA	000-00-0000	XXX	XXXXXX	CUSTODIAN	Y
01	01	FA	- -	XXX	XXXXXX	00/00/1968	Y
01	02	FA	000-00-000X	XXX	XXXXXX	00/00/2001	Y
01	04	FA	000-00-00XX	XXX	XXXXXX	00/00/1990	Y

BEV Office or phone conference 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.

03/21/2019	EVR/FEDS CASE INQUIRY				CILOCA field	EVR0020	
Page 1 of 2		IS-Ctr 067		IS-Wkr00000	App-Reg/Case# 0000000000	4	
Doe Andrea		Hmles N		Im-Need HB N	Ref-Rsn	CILOCA N	
123 MAIN ST		TD 26		LI E	Appt-Dt 02/28/2013	Res	
NEW YORK NY 99999							
Ofc-Inv# 00000 X XXXXX		718-000-0000		Sup 00000	FV-Req 03/15/2019		
Fld-Inv# 00X00 X XXXXX		718-000-0000		Sup 00000	Ref-Dt 03/17/2019		
Fld-Inv2 000X0 X XXXXX		718-000-0000		EFS AL Y	Cs-Rec/Rsn R 700		
Suf 07		Appl-Dt 02/21/2019		Case-Type FA	Status/Rsn/Dt		
Application Date		BEV in- Office or phone conference Appointment Date		BEV Field Visit Appointment Date		WMS	
Sf	LN	DoB	SSN	Referral	AK	Name	RecRsn St
01	00	Custodian	000-00-0000	02/21/2019	Y	XXX, XXXXX	NA
NOTES: LN#3-U697M[SRC31].[ONE FS H/H].PA HHC=3.RENT IS \$1000MTHLY.							
01	01	00/00/1968	- -	02/21/2019	Y	XXX, XXXXX	R 700
NOTES: LN#3-U697M[SRC31].[ONE FS H/H].PA HHC=3.RENT IS \$1000MTHLY.							
01	02	00/00/2001	000-00-000X	02/21/2013	Y	XXX, XXXXX	R 700
NOTES: LN#3-U697M[SRC31].[ONE FS H/H].PA HHC=3.RENT IS \$1000MTHLY.							
Next App-Reg/Case#							
						BEV Recommendation/ Reason Code	

Application Date

Appointment Kept Indicator also appears in this screen.

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: BEV updates the ALERTS database at the end of each day. For applicants who kept their appointment, the Appointment Kept Indicator will change to “Y” and will be passed back to MAPPER nightly. Recommendation Reason Code 900 (Failed To Keep Appointment With BEV) may appear with an Investigator’s ID number when an applicant did not keep the appointment.

Revised

Note: An Investigator ID# is needed along with the Appointment Indicator “N” to confirm that the applicant failed to keep a BEV office appointment.

02/21/2019	EVR/FEDS Appointment Inquiry					EVR010
IS-CTR: 067 (Linden, Brooklyn)			APP-REG/CASE# 0000000006			
Appt-Date 02/11/2019	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 02/17/2019	
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	XXX	XXXX	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.

02/21/2019	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 02/11/2019 Res		
Ofc-Inv# 00000	X	XXXXXXXXX	718-000-0000	Sup 6XXXX	FV-Req	
Fld-Inv#			Sup	Rec-Dt 02/19/2019		
Fld-Inv2			EFS N AL Y Cs-Rec/Rsn D 900			
Suf01: Appl-Dt 02/03/2019			Case-Type SNCA	Status/Rsn/Dt		

Sf LN	DoB	SSN	Referral	AK	Name	WMS
01 03	00/00/2007	000-XX-0000	02/03/2019	N	XXX, XXX	RecRsn St D 900

NOTES:

Office Investigator ID#

Appointment Kept Indicator

BEV Recommendation/ Reason Code

NOTES:
Next App-Reg/Case#

Revised

- 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 send an e-mail to BEVTelephoneBank@dss.nyc.gov 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.

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.

02/21/2019	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 02/20/2019	Res	
Ofc-Inv#		Sup FV-Req		
Fld-Inv#		Sup Rec-Dt		
Fld-Inv2		EFS N AL Cs-Rec/Rsn		
Suf01: App-Dt 02/02/2019	Case-Type SNCA	Status/Rsn/Dt		
Sf LN DoB SSN Referral AK Name			WMS	
01 01 00/00/1971 00-X0-0000 10/08/2019 N	XXXXX, XXXXX		RecRsn St	
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 #22-27-OPE](#)
- [PB #04-06-ELI](#)
- [PB #04-76-OPE](#)
- [PB #04-87-OPE](#)
- [PB #06-171-ELI](#)
- [PB #09-74-OPE](#)
- [PB #15-116-SYS](#)
- [PB #19-21-OPE](#)
- [PB #19-50-SYS](#)
- [PD #06-26-OPE](#)
- [PD #10-34-ELI](#)
- [PD #17-04-ELI](#)

Attachments:

- BEV-251** Notice To Applicant Referral To Bureau Of Eligibility
Verification (Rev. 02/07/2023)
- BEV-255** Notice to Application To Bureau of Eligibility
Verification: Scheduled Phone Conference (Rev.
01/23/2023)
- W-523R** Notice To Applicant Referral To Bureau Of Eligibility
Verification (Home Visit) (Rev. 02/07/2023)



**INVESTIGATION, REVENUE AND ENFORCEMENT ADMINISTRATION
BUREAU OF ELIGIBILITY VERIFICATION**

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

HRA Benefits Access Center: _____ Caseload: _____ Date: _____
Case Type: _____ Suffix: _____
Case Name: _____ Case Number: _____

Reason For Office Visit

Our review of your application will include an interview at the BEV office with all adults listed on the application. We may also need to visit your home. BEV Investigators must show identification when they come to your home.

A **MANDATORY** interview has been scheduled for:

At: _____		Floor: _____		Client Name
 Date: _____	 Time: _____			
For travel directions, please call the MTA at 718-330-1234 or visit http://www.mta.info				

SAMMIE

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

At the Interview

The BEV Investigators will ask to look at some of your documents. They will use your documents to find out if you can get Cash Assistance. The documents they need to see are listed on pages 3-5. You must bring these documents to the interview.

The BEV Investigators also may contact other people and organizations to get information about your eligibility, residency, income, and resources. They will not share information about your case.

Don't have documents we ask for?

If you cannot bring us these documents, we will look at the documents in your file before we make a decision on your case. You must comply with the BEV Review.

(Turn page)

Contact Us

Please call BEV at _____ if you cannot keep the BEV appointment. Please call before the appointment date.

Missed the Appointment

If you miss this appointment, call your worker at the HRA Benefits Access Center.

You must have a good reason for not keeping your appointment. You may be asked for proof of the reason. Listed below are **acceptable reasons** for not keeping your appointment.

- Medical appointment
- Court appointment
- Child-related emergency
- Death in the family
- Unable to get that day off from work
- Other emergencies

Do you have a medical or mental health condition or disability? Does this condition make it hard for you to understand this notice or to do what this notice is asking? Does this condition make it hard for you to get other services at HRA? **We can help you.** Call us at 718-557-1399. You can also ask for help when you visit an HRA office. You have a right to ask for this kind of help under the law.

SAMPLE

(Turn page)

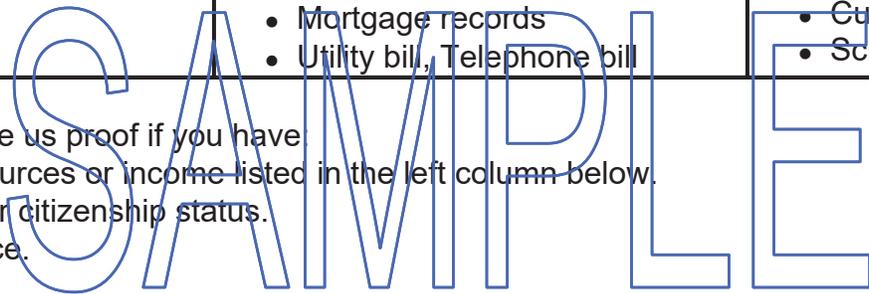
Documents You Need to Show

You must provide documents to verify your Identity, Social Security Number, and Residence.

Verify	Acceptable Documents	
Identity	One of the following: <ul style="list-style-type: none"> • Valid Government Photo I.D. • Driver’s license • U.S. passport • Naturalization certificate • Hospital/Doctor’s records • Adoption papers 	Or Two of the following: <ul style="list-style-type: none"> • Statement from another person • Birth/baptismal certificate • Validated Social Security Number (SSN)
Social Security Number	One of the following: <ul style="list-style-type: none"> • Social Security card • Official correspondence from SSA 	
Residence	One of the following: <ul style="list-style-type: none"> • Statement from landlord/primary tenant • Current rent receipt or lease • Mortgage records • Utility bill, Telephone bill 	Or Two of the following: <ul style="list-style-type: none"> • Statement from another person • Current mail • School records

You will have to give us proof if you have

- any of the resources or income listed in the left column below.
- not proved your citizenship status.
- health insurance.



As proof, you need to give us one of the documents listed in the column to the right of that item.

Verify	Acceptable Documents	
Resources	One of the following:	
<ul style="list-style-type: none"> • Bank Accounts: checking, savings, retirement (IRA and Keogh), credit union 	<ul style="list-style-type: none"> • Current bank records • Current credit card records 	
<ul style="list-style-type: none"> • Stocks, bonds, certificates and mutual funds 	<ul style="list-style-type: none"> • Stock/bond certificate • Statement from financial institution 	
<ul style="list-style-type: none"> • Life insurance 	<ul style="list-style-type: none"> • Insurance policy • Statement from insurance company 	
<ul style="list-style-type: none"> • Burial trust or fund, burial plot, or funeral agreement 	<ul style="list-style-type: none"> • Burial agreement • Burial plot deed • Statement from funeral home 	

(Turn page)

Verify	Acceptable Documents
<ul style="list-style-type: none"> Income tax refund or Earned Income Tax Credit (EITC) 	<ul style="list-style-type: none"> Refund of EITC check Statement from tax office
<ul style="list-style-type: none"> Real estate other than residence 	<ul style="list-style-type: none"> Deed Statement from real estate broker Broker's appraisal/estimate of current value by broker
<ul style="list-style-type: none"> Motor vehicle 	<ul style="list-style-type: none"> Registration (older models) Title of ownership Appraisal of current value by dealer Financing data
<ul style="list-style-type: none"> Lump sum payment 	<ul style="list-style-type: none"> Statement from the source of payment Lump sum check
<ul style="list-style-type: none"> Other resources 	<ul style="list-style-type: none"> Statement from household Statement from nursing home Household statement of current value Sales slips Insurance appraisal
<p>Earned Income</p> <ul style="list-style-type: none"> From employer 	<p>One of the following:</p> <ul style="list-style-type: none"> Current wage stubs and statements of tips Pay envelopes Contact with employer On letterhead, rate of pay per hour, hours worked per week, first pay date, if new employee and employer's phone number
<ul style="list-style-type: none"> From self-employment 	<ul style="list-style-type: none"> Business records Tax records Records and related materials concerning self-employment earnings and expenses Current income tax return
<ul style="list-style-type: none"> Income from rent or room/board 	<ul style="list-style-type: none"> Current contribution check Statement from roomer, boarder, tenant Income tax record

(Turn page)

Unearned Income <ul style="list-style-type: none"> • Child Support 	One of the following: <ul style="list-style-type: none"> • Statement from Family Court • Statement from person paying support • Check stubs • Official correspondence from the Child Support Enforcement Unit
<ul style="list-style-type: none"> • Unemployment Insurance Benefits (UIB) 	<ul style="list-style-type: none"> • Current award certificate • Official correspondence with New York State Department of Labor
<ul style="list-style-type: none"> • Social Security benefits (including SSI) 	<ul style="list-style-type: none"> • Current award certificate/letter • Current benefit check • Official correspondence from SSA
<ul style="list-style-type: none"> • Veteran's benefits 	<ul style="list-style-type: none"> • Veterans Administration official correspondence • Current award certificate/letter • Current benefit check
<ul style="list-style-type: none"> • Worker's Compensation 	<ul style="list-style-type: none"> • Award certificate/letter • Check stub
<ul style="list-style-type: none"> • Education grants and loans 	<ul style="list-style-type: none"> • Statement from school • Statement from bank • Statement from agency administering grant/award letter
<ul style="list-style-type: none"> • Interest/dividends/royalties 	<ul style="list-style-type: none"> • Statement from bank or credit union • Statement from broker/financial institution/agent
<ul style="list-style-type: none"> • Private pension/annuity 	<ul style="list-style-type: none"> • Current award letter • Current benefit check • Official correspondence from source of income • Contact with source of income • Current contribution check
Citizenship or Current Alien Status	One of the following: <ul style="list-style-type: none"> • Birth certificate • Baptismal certificate/records • Hospital records • U.S. passport • Military service records • Naturalization certificate • USCIS documentation • Evidence of continuous U.S. residence since prior to 1/1/72
Health Insurance	One of the following: <ul style="list-style-type: none"> • Insurance policy/card • Statement from provider of coverage • Medicare card • Separation or divorce agreement with court-ordered health coverage



Department of Social Services

Human Resources Administration
Department of Homeless Services

Department of Social Services
Accountability Office

INVESTIGATION, REVENUE AND ENFORCEMENT
ADMINISTRATION
BUREAU OF ELIGIBILITY VERIFICATION
BEV-255 (E) Rev. 01/23/2023 LLF

NOTICE TO APPLICANT Referral to Bureau of Eligibility Verification (BEV) Scheduled Phone Conference

HRA Benefit Access Center: _____ Caseload: _____ Date: _____

Case Type: _____ Suffix: _____

Case Name: _____ Case Number: _____

Reason For Phone Conference Interview

We must review your application. The review includes an interview with all the adults listed on the application. We will conduct the interview over the phone. We will call you at the number below. We may need to visit your home after the phone call. If a home visit is needed, we will send you a separate letter. The BEV Investigator must show identification when they come to your home.

Phone Conference Interview Scheduled

A mandatory phone conference interview has been scheduled for: _____

Client Name

BEV will call this phone number:

OR alternate number:



Date: _____



Time: Between _____

**** Please make sure that you are able to answer BEV's call during the time period listed above. ****

Our call may come up as a blocked call or may not appear as a call from HRA, but please answer the call.

(Turn page)

During the Phone Conference:

We may review your documents to determine if you are eligible for Cash Assistance. Pages 3-7 list documents we may need to see. You can submit these documents in any of the following ways:

- On your mobile device through the ACCESS HRA Mobile app. Go to: nyc.gov/accesshramobile to download the free app!
- Mail to: BEV Central Office, 243 Schermerhorn Street, 7th Floor, Brooklyn, NY 11201.
- E-fax: **917-639-0841**
- Or in-person at an open HRA Benefit Access Center in any of the 5 boroughs. To locate a HRA Benefit Access Center, you can either:
 - go online at www.nyc.gov/hra or,
 - call the Department of Social Services (DSS) Infoline at **(718) 557-1399**.

If you have already given us these documents, you do not need to give them to us again. If you have any questions about giving us document, please call the BEV Telephone Bank at: **(718) 557-1399**.

The BEV Investigators may contact other people and organizations to get information about your eligibility, residency, income, and resources. They will not share information about your case.

Don't have documents we ask for?

If you cannot submit these documents, we will look at the documents in your file before we make a decision on your case. You must comply with the BEV Review.

Contact us

Call the BEV Telephone Bank at **(718) 557-1399** if you will not be able to answer BEV's phone call. Call before the scheduled phone conference date.

Missed the appointment?

If you miss this phone conference, call DSS Infoline at (718) 557-1399.

You must have a good reason for not keeping your appointment. You may be asked for proof of the reason. Listed below are **acceptable reasons** for not keeping your appointment.

- Medical appointment
- Court appointment
- Child-related emergency
- Death in the family
- Unable to get that day off from work
- Other emergencies

(Turn page)

Do you have a medical or mental health condition or disability? Does this condition make it hard for you to understand this notice or to do what this notice is asking? Does this condition make it hard for you to get other services at HRA? **We can help you.** Call us at 718-557-1399. You can also ask for help when you visit an HRA office. You have a right to ask for this kind of help under the law.

Documents You Need to Provide

You must provide documents to verify your Identity, Social Security Number, and Residence.

Verify	Acceptable Documents	
Identity	One of the following: <ul style="list-style-type: none"> • Valid Government Photo I.D. • Driver's license • U.S. passport • Naturalization certificate • Hospital/Doctor's records • Adoption papers 	Or Two of the following: <ul style="list-style-type: none"> • Statement from another person • Birth/baptismal certificate • Validated Social Security Number (SSN)
Social Security Number	One of the following: <ul style="list-style-type: none"> • Social Security card • Official correspondence from SSA 	
Residence	One of the following: <ul style="list-style-type: none"> • Statement from landlord/primary tenant • Current rent receipt or lease • Mortgage records • Utility bill, Telephone bill 	Or Two of the following: <ul style="list-style-type: none"> • Statement from another person • Current mail • School records

(Turn page)

Documents You Need to Provide *(continued)*

You will have to give us proof if you have:

- any of the resources or income listed in left column below.
- not proved your citizenship status.
- health insurance.

As proof, you need to submit one of the documents listed in the column to the right of that item.

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

(Turn page)

Documents You Need to Provide *(continued)*

Verify	Acceptable Documents
Resources <i>(continued)</i> <ul style="list-style-type: none"> Lump sum payment 	One of the following: <ul style="list-style-type: none"> Statement from the source of payment Lump sum check
<ul style="list-style-type: none"> Other resources 	<ul style="list-style-type: none"> Statement from household Statement from nursing home Household statement of current value Sales slips Insurance appraisal
Earned Income <ul style="list-style-type: none"> From employer 	One of the following: <ul style="list-style-type: none"> Current wage stubs and statements of tips Pay envelopes Contact with employer On letterhead, rate of pay per hour, hours worked per week, first pay date, if new and employer's phone number
<ul style="list-style-type: none"> From self-employment 	<ul style="list-style-type: none"> Business records Tax records Records and related materials concerning self-employment earnings and expenses Current income tax return
<ul style="list-style-type: none"> Income from rent or room/board 	<ul style="list-style-type: none"> Current contribution check Statement from roomer, boarder, tenant Income tax record

(Turn page)

Documents You Need to Provide *(continued)*

Verify	Acceptable Documents
Unearned Income <ul style="list-style-type: none"> Child Support 	One of the following: <ul style="list-style-type: none"> Statement from Family Court Statement from person paying support Check stubs Official correspondence from the Child Support Enforcement Unit
<ul style="list-style-type: none"> Unemployment Insurance Benefits (UIB) 	<ul style="list-style-type: none"> Current award certificate Official correspondence with New York State Department of Labor
<ul style="list-style-type: none"> Social Security benefits (including SSI) 	<ul style="list-style-type: none"> Current award certificate/letter Current benefit check Official correspondence from SSA
<ul style="list-style-type: none"> Veteran's benefits 	<ul style="list-style-type: none"> Veterans Administration official correspondence Current award certificate/letter Current benefit check
<ul style="list-style-type: none"> Worker's Compensation 	<ul style="list-style-type: none"> Award certificate/letter Check stub
<ul style="list-style-type: none"> Education grants and loans 	<ul style="list-style-type: none"> Statement from school Statement from bank Statement from agency administering grant/award letter

(Turn page)

Documents You Need to Provide *(continued)*

Verify	Acceptable Documents
Unearned Income <i>(continued)</i> <ul style="list-style-type: none"> • Interest/dividends/royalties 	One of the following: <ul style="list-style-type: none"> • Statement from bank or credit union • Statement from broker/financial institution/agent
<ul style="list-style-type: none"> • Private pension/annuity 	<ul style="list-style-type: none"> • Current award letter • Current benefit check • Official correspondence from source of income • Contact with source of income • Current contribution check
Citizenship or Current Alien Status <ul style="list-style-type: none"> • Child Support 	One of the following: <ul style="list-style-type: none"> • Birth certificate • Baptismal certificate/records • Hospital records • U.S. passport • Military service records • Naturalization certificate • USCIS documentation • Evidence of continuous U.S. residence since prior to 1/1/72
Health Insurance	One of the following: <ul style="list-style-type: none"> • Insurance policy/card • Statement from provider of coverage • Medicare card • Separation or divorce agreement with court-ordered health coverage

SAMPLE



INVESTIGATION, REVENUE AND ENFORCEMENT ADMINISTRATION
BUREAU OF ELIGIBILITY VERIFICATION

**NOTICE OF HOME VISIT
REFERRAL TO BUREAU OF ELIGIBILITY VERIFICATION**

NEW

REAPPLICATON

Benefits Access Center: _____ Caseload: _____ Date: _____

Case Type: _____ Suffix: _____

Case Name: _____ Case Number: _____

Adult Household Members _____

Dear: _____ :

Investigators will come to your home to check certain items on your application.

Home Visit Scheduled

We have scheduled an in-home interview for you on:

 Date:		
 Time:	<input type="checkbox"/> Between 9:00am and 1:00pm	<input type="checkbox"/> Between 1:00pm and 5:00pm

SAMPLE

At the Home Visit

The BEV Investigators must show you identification when they come to your home. They will ask to look at some of your documents to show you are eligible for Cash Assistance. The documents they need to see are listed on pages 3-5.

The BEV Investigators may also contact other individuals and organizations to get information about your eligibility, residence, income and resources. The Investigators will not share information about your application.

If there are animals in your home, they must be securely restrained during the home visit.

Don't have documents we ask for?

If you cannot bring us these documents, we will look at the documents in your file before we make a decision on your case. You must comply with the BEV Review. Your application for Cash Assistance is not complete if you do not keep this appointment.

(Turn page)

Contact Us

Please call BEV at: _____ if:

- you cannot be home for your scheduled appointment. Please call before the scheduled visit date.
- the BEV Investigator does not go to your home on the day the visit is scheduled.
- you have any additional questions about this appointment.

Missed the Appointment

If you miss this home visit appointment, call your worker at the Benefits Access Center.

If you are not home on the scheduled date of your interview, and have a reason for not being home, you may be asked to show proof of the reason. Listed below are **acceptable reasons** for not keeping your appointment.

- Medical appointment
- Court appointment
- Child-related emergency
- Death in the family
- Unable to get that day off from work

Do you have a medical or mental health condition or disability? Does this condition make it hard for you to understand this notice or to do what this notice is asking? Does this condition make it hard for you to get other services at HRA? **We can help you.** Call us at 718-557-1399. You can also ask for help when you visit an HRA office. You have a right to ask for this kind of help under the law.

(Turn page)

Documents You Need to Show

You must provide documents to verify your Identity, Social Security Number, and Residence.

Verify	Acceptable Documents	
Identity	One of the following: <ul style="list-style-type: none"> • Valid Government Photo I.D. • Driver's license • U.S. passport • Naturalization certificate • Hospital/Doctor's records • Adoption papers 	Or Two of the following: <ul style="list-style-type: none"> • Statement from another person • Birth/baptismal certificate • Validated Social Security Number (SSN)
Social Security Number	One of the following: <ul style="list-style-type: none"> • Social Security card • Official correspondence from SSA 	
Residence	One of the following: <ul style="list-style-type: none"> • Statement from landlord/primary tenant • Current rent receipt or lease • Mortgage records • Utility bill, Telephone bill 	Or Two of the following: <ul style="list-style-type: none"> • Statement from another person • Current mail • School records

You will have to give us proof if you have:

- any of the resources or income listed in the left column below.
- not proved your citizenship status.
- health insurance.

As proof, you need to give us one of the documents listed in the column to the right of that item.

Verify	Acceptable Documents
Resources	One of the following:
<ul style="list-style-type: none"> • Bank Accounts: checking, savings, retirement (IRA and Keogh), credit union 	<ul style="list-style-type: none"> • Current bank records • Current credit card records
<ul style="list-style-type: none"> • Stocks, bonds, certificates and mutual funds 	<ul style="list-style-type: none"> • Stock/bond certificate • Statement from financial institution
<ul style="list-style-type: none"> • Life insurance 	<ul style="list-style-type: none"> • Insurance policy • Statement from insurance company
<ul style="list-style-type: none"> • Burial trust or fund, burial plot, or funeral agreement 	<ul style="list-style-type: none"> • Burial agreement • Burial plot deed • Statement from funeral home

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Verify	Acceptable Documents
<ul style="list-style-type: none"> Income tax refund or Earned Income Tax Credit (EITC) 	<ul style="list-style-type: none"> Refund of EITC check Statement from tax office
<ul style="list-style-type: none"> Real estate other than residence 	<ul style="list-style-type: none"> Deed Statement from real estate broker Broker's appraisal/estimate of current value by broker
<ul style="list-style-type: none"> Motor vehicle 	<ul style="list-style-type: none"> Registration (older models) Title of ownership Appraisal of current value by dealer Financing data
<ul style="list-style-type: none"> Lump sum payment 	<ul style="list-style-type: none"> Statement from the source of payment Lump sum check
<ul style="list-style-type: none"> Other resources 	<ul style="list-style-type: none"> Statement from household Statement from nursing home Household statement of current value Sales slips Insurance appraisal
<p>Earned Income</p> <ul style="list-style-type: none"> From employer 	<p>One of the following:</p> <ul style="list-style-type: none"> Current wage stubs and statements of tips Pay envelopes Contact with employer On letterhead, rate of pay per hour, hours worked per week, first pay date, if new employee and employer's phone number
<ul style="list-style-type: none"> From self-employment 	<ul style="list-style-type: none"> Business records Tax records Records and related materials concerning self-employment earnings and expenses Current income tax return
<ul style="list-style-type: none"> Income from rent or room/board 	<ul style="list-style-type: none"> Current contribution check Statement from roomer, boarder, tenant Income tax record

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Unearned Income <ul style="list-style-type: none"> • Child Support 	One of the following: <ul style="list-style-type: none"> • Statement from Family Court • Statement from person paying support • Check stubs • Official correspondence from the Child Support Enforcement Unit
<ul style="list-style-type: none"> • Unemployment Insurance Benefits (UIB) 	<ul style="list-style-type: none"> • Current award certificate • Official correspondence with New York State Department of Labor
<ul style="list-style-type: none"> • Social Security benefits (including SSI) 	<ul style="list-style-type: none"> • Current award certificate/letter • Current benefit check • Official correspondence from SSA
<ul style="list-style-type: none"> • Veteran's benefits 	<ul style="list-style-type: none"> • Veterans Administration official correspondence • Current award certificate/letter • Current benefit check
<ul style="list-style-type: none"> • Worker's Compensation 	<ul style="list-style-type: none"> • Award certificate/letter • Check stub
<ul style="list-style-type: none"> • Education grants and loans 	<ul style="list-style-type: none"> • Statement from school • Statement from bank • Statement from agency administering grant/award letter
<ul style="list-style-type: none"> • Interest/dividends/royalties 	<ul style="list-style-type: none"> • Statement from bank or credit union • Statement from broker/financial institution/agent
<ul style="list-style-type: none"> • Private pension/annuity 	<ul style="list-style-type: none"> • Current award letter • Current benefit check • Official correspondence from source of income • Contact with source of income • Current contribution check
Citizenship or Current Alien Status	One of the following: <ul style="list-style-type: none"> • Birth certificate • Baptismal certificate/records • Hospital records • U.S. passport • Military service records • Naturalization certificate • USCIS documentation • Evidence of continuous U.S. residence since prior to 1/1/72
Health Insurance	One of the following: <ul style="list-style-type: none"> • Insurance policy/card • Statement from provider of coverage • Medicare card • Separation or divorce agreement with court-ordered health coverage