

OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #19-18-SYS

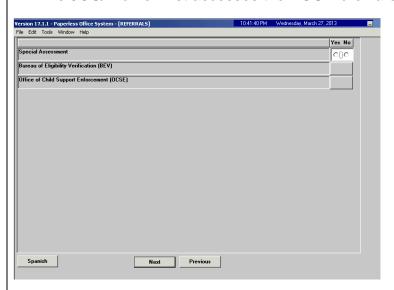
(This Policy Bulletin Replaces PB #18-74-SYS)

BUREAU OF FRAUD INVESTIGATION (BFI) ALERTS

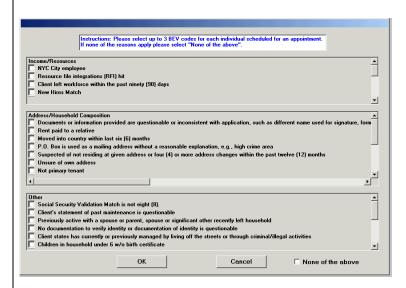
Date:	Subtopic(s):
March 29, 2019	BEV Appointments
	Revisions to the Original Policy Bulletin
	This policy bulletin has been revised because the following three forms have address changes: the Notice of Referral for IREA Appointment (IREA-144 [E]) Form; the ALERT Report of Case Findings to Job Center (OPA-8) Form; and the Removal of Sanction (OPA-9) Form. The new IREA-144 (E) address is:
	• 375 Pearl Street, 22 nd Floor, New York, NY 10038.
	The OPA-8 and OPA-9 include a dropdown from which Staff can select an address that applies to their unit. IREA (Investigation, Revenue and Enforcement) Staff goes to the IREA SharePoint portal and gets the Microsoft Word version which allows them to select an address. The two new addresses are:
	375 Pearl Street, NY, NY and 151 West Broadway, NY, NY
	A Note regarding case status was changed on page 6 to indicate that no BEV appointment notice will be provided when the case is Closed in WMS (Welfare Management System).
	Purpose
	The purpose of this policy bulletin is to provide staff in the Job Centers with information regarding a BFI process and is informational for all others.
	To ensure that individuals whose Cash Assistance (CA) cases were closed due to a BFI issue are appropriately referred to BFI upon reapplication, an alert has been programmed in the MAPPER BEV Appointment Scheduling System. The alert will be placed on the case upon closing.

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 Upon re-application, when an appointment is being scheduled in the Mapper BEV Appointment Scheduling System, the current process involves first navigating through POS (Paperless Office System) screens which will stop the JOS/Worker from making a BEV (Bureau of Eligibility Verification) appointment. The JOS/Worker must now schedule a BFI appointment for the applicant/re-applicant before the BEV appointment:

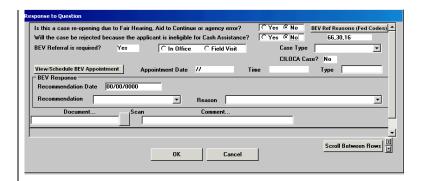
• The JOS/Worker first accesses the POS Referrals screen.



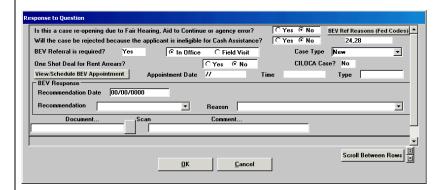
The JOS/Worker selects a BEV Referral reason and clicks OK.



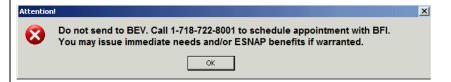
 The JOS/Worker selects In-Office or Field Visit for the appointment type.



• The JOS/Worker selects **View/Schedule BEV Appointment**.



 If the case meets the conditions of the 331 Alert Code, the following message box appears.

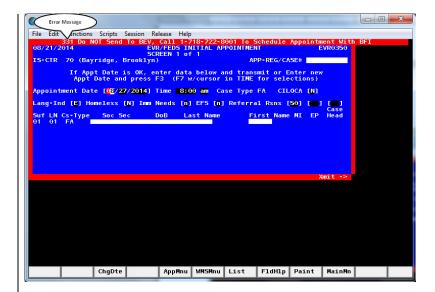


An edit in the scheduling system will automatically check the BFI Alert Table for all Social Security numbers (SSN) on the application when the BEV appointment is requested. If an SSN is found, a message will be displayed stating:

 "331 Do NOT Send to BEV, Call (718)-722-8001 to Schedule Appointment with BFI."

When the message "331 Do NOT Send to BEV, Call (718)-722-8001 To Schedule Appointment With BFI" is received, the Job Opportunity Specialist (JOS)/Worker may issue an Immediate Needs grant and/or Expedited Supplemental Nutrition Assistance Program (SNAP) benefits, if warranted, and must call BFI Intake (718)-722-8001 to make the appointment.

Mapper EVR/FEDS Initial Appointment screen



- If an Alert appears from BFI, the JOS/Worker must <u>not</u> let the applicant/re-applicant leave the Center before scheduling an appointment. The BEV appointment will not be scheduled and the JOS/Worker will click **OK** to exit the **BEV Referral** window, then call BFI and follow the steps below for making a BFI appointment:
 - If the JOS/Worker calls before 3:00 PM, an appointment will be made for the same day at a time the applicant/re-applicant agrees to.
 - If the JOS/Worker calls at or after 3:00 PM, an appointment will be scheduled for the following business day at a time the applicant/re-applicant agrees to.

Note: If the person(s) with the **331** BFI Fraud Alert Code is a minor (18 years of age or younger), the Casehead must accompany them to the appointment.

Additionally, to refer the applicant/re-applicant to BFI, the IREA-144 [E]) must be completed by the JOS/Worker. When the BFI appointment has been scheduled, the BFI Phone Bank will inform the JOS/Worker to which BFI office the applicant/re-applicant should visit. The JOS/Worker will choose the correct BFI address on the IREA-144 (E).

The JOS/Worker must enter all the appropriate information on the Form IREA-144 (E) and:

- have the applicant/re-applicant sign it;
- photocopy the signed Form IREA-144 (E) and scan and index it into the HRA OneViewer;
- give the applicant/re-applicant the original copy;

Revised

- enter case notes stating that the applicant/re-applicant was referred to BFI (include the location, date and time of the appointment);
- instruct the applicant/re-applicant to call BFI at (718) 722-8001 if they cannot keep the appointment for any reason.

When the applicant/re-applicant completes their BFI interview, and the matter has been addressed, the BFI Liaison will remove the Alert. If applicable, a BEV appointment is scheduled for the applicant/re-applicant.

If the applicant/re-applicant complies with BFI, BFI will enter the outcome on the **OPA-9** and email the form to the Center Director for closed cases and/or active cases with a pending close in WMS (Welfare Management System). The **OPA-9** must be scanned and indexed into the HRA OneViewer.

If the applicant/re-applicant does not report for the BFI appointment, or fails to complete the interview, the **OPA-8** should be e-mailed to the Job Center Director and BFI Liaison with a recommendation. The JOS/Worker must:

- scan and index the OPA-8 into the HRA OneViewer folder "Correspondence/Notices";
- enter one of the following CA rejection codes based on the recommendation:

BFI – CA Rejection Codes for the Alerts Process

Туре	Code	Reason
AFIS	M99	Receipt of Concurrent Assistance – AFIS Match –
Marriage/Match	M40	Without Aid to Continue (HH=1) Intentionally Providing Incorrect Information (Requires a
Failure to Keep Appointment	W10	separate MA/FS determination) Fail to Keep Investigatory Appointment (Requires a separate MA/FS determination)
Misrepresentation of Household	M79	Fail to Report Absence of Child (HH=1) (Requires a separate MA/FS determination)
Prison	F63	In Prison (HH=1)

Туре	Code	Reason
Identity	E95	Died (HH=1) (Requires a separate MA determination)
Identity	F17	Failed to Validate Incorrect SSN (HH=1)
Identity	F20	Failed to Provide SSN (HH=1)

Note: These are the most common rejection codes used and are not a complete list of all applicable rejection codes relevant to the investigation.

Any inquires the JOS/Worker has for BFI should be made to the BFI Phone Bank/Liaison at (718) 722-8001.

If seven calendar days pass without any information from IREA, the JOS/Worker must check the Mapper BEV Appointment Scheduling System to find the status of the BEV appointment.

Note: No BEV Appointment Notice will be provided when the case is in Closed (CL) status in WMS.

Effective March 31, 2019

Related Item

2018-03-BFI

Attachments:

IREA-144 (E)	Notice of Referral for IREA Appointment
OPA-8	ALERT Report of Case Finding to Job Center
OPA-9	Removal of Sanction

Revised



Office of

INVESTIGATION REVENUE AND ENFORCEMENT ADMINISTRATION

may result in the rejection of your application for cash assistance.

Date:
Case Number/App Reg:
Case Name:
Job Center:
Notice of Referral for IREA Appointment
Applicant Name
is the subject of a pending investigation and Subject Name
must appear at the Investigation Revenue and Enforcement Administration. If the subject of the
investigation is 18 years of age or younger, you must accompany him/her to the interview.
The appointment is on:
Date:
at the address checked below:
☐ 375 Pearl Street, 22nd Floor, New York, NY 10038
Please bring this letter and proof of identity for all persons named in this letter to the appointment.
If you cannot keep this appointment, call (718) 722-8001.
This is a mandatory eligibility appointment. Failure to keep this appointment or cooperate

I understand that if the subject of the investigation fails to rep will be denied.	ort for the interview, the application
Applicant Signature	Date
If the subject of the investigation is not the applicant and is over 18, 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

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 212-331-4640. 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.

TRAVEL INSTRUCTIONS

(By Train): 4, 5, 6, J, Z to Brooklyn Bridge City Hall; 2, 3, 4, 5, A, C, J, Z, R to Fulton Center



Office of

INVESTIGATION REVENUE AND ENFORCEMENT ADMINISTRATION [Select Program] [Select Address] NEW YORK, NY [Select ZIP]

[Select Program] ALERT **Report of Case Finding to Job Center**

Date:				
o:	,			
_	Center Liaison (Last)	(First)	Job Center	
rom:		,	_ ()	
	Investigator (Last)	(First)	Telephone Number	
Re: Ca	ase Name:	Case/A	pp-Reg. No:	
Н	ousehold Member:		,	
		Last Name	First Name	
_			lect] appointment://	Time
	Applicant/Household Memb	er failed to complete an	d/or cooperate at the interview.	
Comme	ents:			



Office of

INVESTIGATION REVENUE AND ENFORCEMENT ADMINISTRATION

[Select Program] [Select Address] NEW YORK, NY [Select ZIP]

DATE:	
TO:	Director JC# -
FROM:	Investigator:
SUBJECT:	REMOVAL OF SANCTION
RE:	
CASE:	
Please remov	ve the sanction requested on the above mentioned case as:

If you have any questions, please contact me at (929) 252-