



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: March 29, 2019	Subtopic(s): BEV Appointments
	<p>Revisions to the Original Policy Bulletin</p> <p>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:</p> <ul style="list-style-type: none">• 375 Pearl Street, 22nd Floor, New York, NY 10038. <p>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:</p> <ul style="list-style-type: none">• 375 Pearl Street, NY, NY and 151 West Broadway, NY, NY <p>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).</p> <p>Purpose</p> <p>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.</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 Appointment Scheduling System. The alert will be placed on the case upon closing.</p>

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

Distribution: X

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 not 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;

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- 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

Type	Code	Reason
AFIS	M99	Receipt of Concurrent Assistance – AFIS Match – Without Aid to Continue (HH=1)
Marriage/Match	M40	Intentionally Providing Incorrect Information (Requires a separate MA/FS determination)
Failure to Keep Appointment	W10	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)

Type	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)
<p>Note: These are the most common rejection codes used and are not a complete list of all applicable rejection codes relevant to the investigation.</p> <p>Any inquires the JOS/Worker has for BFI should be made to the BFI Phone Bank/Liaison at (718) 722-8001.</p> <p>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.</p> <p>Note: No BEV Appointment Notice will be provided when the case is in Closed (CL) status in WMS.</p> <p><i>Effective March 31, 2019</i></p> <p>Related Item</p> <p>2018-03-BFI</p> <p>Attachments:</p> <p>IREA-144 (E) Notice of Referral for IREA Appointment OPA-8 ALERT Report of Case Finding to Job Center OPA-9 Removal of Sanction</p>		

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

Office of
Program Accountability

INVESTIGATION REVENUE AND ENFORCEMENT ADMINISTRATION

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: _____



Time: _____

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

I understand that if the subject of the investigation fails to report for the interview, the application will be denied.

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



**Department of
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Human Resources Administration
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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: _____

To: _____, _____
Center Liaison (Last) (First) Job Center

From: _____, _____ (____) _____
Investigator (Last) (First) Telephone Number

Re: Case Name: _____ Case/App-Reg. No: _____

Household Member: _____, _____
Last Name First Name

Please indicate appropriate case action:

☐ Applicant/Household Member failed to keep the [Select] 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.

Comments:



**Department of
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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: _____

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Please remove the sanction requested on the above mentioned case as:

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