



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #19-49-SYS

(This Policy Bulletin Replaces PB #19-18-SYS)

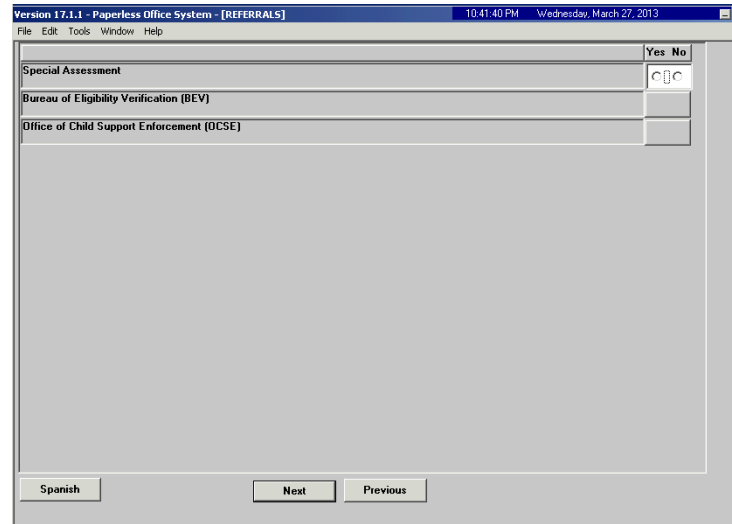
BUREAU OF FRAUD INVESTIGATION (BFI) ALERTS

<p>Date: October 4, 2019</p>	<p>Subtopic(s): BEV Appointments</p>
<p>Revised</p>	<p>Revisions to the Original Policy Bulletin</p> <p>This policy bulletin is being revised to include new locations for applicants/participants who have Jail, State Prison and the Automated Finger Imaging System (AFIS) Matches. Previously Jail, State Prison and AFIS Matches were resolved at 250 Church St. NY, NY 10013. Now these matches will be resolved at:</p> <ul style="list-style-type: none"> • 375 Pearl Street, 22nd floor, NY, NY 10038 (AFIS Matches). • 243 Schermerhorn Street, 5th Floor, Brooklyn, NY 11201 (Jail and State Prison Matches). <p>When instructed by the BFI Phone Bank on which BFI Office the applicant/participant should be referred to, the JOS/Worker must ensure that the correct location is selected.</p> <p>The Notice of Referral for IREA Appointment (IREA-144) and the Automated Finger Imaging System (AFIS) Referral to the Bureau of Fraud Investigation (BFI) (BFI-249) forms have been updated to include the new locations.</p> <p>Purpose</p> <p>The purpose of this policy bulletin is to provide staff in the Job /SNAP Centers with information regarding a BFI process which includes applicants/participants with Jail Match, State Prison and AFIS Matches referrals to the appropriate BFI locations.</p> <p>When 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>

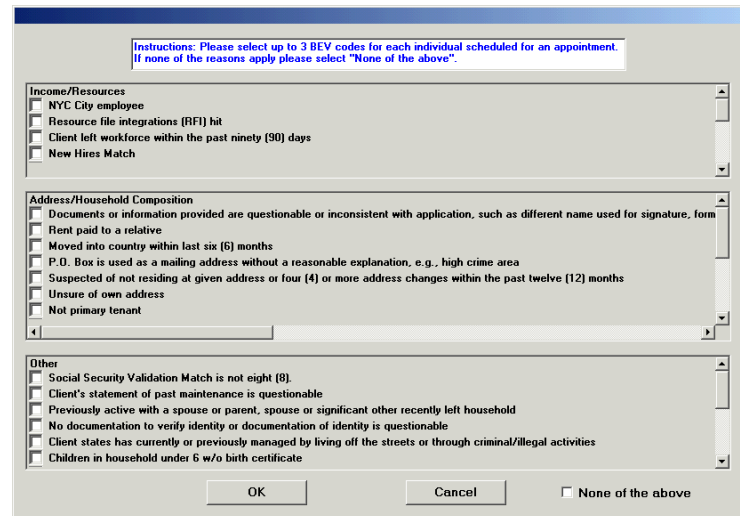
HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

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/participant before the BEV appointment:

- The JOS/Worker first accesses the **POS Referrals** screen.



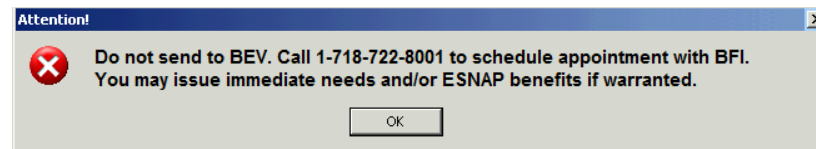
- The JOS/Worker selects a BEV Referral reason and clicks **OK**.



- 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.

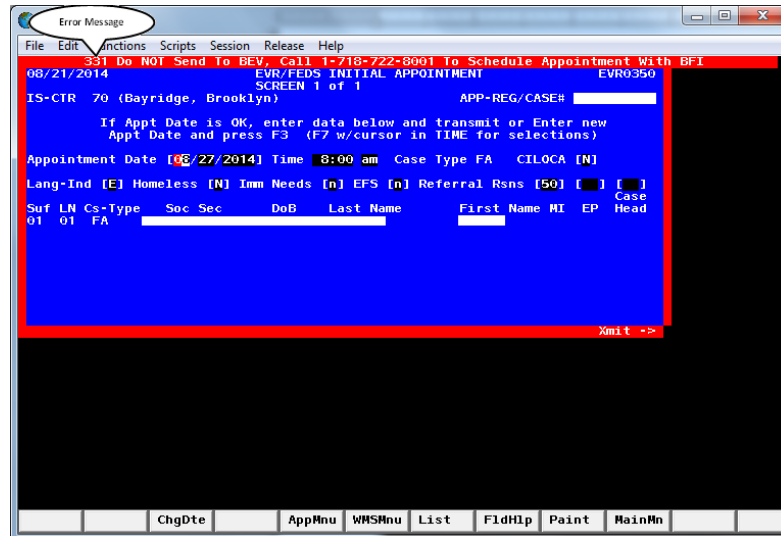


An edit in the scheduling system will automatically check the BFI Alert Table for all Social Security numbers (SSN) on the application when the BEV appointment is requested. If an SSN is found, a message will be displayed stating:

- **“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/participant 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/SNAP Worker calls before 3:00 PM, an appointment will be made for the same day during normal business hours (9 AM – 5 PM).
 - If the JOS/Worker calls at or after 3:00 PM, an appointment will be scheduled for the following business day during normal business hours (9 AM – 5 PM).

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.

Revised

When the BFI appointment has been scheduled, the BFI Phone Bank will inform the JOS/Worker to which BFI office the applicant/participant should visit. The correct BFI address appears on the **IREA-144** and the **BFI-249** forms.

New
Jail, State Prison and
AFIS matches

The locations to resolve Jail, State Prison and AFIS matches are:

- 375 Pearl Street, 22nd floor, NY, NY 10038 (AFIS Matches).
- 243 Schermerhorn Street, 5th Floor, Brooklyn, NY 11201 (Jail and State Prison Matches).

New

The JOS/Worker must enter all the appropriate information on the Form **IREA-144** for Jail or Prison Matches and the **BFI-249** for AFIS Matches as follows:

Revised

- have the applicant/participant sign it;
- photocopy the signed Form **IREA-144** or the Form **BFI-249** and scan and index it into the HRA OneViewer;
- give the applicant/participant the original copy;
- enter case notes stating that the applicant/participant was referred to BFI (include the location, date and time of the appointment);
- instruct the applicant/participant to call BFI at **(718) 722-8001** if they cannot keep the appointment for any reason.

When the applicant/participant 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/participant.

If the applicant/participant 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/participant 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)

Type	Code	Reason
Prison	F63	In Prison (HH=1)
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 October 4, 2019

Related Item

[2018-03-BFI](#)

Attachments:

IREA-144 (E)	Notice of Referral for IREA Appointment (Rev. 08/26/2019)
OPA-8	ALERT Report of Case Finding to Job Center (Rev. 03/08/2019)
OPA-9	Removal of Sanction (Rev. 03/08/2019)
BFI-249	Automated Finger Imaging System (AFIS) Referral to the Bureau of Fraud Investigation (BFI) (Rev. 08/27/2019)

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 must appear at the
 Subject Name

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: _____
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at the address checked below:

- 375 Pearl Street, 22nd Floor, New York, NY 10038
- 151 West Broadway, 7th Floor, New York, NY 10013
- 243 Schermerhorn Street, 5th Floor, Brooklyn, NY 11201

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

To: 375 Pearl Street

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

To: 151 W. Broadway

By Train: No. 1 to Franklin Street; A, C, E, to Canal Street; A, E, No. 2 & No. 3 to Chambers Street.

By Bus: M9 to Murray and Church Streets; M5 Limited Bus to Broadway and White Streets.
151 W. Broadway is located between Worth and Thomas Streets in Manhattan.

To: 243 Schermerhorn Street

By Train: A, C, G – Hoyt / Schermerhorn Street; 2 or 3 to Hoyt Street; 4 or 5 to Nevins Street; B, N, Q, R, to DeKalb Avenue.

By Bus: B26 – Fulton / Bond Streets; B63 - Atlantic Avenue / Bond Streets; B25, B26, B38, B52 – Fulton / Hoyt Streets.



**Department of
Social Services**

Human Resources Administration
Department of Homeless Services

Office of
Program Accountability

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 Social Services
Human Resources Administration
Department of Homeless Services

Office of
Program Accountability

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 remove the sanction requested on the above mentioned case as:

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



**Department of
Social Services**

Human Resources Administration
Department of Homeless Services

Office of
Program Accountability

Date:

Case Name:

Case Number:

Center Number:

**Automated Finger Imaging System (AFIS)
Referral to the Bureau of Fraud Investigation (BFI)**

Please report to the BFI office at:

Address: 375 Pearl Street, 22nd Floor, New York, NY 10038

Date:

Time:

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

For Official Use Only

To: BFI
 Attention: AFIS
 From: Job Center

OTC Site Action Taken	
<input type="checkbox"/> CBIC issued	<input type="checkbox"/> No CBIC issued
Reason for Referral	
<input type="checkbox"/> Different Name	
<input type="checkbox"/> Different Social Security Number	
<input type="checkbox"/> Different CIN #	
<input type="checkbox"/> Photo Imaging does not match	
<input type="checkbox"/> Other (Explain):	

Worker's Name: _____
 (print)

Date: _____

Supervisor's Name: _____
 (print)

Date: _____