



# OFFICE OF POLICY, PROCEDURES, AND TRAINING

## POLICY BULLETIN # 22-27-OPE

### UPDATES TO THE NEW YORK CITY HUMAN RESOURCES ADMINISTRATION FRONT END DETECTION SYSTEM (FEDS) INDICATOR CODE DESK GUIDE

Date: May 17, 2022	Subtopic(s): BEV Referral, Eligibility
	<p>The purpose of this policy bulletin is to inform Job Center staff of updates made to the NYC HRA Front End Detection System (FEDS) Indicator Code Desk Guide For Selections (<b>FIA-1221</b>). This policy bulletin is informational for all other staff.</p> <p>The <b>FIA-1221</b> desk guide is used to assist Job Center staff in their selection of FEDS indicators in the Paperless Office System (POS). FEDS indicators should only be used if at least one of the indicators applies to the case. For some applicants, none of the FEDS codes may apply, meaning staff do not need to make a Bureau of Eligibility Verification (BEV) referral.</p> <p>The updated <b>FIA-1221</b> desk guide is attached to this policy bulletin and is also available on eDocs.</p> <p><i>Effective Immediately</i></p> <p><b>Attachment:</b></p> <p><b>FIA-1221</b>      NYC HRA FEDS Indicator Code Desk Guide For Selections (Rev. 4/22/2022)</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



## NYC HRA FEDS Indicator Code Desk Guide For Selections

The following guide should be used to assist the Family Independence Administration (FIA) Job Center staff in their Front End Detection System (FEDS) indicators in the Paperless Office System (POS). For some applicants, none of the FEDS codes apply, meaning you do not need to make a Bureau of Eligibility Verification (BEV) referral.

### IF DOCUMENTATION IS QUESTIONABLE:

CODE	INDICATOR DESCRIPTION
24	<p><b>Documents appear to be altered, potentially fraudulent, or materially inconsistent with case facts</b></p> <p>Select this indicator if the applicant's documentation appears to be altered, fraudulent or materially inconsistent with case facts. For example:</p> <ul style="list-style-type: none"> <li>a) You have evidence that applicant provided false lease or landlord letter.</li> <li>b) You have evidence that applicant provided false employment letter or pay stubs (for example, the employer's phone number or address is the same as the applicant's phone number or address).</li> <li>c) Income and expenses shown on documents provided are significantly different from the income and expenses the applicant reported on the application.</li> <li>d) The applicant has a previous case in the Welfare Management System (WMS) which displays Social Security Number (SSN) or Date of Birth (DOB) information which is inconsistent with their current application.</li> </ul>

### IF ADDRESS OR RESIDENCY IS QUESTIONABLE:

CODE	INDICATOR DESCRIPTION
21	<p><b>NYC residency is questionable</b></p> <p>Select this indicator if you find evidence that the applicant does not reside at the address provided.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>a) The lease or landlord letter provided is in the name of a person other than the applicant or another adult on the case.</li> <li>b) The lease or landlord letter indicates address different from the address provided by the applicant.</li> <li>c) The applicant is uncertain about their current address <u>and</u> you suspect that the applicant is misrepresenting their real address.</li> <li>d) You determine, after checking the address provided in WMS, that there are 3 or more active Cash Assistance (CA) recipients already residing at the same apartment.</li> </ul>

**IF IDENTITY IS QUESTIONABLE:**

CODE	INDICATOR DESCRIPTION
40	<p><b>Identity appears to be fraudulent or stolen</b></p> <p>Select this indicator if the applicant’s identity appears to be fraudulent or stolen. For example:</p> <ul style="list-style-type: none"> <li>a) The applicant’s identity verification document lacks either the applicant’s picture, name, or DOB.</li> <li>b) The applicant’s identity verification document does not appear to be authentic based on visual inspection (poorly formatted information, seals or logos that do not match known symbols, grammatical errors/misspellings).</li> <li>c) The applicant’s identity verification document fails to scan (only applies to machine readable documents).</li> <li>d) SSN validation fails and no other proof of identity is provided.</li> </ul> <p><b>Note:</b> Do not select this indicator if the applicant has a suitable scanned identification document stored in the HRA One Viewer.</p>

**IF HOUSEHOLD COMPOSITION IS QUESTIONABLE:**

CODE	INDICATOR DESCRIPTION
45	<p><b>Legally-responsible person not on application suspected of residing in household.</b></p> <p>Select this indicator if you have evidence that either: (a) the spouse of the applicant, or (b) the other parent of the applicant’s child (or children) resides at the same address as applicant, but is not listed on the application.</p> <p>An example of such evidence would be an adult who is not on the application but is named as a parent on a child’s birth certificate <u>and</u> named on a utility bill or lease for the case.</p>
48	<p><b>Child included on application suspected of not residing in household</b></p> <p>Select this indicator if you have evidence that one or more children claimed by the applicant do not reside with the applicant. An example of such evidence would be if one or more children claimed on the case appear on a different active case in WMS.</p> <p>Do not select this indicator if the applicant indicates and documents that the child is in foster care with a plan to return (if eligible for CA, the household would be eligible for the shelter allowance for the children).</p>

**IF INCOME OR WORK HISTORY INFORMATION IS QUESTIONABLE:**

CODE	INDICATOR DESCRIPTION
10	<p><b>Financial obligations are current, but stated expenses exceed income <i>without a reasonable explanation</i></b></p> <p>Select this indicator if the applicant’s reported income is clearly too low to maintain their reported expenses, <u>and</u> the applicant does not have a reasonable explanation. For example, if the applicant reports paying \$2,000 a month in rent but reports having no household income and no arrears, they would need to provide a reasonable explanation for how they have been paying rent.</p> <p>Do not select this indicator if the applicant provides a reasonable explanation, such as:</p> <ul style="list-style-type: none"> <li>a) Recent loss of income/employment</li> <li>b) Recent loss/exhaustion of unemployment benefits</li> <li>c) Recent exhaustion of savings or financial retirement assets, such as IRA or 401K accounts</li> <li>d) Recent divorce or separation which ended a source of financial support</li> </ul>
11	<p><b>Working off the books (<i>currently or previously</i>)</b></p> <p>Select this indicator if applicant reports that they are currently working off the books, or have worked off the books, in the recent past.</p>
12	<p><b>Supported by loans/gifts from family or friends</b></p> <p>Select this indicator if the applicant reports that they are currently receiving substantial financial support from family or friends in the form of loans or gifts, or have received such support in the recent past.</p> <p>Do not select this indicator if the applicant merely reports receiving gifts from friends or family for birthdays or holidays.</p>
13	<p><b>Self-employed but <i>without adequate business records to support financial assertions</i></b></p> <p>Select this indicator if the applicant claims to be self-employed <u>and</u> fails to provide adequate business records to support their financial assertions.</p> <p>Do <u>not</u> select this indicator if the applicant is self-employed and provides adequate business records to support financial assertions. Examples of adequate business records include:</p> <ul style="list-style-type: none"> <li>a) Federal/IRS tax return for at least one of two most recent full calendar years that shows business income and expenses;</li> <li>b) IRS Form 4506 (<i>Request for Copy of Tax Return</i>) completed with HRA’s name and contact information on line 5 of the form;</li> <li>c) Personal log of all revenues and costs/expenses for the most recent full year, with a notarized attestation as to accuracy of the provided information, <u>and</u> a copy of an original incorporation document (corporations must be registered with the New York Secretary of State, while partnerships and sole proprietorships must generally be registered with the County Clerk’s Office where the business is based).</li> </ul>

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**IF ASPECTS OF THE ONE-SHOT DEAL APPLICATION ARE QUESTIONABLE:**

CODE	INDICATOR DESCRIPTION
36	<p><b>One-Shot: pattern of repeated one-shots for an emergency that is questionable</b></p> <p>Select this indicator if the applicant is applying for a one-shot that does not seem to be an emergency. For example:</p> <ul style="list-style-type: none"> <li>a) The applicant currently has income or financial resources that should, under normal circumstances, be sufficient to cover the emergency expense they are applying for <u>and</u> they did not provide evidence of a crisis severe enough to divert this income or financial resources away from their emergency expense.</li> <li>b) The applicant has recently received one-shot assistance citing the same crisis event.</li> </ul>

**WORKER POS CHECKS:**

CODE	INDICATOR DESCRIPTION
38	<p><b>Federal SNAP Intentional Program Violations (IPV) match</b></p> <p>Select this indicator only if POS shows that the applicant, or any of the adult household members who are a part of the application, have an outstanding IPV in another jurisdiction.</p>
51	<p><b>Application is inconsistent with prior case information</b></p> <p>Select this indicator if the applicant's case history in POS/WMS is inconsistent with their current application on measures that should be stable over time. For example, select this indicator if you compare the current application to previous case information in POS and you find one of the following:</p> <ul style="list-style-type: none"> <li>a) SSN does not match.</li> <li>b) DOB does not match.</li> <li>c) Children on current application, who would have been alive during the prior case, do not appear in the POS/WMS record.</li> </ul> <p>Do not select this indicator solely because the current address that the applicant provides does not match the POS/WMS record.</p> <p>Do not select this indicator if the applicant has no case history in POS/WMS.</p>

**AUTOMATED FEDS (DO NOT MANUALLY SELECT THESE INDICATORS)**

CODE	INDICATOR DESCRIPTION
50	<p><b>Prior history of denial, case closing or overpayments <i>resulting from an investigation</i></b></p> <p><b>Do not manually select this indicator.</b> This indicator will be automatically selected if the applicant has an unresolved BFI alert. If any adult member of the applicant household has a BFI Alert and this indicator is not automatically selected, please report to your supervisor that you have identified a logical fault in HRA's IT systems.</p>
89	<p><b>PARIS Match - Active recipient in another state; current status unresolved</b></p> <p><b>Do not manually select this indicator.</b> This indicator will be automatically selected if the applicant has an unresolved PARIS match.</p>