FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #05-19-OPE
(This Policy Directive Replaces PD #99-95R and PB #02-106-SYS)

REVISIONS TO BUREAU OF ELIGIBILITY VERIFICATION RECOMMENDATION CODES DESK GUIDE

Date: May 23, 2005	**Subtopic(s):** Bureau of Eligibility Verification (BEV) Codes

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AUDIENCE	The instructions in this policy directive are for Job Center staff. They are informational for all other staff.
REVISIONS TO ORIGINAL DIRECTIVE Staff should not take an action resulting from recommendation code 113.	This policy directive has been revised to: • Update instructions to staff in the Job Centers; • Update the Fair Hearing language; • Update the Bureau of Eligibility Verification Recommendation Codes Desk Guide to include the following codes: Case Management Cases ▪ **113** Referral to Special Unit (not for FIA use) ▪ **118** Failed to Recertify ▪ **717** Referral to Division of Financial Review and Processing (DFRP); interview completed, rent not charged (not for FIA use) ▪ **727** Referral to DFRP; interview completed (not for FIA use) Application and Case Management Cases ▪ **353** Concealed Income – This code will replace recommendation code **350** (Failed to Provide Complete and Truthful Information).
POLICY	The Bureau of Eligibility Verification (BEV) evaluates cases and submits a recommendation. Staff must evaluate the recommendation and make an eligibility decision.

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 2 at the prompt followed by 765 or
send an e-mail to *FIA Call Center*

Distribution: X
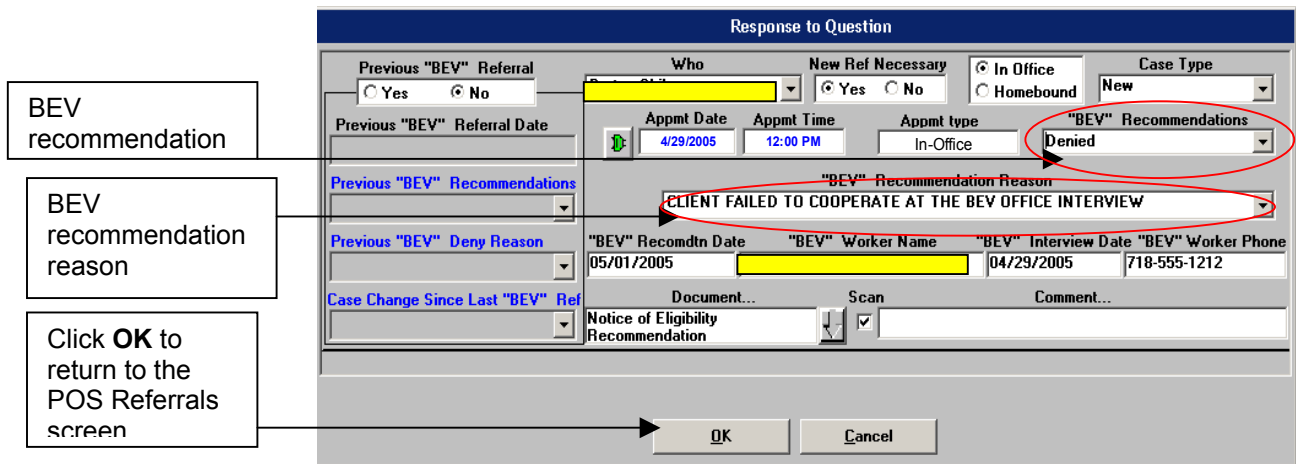
REQUIRED ACTION

On a daily basis, POS retrieves the BEV recommendations and populates the **BEV** section in the **Referrals** window with the data from MAPPER.

Before making an eligibility determination on an application case that has been sent to BEV, the JOS/Worker must:

- Go to the **Worker's Queue** in POS;

  - Reopen the **Application Interview** activity;
  - Use the **Screen Picklist** icon [icon] to go to the POS

    POS **Referrals** window;
  - Select **BEV** on the POS **Referrals** window.

Select **BEV** on the POS Referrals screen.
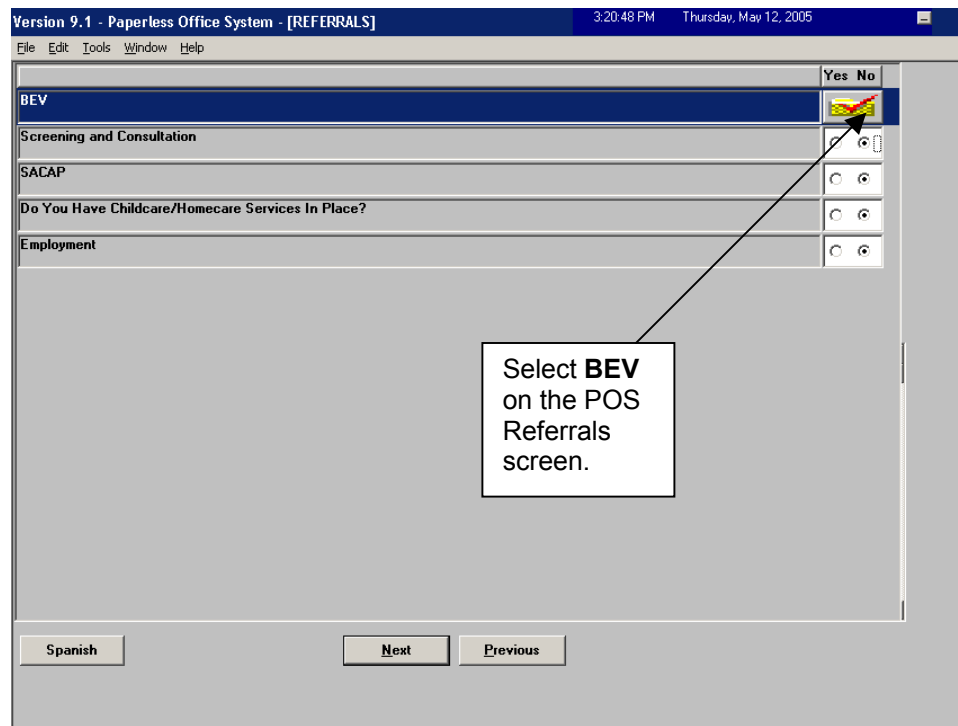
The **BEV Response to Question** window will appear.

BEV recommendation

BEV recommendation reason

Click **OK** to return to the POS Referrals screen

Response to Question

Previous "BEV" Referral	Who	New Ref Necessary		Case Type
○ Yes ● No		● Yes ○ No	● In Office ○ Homebound	New

Previous "BEV" Referral Date

Appmt Date	Appmt Time	Appmt type	"BEV" Recommendations
4/29/2005	12:00 PM	In-Office	Denied

Previous "BEV" Recommendations

"BEV" Recommendation Reason
CLIENT FAILED TO COOPERATE AT THE BEV OFFICE INTERVIEW

Previous "BEV" Deny Reason

"BEV" Recomdtn Date	"BEV" Worker Name	"BEV" Interview Date	"BEV" Worker Phone
05/01/2005		04/29/2005	718-555-1212

Case Change Since Last "BEV" Ref

Document...	Scan	Comment...
Notice of Eligibility Recommendation	☑	

OK   Cancel

- View the BEV recommendation on the **BEV Response to Question** window;
- If necessary, refer to the BEV Recommendation Codes Desk Guide to evaluate the BEV recommendation;
- Click **OK** to return to the POS **Referrals** window.
- Click <F12> to get the **Screen Picklist**;
- Select **Individual Detail** on the **Screen Picklist**;

  - Access the **BEV** tab on the POS Browser by clicking on the POS **Document Browser** icon ▤ to view the

  documentation that supports the BEV recommendation.

POS Document Browser icon

POS Screen Picklist icon
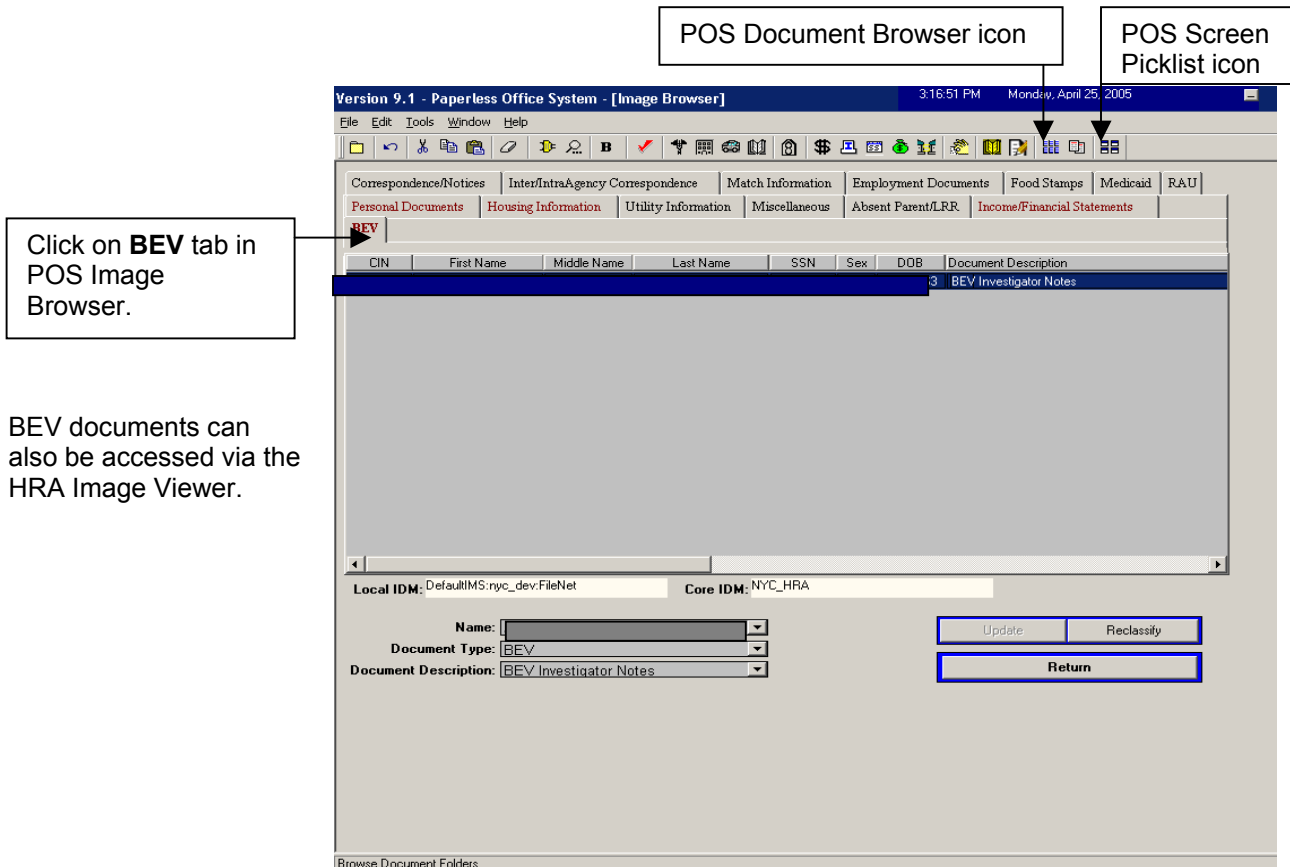
Click on **BEV** tab in POS Image Browser.

BEV documents can also be accessed via the HRA Image Viewer.

Based on the information from BEV and other documentation/information received or not received from the applicant, the JOS/Worker must:

- Click on the **Screen Picklist** icon on the toolbar of the **Image Browser** window and select the **Eligibility Determination** window;
- Complete all questions from the **Eligibility Determination**, **TAD** and **Budget** windows;

  - When BEV recommends a case closing/denial and the Worker selects a code other than a BEV closing/denial code, the **BEV Rejection Reason Code Check** window appears with the following message:

    There is an BEV recommendation on file and you are not using an BEV rejection/closing code (**245**, **246**, **Y86** or **Y87**). If you want to use the non-BEV code, you must enter an explanation in the Comments.

  - Click **Yes** to enable the **Comments** field.

BEV message → There is an BEV recommendation on file and you are not using an BEV rejection/closing code(245, 246, Y86 or Y87). If you want to use the non-BEV code you must enter an explanation in the Comments

Click on "Yes" to enable the comments field. →

Enter comments explaining why a non-BEV code is used. →

- Enter the reason(s) for the eligibility determination in the **Case Comments** section;
- Prepare a **TAD** to process the case action and authorize the budget, if necessary; and
- Send the case to the AJOS/Supervisor for approval.

When reviewing application cases completed by the Worker, the AJOS/Supervisor must:

- Access the **BEV** tab on the POS Browser or HRA Image Viewer to access documentation that supports the BEV recommendation;
- If necessary, return the case to the Worker for correction;
- Process the case action in accordance with current procedure.

PROGRAM IMPLICATIONS

Food Stamp Implications

Failure to attend a BEV interview is not, in itself, a valid reason to deny Food Stamp (FS) benefits. For Public Assistance (PA)/FS applicants, the Worker must use all available information and FS program criteria to separately determine eligibility.

Medicaid Implications

A separate determination for Medicaid (MA) is required if a PA case is being closed or denied for a BEV reason.

LIMITED ENGLISH SPEAKING ABILITY (LESA) IMPLICATIONS

For Limited English Speaking Ability (LESA) participants, make sure to obtain appropriate interpreter services in accordance with Policy Directive #02-43-OPE.

FAIR HEARING IMPLICATIONS

Avoidance/ Resolution

Ensure that all case actions are processed in accordance with current procedures and that electronic case files are kept up to date. Remember that applicants/participants must receive either adequate or timely and adequate notification of all actions taken on their case.

Conferences

An applicant/participant can request and receive a conference with a Fair Hearing and Conference (FH&C) AJOS/Supervisor I at any time. If an applicant/participant comes to the Job Center requesting a conference, the Receptionist must alert the FH&C Unit that the individual is waiting to be seen.

The FH&C AJOS/Supervisor I will listen to and evaluate the applicant/participant's complaint. After reviewing the case file and discussing the issue(s) with the JOS/Worker responsible for the case and/or the JOS/Worker's Supervisor, s/he will determine if the action taken was correct. If the determination is that the action taken was correct, the FH&C AJOS/Supervisor I will explain the reason for the determination to the applicant/participant. If the explanation is accepted, no further action is necessary. The AJOS/Supervisor I must complete a Conference Report (**M-186a**).

If the determination is that the action taken was incorrect or correct but lacking the supporting documentation, the FH&C AJOS/Supervisor I will settle in conference (SIC), enter detailed case notes in NYCWAY and forward all verifying documentation submitted by the applicant/participant to the appropriate JOS/Worker for corrective action to be taken. In addition, if the adverse case action still shows on the **Pending** (**08**) screen in WMS, the AJOS/Supervisor I must prepare and submit a Fair Hearing/Case Update Data Entry Form (**LDSS-3722**), if the case has been granted aid continuing (ATC), to change the **02** (Aid-to-Continue) to an **01** (Transaction Cancelled) or a PA Recoupment Data Entry Form (**LDSS-3573**) to delete a recoupment. The **M-186a** must also be prepared.

Evidence Packets

Should the applicant/participant elect to continue his/her appeal by requesting or proceeding to a Fair Hearing already requested, the FH&C AJOS/Supervisor I is responsible for ensuring that further appeal is properly controlled and that appropriate follow-up action is taken in all phases of the Fair Hearing process.

All Evidence Packets must contain a detailed history, copies of relevant WMS screen printouts, a printout of the BEV recommendation and other documentation relevant to the action taken.

If the case is denied/closed due to a BEV recommendation, BEV will represent the Agency at the Fair Hearing and prepare its own evidence packet.

REFERENCE   05-ADM-08

ATTACHMENT

⌨ Please use Print on Demand to obtain copies of forms.

Bureau of Eligibility Verification Recommendation Codes Desk Guide (Rev. 4/05)

Bureau of Eligibility Verification
Recommendation Codes Desk Guide

A **"C"** will precede the code if the case was active at the time of the BEV Investigation.
A **"D"** will precede the code if the case was in applying status at the time of the BEV Investigation.

<u>APPLICANT/PARTICIPANT CODES</u>

DOES NOT RESIDE AT ADDRESS ON RECORD
CODE **100** ON BEV AUTOMATED SYSTEM
Applicant/Participant does not live at the address on record and BEV is unable to locate. It may also indicate that the residence, as given by the applicant/participant, does not exist. This is determined after reasonable attempts are made by the field investigative unit to visit the residence. This code is also used when the applicant/participant fails to provide a document, such as a lease or letter from the landlord, containing the address on record.

PERSON NO LONGER RESIDES IN HOUSEHOLD
CODE **120** ON BEV AUTOMATED SYSTEM
Individual listed on case is no longer residing within the household. The case requires a budget reduction.

CLIENT IS NOT A RESIDENT OF NYC
CODE **150** ON BEV AUTOMATED SYSTEM
Applicant/Participant is not a resident of New York City and, therefore, not eligible to receive public assistance from the City of NY. This includes individuals residing in the counties or states neighboring New York, such as Long Island, Westchester or New Jersey. Staff can check prior or concurrent NYS public assistance by entering the Social Security Number on the WMS Individual Inquiry Screen, (option 7 on the cross machine inquiry).

DUPLICATE CASE
CODE **200** ON BEV AUTOMATED SYSTEM
Applicant/Participant has more than one active public assistance case.

FALSE SOCIAL SECURITY NUMBER
CODE **300** ON BEV AUTOMATED SYSTEM
Applicant/Participant has provided BEV with a false Social Security Number.

CONCEALED INCOME
CODE **353** ON BEV AUTOMATED SYSTEM
Applicant/Participant failed to disclose income information that may affect his or her eligibility for public assistance.

UNDISCLOSED PRESENCE IN HOUSEHOLD OF LEGALLY RESPONSIBLE RELATIVE
CODE **370** ON BEV AUTOMATED SYSTEM
BEV's investigation reveals the presence of legally responsible relatives not previously disclosed by the applicant/participant.

APPLICANT/PARTICIPANT CODES, con't

EXCESS INCOME
CODE **400** ON BEV AUTOMATED SYSTEM
Applicant/Participant has income that is sufficient to meet the budgetary needs of his/her family unit. Income represents amounts earned, such as wages, salary and Unemployment Insurance Benefits (UIB) from a previously held job.

EXCESS ASSETS
CODE **450** ON BEV AUTOMATED SYSTEM
Applicant/Participant has assets that place him/her in excess of allowable thresholds for public assistance. Assets are resources such as bank accounts, an automobile or second house (first house is not a resource). If applicant/participant owns his/her residence, referral to the Real Property Unit of ORI is required.

INELIGIBLE ALIEN STATUS
CODE **500** ON BEV AUTOMATED SYSTEM
Applicant/Participant failed to prove his or her citizenship or failed to provide documentation of lawful permanent residency.

RENT NOT CHARGED
CODE **750** ON BEV AUTOMATED SYSTEM
Applicant/Participant is not charged rent where they are staying. This code is solely used for budget reductions.

FAILED TO RESPOND TO TWO NOTICES LEFT AT THE RESIDENCE
CODE **850** ON BEV AUTOMATED SYSTEM
Two "Notice to Telephone BEV" forms were left at the applicant/participant's residence, yet the applicant/participant did not respond by calling the BEV telephone bank to reschedule the appointment.

FAILED TO KEEP APPOINTMENT WITH BEV
CODE **900** ON BEV AUTOMATED SYSTEM
Applicant/Participant failed to keep the BEV office appointment and failed to contact the BEV program to reschedule the appointment.

CLIENT DECEASED
CODE **950** ON BEV AUTOMATED SYSTEM
Applicant/Participant is deceased.

APPLICANT CODES

FAILED TO MEET/EXCEEDS INCOME REQUIREMENT (ONE-SHOT DEAL)
CODE **410** ON BEV AUTOMATED SYSTEM
Applicant has income that is sufficient to meet the budgetary needs of his/her family unit.
Income represents amounts earned, such as wages, salary and interest. This code is applied
solely to FA applications for a One-Shot Deal.

FAILED 125% GROSS INCOME TEST
CODE **420** ON BEV AUTOMATED SYSTEM
Applicant failed the 125% gross income test for emergency payments. This code is used solely
for Emergency-Safety Net payment cases (E-SN). It is formulated using federal poverty
standards as guidelines.

FAILED TO DEMONSTRATE IMMEDIATE/URGENT NEED (ONE-SHOT DEAL)
CODE **430** ON BEV AUTOMATED SYSTEM
Applicant failed to demonstrate an urgent need for a One-Shot Deal. For example, an
investigation of the applicant's residence may reveal that the applicant's claim of needing food
or utilities is not substantiated.

FAILED TO DISCLOSE REQUIRED INFORMATION FOR ONE-SHOT DEAL
CODE **440** ON BEV AUTOMATED SYSTEM
Applicant failed to disclose information that may affect his/her eligibility for a One-Shot Deal.

FLEEING FELON - OUTSTANDING WARRANT STATUS
CODE **550** ON BEV AUTOMATED SYSTEM
Applicant has been identified as having an outstanding warrant for arrest. The issue
concerning the status of that warrant must be resolved with BFI before the individual can be
accepted or reactivated for public assistance.

CLIENT ARRESTED AT BEV INTERVIEW
CODE **600** ON BEV AUTOMATED SYSTEM
Applicant arrested during the BEV interview for reasons related to his/her eligibility for
assistance.

CLIENT FAILED TO COOPERATE AT THE BEV OFFICE INTERVIEW
CODE **620** ON BEV AUTOMATED SYSTEM
Applicant failed to cooperate with in-house investigative personnel by not providing the
information needed to make a case recommendation or by voluntarily walking out while the
interview was still in progress.

CLIENT REQUESTED WITHDRAWAL OF APPLICATION
CODE **650** ON BEV AUTOMATED SYSTEM
Applicant voluntarily requested a withdrawal of his/her application for public assistance.

APPLICANT CODES, con't

OTHER
CODE **700** ON BEV AUTOMATED SYSTEM
Used solely when a recommendation for a case denial/closing does not fit into any other category. Investigator must enter a text synopsis of the reason for the case denial/closing in the Notes field.

FALSE DOCUMENTATION
CODE **800** ON BEV AUTOMATED SYSTEM
Applicant has provided false documentation regarding his/her identity or eligibility for assistance.

FAILED TO KEEP BEV HOME VISIT APPOINTMENT
CODE **910** ON BEV AUTOMATED SYSTEM
Applicant failed to keep the BEV home visit appointment and failed to contact BEV to reschedule the appointment.

FAILED TO COOPERATE WITH BEV FIELD INTERVIEW
CODE **920** ON BEV AUTOMATED SYSTEM
Applicant failed to cooperate with field investigative personnel by not providing the information needed to make a case recommendation.

SYSTEM DEFAULT CODES
990,999

CASE DENIED/CLOSED PRIOR TO BEV RECOMMENDATION
CODE **990** ON BEV AUTOMATED SYSTEM
This code appears when a case has been denied or closed by FIA prior to BEV entering a case recommendation into the system.

CASE ACCEPTED/CONTINUED PRIOR TO BEV RECOMMENDATION
CODE **999** ON BEV AUTOMATED SYSTEM
This code appears when a case has been accepted or kept open by FIA prior to BEV entering a case recommendation into the system.

<u>PARTICIPANT CODES</u>

REFERRAL TO SPECIAL UNIT (BEV *Internal* **Code –** *not* **for FIA use)**
CODE **113** ON BEV AUTOMATED SYSTEM
Case referred to BEV's Special Unit for follow-up action or more intensive review.

FAILED TO RECERTIFY
CODE **118** ON BEV AUTOMATED SYSTEM
Participant failed to complete recertification process to determine eligibility for continued assistance.

CLIENT REQUESTED CASE CLOSING
CODE **670** ON BEV AUTOMATED SYSTEM
Participant requested the closing of his/her public assistance case at the time of the BEV Undercare review.

OTHER
CODE **700** ON BEV AUTOMATED SYSTEM
Used solely when a recommendation for a case closing does not fit into any other category. Investigator must enter a text synopsis of the reason for the case closing in the Notes field.

REFERRAL TO *DFRP***; interview completed, rent not charged (BEV** *Internal* **Code –** *not* **for FIA use)**
CODE **717** ON BEV AUTOMATED SYSTEM
Participant completed interview process with BEV. Case referred to the Division of Financial Review and Processing (DFRP) for rebudget or recoupment action; rent not charged on this case.

REFERRAL TO *DFRP***; interview completed (BEV** *Internal* **Code –** *not* **for FIA use)**
CODE **727** ON BEV AUTOMATED SYSTEM
Participant completed interview process with BEV. Case referred to the Division of Financial Review and Processing (DFRP) for re-budget or recoupment action.

CASE REQUIRES A RECOUPMENT ACTION
CODE **737** ON BEV AUTOMATED SYSTEM
Used when new income and/or resources information is revealed by the BEV review. A recalculation of the participant's benefits or a recoupment action based on a past overpayment may be necessary.

CASE REFERRED TO BFI
CODE **757** ON BEV AUTOMATED SYSTEM
Used when referring a case to BFI for follow-up action. You will need to use the "Notes" field to explain why the case is being referred to BFI. The text above for code 757 will not appear on the Recommendation Letter; instead, the text that you input in the "Notes" field will appear.

PARTICIPANT CODES, con't

FAILED TO VERIFY
CODE **801- 809** ON BEV AUTOMATED SYSTEM
Participant failed to provide the specific documentation needed to verify factors relating to his/her continued eligibility for assistance.

 801 FAILED TO VERIFY MORTGAGE, LEASE, RENT
 802 FAILED TO VERIFY DRIVER'S LICENSE, PHOTO ID, MILITARY ID
 803 FAILED TO VERIFY DEED, SAVINGS STATEMENT, BANK BOOK
 804 FAILED TO VERIFY NATURALIZATION PAPER OR PASSPORT
 805 FAILED TO VERIFY WATER BILL OR UTILITY BILL
 806 FAILED TO VERIFY BIRTH/BAPTISMAL CERTIFICATE OR ADOPTION PAPERS
 807 FAILED TO VERIFY SOCIAL SECURITY CARD
 808 FAILED TO VERIFY PRISON RELEASE PAPERS
 809 FAILED TO VERIFY ATTENDANCE RECORDS

FAILED TO REPORT FOR ELIGIBILITY REVIEW FOR SNA APPLICATION
CODE **905** ON BEV AUTOMATED SYSTEM
This code is used for five-year time limit participants who fail to report for the eligibility review or fail to complete an application for SNA.

FAILED REPEATEDLY TO ATTEND ARRANGED HOME VISIT
CODE **915** ON BEV AUTOMATED SYSTEM
The participant called to reschedule the home visit on several occasions, but never kept the appointment.

FAILED TO COOPERATE
CODE **921- 929** ON BEV AUTOMATED SYSTEM
Participant failed to cooperate with field investigative personnel by not providing information needed to verify the following issues relating to continued eligibility:

 921 FAILED TO COOPERATE WITH BEV BY REFUSING TO ANSWER QUESTIONS
      REGARDING INCOME
 922 FAILED TO COOPERATE WITH BEV BY REFUSING TO ANSWER QUESTIONS
      REGARDING ASSETS
 923 FAILED TO COOPERATE WITH BEV BY REFUSING TO ANSWER QUESTIONS
      REGARDING RESIDENCE
 924 FAILED TO COOPERATE WITH BEV BY REFUSING TO ANSWER QUESTIONS
      REGARDING LEGALLY RESPONSIBLE SPOUSE
 925 FAILED TO COOPERATE WITH BEV BY REFUSING TO ANSWER QUESTIONS
      REGARDING DEPENDENT CHILDREN

PARTICIPANT CODES, con't

926 FAILED TO COOPERATE WITH BEV BY REFUSING TO ANSWER QUESTIONS REGARDING ELIGIBILITY FOR SAFETY NET ASSISTANCE (INCLUDING FEDERALLY PARTICIPATING)

927 FAILED TO COOPERATE WITH BEV BY REFUSING TO ANSWER QUESTIONS REGARDING DOCUMENTATION OF IDENTITY

928 FAILED TO COOPERATE WITH BEV BY REFUSING TO ANSWER QUESTIONS REGARDING PROOF AS TO IDENTITY, WHICH IS INCONSISTENT WITH WHAT WE HAVE

929 FAILED TO COOPERATE WITH BEV BY REFUSING TO ANSWER QUESTIONS REGARDING PROPERTY

SYSTEM DEFAULT CODES
707, 909, 906, 990

707 INVESTIGATION COMBINED WITH OTHER <u>CASE CONTINUANCE</u>
This code appears when a case is identified for review for more than one project and BEV has already performed an action to continue assistance on one of the projects. The first case action will be applied automatically by the BEV System to all of the projects the case is associated with.

909 INVESTIGATION COMBINED WITH OTHER <u>CASE CLOSING</u>
This code appears when a case is identified for review for more than one project and BEV has already initiated a closing on one of the projects. The first case action will be applied automatically by the BEV System to all of the projects the case is associated with.

906 FAILED TO REPORT TO BEV FOR SNA APPLICATION - OVERLAP FIA
This code appears on Time Limit cases known to both BEV and FIA. This system-generated code prevents BEV from closing these cases for Failure to Report due to participant's possible compliance with an FIA appointment. FIA handles these cases.

990 CASE <u>CLOSED</u> PRIOR TO BEV RECOMMENDATION
This code appears when a case has been closed by FIA prior to BEV entering a case recommendation into the system.