



FAMILY INDEPENDENCE ADMINISTRATION

Matthew Brune, Executive Deputy Commissioner

James K. Whelan, Deputy Commissioner
Policy, Procedures, and Training

Stephen Fisher, Assistant Deputy Commissioner
Office of Procedures

POLICY DIRECTIVE #13-08-ELI (This Policy Directive Replaces PD #05-03-ELI)

FINGER IMAGING FOR CASH ASSISTANCE CASES

Date: April 1, 2013	Subtopic: Finger Imaging
AUDIENCE	The instructions in this policy directive are for all staff in Job Centers. It is informational for all other staff.
REVISIONS TO ORIGINAL DIRECTIVE	<p>This policy directive has been revised to reflect the following changes:</p> <ul style="list-style-type: none"> • On November 1, 2012, Finger Imaging was eliminated as a requirement to receive Supplemental Nutrition Assistance Program (SNAP) benefits. Therefore, a separate SNAP determination must be made if a case or an individual is being denied Cash Assistance (CA) for failure to comply with finger imaging. • The Finger Imaging Notice (W-519) was revised in November, 2012, and renamed the Photo Identification for Supplemental Nutrition Assistance Program (SNAP)/Finger Imaging for Cash Assistance Notice. • The Finger Imaging Report Routing Slip (W-519C) and the Finger Imaging System Shut-Down Log (W-519R) have been updated with the current agency logo.
POLICY	As a condition of eligibility for Cash Assistance (CA), all adult household members must be finger imaged. This mandate applies to all individuals age 18 years or older and/or heads of household under 18 years of age applying for or receiving CA, unless they are otherwise exempt from the finger imaging requirements.

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

BACKGROUND MATERIAL

Exemptions from Finger Imaging

The following individuals are exempt from finger imaging:

New Information

- SNAP applicants/participants;
- Individuals who are not applying for or receiving Cash Assistance and who are not legally responsible for any other household member who is applying for or receiving Cash Assistance;
- Individuals physically unable to comply with this requirement because of an injury or disability. However, if the condition is temporary, an appointment to return for finger imaging must be made;
- Applicants/Participants under 18 years of age, unless they are the head of household;
- SSI recipients who are applying for a one-shot deal Emergency Assistance to Adults (EAA) grant (only if all members of the household are in receipt of SSI);
- Homebound applicants/participants; and
- Congregate Care Facility residents.

Refer to [PB #13-07-OPE](#) for information on requests for homebound status

Note: Ineligible alien adults who are legally responsible for any other CA case members are required to be finger imaged unless otherwise exempt.

REQUIRED ACTION

AFIS REFERRAL PROCESS

Applicants

Refer to [PD #05-17-OPE](#)

While conducting the initial eligibility interview, the JOS/Worker must complete the **Application Intake** activity in POS. This activity will register the case in POS and will generate a clearance report that can be viewed on the **CIN Re-use** window in POS. The JOS/Worker must select the appropriate CIN to use based on the CIN selection hierarchy.

In instances where all demographics are the same and one CIN has an AFIS Indicator and the others do not, select the CIN with the AFIS Indicator. However, if a CIN exists whose demographics are completely correct and the demographics associated with the CIN having an AFIS indicator are incorrect, the Center Director's Designee should contact the AFIS Help Desk at (718) 510-0596 to associate the AFIS indicator with the CIN whose demographics are completely correct, and that CIN should be selected.

Example: The participant's line is active with CIN #WX109ZL4 and is finger imaged under CIN #WZ208XL5. According to the results from the clearance report, CIN #WX109ZL4 is a 106 match (i.e., perfect demographics) and CIN #WZ208XL5 is a 90 match. In this instance, the JOS/Worker should select CIN #WX109ZL4 and have the Center Designee contact the AFIS Help Desk to assign the AFIS indicator to the correct CIN.

CIN Re-Use screen in POS

Registry #	Application Date	Unit/Worker	Case #	Case Name	Suffix	Case Type
						Request New Clearance

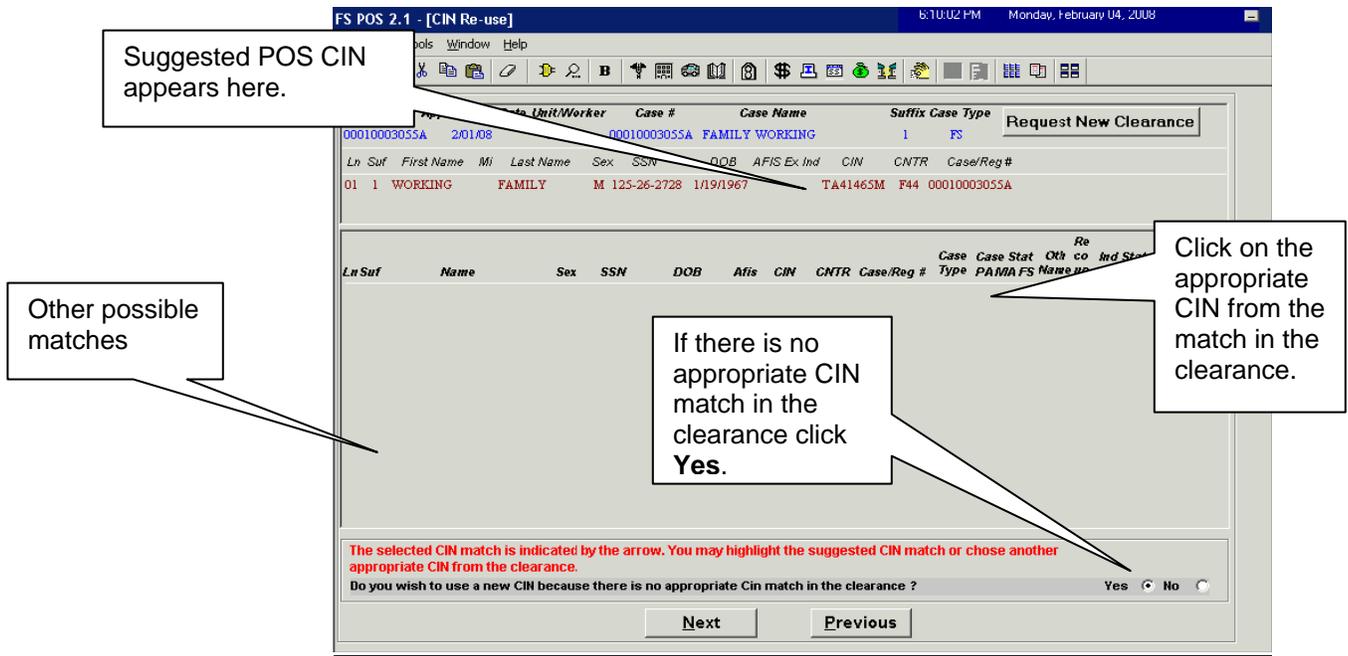
Ln	Suf	First Name	Mi	Last Name	Sex	SSN	DOB	AFIS Ex Ind	CIN	CNTR	Case/Reg#

Ln	Suf	Name	Sex	SSN	DOB	Afis	CIN	CNTR	Case/Reg#	Type	PAMA FS Name	PAMA FS Score	Re
01	1		F							FA	CL CL CL	N	CL CL CL 106

The suggested CIN match is indicated by the arrow. You may highlight the suggested CIN match or chose another appropriate CIN from the clearance.

Do you wish to use a new CIN because there is no appropriate Cin match in the clearance Yes No

Next Previous



After the CIN is selected, the **Finger Imaging Notice** screen will appear.

On the **Finger Imaging Notice** screen, complete a Photo Identification for Supplemental Nutrition Assistance Program (SNAP)/Finger Imaging for Cash Assistance Notice (**W-519**) for each case member who must be finger imaged. The "For Office Use Only" section will automatically be completed by POS based on the information entered previously.

- Have the applicant sign the **W-519** using the signature pad to indicate whether or not s/he agrees to be finger imaged. The applicant must sign the **W-519** even if s/he refuses to be finger imaged.
- Print the **W-519** and click "Done" after the **W-519** is printed. POS will bring the JOS/Worker back to the Worker's Queue where the **Application Interview** can be completed.

If the printed **W-519** does not contain the applicant's signature or the "For Office Use Only" section is missing information, the JOS/Worker must manually complete the missing items of the **W-519** and have it scanned into POS.

After the applicant signs the **W-519**, the JOS/Worker must complete the application interview in POS before sending the applicant to the Finger Imaging Unit. The JOS/Worker should send the applicant to be finger imaged while the other applicant forms are printing. When the JOS/Worker sends the applicant to be finger imaged, the JOS/Worker must:

There must be a separate **W-519** form for each adult in H/H being finger imaged

- Give the applicant the **W-519** to bring to the Finger Imaging Unit. The applicant and all adult members being imaged must bring identification to the Finger Imaging Unit.
- If all adults in the household who need to be finger imaged are not present at the eligibility interview, send the adults who are present to the Finger Imaging Unit and give the applicant a return appointment to bring in those adults not present so that they can be finger imaged.
- Instruct the applicant/participant to return with the Finger Imaging Match Results Notice (**W-519C**) and attachments once the finger imaging is completed.

One Shot Deals (Emergency Assistance)

Pure SSI households applying for a one shot deal under the Emergency Assistance for Adults (EAA) category are exempt from finger imaging requirements. However, all other emergency assistance applicants, including Emergency Assistance to Families (EAF) and Emergency Safety Net Assistance (ESNA) applicants, must be referred to the Finger Imaging Unit. An Immediate Needs grant cannot be authorized until the finger imaging results are received unless the AFIS results are not available.

For further information on AFIS guidelines for Emergency Assistance applicants see [PD #12-29-ELI](#)

For example, if AFIS is down or the Finger Imaging Unit has left for the day, the JOS/Worker must make the eligibility determination for emergency assistance, without the AFIS results and in accordance with current procedure.

Participants

At the Face to Face Recertification (FFR) interview or at the next in-person contact, the JOS/Worker must ensure that all household members who have reached their 18th birthday or who recently moved into the household are finger imaged.

There are three methods for the JOS/Worker and Supervisor to identify participants who must be finger imaged at Recertification:

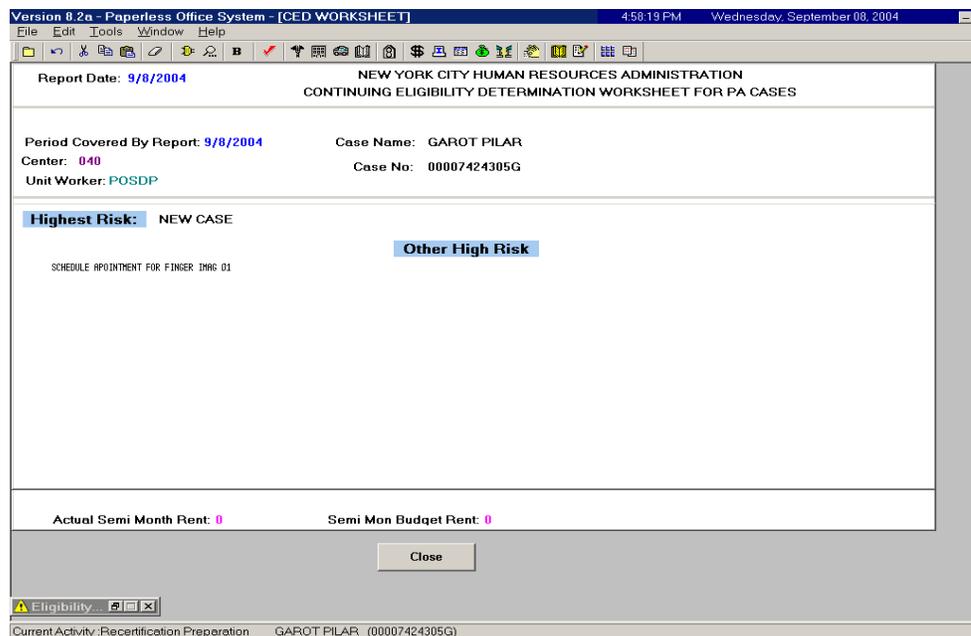
- During Recertification Scheduling in POS
- NYCWAY Recertification Report (**WIN32X**)
- AFIS Report on the POS Management Console

Recertification Scheduling in POS

When scheduling a case for Recertification, if an individual needs to be finger imaged, a “High Risk” message will appear on the **CED Worksheet** screen.

The names of the individual requiring finger imaging will appear on the **W-908T** notice which is mailed to the case head indicating which, if any, adult members of the household must be finger imaged at the recertification interview.

POS CED Worksheet screen



NYCWAY Recertification Report

Verifying AFIS requirements at recertification

At the in-person recertification interview, JOS/Workers must ensure that all household members who have reached their 18th birthday or who recently moved into the household have been finger imaged. Once a case is scheduled for recertification in POS, a Notice of Recertification Appointment (**W-908T**) will be automatically generated by MIS and sent to the participant. Form **W-908T** lists each case member who must report to the Center for finger imaging.

The NYCWAY Recertification Report (**WIN32X**) is generated the first week of each month and identifies individuals age 18 years or older who have not yet been finger imaged. Individuals coded as temporarily unavailable for finger imaging are not included in this report.

Unless otherwise exempt, CA participants who become subject to finger imaging and were not finger imaged at the last application/recertification, may be finger imaged prior to the next recertification.

AFIS Report on Management Console

See [PB #04-109-OPE](#) for details on accessing the AFIS report on the POS management console.

JOS/Workers and their Supervisors can identify the participants who must be finger imaged by viewing the Recertification Report (**WIN32X**) in NYCWAY, the **WINR0076** report in WMS, or by viewing the AFIS Report on the POS Management Console. JOS/Workers must be sure to complete Form **W-519** in POS for each participant who has not been finger imaged.

The Family Independence Administration (FIA) conducts automated call-ins of CA participants who have not been finger imaged. In instances in which an AFIS call-in is scheduled between recertification periods and the entire CA case is subsequently closed due to a failure to comply with finger imaging, a separate Supplemental Nutrition Assistance Program case will be established.

See **Attachment A** for detailed instructions on referring CA participants for finger imaging.

Model Office

Refer to page 5 of this PB for instructions.

When a participant reports to the Center for an FFR interview, the JOS/Worker will follow the same steps used when applicants are referred to the finger imaging unit (see page 5 of this PB).

When a participant reports to the Center for an AFIS call-in, they will be routed by Front Door Reception (FDR) directly to the Finger Imaging Unit.

For Non Model Office Only

When a participant reports to the Center for an FFR interview or AFIS call-in, the Receptionist must:

- Review the AFIS Report to see if the individual or any member of his/her household needs to be finger imaged.

- If an individual requires finger imaging, check WMS to determine if the individual is known by another CIN and if so, whether s/he was imaged under that CIN.
 - If the individual is known by another CIN and it has a finger image indicator, the Receptionist must notify the Supervisor by phone of his/her findings. Do not refer this individual for finger imaging.
 - If s/he is not known by another CIN, the Receptionist should prepare a **W-519**, and immediately refer him/her to the Finger Imaging Unit and advise the individual to give the finger imaging results to the JOS/Worker at the FFR interview.

If the participant is not sent to the Finger Imaging Unit before s/he meets with the JOS/Worker, the JOS/Worker must ensure that the individuals required to be finger imaged are finger imaged prior to the completion of the Recertification activity. The JOS/Worker must:

- Generate an internal clearance report to determine if the individual is known by another CIN and, if so, whether s/he was imaged under that CIN. The **CIN Re-use** screen will list all possible matches and indicate if a CIN has an AFIS indicator.

Refer to [PD #05-17-OPE](#) for detailed instructions regarding CIN selection and hierarchy criteria.

Note: If a CIN has an AFIS indicator, it does not mean that it is the best match. Staff must follow the instructions in the CIN selection procedure to determine the best CIN to select.

- If the individual is activated under one CIN and imaged under another CIN, and the imaged CIN has a higher score than the active CIN, the JOS/Worker must correct the CIN in WMS. Since there should be only one CIN, the CIN with the higher score should take precedence over the CIN with the lower score. To assign the higher CIN to the active case, the following actions must be processed on the **TAD**.

Two-day action

- Using the Case Member Addition activity function, on Day 1, add the individual as a new line (in applying [AP] status) on the CA case using the demographics and the CIN of the imaged case. A new clearance report will generate and the imaged CIN will appear on the report. This is a two-day action. In this instance, the individual cannot be finger imaged until the correct CIN is active in WMS. Therefore, the JOS/Worker must give the participant a return appointment.
 - On Day 2, close the active line and activate the line with the imaged CIN on the **TAD** and save a budget.
 - Change the status of the new line on the **TAD** from **AP** to activate (**AC**), enter the imaged CIN (if not preprinted as a result of a single 106 match).
- If there is no indication in WMS that the participant was finger-imaged, prepare a **W-519** and immediately refer him/her to the Finger Imaging Unit.
 - Advise the participant that s/he must present a verification of identity at the Finger Imaging Unit.
 - Instruct the participant to return with the **W-519C** and finger imaging results when the imaging process is completed.
 - Enter a case note to inform the Unit Supervisor (AJOS I) and have the completed **W-519C** and Match Result Notice scanned into POS.

FINGER IMAGING UNIT

Masking Finger Imaging

At the Finger Imaging Unit, the applicant/participant must hand in the **W-519** along with his/her identification to the Finger Imaging Unit prior to being finger imaged.

The Finger Imaging Unit must:

- Check the individual's identification.

- Check index fingers for the presence of any foreign substance which may prevent the individual from being finger imaged
 - If a foreign substance is detected, advise the applicant/participant that finger imaging cannot be performed until s/he removes the material from his/her fingers. The applicant/ participant may return within 48 hours without rescheduling the AFIS appointment, but s/he must be prepared to be finger imaged (foreign substances removed). However, a decision cannot be made on his/her application for assistance until s/he returns and is ready for finger imaging without any materials or conditions that may mask the finger image.
 - The Finger Imaging Unit must advise the JOS/Worker of the rescheduled appointment by completing the Finger Imaging Report Routing Slip (**W-519C**) and sending the applicant/participant back to the JOS/Worker. The JOS/Worker cannot accept the application, including emergency assistance, or recertify the case if s/he receives a **W-519C** indicating the applicant/participant tried to mask his/her finger image.
 - If the individual does not return within 48 hours, the absence will be deemed a failure to comply with the finger imaging requirement.
- Take the individual's photograph.
- Finger image the individual.
- Have the individual sign his/her name on the signature pad.
 - When the applicant/participant is finger imaged, a copy of his/her photograph and signature is automatically indexed and committed to the POS Browser. An AFIS Match Result Notice will then be generated.
- Compare the signature on the signature pad with the signature on the **W-519**.
- Prepare the **W-519C**.
- Give the **W-519**, **W-519C** and the coded Match Result Notice to the applicant and instruct him/her to return with the documents to the JOS/Worker.
- When the individual cannot be finger imaged due to a temporary injury/disability, complete the **W-519C** to advise the JOS/Worker and enter the appropriate information into AFIS.

W-519C has been updated

Temporary injury/disability

AFIS Exemption Indicator Codes

POS will receive AFIS results electronically on the next day.

In most instances, the AFIS indicator codes will be generated based on the information entered by the Finger Imaging Unit. The following AFIS indicator codes will appear in Element **392** of the **TAD**:

- 1** Finger Imaged (System Generated)
- 2** Exempted Left and Right Index Fingers Permanently Unavailable or Unusable (System Generated)
- 3** Temporarily Unavailable or Unusable, One Finger (System Generated)
- 4** Temporarily Unavailable or Unusable, Two Fingers (System Generated)
- 5** Exempted Individual, Good Cause Reason
- 6** Exempted Homebound Individual (System Generated)
- 7** Exempted Receiving SSI (System Generated)
- 8** Exempted Congregate Care Facility (System Generated)
- A** County Specific Approved Exemption
- P** Purged from AFIS

Reporting of AFIS Shut Down

If AFIS shuts down, the Finger Imaging Unit at the Center must:

- Call the 3M Cogent Helpdesk at 1-877-783-2754 to report the problem.
- Record the incident on the Finger Imaging System Shut Down Log (**W-519R**).
- Forward all **W-519R**'s to the Center Director or designee at the end of each week.

W-519R has been updated

The Operator will continue to finger image applicants/participants through the "spooling" process. This means that all finger imaging transactions are saved locally to the Finger Imaging Unit's workstation hard drive. The storage space is the spool directory. If the connection to AFIS is lost while the Operator is finger imaging the applicant/participant, the workstation automatically switches to the off-line mode and places finger imaging transactions in the spool directory. These images are stored locally and are not compared to other images within New York State. Therefore, AFIS searches will not be executed, and Match Result Notices will not be sent to the local workstation until connectivity is restored, and spooled files are de-spooled for processing. The Finger Imaging Unit must complete the **W-519C** to inform the JOS/Worker that AFIS was down.

AFIS restored

When network connectivity is restored, the Finger Imaging Unit can reconnect to the OTDA AFIS database by logging out of the AFIS application, then logging back in. Any spooled records can be despoiled to the OTDA AFIS database for processing, and the Finger Imaging Unit can resume working online.

Note: If there is a problem with the AFIS record or the image on AFIS, the Finger Imaging Unit should call the 3M Cogent Helpdesk at 1-877-783-2754.

Operating Hours for Finger imaging Unit

Extended Hours

AFIS is available from 8:00AM to 6:00PM on weekdays. Any enrollments performed outside of these hours will be spooled to the local workstation hard drive until connectivity is restored, and the records are de-spooled for processing. If the participant has an emergency and the Finger Imaging Unit is not available, the determination for emergency assistance must be done in accordance with current procedure and the participant should be given a return appointment to return the next day for finger imaging.

ELIGIBILITY DETERMINATION

Review of Finger Imaging Report

Upon receiving the **W-519C** packet (including Match Results Notice) from the applicant/participant, the JOS/Worker must proceed as follows based on the match results as indicated on the Match Results Notice:

- **Match Result: 1 (Match Found)**

If a match is found, this indicates that the applicant/participant is known by another CIN and could possibly have an active case, which may be recorded under another name, CIN, or social security number. In all instances prior to generating a report, an expert analyst will have reviewed the findings and made a final verification.

- If a match is found, the JOS/Worker must immediately contact the Bureau of Fraud Investigation (BFI) at (212) 274-4774/4749.

- The JOS/Worker must not discuss the finding with the Applicant/participant but ask the applicant/participant to wait in the designated area. BFI will either send an investigator to speak with the applicant/participant the same day or ask that s/he be referred to BFI. If BFI cannot respond the same day, the JOS/Worker should not delay issuing the immediate needs grant, if the individual is otherwise eligible, unless instructed by BFI.
- BFI will advise the JOS/Worker as to whether to deny, close or activate the individual.
- BFI is required to provide OTDA with the resolution on all AFIS Matches.

Note: If a match is found because the wrong CIN was selected, action must be taken to select the correct CIN (refer to the instructions on page 8 of this directive).

- **Match Result: 2 (No Match Found)**

No additional action is required. If the household is otherwise eligible, the case can be accepted.

Refusal to Comply with Finger Imaging

Refusal to comply with finger imaging

If the applicant/participant or a sanctioned individual who is legally responsible for a case refuses without good cause to be finger imaged, the JOS/Worker must deny or close the CA case as follows:

Applicants

Refer to the [SNAP Separate Determination Manual](#) for information on processing Separate Determinations

- If the noncompliant individual is the case head or legally responsible relative, deny the case with code **M88** (Failed to Comply with AFIS Requirements). Select CA reject code **M88** in the PA status reason field and **J05** (SNAP Separate Determination) in the SNAP status reason of the **TAD Data-Eligibility** Screen in **POS**:

Note: **J05** can only be used if the SNAP status is AP. If the SNAP status is SI, use code **Y99** to close the SNAP portion of the case and initiate the SNAP Separate Determination Process.

If the noncompliant individual is a non-payee, deny his/her line for CA only using the CA individual line removal code **F88** in the status reason field of the individual line in the **TAD Data-Eligibility** Screen in **POS**:

Participants

If the noncompliant individual is the case head or a legally responsible relative, close the CA case by using one of the following codes in the CA status reason fields of the **TAD Data-Undercare** Screen in **POS**:

- **N88** (Failure to Comply with Finger Imaging Requirement Homebound or Group Home Resident [HH=1] – FA/SNFP cases only)
- **M88** (Failure to Comply with Finger Imaging Requirements, Not Homebound or Group Home Resident)

A separate NCA SNAP case will be created in AC status.

If a non-payee fails to comply with finger imaging, the JOS/Worker must close the individual's line for CA by selecting **F88** (Failure to Comply With AFIS – Non-Legally Responsible Adult) in the status reason field of the individual line in the **TAD Data-Undercare** Screen in **POS**. The other family members and the noncompliant individual will continue to receive SNAP benefits. A new budget must be calculated and authorized to remove the individual.

Determining “Good Cause” for an AFIS Exemption

An applicant/participant may be granted “good cause” for not complying with the finger imaging requirement as long as s/he provides evidence to support his/her claim. After a review of the evidence, the JOS/Worker will discuss and decide with his/her Supervisor whether to accept the “good cause” claim and prepare a detailed case record entry regarding the decision. Good cause” exists when:

- The applicant/participant has a physical or mental condition that prevents compliance;
- The failure to comply is directly attributable to an Agency error; or
- There are other extenuating circumstances or reasons beyond the applicant's/participant's control because of which s/he could not reasonably be expected to comply (e.g., hospitalization at the time of appointment).

If the applicant/participant is granted good cause, the JOS/Worker must Select the following code in the status reason field of the individual line in the **TAD Data-Eligibility** Screen in **POS**:

- **A** County Specific Approved Exemption

Applicants/Participants Who Received Benefits to Which They Were Not Entitled

If a match is found on an applicant/participant who has already received benefits to which s/he was not entitled, the JOS/Worker must prepare a recoupment for the overpayment per current procedure and determine if the individual is eligible for continued assistance based on BFI's recommendation.

Case Sign-Off

Prior to signing off on a case, the Supervisor must ensure that:

- All non-exempt applicants/participants have been finger imaged;
- The AFIS Match Result Notice and the **W-519C** has been scanned and indexed into the electronic case record for each case member age 18 years and older;
- The appropriate follow-up action has been taken on any failures to comply or match hits; and
- The JOS/Worker documented the resolution in the case record after BFI resolved the AFIS Match results.

Annotating the AFIS Report

The JOS/Worker and Unit Supervisor (AJOS I) must enter the action(s) taken with regard to finger imaging by manually completing the appropriate columns on the printed AFIS report:

- **Imaged** – The AJOS I will check WMS the week following the individual's finger imaging to verify that the finger imaging was completed, and will enter "Y" with the date the individual was finger imaged or "N" if the individual was not finger imaged.
- **CIN Corrected** – The JOS/Worker will enter "Y" with the date the corrective action was taken, "N" if no correction was needed or "N/A" if not applicable to the individual.
- **Indiv RMV Date** (Individual Removed Date) – Enter the date action was taken to remove the individual from the case as indicated in WMS.
- **Case Clsg Date** (Case Closing Date) – Enter the date the case status was changed to "closed" as indicated in WMS.

Monitoring/Follow-Up

The Deputy Director will engage in follow-up activity on a weekly basis. Follow-up activities include:

- Reviewing the AFIS Report for the responsibility area;
- Ensuring that all individuals listed on the report were finger imaged and the appropriate case actions taken;
- Annotating incomplete columns; and
- Forwarding the completed AFIS Report to the Director by the 15th of the next month.

The Deputy Director/Director will be responsible for sampling 10% of the total cases on the AFIS Report, via WMS, to ensure reporting accuracy. The AFIS Report data will likely change over time, as finger image indicators are updated each weekend. When the POS case is synchronized it retrieves data from WMS and the individual who has been finger imaged is automatically removed from the AFIS Report on the POS Management Console.

**PROGRAM
IMPLICATIONS**

Paperless Office
System (POS)
Implications

The POS instructions are included in the procedure. The AFIS results are sent to POS electronically for the JOS/Worker to review the next day.

SNAP Implications

An applicant/participant applying for or in receipt of SNAP Benefits is not required to comply with finger imaging. If a CA case is closed due to the case head or legally responsible relative failing to comply with finger imaging, a separate SNAP determination is required. For instructions see the [SNAP Separate Determination Manual](#)

Medicaid
Implications

If a CA case is closed due to the case head or legally responsible relative failing to comply with finger imaging, a separate MA determination is required.

**LIMITED ENGLISH
PROFICIENT AND
HEARING
IMPAIRED
IMPLICATIONS**

For Limited English Proficient (LEP) and hearing-impaired applicants/participants, make sure to obtain appropriate interpreter services in accordance with [PD #11-33-OPE](#) and [PD #08-20-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 or in response to a Notice of Intent to Reduce or Discontinue Benefits (**LDSS-4015 NYC/LDSS 4016 NYC**) due to a failure to comply with the finger imaging requirement, the receptionist must alert the FH&C unit that the individual is waiting to be seen. In Model Offices, the receptionist at main reception will issue an FH&C ticket to the applicant/participant to route him/her to FH&C Unit and does not need to verbally alert the FH&C Unit staff. The FH&C AJOS/Supervisor I will listen to and evaluate any material presented by the applicant/participant, review the case file and discuss the issue(s) with JOS/Worker responsible for the case and/or the JOS/Worker's Supervisor.

The AJOS/Supervisor I will explain the reason for the Agency's action(s) to the Applicant/participant, and if he/she is willing to comply enter the following on the upper left hand corner of the **LDSS-4015 NYC/LDSS 4016 NYC**.

- Name(s) of household members who failed to report for finger imaging.
- CIN for this household member(s)
- Case number as it appears in WMS.

The FH&C Unit must use the **LDSS-4015 NYC/LDSS-4016 NYC** to refer the participant to the Finger Imaging Unit and advise him/her to return to FH&C once s/he has been finger imaged. In these instances, the **LDSS-4015 NYC/LDSS-4016 NYC** will serve as the referral to the Finger Imaging Unit.

For multiple adult members, a Settle in Conference (SIC) is not to be completed until all adult household members listed on the notice have been finger imaged.

Once the participant returns from being finger imaged, the FH&C AJOS/Supervisor I will stamp the **LDSS-4015 NYC/LDSS-4016 NYC** as "Settled in Conference" (SIC), initial, date and return the original

form to the participant and keep a copy for the Conference folder (**M-186A**). The FH&C AJOS/Supervisor I will also complete the Fair Hearing Update Data Entry Form (**DSS-3722**) and enter code **1** to stop the action and submit it to the Control Unit for data entry.

The FH&C AJOS I/Supervisor must also forward the finger imaging results to the JOS/Worker with instructions on how to proceed (e.g., contact BFI if a match exists).

The FH&C Supervisor is responsible for ensuring that further appeal by the participant through a fair hearing request is properly controlled and that appropriate follow-up action is taken in all phases of the fair hearing process.

Evidence Packets All complete and relevant evidence packets must include a copy of the Photo Identification for Supplemental Nutrition Assistance Program (SNAP)/Finger Imaging for Cash Assistance Notice (**W-519**), Finger Imaging Report Routing Slip (**W-519C**), Notice of Intent (**LDSS-4015 NYC/LDSS-4016 NYC**), Finger Imaging Match Result Notice and a detailed case record entry.

REFERENCES

99 OMM/ADM-1
 99 ADM-9
 12 ADM-08
 18 NYCRR 351.2(a)
 18 NYCRR 351.26
 18 NYCRR 360-3.2(m)
 18 NYCRR 384.3(a)(3)
 18 NYCRR 387.9(c)

RELATED ITEMS

[PB #04-109-OPE](#)
[PB #13-07-OPE](#)
[PD #05-17-OPE](#)
[PD #12-29-ELI](#)
[SNAP Separate Determination Manual](#)

ATTACHMENTS

 Please use Print on Demand to obtain copies of forms.

- Attachment A** Guide to Using the AFIS Report on the POS Management Console
- W-519** Photo Identification for Supplemental Nutrition Assistance Program (SNAP) / Finger Imaging for Cash Assistance Notice (Rev. 04/01/13)
- W-519(S)** Photo Identification for Supplemental Nutrition Assistance Program (SNAP) / Finger Imaging for Cash Assistance Notice (Spanish) (Rev. 04/01/13)
- W-519C** Finger imaging Report Routing Slip (Rev. 04/01/13)
- W-519R** Finger Imaging System Shut-Down Log (Rev. 04/01/13)

ATTACHMENT A

Guide to Using the AFIS Report on the POS Management Console

AFIS Report

To further aid in identifying individuals who require finger imaging at recertification, the AFIS report on the POS Management Console identifies cases scheduled for recertification that have an individual in need of finger imaging.

The Center Director's Designee must print this report weekly and distribute it to the appropriate groups and the Receptionist.

To access the AFIS Report, the Center Director's Designee must:

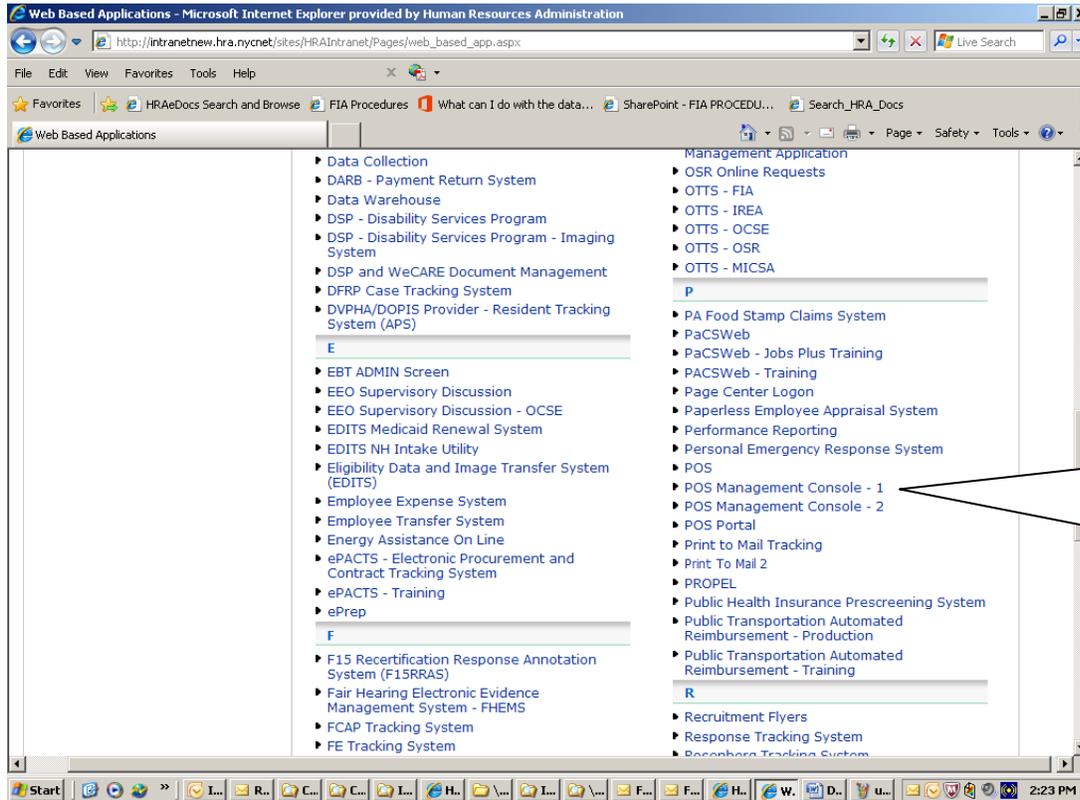
- Click the "Web Program Applications" link on the HRA Intranet Home page.

The screenshot shows the NYC Human Resources Administration Intranet Home page. The page layout includes a header with the NYC logo and navigation links. The main content area is organized into several sections:

- MY CITYTIME & PAYCHECK**: Includes links for CityTime Log In, CityTime Self-Paced Training, CityTime: Desk Reference, 2013 Holiday Schedule, 2013 Pay Calendar, Employee Self-Service Website, and Know Your Paycheck.
- MY BENEFITS**: Includes links for Health Benefits Rates, Pension Information, Deferred Comp Seminars, Transit Benefit Program, and Designation of Beneficiary Form.
- MY CAREER**: Includes links for Exams for Jobs, HRA Jobs, and Citywide Jobs.
- MY TRAINING**: Includes a dropdown menu for "Select Training Option".
- MY JOB TOOLS**: Includes links for HRA eDocs, HRA Site Locations & Addresses, Web Program Applications, and HRA Facts & Statistics.
- PROGRAM UPDATES**: Features a news item titled "HRA Works Toward Placing Over 88,000 New Yorkers in Jobs!".
- NEWS & NOTEWORTHY**: Features two news items: "HRA Leadership Share Accomplishments and Future Plans at Gracie Mansion Event" and "Mayor Bloomberg Visits HRA Headquarters".
- PROGRAM AREAS**: Includes a dropdown menu for "Select Program Area" and a link for "Integrity and Conduct at HRA".
- RESOURCES**: Includes links for Commissioner's Mailbox, HRA Policies & Procedures, Press Digest, Legislative Affairs Update, HRA McMillan Library, Here's to you - Letters to the Agency, and NYC Business Link Website.
- HOW DO I?**: Includes a link for "Report staff misconduct and fraud".

A callout box on the left side of the page contains the text: "Click on 'Web Program Applications' on the HRA Intranet Home page". This callout points to the "Web Program Applications" link in the MY JOB TOOLS section.

- From the list of applications, click the “POS Management Console – 1” link to display the **POS Management Console and Applications Log** screen. If a systems error occurs, click the “POS Management Console – 2” link.



Date: _____

Case Number: _____

Applicant/Participant Name: _____

Center: _____

Photo Identification for Supplemental Nutrition Assistance Program (SNAP) / Finger Imaging for Cash Assistance Notice

Supplemental Nutrition Assistance Program (SNAP)

If you are applying for or are in receipt of SNAP benefits and are in need of a photo identification card, you will be sent to the Automated Finger Imaging System (AFIS) operator for a photograph only. The photograph will appear on your Common Benefit Identification Card (CBIC). This is the card you use to redeem your benefits.

Cash Assistance Program

If you are applying for or receiving regular or emergency Cash Assistance and you are an adult (18 years of age or older) or you are the head of household, you must enroll in the AFIS to be finger imaged. This information will be compared with other active computer files in order to assist in determining your household's eligibility for assistance and to prevent duplicate participation. If you are an adult applying for/receiving Medicaid benefits and your Medical Assistance Identification card must contain a photo image, you are required to enroll in AFIS in order to have your photograph taken only. Family Health Plus and Family Planning Benefit applicants/participants are exempt from all AFIS requirements. Please bring identification with you to the Finger Imaging Unit.

AFIS will capture your finger images and take your photograph quickly and easily. These images and photographs will be stored and matched against those of other applicants/participants. At the same time that we finger image you, we will record your signature electronically so that we can issue you a Common Benefit Identification Card (CBIC). You will need this card to redeem your benefits.

The following individuals are exempt from finger imaging:

- Supplemental Nutrition Assistance Program Applicants/Participants
- Individuals who are not applying for or receiving Cash Assistance and who are not legally responsible for any other household member who is applying for or receiving Cash Assistance.
- Individuals physically unable to comply with this requirement because of an injury or disability. However, if the condition is temporary, an appointment to return for finger imaging must be made.
- Applicants/Participants under 18 years of age unless they are the head of household.
- SSI recipients who are applying for a one-shot deal Emergency Assistance to Adults (EAA) grant (only if all members of the household are in receipt of SSI).
- Congregate Care Facility residents.
- Homebound applicants/participants.

Failure to comply with the finger imaging requirement will result in a Cash Assistance case denial/closing. Failure to comply with finger imaging will not affect your eligibility for Supplemental Nutrition Assistance Program (SNAP) benefits.

Cash Assistance Only

- I am exempt from finger imaging because I meet one of the exemption criteria mentioned on **page 1**.
- I do **not** agree to be finger imaged. I am applying/seeking recertification for Cash Assistance and realize that, by not agreeing to be finger imaged, I will become ineligible and my case will be rejected or closed as appropriate.

Applicant's/Participant's Signature _____

Date _____

Report to Finger Imaging Unit, _____ Floor Appointment Date: _____ Time: _____ AM PM

Applicant/Participant Name: _____ Social Security Number: _____

Registry Number/Case Number: _____ DOB: _____ CIN: _____

Sex: Male Female

SAMPLE

Instructions to the AFIS Operator

Finger Imaging Referral Applicant Participant **Case Type:** _____

Job Center Number: _____

Worker's Name: _____ Worker's Telephone Number: _____

Finger Image, Photograph, and Signature

Applicant/Participant imaged under CIN _____ please transfer to CIN _____
To transfer an AFIS image from one CIN to another, you must contact the HRA AFIS Helpdesk and provide them with the CIN the applicant/participant is imaged under and the CIN the image should be transferred to. (Complete a Finger-Imaging Routing Slip [W-519C] and place it in the designated basket to be returned to the Worker.)

Photograph and Signature Only (Payee Only CA Applicants/Participants)

Identification Only (Please verify identity)

Photo Identification - SNAP and Medicaid only

Photograph and Signature Only for Medicaid or SNAP Applicants/Participants

Fecha: _____

Número del Caso: _____

Nombre del Solicitante/Participante: _____

Centro: _____

Aviso de Identificación con Foto para el Programa de Asistencia de Nutrición Suplementaria (SNAP) / Impresiones Digitales para Asistencia en Efectivo

Programa de Asistencia de Nutrición Suplementaria (SNAP)

Si usted está presentando solicitud o recibe beneficios de SNAP y necesita una tarjeta de identificación con fotografía, se le enviará al encargado de Sistema Automatizado de Impresión Digital (Automated Finger Imaging System – AFIS) sólo para una fotografía. La foto aparecerá en su Tarjeta de Identificación de Beneficios Comunes (CBIC). Esa es la tarjeta que usted debe usar para cobrar sus beneficios.

Programa de Asistencia en Efectivo

Si usted está solicitando o recibiendo los beneficios normales o de emergencia de Asistencia en Efectivo, y si es un adulto (de 18 años de edad o más) o jefe del hogar, debe inscribirse en el AFIS para que le tomen las impresiones digitales. Esta información será comparada con otros expedientes computarizados activos para poder determinar si su hogar es elegible para asistencia y también para evitar la participación duplicada. Si usted es un adulto que está solicitando o recibiendo los beneficios del Medicaid y su tarjeta de Identificación de Asistencia del Medicaid debe tener una fotografía, se requiere que usted se inscriba en el AFIS para que solamente le tomen su fotografía. Los solicitantes/participantes de Family Health Plus y Family Planning Benefit están exentos de todos los requisitos de AFIS. Por favor traiga con usted una prueba de identificación a la Unidad de Impresiones Digitales (Finger Imaging Unit).

El Sistema Automatizado de Impresión Digital captará sus impresiones digitales y le tomará su foto de forma rápida y fácil. Estas impresiones digitales y fotografías serán archivadas y comparadas con las de otros solicitantes/participantes. Al tomar sus impresiones digitales, registraremos electrónicamente su firma de manera que podamos asignarle una Tarjeta de Identificación de Beneficios en Común (Common Benefit Identification Card – CBIC). Usted necesitará esta tarjeta para obtener sus beneficios.

Las siguientes personas están exentas de impresiones digitales:

- solicitantes/participantes de SNAP
- las personas quienes no estén solicitando o recibiendo Asistencia en Efectivo y quienes no sean legalmente responsables por cualquier otro miembro del hogar quien esté solicitando o recibiendo Asistencia en Efectivo.
- las personas quienes físicamente no puedan cumplir este requisito debido a una lesión o incapacidad. No obstante, si esta condición es temporaria, es preciso programar una cita de vuelta para la toma de imágenes digitales.
- los solicitantes/participantes menores de 18 años de edad, a menos que sean beneficiarios de sus propios casos o sufijos.
- las personas que reciben SSI y que están solicitando la negociación, de una vez, de una subvención del Hogar de Asistencia de Emergencia para Adultos (Emergency Assistance to Adults – EAA) (sólo si todos los miembros del hogar reciben SSI).
- los residentes de un Local de Cuidado Colectivo.
- los solicitantes/participantes confinados al hogar.

El incumplimiento del requisito de imágenes digitales resultará en el cierre o rechazo de su caso de Asistencia en Efectivo. El incumplimiento de las imágenes digitales no afectará su elegibilidad para el Programa de Asistencia de Nutrición Suplementaria (SNAP).

Sólo Asistencia en Efectivo

Estoy exento(a) de tomarme impresiones digitales, porque cumpla uno de los criterios de exención en la **página 1**.

No estoy de acuerdo con que se me tomen mis impresiones digitales. Estoy solicitando/buscando la recertificación de la Asistencia en Efectivo, y al no consentir a que se me tomen impresiones digitales, renuncio a mi elegibilidad y mi caso será rechazado o cerrado si se estima pertinente.

Firma del Solicitante/Participante _____

Fecha _____

Preséntese a la Unidad de Impresiones Digitales, _____ Piso Fecha de la Cita: _____

Hora: _____ AM PM

Nombre del Solicitante/Participante: _____ Número de Seguro Social: _____

Número de Registro/Número del Caso: _____ Fecha de Nacimiento: _____ CIN: _____

Sexo: Masculino Femenino

Instructions to the AFIS Operator

Finger Imaging Referral Applicant Participant **Case Type:** _____

Job Center Number: _____

Worker's Name: _____ Worker's Telephone Number: _____

Finger Image, Photograph, and Signature

Applicant/Participant imaged under CIN _____ please transfer to CIN _____
To transfer an AFIS image from one CIN to another, you must contact the HRA AFIS Helpdesk and provide them with the CIN the applicant/participant is imaged under and the CIN the image should be transferred to. (Complete a Finger-Imaging Routing Slip [W-519C] and place it in the designated basket to be returned to the Worker.)

Photograph and Signature Only (Payee Only CA Applicants/Participants)

Identification Only (Please verify identity)

Identificación con Foto – Sólo para SNAP y Medicaid

Fotografía y Firma Sólo para Solicitantes/Participantes de Medicaid o SNAP

Date: _____
Case Number: _____
Case Name: _____
Job Center: _____
Caseload: _____
JOS/Worker: _____
Telephone Number: _____

Finger Imaging Report Routing Slip

From: Finger Imaging Unit

Attached is an Automated Finger Imaging System (AFIS) Match Result Notice for the following applicant/participant in your caseload:

First Name	M.I.	Last Name
------------	------	-----------

File a copy in the case record and if applicable annotate the paper case folder "Finger-Image Hit (date)."

Findings from Finger Imaging Unit

- Finger-imaged under different CIN: _____
- Not finger-imaged due to (specify): _____
- Appointment rescheduled for: _____
Date
- Cannot be finger-imaged due to:
 - Left finger temporarily unavailable
 - Right finger temporarily unavailable
 - Both left and right fingers temporarily unavailable
 - Left finger permanently unavailable
 - Right finger permanently unavailable
 - Both left and right fingers permanently unavailable
 - AFIS is down

Finger Imaging System Shut-Down Log (Daily Entry)

Center Number: _____

Date	Finger Imaging Operator	Time System Went Down	Time System Came Back Up	Comments
1.				
2.				
3.				
4.				
5.				
6.				
7.	SAMPLE			
8.				
9.				
10.				
11.				
12.				
13.				
14.				
15.				
16.				
17.				
18.				
19.				
20.				
21.				
22.				

Workstation Supervisor: _____

Date Form Submitted: _____