

County of San Diego, Health and Human Services Agency (HHS) Policy and Procedure Guide

Integrated Fraud Detection (IFD) for Quality & Eligibility Support Department (QESD) Policy and Procedures

Revision Date:

06/24/2020

Purpose:

The purpose of this document is to establish the policy and procedures for the processing of the IFD abstract. This material is being updated for the sunset review date and to align to current processes.

Background:

The IFD abstract is a report generated from the State's Income and Eligibility Verification System (IEVS) that provides information regarding wage and claim information matched to applicants/recipients. The reports are matched on the applicant/recipient social security number and other criteria. This report is received quarterly in the months of January, April, July, and October. The report is received by Management Reporting (MR) who runs an electronic filter based on CalWORKs and CalFresh policies of non-discrepant criteria. Only cases identified as potentially discrepant are assigned to QESD for processing.

Policy:

QESD Human Services Specialists (HSSs) are required to review all potentially discrepant IFD reports to determine the follow up action needed. The initial review requirement is 45 days for active case from the match date. For each quarter MR will filter based on the following criteria:

CalWORKs	CalFresh
<ul style="list-style-type: none"> • Closed within Review Quarter – for 2 consecutive months • At or under IRT • Non-Needy* • SSI Individual* • High school student* 	<ul style="list-style-type: none"> • Closed within Review Quarter – for 2 consecutive months • At or under IRT if no SAR due • Income under 10% of IRT if SAR is due • Employer Count Match or Over Reported • TCF household • High school student*

* IFD pertaining to specific individual

Procedures:

Upon assignment staff should compare the income from the IFD against the income in CalWIN and assess the reporting requirements outlined in CPG 44-260 (AR/CO), 44-270 (SAR) and CFPG 63-260 (Change Reporting), 63-270 (SAR) to determine if a case is potentially discrepant or non-discrepant.

If the case is determined to be ...	Then ...
Non-Discrepant	<ul style="list-style-type: none"> • Update all information in CalWIN Interface Activities, IEVS Data and Search IEVS Recipient Reports • Enter Case Comment • Update tracking system
Potentially Discrepant	Follow the Potential Discrepant steps below

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Potentially Discrepant

When a potential discrepancy is identified staff must:

Step	Action
1	Send the 16-159 to the customer for the IFD quarter (print immediate from CalWIN)
2	Enter Case Comment
3	Update tracking system
4	Set a reminder for 11 day follow up

On the 11th day from the date the 16-159 was sent, if there was no response or partial verifications received from the customer, staff must check The Work Number (TWN). If all income for the IFD quarter is verified via TWN then staff will follow the Discrepant Procedures below.

If all income for the IFD quarter is not verified via TWN, staff must:

Step	Action
1	Send the 16-160 to the employer(s) for the IFD quarter (print immediate from CalWIN)
2	Enter Case Comments
3	Update tracking system
4	Set a reminder for 11 day follow up

On the 11th day from the date the 16-160 was sent, if there was no response or partial verifications received from the customer, staff must complete final efforts. The final efforts will consist of:

- Confirming that letters were mailed to correct address and
- Making a minimum of three phone call attempts to reach the customer and/or employer.

If the case is determined to be non-cooperative staff must check the status of the case and:

If the case is ...	Then ...
Active	<ul style="list-style-type: none"> • Complete a referral to the Bureau of Public Assistance Investigations (BPAI) • Enter Case Comments • Update tracking system
Discontinued	<ul style="list-style-type: none"> • Process case as non-discrepant. See non-discrepant instructions above

Discrepant Procedures

Any time during the process outlined above, if complete income verifications are received, staff must:

Step	Action
1	Establish the OP/OI as outlined in CPG 44-350 and CFPG 63-287
2	Enter Case Comments
3	Update tracking system

In addition, the worker must determine if a referral to BPAI is necessary.

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NOTE: Due to SAR requirements no claims should be created for overpayments/over-issuances (OP/OI) without complete income verification.

References:

CPG 20-000.F, 44-100.N

CFPG 63-118

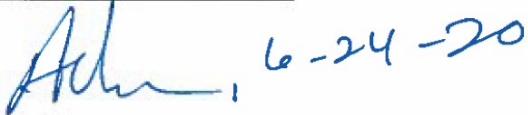
ACL 12-25, 17-41, 18-22, 18-90E

MPP 20-006

Sunset Date:

This policy will be reviewed for continuance by 06/30/2023

Approval for Release:



Rick Wanne, Director
Eligibility Operations