

**OFFICE OF INVESTIGATIVE SERVICES
POLICY AND PROCEDURE #650**

CLAIM ESTABLISHMENT

CLAIM COMPUTATIONS AND REPORTS OF CLAIM DETERMINATION:

All Food Stamp and TANF claims are to be calculated using the OIS Income Calculation Program. This OIS Income Calculation Program will produce a **Report of Food Stamp Claim Determination** or a **Report of TANF Claim Determination** listing the appropriate client information, the circumstances describing the IPV claim, and the overpayment profile for every month of the claim.

The overpayment of subsidized Child Care is calculated and reported on the **CAPS Report of Claim Determination** and the overpayment for EBT trafficking will be calculated and reported on the **EBT Report of Claim Determination**.

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For claim establishment purposes, the Date of Discovery is considered as the date of the Form 5667, unless the eligibility record contains documentation to show the agency had prior knowledge and proof before completing the referral to OIS.

No Food Stamp or TANF claim will be established for less than \$100 if the assistance case is active or less than \$125 if the assistance case is inactive, except for the following situations:

- A previous IPV determination in the same program exists for the Respondent, or
- The overpayment is the result of EBT trafficking.

Overpayments of any amount discovered as a result of a Quality Control (QC) referral, regardless of age, must be established into claims, dispositioned, and scheduled for collection.

The Agent will review and evaluate cases prior to devoting time to the calculation of a claim that does not meet these dollar-value criteria. If after calculating a claim, the value is determined to be less than the threshold, the Agent will screen out the investigation. No claim will be established or scheduled in SUCCESS that is less than the minimum dollar values except for the above-identified situations.

For claims involving known disability, the claim will be considered established as of the date of the **OSAH Form 1 Hearing Referral**. For Quality Assurance purposes, the date of the Hearing Referral, ADH Letter, and Code 3 on the TR must all be the same date.

For all other claims being dispositioned through administrative processes (WDH or hearing), the claim will be considered established as of the date of the initial demand letter (**WDH Appointment Letter**). For Quality Assurance purposes, the completion date on the Report of Claim Determination, the date on the initial demand letter, and the Code 3 on the TR must all be the same date.

For claims being dispositioned through the court system (PAC process or criminal prosecution), the claim will be considered established as of the date of the **Notice of Investigation (NOI)** plus ten (10) days, which should be the scheduled appointment date. The claim may be established prior to the appointment conditional upon either telephone or face-to-face contact with the client. For Quality Assurance purposes, the conclusion date on the Report of Claim Determination and the Code 3 on the TR must be the same date.

Child Care claims being dispositioned through a Repayment Agreement will be considered established as of the date of the NOI or **Child Care Appointment Letter**. For Quality Assurance purposes, the completion date on the Report of Claim Determination and the Code 3 on the TR must be the same date.

The original Report of Claim Determination form is maintained in the OIS case file and a copy is provided to the county DFCS.

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CLAIM DOCUMENTATION:

The following claim information must be documented on the narrative in SUCCESS on the date the claim is calculated:

- Date of the Form 5667 and/or source of the referral
- Findings of the investigation
- Identification of months of overpayment/program(s) involved
- County in which the overpayment occurred (for CAPS claims only)
- Notation that EBT overpayment should not be considered when calculating any future claims for the same months (for EBT claims only)
- Description of Agency Error discovered
- The status of the claim schedule in SUCCESS
- The proposed claim disposition
- Identification of OIS Agent (name, not initials) and date the documentation is entered in SUCCESS

All claims reported by the Agent will be computed on a Report of Claim Determination and documented in SUCCESS. A copy of the Report of Claim Determination and a copy of the documentation entered in SUCCESS will become an essential part of the OIS file. The completion of the initial demand letter to the client marks the point of transition from an investigative referral to an established claim, which is subject to administrative and legal disposition.