

**OFFICE OF INVESTIGATIVE SERVICES
POLICY AND PROCEDURE #680**

CASE FILE DOCUMENTATION AND MAINTENANCE

CASE FILE DOCUMENTATION AND MAINTENANCE:

The Agent will accurately and completely record the following documentation on or attached to the **Case Review Checklist**: the case evaluation, the findings of the investigation, the claim computations, the claim disposition selection, the client's response, and the reason for the disposition.

The OIS case file must contain the following documents:

CLAIMS

Copy of Form 5667
Case Review Checklist/EBT Trafficking Case Review Checklist
Original Report(s) of Claim Determination, as applicable
Copy of Verification, as applicable
Citibank print, Alert print, Client's Statement of Trafficking, as applicable
PAC Referral Summary, if applicable
Copy of Summary of Investigation, if applicable
Copies of referral and correspondence with OSAH, if applicable
Copy of CA, RA, Hearing Decision, as applicable
Copy of WDH, Court Order, as applicable
Copy of SUCCESS Screens (CLSC, CLMS, NARR)
Copy of Notice of Investigation Letter/Appointment Letters
Copy of PAC Appointment Letters from Prosecutor, if applicable
Copy of Request for Contact, if applicable
Compliance/Non-compliance Notice, if applicable
Copy of Disposition Letters
All TR's

SCREEN-OUTS

Copy of Form 5667
Copy of Case Review Checklist (with attachments, if applicable)
Copy of Verification, as applicable

Copy of Disposition Letter
All TR's

The OIS Agent is responsible for providing DFCS with the following documents:

CLAIMS

Original Disposition Letters
Original Form 5667
Original WDH, Repayment Agreement, as applicable
Copy of PAC Referral Summary, if applicable
Copy of Summary of Investigation, if applicable
Copy of Consent Agreement, Hearing Decision, , as applicable
Copy of Case Review Checklist (with attachments, if applicable)
Copy of Original Court Order
Original Verification, when applicable
Copy of Report(s) of Claim Determination, as applicable
Copy of All Appointment Letters

SCREEN-OUTS

Original Disposition Letter
Original Form 5667

Copy of Case Review Checklist (with attachments, if applicable)
Original Verification, when applicable

NOTE: The OIS employee is responsible to keep all Criminal History and Driver's License information out of public view and safeguard the information in a secure storage area when not in use. Upon completion of an investigation, all Criminal History and Driver's License information must be destroyed.