

**OFFICE OF INVESTIGATIVE SERVICES  
POLICY AND PROCEDURE #770**

**REPAYMENT AGREEMENT, UNLOCATABLE AND RETURN TO DFCS FOR COLLECTION**

---

**CRITERIA FOR REPAYMENT AGREEMENT:**

This method of recovery is used for repayment of a Child Care claim of suspected fraud that does not meet the criteria for prosecution. In some instances, the execution of a repayment agreement may be appropriate for a Food Stamp or TANF claim originally classified as suspected IPV that does not meet the criteria for adjudication.

The Agent must seek review and approval from the supervisor prior to negotiating a repayment agreement for a Food Stamp claim. The Agent will explain the “Deviation from OIS Guidelines” on the **Case Review Checklist**, and the supervisor will sign and date this section of the checklist. When a **Repayment Agreement** for a Food Stamp or TANF claim is obtained, the Agent will classify the claim as IHE and include detailed documentation for the basis of this determination on the narrative in SUCCESS.

There are two authorized repayment agreement forms: The **Child Care Repayment Agreement** is to be used for clients or providers who agree to repay an overpayment of child care benefits. The Georgia DHR **Repayment Agreement** will be used for all other programs.

**PROCESSING THE REPAYMENT AGREEMENT:**

After a repayment agreement is negotiated, the Agent will provide a copy of the agreement to the recipient. Within five working days of the action, the Agent will update the OIS database with a TR code 7 indicating the date of the action and update the **Case Review Checklist** with the disposition and reason for the disposition. At the same time, the Agent will provide a **Disposition Letter** to the county DFCS with the following documents:

- ✓ Original **Repayment Agreement**
- ✓ Copy of all appointment letters
- ✓ Copy of **Case Review Checklist** with attached documentation
- ✓ Original Verification/Evidence
- ✓ Copy of **Report of Claim Determination**
- ✓ Original Form 5667, **Request for Investigation**

Also, the Agent will update the claim type, claim status, and claim schedule in SUCCESS (if the case is in SUCCESS) and document the disposition on the narrative in SUCCESS.

**CRITERIA FOR UNLOCATABLE DISPOSITION:**

The Agent will exercise reasonable diligence to determine the current address of individuals who have suspected IPV claims. When reasonable attempts to locate individuals have failed, the claim will be identified as Unlocatable and maintained by the regional office for a minimum of three years.

**REASONABLE ATTEMPTS TO LOCATE CLIENTS:**

The Agent will make reasonable attempts to locate inactive recipients for possible adjudication of the claims. The following resources may lead the Agent to current addresses:

- SUCCESS and other DFCS records
- Calling last phone number listed in record
- GCIC Driver’s License Inquiry
- Employers
- Post Office

**REPAYMENT AGREEMENT, UNLOCATABLE and  
RETURN TO DFCS FOR COLLECTION (continued)**

---

- Department of Labor records, other benefit information in SUCCESS
- Collateral Contacts in the record (including landlords, schools)
- Local Phone Book
- The Internet
- Drivers License, Auto Tag information
- County Tax Commissioner, Sheriff's Office, Voter Registration
- Georgia F.A.I.R.

Each situation for locating individuals is different and all sources may not be applicable or available. At a minimum, the Agent must review the eligibility record clues, screen SUCCESS, and make a GCIC Driver's License inquiry.

**PROCESSING THE DISPOSITION:**

After reasonable attempts to locate the household have failed, the Agent will document the disposition and location attempts on the **Case Review Checklist** and update the OIS database with a TR code 21 indicating the date of the disposition. The Agent will activate the suspected fraud claim scheduled in SUCCESS and document the disposition on the narrative in SUCCESS.

The Agent will request that the county DFCS notify OIS if the client's whereabouts become known on both the narrative in SUCCESS and on the **Disposition Letter**. Enclosed with the Disposition Letter, the Agent will provide the following documents to the county DFCS:

- ✓ Copy of all appointment letters
- ✓ Copy of **Case Review Checklist** with attached documentation
- | ✓ Copy of Verification/Evidence
- ✓ Copy of **Report of Claim Determination**
- ✓ Copy of Form 5667, **Request for Investigation**

**ANNUAL REVIEW OF UNLOCATABLE CASES:**

At least once a year, the case data for claims with an unlocatable status will be researched against SUCCESS files to screen for activity. Upon knowledge or discovery of the respondent's whereabouts, the Agent will treat this as a newly established claim and will complete a claim disposition or initiate a hearing or prosecution referral within 60 days. When whereabouts are discovered in a different OIS region, the OIS file will be transferred for adjudication. After transfer, the OIS file will be maintained in the OIS region where the last known address was identified until closed or a more recent address is discovered.

**MAINTENANCE OF UNLOCATABLE FILES:**

The supervisor is responsible to develop and maintain a filing system to recall cases from an unlocatable status when necessary. At the end of the three-year period, if no activity occurs, the Agent will treat the claim as a Return to DFCS for Collection disposition by providing the following additional documentation to DFCS:

- Change the Claim Type to IHE in SUCCESS
- Document the narrative in SUCCESS to advise that the claim is being removed from the Unlocatable file and being returned for recoupment as non-fraud
- Return the original Form 5667 to the county DFCS along with any original evidence or documentation attached to a **Disposition Letter**

**REPAYMENT AGREEMENT, UNLOCATABLE and  
RETURN TO DFCS FOR COLLECTION (continued)**

---

**CRITERIA FOR RETURN TO DFCS FOR COLLECTION:**

This method of recovery is used for suspected fraud claims that do not meet the criteria for adjudication and the Agent is unable to obtain a Repayment Agreement.

Once this disposition is taken, the Agent updates the OIS database with a TR code 8 indicating the date of the action and utilizes the descriptive DFCS Recoup Reason TR code. All code 8 dispositions require supervisory review and approval on the TR and the **Case Review Checklist**.

Within five working days of the action, the Agent will activate the claim schedule in SUCCESS (for cases in SUCCESS), change the claim type to IHE, and document the reason for returning the claim to DFCS on the narrative in SUCCESS.

At the same point, the Agent will provide a **Disposition Letter** to the county DFCS with the following documents:

- ✓ Copy of all appointment letters
- ✓ Copy of **Case Review Checklist** with attached documentation
- ✓ Original Verification/Evidence
- ✓ Copy of **Report of Claim Determination**
- ✓ Original Form 5667, **Request for Investigation**