September 19, 2007

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Subject	**Payment Verification System (PVS) Process Reminder**

Reference	Manual of Policies and Procedures (MPP) 63-300.5(m) & 20-006 CalWORKs Program Guide <u>40-100.E</u> & Special Notice <u>05-14</u>, & <u>06-14</u> Food Stamp Program Guide <u>63-117</u> & Special Notices <u>05-18</u> & <u>06-14</u> (including Attachments <u>B</u>, and <u>C</u> (How To # 137)).

Purpose	The purpose of this joint Special Notice is to remind Human Services Specialists (HSS) of the mandatory requirement to complete and send the PVS response to the Fraud Bureau when discrepant information is found on the PVS abstract and the information impacts the grant, issuance amount, or eligibility.

Background	The California Department of Social Services (CDSS) Fraud Bureau conducted an evaluation of the county's Income and Eligibility Verification System (IEVS) review process in May 2007. The county was found to be out of compliance with the requirement to complete and submit a Payment Verification System (PVS) response document to the Fraud Bureau when discrepancies are found on the PVS abstract. The county was also found out of compliance during the 2005 Fraud Bureau review. As a corrective action, Strategic Planning & Operational Support (SPOS) issued Food Stamp Special Notice 05-18/CalWORKs 05-14, on August 23, 2005 informing staff of the mandate to submit form DPS-526 to the Fraud Bureau when discrepant information is found on the PVS abstract and the information impacts the grant, issuance amount, or eligibility.

IEVS as a Mandate	**IEVS is a federally-mandated system** under Title IV-A, for Temporary Assistance for Needy Families/California Work Opportunity and Responsibility for Kids (TANF/CalWORKs) and a **state mandate for the federal Food Stamp Program (FSP) and the California Food Assistance Program (CFAP).**

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IEVS Definition	IEVS consists of a coordinated data exchange among the various benefit programs using a standardized format for matching purposes.

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The databases used in the ongoing IEVS "match" include, but are not limited to:

- Wage information from the State Wage Information Collection Agency;
- Unemployment/disability compensation benefits from the California Employment Development Department (EDD);
- Benefits/pensions/wage information from the Social Security Administration (SSA);
- Internal Revenue Service (IRS)/Franchise Tax Board (FTB) unearned income data;
- Social Security number (SSN) verification information from SSA; and
- Inter/intra-county duplicate benefit matches.

All **applicant data** is submitted to, and processed by, the California Department of Health Services (CDHS) – **IEVS abstract.**

All **recipient data** is submitted to, and processed by, the California Department of Social Services (CDSS) – **PVS abstract**.

HSS Responsibilities Processing IEVS

Upon receipt of the matched IEVS data from the state, the HSS is required to evaluate this information to determine eligibility and the appropriate level of benefits by reviewing and comparing it to case record information, and by verifying the applicability of the matched data.

Upon receipt of the IEVS/PVS matched data, the HSS will:

- Review and compare the IEVS/PVS information against information contained in the case record to determine whether it affects the applicant or recipient's eligibility or benefits amount and process the PVS report in CalWIN.

- Write a narrative entry in CalWIN Case Comments with information concerning all denials, discontinuances, and benefit modifications which have resulted from the use of IEVS/PVS information, including the basis for and the dollar value of each action.

- Report to CDSS when discrepant information is found on the PVS abstract **and** the information obtained impacted the grant, issuance amount, or eligibility including situations when the client must correct the QR 7 to include the PVS information.

TIMEFRAMES: Current federal rule requires that the IEVS match follow-up must be completed within 45 days of the date the county received the match.

| HSS Responsibilities Processing IEVS in CalWIN | Prior to CalWIN implementation, the HSS received paper IEVS/PVS abstracts and was required to timely review and process the abstracts, and complete the DPS-526 form manually to report to CDSS discrepant information affecting the grant, issuance or eligibility. |

The IEVS, federal and state, mandate has not changed after CalWIN implementation. The HSS is still required to review and process the abstracts timely, and report to CDSS discrepant information affecting the grant, issuance or eligibility.

In CalWIN, the IEVS interface replaced the processing of paper IEVS extracts. IEVS information is stored in and displayed on windows in the interface subsystem of CalWIN. CalWIN alerts are triggered to inform the HSS that the online IEVS report has been received and needs to be processed. The IEVS/PVS alerts are categorized as Informational Alerts that must be cleared by the HSS.

CalWIN IEVS/PVS Alerts include:

"IEVS Applicant Data Received"
"PVS Report Received"
"PVS Report in Pending for 30 days"

Completion of the IEVS/SAVE Process

To complete the IEVS process, the HSS will:

- Review the IEVS/PVS report(s);

- Research and compare the information on the IEVS/PVS report(s) with the CalWIN data and information reported by the client to determine if any discrepancy exists;

- Process the PVS report for each household member with no discrepancy (click the "Response Document" button in the **View IEVS – PVS Report** window and select *"Processed, No Discrepancy"* in the **Create IEVS Response Document** window in CalWIN).

- Act on any discrepant data (i.e. request additional information, complete or update appropriate CalWIN windows, run EDBC, establish the overissuance, etc.);

- Record findings on the **Create IEVS Response (Report) Document** window to send it to CDSS, only when discrepant information affecting the grant, issuance or eligibility is found;

- Resolve the IEVS alert on the **Resolve Case Alert** window.

- Document every action taken by writing a narrative entry in CalWIN Case Comments in order to facilitate audit trails or any upcoming FNS, CDSS, or County compliance review.

Available CalWIN Resources	The following documents will assist workers with the process of IEVS/PVS reports:

Title	Description
Income Eligibility Verification System (2005)	Supplemental training developed by EDS for retrieving IEVS reports via the IEVS interface windows and resolving IEVS alerts in CalWIN.
HOW TO # 137, Request/View IEVS/SAVE	How to request (or force) an IEVS or PVS report in CalWIN, "Force Add to MEDS", from the **Send Forced Add Transaction to MEDS** screen, and how to view the IEVS applicant report.
"How To**" Payment Verification System Review & Response** will be issued in the near future to inform staff how to generate a PVS response document in CalWIN to send it to the CDSS Fraud Bureau.	

Quality Assurance (QA) Impact	Quality Assurance staff will cite the appropriate error when the instructions in this Special Notice are not applied or are applied incorrectly.

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