

90-170.1. INTEGRITY

A. General This section provides the general policy and definitions used through the rest of this chapter. The responsibilities of staff in maintaining GR Program and case integrity are also defined.

B. Policy It is the policy all staff shall maintain program and case integrity. This includes knowledge of:

- Program and procedures;
- Use of good interactive skills;
- Review of case records and applicant/recipient written/oral statements for consistency;
- Knowledge of fraud definition; and
- Knowledge of fraud prevention and detection processes.

C. Definitions The table below shows topics that will be discussed in this chapter and their use for program and case integrity.

Topic	Definition
Knowledge of Program and Procedures	Program and procedure knowledge is obtained through formal training, indirect on-the-job training, and use of written materials, including program guides, special notices, program inquiries, and operations policies.
Use of Good Interactive Interview Skills	Interactive interview skills are obtained through formal training and on-the-job training. Observing techniques of staff with good interactive interview skills will also assist workers in developing their own skills. Good interactive interview skills include notifying the applicant/recipient of his/her rights and responsibilities and being sure that he/she understands them.
Case Record Consistency	Case record consistency compares all documentation in the case record and oral statements by the applicant/recipient. Documentation must support eligibility and other decisions. Questionable information is examined. A determination is documented in the case file and includes appropriate back-up material. The determination may be documented in the Case Comments and/or other portions of the case record.

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Definitions (continued)

Topic	Definition
Knowledge of Fraud Definition	The worker needs to understand the definition of fraud in 90-170.5 .
Knowledge of Fraud Prevention/ Detection Processes	Clarification of inconsistent information and proper documentation prior to granting assistance is necessary for the appropriate amount of aid to be issued. For apparent fraud or questionable activity, the worker must know the steps necessary to refer to PAFD, either for Full Field or Early Fraud Detection/ Prevention (EFD/P). Sections 90-170.5 and 6 provide the worker with the processes and some of the tools available for this activity.

D. Responsibilities

The table below shows the responsibilities of staff in maintaining program and case integrity.

Individual	Responsibilities
FRC Manager	<ul style="list-style-type: none"> • Ensure maximum time is given for an accurate evaluation for eligibility determinations. • Ensure FRC staff are aware of and use all automated systems appropriate in the eligibility determination process.
Supervisor	<ul style="list-style-type: none"> • Review usage of automated information systems with workers to ensure usage of available information. • Ensure workers comply with current Expedited Intake requirements by using the maximum time frame allowances for accurate results. • Assist workers in clarifying conflicting information. • Ensure denial and discontinuance action is taken within mandated time frames.

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D.
Responsibilities
(continued)

Individual	Responsibilities
Worker	<ul style="list-style-type: none">• Ensure applicants/recipients understand their responsibility to provide accurate information and to promptly report any changes affecting eligibility determinations.• Gather accurate information and obtain verifications necessary to ensure accuracy.• Use automated information systems.• Determine if provided information is inconsistent or questionable.• Refer suspected fraud to PAFD. Full Field investigations are not completed for GR unless PAFD has determined it appropriate (see 90-170.5 for more information).• Complete the verification process before issuing aid payments or allowing aid payments to continue.• Authorize accurate aid payments for eligible recipients.
