

## 90-170.3. SFIS PROCEDURES

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### A. General

This section shows the SFIS procedures for the GR program.

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### B. Procedures

The SFIS process includes the actions in the table below.

Step	Responsibility	Action
1	SFIS Clerk	Add or update an applicant/recipient to SFIS and initiate a search on the SFIS database.
2	Worker	Evaluate SFIS hits for probable fraud.
3	Supervisor	Resolve hits on SFIS.
4	PAFD	Investigate probable fraud hits on SFIS.

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### C. Priority Levels

There are three system processing priorities for SFIS. The priority levels result in different response times.

Level	Response	Designated Use
Priority	Searches will be returned to the workstation transmitting the search data for display and print within an average of 15 minutes.	Applicants scheduled for same day intake appointments.
Normal	Searches will be returned to the workstation transmitting the search data for display or print no later than 7:00 AM the following day.	Applicants with other than same day intake appointments.
Conversion	Searches will be returned to the workstation transmitting the search data for display or print within seven calendar days.	Recipients.

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### D. Fingerprint Imaging Order

For standard SFIS processing, the applicant's two index fingers will be imaged. If an applicant's index finger can never be imaged (for example, the index finger is missing), an alternate finger will be imaged. It is very important that the use of an alternate finger for imaging purposes only be used when the index finger is missing. The use of alternate fingers for imaging purposes is listed below.

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### Fingerprint Imaging Order (continued)

If ...	Then ...
the index finger is missing,	the thumb is the first alternate finger.
the thumb is missing,	the middle finger is the second alternate finger.
the middle finger is missing,	the ring finger is the third alternate finger.
the ring finger is missing,	the little finger is the last alternate finger.
all fingers are missing on one hand,	only a single finger from the other hand will be imaged. A Senior Clerk, Supervising Clerk, or Supervisor must enter a special SFIS screen approval for all permanent exemptions. The Senior Clerk, Supervising Clerk, or Supervisor must ensure that the correct fingers are determined for exemption and fingerprinting by viewing the applicant's hand at the time of SFIS processing.

### E. Search Functions

Each time fingerprint/photo images are entered into SFIS, the SFIS clerk will initiate one of two types of searches as shown in the table below.

Type	Description
Closed	A closed search matches fingerprints being entered to fingerprints already entered into SFIS for the same Client Index Number (CIN).
Open	An open search matches fingerprints being entered to all fingerprints in SFIS regardless of CIN.

The type of search is not an option for the clerk. It is determined by SFIS based on the CIN entered for the applicant. If the applicant is known to welfare, has a CIN, and has already been processed through SFIS, SFIS will perform a closed search. If the applicant does not have a CIN, a CIN must be obtained before conducting a search. CINs from Medi-Cal Minor Consent cases are never to be used. The SFIS clerk obtains a CIN for the applicant by entering all of the applicant's demographic information into SFIS. SFIS will assign a CIN to the applicant and then a search may be requested.

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### Search Functions (continued)

Note: A CIN cannot be obtained without a case number. Therefore, if a GR applicant does not have a CIN already established on another aid type, the applicant will need to be processed after Application Registration has been completed when a case number has been assigned.

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### F. New Applications - Reception

The table below shows the actions for processing an applicant through SFIS starting at reception and identifies the individual responsible for the action.

Step	Responsibility	Action
1	Clearance Clerk	Take application and clear per GRPG <a href="#">90-100.2</a> .
2	Pre-application	Interview applicant.
3	Worker	Advise applicant that cooperation with the fingerprint/photo imaging process is a condition of eligibility.
4		Complete the SFIS Appointment Notice, form CSF 55, for all persons who require SFIS processing. The person's name, his/her CIN, and processing priority must be identified on the form.
5		Issue intake packet along with CSF 55.
6		Advise applicant when to complete SFIS processing and to bring the form at that time.
7		Deny application if the applicant refuses to comply with SFIS. Issue NOA. Note: Duplicate aid sanction shall not be imposed unless other case circumstances warrant the sanction.

### G. SFIS Appointment

The table below shows the actions to be taken for the SFIS appointment and the responsible individual.

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### SFIS Appointment (continued)

Step	Responsibility	Action
1	Receptionist	Instruct the applicant to wait in the lobby until paged for fingerprint/photo imaging.
2		Notify the SFIS clerk that applicant is waiting.
3	SFIS Clerk	Pull intake packet.
4		Ask for the applicant's identification and compare photo identification with the individual to verify that the correct person is being processed.
5		Enter the type of ID used on the SFIS Add/Update screen in the "Comments" section.
6		Note in the "Comments" section if the applicant's identification is not available.
7		Check CalWIN/MEDS clearance in intake folder for CIN if the applicant does not bring the CSF 55.
8		Complete fingerprint/photo imaging on SFIS.
9		Image the match report in the case file with the CSF 55.

### H. Data Retrieval

The table below shows the actions to be taken for the SFIS data retrieval and the responsible individual.

Step	Responsibility	Action
1	SFIS Clerk	Distribute Open Search – Match and Closed Search – No Match reports immediately to the appropriate supervisor.
2		Distribute Open Search – No Match and Closed Search – Match reports to the worker or image in the case file.

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### Data Retrieval (continued)

Step	Responsibility	Action
3	Supervisor	Distribute match reports to appropriate workers to resolve. All open search matches and closed search no matches must be resolved within 10 days from the date of the report or the date of the intake, whichever is later.
4		Enter results on the SFIS Resolution screen.
5		Enter an explanation of the resolution in the Comments field.

### I. SFIS Printouts

The SFIS system will print match responses as shown in the table below

Response	Details
No Discrepancy – Closed Search Match or Open Search No Match	The report will print with demographic data, but without any fingerprint or photo images. These reports are to be imaged in the case file.
Discrepancy – Closed Search No Match or Open Search Match	The report will print with demographic data and the photo image only. These reports continue to require follow-up and resolution. Procedures for handling are included in J, below.
Resolution Report	After the discrepancy is cleared on the Resolution screen, a “Resolution Report” will print without any fingerprint or photo images. This report is to be imaged in the case file.

### J. Report Processing

The table below shows the actions to be taken for an Open Search – Match or Closed Search – No Match and the responsible individual.

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## 90-170.3. SFIS PROCEDURES, Continued

### Report Processing (continued)

Step	Responsibility	Action								
1	Worker	Review match report to determine if it indicates probable fraud, a MEDS error, or some other non-probable fraud issue. All Open Search – Matches and Closed Search – No Matches must be resolved within 10 days from the date of the report or the date of the intake, whichever is later.								
	duplicate aid is confirmed,	<ul style="list-style-type: none"> <li>Determine if the applicant received duplicate aid for a previous application.</li> </ul> <table border="1"> <thead> <tr> <th>If ...</th> <th>Then ...</th> </tr> </thead> <tbody> <tr> <td>so,</td> <td> <ul style="list-style-type: none"> <li>Complete a FRATS referral using allegation code W.</li> <li>Forward the match report as an attachment to the FRATS referral.</li> </ul> </td> </tr> <tr> <td>no referral was required,</td> <td>discard the report in a confidential shredding bin located in the FRC.</td> </tr> <tr> <td>the applicant did not receive duplicate aid for a previous application,</td> <td>complete an OSU referral if the overpayment is \$100 or more.</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>Deny or discontinue the case for duplicate aid.</li> </ul>	If ...	Then ...	so,	<ul style="list-style-type: none"> <li>Complete a FRATS referral using allegation code W.</li> <li>Forward the match report as an attachment to the FRATS referral.</li> </ul>	no referral was required,	discard the report in a confidential shredding bin located in the FRC.	the applicant did not receive duplicate aid for a previous application,	complete an OSU referral if the overpayment is \$100 or more.
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	the Open Search – Match or Closed Search – No Match occurred due to a MEDS error,	<ul style="list-style-type: none"> <li>Note nature of the MEDS error on report;</li> <li>Complete MEDS error correction; and</li> <li>Return a copy of the report to the supervisor for completion of the Resolution screen.</li> </ul>								
	the Open Search – Match or Closed Search – No Match occurred due to some other non-fraud issue,	<ul style="list-style-type: none"> <li>Note the reason on the CSF 55; and</li> <li>Return a copy of it to the supervisor for completion of the Resolution screen.</li> </ul>								

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## 90-170.3. SFIS PROCEDURES, Continued

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**Report  
Processing**  
(continued)

Step	Responsibility	Action
2	Worker	Image the Resolution Report in the case file. The Resolution Report is never to be subfiled.
3		Image form CSF 55 under the Permanent Verifications tab. These forms are never to be subfiled.
4	Supervisor	Monitor using the weekly SFIS Match reports for responses to SFIS Open Search – Match/Closed Search – No Match and make entries on Resolution screen as necessary.
5	PAFD	Complete an investigation per PAFD procedure if a referral is made.
6	Worker	Review FRATS response and take appropriate action.

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