

## 90-170.4. ADDITIONAL SFIS PROCEDURES

---

### A. General

This section shows additional SFIS procedures for the GR program.

---

### B. SFIS Equipment Problems

Aid cannot be denied to an otherwise eligible applicant/recipient because of equipment problems with SFIS. In the event of an equipment failure, the Automation Coordinator for the affected FRC must immediately contact the SFIS County Coordinator.

If applicants/recipients are unable to complete fingerprint/photo imaging due to an SFIS equipment problem, they must agree to complete the process at a mutually agreed upon time, within 60 days of the initial attempt.

When the individual appears for their initial SFIS processing and must be rescheduled due to SFIS equipment problems, the SFIS clerk must take the actions in the table below to provide a new appointment.

Step	Action
1	Complete CSF 55 with the new SFIS appointment date and time and noting on the form that the appointment is rescheduled due to equipment problems. Note: Date of reschedule must allow for timely notice should the applicant fail to cooperate.
2	Issue the original copy of form CSF 55 to the applicant and image a copy in the case file.

---

### C. Changes Requiring SFIS Processing

When a change occurs in the case, the worker must evaluate if the change requires someone new to be fingerprint/photo imaged. If so, the new person must be given the SFIS appointment notice at least 10 days prior to the SFIS appointment.

If the recipient marries, the spouse must be fingerprint/photo imaged if not otherwise exempt.

---

*Continued on next page*

## 90-170.4. ADDITIONAL SFIS PROCEDURES, Continued

---

**D.  
Refusal or  
Failure to  
Complete  
SFIS  
Processing**

Applicants must comply with SFIS processing within normal intake processing timeframes.

Good cause exists when circumstances beyond control of the applicant prevent the applicant from complying with the SFIS requirement. Some examples of good cause may include, but are not limited to:

- A medical emergency, hospitalization, doctor's appointment, personal/household illness, or crisis on the day of absence;
- Incarceration, arrest, jail or required court appointments;
- Prearranged job interview; or
- Employment or paid training.

The worker will determine good cause. Verification of good cause is required unless it is impossible for the applicant to provide such verification. Supervisors must approve exceptions to the good cause verification requirements. Good cause shall be documented in the Case Comments, including the date of non-compliance and the corresponding good cause criteria applied. Verification must be imaged in the case file and a Case Alert set for follow-up.

---

**E.  
System  
Access**

Only users with designated security levels may access SFIS. The FRC and PAFD must submit Form 05-7 to the System Security Section for each staff designated for access.

<b>Security Level</b>	<b>Operator</b>	<b>Functionality</b>
A	SFIS Clerk	<ul style="list-style-type: none"><li>• File clearance access from SCI database;</li><li>• Inquire function from the SFIS database;</li><li>• Capture fingerprint and photo images;</li><li>• Enter a temporary fingerprint exemption</li><li>• Add an applicant to the database;</li><li>• Submit open and closed search requests;</li><li>• Upload transactions from zip disk;</li><li>• Transmit portable transactions to central site for routing to designated remote site;</li><li>• Print match responses relative to site; and</li><li>• Change own password.</li></ul>

---

*Continued on next page*

## 90-170.4. ADDITIONAL SFIS PROCEDURES, Continued

### System Access (continued)

Security Level	Operator	Functionality
B	<ul style="list-style-type: none"> <li>• Senior Clerk</li> <li>• Supervisor</li> <li>• Automation Coordinator</li> </ul>	<ul style="list-style-type: none"> <li>• All Level A functions;</li> <li>• Allow capture of an alternate finger when missing fingers;</li> <li>• Change priority of match requests generated by the site;</li> <li>• Enter resolution results;</li> <li>• Authorize permanent applicant exemptions;</li> <li>• Print match responses relative to site; and</li> <li>• Reset suspended passwords.</li> </ul>
D	PAFD	<ul style="list-style-type: none"> <li>• View and confirm match results;</li> <li>• Access Open Search – Match and Closed Search – No Match queues;</li> <li>• Submit Open and Closed Search requests of existing records;</li> <li>• Request active file view;</li> <li>• Restore records previously in the Fraud Investigator queues;</li> <li>• Generate specific reports;</li> <li>• Print reports relative to site;</li> <li>• Print all search responses;</li> <li>• Change own password;</li> <li>• Update disposition, fraud worker number, fraud case number, and comments field;</li> <li>• Allow access to the State Fraud Investigator at a statewide level; and</li> <li>• Allow access to the County Fraud Investigator at a countywide level.</li> </ul>

### F. Passwords

Each user must establish a password of seven to eight characters in length that is a combination of letters and numbers with at least two characters being numeric.

*Continued on next page*

## 90-170.4. ADDITIONAL SFIS PROCEDURES, Continued

---

### Passwords (continued)

Passwords must be changed every 90 days. The last five passwords used are stored by the system and cannot be reused. The system allows three unsuccessful logon attempts before locking out a user. In the event of a lockout, the user must notify a security level B operator who will release the lockout. If the user has forgotten the password and needs to have it reset, he/she must contact the designated SFIS supervisor in the FRC who will contact the System Security Help Desk to reset the password logon.

---

### G. Normal Hours of Operation

The SFIS normal operational hours are 7:00 AM through 9:00 PM, Monday through Friday on all regularly scheduled workdays (with the exception of the Help Desk and verification that will operate from 7:00 AM to 7:00 PM). SFIS will not be available on state holidays. Any fingerprint/photo imaging completed on these days will be stored by the system and processed online the following state workday.

---

### H. SFIS Supervisor

Each FRC must designate a SFIS supervisor to act as a liaison for SFIS issues and to monitor SFIS activity in the FRC. It is recommended that the Automation Coordinator serve in this capacity.

---

### I. Standard Reports

SFIS system-generated reports can be manually triggered off the SFIS laser printer at FRC Management option on a daily, weekly, and monthly basis by a designated FRC Senior Clerk, Supervisor, or Automation Coordinator.

All reports are archived in the system and can be retrieved by specifying a time period. Applicants who are listed on match reports stay on the report until a resolution code is entered.

Type of Report	When Available
Daily	The next day after the close of the business day. The reports are available and can be printed at each workstation anytime after 7:00 AM when the online files are opened.
Weekly	The last workday of the week.
Monthly	The last business day of the month.

---