Update 2006-3: Common Place Handbook
IEVS and Other General Clean-up

Background
Due to the implementation of CalWIN in June of 2005, it is necessary to update the Common Place Handbook to reflect new terminologies and business processes. Completed chapters will be released on a flow basis.

Changes
This Update contains changes to Chapters 3, 4, 5, 6, 7, 8, 9, 10, 11, 27 and 56.

All Chapters
The state is currently continuing to send the county the IEVS Applicant and/or Recipient data directly so that hard copies can be printed even though the same information is available in CalWIN. This is only a TEMPORARY procedure while counties transition to CalWIN. Staff should begin to use the IEVS Applicant and/or Recipient reports in CalWIN.

Reminder:
EWs should check the [IEVS Recipient PVS Data] report window when processing ALL of their Periodic Reports (QR 7s/MSRs). Remember the hard copy could be lost, misfiled, etc.

CalWIN IEVS Applicant and Recipient report information was added to the Common Place Handbook. However, since hard copies of the reports are still being distributed, the information on how to process them was left in the Common Place Handbook.

Even though the hard copy and on-line versions of these reports contain the same information, the method of processing them is different due to their format. The following table gives a brief overview of the processing steps for the hard copy and on-line version.
<table>
<thead>
<tr>
<th>If the IEVS report that is being processed is the ...</th>
<th>Then the EW MUST ...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hard (paper) copy</td>
<td>• Review the data on the IEVS Report and take appropriate action.</td>
</tr>
<tr>
<td></td>
<td>• Document on the [Maintain Case Comment] window the results of the review.</td>
</tr>
<tr>
<td></td>
<td>• Sign and date the IEVS Report.</td>
</tr>
<tr>
<td></td>
<td>• Have the IEVS Report scanned into the IDM system.</td>
</tr>
<tr>
<td></td>
<td>• Complete the “County Response” (DPS 526) form if there is a discrepancy and the report requires a response document be completed.</td>
</tr>
<tr>
<td></td>
<td>- Send the original DPS 526 to the address listed on the form and have a copy scanned into the IDM system.</td>
</tr>
<tr>
<td>CalWIN on-line version</td>
<td>• Review the data on the IEVS report and take appropriate action.</td>
</tr>
<tr>
<td></td>
<td>• Document on the [Maintain Case Comment] window who processed the report, the date and the results of the review. This is required to meet the requirement of signing off the report.</td>
</tr>
<tr>
<td></td>
<td>• Complete the information on the [Response Window], if there is a discrepancy and the report requires a response document be completed.</td>
</tr>
<tr>
<td></td>
<td>NOTE: The CalWIN IEVS reports remain in the CalWIN system; therefore it is NOT necessary to have them printed and scanned into the IDM system.</td>
</tr>
</tbody>
</table>

**Social Security**

Information is added to Chapter 3 regarding the “Forty (40) Quarters Data” received from the Social Security Administration.

**IEVS**

The following changes are made to Chapter 4:

• Deleted CDS information and replaced it with CalWIN information.

• Replaced filing instructions for physical case folders with Integrated Document Management (IDM) scanning information.

**IEVS Applicant System**

The following changes are made to Chapter 5:

• Deleted CDS information and replaced it with CalWIN information.

• Replaced filing instructions for physical case folders with Integrated Document Management (IDM) scanning information.

• Added information regarding the CalWIN IEVS Applicant Reports.
The following changes are made to Chapter 6:

- Added additional information about Forty (40) Quarters Data.
- Deleted CDS information and replaced it with CalWIN information.
- Replaced filing instructions for physical case folders with Integrated Document Management (IDM) scanning information.

The following changes are made to Chapter 7:

- Deleted CDS information and replaced it with CalWIN information.
- Replaced filing instructions for physical case folders with Integrated Document Management (IDM) scanning information.
- Updated and reorganized the IEVS Recipient System chart which shows the frequency of the reports, who is responsible for processing the report and the discrepancy tolerance level in each aid program. [7.0.1]
- Added information regarding the CalWIN IEVS Recipient Reports which include:
  - New Hire Registry (NHR) Report
  - Payment Verification System (PVS) Reports
  - Nationwide Prisoner Match Reports
  - Integrated Fraud Detection (IFD) Reports

The following changes are made to Chapter 8:

- Updated UIB forms and usage information.
- Replaced filing instructions for physical case folders with Integrated Document Management (IDM) scanning information.
- Added information regarding the CalWIN IEVS Applicant and Recipient Reports - UI Data.

The following changes are made to Chapter 9:

- Updated DIB forms and usage information.
- Replaced filing instructions for physical case folders with Integrated Document Management (IDM) scanning information.
- Added information regarding the CalWIN IEVS Applicant and Recipient Reports - DI Data.
The following changes are made to Chapter 10:

- Updated the “Receipt for Documents” information and form number.
- Added the verification policy to obtain birth, death, marriage or divorce records from other states.
- Updated the bank verification information.
- Added “The Work Number” employment verification policy information issued in Common Place Update #02-18.

The information regarding documentation contained in Agency Memorandum #06-09 is added to Chapter 11.

Chapter 27 is revised to specify that the CalWIN Client Referral sub-system is also to be used for General Fraud Referrals.

The following changes are made to Chapter 56:

- Clarified that the CalWIN client referral sub-system is also to be used to make a fraud referral to the DA when necessary due to allegations made in a Community Complaint.

Reminder:

EWs must explore questionable eligibility factors with the client first and try to resolve the discrepancies. A fraud referral is only to be made when the EW is UNABLE to determine, based on available information and verifications, whether the allegations made in the Community Complaint are true or false.

- Revised the “Community Complaint” (SC 16) process due to the implementation of scanning and use of the CalWIN client referral sub-system.
- Deleted the “Fraud Referral to Special Investigative Unit” (SC 54) process information.

The changes contained in this Update are effective upon receipt.

The changes to forms are as follows:
The “Fraud Referral to Special Investigative Unit” (SC 54) form is now obsolete. Eligibility and CWES staff members are to use the CalWIN client referral sub-system to make all fraud referrals.

**Important:**
The “Income and Eligibility Verification System Fraud Referral to Special Investigative Unit” (SC 54A) form is still active but is **ONLY** to be used by the IEVS/CROP unit.

The “Request for Wage, Claim and Address Information” (DE 8720 and DE 8720A) forms are reinstated. They are available on the SSA intranet website to be printed on a need **ONLY** basis.

**Important:**
The county has to pay to obtain UIB/DIB information when the DE 8720 or DE 8720A forms are used. Therefore, these forms are **ONLY** to be used when the data is no longer available through the other IEVS systems.

See “Forms”.

KATHERINE BUCKOVETZ, DIRECTOR
Department of Employment and Benefit Services

Contact Person(s): Susan Maxwell, Program Coordinator, 491-6700.