

September 18, 2018

ALL COUNTY LETTER (ACL) NO. 18-105

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY IEVS COORDINATORS
ALL COUNTY IPV COORDINATORS
ALL COUNTY SPECIAL INVESTIGATIVE UNIT CHIEFS
ALL COUNTY CONSORTIA MANAGERS
ALL COUNTY CALFRESH PROGRAM SPECIALISTS
ALL COUNTY CALWORKs PROGRAM SPECIALISTS

SUBJECT: IMPLEMENTATION OF THE NEW INTENTIONAL PROGRAM
VIOLATION (IPV) ONLINE SYSTEM

REFERENCE: [MANUAL OF POLICIES AND PROCEDURES 20-300 TO 20-355](#)
[7 CODE OF FEDERAL REGULATIONS SECTIONS 272.1, 273.16](#)
[ALL COUNTY LETTER NO. 09-06](#)

The California Department of Social Services (CDSS) Program Integrity, Automation, and Client Initiatives Branch, in collaboration with the Information Systems Division, and county stakeholders would like to announce the implementation of the newly rebuilt IPV Online system. Effective immediately, all county welfare departments (CWD) are required to use the new system.

Project Background

State and federal mandates require the CDSS Fraud Bureau to maintain a database of individuals who have been previously or are currently ineligible to receive California Work Opportunity and Responsibility to Kids (CalWORKs) and/or CalFresh benefits due to IPV. The CDSS IPV Online system was built in 2009 to fulfill this mandate and to provide counties with direct access to IPV records. The IPV Online system sends CalFresh records created in the IPV Online system to the United States Department of Agriculture, Food and Nutrition Service (FNS) electronic Disqualified Recipient System (eDRS) and pulls national Supplemental Nutrition Assistance Program (SNAP) IPV

records from the eDRS. This process allows county users to access the eDRS SNAP, CalFresh, and CalWORKs IPV records.

In 2015, the FNS changed its IPV data-sharing process from a monthly batch to a real-time process for all states and territories. This change required the CDSS to make the necessary updates to the existing IPV Online system to maintain its connectivity with the federal eDRS. In 2017, the eDRS was upgraded, making it necessary to rebuild the IPV Online system in order to continue eDRS connectivity and meet federal mandates.

The New IPV Online System

The new IPV Online system boasts a new user interface design and will use the most current technology, capable of real-time access to the eDRS, future system enhancements, and the capacity to meet the demands of substantially more IPV users. The new system will also introduce a read-only access and county administrator role. These are the following types of access to the IPV online:

- *Read only* – users will view IPV records but will not be able to add, modify, or delete IPV records.
- *Add/Edit* – users will be able to view, add, and modify IPV records in the system. Add/edit users cannot delete IPV records.
- *County Admin* – is the assigned county user, preferably a supervisor or manager, who will be able to add or delete county users as well as modify users' accounts. Each county may assign more than one county admin user to manage the volume of users in their county. County admin users may add users, delete users, or modify user accounts only for their county, and no other counties. County admin users cannot view, modify, or delete IPV records in the system.
- *State Admin* – are assigned CDSS staff who will manage the system, as well as add, modify, or delete users for all counties and CDSS. In addition, this user role will have the capability to view, add, edit, and delete IPV records in the system. The delete IPV records functionality will continue to remain available for CDSS staff only.

County Business Process and Timely IPV Posting

The new IPV Online system requires all users to perform the "Search" function before adding a new IPV. This is to ensure that existing persons and/or disqualifications are found, duplicate records are not created, and the correct disqualification period is applied to all new disqualifications.

Although the look and feel of the new IPV Online system will differ from the legacy system, the requirements for adding records and posting CalFresh IPV records to the eDRS will not change. County users must continue to use the same timeline when adding new IPV records in the system, which is no later than thirty (30) days from the start date of the disqualification.

In an effort to ensure the timeliness of these IPV records, CDSS will provide a new report of IPV records that includes both the start date for the disqualification and the date the record was put into the IPV Online system for those records that were added after the initial 30 days has passed for counties to review.

In addition to timely posting of violations in the IPV Online, counties are required to maintain supporting documentation indefinitely. If documentation supporting the disqualification is incomplete or no longer relevant or accurate, counties must submit a [DPA 488](#) form to delete the violation record from the IPV Online system. The [DPA 488](#) form may be faxed to (916) 651-5009 or emailed to IPVCoordinator@dss.ca.gov. The [DPA 488](#) form contains sensitive and personal information so it *must be sent securely*.

As a reminder, if the assistance unit (AU) or individual responsible for the IPV goes off aid prior to imposing or during the penalty period, the penalty period is suspended until the individual is found eligible for CalWORKs cash aid by joining another AU or reapplying at a later time. When the individual's penalty period ends, the needs of that individual are again included in both the "Family" MAP and AU maximum aid payment (MAP) beginning the first of the month following the end of the penalty period. For purposes of imposing the CalFresh penalties, the court's ruling in the [Garcia and Zellar v Concannon](#) court case applies. This means the penalty period begins immediately following the determination that a CalFresh IPV exists, and the penalty period cannot be suspended even when the individual is not receiving CalFresh benefits ([All County Letter 98-72](#)). The CalFresh penalty "clock" runs continuously and the CalWORKs penalty "clock" can be stopped and restarted. The new IPV Online system supports CalWORKs penalty period suspensions and does not allow suspensions of CalFresh penalty periods.

Access and User Support to the new IPV Online System

The CDSS has revised its DPA 489 (attached) IPV Online system access form. All users of the new IPV Online system are required to submit the new DPA 489 form prior to being granted access to the new IPV Online system. The DPA 489 form can be submitted by fax to (916) 651-5009 or email at FraudSystemAccess@dss.ca.gov.

Once the DPA 489 is submitted to CDSS, county users will be sent a registration email that includes a link and instructions for users to register their account. This is a security requirement for validating the user's identity. The registration must be completed within seven calendar days of receipt of the email or access to the link will expire. If the county user is unable to complete this registration within seven days, the county user will need to email the Fraud Detection Unit staff at FraudSystemAccess@dss.ca.gov to restart the registration process.

All CWDs participated in webinar trainings provided by CDSS in July 2018. Upon request, CDSS can provide additional training and technical assistance to CWDs. Also, the IPV Online System User Manual (attached) has been revised to reflect changes to the system. The revised User Manual will provide users with step-by-step instructions for the different functionalities within the system such as searching, adding, and editing

CalWORKs and CalFresh IPV records. Because the IPV Online system connects to the eDRS, all searches also include SNAP IPVs.

IPV Regulations

CalFresh

As stated in [MPP Section 20-300.1](#), a CalFresh IPV is defined as having intentionally:

- Made a false or misleading statement, or misrepresented, concealed or withheld facts; or
- Committed any act that constitutes a violation of the Supplemental Nutritional Assistance Program, the CalFresh program regulations, or any State statute relating to the use, presentation, transfer, acquisition, receipt or possession of CalFresh benefits.

CalWORKs

As stated in [MPP Section 20-351](#), a CalWORKs IPV is defined as having intentionally:

- Made a false or misleading statement or misrepresented, concealed, or withheld facts; or
- Committed any act intended to mislead, misrepresent, conceal, or withhold facts or propound a falsity; and
- Committed these acts to establish or maintain CalWORKs eligibility, or to increase or prevent a reduction in the amount of the CalWORKs grant.

IPV penalty timeframes are included in the User Manual for reference. Future updates to the IPV Online User's Manual will be posted to the Fraud Bureau's website and will be accessible through a link in the IPV Online system.

If you have any questions or need additional information please contact Nancy Cronin, the CDSS IPV Coordinator, at Nancy.Cronin@dss.ca.gov or (916) 651-5007, or Analyn Deloso, Fraud Detection Unit Manager at Analyn.Deloso@dss.ca.gov or (916) 651-5008.

Sincerely,

Original Document Signed By:

TODD R. BLAND
Assistant Director
Automation, Integrity, and Client Initiatives Branch

Attachments

INTENTIONAL PROGRAM VIOLATION (IPV) ONLINE SYSTEM REQUEST FOR ADDING/DELETING/MODIFYING A USER

SECTION 1 - ACCESS REQUEST INFORMATION

Check only one: ☐ ADD USER ☐ DELETE USER ☐ MODIFY USER

Check only one: ☐ STATE ADMIN ☐ COUNTY ADMIN ☐ ADD/EDIT ☐ READ ONLY

SECTION 2 - USER INFORMATION

User Name:	User Title:	
Email Address:	Phone Number:	
Agency/Dept.:	County Name (County Users):	
Mailing Address:	City:	Zip:

SECTION 3 - USER ACKNOWLEDGMENT AND SIGNATURE

I acknowledge that the permissions to access the confidential and personal information in the system is based on a need to know to perform my job duties and that the data will be used strictly for appropriate business purposes. I acknowledge my responsibility for taking precautions to protect the confidential and personal information in the system.

User's Name (<i>Print</i>):	User's Signature:	Date:
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SECTION 4 - SUPERVISOR ACKNOWLEDGMENT AND SIGNATURE

Supervisor Name:	Supervisor Title:
Email Address:	Phone Number:

I confirm:

- ☐ The proposed permission and/or privileges for the IPV Online System have been authorized on a need-to-know basis. (Add/Modify)
- ☐ The user no longer requires access to the IPV Online System. (Delete)

Supervisor's Name (<i>Print</i>):	Supervisor's Signature:	Date:
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SECTION 5 - FORM PROCESSING

Date Received:	Date Processed:
Processed By (Name):	Signature:

Intentional Program Violation (IPV) Online System Read and Edit User Manual



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Section 1.00 Introduction

The Intentional Program Violation (IPV) Online system serves as a repository for California's 58 counties to access CalFresh and California Work and Opportunities for Kids (CalWORKs) disqualification records created in the state and a means of accessing national Supplement Nutrition Assistance Program (SNAP) disqualification records. The IPV Online facilitates county and state processes for ensuring CalFresh and CalWORKs benefits are granted to individuals who are not serving a disqualification period for committing an IPV within the State of California as well as other states and territories.

The IPV Online system is able to accommodate national and state data by connecting to the federal electronic Disqualified Recipient System (eDRS). The Food and Nutrition Service (FNS) built the eDRS as a repository of all SNAP disqualification records to assist states and territories in meeting federal mandates requiring reporting of SNAP IPV disqualifications and verifying eligibility related to these disqualifications. The California Department of Social Services (CDSS) has built the IPV Online system to connect to the eDRS, meet state and federal mandates, and to assist county and state users in accomplishing their business requirements.

The IPV Online system connects to the eDRS, but *does not connect to other systems*. All of California's violation records are transmitted monthly in a file to CDSS' sister department, the California Department of Health Care Services. This monthly batch file is uploaded to the Medi-Cal Eligibility Data System (MEDS) and serves to trigger a disqualification flag in MEDS.

Note: The examples contained in this manual contain no personal information. All identification (ID) numbers and names are fictitious.

Section 2.00 CDSS Fraud Bureau Contact Information

The CDSS Fraud Bureau can be reached at:

Main line: (916) 653-1826
Fax: (916) 651-5009

CDSS Fraud Bureau
744 P Street, MS 8-5-26
Sacramento, CA 95814

The IPV Online system serves a variety of county staff and the CDSS CalFresh Bureau. If users encounter issues with the system, have questions on this manual, or other IPV-related question, the first point of contact is the state IPV Coordinator. The state IPV Coordinator can always be reached at:

IPVCoordinator@dss.ca.gov

The IPV Coordinator will respond directly and will forward messages to the appropriate staff within CDSS if necessary.

For access issues, users can reach out to Fraud Bureau staff assigned to assist users at:

FraudSystemAccess@dss.ca.gov

Section 3.00 Requesting Access

The IPV Online system is available only to county and state employees and contractors authorized to access the data within the system. Users must fulfill their agency or departmental security requirements and submit a DPA 489 form. Completed forms must be signed and may be scanned and emailed or faxed to the CDSS Fraud Bureau. (See Section 2.00 for Fraud Bureau Contacts.)

The IPV Online system has three roles: Read Only, Add/Edit, and Admin. Each role will see different buttons and features. This manual will display and explain the features for Read and Edit roles. (Admin roles are explained in a separate manual.) These roles are defined by the ability to add, modify, or delete records, as detailed below:

Read: Read users can search and view all records, all data. Read users cannot edit, add, or delete records. This user role is appropriate for QA/QC staff, hearings officers, or EW Is.

Edit: Edit users can search and view all records, all data. Edit users can add and edit records. Edit users cannot edit SNAP disqualifications or person data for individuals who have no California disqualifications. Edit users cannot delete records. This role is appropriate for investigators, investigative assistants, EW IIs or IIIs, or any other staff persons tasked with ensuring their county's IPV records are current and accurate in the IPV Online system.

Admin: This is a state-only user role. This user role has the same rights as both the Read and Edit users. In addition to Read and Edit abilities, this role can delete records. Several Admin users have direct access to the eDRS and can assist Read and Edit users with confusing SNAP records. (See Section 2.00 CDSS Contact Information for assistance.)

The "County Admin" role on the DPA 489 form is reserved for future use. This will be a staff person, manager, or supervisor whose role is to add, modify, or delete county users to the IPV Online system. This should not be a person who requires access to the system to access IPV records. This "separation of duties" is intended to safeguard the personal identifying information in the IPV Online system and the eDRS.

Section 4.00 – Logging On

Logging on to the IPV Online system will use CDSS' Security Access Framework or "SAF." The SAF identity management system uses a two-factor authentication, which includes an email from the SAF mailbox, SAF@dss.ca.gov. New users should work with their IT support staff to ensure these emails will not be blocked because this email includes a six-digit code required for logging on to systems using SAF. Users may also want to try other web browsers if their primary browser does not bring them to the IPV Online system landing page.

Note: None of the data presented in this manual, in IPV Online system training material, or other guides, is actual personally identifying information. The ID numbers are randomly pulled from the number π (Pi) and the names are common words translated into various languages with a few embellishments.

Section 4.01 First-Time Users

In order to access the IPV Online system, the user must have an account created for them in the SAF identity management system. Once the account is created, the user requesting access will be sent an email with a link and instructions for verification. The link in the email expires after seven calendar days. If a user does not complete the instructions from the link in the seven days, the user must contact the Fraud Bureau at fraudsystemaccess@dss.ca.gov for assistance. For this reason, access should not be requested for staff who are on extended leave, have not yet started in the position, or are out of the office for a week or more.

Section 4.02 Current Users

Current users can log on to the IPV Online system using their login ID and password at:

[IPV Online system](#)

or

<https://ievs.dss.ca.gov/ipv/>

This will open the SAF application. Users must click the "Login with SAF" button to continue.

This will take the user to the login page where the user inputs their SAFid username and password before clicking the "Login w/ SAFid" button.

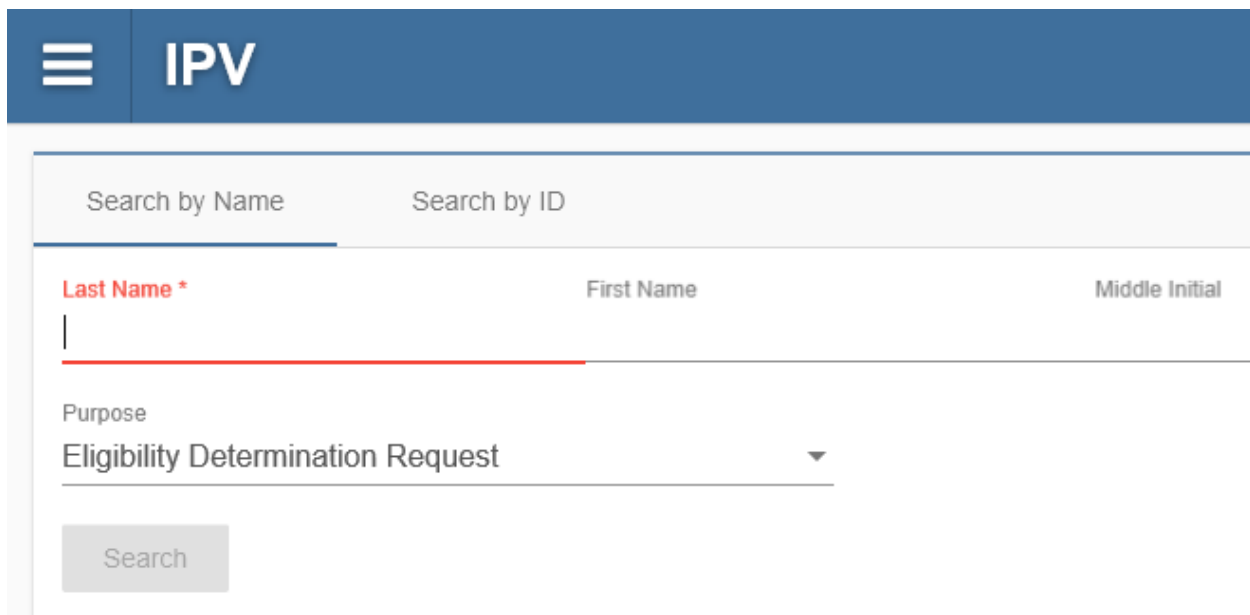
The system will take the user to a screen asking the user to verify their user login ID and to request the system to send the secondary validation access code to their email address. The user clicks the Send Access Code button to send this email.

The user will open the email and copy-paste the six-digit code into the Validate Access Code screen and click the Validate Access Code button. (This six-digit code expires in ten minutes.) In the next screen the user will click the Continue to IPV button which will bring the user to the IPV Online system landing page.

Section 5.00 Search

All users can search and view all records in the IPV Online system. Because the IPV Online system connects to the federal eDRS, all users can view all of California's CalFresh and CalWORKs records as well as national SNAP records. Read and Add/Edit users will see a few differences in screens, including the search screen.

For searches that exceed 100 results, the system will not pull records from the eDRS because the eDRS will not provide records to other state systems when the results exceed 100. However, the IPV Online system will provide records from the state's data source. For searches of persons without any ID type (Social Security Number or "SSN," Individual Tax Identification Number or "ITIN," green card, or passport) the IPV Online system can only return searches by name. See Section 5.02 Name Search below for more information.



The screenshot shows the IPV Online landing page. At the top is a blue header with a hamburger menu icon and the text "IPV". Below the header is a search form. The form has two tabs: "Search by Name" (which is selected) and "Search by ID". Under the "Search by Name" tab, there are three input fields: "Last Name *" (with a red asterisk), "First Name", and "Middle Initial". Below these fields is a "Purpose" dropdown menu currently set to "Eligibility Determination Request". At the bottom of the form is a "Search" button.

Figure 1 shows the IPV Online landing page which defaults to "Search by Name."

All users must input search criteria and choose between the name or the ID number of the individual to begin the search. All users must choose the purpose for the search.

Section 5.01 Search Purpose

The IPV Online system connects to the federal eDRS. The eDRS requires a search reason input in addition to the name or ID number in order to successfully search the eDRS. The FNS requires this information for statistical and security purposes. The purpose chosen can also affect the number of records returned from a search.

Search purpose options:

Eligibility Determination – for users looking for individuals who are currently in a disqualification period. This search will return only those records for persons currently in a disqualification penalty period.

Penalty Determination – for users looking for all disqualifications for an individual in order to determine the length of a new disqualification.

Quality Assurance/Quality Control (QA/QC) – for users looking for all disqualifications for an individual to ensure the county agency responsible for inputting disqualification records has met all regulatory and/or policy requirements.

Administration – for users who are looking for records in order to correct, modify, or update records, including suspending CalWORKs penalty periods.

Purpose

Eligibility Determination Request ▼

Figure 2 shows the “Purpose” field which defaults to an eligibility search.

The system defaults to the eligibility search which will return only records of current disqualifications. For more complete results and other purposes, users must choose another option.



Figure 3 shows the Purpose options when the drop-down list is displayed using the down-arrow button.

5.02 Name Search

The IPV Online system defaults to name searches. Users may choose to begin searches using an ID number, which will be explained in the following segments.

The system requires a minimum of one (1) character in the Last Name field. The system will search names that begin with the characters input in the Last Name and First Name fields. This means that a search using “Roo” will return “Roos,” “Roose,” “Roosevelt,” etc. Because the state and federal systems combined contain over a million records, users are encouraged to use full last and first names to prevent the search results exceeding the 100-record limit.

The “Search by Name” function will also search for aliases. The search results listing will show the primary name and not the alias used to search. The alias(es) can be viewed in the Person Details section. This means that for a person with the name “Janet James” and the alias “Jane Jones” the record can be found by using “Jane Jones” as the search input.

Search by Name	Search by ID
Last Name *	First Name
jones	jane
Middle Name	
Purpose	
Quality Assurance	
<input type="button" value="Search"/>	

IPV Results (1 - 20)						41
Page						
1						
ID #	ID Type	Last	First	Middle	DOB	Gender
*****9888	Applicant SSN	JAMES	JANET		12-23-1980	F

Figure 4 shows a search using the alias and the results listing includes the primary (legal) name for the record.

The eDRS includes individuals who have no identifying documentation. These individuals have no passport, no ITIN, no green card, and no Social Security card. The eDRS generates a unique ID number for the individual in eDRS, but the IPV Online

system is not able to search by the ID number generated by eDRS at this time. This feature will be added to the IPV Online system. Until this feature is built into the IPV Online system, the only means of searching for these individuals in the IPV Online system is to use the person's name. (This is one reason it is strongly recommended that users search by name as well as by an ID number.) The IPV Online system cannot display the returned ID number generated by eDRS, and the ID number field will be blank when a name search generates results for these records. The IPV Online system will also produce a message notifying the user that the record contains no ID number. Users can contact the state IPV Coordinator at IPVCoordinator@dss.ca.gov to obtain the eDRS ID number or other assistance.

5.03 ID Number Search

The IPV Online system allows users to search using the Social Security number (SSN), Permanent Resident (green card) number, Individual Tax ID number (ITIN), and passport number (with country). The user must choose the ID type and input the number in the ID Number field to search. When searching by a passport number, the system defaults to the United States and users may select another country. All numbers require nine digits in order to search. Use leading zeroes (0) if necessary.

Search by Name		Search by ID
ID Type *	ID Number *	Country *
Passport	▼ 447377441	Japan ▼
Purpose		
Eligibility Determination Request ▼		
<input type="button" value="Search"/>		

Figure 5 shows the input data for searching using a passport number and country.

For non-documented individuals who do not have an SSN, ITIN, passport, or green card, users may search choosing “Applicant SSN” using all nines (9) or zeroes (0) as the SSN. Because the results will exceed 100, users will see only records from the state's data source. (The eDRS generates an ID number for persons without other identifying documentation. In future versions, the IPV Online system will accommodate searches using this number.) The best practice is to search by Last Name and First Name for these individuals. If the name is an alias, the search can still produce a result.

Section 6.00 Search Results

Not all searches produce results. The system will produce a “Search Successful” message indicating that the system connected to both the federal and state data sources and searched without errors. If “0” results are displayed, the search simply did not return a result. The “Search Successful” message with “0” results confirms that the individual has no disqualifications and is not in the IPV Online system or the eDRS.

IPV Results						0
ID #	ID Type	Last	First	Middle	DOB	Gender
Search Successful						

Figure 6 shows a successful search that returned no records.

If the search produced results, a list will appear below “IPV Results.” Each line shows information of an individual that shows the ID #, ID Type, Last, First, Middle, DOB, and Gender.

IPV Results (1 - 2)						2
ID #	ID Type	Last	First	Middle	DOB	Gender
*****7441	Passport	NEKO	HIRO		09-09-1959	M
*****1298	Applicant SSN	NEKOLLOM	HARVEY	C	09-04-1950	M

Figure 7 shows the results using the last name “Neko” and the letter “H” in the first name field.

For full details on the individual, click on the record in the list. The details section will expand under the individual’s listing. In this expanded view, all aliases will be displayed to the right of the other data.

NEKOLLOM, HARVEY

Known Aliases

✕

ID Type	ID Number	Last Name	First Name	MI
Applican...	▼ 842631298	SASHIMI	HARVEY	

Last Name	First Name	MI	Last Name	First Name	MI
NEKOLLOM	HARVEY	C			

Date of Birth	Gender
09-04-1950	📅 Male ▼

Figure 8 shows all person details. The “circle-x” button will close the details section.

Multiple records of persons and violations may be opened or expanded. Users may scroll to view details for all opened records.

Section 6.01 Person Data

The data fields for the person are defined below:

ID Number: Nine numerical characters using leading and ending zeroes. Only the passport ID type allows for both alphabetic and numerical characters. Required for new records.

ID Type: Social Security Number (SSN), Individual Taxpayer ID Number (ITIN), Permanent Resident (green card) number, and passport number with country. (For blank ID Number fields, see Section 5.02 Name Search or contact CDSS’ IPV Coordinator. These SNAP records have an ID number generated by eDRS.) Required for new records. (See Section 6.03 for more information on using alternate ID numbers.)

Last Name: Contains a minimum of one character and maximum of 40 characters. Search uses “starts with” format meaning a partial name can produce results. It is a best practice to use the full last name. Search can pull aliases but the primary last name will display. Search accepts special characters which may impact results. New records allow no special characters or numbers. Required for searches using name. Required for new records.

First Name: Contains a minimum of one character and maximum of 40 characters. Search uses “starts with” format meaning a partial name can produce results. It is a best practice to use the full first name. Search can pull aliases but the primary last name will display. Search accepts special characters which may impact

results. New records allow no special characters or numbers. Not required for searches using name. Required for new records.

Middle Initial: Maximum one alpha character. For persons with two or more middle names, the user can place all middle names and/or initials in the First Name field. Not required for searches. Not required for new records.

Date of Birth (DOB): Must be 18 years of age at the Decision Date for the violation. Required for new records.

Gender: Female, Male, or Undefined: F, M, U. Required for new records.

Alias Last Name: Contains a minimum of one character and maximum of 40 characters. Search uses “starts with” format meaning a partial name can produce results. It is a best practice to use the full last name. Search can pull aliases but the primary last name will display. Search accepts special characters which may impact results. New records allow no special characters or numbers. Multiple Alias names can be input to the system but searches will only use the first alias listed. Not required for searches, but will pull results. Not required for new records, but system allows up to five (5) aliases.

Alias First Name: Contains a minimum of one character and maximum of 40 characters. Search uses “starts with” format meaning a partial name can produce results. It is a best practice to use the full first name. Search can pull aliases but the primary last name will display. Search accepts special characters which may impact results. New records allow no special characters or numbers. Multiple Alias names can be input to the system but searches will only use the first alias listed. Not required for searches. Not required for new records.

Alias Middle Initial: Maximum one alpha character. For persons with two or more middle names in the alias, the user can place all middle names and/or initials in the Alias First Name field. Multiple Alias names can be input to the system but searches will only use the first alias listed. Not required for searches. Not required for new records.

Section 6.02 Violation Data

All violations for the individual are listed under the person details section.

NEKOLLOM, HARVEY

Known Aliases

✕

ID Type

ID Number

Applicant SSN ▾ 842631298

Last Name

First Name

MI

SASHIMI

HARVEY

Last Name

First Name

MI

NEKOLLOM

HARVEY

C

Date of Birth

Gender

09-04-1950

Male

▾

Edit Person

Program Violations

History

Program	Offense	Decision	County	State	
CalWORKs	04	10-27-2004	Mendocino	CA	▾
CalFresh	B	10-27-2004	Sonoma	CA	▾

Figure 9 shows person details and the list of violations under “Program Violations.”

To view disqualification details, click on the violation listing or the downward arrow button to expand the details. The “Program Violations” panel expands beneath the violation listing showing disqualification data, as listed below:

Program/Case Type: CalWORKs or CalFresh. (Required for new records.)

Offense Code: 01 to 10 for CalWORKs and B, D, E, and F for CalFresh. (See Sections 14.00 and 15.00 for the CalFresh and CalWORKs Offense and Penalty Grids for definitions of all offense codes.) Required for new records. (See Section 15.01 CalFresh Offense Codes for more information.)

Violation ID: A unique identifying number for the violation generated by the system when the record is initially input to the system. Displays with violation data in History screen. Is not searchable.

Disqualification Number: Count (1, 2, 3) of disqualifications based on the Decision Date. First, second, or third violation for the program (CalFresh and CalWORKs). Should never exceed three (3) disqualifications per program and six (6) total, however, excess disqualifications should remain in the IPV Online system. Generated by the system.

State: Fifty states and two territories. Generated by the system based on user who adds the record. New IPV Online records default to California. Edit users can only edit records generated in California. (For persons with SNAP and CalFresh or CalWORKs violations, Edit users can edit person data but should inform other state(s) of edits. See “Contacts” field details below for more information.)

Location: County, city, region, or district where the violation originated. A drop-down list allows Edit users to choose the county when adding/editing records. Required for new records.

Case Number: Program aid case number or other number from California counties. Not required for new records, but extremely useful.

Decision Date: Date the violation was determined, based on signed Administrative Disqualification Hearing (ADH) Waiver or Disqualification Consent Agreement (DCA), ADH decision, or conviction in criminal court. Must be 18 years from the DOB. Required for new records.

Date Notice Sent: Date the notice of action of the violation was sent to the recipient. May be the same as but cannot be before the Decision Date. Not required for new records but extremely useful.

Penalty (Months): The number of months of the disqualification period ranging from 1 to 999 for permanent disqualifications. Does not require leading zeroes. Required for new records.

Start Date: Date the disqualification period began or will begin. May be the same as but cannot be before the Decision Date and Date Notice Sent. (Should not change for CalWORKs violations regardless of the suspended status of the penalty period. See Section 9.00 Suspending CalWORKs Disqualification Penalty Periods for more information.) The system does not “hard-code” the start date because this is either a county policy issue or tied to other factors such as conviction orders. Required for new records.

End Date: Date the disqualification period ends calculated by the system from the start date, the number of penalty months, and any suspensions of the CalWORKs disqualification. Each day that a CalWORKs disqualification penalty period is suspended is added to the End Date calculation. (See “Suspended Date” below for more information on CalWORKs suspended IPV.) Displays “Permanent” for penalty periods of 999 months.

Amount (\$USD): Amount of the overissuance or overpayment, if any, in whole US dollars for the violation. Not a required field, but extremely useful.

Suspended Date: Date the disqualification penalty period is suspended pending eligibility status change. Cannot be prior to Start Date. CalWORKs disqualifications

only. Indicates the individual is otherwise ineligible for aid and the penalty clock can be stopped. Each day the violation is suspended is added to the “End Date” calculation for the disqualification period. Should be used in tandem with the “Comments” field. May be the same as, but cannot be prior to the Start Date. Not a required field, but extremely useful.

Comments: The Comments field is tied to the violation, but can be used for inputting details for both person and violation, such as the determination of the IPV by Administrative Disqualification Hearing (ADH), ADH waiver, Disqualification Consent Agreement (DCA), or conviction. Allows a large number of alpha-numeric and special characters. Comments are viewable in History screen with Violation ID number identifying the violation tied to the comments. Not a required field but Edit users are strongly advised to make use of this field.

Contacts: The contact as input into the IPV Online system by Admin users for CalFresh and CalWORKs violations, or from the eDRS for SNAP violations. (See Section 13.00 Contacts for information.) Tied to the violation.



ANNA HUMMER

Email: Anna.Hummer@napacounty.us
 Phone: 7075555555
 Fax: 7076666666

Case Type: CalWORKs/CalFresh

Organization: CO. HEALTH AND HUMAN SERVICES AGENCY
 Address: 5678 HIGH STREET, SUITE A

Contact information can be found beneath violation details.
 The system holds up to 4 contacts per county or location.

Figure 10 shows the location contact information viewable at the bottom of violation details.

To close the details section and return to the list of individuals, the user clicks the “circle-x” close button in the upper-right corner of the section. To expand or collapse details, use the upward- or downward-pointing arrows.



Figure 11 shows the “close” button, the “collapse” button, and the “expand” button.

Section 6.03 Alternate ID Numbers

Instead of searching for records or adding records using the SSN as the unique identifying number, users may use an “alternate ID number.”

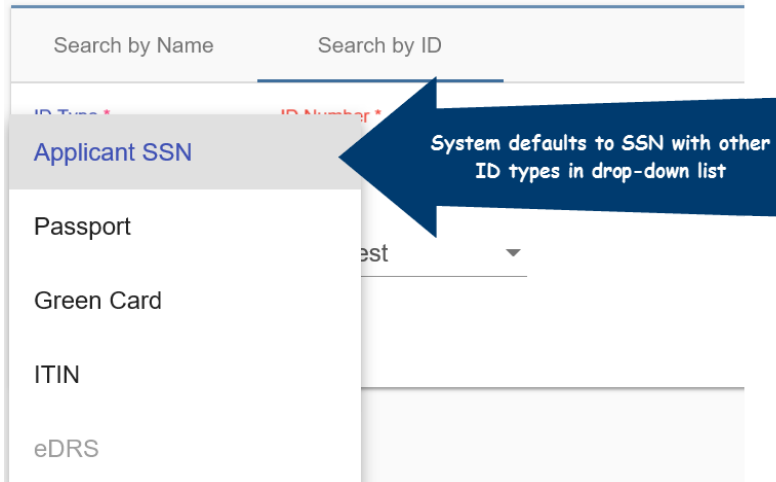


Figure 12 shows the ID types users can choose from when searching for records. The eDRS ID type is greyed to indicate it will be used in future versions of the IPV Online system.

As stated above in Section 6.01 Person Data, the available options are the Permanent Resident or “green card” number, passport number with country, or ITIN. In future versions, the system will include the eDRS ID number.

The eDRS ID number is generated automatically for every individual in eDRS and can be used to search for persons in eDRS when the person has no other ID type in eDRS. (A name search will pull these records with a blank ID number field.) This search capacity will be added to the IPV Online system. Until that time, users are highly encouraged to search by name as well as by the ID number in order to ensure all records for an individual are pulled. Users can search using all zeroes (0) or all nines (9), but these results will be limited.

The eDRS will not return records through its connection with the IPV Online system when the number of records exceeds 100. Also, the eDRS will not return records of searches using all zeroes (0) or nines (9) as the SSN because these are invalid SSNs. (SSNs that begin with a nine (9) or have all zeroes (0) in any one of the three portions of the SSN are invalid SSNs.) The IPV Online system will provide results of searches using all zeroes (0) or all nines (9) as the SSN, but these will not include national SNAP violation records.

When adding new persons to the IPV Online system, users will *not* be able to use all zeroes (0) or all nines (9) as the SSN for the reasons described in the paragraph above. Legacy records that have all zeroes (0) or all nines (9) as the SSN will remain in the system and can be edited in the event the county obtains documentation of an alternate ID.

For assistance with alternate IDs, SSNs with all zeroes (0) or all nines (9), or searching eDRS directly using a known eDRS ID number, contact the CDSS IPV Coordinator at IPVCoordinator@dss.ca.gov.

IPV Results (1 - 1)						1
ID #	ID Type	Last	First	Middle	DOB	Gender
*****3755	ITIN	PISICA	PRINTESA		04-07-1962	F

Figure 13 shows the results of a search using an ITIN as the ID Type.

Section 7.00 Adding Records

The IPV Online system allows Edit users the ability to add (and edit) records. (Read Only users cannot add or edit records.)

Disqualification records should be added to the IPV Online system no later than 30 days after the Start Date. The FNS provides reports to CDSS of counties that add records 45 days or more after the Start Date and CDSS will provide this information to counties. It is important to note that regardless of the timeliness of adding records to the IPV Online system, records must be added to the IPV Online system. The CDSS provides information from the FNS' 45-day report as a tool for measuring efficiency. The IPV Coordinator can assist with adding, editing, and deleting records. (See Section 2.00 CDSS Contact Information.)

To add a disqualification to the IPV Online system, users must first search for the individual. It is a best practice to search by name, known aliases, *and* ID number. In this way the user can determine if the individual has existing violations and can be certain the new violation will not be a duplicate record. (See Section 6.00 Search Results for more information.)

Once a thorough search is completed, the user opens the Menu by clicking the menu button in the upper left of the screen.

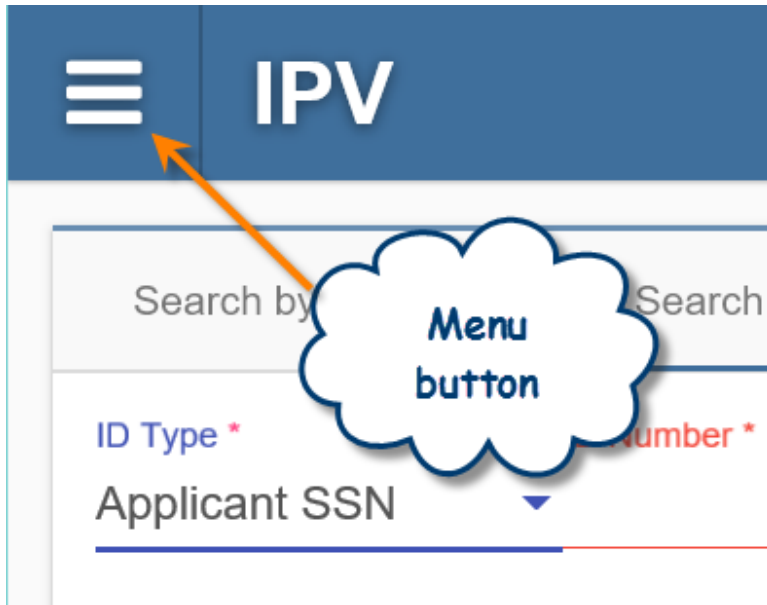


Figure 14 shows the Menu button (three parallel lines).

To add all new violations, the user clicks the “Add Violation” button.

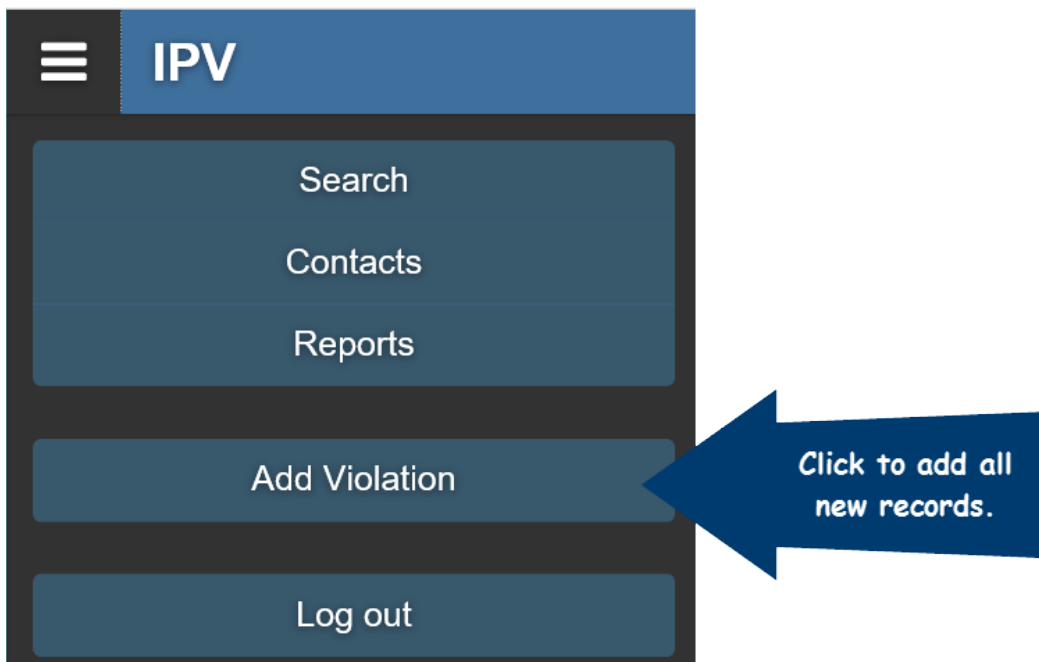


Figure 15 shows the entire menu available to county “IPV Edit” users.

Section 7.01 Adding New Violators and Violations

When adding a new individual (or any disqualification) to the system the user should ensure the documentation supporting the violation is complete and accessible. This is to support the validity of the violation and to provide this documentation on request from

another county or state. (See Section 14.00 Secondary Verification Emails from eDRS for information on eDRS system-generated verification request emails.)

To add a new person or violation, the user will click the Menu button and choose “Add Violation.” This will take the user to the “Add Violation” screen to search using the ID number. The user must choose the ID Type, input the ID Number, and click the blue “Validate” button. This will ensure the ID number for the ID type is unique and prevent duplicate or inaccurate records.

IPV

Add Violation

ID Type
ITIN

ID Number
903623755

Validate

Click the blue "Validate" button to run a check on the ID type and ID number.

Figure 16 shows the “Validate” button that forces the user to search by ID number before adding a new violator or violation to the IPV Online.

The user must input data in required fields which are marked with an asterisk (*). Other fields are either auto-filled or not required. See Section 6.00 Search Results for full details on person and violation fields.

Add Violation

ID Type *

ITIN

ID Number *

903623755

Last Name *

PISICA

First Name *

PRINTESA

Middle Initial

Date of Birth *

04-07-1962

Gender *

Female

Fields marked with an asterisk * are required.

Known Aliases

Last Name	First Name	MI
<div>Add Alias</div>		

Figure 17 highlights required fields when adding a new violator to the IPV Online system. Other person fields are not required.

New Violation Details


Case Type *		Offense Code *	
CalWORKs		▼ 01: Fraud, any act intended to put forth a falsity ▼	
State		Location *	
California		▼ Ventura ▼	
Case Number	Decision Date *	Date Notice Sent	
A17057319	07-26-2018	📅 07-31-2018 📅	
Penalty (Months) *	Start Date *	End Date	
6	09-02-2018	📅 03-01-2019	
Amount (\$USD)	Suspended Date		
2001		📅 Suspensions	
Comments			
Client signed DCA 7/26/18, filed with case. O/P paid in full see A/R receipt record. Non-reporting of wages from employment as professional food taster.			
<input type="button" value="Save"/>			

Figure 18 shows all violation data fields. If one required field is empty or contains inappropriate data, the “Save” button will remain grey.

Once all data has been input, the user clicks the blue “Save” button. A “pop-up” message will rise from the bottom of the screen to either verify the save or inform the user of any errors. The “Save” button will disappear and the blue “Edit Violation” button will appear. At this point the user can make any changes to either the person or the violation data. (See Section 8.00 Editing Records for more information.)

Section 8.00 Editing Records

To edit person data the user must click the blue “Edit Person” button and to edit violation data fields, the user must click the blue “Edit Violation” button. When these edit buttons are activated the data fields will change to show edit mode. The lines will change from dotted to solid.

Note that person data and violation data must be edited and saved separately. This is to assist in ensuring the data remains accurate in both the IPV Online and the eDRS systems. It is a best practice to edit and save person data before editing and saving violation data.



Figure 19 shows the “Edit Person” and the “Edit Violation” buttons.

Section 8.01 Editing Person Data in IPV Online System and eDRS

A person may have a CalFresh violation in California and a SNAP violation from another state. The IPV Online system Edit user may edit person data that will reflect in both systems. It is a best practice to inform the other county(ies) or state(s) associated with the individual whose record is edited. (See Sections 6.02 Violation Data and 13.00 Contacts for more information on county and state contacts.) The user should input a note in the Comments field to provide more information on the edit and to note that the other county(ies) and/or state(s) have been informed of the edit. This is important as the two systems “share” the details on the individual. The two systems should not have different data on the person. This is also important for persons with CalWORKs and/or CalFresh violations in two or more counties.

NEKOLLOM, HARVEY			Known Aliases		
ID Type	ID Number		Last Name	First Name	MI
Applicant SSN ▼	842631298		SASHIMI	HARVEY	
Last Name	First Name	MI	Last Name	First Name	MI
NEKOLLOM	HARVEY	C			
Date of Birth	Gender				
09-04-1950	Male				

Click the "Edit Person" button to correct or update person data.

Figure 20 shows the “Edit Person” button in relation to the person data.



Figure 21 shows the “Save” and “Cancel” buttons that appear when the “Edit Person” or “Edit Violation” buttons are clicked. The Save button is blue because the required fields already contain appropriate data.

Last Name	First Name	MI
NEKOLLUM	HARVEY	C
NEKOLLOM		
Date of Birth	Gender	

Figure 22 shows the edit to the last name of the violator.

Section 9.00 Suspending CalWORKs Disqualification Penalty Periods

A CalWORKs disqualification penalty period can be suspended using the Suspended Date field. The field defaults to being empty for new CalWORKs violations. The user can input a date that begins the suspension of the disqualification penalty period. The date in the Suspended Date field must be the same as or later than the Start Date. The system will bring up an error message if the user attempts to save a record with the Suspended Date that is before the Start Date.

If a date is input in the Suspended Date field the End Date field will display “Suspended” instead of the calculated end date. Each month or partial month the disqualification penalty period is suspended will be included in the calculation of the End Date. Suspending the CalWORKs disqualification period can be done when the record is added to the system or edited. (CalFresh disqualification penalty periods cannot be suspended.)

Many CalWORKs violations are determined when the individual is no longer receiving benefits. As these records are added to the IPV Online system, the user would input the Suspended Date to be the same as the Start Date. If an individual is disqualified from CalWORKs due to an IPV, and the individual continues to remain otherwise eligible for CalWORKs, the Suspended Date field should remain empty and the End Date will show when the disqualification penalty period will end. If the person becomes ineligible for CalWORKs for reasons other than the IPV, eg, obtained employment, moved out of state, etc., then the user would add the Suspended Date with the date the person became otherwise ineligible for CalWORKs. Users are strongly encouraged to use the comments field to note the circumstances of the suspension of the penalty period such as the number of months served on the penalty and the number of months remaining.

To assist users with maintaining and tracking suspensions of CalWORKs disqualification penalty periods, the IPV Online system includes a “Suspension History.”

Section 9.01 Suspension History

In addition to the Suspended Date field, the system allows for easy editing of this field and viewing the history of suspensions for the violation. To the right of the Suspended Date field is the “Suspension History” button.

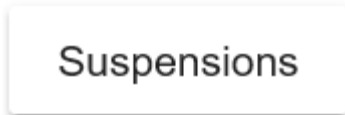


Figure 23 shows the “Suspensions” button that will open the “Suspension History” screen.

This button opens the Suspension History screen which shows all beginning and end dates for any suspensions of the disqualification penalty period. Edit users may suspend the penalty period from this screen and – if known – set the end date of the suspension and the restarting of the penalty “clock.”

Penalty (Months)	Start Date	End Date
6	01-01-2005	Suspended

Amount (\$USD)
314

Suspended Date
01-01-2005

Comments
Signed ADH waiver 12/3/04. O/I forwarded to Collections Unit 3/1/05. Penalty suspended - client is employed as a refuse collector.

[Edit Violation](#) [Delete](#)

Figure 24 shows the “Suspension History” screen. The suspension of the penalty period can be edited by placing the violation in edit mode.

To edit a suspension of a disqualification penalty period, the user must put the violation in edit mode by clicking the Edit Violation button. Once the violation is in edit mode, the

user can click the Suspensions button to open the “Suspension History” screen and edit suspensions of penalty periods.

The screenshot shows the "Suspension History" interface. At the top, there are two rows of date fields. The first row shows "Suspension Start Date" as 01-01-2005 and "Suspension End Date" as 02-28-2005. The second row shows "Suspension Start Date" as 05-03-2005 and "Suspension End Date" as 06-30-2005. A blue arrow points to the 06-30-2005 date with the text "Penalty period restarts on 7/1/05." Below this, there is a table with columns: State (California), Location (Modoc), Case Number (Q01123581321), Decision Date (12-03-2004), Date Notice Sent (12-14-2004), Penalty (M) (6), Start Date (01-01-2005), End Date (09-30-2005), Am (314), Suspended Date (empty), and Suspensions. A blue arrow points to the End Date field with the text "End Date calculates." A cloud-shaped callout points to the Suspended Date field with the text "Suspended Date field is empty." At the bottom, there is a "Comments" section with a text area containing the following text: "Client's business folded. Suspension of dq period removed. Client started new job 5/3/05, penalty suspended w/ 2 months served (Mar-Apr) and 4 months remain. Temp job ended 2/28/05. Took penalty out of suspension. Signed ADH waiver 12/3/04. O/I forwarded to Collections Unit 3/1/05. Penalty suspended - client is employed as a refuse collector." A cloud-shaped callout points to this text area with the text "User input comments."

Figure 25 shows a CalWORKs disqualification penalty period that was suspended twice.

To end the suspension of the disqualification penalty period and restart the penalty period “clock,” the user must input the ending date for the suspension in the “Suspensions” screen. To remove all suspensions, the user must click the delete “trash can” icon.

The screenshot shows a web form titled "Suspension History". At the top right is a "circle-x" button. Below the title are two date fields: "Suspension Start Date" with the value "10-31-2015" and "Suspension End Date" with the value "12-23-2015". The "Suspension End Date" field is highlighted with a green rectangle, and a callout bubble points to it with the text "Click the 'floppy' icon to save changes." Below these fields is a table with the following data:

Penalty (Months) *	Start Date *	End Date *
12	09-01-2015	
Amount (\$USD)	Suspended Date	
161	10-31-2015	

Below the table is a "Comments" section with the text: "Penalty suspended 10/31/15. ADH waiver signed and on file. O/P amt pd in full 8/10/15." At the bottom are three buttons: "Save" (with a floppy disk icon), "Cancel" (with an 'x' icon), and "Delete" (with a trash can icon). A callout bubble points to the "Delete" button with the text "Click the 'trash can' icon to remove suspensions."

Figure 26 shows a violation in edit mode with a date input to the "Suspension End Date" field.

Section 10.00 History

The History for each violator in the system is available for viewing from the "Program Violations" portion of each violator's record. Users click the "History" button to produce a list of all activities taken by users on the violator's person and disqualification data. The data available in the History is listed below.

- User's name
- User's role
- User's county name (county users only)
- Date and time of activity
- Program (CalWORKs or CalFresh)
- Violation ID number noted in parentheses
- The activity, eg "CALWORKS VIOLATION CREATED," "Added new alias," or "Changed Comments."

The History screen can be closed by clicking the "circle-x" button in the upper right portion of the screen.

The history of user activity in the IPV Online system is also intended to safeguard the personally identifying information in the IPV Online system and in the eDRS.

History Click to close

- nancy cronin (IPV Edit) @ 7/13/18 4:48 PM
CalWORKs (596): Violation suspended on 04/01/2000
- nancy cronin (IPV Admin) @ 7/13/18 4:38 PM
Changed ID Type : Applicant SSN -> Passport
- nancy cronin (IPV Admin) @ 7/13/18 4:38 PM
Changed Country : -> Madagascar
- nancy cronin (IPV Admin) @ 7/13/18 4:26 PM
CALWORKS VIOLATION CREATED

Edits without a number are on person data, not violation data.

The number in parentheses in the History screen is the Violation ID.

Case Type	CalWORKs	Offense Code	01: Fraud, any act intended to put forth a falsity
Violation ID	596	Disqualification #	1
State	California	Location	Napa
Case Number	02-29-2000	Date Notice Sent	02-29-2000
Penalty (Months)	6	Start Date	04-01-2000
		End Date	Suspended
Amount (\$USD)	420	Suspended Date	04-01-2000

Figure 27 shows features of the History screen.

Section 11.00 Deleting Records

Neither Read Only nor Add/Edit users can delete records from the IPV Online system. Only State Admin users can delete records from the IPV Online system. In order to delete records from the IPV Online system, users must submit a DPA 488 form to the CDSS IPV Coordinator at the contact information listed in Section 2.00 CDSS Contact Information. The **DPA 488 form must be submitted securely**. If a DPA 488 is submitted in an insecure fashion, CDSS staff are obligated to open an Information Incident Report. For guidelines on secure transmission of PII see your agency's safeguard and security protocols or contact the CDSS IPV Coordinator for assistance.

To complete the DPA 488 form, users must refer to the specific data in the IPV Online system. Users must use the SSN, the DOB, the Start and Decision Dates, etc, as found in the IPV Online system. In this way the State Admin user will be able to locate and verify the exact record to be deleted.

There are several reasons for deleting a violation record from the IPV Online system:

- Court order was rescinded, nulling the violation.
- Record was created in error.
- Supporting documentation is incomplete or otherwise unavailable.

When all violations for an individual are deleted, the system will delete the individual's data.

Section 12.00 Reports

Reports in the IPV Online system can be accessed from the menu. The IPV Online system includes one report and more reports will be added to future versions of the system. The current report is the “Violations by County” report. The report navigation pane shows the total number of violation records for the state and for each county.

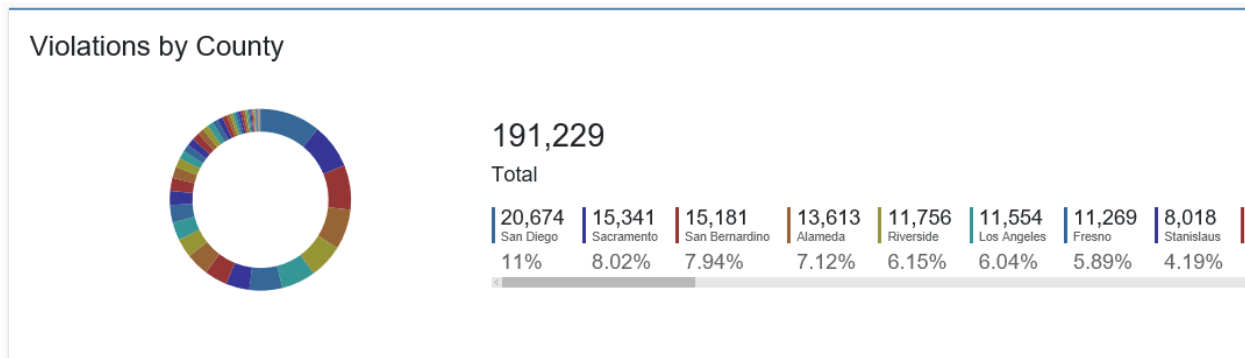


Figure 28 shows the “Violations by County” report with the total violations in the IPV Online system as well as the totals for each county.

The navigation of the record listings in the reports view differs slightly from the navigation of the record listings in the search results screen. For each person a complete list of the violations for the individual will be listed. If an individual has two violations, a violation in Alameda county and a violation in Yuba county, the system will show both violations.

Violations by County: Modoc (1 - 6)											6
ID #	ID Type	Last	First	MI	DOB	Gender	State	Type	Code	Decision	Start
*****6951	Applicant SSN	BILLEE	TED	W	07-04-2000	M	CA	CalFresh	F	07-31-2018	09-01-2018
*****8088	Applicant SSN	KATZ	KITTY		12-13-1981	U	CA	CalWORKs	01	07-31-2015	09-01-2015
*****1951	ITIN	LE CHAT	RIVER		03-17-1998	U	CA	CalFresh	B	01-03-2018	02-01-2018
*****1862	Green Card	PUSA	KEELEY		12-23-1982	U	CA	CalWORKs	01	12-03-2004	01-01-2005
*****5864	Passport	QUT	WILO		10-31-1945	M	CA	CalWORKs	01	02-29-2000	04-01-2000
*****3260	Applicant SSN	TONSI	FILIMOORE		12-23-1973	M	CA	CalFresh	F	07-10-2018	08-01-2018

Figure 29 shows the disqualification records including person data as listed in a report.

Section 13.00 Contacts

All users can view contact listings for all of California's Counties by clicking on the Menu button and choosing "Contacts" from the list.

County Contacts					6
Select a County All Counties					
New Contact					
View all contacts or use the drop-down to select a county.					
Or, navigate using the page buttons.					
Items per page: 10					1 - 6 of 6
< < > >					
Last Name	First Name	County	Program	Organization	
Ajile	Ajaya	Butte	CalFresh	Dept of Services Social	
Axcellent	Axel	Amador	CalWORKs/CalFresh	Co Health and Human Services Agency	
Hartnell	William	Alpine	CalWORKs/CalFresh	Agency of Social Services	
HUMMER	ANNA	Napa	CalWORKs/CalFresh	CO. HEALTH AND HUMAN SERVICES AGENCY	
Monkey	Kili	Plumas	CalWORKs/CalFresh	County HHS	
RAMBO	Singh	Alameda	CalWORKs/CalFresh	CDSS	

Figure 30 shows the default contacts listing for all of California's counties.

The contacts list defaults to an alphabetical order by the contact person's last name but each column header allows for sorting. These contacts will also appear at the bottom of each violation record. Counties may request to have up to four (4) contacts in the IPV Online system. These four may be any combination of CalFresh, CalWORKs, or

CalWORKS/CalFresh. For federal SNAP violations, the IPV Online system will display the contact information from the eDRS.

To add, update, or delete contacts from the IPV Online system email the CDSS IPV Coordinator at IPVCoordinator@dss.ca.gov. Specify exactly what changes need to be made. To delete users, use the DPA 489 form.

Section 14.00 Secondary Verification

In 2015 the FNS upgraded the eDRS. One of the upgrades to the eDRS is a feature that allows eDRS users to generate emails in eDRS to other states in order to request information and supporting documentation for SNAP violations. Because the violation data alone in the IPV Online system and eDRS is *not sufficient to deny benefits*, workers must obtain supporting documentation or “secondary verification.” The secondary verification process in eDRS allows eDRS users to generate and track these emails to other states.

County CalFresh IPV Coordinators are listed in eDRS as contacts for secondary verifications and receive secondary verification emails generated by eDRS. The emails contain the contact information for the other state contact, the case reference number, and a verification tracking number. The verification tracking number is generated by eDRS and linked only to the verification request.

When a county CalFresh IPV Coordinator (or other contact who has requested to be a contact for CalFresh) receives secondary verification emails from eDRS, the IPV Coordinator must work with the other state to provide the supporting documentation.

Below is an example of text from a secondary verification email generated by the eDRS:

From: eDRS Notifications [[mailto: eDRS-Notifications@FNS.USDA.GOV](mailto:eDRS-Notifications@FNS.USDA.GOV)]
Sent: Monday, April 30, 2018 10:44 AM
To: Jones, Ann <AJones@RIVCO.ORG>; [Nevada FNSeDRS@dwss.nv.gov](mailto:Nevada_FNSeDRS@dwss.nv.gov)
Subject: eDRS Request for Verification

A secondary verification request has been sent to you for your review and verification. To directly access the request, click on the link provided below and login to eDRS through eAuthentication.

eDRS link:

<http://www.edrsg.fns.usda.gov/Webpages/SecondaryVerification/secVerifDetail.aspx?userType=R&VerificationTrackNum=3675>

The following information relates to the request that has been made:

Verification Tracking Number: 3675

State Case/Reference Number:

Requestor Contact Information: Services, Web

Title: NVState Web Services

State: NV

Organization: SA

Telephone: (775) 684-0577

Fax:

Email: [Nevada FNSeDRS@dwss.nv.gov](mailto:Nevada_FNSeDRS@dwss.nv.gov)

Contact Information:

State: CA

Locality Name: Riverside

Locality Code: 0065

Locality Contact 1: Jones, Ann

Agency: RIVERSIDE PUBLIC SOCIAL SVCS

Title: Eligibility Supervisor

Phone: (951) 388-5555

Email: AJones@RIVCO.ORG

If you have any problems or questions, please contact the requestor using the above phone number or “reply all” to this email to send a message to the requestor and all locality contacts listed above.

Note: This is an automated email and replies sent to the eDRS-Notifications@FNS.USDA.GOV address will not be checked by the eDRS Helpdesk.

Section 15.00 CalFresh Offense & Penalty Grid

Type of Offense	Offense Code	1st Offense (# Months)	2nd Offense (# Months)	3rd Offense (# Months)	State Regs	Federal Regs
*Any trafficking (controlled substances, firearms, ammunition, explosives, benefits) conviction involving benefit value of \$500 or more.	B	Permanently (999)			MPP 20-300.315	7 CFR 273.16(b)(4)
*Trading benefits for a controlled substance.	D	24 months	Permanently (999)		MPP 20-300.312	7 CFR 273.16(b)(2)
*Trading benefits for firearms, ammunition, or explosives.	D	Permanently (999)			MPP 20-300.313	7 CFR 273.16(b)(3)
Duplicate participation: Falsifying identity or residence to receive multiple benefits simultaneously	E	10 Years (120)	10 Years (120)	Permanently (999)	MPP 20-300.314	7 CFR 273.16(b)(5)
Purposely withholding, misrepresenting, or concealing facts. Making false or misleading statements.	F	12 Months	24 Months	Permanently (999)	MPP 20-300.311 MPP 20-003.1 MPP 20-300.11	7 CFR 273.16(b)(1) 7 CFR 273.16(c)(1)
Other IPV: Violating the Food Stamp Act, CalFresh/Food Stamp Program Regulations or any mandate relating to CalFresh/Food Stamp benefits; Any conviction or administrative finding not specified in codes B, E, or F.	D	12 Months	24 Months	Permanently (999)	MPP 20-300.12	

*Permanent IPV for this offense can only be issued from a criminal conviction.

The offenses and corresponding penalty periods are referenced in the California Department of Social Services' (CDSS) Manual of Policies and Procedures, Division 20.

The periods of disqualifications may be overridden by court decision and adjusted for time served.

Section 15.01 CalFresh Offense Codes

With the IPV Online system rebuild launched in July 2018, the CalFresh offense codes were replaced with offense codes used in eDRS. This was done for two reasons:

- Bring California's CalFresh codes in alignment with national SNAP offense codes.
- Allow the IPV Online and eDRS systems to communicate effectively and prevent data corruption.

The CalFresh Offense Codes are provided with penalty periods in Section 15.00 CalFresh Offense & Penalty Grid. The old and new CalFresh offense codes are listed below:

Old CalFresh Offense Code	New CalFresh Offense Code
A	F
B	D
C	B
D	D
E	E
Z	Blank

The former "Z" offense code was created during the 2009 migration from the legacy Disqualified Recipient System to the newly built IPV Online system. At the time the original IPV Online system was created, no offense codes existed. The records that were migrated from the legacy DRS to the new IPV Online system required the offense code in order to allow for the monthly batch file transmission processes between CDSS and eDRS. In 2015 the eDRS eliminated two SNAP offense codes: A and Z. The "Z" offense code was removed from SNAP records in the eDRS leaving the Offense Code field blank for these records. The need for the IPV Online system to connect with the eDRS is one reason the "Z" offense code was not migrated. The other reason is that counties, as the agencies of record, maintain supporting documentation supporting disqualifications, including the nature of the violation.

Records migrated in 2018 with the "Z" offense code will be blank in the IPV Online system. Users must edit the offense code when CalFresh violation data is edited and use one of the new codes listed above.

Section 16.00 CalWORKs Offense & Penalty Grids

CalWORKs: Penalties for violations committed on or after January 1, 1998

Type of Offense	Offense Code	1st Offense (# Months)	2nd Offense (# Months)	3rd Offense (# Months)	State Regs
Making false or misleading statements or any act intended to misrepresent, conceal, or falsify	01	6 Months	12 Months	Permanently (999)	MPP 20-353.261 MPP 20-353.251 MPP 20-353.213
*Felony conviction when overpayment is less than \$2,000 (penalty not permanent)	02	24 Months	24 Months	Permanently (999)	MPP 20-353.241
Duplicate application for the same type of aid, for the same period of time	03	24 Months	48 Months	Permanently (999)	MPP 20-353.242 MPP 20-353.231 MPP 20-353.214
*Felony conviction when overpayment is between \$2,000 and \$5,000 (penalty not permanent)	04	60 Months	60 Months	Permanently (999)	MPP 20-353.221
Giving false documentation for nonexistent or ineligible children	05	Permanently (999)			MPP 20-353.211 (b)
Lying about place of residence to receive aid in two or more counties/states	06	Permanently (999)			MPP 20-353.211 (a)
*Felony conviction for receiving or attempting to get more than \$5,000 in cash aid by fraudulent means	07	Permanently (999)			MPP 20-353.212
Fraudulently receiving more than \$10,000 in cash aid	08	Permanently (999)			MPP 20-353.211 (c)

*Permanent IPV for this offense can only be issued from a criminal conviction or plea of guilty or nolo contendere.

CalWORKs: Penalties for violations committed before January 1, 1998

Type of Offense	Offense Code	1 st Offense (# Months)	2 nd Offense (# Months)	3 rd Offense (# Months)	State Regs
Committing a fraudulent act	09	6 Months	12 Months	Permanently (999)	MPP 20-353.11
Duplicate application or false documentation of ineligible/nonexistent children	10	24 Months	48 Months	Permanently (999)	MPP 20-353.12

The offenses and corresponding penalty periods are referenced in the California Department of Social Services' (CDSS) Manual of Policies and Procedures, Division 20.

The periods of disqualifications may be overridden by court decision and adjusted for time served.

Section 17.00 Acronyms

CalWORKs: California Work and Opportunities for Kids

CDSS: California Department of Social Services

DOB: Date of Birth

eDRS: Electronic Disqualified Recipient System

FNS: Food and Nutrition Service, part of USDA that runs SNAP

IPV: Intentional Program Violation

MPP: Manual of Policies and Procedures

O/I: Overissuance is the CalFresh benefits that exceeds allowed amount

O/P: Overpayment of CalWORKs benefits that exceeds allowed amount

SNAP: Supplemental Nutrition Assistance Program is run by FNS

Section 18.00 Helpful Hints!

- Try name searches with alternate spellings of names, eg, "Maier," "Myer," or "Meyer."
- Try name searches with and without 'quotation marks,' commas, and periods, eg "River Sruth, Jr."
- To search this or other PDFs or documents use Ctrl + F to find the search term.
- To zoom in and out of the view use Ctrl + scroll.

Have your own Helpful Hint? Let us know at IPVCoordinator@dss.ca.gov!