

# Electronic Processing of a Field Investigation Referral

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## Purpose

The following document details how to submit an electronic OSIG12 or OSIG12R *Field Investigation Referral* form to the Office of State Inspector General (OSIG) using the Office of State Inspector General Avoidance and Recovery System (OARS). Information presented relates to the various stages of the OSIG referral process – i.e., initiating a referral in OARS, Welfare Fraud Investigator (WFI) investigation, investigation completion, and subsequent CAO notification, reviewing findings and taking action, and viewing the history of a referral. The document also provides information related to OARS referral search, reporting, and reassignment.

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# Electronic Processing of a Field Investigation Referral

## Initiating a New OSIG Referral

### PART #1: COMPLETING THE REFERRAL

If, after conducting all required steps, you still need further verification to determine eligibility, you should initiate a referral to a WFI by completing an electronic referral in OARS. To do so, complete the following steps.

1. Log on to OARS by entering your CWOPA Username and Password.

**PA** pennsylvania

### Keystone Key

Username:

Password:

**LOGIN**

**Self-service for Business Partner**

- [Forgot User ID](#)
- [Forgot Password](#)
- [Edit Profile](#)

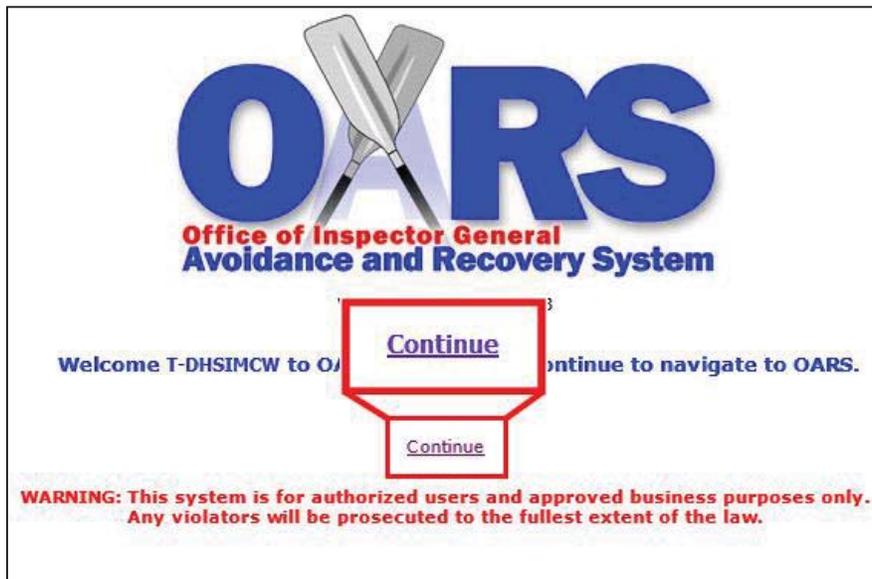
**Self-service for Commonwealth Employees**

- [Change CWOPA Password or Hint Questions](#)

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2. You will land on the OARS splash screen. Click "Continue."



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- You will automatically be directed to your Field Investigation Referral Work Queue (from here on called the “work queue”). As a caseworker, your work queue’s “Case Filter:” field will only show “My Field Investigation Referrals.” If you previously submitted referrals, they will be listed here with hyperlinks, which will take you to the case.

**OARS TEST SYSTEM**  
Office of Inspector General  
Avoidance and Recovery System

User: IMCW, TEST    Search ▶ New ▶    Home | Reports | eCIS/MCI | OATS | Refresh | Request Service | Log out |

Case #:  Go  
Client MCI #:  Go

Case Filter: **My Field Investigation Referrals** ▼  
Case Count: 5

OARS #	Co/Record	Payment Name	IMCW Name	Status	Status Date	Create Date
<a href="#">BFPP20006</a>	034513213	John Smith	IMCW TEST	Pending DHS Action Needed	9/12/2016	9/8/2016
<a href="#">BFPP20008</a>	389993816	Barbara Hall	IMCW TEST	Referred to OIG	10/3/2016	10/3/2016
<a href="#">BFPP20017</a>	078228858	Brian Flake	IMCW TEST	Referred to OIG	10/18/2016	10/18/2016
<a href="#">BFPP20022</a>	078227441	Parent June	IMCW TEST	Referred to OIG	10/19/2016	10/19/2016
<a href="#">BFPP20025</a>	011234567	Marvin Dinero	IMCW TEST	Pending DHS Referral (Not Submitted)	12/6/2016	12/6/2016

- Click “New” and then the “Field Investigation Referral” button.

**OARS TEST SYSTEM**  
Office of Inspector General  
Avoidance and Recovery System

User: IMCW, TEST    Search ▶ **New ▶**    Home | Reports | eCIS/MCI | OATS | Refresh | Request Service | Log out |

Case #:  Go  
Client MCI #:  Go

Case Filter: My Field Investigation Referrals ▼  
Case Count: 5

**Field Investigation Referral**

OARS #	Co/Record	Payment Name	IMCW Name	Status	Status Date	Create Date
<a href="#">BFPP20006</a>	034513213	John Smith	IMCW TEST	Pending DHS Action Needed	9/12/2016	9/8/2016
<a href="#">BFPP20008</a>	389993816	Barbara Hall	IMCW TEST	Referred to OIG	10/3/2016	10/3/2016
<a href="#">BFPP20017</a>	078228858	Brian Flake	IMCW TEST	Referred to OIG	10/18/2016	10/18/2016
<a href="#">BFPP20022</a>	078227441	Parent June	IMCW TEST	Referred to OIG	10/19/2016	10/19/2016
<a href="#">BFPP20025</a>	011234567	Marvin Dinero	IMCW TEST	Pending DHS Referral (Not Submitted)	12/6/2016	12/6/2016

- Complete Section I of the electronic referral. The fields to be completed are very similar to those on the paper referral form OSIG 12/12R.

- In Section I, you must complete basic demographic information about the case, including:
  - Box 1 (graphic on following page): “Payment Name”
  - Box 2 (graphic on following page): “IMCW Name” and “Supervisor” (auto-populated)
    - If a Supervisor never logged in to OARS, a message appears in red stating, “User not known to OARS.”
    - Once the Supervisor logs into OARS (for any reason) their name will populate.

**REMINDER:** If your supervisor changes during an open referral, the caseworker must log back into OARS so the system recognizes the change.

# Electronic Processing of a Field Investigation Referral

Case #: <input type="text"/>	
Client MCI #: <input type="text"/>	
Search ▶ New ▶ Home   Reports   eCIS/MCI   OATS   Refresh   Request Service   Log out	
	
<b>Associated Field Investigation: New</b>	
<b>FIELD INVESTIGATION REFERRAL</b>	BFPF FILE NO. New
SECTION I: REFERRAL INFORMATION - Completed by IMCW	
1. PAYMENT NAME (First Name, Middle Initial, Last Name) <input type="text"/>	2. IMCW NAME: IMCW TEST Supervisor: <span style="color: red;">User not known to OARS!</span>

- Box 3: County/District and record number
  - o This is the county/district of the payment name. This county/district will also be the location of the investigator to be assigned.
- Box 4: Individual number (MCI)

3. COUNTY/RECORD NUMBER 38 - Lebanon <input type="text"/>	4. INDIVIDUAL NUMBER 570008901 <input type="text"/>
--	--

- Box 5: County/District the referral should be returned to:
  - o The county/district will auto-populate with the county/district you selected for the investigator. If the county/district of the case to be investigated is not where your CAO is physically located, select your location to have the referral findings returned to you.

5. Return Referral to County/District 38 - Lebanon <input type="text"/>	6. Total # of Family Members 04 <input type="text"/>
Is this a Processing Center? <input type="radio"/> Yes <input checked="" type="radio"/> No	

- o If the county/district that you are asking findings to be returned to is a Processing Center, you must answer "Yes" to that question.

**NOTE:** If you select the "Yes" radio button, confirming the findings are to be returned to a Processing Center, any OARS system-generated emails will be sent to the Mercer County Processing Center resource account, regardless of the county selected in boxes three or five.

- Box 6 (graphic above): "Total # of Family Members"
  - o All active family members or those applying for any program
- Box 7: Asks you if the individual claimed domestic violence. You should review relevant case material for indicators of domestic violence prior to entering a referral into OARS.
  - All case referrals that include a TANF budget must be reviewed by OIM Bureau of Policy (BOP) prior to submitting the referral. Send these referrals to BOP via the email resource account [RA-PWDFADVREVIEWS@pa.gov](mailto:RA-PWDFADVREVIEWS@pa.gov). If BOP does not approve the referral, do not enter anything in OARS. Scan the request into the case record and narrate.
  - For case referrals that do not include a TANF budget, as well as for all TANF referrals approved by BOP, follow the process below.

# Electronic Processing of a Field Investigation Referral

- You must select an answer to the domestic violence question in order to submit the referral.
  - o As seen in the next graphic, if “Yes” is selected, a message will appear on the screen.

<b>FIELD INVESTIGATION REFERRAL</b>		BFPF FILE NO. New
SECTION I: REFERRAL INFORMATION - Completed by IMCW		
1. PAYMENT NAME (First Name, Middle Initial, Last Name) Minnie <input type="text"/> <input type="text"/> Mouse <input type="text"/>	2. IMCW NAME: JOHN SMITH	
3. COUNTY/RECORD NUMBER 22 - Dauphin <input type="text"/> / 4564354	4. 1 456	
5. Return Referral to County/District 22 - Dauphin <input type="text"/> Is this a Processing Center? <input checked="" type="radio"/> Yes <input type="radio"/> No	6. 1 03	
7. DOES INDIVIDUAL CLAIM DOMESTIC VIOLENCE? <input checked="" type="radio"/> Yes <input type="radio"/> No		

Message from webpage

**?** There is Domestic Violence indicated in this case. By continuing with the submission of this referral, I am certifying that any referral covering the TANF program has been reviewed by the DHS Bureau of Policy and I am authorized to make this referral.

- o By clicking “OK,” as shown in the text below, which the system highlights in red, you are confirming that any referral covering the TANF program has been reviewed by the DHS Bureau of Policy and you are authorized to enter this referral. The OSIG will review the circumstances and determine if an investigation can be conducted.

7. DOES INDIVIDUAL CLAIM DOMESTIC VIOLENCE? <input checked="" type="radio"/> Yes <input type="radio"/> No
There is Domestic Violence indicated in this case. By continuing with the submission of this referral, I am certifying that any referral covering the TANF program has been reviewed by the DHS Bureau of Policy and I am authorized to make this referral.

- o Upon reviewing the case, if the OSIG decides not to investigate a referral due to domestic violence, the referral is rejected and closed. This generates an email to the resource account informing the IMCW and their supervisor that the referral was declined due to “Supportive Services” being indicated.
- o If the OSIG proceeds with the investigation, the WFI will report their findings to the IMCW to take action.
- o As seen in the next graphic, when “No” is selected, a message will appear on the screen.

# Electronic Processing of a Field Investigation Referral

<b>FIELD INVESTIGATION REFERRAL</b>		BFPF FILE NO. New
SECTION I: REFERRAL INFORMATION - Comp		
1. PAYMENT NAME (First Name, Middle Initial, Last N Barbara [ ] L Martin		
3. COUNTY/RECORD NUMBER 38 - Lebanon		
5. Return Referral to County/District 38 - Lebanon		
Is this a Processing Center? <input type="radio"/> Yes <input checked="" type="radio"/> No		
7. DOES INDIVIDUAL CLAIM DOMESTIC VIOLENCE? <input type="radio"/> Yes <input checked="" type="radio"/> No		

Message from webpage

 I certify that I have reviewed relevant case material and Domestic Violence is not indicated in this case.

- By clicking “OK,” as shown in the text below, which the system highlights in green, you are certifying that you reviewed relevant case material and domestic violence is not indicated in the case.

7. DOES INDIVIDUAL CLAIM DOMESTIC VIOLENCE? <input type="radio"/> Yes <input checked="" type="radio"/> No <b>I certify that I have reviewed relevant case material and Domestic Violence is not indicated in this case.</b>
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- Box 8: Asks you if this is a program integrity unit referral (OSIG 12R). You must select an answer to this question in order to submit the referral. If “Yes” is selected, a referral code must also be selected.

8. Is this a Program Integrity Unit Referral (OIG 12R)? <input type="radio"/> Yes <input checked="" type="radio"/> No
If yes, enter referral code: [ ]

- Box 10: The assistance programs the individual is applying for or receiving (including Special Allowances) for anyone in their household
  - The investigation will cover all programs. List all programs that are active or for which applicants are applying.
  - You can select LIHEAP with other program types for the investigation referral, but the system will split the referral into two referrals. The referral will have the same DHS Referral # and alert emails, but results will be entered separately from the other program types.

10. ASSISTANCE PROGRAMS/SERVICES INVOLVING INVESTIGATION		
<input checked="" type="checkbox"/> TANF	<input type="checkbox"/> LIHEAP	<input type="checkbox"/> GA related MA Cat.
<input checked="" type="checkbox"/> SNAP	<input type="checkbox"/> CHILD SUPPORT	<input type="checkbox"/> SSI related MA Cat.
<input type="checkbox"/> SA	<input type="checkbox"/> EMPLOYMENT & TRAINING	<input type="checkbox"/> MG
<input type="checkbox"/> LTC	<input type="checkbox"/> TANF related MA Cat.	<input type="checkbox"/> PCO

# Electronic Processing of a Field Investigation Referral

<b>8. Is this a Program Integrity Unit Referral (OIG 12R)?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No
If yes, enter referral code: <input type="text"/>
<b>10. ASSISTANCE PROGRAMS/SERVICES INVOLVING IN</b>
<input checked="" type="checkbox"/> TANF <input type="checkbox"/> LIHEAP <input type="checkbox"/> GA related M
<input checked="" type="checkbox"/> SNAP <input type="checkbox"/> CHILD SUPPORT <input type="checkbox"/> SSI related (

**NOTE:** Box 9 was used for confidential referrals and was only visible to those users with that security role. This process will continue on paper and might be revisited later. Box 9 was removed from the form.

6. Complete Section II of the electronic referral.

In Section II of the electronic referral, enter an explanation as to the reason for making a referral.

<b>SECTION II: REASON(S) FOR REFERRAL (Explain and List any other Individuals to be investigated) - Completed by IMCW</b>
This information was entered for testing purposes only and does not represent an actual person or scenario.

# Electronic Processing of a Field Investigation Referral

At the bottom of Section II, there is a section for you to enter the ‘Associated Individual (Person Causing the Investigation)’ information, if applicable. If individuals other than the payment name in Section I need to be investigated, list those individuals here. Additional names can be listed in the explanation if needed.

**Associated Individual (Person Causing the Investigation)**

First Name:	<input type="text" value="Jane"/>	Middle Initial:	<input type="text" value="L."/>	Last Name:	<input type="text" value="Doe"/>
SSN:	<input type="text" value="XXX-XX-XXXX"/>	MCI:	<input type="text" value="570008902"/>		
Street Address:	<input type="text" value="123 Anywhere Street"/>				
City:	<input type="text" value="Lancaster"/>	State:	<input type="text" value="PA"/>		
Zip:	<input type="text" value="17603"/>	Phone:	<input type="text" value="(555) 555-5555"/>		

## Saving Your Progress

**NOTE:** You have 10 minutes to input a referral before the OARS session times out. If the referral is going to take longer than 10 minutes, you must click the “Save Progress” button.

At the bottom of the referral, you will find a “Save Progress” button, which allows you to save the data you entered.

Zip:	<input type="text" value="17603"/>	Phone:	<input type="text" value="(555) 555-5555"/>
<input type="button" value="Save Progress"/> <input type="button" value="Submit"/>			

You must complete each of the boxes 1 through 5 before you will be able to save your progress; the system automatically populates box 2. After clicking the “Save Progress” button, you will receive a message that the updates were “Saved Successfully.” Click “OK.” You will be returned to the referral screen.

**NOTE:** Remember to save your updates periodically while inputting the referral.

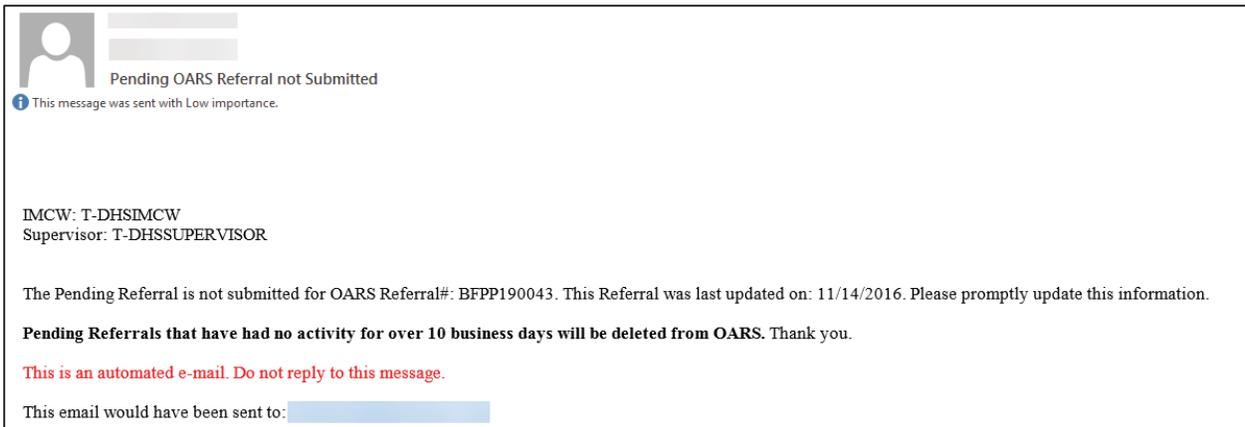
After saving your progress, you can continue with the referral and submit it. The manual addresses submitting a referral in a moment. If you choose not to submit the referral at this point (and you clicked the “Save Progress” button), you can choose to come back to the referral later. Remember, time is limited for completing and submitting a pending referral.

If you saved your progress and choose to complete the referral later, as seen on the following page, the referral updates to a “Pending DHS Referral (Not Submitted)” status in your work queue. The status helps you identify referrals you initiated that are in need of completion and submission for investigation.

# Electronic Processing of a Field Investigation Referral

OARS #	Co/Record	Payment Name	IMCW Name	Status	Status Date	Create Date
BFPP20006	034513213	John Smith	IMCW TEST	Pending DHS Action Needed	9/12/2016	9/8/2016
BFPP20008	389993816	Barbara Hall	IMCW TEST	Referred to OIG	10/3/2016	10/3/2016
BFPP20017	078228858	Brian Flake	IMCW TEST	Referred to OIG	10/18/2016	10/18/2016
BFPP20022	078227441	Parent June	IMCW TEST	Referred to OIG	10/19/2016	10/19/2016
BFPP20025	011234567	Marvin Dinero	IMCW TEST	Pending DHS Referral (Not Submitted)	12/6/2016	12/6/2016

On evening of the fifth business day where no activity occurred on a referral in “Pending DHS Referral (Not Submitted)” status, OARS will send an automatic reminder email to the CAO resource account. The email must be forwarded to the caseworker and his/her supervisor. The same will occur on the evening of the tenth business day if the referral remains in “Pending DHS Referral (Not Submitted)” status.

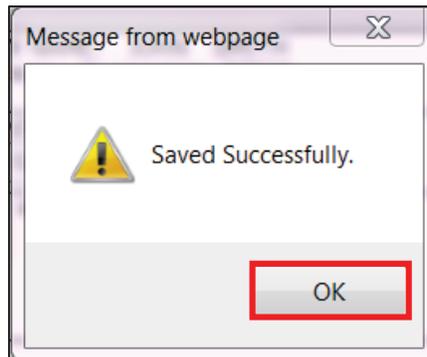


**NOTE:** After receiving the second automated e-mail, you have two business days to complete and submit the referral. If you do not act on the referral, OARS will automatically delete the referral.

## Submitting a Referral

Zip:  Phone:

- Once you complete the information on the referral, click the “Submit” button. You will receive a message stating the referral was successfully saved.



# Electronic Processing of a Field Investigation Referral

2. After clicking “OK,” you will be returned to the work queue. The referral status is updated to “Referred to OSIG” and an OARS referral number is created for that referral, under the “OARS #” column.

OARS #	Co/Record	Payment Name	IMCW Name	Status	Status Date	Create Date
BFP20006	034513213	John Smith	IMCW TEST	Pending DHS Action Needed	9/12/2016	9/8/2016
BFP20008	389993816	Barbara Hall	IMCW TEST	Referred to OIG	10/3/2016	10/3/2016
BFP20017	078228858	Brian Flake	IMCW TEST	Referred to OIG	10/18/2016	10/18/2016
BFP20022	078227441	Parent June	IMCW TEST	Referred to OIG	10/19/2016	10/19/2016
BFP20025	011234567	Marvin Dinero	IMCW TEST	Pending DHS Referral (Not Submitted)	12/6/2016	12/6/2016

While the referral is in “Referred to OSIG” status, you can still change the referral, if necessary. The referral can be accessed by clicking the “OARS #” link. Once you make edits, click the “Update” button at the bottom of the referral. Once again, you will receive a message stating the update was successfully saved. The DHS referral number will remain the same.

There is also an “Export to Excel” button  and “Print Version” button  available if you want to export or print your work queue.

## Updating a Referral

After submitting a referral, you might need to update information. To do so, locate the referral on your queue and click on the referral’s OARS number. The referral will open. Edit the necessary information. Click the “Update” button.

Zip: <input type="text" value="17603"/>	Phone: <input type="text" value="(555) 555-5555"/>
<input type="button" value="Update"/> <input type="button" value="Rescind"/>	

## Rescinding a Referral

After submitting a referral to OSIG, you can withdraw the referral using the “Rescind” button. The “Rescind” button will appear after you click the “Submit” button on a new referral. The button will continue to appear as long as the referral is in “Referred to OSIG” status. After clicking the “Rescind” button, you will be prompted to confirm whether you want to rescind the referral.

Zip: <input type="text" value="17603"/>	Phone: <input type="text" value="(555) 555-5555"/>
<input type="button" value="Update"/> <input type="button" value="Rescind"/>	

Upon clicking “OK,” OARS will refresh your screen.

This information was entered for testing	Message from webpage  Are you sure you want to rescind this referral? <input type="button" value="OK"/> <input type="button" value="Cancel"/>
Associated Individual (Person Causi	

# Electronic Processing of a Field Investigation Referral

The referral will be updated with a status of “Referral Rescinded by CAO.” IMCWs will only be able to rescind their own referrals. Supervisors and Managers will be able to rescind the referrals of all workers under them. Those with administrator permissions will be able to rescind referrals for all individuals in the state.

<b>Referral Rescinded by CAO</b>	
<b>FIELD INVESTIGATION REFERRAL</b>	
BFPP FILE NO. BFPP20027	
SECTION I: REFERRAL INFORMATION - Completed by IMCW	
1. PAYMENT NAME (First Name, Middle Initial, Last Name) Barbara <input type="text"/> <input type="text"/> Hall <input type="text"/>	2. IMCW NAME: IMCW TEST Supervisor: TEST, SUPERVISOR

After rescinding a referral, it will no longer appear in your queue. However, if you search for the referral by case number, search results will show the referral with a status of “Referral Rescinded by CAO.”

BFPP #	Co/Record	Payment Name	IMCW Name	Status	Status Date	Create Date
<a href="#">20027</a>	389993816	Barbara Hall	IMCW TEST	Referral Rescinded by CAO	2/2/2017	2/2/2017

**NOTE:** Once a WFI accepts a referral, you can only rescind a referral by contacting the assigned WFI. Moreover, you will not be able to reinstate a referral once you rescind it.

## PART #2: WFI INVESTIGATES

When a WFI is assigned and starts his/her investigation, the status of the referral is updated to “Awaiting Results of Investigation from OSIG.” During the investigation, the WFI may contact you to ask about certain aspects of the referral.

**NOTE:** While in this status, the referral will remain in your work queue and can be viewed. However, changes can no longer be made to the referral in the system. If you have concerns regarding the referral, you can contact the WFI, outside of OARS.

If you need to rescind/cancel the referral after this point for any reason, you must contact the WFI. The WFI can route the case to their Supervisor indicating the case is to be rescinded. The Supervisor will send the case back to the county for them to close out. You would mark the case as a “65. Rejected – CAO Action” and indicate in the comments that the case needs to be rescinded. When you close the case and submit it back to the OSIG, the case will be closed on the WFI page and tracked as an administrative close for reporting purposes. This action facilitates case closure on your page and the WFI’s page.

# Electronic Processing of a Field Investigation Referral

If the WFI discovers domestic violence during the investigation, they will indicate in OARS that DV was found, which puts an alert on your referral. The investigator will refer the case to OSIG management for review. OSIG management will discuss the referral with OIM policy, if necessary.

If the OSIG decides not to continue the investigation, the WFI will route the referral back to you indicating that the investigation was closed due to Supportive Services being indicated. If the WFI did have some findings prior to discovering the DV, the WFI will include those findings. If it's enough for you to take action, you should select the appropriate result in OARS and submit it back to the investigator. If the WFI does not have enough findings to take action, you will select the 65 – Rejected – CAO Action as mentioned above, and route the case back to the OSIG.

If the OSIG decides that the investigator can proceed with the investigation, the referral process will proceed as usual.

## PART #3: INVESTIGATION COMPLETED; CAO NOTIFIED

After the WFI completes Section III with his/her findings, a system-generated e-mail will be sent to the appropriate DHS resource account, based on the county/district indicated in Box 5 of Section I. The email will contain the OARS referral #, the IMCW name, his/her Supervisor's name, and the county/record number, and will indicate that investigative findings have been entered by the investigator. The e-mail (an example of which appears below) will then be forwarded by the person monitoring the resource account to the assigned Caseworker for action.

**REMINDER:** If your Supervisor changes while you have open referrals in OARS, you must log in to OARS in order for the system to recognize/capture the new Supervisor and correctly display his/her name in the e-mail notification.

**From:** IG-WebMaster@pa.gov [mailto:IG-WebMaster@pa.gov]  
**Sent:** Thursday, July 28 2016 3:10 PM  
**To:** DHS Resource Account  
**Subject:** OIG Completed Finding - DHS Referral #: BRPP90033 County/Record: 01 - Adams /546487

Please share this email with the following staff:  
Caseworker: IMCW TEST (Referral submitted on 7/28/2016)  
Supervisor: T-DHSSUPERVISOR

DHS Referral #: BFPP90033  
County/Record: 01 - Adams /5464687

Please log into OARS and complete section IV with any action taken within 30 days.

This is an automated e-mail. Do not reply to this message.

## PART #4: REVIEWING FINDINGS AND TAKING ACTION

Once again, you will log in to OARS. The returned referral will be in your work queue with a status of "Pending DHS Action Needed."

# Electronic Processing of a Field Investigation Referral

OARS # ^	Co/Record	Payment Name	IMCW Name	Status	Status Date	Create Date
BPPP200026	0756598256	Dugger Jameson	IMCW TEST	Pending DHS Action Needed	9/12/2016	9/8/2016
BPPP200028	0786525623	De'shawn Thomas	IMCW TEST	Pending DHS Action Needed	11/8/2016	11/1/2016
BPPP200029	3856925659	Katie Jackson	IMCW TEST	Pending DHS Action Needed	12/6/2016	12/6/2016

If a referral has been in a "Pending DHS Action Needed" status for 20 to 29 days, the referral will be highlighted in yellow in your OARS work queue to alert you that the due date is approaching. If a referral has been in the "Pending DHS Action Needed" status for 30 days or more, the referral will be highlighted in red in your work queue to alert you to take action.

OARS # ^	Co/Record	Payment Name	IMCW Name	Status	Status Date	Create Date
BPPP200026	0756598256	Dugger Jameson	IMCW TEST	Pending DHS Action Needed	9/12/2016	9/8/2016
BPPP200028	0786525623	De'shawn Thomas	IMCW TEST	Pending DHS Action Needed	11/8/2016	11/1/2016
BPPP200029	3856925659	Katie Jackson	IMCW TEST	Pending DHS Action Needed	12/6/2016	12/6/2016

# Electronic Processing of a Field Investigation Referral

1. The referral can be accessed by clicking on “OARS #” link.

OARS # ^	Co/Record	Payment Name	IMCW Name	Status	Status Date	Create Date
<a href="#">WFP200026</a>	0756598256	Dugger Jameson	IMCW TEST	Pending DHS Action Needed	9/12/2016	9/8/2016
<a href="#">BFPP200028</a>	0786525623	De'shawn Thomas	IMCW TEST	Pending DHS Action Needed	11/8/2016	11/1/2016
<a href="#">BFPP200029</a>	3856925659	Katie Jackson	IMCW TEST	Pending DHS Action Needed	12/6/2016	12/6/2016

2. The Investigative Findings can be found in Section III of the referral, by selecting the “Result of Investigation” tab on the left hand side of the page.

Field Investigation Referral	version	
LIHEAP - Result of Investigation	Associated Field Investigation: <a href="#">20160300193</a>	
<b>Result of Investigation</b>	<b>SECTION III: INVESTIGATIVE FINDINGS - Completed by OIG Investigator</b>	
History - Referral		
View Log	1. INVESTIGATOR NAME June Mai	2. DATE RETURNED 9/8/2016
	3. INVESTIGATIVE FINDINGS: WFI attempted to contact Ms. Salinger on 9/7/2016 by phone. Ms. Salinger answered the phone. Upon WFI identifying	

**NOTE:** If the WFI indicates domestic violence was found during the investigation, a statement will be displayed in red at the top of the screen (as seen below).

Field Investigation Referral	<b>Supportive Services are known to this case.</b>		version
LIHEAP - Result of Investigation	Associated Field Investigation: <a href="#">20160300193</a>		
<b>Result of Investigation</b>	<b>SECTION III: INVESTIGATIVE FINDINGS - Completed by OIG Investigator</b>		
History - Referral			
View Log	1. INVESTIGATOR NAME June Mai	2. DATE RETURNED 9/8/2016	
	3. INVESTIGATIVE FINDINGS: WFI attempted to contact Ms. Salinger on 9/7/2016 by phone. Ms. Salinger answered the phone. Upon WFI identifying		

3. Based on the impact of the investigative findings on each program, you need to select one of the action options.

**NOTE:** The investigator may have added programs missed in Box 10 of Section I, if the client was active or applying for those programs and they were not listed on the original referral. All lines should be completed.

- Select “#61. No Reduction in Benefits,” if the findings had no effect on any program. The “Grant Benefit Reduced” section will be locked.

SECTION IV: RESULT OF INVESTIGATION - Completed by IMCW																						
<b>NOTE:</b> Please complete and submit the action taken and/or grant benefit section within 30 days.																						
<b>ACTION TAKEN (CHECK BOX THAT APPLIES)</b>	<b>*AUTHORIZED WITH REDUCED BENEFITS</b>																					
<input checked="" type="radio"/> <b>61. NO REDUCTION IN BENEFITS</b> <input type="radio"/> 62. DENIED/CASE CLOSED <input type="radio"/> 63. VOLUNTARY WITHDRAWAL <input type="radio"/> 64. REDUCED BENEFITS* <input type="radio"/> 65. REJECTED - CAO ACTION	<b>GRANT BENEFIT REDUCED</b>  <table border="0"> <tr> <td></td> <td style="text-align: center;">FROM</td> <td style="text-align: center;">TO</td> </tr> <tr> <td>Cash:</td> <td><input type="text" value="No Change"/> \$</td> <td><input type="text" value=""/></td> </tr> <tr> <td>Child Care:</td> <td><input type="text" value="No Change"/> \$</td> <td><input type="text" value=""/></td> </tr> <tr> <td>SNAP:</td> <td><input type="text" value="No Change"/> \$</td> <td><input type="text" value=""/></td> </tr> <tr> <td>Special Allowance:</td> <td><input type="text" value="No Change"/> \$</td> <td><input type="text" value=""/></td> </tr> <tr> <td>MA:</td> <td><input type="text" value="No Change"/></td> <td><input type="text" value=""/></td> </tr> <tr> <td></td> <td style="text-align: center;">(Persons)</td> <td style="text-align: center;">(To Persons)</td> </tr> </table>		FROM	TO	Cash:	<input type="text" value="No Change"/> \$	<input type="text" value=""/>	Child Care:	<input type="text" value="No Change"/> \$	<input type="text" value=""/>	SNAP:	<input type="text" value="No Change"/> \$	<input type="text" value=""/>	Special Allowance:	<input type="text" value="No Change"/> \$	<input type="text" value=""/>	MA:	<input type="text" value="No Change"/>	<input type="text" value=""/>		(Persons)	(To Persons)
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	(Persons)	(To Persons)																				

# Electronic Processing of a Field Investigation Referral

- Select “#62. Denied/Case Closed,” if the findings resulted in a denial or closure for all programs and individuals. The “Grant Benefit Reduced” section will be locked for all programs with the exception of Child Care, Special Allowance and LIHEAP, since calculations are not automated in OARS for these program types. You must enter the monthly or lump benefit amount that was received or applied for in these programs, and that the benefit should be zero.

SECTION IV: RESULT OF INVESTIGATION - Completed by IMCW																															
NOTE: Please complete and submit the action taken and/or grant benefit section within 30 days.																															
ACTION TAKEN (CHECK BOX THAT APPLIES)		*AUTHORIZED WITH REDUCED BENEFITS																													
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Special Allowance:	Closed	\$	\$																												
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		(Persons)	(To Persons)																												

- Select option “#63. Voluntary Withdrawal” only if the withdrawal was given to you or occurred prior to investigator contact/action that may have led to the withdrawal. The “Grant Benefit Reduced” section will be locked with the exception of Child Care, Special Allowance and LIHEAP, since calculations are not automated in OARS for these program types. You must enter the monthly or lump benefit amount received or applied for in these programs, and that the benefit should be zero.

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# Electronic Processing of a Field Investigation Referral

- Select option “#64. Reduced Benefits” if a single program is to be reduced/changed, or there are different actions taken on multiple programs. If you select option #64, you must complete the “Grant Benefit Reduced” section. For each program type, you have the option to select “Change,” “No Change,” or “Closed.” If you select “Change,” for CASH, Child Care, SNAP, and SPALs, you must enter the amount to which the benefit is reduced, where applicable. For MA you must enter any reductions in the number of persons receiving benefits.

SECTION IV: RESULT OF INVESTIGATION - Completed by IMCW																							
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- Select option “#65. Rejected – CAO Action” only if you discovered the circumstances warranting these actions or they occurred prior to investigator contact/action that may have led to the determination. Also, select this option if you must rescind/cancel the referral after the referral was accepted by the WFI, but prior to the investigator contacting the client/applicant. The “Grant Benefit Reduced” section will be locked.
  - Provide an explanation in the Comments section if the referral is to be rescinded/cancelled.

SECTION IV: RESULT OF INVESTIGATION - Completed by IMCW																							
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	(Persons)	(To Persons)																					

# Electronic Processing of a Field Investigation Referral

If you select LIHEAP as one of the programs, the investigative findings can be found on the “LIHEAP – Result of Investigation” tab. Complete Section IV.

Field Investigation Referral	version		
LIHEAP - Result of Investigation	Associated Field Investigation: <a href="#">20160300193</a>		
Result of Investigation	<b>SECTION III: INVESTIGATIVE FINDINGS - Completed by OIG Investigator</b>		
History - Referral			
View Log			
	1. INVESTIGATOR NAME June Mai	2. DATE RETURNED 9/8/2016	
	3. INVESTIGATIVE FINDINGS: WFI attempted to contact Ms. Salinger on 9/7/2016 by phone. Ms. Salinger answered the phone. Upon WFI identifying		

If LIHEAP was not indicated on the referral you submitted, but the WFI finds it was applied for or received, the WFI may initiate a paper referral to address their findings and return it to the appropriate IMCW. LIHEAP cannot be added to an electronic referral once submitted. All other programs can be added to the electronic referral by the WFI when they return the referral to the appropriate IMCW.

- You may also enter comments in the Comments section of the referral. A comment box is available on both the “LIHEAP – Result of Investigation” and the “Result of Investigation” screens.

COMMENTS	<div style="border: 1px solid red; padding: 2px;">Based on findings of WFI,</div>
<input type="button" value="Save"/> <input style="border: 1px solid red;" type="button" value="Submit"/>	

- After you complete Section IV, click the “Submit” button. Again, you will receive a message that the referral was successfully saved. After clicking “OK,” the referral is removed from your work queue.

## PART #5: REFERRAL HISTORY

Throughout the referral process, the “History – Referral” and the “View Log” tabs will be enabled. “History – Referral” tracks status updates and edits to the referral after it has been submitted. “View Log” (graphic on following page) tracks and logs anyone that has viewed the referral.

Field Investigation Referral	version			
LIHEAP - Result of Investigation	Field Investigation Referral History:			
Result of Investigation	Old Value	New Value	Updated On	Updated By
History - Referral	FindingsDate: 2016-09-08T14:45:54.533	FindingsDate: 2016-09-12T10:31:20.917	9/12/2016 10:31:20 AM	
View Log	Case_Status_Id: 115 - Awaiting Results of Investigation from OIG	Case_Status_Id: 117 - Pending DHS Action Taken FindingsDate: 2016-09-08T14:45:54.533	9/8/2016 2:45:54 PM	
		Confidential: N	9/8/2016 2:45:34 PM	
	Case_Status_Id: 100 - Referred to OIG	Case_Status_Id: 115 - Awaiting Results of Investigation from OIG Case_Record_IDs: 1725097,1725098 Approved_By: Approved_Date: 2016-09-08T14:44:16.033	9/8/2016 2:44:16 PM	

# Electronic Processing of a Field Investigation Referral

Field Investigation Referral	View Log:		
LIHEAP - Result of Investigation	Visited Page	Visited By	Visited Date
Result of Investigation	Field Investigation Referral	T-DHSIMCW	10/28/2016 2:38:41 PM
History - Referral	Field Investigation Referral	T-DHSIMCW	10/27/2016 1:24:11 PM
<b>View Log</b>	Field Investigation Referral	T-DHSIMCW	10/27/2016 1:08:10 PM
	Field Investigation Referral	T-DHSIMCW	10/27/2016 12:43:23 PM
	Field Investigation Referral	T-DHSIMCW	10/27/2016 12:07:33 PM
	Field Investigation Referral		9/12/2016 11:06:15 AM
	Field Investigation Referral	T-DHSIMCW	9/12/2016 11:05:21 AM
	Field Investigation Referral	T-DHSIMCW	9/12/2016 11:04:33 AM
	Field Investigation Referral	T-DHSIMCW	9/12/2016 11:03:58 AM

## Referral Search

You have two options for searching e-referrals.

1. The first option is to enter the referral number into the "Case #:" field located in the top right corner of the OARS screens and clicking the "Go" button.

This method will be used if you already completed Section IV of the referral and sent results to the WFI in OARS, but the WFI needs additional changes made on the referral. Since the referral will no longer be in your work queue, you can enter the referral number provided by the WFI into the "Case #:" search field to locate the referral.

The screenshot shows the OARS TEST SYSTEM interface. The user is logged in as IMCW, TEST. The "Case #" field is highlighted with a red box and contains the value "BFPP160043". The "Client MCI #" field is empty. The "Case Filter" dropdown is set to "My Field Investigation Referrals".

**NOTE:** When searching for a case number using the "Case #:" field, you must enter the OARS number, ensuring to begin with "BFPP" (e.g., BFPP160043)

2. The second option for searching is to select the "Field Investigation Referral Search" from the "Search" menu option.

The screenshot shows the OARS TEST SYSTEM interface with the "Search" menu open. The "Field Investigation Referral Search" option is highlighted with a red box. The "Case Filter" dropdown is set to "My Field Investigation Referrals". The "Case Count" is 6. The table below shows a list of referrals.

OARS #	Co/Record	Status	Status Date	Create Date
BFPP160043	034513213	Pending DHS Action Taken	9/12/2016	9/8/2016

# Electronic Processing of a Field Investigation Referral

Selecting “Field Investigation Referral Search” opens the following search panel.

Field Investigation Referral Search

IMCW First Name:

IMCW Last Name:

IMCW CWOPA: --

Clear Search

3. Enter the IMCW’s first and last name into the appropriate fields or select an IMCW CWOPA ID from the dropdown list. Click the “Search” button.

Field Investigation Referral Search

IMCW First Name:

IMCW Last Name:

IMCW CWOPA: T-DHSIMCW

Clear Search

**NOTE:** IMCWs can only search for their own referrals. IMCW Supervisors can search for their own referrals and for referrals submitted by the individuals they directly supervise as long as the individual previously logged into OARS since the implementation of the e-referral process. Supervisors will only see their team members in the dropdown list. Administrators can search for their own referrals and for referrals submitted by any IMCW or Supervisor as long as the IMCW or Supervisor previously logged into OARS since the implementation of the e-referral process.

If referrals exist, a “Search Results: Field Investigation Referral” page appears with all the associated referrals.

BFPP #	Co/Record	Payment Name	IMCW Name	Status	Status Date	Create Date
<a href="#">4</a>	229632587	Super Mario	Test Imcw	DHS Action Taken Completed	7/29/2016	7/22/2016
<a href="#">10004</a>	014654313	John Smith	Jane Doe	DHS Action Taken Completed	7/29/2016	7/29/2016
<a href="#">10005</a>	064512312	Mickey Mouse	Test IMCW	DHS Action Taken Completed	7/29/2016	7/29/2016
<a href="#">10006</a>	015645123	Minnie Mouse	Test IMCW	DHS Action Taken Completed	7/29/2016	7/29/2016
<a href="#">20004</a>	386704066	ANY ONE	IMCW TEST	DHS Action Taken Completed	8/25/2016	8/10/2016
<a href="#">20005</a>	512576319	Be...	IMCW TEST	DHS Action Taken Completed	9/8/2016	9/6/2016
<a href="#">20016</a>	078227329	John Doe	IMCW TEST	DHS Action Taken Completed	10/21/2016	10/18/2016
<a href="#">20017</a>	078228858	Brian Flake	IMCW TEST	Referred to OIG	10/18/2016	10/18/2016

Close

4. Click the “BFPP #” hyperlink to view the referral or click the “Close” button to return to your previous screen.

# Electronic Processing of a Field Investigation Referral

If referrals do not exist, you will see the following screen.



5. Click the “Close” button to return to the previous screen.
6. Click the “Clear” button to enter a new search or click the “X” in the top right corner of the search screen to close out of the search.

## WFI Contact Information

A report containing WFI contact information for each county and district is automatically generated on a weekly basis and placed within OARS. If the DHS worker has a question prior to submitting an e-referral or prior to the investigator accepting a referral, he/she can access this report and contact the appropriate investigator assigned to his/her county or district.

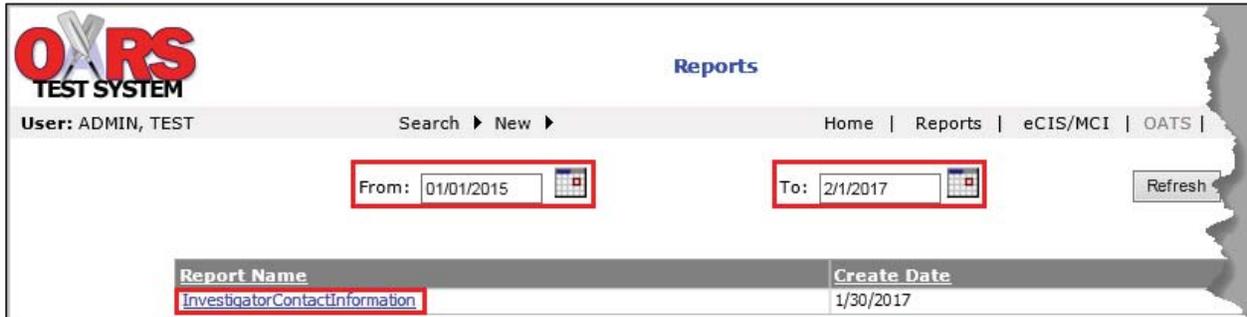
The report – titled *InvestigatorContactInformation* – is available to the IMCW, IMCW Supervisor, and DHS Administrator roles. To access the report, complete the following steps.

1. On the right side of the OARS screen, click on the “Reports” link. The Reports page opens.



# Electronic Processing of a Field Investigation Referral

2. A link to the most current report is available. If you need to view a past report, select your search range using the “From:” and “To:” fields.



3. Click “Refresh” only if you selected new dates. The *InvestigatorContactInformation* report will appear.
4. Click on the report’s hyperlink to open the report.

**NOTE:** The *InvestigatorContactInformation* report lists the names of the WFIs assigned to a county/district as well as contact email addresses. If a county or district has no assigned WFI, the report will include contact information for the OSIG Regional Managers. OSIG Regional Manager contact information is located at the end of the report.

## IMCW Administrator & Supervisor Functionality for E-Referral Processing

An IMCW Supervisor has all the same functionality as the IMCW in the electronic referral process. However, the Supervisor does have some additional features not available to the IMCW. In addition, an Administrator has all the same functionalities as an IMCW and IMCW Supervisor. However, the Administrator has a few additional features not available to the Supervisor. This section shows the functionality available to each role.

### Administrators

#### Case Filters

Administrators have access to the “Field Investigation” and “My Field Investigation Referrals” case filters. The “My Field Investigation Referrals” filter serves as your e-referral work queue for any open referrals you personally submitted or had reassigned to you.



# Electronic Processing of a Field Investigation Referral

If you select the “Field Investigations” case filter, a sub-filter is available with the following selections: Field Investigation Referral, Field Investigation Referral Submitted By, Field Investigation Referrals Assigned To, and Overdue Referrals.

The screenshot shows the TEST SYSTEM interface. At the top, it says "TEST SYSTEM" and "Client MCI #: [input] Go". Below that, it says "User: ADMIN, TEST" and "Search ▶ New ▶". There are navigation links: Home | Reports | eCIS/MCI | OATS | Refresh | Request Service | Log out |. The main area has "Case Filter: Field Investigations" and "Sub Filter:" with a dropdown menu open. The dropdown menu options are: Select, Field Investigation Referral, Field Investigation Referral Submitted By, Field Investigation Referrals Assigned To, and Overdue Referrals. There is a "version" button in the bottom right corner.

## “Field Investigation Referral” Sub-Filter

As an Administrator, if you select the “Field Investigation Referral” sub-filter, a “Location Type” dropdown list will be enabled. By selecting County, a dropdown list is enabled with all counties. By selecting District, the dropdown is enabled with all counties and districts. Select the county or district to return all open referrals for that location.

The screenshot shows the TEST SYSTEM interface. At the top, it says "TEST SYSTEM" and "Client MCI #: [input] Go". Below that, it says "User: ADMIN, TEST" and "Search ▶ New ▶". There are navigation links: Home | Reports | eCIS/MCI | OATS | Refresh | Request Service | Log out |. The main area has "Case Filter: Field Investigations" and "Sub Filter: Field Investigation Referral". Below that, "Location Type:" has a dropdown menu open with options: Select, County, and District. There is a "version" button in the bottom right corner.

## “Field Investigation Referral Submitted By” Sub-Filter

As an Administrator, you can select the “Field Investigation Referral Submitted By” sub-filter. When selected, the “Submitted By” dropdown list becomes enabled.

**NOTE:** The dropdown list shows individuals who submitted electronic referrals, but they may not be the current DHS worker assigned to the referral. The “Field Investigation Referral Assigned To” sub-filter, which is referenced later in this document, will provide that information.

You will be able to select anyone that has submitted a referral. Again, the case filter only brings back open referrals for the individual that is selected.

**REMINDER:** To search for a closed referral, use the “Field Investigation Referral Search” option, since that will return all referrals for the IMCW or CWOPA ID selected or, if you have the referral number, enter it into the “Case #” search field.

The screenshot shows the TEST SYSTEM interface. At the top, it says "TEST SYSTEM" and "Client MCI #: [input] Go". Below that, it says "User: ADMIN, TEST" and "Search ▶ New ▶". There are navigation links: Home | Reports | eCIS/MCI | OATS | Refresh | Request Service | Log out |. The main area has "Case Filter: Field Investigations" and "Sub Filter: Field Investigation Referral Submitted By". Below that, "Submitted By:" has a dropdown menu open with options: Select, T-DHSADMIN, T-DHSIMCW, and T-DHSSUP. There is a "version" button in the bottom right corner.

# Electronic Processing of a Field Investigation Referral

If there are no open referrals for the selected individual, the case count displays, “No records found.”

The screenshot shows the TEST SYSTEM interface. At the top right, there is a 'Client MCI #' field with a 'Go' button. Below this, the user is identified as 'ADMIN, TEST'. The navigation menu includes 'Home', 'Reports', 'eCIS/MCI', 'OATS', 'Refresh', 'Request Service', and 'Log out'. The filter section contains three dropdown menus: 'Case Filter' set to 'Field Investigations', 'Sub Filter' set to 'Field Investigation Referral Submitted By', and 'Submitted By' set to 'T-DHSADMIN'. A red-bordered box highlights the 'Case Count: No records found.' message. A 'version' button is visible in the bottom right corner.

## “Field Investigation Referral Assigned To” Sub-Filter

You can also select the “Field Investigation Referrals Assigned To” sub-filter. When selected, the “Assigned To” dropdown list becomes enabled. This dropdown list includes individuals who have been assigned to electronic referrals.

**NOTE:** If the assigned IMCW differs from the IMCW who submitted the referral, the assigned IMCW shows in this case filter. This will occur when referrals are re-assigned.

You are able to select anyone that has ever been assigned to a referral. Again, the case filter only brings back open referrals for the individual that is selected.

This screenshot shows the TEST SYSTEM interface with the 'Sub Filter' set to 'Field Investigation Referrals Assigned To'. The 'Assigned To' dropdown menu is open, showing a list of options: 'Select', 'T-DHSADMIN', 'T-DHSIMCW', and 'T-DHSSUP'. A red-bordered box highlights this dropdown menu. The 'Case Filter' remains 'Field Investigations'. The 'version' button is visible in the bottom right corner.

If there are no open referrals for the selected individual, the case count displays, “No records found.”

This screenshot shows the TEST SYSTEM interface with the 'Sub Filter' set to 'Field Investigation Referrals Assigned To' and 'Assigned To' set to 'T-DHSADMIN'. A red-bordered box highlights the 'Case Count: No records found.' message. The 'version' button is visible in the bottom right corner.

# Electronic Processing of a Field Investigation Referral

## “Overdue Referrals” Sub-Filter

You will also be able to select the “Overdue Referrals” sub-filter. When selected, this filter displays overdue referrals that have been at “Pending DHS Action Needed” status for 30 days or more.

OARS #	Co/Record	Payment Name	IMCW Name	Status	Status Date	Create Date	
<a href="#">BFPP100029</a>	012072073	John Jacobsen	Sam Jackson	Pending DHS Action Needed.	8/2/2016	8/2/2016	Re-Assign
<a href="#">BFPP100362</a>	052045892	Mitchel McConnell	Donna Smythe	Pending DHS Action Needed.	8/2/2016	8/2/2016	Re-Assign
<a href="#">BFPP100529</a>	382072542	Sandra Dean	Michonne Saunders	Pending DHS Action Needed.	9/30/2016	9/30/2016	Re-Assign
<a href="#">BFPP100459</a>	261572064	D'vicka Jones	Darnell Wickers	Pending DHS Action Needed.	9/30/2016	9/30/2016	Re-Assign

Administrators will see all overdue electronic referrals.

**NOTE:** When you select the “Overdue Referrals” sub-filter, a dropdown list for “Location Type” is enabled. Since Administrators can view any referral that is overdue, you can select a county or district from the list. The county dropdown list shows just counties, but the district list shows all counties and districts.

## Supervisors

### Case Filters

Supervisors have access to the “Field Investigation” and “My Field Investigation Referrals” case filters. The “My Field Investigation Referrals” filter serves as your e-referral work queue for any open referrals you personally submitted or had reassigned to you.

If you select the “Field Investigations” case filter, a sub-filter is available with the following selections: Field Investigation Referral Submitted By, Field Investigation Referrals Assigned To, and Overdue Referrals.

# Electronic Processing of a Field Investigation Referral

## “Field Investigation Referral Submitted By” Sub-Filter

You can select the “Field Investigation Referral Submitted By” sub-filter. When selected, the “Submitted By” dropdown list becomes enabled.

**NOTE:** The dropdown list shows individuals who submitted electronic referrals, but they may not be the current DHS worker assigned to the referral. The “Field Investigation Referral Assigned To” sub-filter, which is referenced later in this document, will provide that information.

Only your team members’ CWOPA ID is available for selection. Your CWOPA ID also populates in the dropdown list. The case filter only brings back open referrals for the individual that is selected.

**REMINDER:** To search for a closed referral, use the “Field Investigation Referral Search” option, since that will return all referrals for the IMCW or CWOPA ID selected or, if you have the referral number, enter it into the “Case #” search field.

The screenshot shows the TEST SYSTEM interface. At the top, there is a navigation bar with 'User: Supervisor, Test', 'Search', 'New', and links for 'Home', 'Reports', 'eCIS/MCI', 'OATS', 'Refresh', 'Request Service', and 'Log out'. A 'Client MCI #' field is visible on the right. Below the navigation bar, there are two dropdown menus: 'Case Filter' set to 'Field Investigations' and 'Sub Filter' set to 'Field Investigation Referral Submitted By'. The 'Submitted By' dropdown menu is open, showing a list of options: 'Select', 'T-DHSIMCW', 'T-DHSIMCW3', and 'T-DHSSUP'. A red box highlights the dropdown menu. In the bottom right corner, there is a 'version' button.

If there are no open referrals for the selected individual, the case count displays, “No records found.”

## “Field Investigation Referral Assigned To” Sub-Filter

As a Supervisor, you can select the “Field Investigation Referrals Assigned To” sub-filter. When selected, the “Assigned To” dropdown list becomes enabled. This dropdown list includes individuals who have been assigned to electronic referrals.

**NOTE:** If the assigned IMCW differs from the IMCW who submitted the referral, the assigned IMCW shows in this case filter. This will occur when referrals are re-assigned.

Only your team members’ CWOPA IDs are available for selection. Your CWOPA ID will also populate in the dropdown list. The case filter only reveals open referrals for the individual selected.

The screenshot shows the TEST SYSTEM interface. At the top, there is a navigation bar with 'User: Supervisor, Test', 'Search', 'New', and links for 'Home', 'Reports', 'eCIS/MCI', 'OATS', 'Refresh', 'Request Service', and 'Log out'. A 'Client MCI #' field is visible on the right. Below the navigation bar, there are two dropdown menus: 'Case Filter' set to 'Field Investigations' and 'Sub Filter' set to 'Field Investigation Referrals Assigned To'. The 'Submitted By' dropdown menu is open, showing a list of options: 'Select', 'T-DHSIMCW', 'T-DHSIMCW3', and 'T-DHSSUP'. A red box highlights the dropdown menu. In the bottom right corner, there is a 'version' button.

If there are no open referrals for the selected individual, the case count displays, “No records found.”

# Electronic Processing of a Field Investigation Referral

## “Overdue Referrals” Sub-Filter

You can also select the “Overdue Referrals” sub-filter. When selected, this filter displays overdue referrals that have been at “Pending DHS Action” status for 30 days or more. This shows overdue electronic referrals for your team members only.

**TEST SYSTEM** Client MCI #:

User: Supervisor, Test Search ▶ New ▶ Home | Reports | eCIS/MCI | OATS | Refresh | Request Service | Log out |

Case Filter:

Sub Filter:

Case Count: 4   

OARS #	Co/Record	Payment Name	IMCW Name	Status	Status Date	Create Date	
<a href="#">BFPP100029</a>	382072073	John Jacobsen	Sam Jackson	Pending DHS Action Needed.	8/2/2016	8/2/2016	<input type="button" value="Re-Assign"/>
<a href="#">BFPP100362</a>	382045892	Mitchel McConnell	Donna Smythe	Pending DHS Action Needed.	8/2/2016	8/2/2016	<input type="button" value="Re-Assign"/>
<a href="#">BFPP100529</a>	382072542	Sandra Dean	M'ichonne Saunders	Pending DHS Action Needed.	9/30/2016	9/30/2016	<input type="button" value="Re-Assign"/>
<a href="#">BFPP100459</a>	381572064	D'vicka Jones	Darnell Wickers	Pending DHS Action Needed.	9/30/2016	9/30/2016	<input type="button" value="Re-Assign"/>

## Reassigning Electronic Referrals

IMCW Supervisors and Administrators can reassign open referrals, if necessary. Referrals can be reassigned from any case filter screen or on the actual “Field Investigation Referral” screen itself.

**TEST SYSTEM** Client MCI #:

User: Supervisor, Test Search ▶ New ▶ Home | Reports | eCIS/MCI | OATS | Refresh | Request Service | Log out |

Case Filter:

Sub Filter:

Assigned To:

Case Count: 4   

OARS #	Co/Record	Payment Name	IMCW Name	Status	Status Date	Create Date	
<a href="#">BFPP100029</a>	382072073	John Jacobsen	Mark Lykens	Pending DHS Action Needed.	8/2/2016	8/2/2016	<input type="button" value="Re-Assign"/>
<a href="#">BFPP100362</a>	382045892	Mitchel McConnell	Mark Lykens	Pending DHS Action Needed.	8/2/2016	8/2/2016	<input type="button" value="Re-Assign"/>
<a href="#">BFPP100529</a>	382072542	Sandra Dean	Mark Lykens	Pending DHS Action Needed.	9/30/2016	9/30/2016	<input type="button" value="Re-Assign"/>
<a href="#">BFPP100459</a>	381572064	D'vicka Jones	Mark Lykens	Pending DHS Action Needed.	9/30/2016	9/30/2016	<input type="button" value="Re-Assign"/>

If you prefer not to reassign from the case filter screen, click the “OARS #” link for the referral, or enter the referral number into the “Case #” search field to open the electronic referral. On the “Field Investigation Referral” tab/screen, there is a “Re-Assign” button available for selection.

**Field Investigation Referral** 

LIHEAP - Result of Investigation Associated Field Investigation: [20160300192](#) [20160300193](#)

Result of Investigation

History - Referral

View Log

<b>FIELD INVESTIGATION REFERRAL</b>		BFPP FILE NO. BFPP20006
SECTION I: REFERRAL INFORMATION - Completed by IMCW		
1. PAYMENT NAME (First Name, Middle Initial, Last Name) John <input type="text"/> <input type="text"/> Smith <input type="text"/>		2. IMCW NAME: IMCW TEST Supervisor: TEST, SUPERVISOR
		<input type="button" value="Re-Assign"/>
3. COUNTY/RECORD NUMBER		4. INDIVIDUAL NUMBER

# Electronic Processing of a Field Investigation Referral

After clicking the button from either location, an “Assign/Re-Assign Case” screen will appear.

**NOTE:** The DHS Supervisor can reassign cases only to individuals he/she directly supervises as long as the worker logged into OARS at least once after the implementation of the e-referral process. An Administrator can reassign cases to any other DHS employee who has logged into OARS at least once after the implementation of the e-referral process.

If a team member’s name is not available in the dropdown list, contact that individual and have him/her log into OARS. After the team member logs in, refresh the referral screen if you have not closed it. The individual’s name will now appear in the dropdown list for reassigning.

After selecting a CWOPA ID from the dropdown list, click the “Re-Assign” button. The referral will display that individual’s name in block #2 of the referral screen along with the Supervisor’s name, if it is known to OARS. In addition, if you search for this specific CWOPA ID within the case filter options or in the “Field Investigation Referral Search,” the referral will now appear as currently being assigned to that individual.

<b>Field Investigation Referral</b>	version				
<b>LIHEAP - Result of Investigation</b>	<b>Associated Field Investigation:</b> <a href="#">20160300192</a> <a href="#">20160300193</a>				
<b>Result of Investigation</b>					
<b>History - Referral</b>	BFPP FILE NO. BFPP20006				
<b>View Log</b>	<b>FIELD INVESTIGATION REFERRAL</b>				
	SECTION I: REFERRAL INFORMATION - Completed by IMCW				
	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">1. PAYMENT NAME (First Name, Middle Initial, Last Name) John <input type="text"/> Smith <input type="text"/></td> <td style="width: 50%;">2. IMCW NAME: IMCW TEST Supervisor: TEST, SUPERVISOR <input type="button" value="Re-Assign"/></td> </tr> <tr> <td>3. COUNTY/RECORD NUMBER 02 - Armstrong 4513213</td> <td>4. INDIVIDUAL NUMBER 456342342</td> </tr> </table>	1. PAYMENT NAME (First Name, Middle Initial, Last Name) John <input type="text"/> Smith <input type="text"/>	2. IMCW NAME: IMCW TEST Supervisor: TEST, SUPERVISOR <input type="button" value="Re-Assign"/>	3. COUNTY/RECORD NUMBER 02 - Armstrong 4513213	4. INDIVIDUAL NUMBER 456342342
1. PAYMENT NAME (First Name, Middle Initial, Last Name) John <input type="text"/> Smith <input type="text"/>	2. IMCW NAME: IMCW TEST Supervisor: TEST, SUPERVISOR <input type="button" value="Re-Assign"/>				
3. COUNTY/RECORD NUMBER 02 - Armstrong 4513213	4. INDIVIDUAL NUMBER 456342342				

**NOTE:** If the referral is re-assigned while in a status of “Awaiting Results of Investigation from OSIG,” the newly assigned IMCW and his/her Supervisor will be displayed in the body of the e-mail that is sent to the CAO Resource Account.