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POLICY BULLETIN #05-158-SYS

NYCWAY UPDATES – ACTION CODE CHANGES, FINGER IMAGING PROCESS CHANGES

<p>Date: December 29, 2005</p>	<p>Subtopic(s): NYCWAY</p>
<p> This procedure can now be accessed on the FIAweb.</p>	<p>NYCWAY is updated on a regular basis to make the system more helpful to users and to update current policy. This policy bulletin is to inform staff of the following updates made to NYCWAY:</p> <ul style="list-style-type: none"> • Finger Imaging Call-In • New Action Code 917T (SAP Applicant Appointment to Job Center for Training Claim) • Changes to Absent Parent Screens • Center 71 (Intensive Services) Changes • Automated N17 (Failure to Complete Eligibility Process) Closing • New Action Codes 20DH (DHS Client at SASC) and 20DX (DHS Participation Ended) • WeCARE Action Code Process Changes • New ACCIS Child Care Action Codes 133P (Paid Child Care in ACCIS) and 133Y (ACCIS Child Care Is Terminated) • Disabling of Action Code 16WP (Referral to VRS from PRIDE – Online) • New Action Codes 10PT (FA07 Batch Call-In for Engagement) and 10PV (Reschedule FA07 Batch Call-In for Engagement) for Batch Call-In of FA07 16WN (Already Enrolled in Wellness Plan by HSS) Pool Participants

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 2 at the prompt followed by 765 or
send an e-mail to *FIA Call Center*

Finger Imaging Call-In

When scheduling a participant to come into the Job Center for finger imaging (Finger Imaging Call-in appointment), beginning December 19, 2005, and until the process becomes automated, the Worker must manually enter action codes in NYCWAY to schedule appointments for participants, and if a participant fails to keep the appointment or comply with the finger imaging requirement, take the necessary action as outlined below and in PD #05-03-ELI.

Mandatory Case Filers (legally responsible adults)

1. Post **148F** (Referral to Finger Imaging Appointment) to schedule an Automated Finger Imaging System (AFIS) appointment. If the participant reports and complies, no further action will be required.
2. If the participant fails to report or comply, post **435W** (FTR/FTC to Finger Imaging Appointment) in NYCWAY; and
3. Take all required actions as outlined in PD #05-03-ELI to close the case.

Nonmandatory Case Filers

1. Post **148G** (Referral to Finger Imaging Appointment [18 Yr Old]) to schedule the AFIS appointment. If the participant reports and complies, no further action will be required.
2. If the participant fails to report or comply, post **435T** (FTR/FTC to Finger Imaging Appointment [18 Yr Old]) in NYCWAY; and
3. Take all required actions as outlined in PD #05-03-ELI.

In these instances, nonmandatory case filers are usually children 18 years of age and older, essential or otherwise.

New Action Code
917T

The applicant must be enrolled in a training program prior to posting **917T**.

Effective January 9, 2006, when an applicant that is enrolled in a training program is referred to the Skills Assessment Program (SAP), the Outstationed Worker at SAP can post Action Code **917T** within five business days of the SAP assignment start date to return the applicant to the Job Center (Participants with a return appointment to a Model Center will be directed to the Customer Service Information Center [CSIC] instead of his/her Worker.)

- The Worker at the Job Center must then assess the applicant's training documentation to verify that it is an accepted training program.
 - If the training program is acceptable, the Worker will post a **935T** (Applicant Enrolled in Vocational/Educational Training) through the Employability Plan (EP) and the SAP assignment will be closed.

Changes to Absent Parent Screens	<ul style="list-style-type: none"> ▪ If the training program is not acceptable, the Worker will manually post a 917R (Return Appt Scheduled to Outstationed Worker at SAP) to return the applicant to SAP, where the Outstationed Worker will follow current procedure. <p>The appearance of the NYCWAY Absent Parent screens has been changed to make the screens more reader-friendly, but the information on the screens remain the same.</p>
Center 71 Changes	<p><u>All</u> sanctioned Public Assistance (PA) participants will now be directed to Center 71 for sanction call-ins.</p>
All Sanction Call-ins will be centralized	<ul style="list-style-type: none"> • NYCWAY will post the new Action Code 100G (Sanction Call-In: Non-Ctr 71) and batch schedule the cases to Center 71. • If the participant fails to appear for the call-in appointment, NYCWAY will post Action Code 496 (FTR/FTC 10SN Call-In) which then initiates a closing in the Welfare Management System (WMS) using Closing Code N17 (Failure to Complete Eligibility Process).
Automated N17 Closing	<p>N17 closings of PA cases because of a Failure to Report (FTR) to a sanctioned call-in were automated as of Wednesday, December 7, 2005.</p> <p>Cases that did not report to a sanction call-in from November 1, 2005 – December 6, 2005, must be closed manually, using WMS Closing Code N17.</p>
New Action Codes 20DH and 20DX	<p>Action Code 20DH is entered by a Credentialed Alcohol and Substance Abuse Counselor (CASAC) at Riverview Job Center to identify Department of Homeless Services (DHS) participants who are single male participants that qualify for PA, require substance abuse treatment and reside in a shelter. Action Code 20DX completes the 20DH when the participant is no longer eligible for Public Assistance (PA), substance abuse treatment and shelter services.</p> <p>The Comment field on the Activity Record screen for Action Code 20DH is populated with a three digit code which is used by the Substance Abuse Tracking and Reporting System (STARS) for tracking purposes.</p>

WeCARE Action
Code Process
Changes

Action Code **10SR**

Previously, when a Worker referred a sanctioned participant to Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE) with Action Codes **16WG** (Intensive Services Sanction – Referral to WeCARE) or **16WH** (General Sanction Referral to WeCARE), the system prompted the Worker to post Action Code **10SR** (Sanction Call-In Employment Return Appointment).

The system will no longer prompt the Worker to post the **10SR**; instead, the WeCARE vendor will be responsible for posting the **10SR** for sanctioned participants at the end of the WeCARE assessment if the participant is found to be fully employable and is to be returned to the Job Center.

Action Code **16FH**

Previously, if an individual infringed at WeCARE after completing his/her Biopsychosocial Assessment (BPS) Phase 1 and good cause was granted via Action Code **810H** (Good Cause Granted – WeCARE) or **820H** (Good Cause Granted), the Fair Hearing Worker posted a **16FH** (Return Appointment to WeCARE after Good Cause is Granted). The participant returned to WeCARE and the WeCARE vendor posted the appropriate action code to place the participant in the correct WeCARE track, such as Wellness or Vocational Rehabilitation Services (VRS).

Now, once the Fair Hearing Worker posts the **16FH**, the system will post the proper WeCARE appointment code and place the participant in the appropriate WeCARE track automatically. The NYCWAY **Appointment** screen will appear with the appointment code, and the Fair Hearing Worker must select the appropriate date and time for the appointment, print the appointment letter and give it to the participant.

New Child Care
Action Codes

Two new action codes were created to indicate whether or not child care is active in the Automated Child Care Information System (ACCIS). The codes are:

- **133P** (Paid Child Care in ACCIS)
- **133Y** (ACCIS Child Care Is Terminated)

NYCWAY will post the **133P** when information has been received from ACCIS indicating that child care has been activated. NYCWAY will post the **133Y** when child care has been deactivated.

The **133Y** is self-completing and closes out the **133P**.

Disabling of Action
Code **16WP**

Action Code **16WP** has been disabled because it is no longer in use.

New Action Codes
10PT and **10PV** for
 Batch Call-In of
FA07 16WN Pool
 Participants

New NYCWAY action codes have been developed for participants coded **FA07** by HS Systems (HSS) who are currently in the **16WN** call-in pool.

- Action Code **10PT** has been posted by NYCWAY for participants in the eligibility batch call-in pool with Action Code **16WN**. This code generates the Reevaluation of Employability Status Appointment (**W-584M**) form to these participants, instructing them to report to the WeCARE Hub Center to meet with a Hub Center Worker to reevaluate their employability.

If the participant is determined employable, the Hub Worker will recommend to the participant to enroll in the Parks Program, if appropriate, as long as all other Parks criteria are met.

- If Parks is an appropriate assignment for the participant, the Worker will make the Parks referral via the EP and post Action Code **155G** (Referral to Parks/Grant Diversion).
 - If Parks is not an appropriate assignment for the participant, the Worker must assign the participant to the Employment Support Program (ESP) and Work Experience Program (WEP) via the EP and post a **125E** (Assignment to ESP Vendor) and a **120A** (FA Assignment to WEP Site). Participants with an ES code of **16** (Work Limited) will be offered clerical WEP assignments by the system.
 - If the participant requests training, the Worker must assign him/her to the Training Assessment Group (TAG) through the EP and post a **13TT** (Referral to Training Assessment Group – TAG).
- If the participant contacts the Worker because s/he cannot keep the scheduled **10PT** appointment, the Worker can reschedule the appointment by posting Action Code **10PV** (Reschedule FA07 Batch Call-In for Engagement). If a participant fails to report for the original or rescheduled appointment, the Worker must follow normal procedures to close the case using WMS Closing Code **N17** (Failure to Complete Eligibility Process).

Effective Immediately