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POLICY BULLETIN #06-87-OPE

REVISIONS TO W-206 FORM

Date: June 30, 2006	Subtopic(s): Forms
🖥 This procedure can now be accessed on the FIAweb.	The purpose of this policy bulletin is to inform Job Center staff of changes to the Top 25 Worklists for FIA Centers (**W-206**). This desk guide now lists important worklists that must be reviewed or acted upon daily and/or weekly. The **W-206** has also been renamed "Top Worklists for FIA Centers."
There are several hundred worklists in NYCWAY, but this desk guide lists only 32 of them.	Although this desk guide lists only 32 worklists, the other worklists in NYCWAY are also important and must be reviewed and acted upon per current procedure. The **W-206** has been revised to add or delete certain worklists. Some of the worklists relate to Job Stat indicators but all of them are beneficial to the service delivery provided by the Job Centers. The desk guide informs staff how often the worklists must be reviewed and what actions are required. The worklists are divided into the following categories: • Appointments – worklists with cases that have been scheduled for an appointment; • Assessments – worklists with cases where an action was taken but not completed; • Eligibility/Budgeting – worklists that require an eligibility decision and/or budget action; • Employment – worklists with cases where an **FIA3A** was initiated. The **FIA3A** could be complete and awaiting auto-rebudgeting; • Fair Hearing – worklists with cases in various stages of the Fair Hearing process, from MDR to compliance; • Finger Imaging – worklists with cases where an individual is in need of finger imaging;

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send an e-mail to *FIA Call Center*

Distribution: X

- Sanction Process – worklists with cases that must be processed for sanctioning; and
- Slot maintenance – worklists with cases that are being batch scheduled to the Job Center.

A sample of the form is attached.

Center Directors must designate staff to review and monitor these worklists. In addition, Center Directors must ensure that previous versions of the **W-206** are removed from circulation and recycled.

Effective Immediately

💻 Please use Print on Demand to obtain copies of forms.

Attachment:

W-206   Top Worklists for FIA Centers (Rev. 6/30/06)

Top Worklists for FIA Centers

Appointments	Worklist Description	Review Schedule	Required Action
CALLD	Lists all participants who have been scheduled for intake appointments at Job Centers.	Daily	Review cases of participants who have not received an appointment result. Determine whether the participant failed to keep the appointment or whether the intake outcome was not entered. If the participant kept the appointment but the Worker failed to enter the appointment kept code, enter the appropriate code in NYCWAY.
MARET	Lists individuals with mandatory applicant return appointments to the Center.	Daily	Identify applicants who have open appointments (appointments with no outcome code posted). If the applicant did not keep the appointment, enter the appropriate infraction code; these cases must be denied or closed (if SI). Cases must be checked individually to insure the Worker did not forget to close out the code.
SNCLD	Lists all participants scheduled for sanction call-in appointments.	Daily	Monitor cases for participants who have not received a result for the appointment. Determine whether the participant should be FTRd or whether the intake outcome was not entered. If the participant kept the appointment but the Worker failed to enter the appointment-kept code, enter the appropriate code in NYCWAY.
Assessments	Worklist Description	Review Schedule	Required Action
CSUPV	Lists cases where good cause was granted but the participant has not been given a work assignment.	Daily 2x	Monitor cases and reengage participants after good cause has been granted and no follow-up action was taken.
EASUB	Lists cases where an Employability Plan (EP) was initiated but not completed and the participant has barriers to employment.	Daily	Monitor cases where the EP indicates barriers but was not completed and take the necessary actions to complete the EP, ensuring that all barriers are being addressed.
EPSUB	Lists cases where an Employability Plan was initiated but not completed. This does not mean that the participant is unengaged or does not have barriers to employment.	Daily	Monitor cases where the EP was initiated but not completed and take the necessary actions to complete the EP and engage the participant, if necessary.
REVUE	Lists all participants who require review for possible manual call-in, such as non-payee individuals requiring call-in.	Monday	Monitor unengaged participants with no call in and post the appropriate call-in code for assessment/engagement.

Top Worklists for FIA Centers

Eligibility/Budgeting	Worklist Description	Review Schedule	Required Action
AUINF	Lists cases where the participant failed to report/comply with an eligibility-related appointment.	Daily	Process eligibility-related closings or line removals per current procedure.
CLOSE	Lists cases that failed to report/comply with an eligibility call-in appointment.	Daily	Monitor cases to identify participants who FTR to an eligibility appointment and close the case, if necessary.
GRNWD	Lists participants with provisional assignments (undercare and sanctioned clients) who remain in sanction status.	Daily	Monitor cases, lift sanctions and engage the participant.
ISAR	Lists application cases that failed to comply with the application requirements and the application must be denied or closed.	Daily	Designated Center liaison is responsible for monitoring this report.

Review cases for infractions and take appropriate action to deny/reject or close (if SI). Denial/closing must be completed before the case is inadvertently accepted. |
OCSSA	Lists cases that failed to cooperate/comply with OCSE and require the appropriate OCSE sanction/budget reduction.	Daily	Monitor cases that have failed to comply with OCSE requirements. Ensure that 25% budget reduction is implemented.
Employment	**Worklist Description**	**Review Schedule**	**Required Action**
EMPFT	Lists cases where an **FIA3A** was initiated for an individual who is employed full time. The budget may or may not go through the automated rebudgeting process.	Weekly	Monitor participants who are employed full time and active on PA and awaiting automated rebudgeting. Once the budget is completed, participant will appear on the **WMSUP** Worklist.
EMPPT	Lists cases where an **FIA3A** was initiated for an individual who is employed part time. The budget may or may not go through the automated rebudgeting process.	Weekly	Monitor participants who are employed part time and active on PA and awaiting automated rebudgeting. Once the budget is completed, determine whether participant can be engaged and assigned to WEP per current procedure.
FIA3A	Lists cases where an **FIA3A** was initiated but not yet signed off on by the Worker and/or Supervisor.	Daily	Monitor cases to ensure the **FIA3A** has been signed off on by the appropriate HRA staff.
FIA3V	Lists cases where an **FIA3A** was initiated by a vendor and now requires sign off by Job Center staff.	Daily	Job Center staff must review to ensure that vendor-initiated **FIA3A**s have been signed off.

Top Worklists for FIA Centers

Fair Hearing	Worklist Description	Review Schedule	Required Action
COMPA	Identifies applicants/participants with scheduled appointments for in-person interviews (**71II**) and documentation return (**71CI**) needed for the Fair Hearing compliance process.	Daily	For non-Model Centers, the AJOS II/Supervisor in charge of the Processing Unit will be responsible for printing and forwarding the **COMPA** Worklist to the Receptionist before the close of business each day. The CMU AJOS II must also pull up the **COMPA** Worklist the day before the scheduled appointment in order to advise the CMU JOS/Worker of the next day's appointments. For Model Centers, cases that appear on the **COMPA** Worklist will be mapped in FRED to the PA Appointments and CSIC Express queues. Therefore, when an applicant/participant comes in for this appointment, the Receptionist at Main Reception will conduct a case search and select the appointment (Action Code **71II** will map to PA appointment and **71CI** will map to CSIC Express) and give the applicant/participant the corresponding ticket. This will also alert the JOS/Worker that the applicant/participant is to be seen. The JOS/Worker must interview the applicant/participant or accept required documentation.
COMPL	Lists incomplete compliances (no **71CE**). Decisions that require actions by posting **71CH**.	Daily	Cases determined by the Fair Hearing Compliance Review Process to be incomplete must be handled by the Processing Unit AJOS I/Supervisor immediately. S/he must check the **COMPL** Worklist daily for Action Code **71CF** (Fair Hearing Review Return)**/71CH** (Fair Hearing Compliance Completion Required) returns. If any returns are found, s/he must print the Worklist and access the **W-186E** (Fair Hearing Tracking Sheet) to view what actions the Fair Hearing Tracking, Monitoring and Review Unit (FHTMRU) indicates need to be taken in order to complete the compliance.
MDREXPT	Lists those cases NYCWAY cannot identify. It provides the case number, suffix, Fair Hearing number, Center number, case name, MDR FAD and sequence number.	Daily	If the MDR/Designated Supervisor has found the correct line number for any of the cases on the exception report, s/he will need to correct that case using the **MDR Exception** report screen and the MDR Correction program.
FHOUT	Identifies cases where a Fair Hearing decision has been reached.	Daily	The Processing Unit supervisor is responsible for assigning cases on this worklist and ensuring that the necessary actions are taken to adhere to the Fair Hearing decision.
MDRMU	Lists cases where there is no indication in NYCWAY that the Fair Hearing packet was sent to FH&C. The packet could have been delivered to FH&C but the Worker or Supervisor failed to post the appropriate code in NYCWAY.	Daily	Ensure that Fair Hearing packets are handed over to FH&C units in a timely manner and the corresponding codes are entered in NYCWAY.
MDRSC	Lists cases scheduled for an MDR appointment.	Daily	Review case records prior to MDR appointment date to determine if the issue can be resolved or if contact with the participant is required.

Top Worklists for FIA Centers

Finger Imaging	Worklist Description	Review Schedule	Required Action
IMAGE	Lists cases where an individual on the case has not been finger-imaged.	Weekly	Monitor cases with individuals who require finger imaging and schedule appointments for them. Check WMS and NYCWAY to determine if finger imaging has already been completed, if not, schedule an appointment.
INTELL	Lists cases where an individual is scheduled for a finger imaging appointment but a finger imaging outcome has not been posted in NYCWAY.	Daily	Monitor finger imaging appointments and post the appropriate NYCWAY resolution codes.
Sanction Processing	**Worklist Description**	**Review Schedule**	**Required Action**
NOI	Lists cases where a sanction must be processed manually.	Daily	Monitored by NOI clerk. Manually sanction cases in accordance with current procedure and post Action Code **412** (Individual Removed – NOI sent) in NYCWAY.
NOIST	Lists cases where a sanction is in process or the action code relating to the sanction is about to expire. In these instances, the sanction must be processed manually.	Daily	Job Center staff must: - For participants with a **412** (Individual Removed – NOI Sent) – do nothing. The system will automatically post the **413** (NOI Expired) when the FAD for the **412** is reached. - For participants with a **413** (NOI Expired) – process the sanction or removal in WMS. The mailing period for the manual NOI has expired. - For participants with a **414** (Removal Completed Pending WMS Verification) – review these cases to find out why the sanction has not yet been processed in WMS. - Insure that the manual sanction does not error out.
SSUPV	Contains SNA applicants and single issuance individuals. When individuals become active or are denied or when individuals are involved in applicant appointments or applicant engagement activities, they are removed from this list.	Daily	Job Center staff must monitor the **410**s (NOI Sent – No Closing Received) to ensure that pending sanction action has been entered into WMS.
Slot Maintenance	**Worklist Description**	**Review Schedule**	**Required Action**
CONC	Lists SNA cases that require a conciliation appointment.	Daily	Review the cases that have infracted for employment intake appointments and maintain adequate slots for conciliation appointments.
CONC2	Lists FA cases that require a conciliation appointment.	Daily	Monitor the cases that have infracted for employment intake appointments and maintain adequate slots for conciliation appointments.
ENGAG	Lists individuals who are needed at home or are temporarily exempt and must be reassessed.	Weekly	Ensure the Center has an adequate number of slots for selected cases of batch call-in.
SNCAL	Lists sanctioned individuals who will be batch scheduled for appointments at the Job Center.	Weekly	Ensure the Center has adequate slots for selected cases of sanction call-in.
UNENG	Contains all unengaged individuals eligible for batch scheduling.	Daily	Select cases for batch call-in and ensure adequate slots are available.