
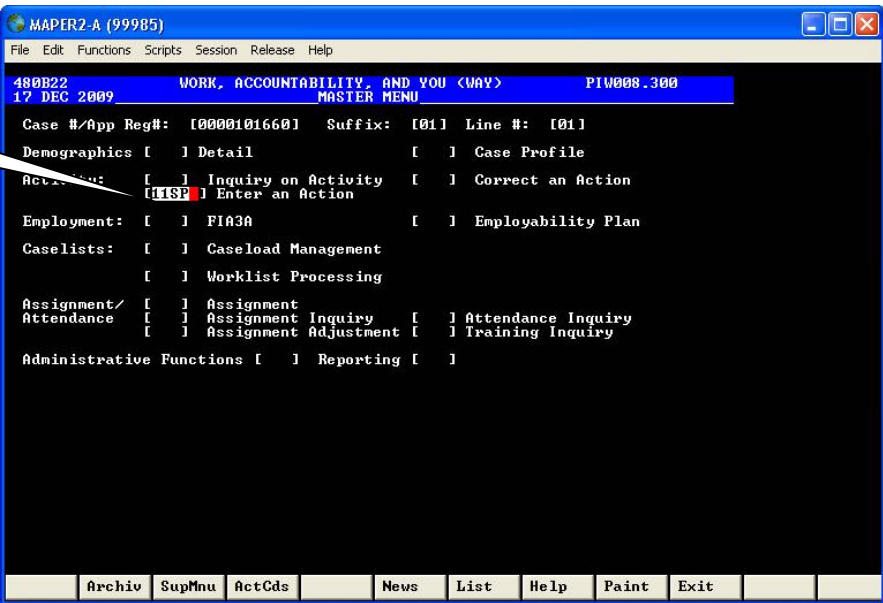


POLICY BULLETIN #09-141-SYS

(Use in conjunction with PD #09-30-OPE)

SIX MONTH MAILER – ADDING AN ADULT

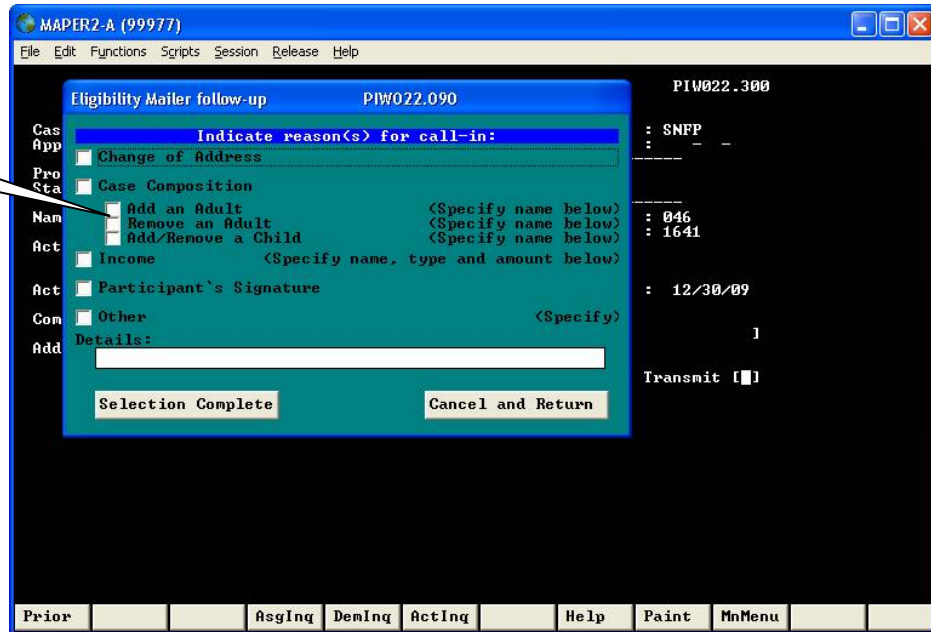
<p>Date: December 31, 2009</p>	<p>Subtopic(s): CA/FS Eligibility</p>
<p> This procedure can now be accessed on the FIAweb.</p> <p>NYCWAY Master Menu</p>	<p>The purpose of this policy bulletin is to inform Job Centers staff and Income Clearance Program (ICP) staff of new NYCWAY action codes created for the Six Month Mailer process. The action codes are used when the Mail-In Recertification/Eligibility Questionnaire (M-327h) form is completed by a participant and reveals a change in circumstances to a case that involves adding an adult to the household. ICP Staff will review the M-327h to determine if there is a change in the household's circumstances that must be processed by the Job Center. If the M-327h indicates a change and ICP cannot initiate the change, ICP will:</p> <ul style="list-style-type: none"> • Post Action Code 11SP (Six Month Mailer Pending Call in [CICS]) in the Enter an Action field on the NYCWAY Master Menu, Transmit and the Eligibility Mailer follow-up screen on the next page will appear. 

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center*

Eligibility Mailer-follow-up screen

Click for Add an Adult

Select all reasons that apply.

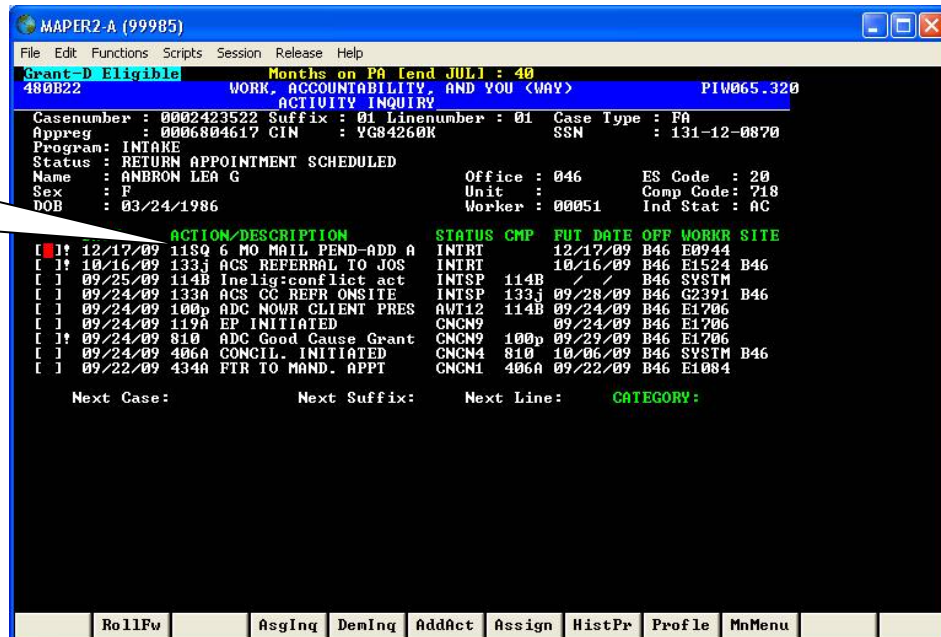


- If the change involves adding an adult to the household, click in the box for **Add an Adult** and click on **Selection Complete** and NYCWAY will automatically post Action Code **11SQ** (Six Month Mailer Pending Call-In), and the code appears on the **Activity Inquiry** screen.

Note: If Add an Adult is not selected, the case will remain in the **11SP** Call-In Pool.

Activity Inquiry screen

Action Code **11SQ** automatically posts.



NYCWAY will post Action Code **11SC** (Six Month Mailer Call In Appt [Route to CICS]) for cases in the **11SP** Call-In Pool.

At the Non-Model Center, the participant should meet with his/her JOS/Worker who will complete all the necessary actions.

N17 will be used until **V20** (Failure to Provide Verification) is programmed for an automated closing.

- When an appointment slot is available for the **11SQ** Call-In appointment, NYCWAY will automatically post Action Code **11AA** (Six Month Mailer Add Adult Appointment) to create an appointment for the participant. The system will mail the Six-month Mailer Notice to Return Documents or Report to the Job Center (**M-327m**) to the participant to advise him/her of the appointment.

When the participant reports to the Job Center for the appointment, the Front Door Receptionist will give the participant a Cash Assistance Appointment Ticket for all **11AA** appointments and a CSIC general ticket for all **11SC** appointments. The JOS/Worker will follow instructions outlined in PD #09-30-OPE, and will:

- post Action Code **11SK** (Six Month Mailer Appointment Kept [All Appointments]) if the participant appears for the appointment.
- post Action **11AR** (Six Month Mailer Add Adult Rescheduled Appointment) or **11SR** (Six Month Mailer Call In Appt Rescheduled [Route to CICS]) if the participant contacted the JOS/Worker to reschedule the appointment.
- If the participant fails to appear for the original or rescheduled appointment, NYCWAY will post Action Code **496M** (FTR/FTC 6-Month Mailer Appointment) after the Future Action Date (FAD) expires, and will initiate an **N17** (Failure to Complete Eligibility Process) closing in WMS.

Effective Immediately

Related Item:

[PD #09-30-OPE](#)