



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #12-39-SYS

NEW NYCWAY ELIGIBILITY CALL IN CODES

Date: May 10, 2012	Subtopic(s): Employment
<p> This procedure can now be accessed on the FIAweb.</p> <p>Refer to PD #11-28-ELI for detailed information on the WeCARE process</p> <p>Refer to Attachment A of PD #11-28-ELI for a listing of the Action Codes associated with WeCARE</p>	<p>The purpose of this policy bulletin is to inform Job Center and Fair Hearing Staff that in October 2011 a programming change was made to New York City Work, Accountability, and You (NYCWAY) to ensure that Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE) individuals previously determined exempt and unable to work, or unable to work and potentially eligible for federal disability benefits, are not called in for a mandatory work activity appointment until a new determination of employability status is made.</p> <p>This policy bulletin also provides information on the new NYCWAY Action Codes that have been developed to generate eligibility call-in appointment notices sent to: (1) exempt individuals who have requested a Fair Hearing challenging their eligibility infraction and (2) individuals who have requested a Fair Hearing contesting their employability.</p> <p>When an exempt individual Fails to Report (FTR) or Fails to Comply (FTC) with a WeCARE eligibility appointment, the WeCARE vendor may make escalating efforts to contact the individual. If needed, outreach will be performed by the vendor's case managers, and may include telephoning, sending letters, or making home visits, as necessary.</p> <p>If the outreach is unsuccessful, an Action Code autoposts to close the case for failing to comply with WeCARE requirements. The WeCARE vendor is responsible for initiating this action. Individuals will receive a Notice of Intent (NOI), which contains instructions on how to request a Fair Hearing to challenge the infraction. If the individual requests a Fair Hearing and aid to continue is granted, the closing action will pend until the outcome of the hearing.</p>

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 Fax* or fax to: (917) 639-0298

New information

NYCWAY has developed two Action Codes that will be used for generating eligibility call-in appointments to re-evaluate the exempt individual's employability status (ES) code while the fair hearing decision is pending. The individual's ES code at the time of the infraction, determines which Action Code will be used:

Refer to pages 1.4-5 through 1.4-7 of the [WMS Worker's Guide to Codes Manual](#) for ES Code definitions

- **11CE** – ELIGIBILITY CALL-IN APPOINTMENT ES 43
- **11CD** – ELIGIBILITY CALL-IN APPOINTMENT ES 36,41,42

New Information

NYCWAY has also developed Action Code **11FC** – ELIGIBILITY CALL-IN APPOINTMENT ES 70, for individuals who have requested a Fair Hearing to contest their employability (FH Action Code 711).

The **11FC** will not post until after a Fair Hearing outcome posts in NYCWAY for these individuals.

New information

The posting of the 11CE, 11CD, and 11FC Action Codes will generate a Reevaluation of Employability Status Appointment (**W-584M**) notice informing the individual that failing to report or cooperate with the mandatory eligibility appointment can result in the closing of his/her public assistance case.

If the individual FTR, Action Code **435U** (Failed to Report to Mandatory Appointment – unemployable) will post in NYCWAY. The **435U** will place the case on the **CLOSE** worklist for manual processing. However, the case will not be processed for closing until after a Fair Hearing outcome on the initial infraction posts in NYCWAY.

Effective Immediately

REFERENCE:

[WMS Worker's Guide to Codes](#) pages 1.4-5 – 1.4-7

RELATED ITEM:

[PD #11-28-ELI](#)