



FAMILY INDEPENDENCE ADMINISTRATION

Matthew Brune, Executive Deputy Commissioner



James K. Whelan, Deputy Commissioner
Policy, Procedures, and Training

Stephen Fisher, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #12-45-SYS

FOOD STAMP CHANGE CENTER SYSTEMATIC ENHANCEMENTS: IMPLEMENTATION OF AUTO ASSIGNMENT OF CASES AND THE AGILE COMMUNICATION ENVIRONMENT (ACE)

Date: June 19, 2012	Subtopic(s): POS
<p> This procedure can now be accessed on the FIAweb.</p> <p>New Process</p>	<p>The instructions and information provided in this policy bulletin are for staff at the Non Cash Assistance Food Stamp (NCA FS) Change Centers. They are informational for all other staff.</p> <p>An interview is required with an applicant/participant or authorized representative in order to establish eligibility or certify continued eligibility for FS. A completed application form and verification of certain information is also required to complete the eligibility determination process.</p> <p>Applicants/participants are given the opportunity to conduct these interviews by telephone.</p> <p>Two new systematic changes in the Paperless Office System (POS) have been developed to improve how interviews are conducted. These changes introduce the automatic assignment of cases for interviews and the integration of a new telephonic system known as the Agile Communication Environment (ACE), which will make telephone calls as well as monitor and track all call activity.</p> <p>The automatic assignment of cases for interviews will be based on staff schedules and availability. To ensure that the new automatic assignment is done correctly, a new worker scheduling interface has been created to account for staff work schedules (including lunch breaks) as well as scheduled leave time. The interface will only be accessible by staff at the Supervisor/ PAA level and higher.</p> <p>The new assignment function will assign cases to staff automatically based on the information contained in the scheduling interface as</p>

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send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

well as identification of staff as either an “Interviewer” or a “Non-Interviewer.” Additionally, for staff identified as “Interviewers”, additional identifiers of “Application Worker” or a “Recertification Worker” are required.

Another identifier that will be used is that of the language spoken by staff. This identifier will allow the automatic assignment function to match the language spoken by a voluntary bilingual staff member and the language spoken by the applicant/participant.

The new assignment system will be programmed to assign cases based on the expected length of the interview type. If, based on the availability of staff and the number of interviews to be conducted, there is an overflow, these interviews will be placed in an overflow queue and will be manually assigned by supervisors throughout the day.

The Center Director Designee will initiate the running of the auto assignment function through the POS NCA FS Calendar between **4:30 pm** and **7:30 pm**.

Note: To ensure all scheduled interviews are assigned, the new assignment function will systematically run after the close of business (**9:30 pm**) to capture and assign any interviews that may have been scheduled after the Center Director’s Designee initiated the auto assignment process.

While the new assignment function will automatically assign interviews for the following day, any assignments or adjustments that need to be made throughout the course of the day must still be done manually using the existing POS interfaces.

Refer to **Attachment A** for screen shots and detailed instructions on accessing and utilizing the new assignment function.

The second systematic change is the implementation of the Agile Communication Environment (ACE) system. ACE is a telephonic system that will be integrated with POS to assist in the telephone interview process. Workers will initiate the telephone interview process directly from their queue. ACE will record all contact attempts and results. Additionally, if the contact number is either incorrect or unavailable, ACE will instruct the worker where to look to secure the contact number (i.e. the scanned application, WMS, etc...). ACE will also allow for the recording of a new or modified contact telephone number.

Introduction of new ACE system

Refer to [PD #11-33-OPE](#) for servicing Limited English Proficient (LEP) individuals.

The integration of POS and ACE will also allow for the recording and tracking of language services offered to applicants and participants. ACE will pull the preferred language for speaking and for written notices and pre-fill the drop down boxes on the Telephone Contact and Tracking Language Access Indicators screen.

The worker will hit the "Call" button, the ACE system will initiate the telephone call, and a window will open to provide staff with instructions and possible scripts depending on the outcome of the phone call.

After reading the appropriate script, the worker must hit the "Close" button, which will return him/her to the Telephone Contact and Tracking Language Access Indicator screen where the result of the contact attempt must be recorded.

Based on the result of the contact attempt, the worker will choose one of the following call outcomes from a drop down menu of possible call outcomes:

- The applicant/participant answered and is available for the interview
- The applicant/participant answered and is not available, asks for a reschedule
- The applicant/participant answered and reports that he/she does not have enough minutes on their cell phone, would prefer a call back at a different telephone number
- Call went to voicemail or an answering machine
- The number you dialed is not in service
- At the customer's request this line is not accepting any incoming calls
- The subscriber has not set up their voicemail
- The voicemail is full and cannot take any messages
- The number you dialed is incorrect, please check the number and dial again
- Other (Must enter comment)

ACE records the results of the contact attempts and systematically updates the appointment status on the Food Stamp Application and Recertification logs except when the interview is rescheduled.

If contact is made but the individual indicates that he/she would like to reschedule the interview, a worker must manually access the Food Stamp Application or Recertification Log and reschedule the interview.

Once contact is made and the applicant/participant is able to conduct the interview at that time, the interview begins and the worker must complete the interview. At the conclusion of the interview, or at any point the interview activity is suspended, a window will open asking the worker if the interview was completed. If the interview was completed, the worker must enter a case comment and click the "End Call" button that will alert ACE to end the telephone call.

If an activity was suspended without the interview being completed, the worker must enter a comment indicating why he/she suspended the activity and click the "End Call" button. These cases will not be removed from the Food Stamp Application or Recertification Logs. When the worker restarts the activity from their queue, ACE provides a resume call interface where workers will again offer language services to the applicant/participant and continue with the interview.

Please refer to **Attachment B** for screen shots and detailed instructions on the use of the new ACE system.

These systematic changes entered production on June 18, 2012.

Effective Immediately

Attachments:

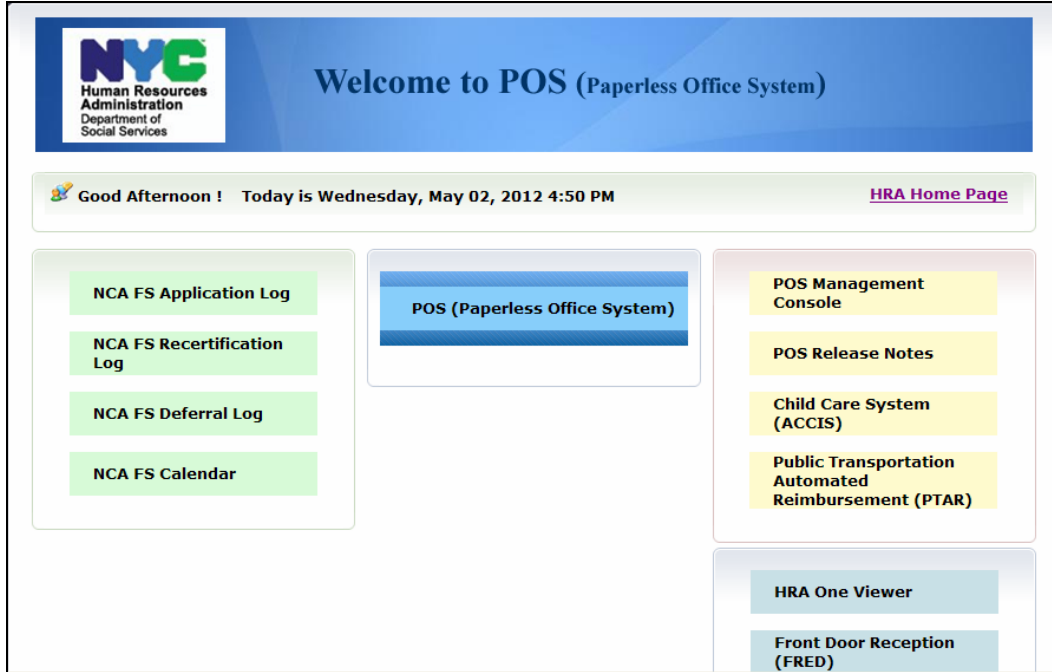
Attachment A

Attachment B

Attachment A

Accessing the assignment and worker designation interface

The Supervisor/PAA must access the **POS Portal** and click on the **NCA Calendar** link.



The screenshot shows the NYC POS (Paperless Office System) dashboard. At the top left is the NYC Human Resources Administration logo. The main header reads "Welcome to POS (Paperless Office System)". Below the header, a status bar displays "Good Afternoon ! Today is Wednesday, May 02, 2012 4:50 PM" and a link to "HRA Home Page". The dashboard is organized into several sections: a left sidebar with links for "NCA FS Application Log", "NCA FS Recertification Log", "NCA FS Deferral Log", and "NCA FS Calendar"; a central "POS (Paperless Office System)" button; a right sidebar with links for "POS Management Console", "POS Release Notes", "Child Care System (ACCIS)", and "Public Transportation Automated Reimbursement (PTAR)"; and a bottom right section with links for "HRA One Viewer" and "Front Door Reception (FRED)".

They must enter their **WMS User ID** and **password** and select their center in the **FS Sites** menu to login.



The screenshot shows the NYC NCA FS Calendar login page. At the top left is the NYC Human Resources Administration logo. The page title is "login" and "NCA FS Calendar". The main heading is "Enter your WMS User ID and Password to login". Below this, there are three input fields: "User ID", "Password", and "FS Sites" (a dropdown menu). At the bottom of the form are two buttons: "LOGIN ►" and "CLEAR". At the bottom left, there are links for "POS Portal", "HRA Home", and "Help". At the bottom right, there is a message: "If you forget your password please contact Help desk: 718-510-0551 or send email to: Helpdesk-POS@hra.nyc.gov".

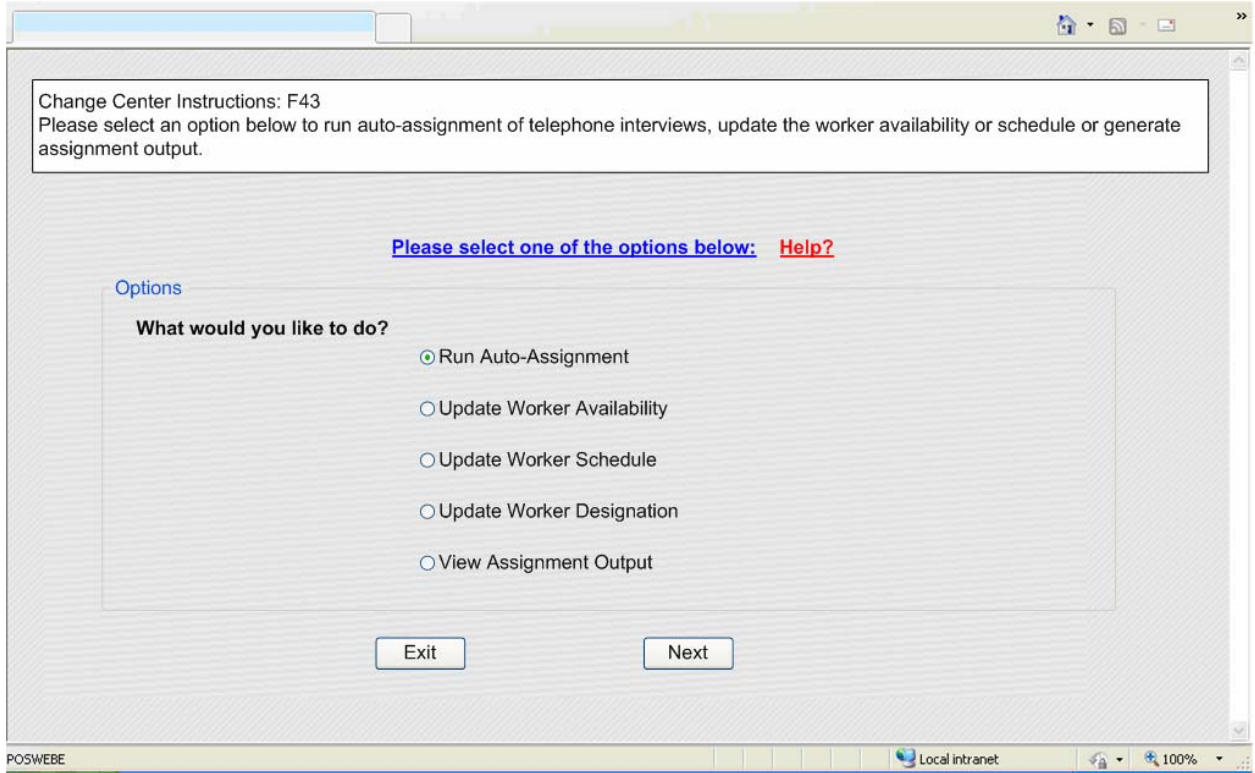
Attachment A

Selection Window

The first window will be the **Selection** window, which will include the following options:

- Run Auto-Assignment
- Update Worker Availability
- Update Worker Schedule
- Update Worker Designation
- View Assignment Output

The Supervisor/PAA 1 must make a selection and click the **Next** button to continue.



Attachment A

Auto-Assignment Window

In the Auto-Assignment window, the Supervisor/PAA 1 must select **Run Auto-Assignment for Applications** or **Run Auto-Assignment for Recertification** and click on the **Run** button to run the systematic assignment process.

Once the systematic assignment process is completed, the Supervisor/PAA 1 can click the **Back** button to return to the Selection window or the **Exit** button to close the **FS Calendar**.

The screenshot shows a web-based interface for the Auto-Assignment process. At the top, a message box contains the text: "Change Center Instructions: F43" and "Please select an option below to run auto-assignment for applications or recertifications". Below this, a blue link reads "Please select one of the options below:" followed by a red "Help?" link. The main content area is titled "Options" and asks "What would you like to do?". There are two radio button options: "Run Auto-Assignment for Applications" (which is selected) and "Run Auto-Assignment for Recertifications". Under the first option, there is a "Run" button and a "Status: In Progress" text box. Under the second option, there is a "Run" button and a "Status: NA" text box. At the bottom of the options area, there are two buttons: "Exit" and "Back". The interface is displayed in a browser window with a taskbar at the bottom showing "POSWEBE" and "Local intranet".

Attachment A

Worker Availability Window

The **Worker Availability** window allows the Supervisor to indicate whether the Worker is available or unavailable for interviews. This window will retrieve the ID, name and title for the Worker from the **POS Enrollment** window.

The Supervisor must indicate **Yes** or **No** in the **Available** field. The default entry will be **Yes**. If the Supervisor selects **No**, they must select the **Start Date** and **End Date**. When the Start Date or End Date field is clicked, a mini-calendar will appear, allowing the Supervisor/PAA 1 to select the date.

The Supervisor/PAA 1 can select specific times for the Worker's unavailability by selecting the row for the Worker and clicking on the **Update Times** button.

Change Center Instructions: F43
Please update the Worker's availability below [Help?](#)

ID	Worker Name	Title	Available	Start Date	End Date	Times
		FS Eligibility Specialist	Yes			
		FS Eligibility Specialist	Yes			
		FS Eligibility Specialist	No	6/18/2012	6/25/2012	All
		FS Eligibility Specialist	Yes			
		FS Eligibility Specialist	Yes			
		FS Eligibility Specialist	Yes			
		FS Eligibility Specialist	Yes			
		FS Eligibility Specialist	Yes			
		FS Eligibility Specialist	Yes			
		FS Eligibility Specialist	Yes			
		FS Eligibility Specialist	Yes			
		FS Eligibility Specialist	Yes			
		FS Eligibility Specialist	Yes			
		FS Eligibility Specialist	No	6/25/2012	7/6/2012	All
		FS Eligibility Specialist	Yes			

Exit Back

Update Times Save Changes

POSWEBE Local intranet 100%

Attachment A

Update Times Window

The **Update Times** window allows the Supervisor to indicate the times that the Worker will be unavailable.

The Supervisor can indicate up to 3 time ranges that the Worker will not be available within a day. They can apply this time to all days or specify time ranges for each business day.

Change Center Instructions: F43
Please indicate the times that the Worker will not be available to conduct interviews. [Help?](#)

Worker Information: [Redacted] [Text Box]
Schedule: [Redacted] [Text Box]

Apply same times to all dates? Yes

Date	Start Time 1	End Time 1	Start Time 2	End Time 2	Start Time 3	End Time 3
6/18-6/25/2012	09:00 AM	05:00 PM				

POSWEBE Local intranet 100%

Change Center Instructions: F43
Please indicate the times that the Worker will not be available to conduct interviews. [Help?](#)

Worker Information: [Redacted] [Text Box]
Schedule: [Redacted] [Text Box]

Apply same times to all dates? No

Date	Start Time 1	End Time 1	Start Time 2	End Time 2	Start Time 3	End Time 3
6/18/2012	09:00 AM	05:00 PM				
6/19/2012	09:00 AM	05:00 PM				
6/20/2012	09:00 AM	05:00 PM				
6/21/2012	09:00 AM	05:00 PM				
6/22/2012	09:00 AM	05:00 PM				
6/25/2012	2:00 PM	03:00 PM				
6/26/2012	09:00 AM	05:00 PM				
6/27/2012	09:00 AM	05:00 PM				
6/28/2012	09:00 AM	05:00 PM				
6/29/2012	09:00 AM	05:00 PM				
7/2/2012	09:00 AM	05:00 PM				
7/3/2012	09:00 AM	05:00 PM				
7/5/2012	09:00 AM	05:00 PM				
7/6/2012	09:00 AM	11:00 AM	03:00 PM	05:00 PM		

POSWEBE Local intranet 100%

Attachment A

Worker Schedule Window

The **Worker Schedule** window allows the Supervisor to indicate the standard work schedule for each Worker, including days of the week, schedule and lunch hour. This window will retrieve the ID, name and title for the Worker from the **POS Enrollment** window.

The Supervisor has the following options in the Schedule menu:

- Arrives 8:00 AM and leaves 4:00 PM (Mon-Fri)
- Arrives 8:00-8:30 AM and leaves 4:00-4:30 PM (Mon-Fri)
- Arrives 8:45-9:15 AM and leaves 4:45-5:15 PM (Mon-Fri)
- Arrives 9:00 AM and leaves 5:00 PM (Mon-Fri)
- Arrives 9:30-10:00 AM and leaves 5:30-6:00 PM (Mon-Fri)
- Arrives 10:00 AM and leaves 6:00 PM (Mon-Fri)
- Arrives 11:00 AM and leaves 7:00 PM (Mon-Fri)
- Arrives 9:00 AM and leaves 5:00 PM (Tues-Sat)
- Arrives 10:00 AM and leaves 6:00 PM (Tues-Sat)

The Supervisor has the following options in the Lunch menu:

- 12-1 PM
- 1-2 PM
- 2-3 PM

Change Center Instructions: F43
Please update the Worker schedules below [Help?](#)

ID	Worker Name	Title	Mon	Tues	Wed	Thu	Fri	Sat	Schedule	Lunch
		FS Eligibility Specialist	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	9:00 AM-5:00 PM	1:00 PM-2:00 PM
		FS Eligibility Specialist	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	9:00 AM-5:00 PM	1:00 PM-2:00 PM
		FS Eligibility Specialist	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	9:00 AM-5:00 PM	1:00 PM-2:00 PM
		FS Eligibility Specialist	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	9:00 AM-5:00 PM	1:00 PM-2:00 PM
		FS Eligibility Specialist	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	9:00 AM-5:00 PM	1:00 PM-2:00 PM
		FS Eligibility Specialist	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	9:00 AM-5:00 PM	1:00 PM-2:00 PM
		FS Eligibility Specialist	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	9:00 AM-5:00 PM	1:00 PM-2:00 PM
		FS Eligibility Specialist	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	9:00 AM-5:00 PM	1:00 PM-2:00 PM
		FS Eligibility Specialist	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	9:00 AM-5:00 PM	1:00 PM-2:00 PM
		FS Eligibility Specialist	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	9:00 AM-5:00 PM	1:00 PM-2:00 PM
		FS Eligibility Specialist	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	9:00 AM-5:00 PM	1:00 PM-2:00 PM
		FS Eligibility Specialist	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	9:00 AM-5:00 PM	1:00 PM-2:00 PM
		FS Eligibility Specialist	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	9:00 AM-5:00 PM	1:00 PM-2:00 PM

Exit Back Save Changes

POSWEBE Local intranet 100%

Attachment A

Worker Designation

The **Worker Designation** window allows the Supervisor to indicate whether the Worker works in the application unit, the recertification unit or if they are not an interviewer. It also allows the Supervisor to indicate the region to which the Worker is designated and the language spoken by a voluntary bilingual Worker. This window will retrieve the ID, name and title for the Worker from the **POS Enrollment** window.

The Supervisor has the following options in the Interview menu:

- Application
- Recertification
- Non-Interviewer

The Supervisor has the following options in the Region menu for the North Brooklyn Change Center (F24):

- South Brooklyn F22
- South Brooklyn F28
- North Brooklyn F20
- North Brooklyn F21
- North Brooklyn F26

The Supervisor has the following options in the Region menu for the Long Island City Change Center (F43):

- Bronx F40
- Bronx F45
- Bronx F46
- Manhattan F02
- Manhattan F13
- Manhattan F14
- Manhattan F19
- Queens F53
- Queens F54
- Queens F79
- Staten Island F99

Attachment A

The Supervisor must also designate a spoken language for each Worker. The default selection will be English.

Change Center Instructions: F43
Please update the Worker's interview type, region and spoken language below. [Help?](#)

ID	Worker Name	Title	Interviewer Type	Region	Spoken Language
		FS Eligibility Specialist	Application	Manhattan F02	English
		FS Eligibility Specialist	Application	Manhattan F02	English
		FS Eligibility Specialist	Application	Manhattan F02	English
		FS Eligibility Specialist	Application	Manhattan F02	English
		FS Eligibility Specialist	Application	Manhattan F02	English
		FS Eligibility Specialist	Application	Manhattan F02	Spanish
		FS Eligibility Specialist	Application	Manhattan F02	English
		FS Eligibility Specialist	Application	Manhattan F02	English
		FS Eligibility Specialist	Application	Manhattan F02	English
		FS Eligibility Specialist	Application	Manhattan F02	English
		FS Eligibility Specialist	Application	Manhattan F02	English
		FS Eligibility Specialist	Application	Manhattan F02	Russian
		FS Eligibility Specialist	Recertification	Manhattan F02	English
		FS Eligibility Specialist	Recertification	Manhattan F02	English
		FS Eligibility Specialist	Non-Interviewer	Manhattan F02	English

Exit Back Save Changes

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Attachment A

View Assignment Output Window

The **View Assignment Output** window allows the Supervisor to view a history of assignments for the change center, for planning and projections.

The Supervisor can select a date range for the assignment output and filter the output by the type of appointment (Application, Recertification, All), the home center for the application or recertification appointment, the Worker or queue to whom the application or recertification interview was assigned.

Change Center Instructions: F43
Please select an option below to view auto-assignment data for applications. [Help?](#)

Type: All
Center: All
Start Date: 03/19/2012
Worker: All
End Date: 03/19/2012

ID	Worker Name	Region	Case No	Case Name	Appt Date	Appt Time	Case Language	Worker Language
[Redacted Data]								

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Attachment B

Assignment of interviews

The interviews are assigned to the Workers via new auto-assignment system on the night before the appointments. If based on the availability of staff and the number of interviews to be conducted, there is an overflow, these interviews will be placed in an overflow queue and will be manually assigned by supervisors throughout the day.

Accessing the FS Application Interview and FS Recertification Interview

The Worker accesses their queue and selects the FS Application Interview or FS Recertification Interview filter. The Worker then clicks on the **Scheduled For** column header to sort the activities in their queue and selects the next interview activity.

FS POS 6.2 - [Activities Management] 8:40:17 AM Saturday, May 19, 2012

File Edit Tools Window Help

F43 FS Eligibility Specialist Queue

Unit Filter
Worker Center
CMU
Uncovered

Activity Type Filter
 FS Application Interview
 EFS Issuance
 FS Recert Interview
 FS Change Case Data
 Error Corrections
 Other

Activity Approve Filter
 Approve FS Application Interview
 Approve EFS Issuance
 Approve FS Recertification
 Approve FS Change Case Data
 Approve Error Corrections
 Approve Other

Activity Status Filter
 Suspended Removed
 Not Scheduled Completed
 Not Started

Activity Alert Filter
 Coming Due
 Overdue

Filter Clear

Due Date	Alert	Case Name	Case No	Sur	Received From	Scheduled For
5/19/12						5/19/12 9:30 am
5/19/12						5/19/12 10:00 am

Start Assign Remove Schedule Reopening Update Disposition WMS View Your Schedule Comment

When the Worker selects the activity and clicks the **Start** button, the new Telephone Contact and Tracking Language Access Indicators window opens.

Attachment B

Telephone Contact and Tracking Language Access Indicators Window

Telephone Contact and Tracking Language Access Indicators

Please click the Call button to initiate the telephone call. The Script window will open. You must select the outcome of the call in the Call Outcome field.

Applicant is:

Appointment Type: Contact Attempt #:

Case Number:

Case Name:

Casehead Name:

Contact Number: Extension:

Preferred Language for Speaking: Preferred Language for Written Notices:

Call Outcome:

Does the applicant want to use HRA's free interpretation services? Yes No

POS will retrieve the following information from the Application Interview Log or Recertification Interview Log and the POS record:

- Instructions
- Applicant is
- Appointment Type
- Contact Attempt #
- Case Number
- Case Name
- Casehead Name
- Contact Number / Extension
- Preferred Language for Speaking

Attachment B

- Preferred Language for Written Notices

The Worker clicks on the **Call** button to initiate the call. POS will connect to ACE and make the call using the contact number retrieved for the case. The Script window appears, guiding the Worker with the proper greetings and information upon reaching the applicant/participant, another individual or a voice mail machine.

Telephone Contact and Tracking Language Access Indicators

Telephone Contact Script – please use the text below if you are able to reach the casehead:

Hello, I am calling for JOHN DOE. Are they available?

Instruction to Worker:
If the applicant/participant is available, conduct the interview.
If the applicant/participant answers No, ask the following:

Since we are unable to conduct the interview, when would be a better time to contact you?

Telephone Contact Script – please use the text below if you are not able to reach the casehead:

Hello, this is JOSEPH SMITH and I am calling regarding the scheduled telephone interview for JOHN DOE. Please let JOHN DOE know that we will try to contact them again later today or please have them call 212-555-1213 to reschedule the interview.

Telephone Contact Script for voicemail:

Hello, this is JOSEPH SMITH and I am calling about your scheduled telephone interview for JUNE 18, 2012. We will call you back at a later time. Thank you."

Close


The Worker clicks Close to return to the Contact window and enter the **Call Outcome**. The following options appear in the menu:

- The applicant/participant answered and is available for the interview
- The applicant/participant answered and is not available, asks for a reschedule
- The applicant/participant answered and reported that he/she does not have enough minutes on their cell phone, would prefer a call back at a different telephone number.
- Call went to voicemail or answering machine.
- The number you dialed is not in service.
- At the customer's request, this line is not accepting any incoming calls.
- The subscriber has not set up their voice mail.
- The voice mail is full and cannot take any messages.

Attachment B

- The number you dialed is incorrect, please check the number and dial again (Check LDSS-4826/WMS for contact number)
- Other (Comment Required)

Successful Contact


Call Outcome: 

Please indicate whether the applicant wants to use HRA's free interpretation services.

If the applicant/participant's preferred language for speaking or written notices is not English, the following required question appears in the **Contact** window: "Does the applicant want to use HRA's free interpretation services?"

If the applicant/participant does not want to use HRA's free interpretation services, the Worker must indicate the reason:

Does the applicant want to use HRA's free interpretation services? Yes No

Provide reason stated by the applicant: 

If the Worker indicates that the applicant/participant is available for the interview, they will be able to click **Continue** to start the interview.

Unsuccessful Contact - New Contact Number

If the Worker is able to reach the applicant/participant, but they ask to be contacted at a different telephone number, the Worker must indicate whether the applicant/participant wants to reschedule the interview and must record the new contact number.

If the applicant/participant wants to reschedule the interview, the Worker clicks **Continue** after recording the new contact number and access the Application Interview Log or Recertification Interview Log to reschedule the case.

If the applicant/participant does not want to reschedule the interview, a **Call Again** button appears to allow the Worker to call the applicant/participant at the new contact number. This number is saved to the Application Interview Log or the Recertification Interview Log when the **Contact** window is closed.

The Worker must record the outcome of the new call. If the Worker indicates that the applicant/participant is available for the interview, they will be able to click **Continue** to start the interview.

Attachment B

Call Outcome: The applicant/participants answered and reported that he/she does not have enough minutes on their cell phone, would prefer a call back at a different telephone number.

Reschedule the interview? Yes No

Please enter the new contact number and click the **Call Again** button.

New Contact Number: (212) 555-2345 **Extension:**

Call Again **Call Time:** 3/22/2012 11:45 AM

Call Outcome: The client answers and is available for the interview.

Unsuccessful Contact – Incorrect Number

If a message is received that the dialed number is incorrect, the Worker must check the LDSS-4826 form and WMS to confirm the contact number. The Worker indicates whether the contact number matches.

If the number matches, the Worker must click **Yes** and **Continue** to exit the **Contact** window.

If the number does not match, the Worker records the new contact number and clicks **Call Again** to initiate a call to the corrected contact number. This number is saved to the Application Interview Log or the Recertification Interview Log when the **Contact** window is closed.

The Worker must record the outcome of the new call. If the Worker indicates that the applicant/participant is available for the interview, they will be able to click **Continue** to start the interview.

Call Outcome: The number you dialed is incorrect, please check the number.

Please check the LDSS-4826 application form and WMS to confirm the contact number.

Does the contact number match? Yes No No Phone Number Found

New Contact Number: (212) 555-2345 **Extension:**

Call Again **Call Time:** 3/22/2012 11:45 AM

Call Outcome: The client answers and is available for the interview.

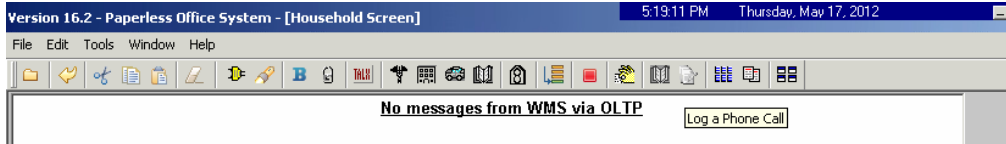
Call Outcome of Other

If the call outcome selected is **Other (Comment Required)**, a comment text box opens and the Worker must enter a detailed case comment.

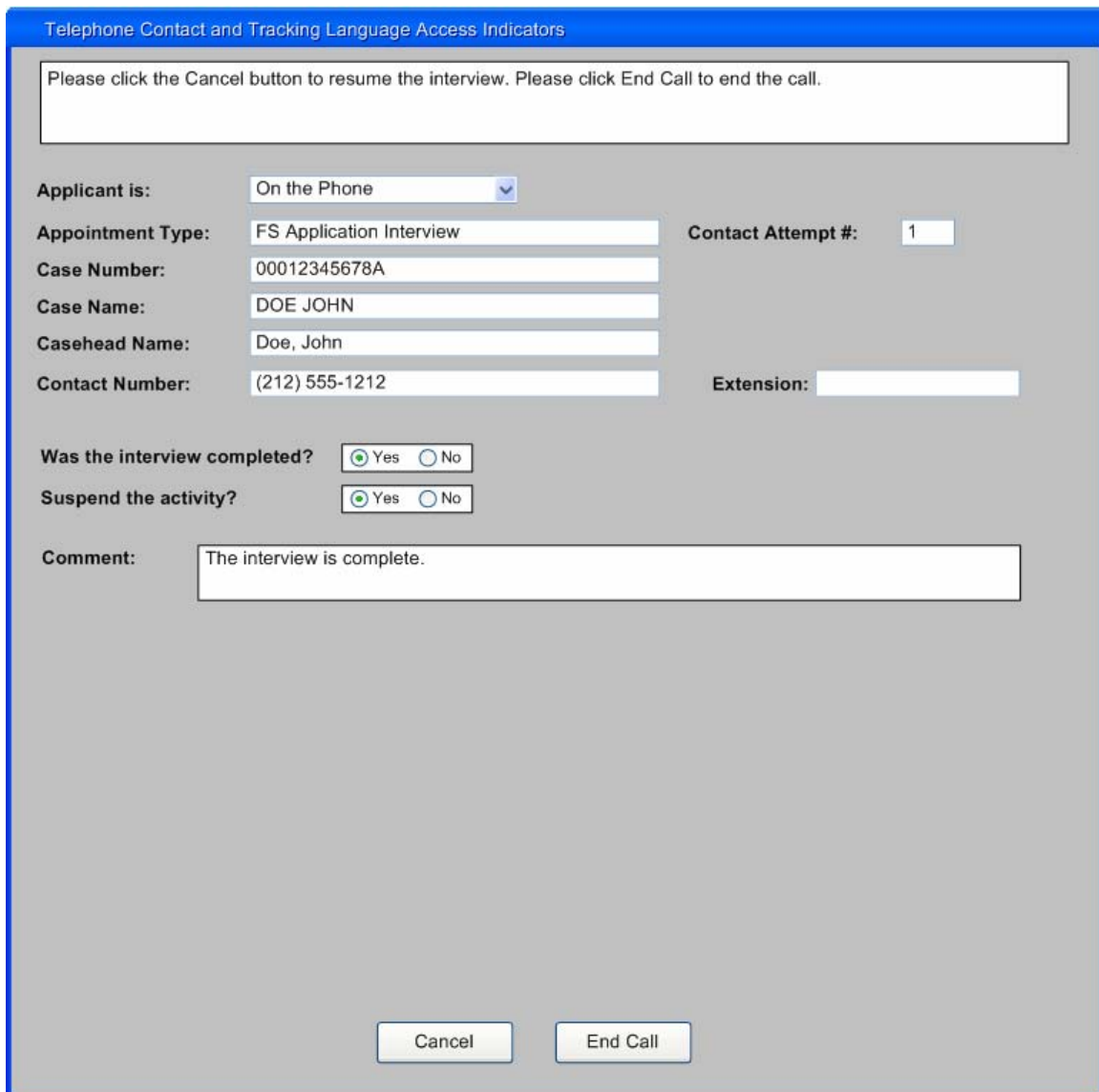
Attachment B

Ending a call

To end a call, the Worker will click on the new **End Call** icon in the POS tool bar or the **End Call** option in the Tools menu.



The **Contact** window appears and the Worker indicates whether the interview is completed and whether the activity should be suspended. The Worker must enter a case comment.

A screenshot of a software window titled 'Telephone Contact and Tracking Language Access Indicators'. The window contains a text box at the top with the instruction: 'Please click the Cancel button to resume the interview. Please click End Call to end the call.' Below this is a form with several fields: 'Applicant is:' with a dropdown menu set to 'On the Phone'; 'Appointment Type:' with a text box containing 'FS Application Interview'; 'Case Number:' with a text box containing '00012345678A'; 'Case Name:' with a text box containing 'DOE JOHN'; 'Casehead Name:' with a text box containing 'Doe, John'; 'Contact Number:' with a text box containing '(212) 555-1212'; 'Contact Attempt #:' with a text box containing '1'; and 'Extension:' with an empty text box. There are two radio button questions: 'Was the interview completed?' with 'Yes' selected, and 'Suspend the activity?' with 'Yes' selected. At the bottom, there is a 'Comment:' field with a text box containing 'The interview is complete.' and two buttons: 'Cancel' and 'End Call'.

Attachment B

Resuming a call

If the Worker ends a call without completing the interview and returns to the FS Application Interview or FS Recertification Interview, the **Contact** window appears and allows the Worker to call the applicant/participant back and resume the interview.

The Worker must record the outcome of the new call. If the Worker indicates that the applicant/participant is available for the interview, they will be able to click **Continue** to start the interview.

Telephone Contact and Tracking Language Access Indicators

Please click the Call button to resume the interview.

Applicant is:

Appointment Type: Contact Attempt #:

Case Number:

Case Name:

Casehead Name:

Contact Number: Extension:

Preferred Language for Speaking: Preferred Language for Written Notices:

Call Time: 3/22/2012 11:54 AM

Call Outcome:

Comment:

Please indicate whether the applicant wants to use HRA's free interpretation services.

Does the applicant want to use HRA's free interpretation services? Yes No

Provide reason stated by the applicant: