



# FAMILY INDEPENDENCE ADMINISTRATION


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## POLICY BULLETIN #12-94-OPE (This Policy Bulletin Replaces PB #10-19-OPE)

### FAIR HEARING CONFERENCE REFERRAL FOR ELIGIBILITY REVIEW PROCESS

<b>Date:</b> September 13, 2012	<b>Subtopic(s):</b> Fair Hearing
<p> This procedure can now be accessed on the FIAweb.</p> <p>FH&amp;C Worker</p>	<p>The purpose of this policy bulletin is to inform Job Center and Fair Hearing and Conference (FH&amp;C) staff of the new system generated <b>105F</b> (FTR/FTC to Eligibility Appt) New York City Work, Accountability and You (NYCWAY) Action Code.</p> <p>This policy bulletin also serves to remind Job Center staff that they <b>must</b> enter Action Code <b>11FK</b> (Referral from FH&amp;C for Eligibility Assessment Kept) when participants meet with them after being referred by FH&amp;C. FH&amp;C will refer participants using Action Code <b>11FH</b> and the Fair Hearing and Conference (FH&amp;C) Unit Referral for Eligibility Review (<b>W-180R</b>) form.</p> <p>Additionally, the <b>W-180R</b> form has been updated to clarify the referral language and to provide a space to capture the participant's signature.</p> <p>When a participant's adverse eligibility related action is resolved in a conference with FH&amp;C, the FH&amp;C staff will:</p> <ul style="list-style-type: none"> <li>• Review NYCWAY to find the infraction and post an <b>820</b>/series Action Code to settle it (if the eligibility infraction occurred in NYCWAY).</li> <li>• Post Action Code <b>11FH</b> (Referral from FH&amp;C for Eligibility Assessment) in NYCWAY.</li> <li>• Select the original eligibility infraction from the Drop-down menu attached to the <b>11FH</b> in NYCWAY.</li> <li>• Write a detailed case note entry using the comment section of the <b>11FH</b> in NYCWAY.</li> <li>• Annotate the <b>W-180R</b> with the outstanding eligibility issue(s), sign and date the form and provide his/her telephone number.</li> </ul>

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

- Have the participant sign and date the completed **W-180R**.
- Scan and index the **W-180R** into the electronic case record.
- Give the participant the completed **W-180R**.

**Note:** In Model Centers, the FH&C Worker will also issue a ticket through the Model Office Numbering, Identification, and Queuing (MONIQ) system referring the participant on the same day to a JOS/Worker or Specialist Worker in the Case Management Unit (CMU).

When a participant reports to the JOS/Worker for an eligibility review, the JOS/Worker **must**:

Job Center JOS/Worker

- Post Action Code **11FK** (Referral from FH&C for Eligibility Assessment Kept) in NYCWAY.
- Review the comments on the **W-180R** form and those entered as part of the **11FH**.
- Process the case accordingly.

New Action Code

If the participant does not report to the JOS/Worker for the **11FH** referral, NYCWAY Action Code **105F** (FTR/FTC to Eligibility Appt) will autopost four days from the date the **11FH** was posted, and place the case on the **CLOSE** Worklist.

For cases on the **CLOSE** Worklist, the NOI Clerk will:

Revised Information

- Review the **CLOSE** Worklist to identify those cases with an open **105F**.
- Close the case using closing code **N17** (Failure to Complete Eligibility Process), when the participant is the legally responsible adult, or remove the non-legally responsible adult from the case, using individual line closing code **Y99** (Other – Manual Notice Required).

Refer to [PD #08-23-OPE](#)

- Follow current manual NOI procedures to process the case beginning by posting Action Code **412U** (NOI Sent – Eligibility).

*Effective Immediately*

**Related Items:**

[PD #08-23-OPE](#)

[PB #09-62-SYS](#)

**Attachments:**

- W-180R** Fair Hearing and Conference (FH&C) Unit Referral for Eligibility Review (Rev. 9/13/12)
- W-180R (S)** Fair Hearing and Conference (FH&C) Unit Referral for Eligibility Review (Spanish) (Rev. 9/13/12)

☞ Please use Print on Demand to obtain copies of forms

Date: \_\_\_\_\_  
Case Name: \_\_\_\_\_  
Case Number: \_\_\_\_\_  
Center: \_\_\_\_\_

### Fair Hearing and Conference (FH&C) Unit Referral for Eligibility Review

Today you were seen by the FH&C Unit to discuss an eligibility-related issue. As a result of the conference, we are referring you to a Job Opportunity Specialist (JOS) today to complete this process.

Please bring this form with you and present it to the Job Opportunity Specialist (JOS) at your Job Center to address the following eligibility issue(s).

SAMPLE

Participant Signature \_\_\_\_\_ Date \_\_\_\_\_

FH&C Worker Signature \_\_\_\_\_ Date \_\_\_\_\_ Telephone Number \_\_\_\_\_

**YOUR FAILURE TO KEEP THIS APPOINTMENT MAY RESULT IN  
YOUR BENEFITS BEING REDUCED OR DISCONTINUED**

Fecha: \_\_\_\_\_

Nombre del Caso: \_\_\_\_\_

Número del Caso: \_\_\_\_\_

Centro: \_\_\_\_\_

**Unidad de Audiencias Imparciales y Conferencias  
(Fair Hearing and Conference FH&C Unit)  
Envío para Revisión de Elegibilidad**

Usted fue atendido(a) hoy por la Unidad de Audiencias Imparciales y Conferencias (Fair Hearings and Conference FH&C Unit) para tratar un asunto relacionado con la elegibilidad. A raíz de esta conferencia, le estamos enviando a un Especialista de Oportunidades Laborales (Job Opportunity Specialist – JOS) hoy día para poder completar este trámite.

Por favor traiga este formulario y muéstreselo al Especialista de Oportunidades Laborales en su Centro de Trabajo para tratar los siguientes asunto(s) de elegibilidad.

SAMPLE

\_\_\_\_\_  
Firma del Participante

\_\_\_\_\_  
Fecha

\_\_\_\_\_  
Firma del Trabajador de FH&C

\_\_\_\_\_  
Fecha

\_\_\_\_\_  
Número de Teléfono

**EL INCUMPLIMIENTO DE ESTA CITA PODRÍA RESULTAR EN  
LA REDUCCIÓN O DISCONTINUACIÓN DE SUS BENEFICIOS**