



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #13-08-SYS

(This Policy Bulletin replaces PB #12-39-SYS)

NYCWAY ELIGIBILITY CALL IN CODES

Date: February 5, 2013	Subtopic(s): Eligibility
<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>Revision to the Original Policy Bulletin:</p> <p>This policy bulletin is being revised to provide instructions for re-evaluating participants who respond to their eligibility call-in appointments after initially infracting with the Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE) program and subsequently requesting a Fair Hearing.</p> <p>Purpose:</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 NYCWAY Action Codes developed to generate eligibility call-in appointment notices sent to: (1) exempt individuals who have requested a Fair Hearing challenging their WeCARE 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>

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

Refer to Attachment A of [PD #11-28-ELI](#) for a listing of the Action Codes associated with WeCARE

If outreach is unsuccessful at the end of an 11 day outreach period, an Action Code autoposts in NYCWAY to close the case for failing to comply with WeCARE eligibility requirements. 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.

Compliance with WeCARE is an eligibility requirement

Note: As a condition of eligibility for Cash Assistance (CA), resources must be evaluated and verified to determine an individual's potential to remove or reduce the need for CA. One such resource is potential employability. Compliance with WeCARE is necessary to determine employability, assist participants in becoming employable, or to assist them in obtaining disability related income and thus removing their need for CA.

Since compliance with WeCARE is necessary to meet an eligibility condition for CA, failing to comply with WeCARE is deemed an eligibility related infraction and may lead to a case closing.

In May, 2012, NYCWAY developed two Action Codes used for generating eligibility call-in appointments to re-evaluate the exempt individual's employability status while the Fair Hearing decision is pending. The individual's employability status (ES) code at the time of the infraction, determines which Action Code will be used:

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

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

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.

The posting of Action Codes **11CE**, **11CD**, and **11FC** 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 may result in the closing of his/her CA case.

New information

Refer to [PD #12-25-ELI](#) for detailed instructions on making the referral.

Refer to [PD #11-28-ELI](#) for detailed instructions on making the referral.

When the participant reports to the Job Center, the JOS/Worker must refer the individual back to WeCARE for re-assessment of their work limitation or to continue with their prescribed WeCARE plan. Staff will use the Employment Plan (EP) to make the referral. NYCWAY chooses the appropriate referral and posts the appropriate Action Code based on the individual's prior assessment.

Participants in the Bronx, Manhattan and Staten Island regions will be re-engaged in their prior WeCARE service pathway.

Participants in the Brooklyn and Queens regions will be referred to a WeCARE vendor's Clinical Review Team (CRT).

If the participant FTR to the call in, 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 using CA closing code **N17** (Failure to Complete Eligibility Process).

Effective Immediately


REFERENCE:

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

RELATED ITEMS:

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

[PD #12-25-ELI](#)

 Please use Print on Demand to obtain copies of forms.

ATTACHMENTS:

W-584M(E) Reevaluation of Employability Status Appointment (Rev. 1/27/12)

W-584M(S) Reevaluation of Employability Status Appointment (Spanish) (Rev. 1/27/12)

Date: _____
Case Number: _____
Case Name: _____
Center: _____
Action Code: _____

Reevaluation of Employability Status Appointment

As a condition of eligibility for Cash Assistance, all resources must be verified. An individual's ability to work is a resource. A review of our records indicates that you are currently temporarily exempt from participating in work activities because:

Your employability status (ability to work) needs to be reevaluated and we have therefore scheduled you for a mandatory eligibility appointment. This will include a review of your treatment needs, if you are in a treatment program. If you are a single parent or caretaker relative, you may have an opportunity to participate in a range of work activities, including work experience, job search and education or training programs. Your appointment is indicated below. Please arrive on time.

Appointment Date: _____ Time: _____ Telephone: _____
Location Name: _____
Address: _____

City: _____ State: _____ Zip: _____

If you have any questions or are unable to keep this appointment, please call the telephone number above. You must contact us prior to your reporting time to arrange for a new appointment.

This is a mandatory eligibility appointment. Failure to keep this appointment or cooperate can result in the closing of your Cash Assistance case. Please note that failure to comply with this cash assistance resource requirement has no effect on your Medicaid eligibility.

If you are working, you must bring in proof of earnings to your appointment. Please bring this letter and your child care provider enrollment form with you. If you cannot participate in work activities, please bring original documents that support your inability to participate. If you are already attending an education or training program, bring documents showing that you are attending. Do not enroll in any new education or training program before your appointment.

If you have a child under age 13, or have a child under the age of 19 with a special need, the City of New York will pay for your child care and, if needed, will help you find a child care provider for the time you are required to be engaged in a work-related activity.

Fecha: _____
Número del Caso: _____
Nombre del Caso: _____
Centro: _____
Código de Acción: _____

Cita para Nueva Evaluación del Estado de Empleabilidad

Como requisito de elegibilidad para Asistencia en Efectivo todos los recursos deben verificarse. La capacidad que tiene una persona de trabajar es de por sí un recurso. Según nuestros archivos usted actualmente está temporalmente exento de participar en actividades de trabajo debido a que:

Su estado de empleabilidad (capacidad para trabajar) debe ser reevaluado y por tal razón le hemos programado una cita obligatoria de elegibilidad. Dicha cita incluye una evaluación de sus necesidades de tratamiento, si asiste a algún programa de tratamiento. Si es tutor pariente o padre o madre soltero(a) usted puede tener la oportunidad de participar en una variedad de actividades laborales que abarcan experiencia de trabajo, búsqueda de empleo, y programas educativos o de capacitación. Los datos de su cita se indican a continuación. Favor de ser puntual.

Fecha de la Cita: _____ Hora: _____ Teléfono: _____
Nombre del Local: _____
Dirección: _____
Ciudad: _____ Estado: _____ Código Postal: _____

Si tiene alguna pregunta o si no puede cumplir la cita, favor de llamar al número de teléfono más arriba. Para programar una nueva cita, usted tiene que comunicarse con nosotros antes de su hora de cita.

Esta es una cita obligatoria para elegibilidad. El no acudir a esta cita o cooperar con la misma puede resultar en el cierre de su caso de Asistencia en Efectivo. Por favor tenga presente que el incumplimiento de estos requisitos de recursos de Asistencia en Efectivo no afecta su elegibilidad de Medicaid.

Si usted trabaja, debe traer pruebas de ingresos cuando venga a la cita. Por favor traiga esta carta y su formulario de inscripción del proveedor de cuidado infantil. Si usted no puede participar en actividades de trabajo, traiga por favor la documentación original que compruebe su incapacidad de participar. Si ya asiste a un programa de capacitación o educativo, traiga documentación que verifique su asistencia. No se inscriba en ningún otro programa de capacitación o educativo antes de esta cita.

Si usted tiene un niño menor de 13 años, o un niño menor de 19 años con necesidades especiales, la Ciudad de Nueva York pagará su cuidado infantil y, si necesario, le ayudará a conseguir un proveedor de cuidado infantil para el período que usted tenga que participar en una actividad relacionada con el trabajo.