



# 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 #14-71-OPE

*(This Policy Bulletin replaces PB #14-24-OPE)*

### FAILURE TO COMPLY DUE TO SEVERE, EXTREME AND CHALLENGING WEATHER CONDITIONS

<p><b>Date:</b> June 30, 2014</p>	<p><b>Subtopic(s):</b> Severe Temperatures and/or Precipitation Accumulation</p>
<p> This procedure can now be accessed on the FIAweb.</p> <p>Revised</p> <p>Revised</p>	<p><b>Revision to the Original Policy Bulletin:</b></p> <p>This policy bulletin is being revised to provide additional guidance to staff when applicants and participants have missed appointments due to severe, extreme and challenging weather conditions of all types and not limited to the winter months.</p> <p><b>Purpose:</b></p> <p>The purpose of this policy bulletin is to provide guidance to Family Independence Administration (FIA) staff in Job Centers, Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Centers, and ancillary sites when applicants and participants have missed appointments due to severe, extreme, and challenging weather conditions.</p> <p>FIA's action to grant mass excusals and undertake no adverse actions for applicants/participants on a given day is triggered when the New York City (NYC) Office of Emergency Management (OEM) activates an Adverse Event Emergency Plan (AEEP). Staff will be notified by Fax Flash when an AEEP is activated.</p> <p>Some possible triggers for AEEP activation include, but are not limited to, severe weather conditions (both in winter and summer months), large accumulations of precipitation, or other large-scale interruptions to transportation services.</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

Revised

Applicants/Participants Unable to Report for Appointments or Work Activities on Days When the OEM AEEP is Activated

1. Staff shall not take any adverse action on a case if the applicant/participant was unable to appear for any scheduled appointment, such as a Recertification Interview, employment activity, etc. In these cases, good cause shall be granted and a new appointment given. MIS will ensure that no systematic negative actions are generated. The New York State Office of Temporary and Disability Assistance (OTDA) determines actions to be taken on such days for failure to attend a Fair Hearing.
2. Staff must also take the weather conditions and resulting travel difficulties into consideration when scheduling any appointments with participants.
3. No adverse actions shall be taken for participants who are unable to report to their scheduled work assignment or activity due to the inclement weather.
4. No adverse action shall be taken for document return requirements associated with the W-113K. In these cases, additional days must be given for the return of required documents.

Servicing Applicants/Participants from Another Center

1. Applicants/participants who require emergency assistance and cannot get to their designated Centers because of extreme and challenging weather conditions must be serviced at any Center they go to. In these instances, either the Administrative Assistant (AA) to the Director, or the Director's Designee (DD) of the Center where the case is located, must be contacted by telephone. The AA or DD will provide any available information that may be required in order to resolve the emergency.
2. If a decision is made to provide an emergency benefit, proceed as follows:

**Participants:**

- The AA or DD in the Center where the case resides will assume responsibility for recording in the case record all the details about the payment and annotating the issuance of the emergency funds.
- The AA or DD in the Center where the participant walked into will send a photocopy of all paperwork as well as a memo to the AA to the Director of the appropriate Center. The AA to the Director in the center where the case resides will scan and index all documents. These photocopies and memo will be used for follow-up to ensure that all records have been properly annotated.

**New applicants:**

- Application must be registered at the Center of application and processed according to standard procedure.
- Once a determination of full Cash Assistance (CA) eligibility has been made and the case has been placed on the recurring rolls, it can then be transferred to the appropriate Center.

**Applications pending in another Center:**

- If it is determined in the course of an investigation that the applicant has a pending case in another Center and the applicant has an emergency situation, the Director's office in the Center where the application is pending must be contacted to obtain all available information.
- If a decision is made to accept the application in order to meet the emergency presented, the emergency benefits must be issued. The Supervisor at the location accepting the application will sign off on the case.
- The Supervisor in the Center where the application is pending shall prepare the necessary paperwork to show that the case has been accepted. The Center that issues the emergency benefit shall photocopy all paperwork and send it to the AA to the Director of the Center where the record is located, along with an explanatory memo.

**Note:** Unless the Center has remote access capabilities, any action taken on a case cannot be processed in the Paperless Office System (POS). In these instances the Worker will have to process the case manually and scan and index the supporting documents into the electronic case record per current procedure.

On days of inclement weather (including but not limited to extremes of hot or cold) when the OEM AEEP is not activated, staff must still take weather conditions, resulting mass transit delays, travel difficulties, and school closures into account when granting good cause for a missed appointment.

Any individual who indicates that he/she was unable to keep a scheduled appointment because of the temperature and/or substantial accumulation of precipitation that affected his/her ability to travel will be granted "Good Cause."

*Effective Immediately*