




FAMILY INDEPENDENCE ADMINISTRATION
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Office of Procedures

POLICY BULLETIN #14-83-OPE

RESCHEDULING OF APPOINTMENTS AND GRANTING GOOD CAUSE DUE TO SCHOOL SCHEDULE CONFLICTS

<p>Date: July 28, 2014</p>	<p>Subtopic(s): Rescheduling, Appointment Conflicts, TAG</p>
<p> This procedure can now be accessed on the FIAweb.</p>	<p>This policy bulletin serves to remind all Family Independence Administration (FIA) staff that the schedules of applicants and participants must be considered when scheduling or rescheduling an appointment.</p> <p>Applicants and participants might be engaged in outside employment activities including, but not limited to, attendance in school, a training program, or a work activity connected to school enrollment (internship).</p> <p>FIA staff are reminded that at any point of contact, applicant/participant schedules must be taken into consideration when scheduling any Agency related appointments.</p> <p>When a conflict arises as a result of an applicant's/participant's school schedule or employment activities, staff must be flexible and reschedule the Agency related appointment without penalty.</p> <p>If the schedule conflict is not disclosed prior to the appointment, but is subsequently reported at Conciliation, the Conciliation Worker must ensure that good cause is granted to the participant.</p> <p>For Training Assessment Group (TAG) appointments, TAG staff must always consider a reported scheduling conflict as a good cause reason to reschedule a TAG appointment, even if the participant reports the scheduling conflict over the phone.</p> <p><i>Effective Immediately</i></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