Human Resources Administration
Department of Social Services

FAMILY INDEPENDENCE ADMINISTRATION

James K. Whelan, Executive Deputy Commissioner

Stephen Fisher, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #15-05-OPE

(*Use with PD #15-02-OPE*)

CASH ASSISTANCE (CA) APPLICATION PROCESS AT DEPARTMENT OF HOMELESS SERVICES INTAKE CENTERS FOR SINGLES AND ADULT FAMILIES

Date:	**Subtopic(s):**
January 30, 2015	HDU, Homelessness, POS, NYCWAY
This procedure can now be accessed on the FIAweb.	The purpose of this policy bulletin is to inform Homelessness Diversion Unit (HDU) staff at the Department of Homeless Services (DHS) intake centers, and Job Center staff that singles and adult families seeking temporary emergency shelter at a DHS intake center have the option to apply for Cash Assistance (CA) when they are referred by DHS staff to HDU. This policy bulletin is informational for all others. The singles and adult families referred by DHS to HDU are not required to apply for CA. There are separate DHS intake centers for single women, single men and adult families that seek temporary emergency shelter as a result of an immediate housing crisis. The DHS intake centers are open 24 hours a day, every day of the year, to address the shelter needs of singles/adult families in a housing crisis. There is an HDU office at the following DHS intake centers: • Franklin Shelter (single women); • 30th Street Intake Center (single men); and • Adult Family Intake Center (AFIC). **Note**: There is one HDU office that provides services at the 30th Street Intake Center and AFIC.

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*

Distribution: X

In addition to the services offered to these singles/adult families by DHS, the following services are available for singles/adult families seeking emergency shelter:

- The Housing & Homeless Services Initiatives (HHSI) HDU evaluates the housing needs of singles/adult families that meet specific referral criteria and determines whether the singles/adult families can be diverted from entering the shelter system by utilizing an alternate housing arrangement, or issuing a One Shot Deal (OSD) to pay rent arrears.
- A medical provider performs required medical screenings for all single women and single men.
- Palladia is a non-profit organization staffed with licensed social workers that provide assessment, crisis counseling, and referral and information services to singles with substance abuse and mental health problems at the single men and single women DHS intake centers.
- Project No Violence Again (NoVA) staff of licensed social workers provides assessment, crisis counseling, placement assistance, and referral and information services to domestic violence victims at the adult families and single women DHS intake centers.

DHS and HDU staff members use the Client Assistance and Re-Housing Enterprise System (CARES) to record demographic information and interview questionnaire responses provided by the singles/adult families.

Singles that are not diverted will receive a bed assignment at a DHS assessment facility.

Adult families that are not diverted will receive a conditional placement in a DHS shelter while DHS investigates their housing situation to see if the adult family is eligible for temporary housing.

Hours CA applications are processed.

Singles/adult families that begin the intake process Monday through Friday during the business hours listed below, and receive a referral to HDU, can apply for CA after the HDU diversion questionnaire is completed:

- Franklin Shelter: 9:00 AM – 5:00 PM; and
- 30th Street Intake Center and AIFC: 10:00 AM – 6:00 PM.

Singles/adult families that begin the DHS intake process outside of the business hours noted above, and receive a referral to HDU, can apply for CA after the HDU diversion questionnaire is completed when they return for their HDU referral.

Note: HDU is not able to process CA applications on government holidays.

Case load designation.

CA applications registered at DHS intake centers will have a five character case load designation within the range of:

- **FRA01** – **FRA99** at the Franklin Shelter; and
- **BEL01** – **BEL99** at the 30th Street Intake Center and AFIC.

The case load designation identifies that the case originated at a DHS intake center. The case load designation first appears in the Paperless Office System (POS) on the **Case Login** screen in the **Worker ID** field.

Refer to CD #05-10 and the POS Enrollment Manual.

Note: The Enrollment Coordinator at each DHS intake center is responsible for maintaining the POS Enrollment Tables. This includes enrolling first-time POS users, once requests are approved, and assigning a case load designation to the user.

Refer to PD #15-02-OPE.

Detailed information regarding the process that is used by the HDU JOS/Worker to register CA applications can be found in the Cash Assistance (CA) Application Process at the Prevention Assistance and Temporary Housing (PATH) Intake Center (PD #15-02-OPE), as follows:

- The implications of New York City Work Accountability and You (NYCWAY) Action Code **1HHS** posted on a CA application registered at a DHS intake center (page 5);
- How to determine which workflow the HDU JOS/Worker uses to conduct the CA application interview in POS (page 7);
- The differences between the **Center 078** and **Non-Center 078** workflows (page 8);
- Required actions for all CA applications registered at a DHS intake center (pages 9 – 12);
- The general CA application workflow for cases registered at a DHS intake center (pages 12 – 13);
- The steps that are completed for **Center 078** cases during the applicant's second contact with HDU (pages14 – 15); and
- How to process incomplete CA applications (pages 15 -16).

Refer to **Attachment A**.

The order in which required actions are completed during the CA application process vary depending on which workflow is used by the HDU JOS/Worker. Refer to the Paperless Office System (POS) Screens for CA Applications Registered at Department of Homeless Services (DHS) Intake Centers (**Attachment A**).

The HDU JOS/Worker does not make the final eligibility determination for the CA application. The final eligibility determination will be made by the responsible Job Center, which is designated during either the **CA Application Intake** or **CA Application Interview** activity.

Workflows at the DHS Intake Centers

The workflows listed on the following pages are for singles/adult families that are referred by DHS staff to HDU. DHS staff only refer singles/adult families to HDU that can potentially be diverted including, but not limited to the following examples:

- Singles/adult families with resources;
- Singles/adult families that have an eviction notice, but have not yet been evicted;
- Singles/adult families with rent/mortgage arrears;
- Singles/adult families that share a living arrangement with a primary tenant; and
- Adult families that are new to the DHS system or have not applied for DHS shelter within the last 90 days.

Franklin Shelter & 30th Street Intake Center

Franklin Shelter & 30th Street workflow.

Singles that come to a DHS intake center are:

- Screened to see if they meet the criteria to be processed by DHS;
- Required to complete DHS applications and questionnaires with DHS staff;
- Referred to the Automated Finger Imaging System (AFIS) operator to be screened in the Public Institutional Care for Adults (PICA) database; and
- Required to meet with a Shift Coordinator/Intake Specialist (Franklin) or a DHS Community Coordinator/Resource Specialist (30th Street) to sign paperwork, receive a bed assignment, and receive any necessary referrals, including:
  - Social Services Assessment by a DHS Case Manager;
  - Required medical screening;
  - NoVA, if domestic violence is disclosed;
  - Palladia; and
  - HDU (see the HDU Workflow on page 5).

    Note: Singles at 30th Street that are referred to NoVA are not sent to HDU. All referrals must be completed before singles meet with HDU.

Center 078 cases.

Refer to **Attachment A**, pages 39 - 44.

JOB CENTER RESPONSIBILITIES

Workflow for Center 078 Cases After the AFIS Referral is Completed

The singles/adult families will:

- Meet with DHS personnel (30th Street) or DHS Family Worker (AFIC) if not diverted by HDU to receive their bed assignment/ conditional placement;
- Return to HDU to complete the CA Application Interview activity;
- Meet with DHS personnel to receive exiting instructions and car fare and leaves 30th Street intake center.

Job Center Responsibilities

The Job Center responsibilities regarding CA applications registered at DHS intake centers for singles and adult families are detailed in PD #15-02-OPE on pages 16 – 18.

Effective Immediately

References:

Temporary Assistance Source Book (Chapter 27: Homeless)
18 NYCRR 351.2, 351.8(a)(2), and 351.21(a)

Related Item:
PD #15-02-OPE

Attachment:

Attachment A Paperless Office System (POS) Screens for CA Applications Registered at Department of Homeless Services (DHS) Intake Centers

Attachment A

Paperless Office System (POS) Screens for CA Applications Registered at Department of Homeless Services (DHS) Intake Centers

The POS instructions for the CA Application activities in this attachment are a supplement to the training you have received as an HDU JOS/Worker. The required action for every field on each screen is not included in this document. Please speak with your supervisor if you have questions regarding an action that must be performed on a screen if the instructions are not provided in this document.

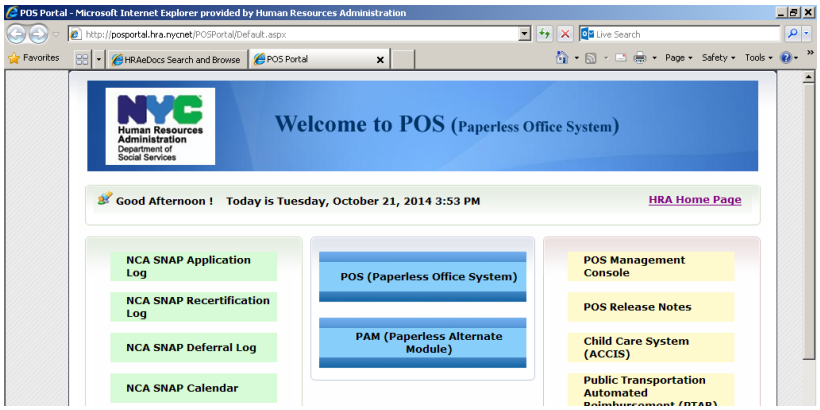
Logging into POS

Double click on the **POS Portal** icon on your desktop.

POS Portal icon

Click on the **POS (Paperless Office Systems)** button on the **Welcome to POS** screen.

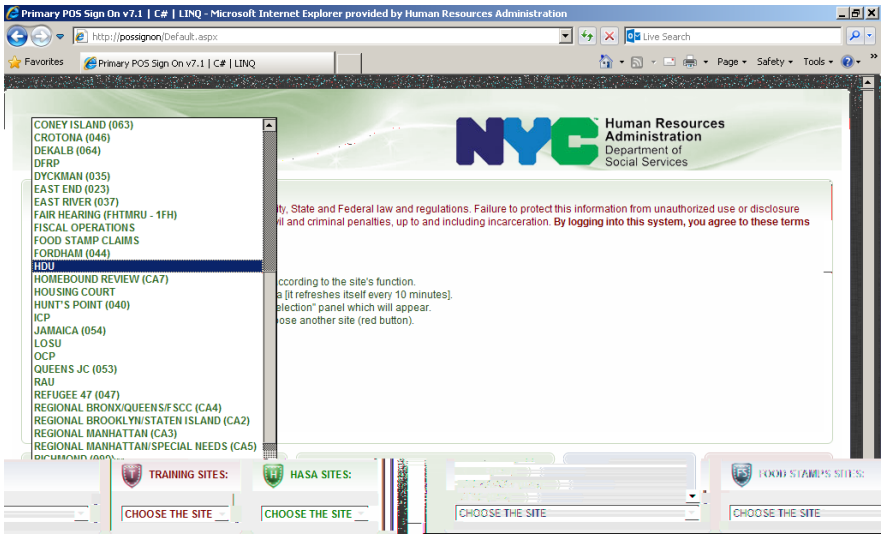
Welcome to POS screen



Attachment A

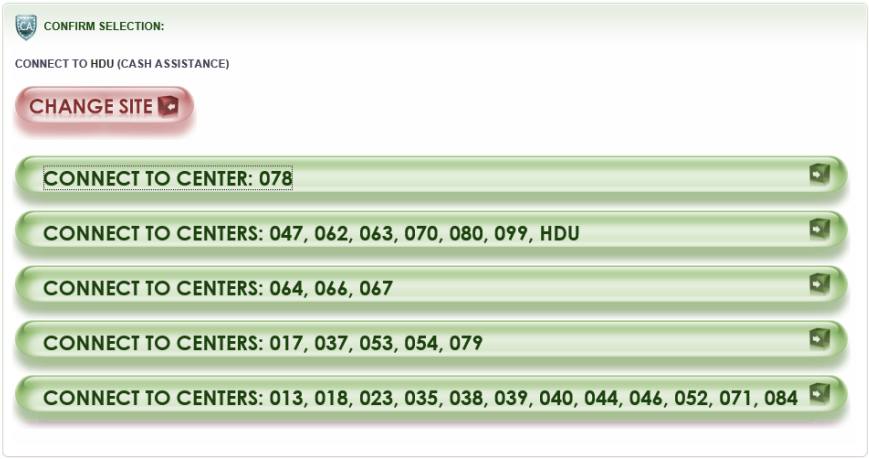
On the first **POS Sign On** screen, select **HDU** from the **CA Sites** dropdown menu.

POS Sign On – first screen



On the second **POS Sign On** screen, click on the **Connect to Centers: 078** link**.**

POS Sign On – second screen



CA Application Intake Activity

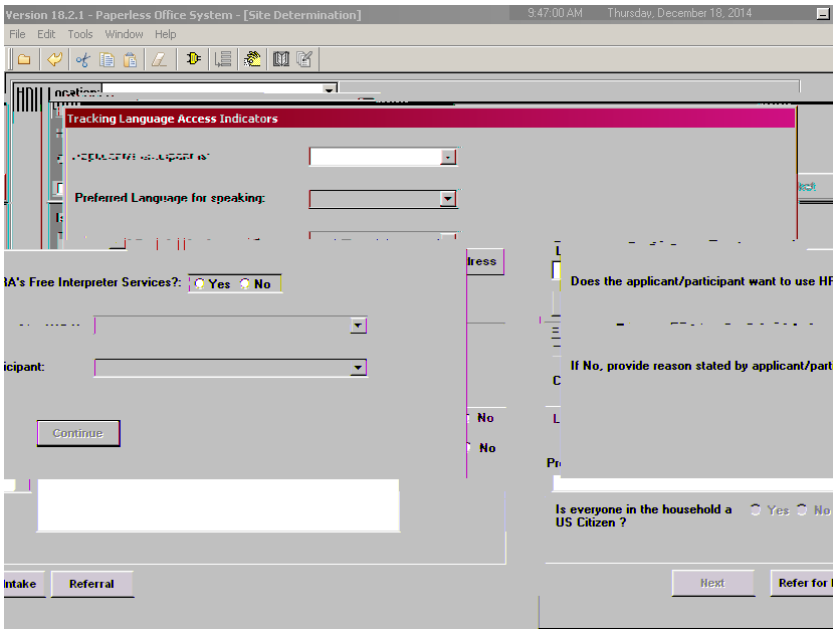
Complete the following on the **Tracking Language Access Indicators** screen (see screen shot on the following page):

1. Record the answers to the questions asked; and
2. Click **Continue**.

Attachment A

Tracking Language Access Indicators

Refer to PD #14-18-OPE and PD #14-24-OPE.



Complete the following on the **Site Determination** screen (see screen shot on the following page):

<u>Center 078 Cases</u>:

1. Select **Center 078** in the **Center** field;
2. Select your location from the **HDU Location** dropdown menu;
3. Select the **No** radio button to the question "*Was the applicant diverted by HDU or already placed by DHS?*" and POS will pre-fill the **Undomicilied?** checkbox and the **Residential Address** fields;
4. Enter all other requested information and run the requested clearances on the screen; and
5. Click **Next**.

<u>Non-Center 078 Cases</u>:

<u>Diverted</u>:

Refer to the Job Center Zip Code Region Guide.

1. Select the responsible Job Center in the **Center** field according to the zip code of the applicant's residential address;
2. Select your location from the **HDU Location** dropdown menu;
3. Select the **Yes** radio button for the question "*Was the applicant diverted by HDU or already placed by DHS?*";
4. Enter the diverted address in the **Residential Address** fields;

5. Enter all other requested information and run the requested clearances on the screen; and
6. Click **Next**.

Not Diverted **and** the application is started after 4:00 PM**:**

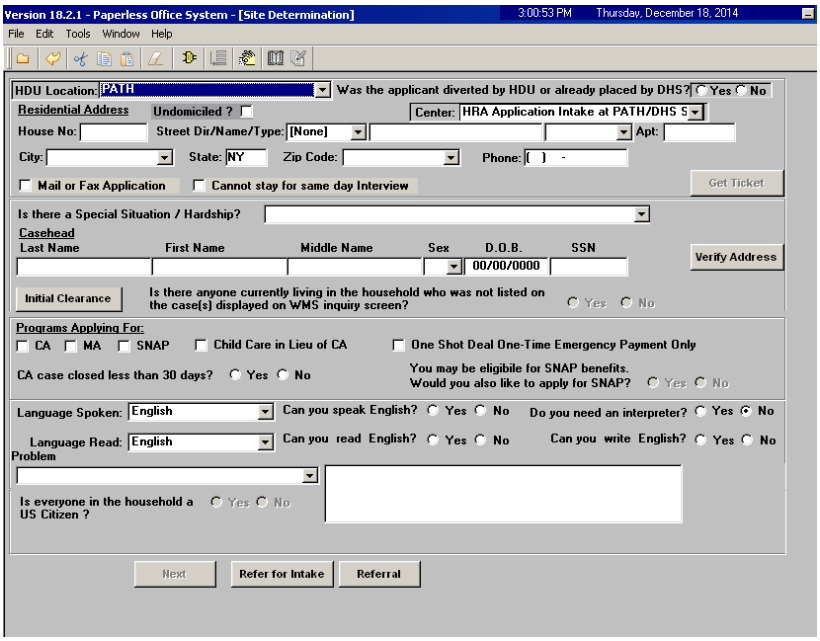
1. Select East River 037 in the **Center** field;
2. Select your location from the **HDU Location** dropdown menu;
3. Select the **No** radio button for the question "*Was the applicant diverted by HDU or already placed by DHS?*";
4. POS will pre-fill the **Undomicilied?** checkbox and the **Residential Address** fields;
5. Enter all other requested information and run the requested clearances on the screen; and
6. Click **Next**.

Not NoVA Eligible **and** their conditional placement is known:

Refer to the Job Center Zip Code Region Guide.

1. Select the responsible Job Center in the **Center** field according to the zip code of the DHS shelter address;
2. Select your location from the **HDU Location** dropdown menu;
3. Select the **Yes** radio button for the question "*Was the applicant diverted by HDU or already placed by DHS?*";
4. Enter the DHS shelter address the **Residential Address** fields;
5. Enter all other requested information and run the requested clearances on the screen; and
6. Click **Next**.

Site Determination



Complete the following on the **WMS Address Check** screen:

1. Select a response to the question "*Does the applicant have a mailing address?*";
   a. If **Yes** is selected, enter the mailing address in the **Mailing Address** fields; or
   b. If **No** is selected, the General Post Office (GPO) address for the Bronx will pre-fill in the **Mailing Address** fields;

   Note: A mailing address must be entered if **Undomicilied?** was checked on the **Site Determination** screen. A mailing address may also be entered for Diverted families, but it is not required.

2. If using the **Non-Center 078** workflow, click the ***WMS Address Check*** button; and
3. Click **Next.**

WMS Address Check

Complete the following on the **Adults in Household** screen (see screen shot on the following page):

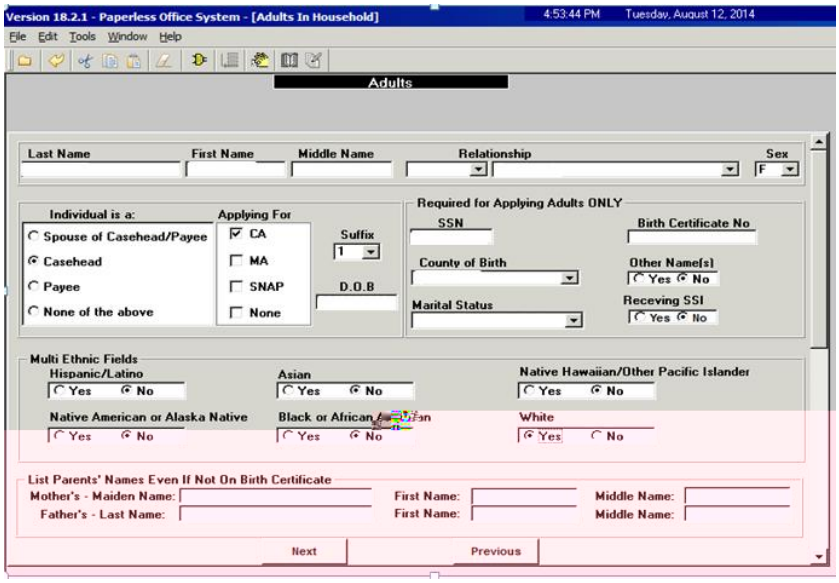
1. Enter all requested information for each **adult** in the household:

   Note: If there are multiple adults, click on the vertical scroll bar for a blank data entry field and repeat step one until all adults in the household have been recorded; and

2. Click **Next**.

Attachment A

Adults in Household



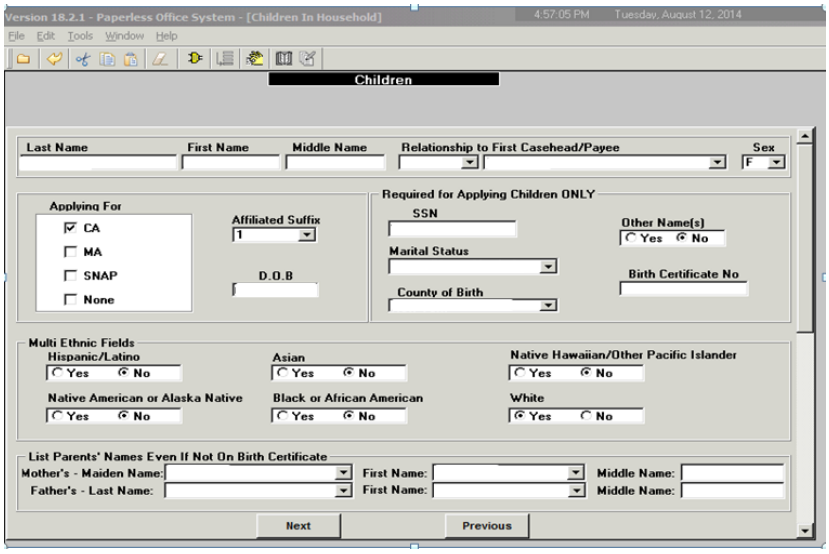
Complete the following on the **Children in Household** screen:

1. Enter all requested information for each **child** in the household:

   Note: If there are multiple children, click on the vertical scroll bar for a blank data entry field and repeat step one until all children in the household have been recorded; and

2. Click **Next**.

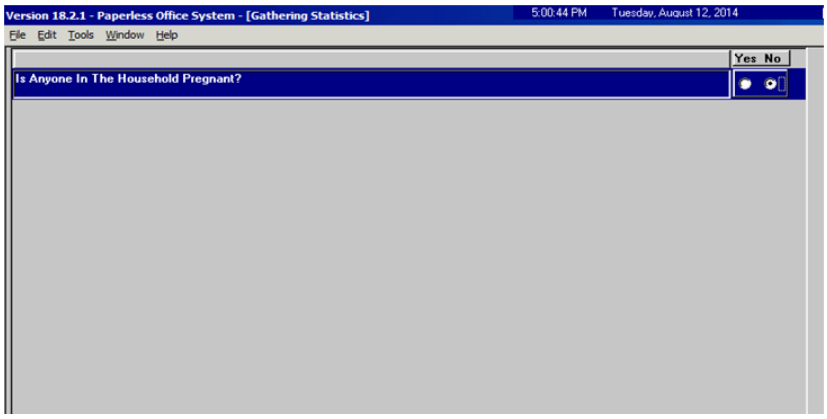
Children in Household



Complete the following on the **Gathering Statistics** screen, if applicable:

1. Record the answer to the question asked and complete the **Response to Question** window, as required; and
2. Click **Next**.

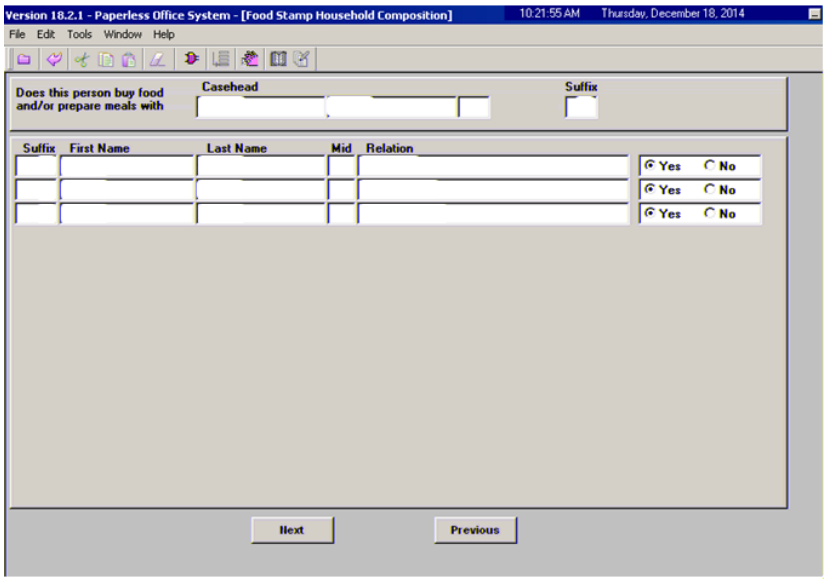
Gathering Statistics



Complete the following on the **Food Stamp Household Composition** screen:

1. Record the answer to the question asked; and
2. Click **Next**.

Food Stamp Household Composition



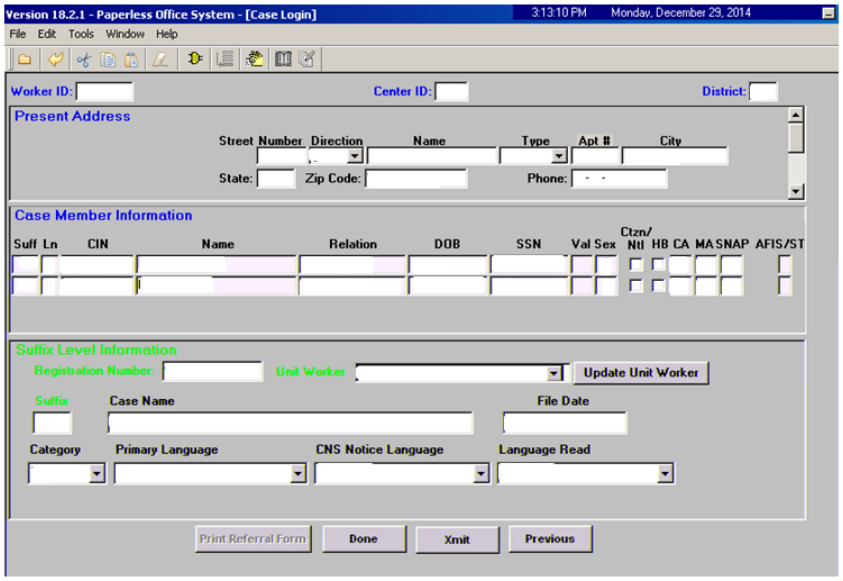
Attachment A

Complete the following on the **Case Login** screen:

1. Enter all requested information on the screen;
2. Click **Xmit**; and
3. Click **Done**.

Note: The **CA Application Interview** activity will launch automatically when the HDU JOS/Worker clicks **Done** on the **Case Login** screen.

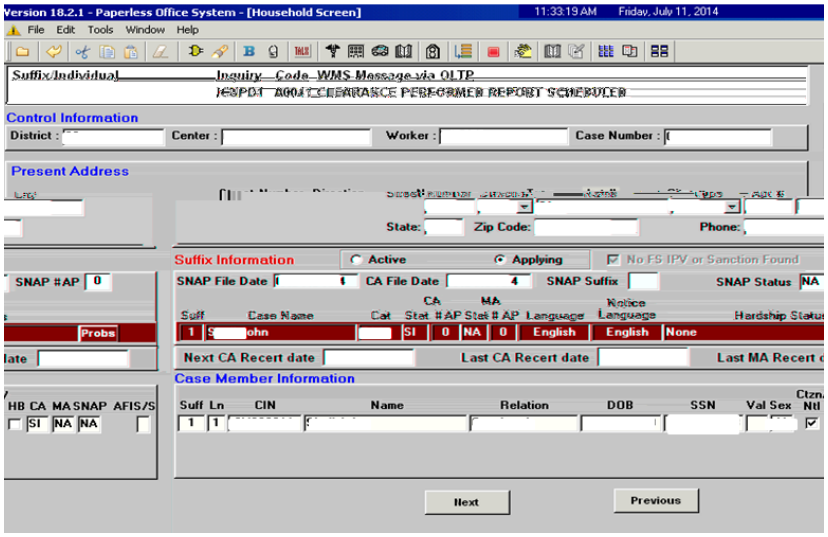
Case Login



CA Application Interview Activity 1st Contact

Click **Next** on the **Household** screen:

Household Screen



Click **Next** on the **Address Information** screen:

Address Information

Complete the following on the **Address Suffix Level Data** screen:

1. Enter all requested information on the screen;
2. If using the **Non-Center 078** workflow, click on the **Other Residents** button; and
3.

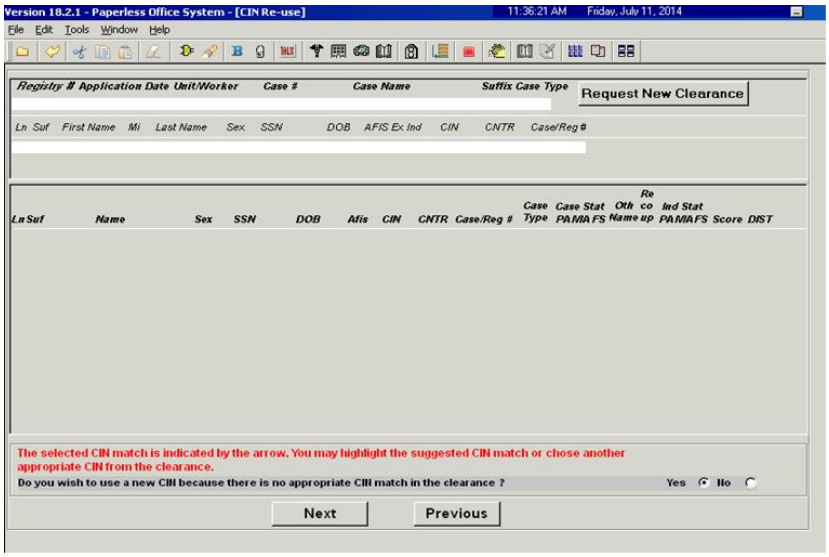
Attachment A

CIN Re-use

Refer to PD #05-17-OPE and PB #14-17-ELI

Complete the following on the **CIN Re-use** screen

1. Evaluate the clearance to determine the correct CIN to select; and
2. Click **Next**.

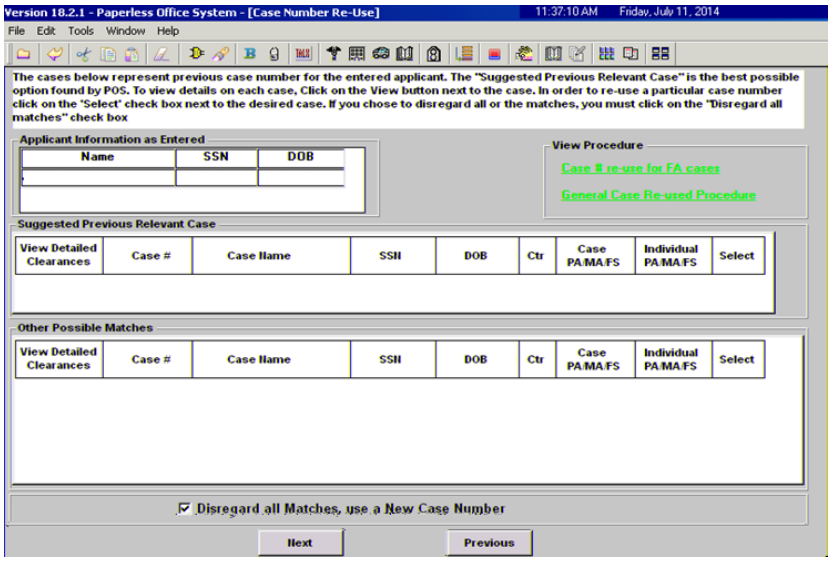


Complete the following on the **Case Number Re-Use** screen (see screen shot on the following page):

1. Evaluate the clearance to determine the correct WMS case number to select; and
2. Click **Next**.

Case Number Re-Use

Refer to PB #13-16-SYS



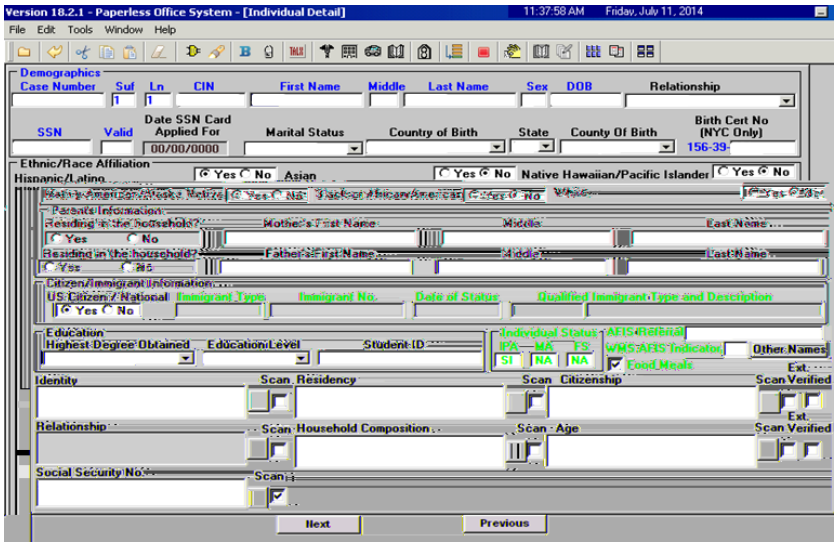
Complete the following on the **Individual Detail** screen:

1. Enter all requested information and complete any **Response to Question** windows; and
2. Click **Next**.

Refer to PD #13-09-ELI and PD #14-26-SYS if the household contains non-citizens.

Note: The **Alien Checklist** screens must be completed for each applicant in the household that is not a United States citizen. The HDU JOS/Worker must generate a separate Systematic Alien Verification for Entitlements (SAVE) Referral (**W-515X**), on the **Form Data-Entry** screen, to request a SAVE clearance for each non-citizen in the household (refer to page 38).

Individual Detail

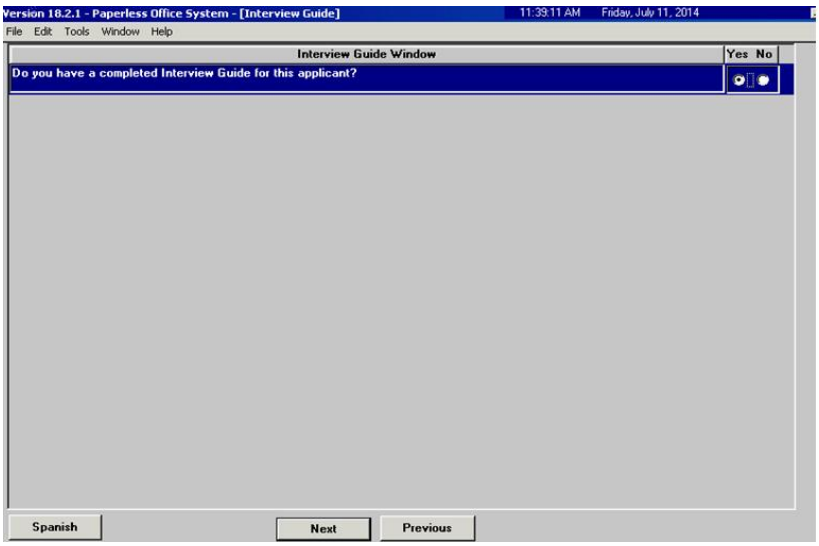


Complete the following on the **Interview Guide** screen (see screen shot on the following page):

1. Record the answer to the question asked and complete the **Response to Question** window, as required; and
2. Click **Next**.

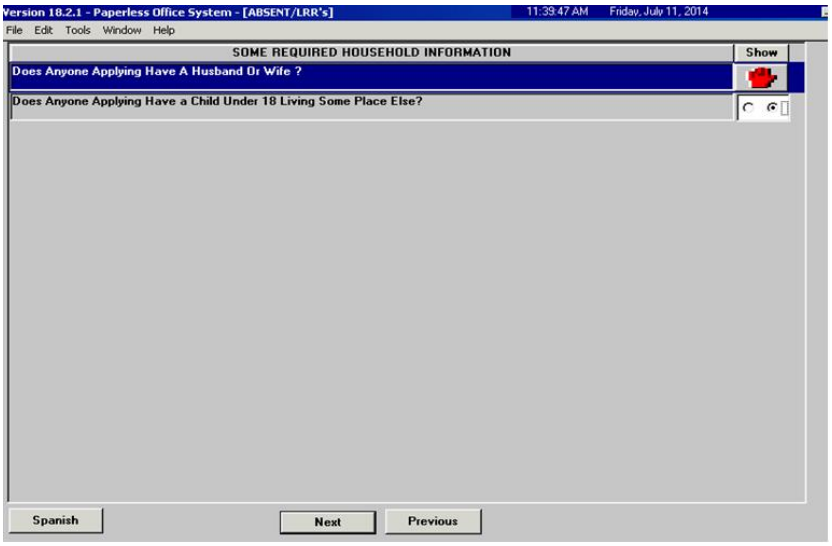
Attachment A

Interview Guide



Complete the following on the screen:

1. Record the answers to the questions asked and complete the **Response to Question** windows, as required; and
2. Click **Next**.

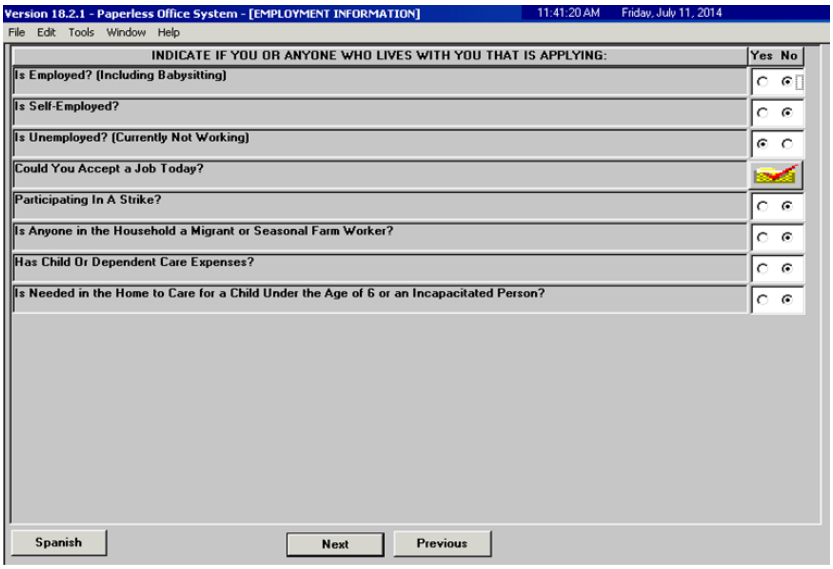


Complete the following on the **Employment Information** screen (see screen shot on the following page):

1. Record the answers to the questions asked and complete the **Response to Question** windows, as required; and
2. Click **Next**.

Attachment A

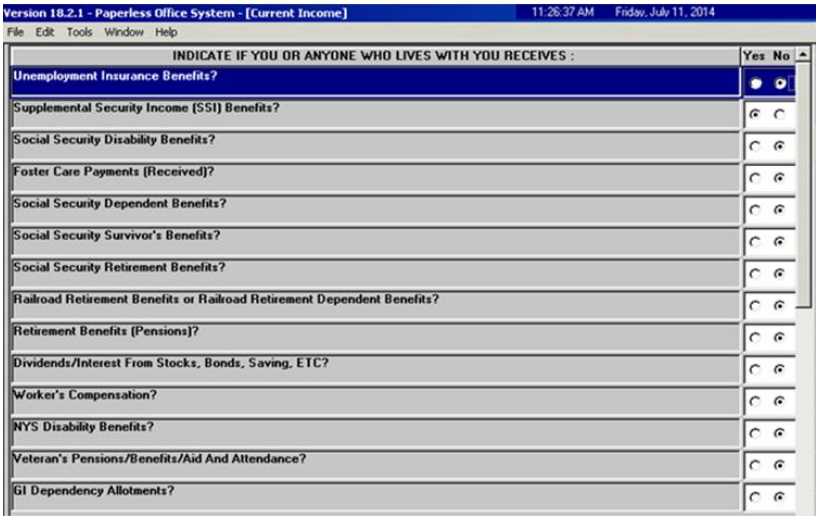
Employment Information



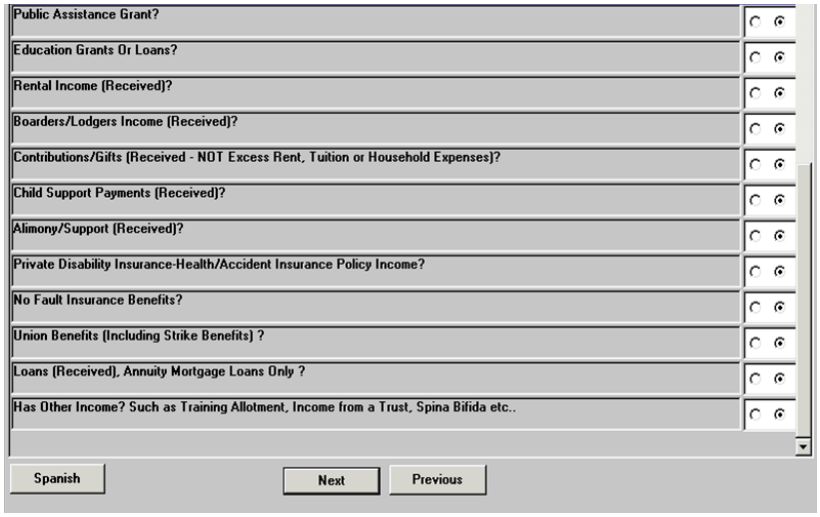
Complete the following on the **Current Income** screen (screen shot continued on the following page):

1. Record the answers to the questions asked and complete the **Response to Question** windows, as required; and
2. Click **Next**.

Current Income



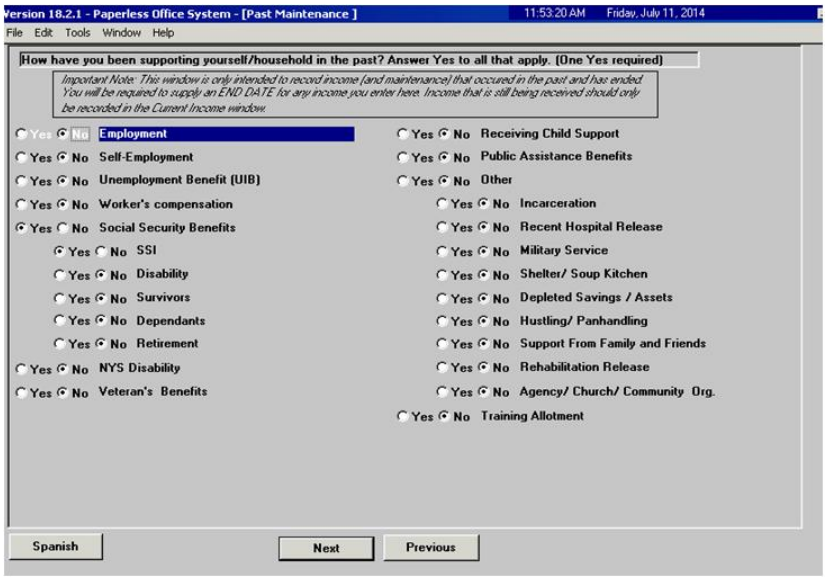
Current Income
continued



Complete the following on the **Past Maintenance** screen:

1. Record the answers to the questions asked and complete the **Response to Question** windows, as required; and
2. Click **Next**.

Past Maintenance

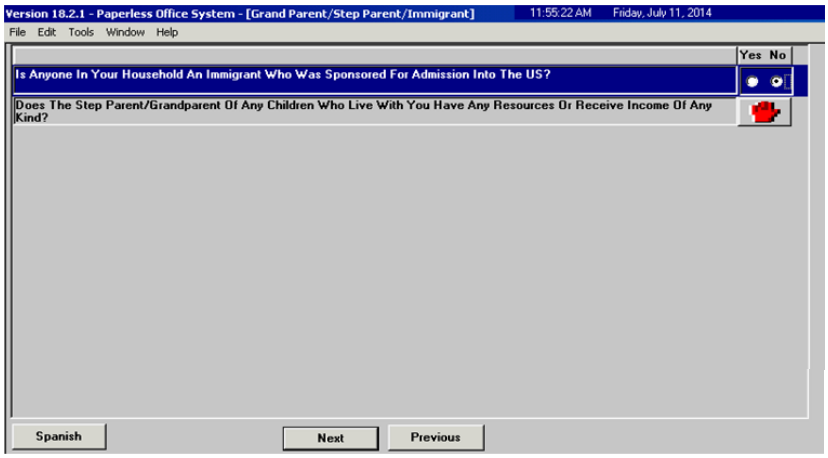


Complete the following on the **Grand Parent/Step Parent/Immigrant** screen (see screen shot on the following page):

1. Record the answers to the questions asked and complete the **Response to Question** windows, as required; and
2. Click **Next**.

Attachment A

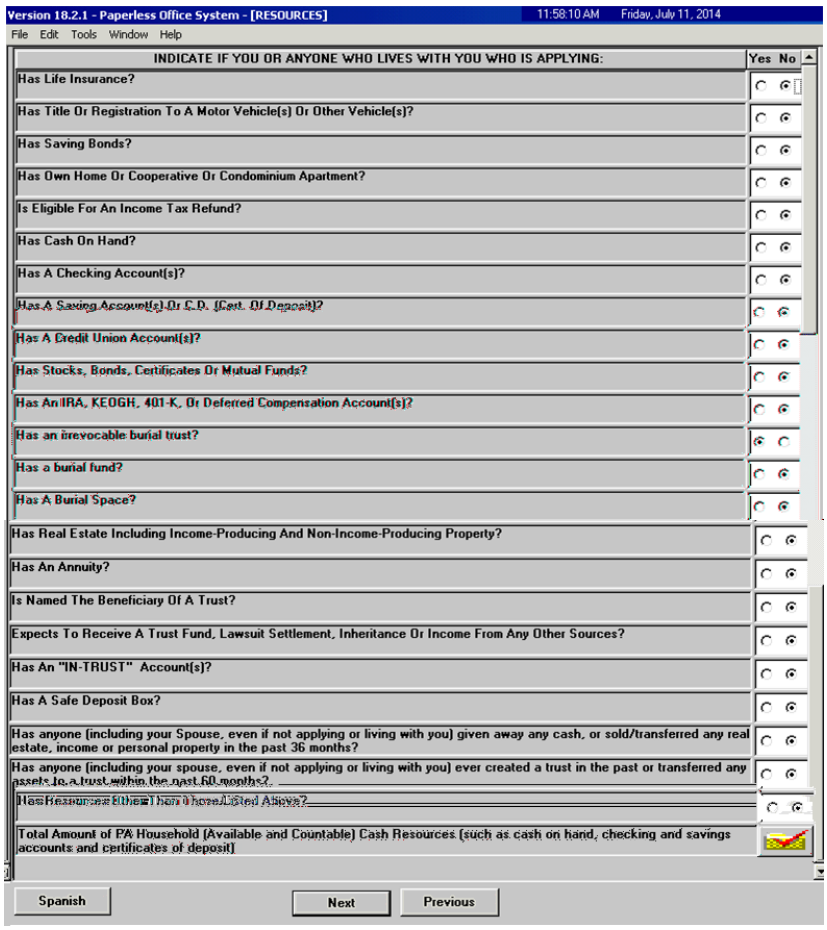
Grand Parent/Step Parent/Immigrant



Complete the following on the **Resources** screen:

1. Record the answers to the questions asked and complete the **Response to Question** windows, as required; and
2. Click **Next**.

Resources

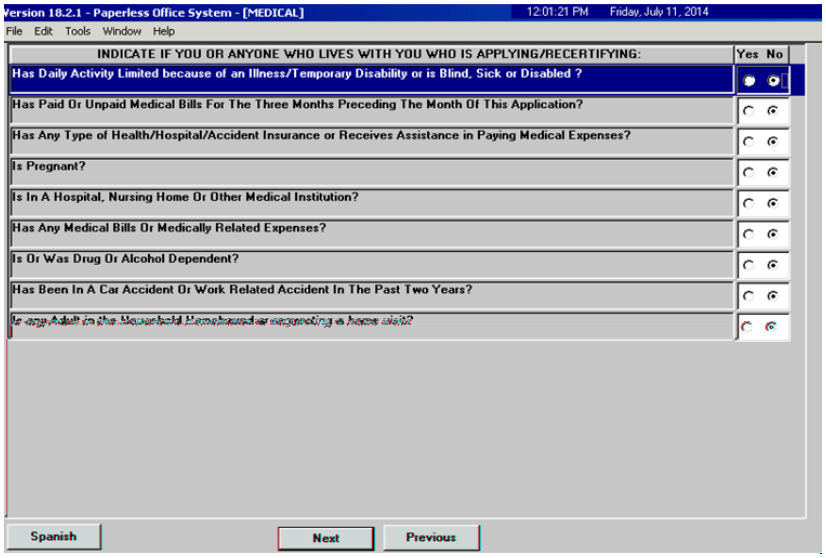


Attachment A

Complete the following on the **Medical** screen:

1. Record the answers to the questions asked and complete the **Response to Question** windows, as required; and
2. Click **Next**.

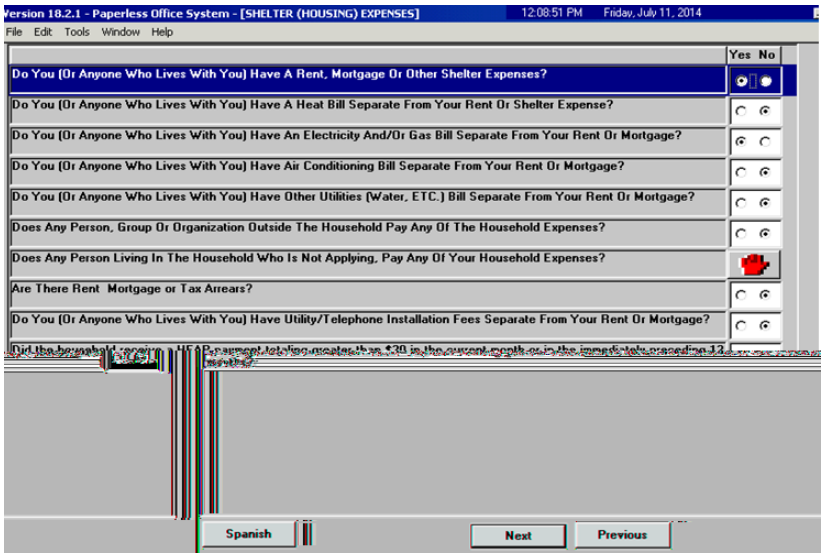
Medical



Complete the following on the **Shelter (Housing) Expenses** screen:

1. Record the answers to the questions asked and complete the **Response to Question** windows, as required; and
2. Click **Next**.

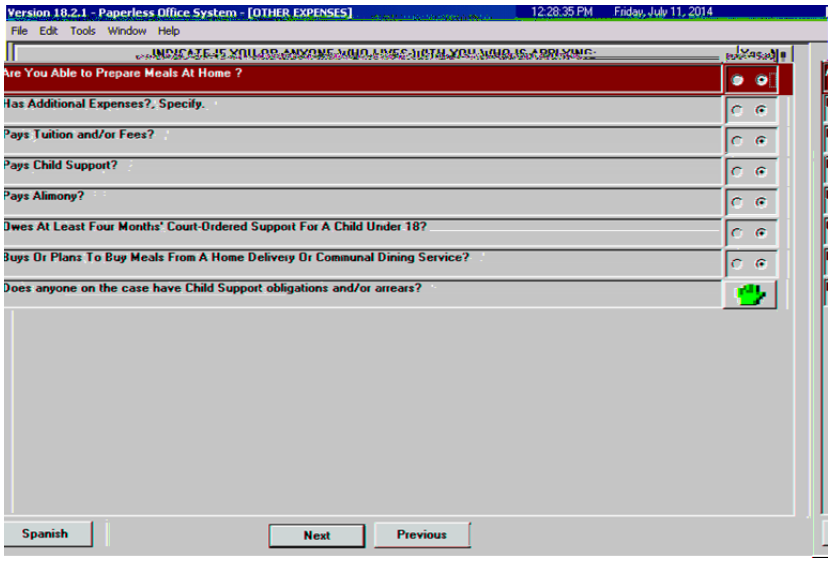
Shelter (Housing) Expenses



Complete the following on the **Other Expenses** screen:

1. Record the answers to the questions asked and complete the **Response to Question** windows, as required; and
2. Click **Next**.

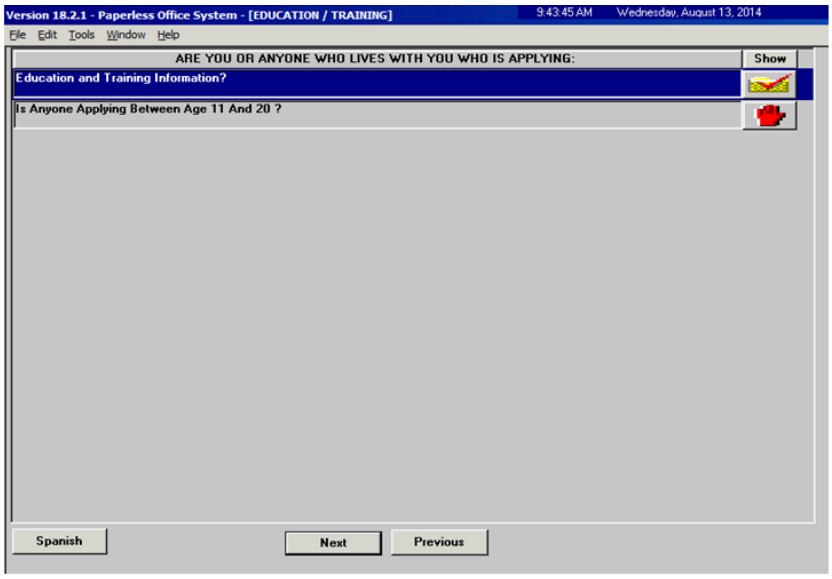
Other Expenses



Complete the following on the **Education/Training** screen:

1. Click on each show button and complete the **Response to Question** windows, as required; and
2. Click **Next**.

Education/Training

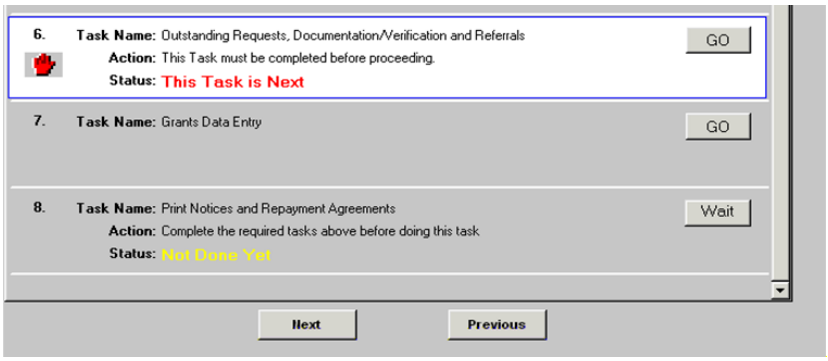


Attachment A

Complete the following on the **Disposition/Withdrawal** screen:

1. Select the appropririscthew i8.07 13.07 reW*nBT/F2 12 Tf1 0 0 1 19

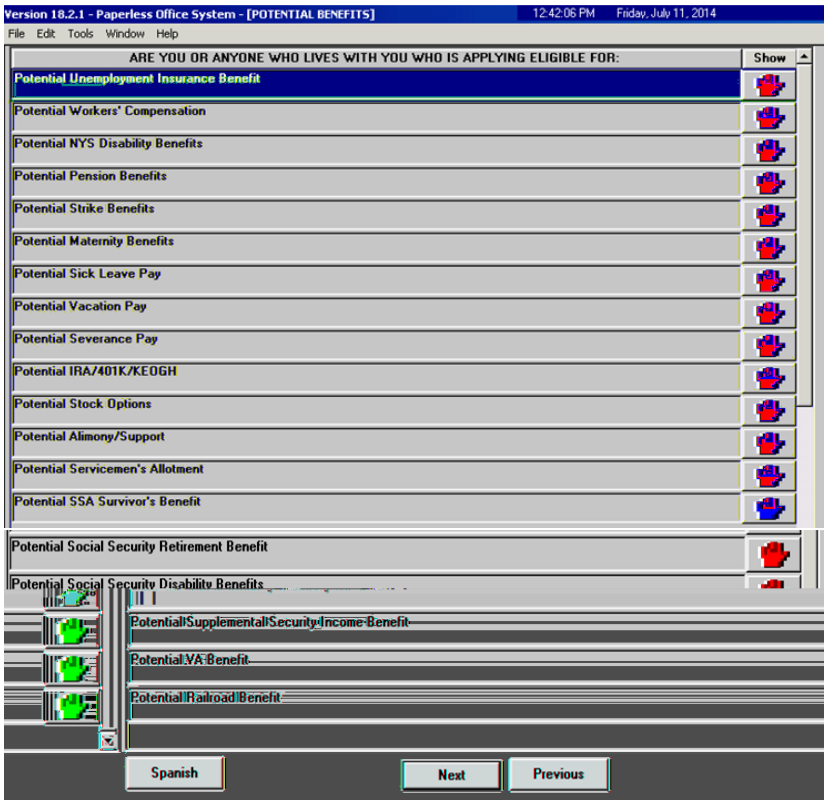
SI Grant Requests and Issuance continued



Complete the following on the **Potential Benefits** screen:

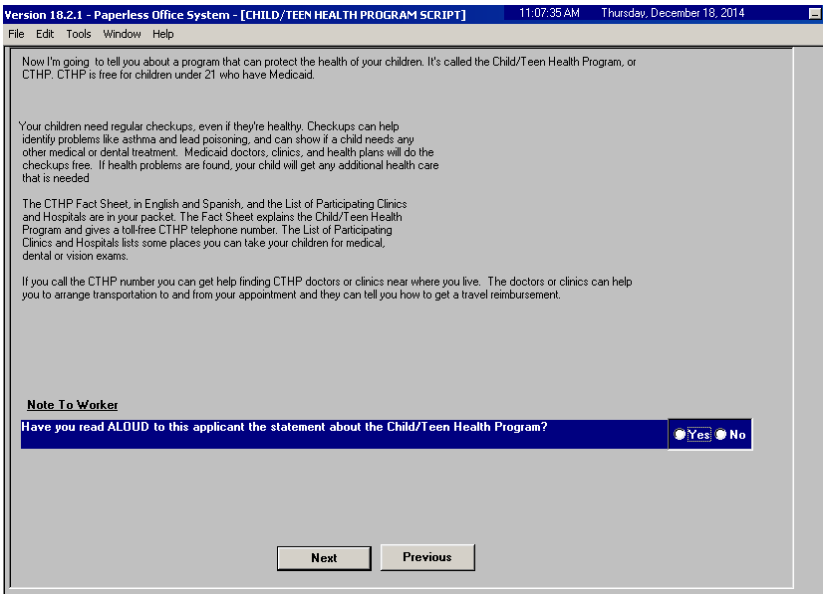
1. Click on each show button and complete the **Response to Question** windows, as required; and
2. Click **Next**.

Potential Benefits



Complete the required task on the **Child/Teen Health Program Script** screen and click **Next**:

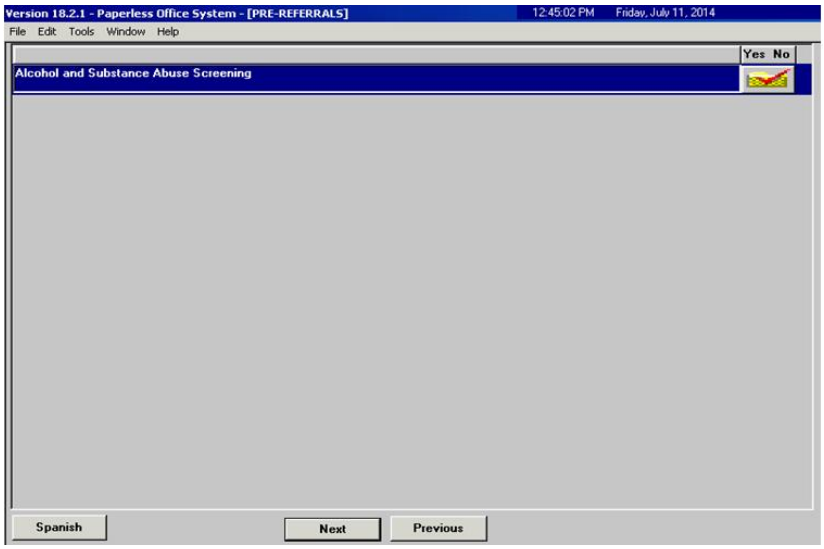
Child/Teen Health Program Script



Complete the following on the **Pre-Referrals** screen:

1. Click on the show button and complete the **Response to Question** window, as required; and
2. Click **Next**.

Pre-Referrals



Complete the following on the **POS Alcohol and Drug Abuse Screening Response to Question** window:

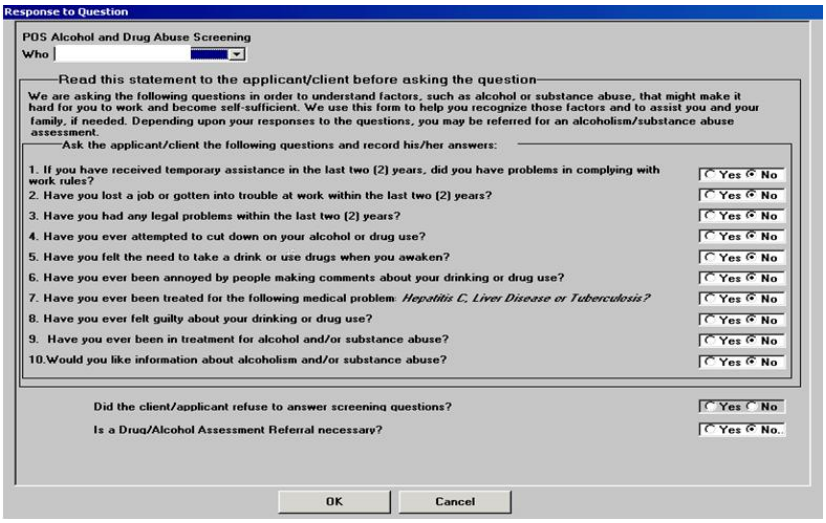
1. Record the answers to the questions asked; and
2. Click **OK**.

Center 078 Cases: If a substance abuse referral is needed, the referral will be made during the second contact. Refer to page 37.

Refer to PD #12-14-EMP.

Non-Center 078 Cases: If a substance abuse referral is needed, the referral must be made in NYCWAY using Action Code **915G** (CASAC Assessment – Applicant).

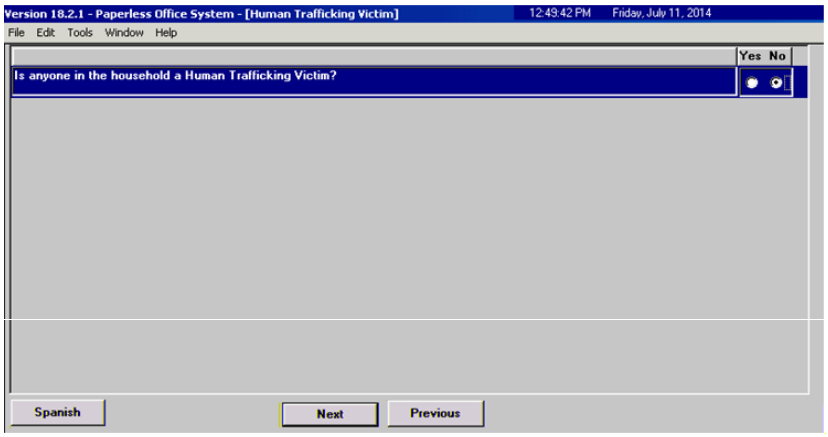
POS Alcohol and Drug Abuse Screening
Response to Question



Complete the following on the **Human Trafficking Victim** screen:

1. Record the answer to the question asked and complete the **Response to Question** window, as required; and
2. Click **Next**.

Human Trafficking Victim



Attachment A

Complete the following on the **Referrals** screen:

Center 078 Cases**:**

1. Record the answers to the questions asked;
2. Complete the **Response to Question** windows;
3. **Do not** make the referral appointments; and
4. Click **Next**.

Non-Center 078 Cases

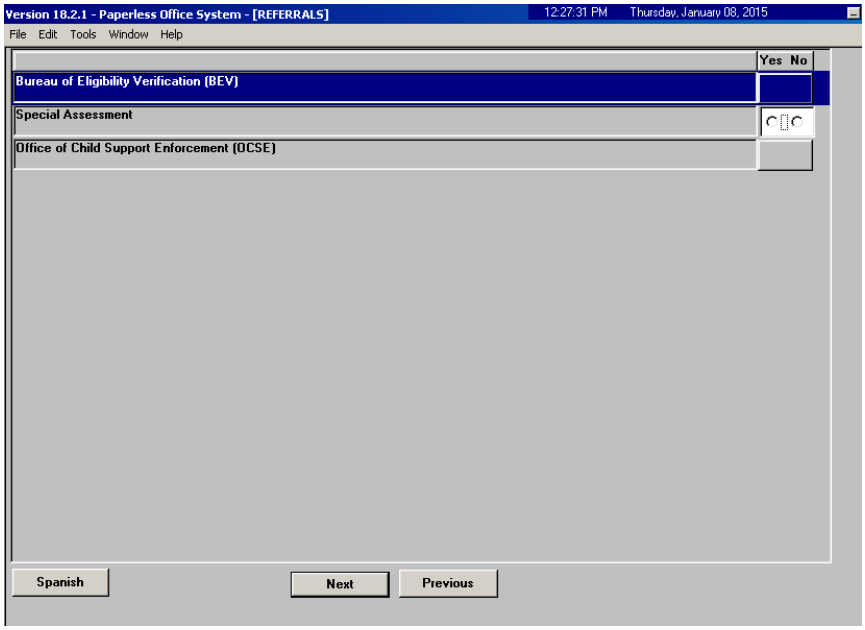
1. Record the answers to the questions asked;
2. Complete the **Response to Question** windows;
3. Make the referral appointments, as required; and
4. Click **Next**.

Note: If a Special Assessment referral is needed, the referral must be made in NYCWAY using Action Code **991S** (Referral /Reschedule) and the worker must only make the Special Assessment and BEV referrals.

Referrals

Refer to PB #14-97-OPE, PB #12-97-OPE, PD #12-14-EMP, and PD #10-08-ELI.

Also refer to PB #11-04-ELI if the applicant was seen by NoVA.



Complete the following on the **Form Data-Entry** screen:

Center 078 Cases **:**

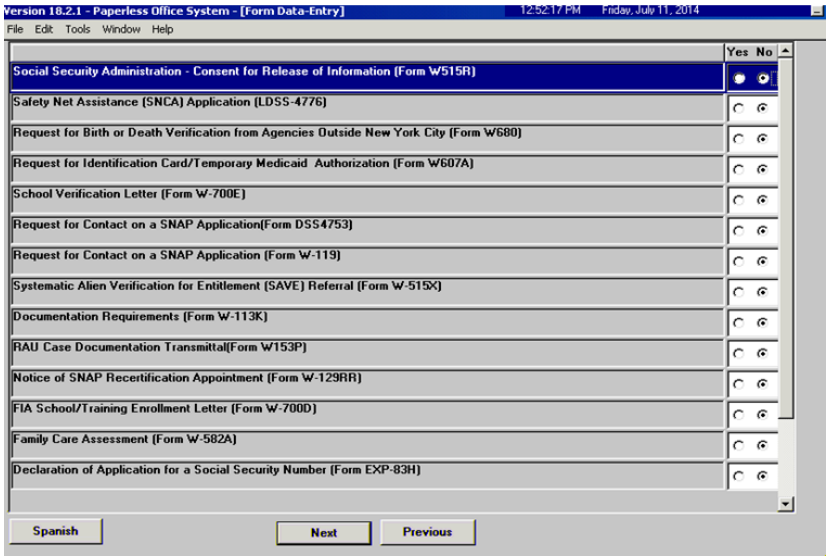
Click **Next**.

Non-Center 078 Cases:

1. Record a response for each form listed;
2. Enter the requested information in the form(s) that must be completed, as required; and
3. Click **Next**.

Note: A separate SAVE Referral (**W-515X**) must be generated for each non-citizen in the household.

Form Data-Entry



Complete the following on the **Notice Data-Entry** screen (see screen shot on the following page):

Center 078 Cases **:**

Click **Next**.

Non-Center 078 Cases:

1. Record a response for each notice listed;
2. Enter the requested information in the notice(s) that must be completed, as required; and
3. Click **Next**.

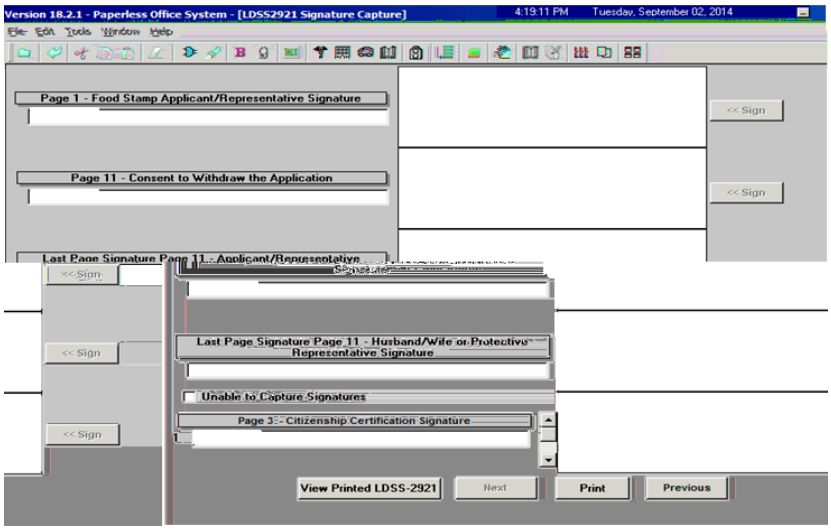
Attachment A

Complete the following on the **LDSS2921 Signature Capture** screen:

1. Click **Print**;
2. Capture all required signatures; and
3. Click **Next**.

Note: If the household contains more than eight individuals, the worker will need to print the Statewide Common Application (**LDSS-2921**) and manually capture the signatures for individuals nine and above. The entire **LDSS-2921**, that contains the captured required signatures, is scanned and indexed into the applicant's electronic case record.

LDSS2921 Signature Capture

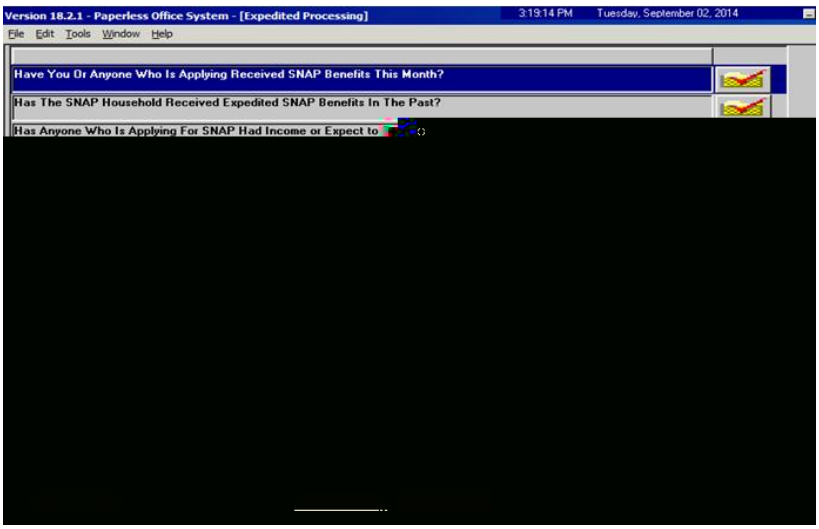


Complete the following on the **Expedited Processing** screen (see screen shot on the following page):

1. Click on each show button and complete the **Response to Question** windows, as required; and
2. Click **Next**.

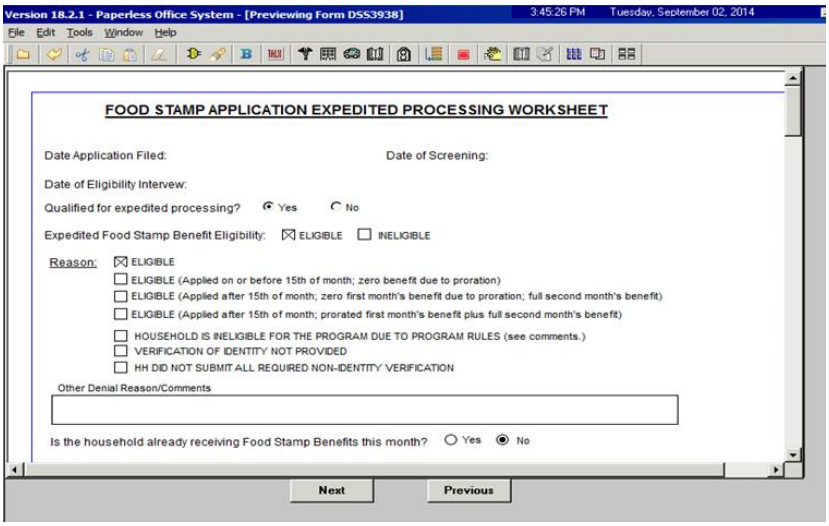
Attachment A

Expedited Processing



Click **Next** on the **Previewing Form DSS3938** screen:

Previewing Form DSS3938

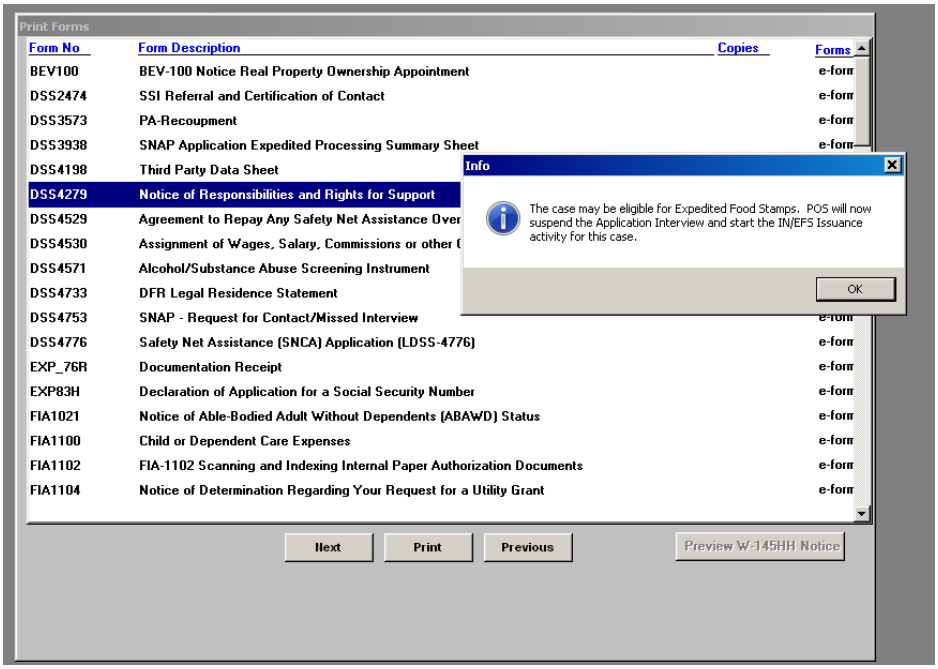


Complete the following on the **Print Forms** screen (see screen shot on the following page):

1. Select the **DSS-4279**;
2. Click **Print**; and
3. Click **Next.**

POS moves Center 078 cases to the **HDU Applications 078** queue and Non-Center 078 cases to the **HDU Applications** queue for the responsible Job Center. POS then launches the **Immediate Need (IN)/ Expedited SNAP (ESNAP) Issuance** activity if the applicant's responses during the **CA Application Interview** activity indicated a need for an IN or ESNAP issuance.

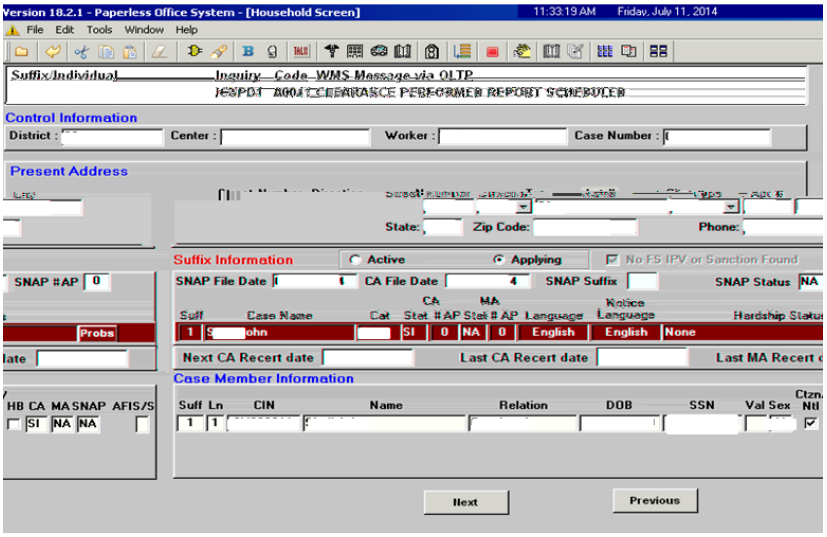
Print Forms 1st contact



Immediate Need (IN)/ Expedited SNAP (ESNAP) Issuance Activity

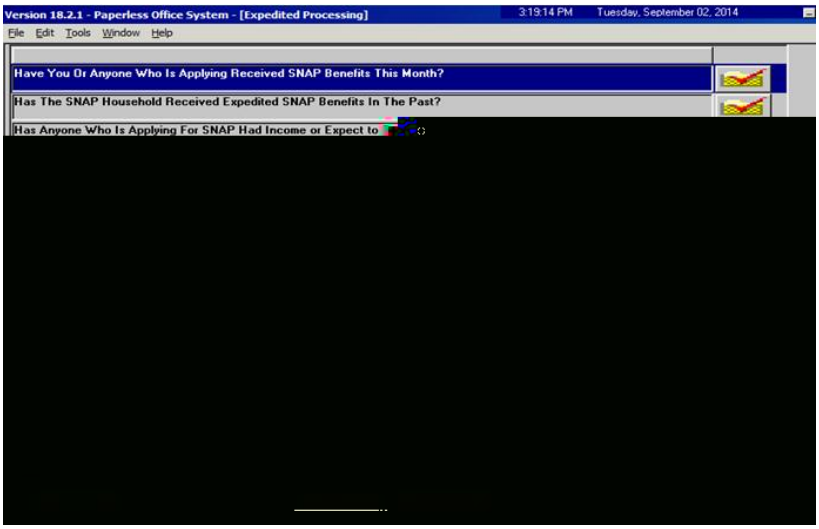
Click **Next** on the **Household** screen:

Household Screen



Click **Next** on the **Expedited Processing** screen:

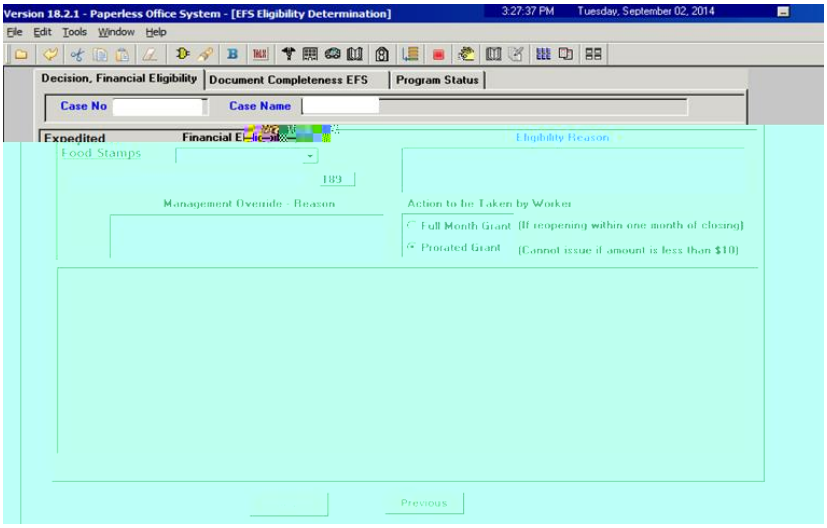
Expedited Processing



Complete the following on the **EFS Eligibility Determination** screen:

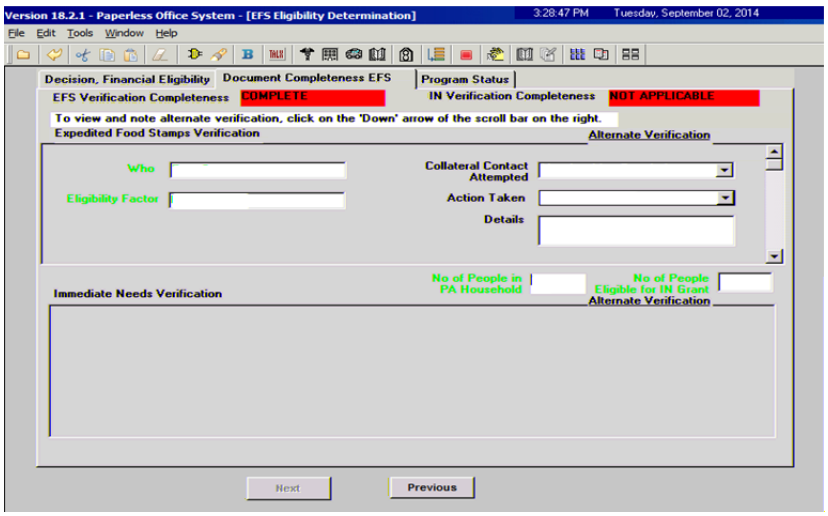
1. Review each tab (***Decision, Financial Eligibility***, ***Document Completeness EFS***, and ***Program Status***) to ensure that the information contained on them is accurate;
2. Click the **Run Rules** button on the *Program Status* tab; and
3. Click **Next**.

EFS Eligibility Determination
Decision, Financial Eligibility tab

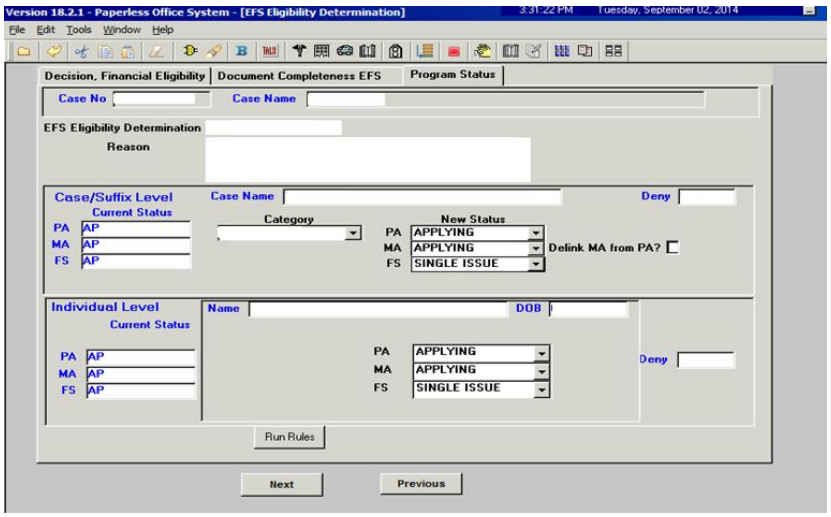


Attachment A

EFS Eligibility Determination
Document Completeness EFS tab

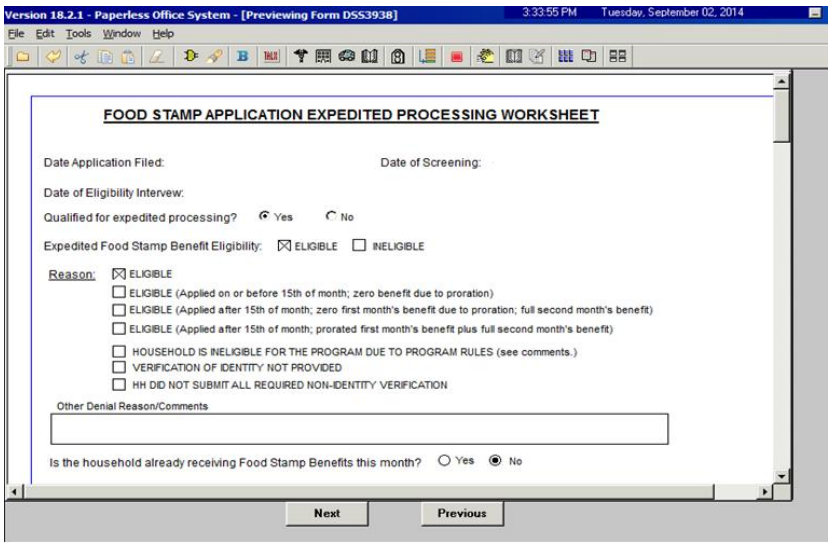


EFS Eligibility Determination
Program Status tab



Click **Next** on the **Previewing Form DSS3938** screen:

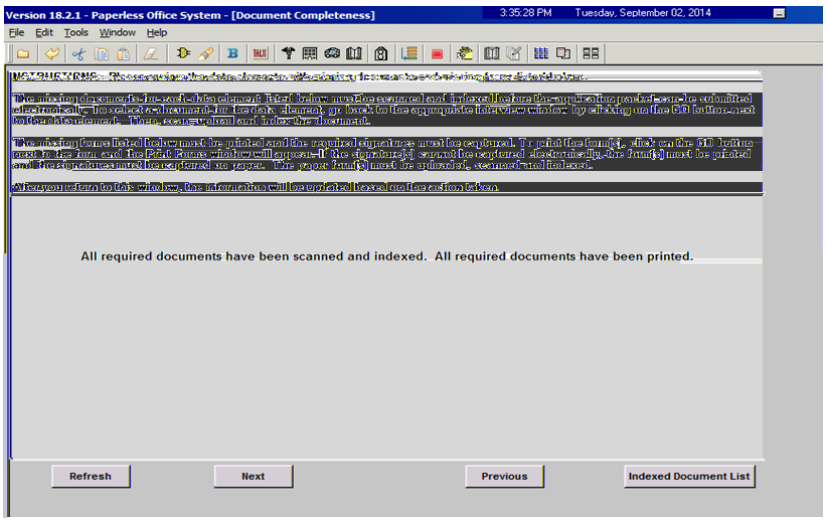
Previewing Form DSS3938



Attachment A

Click **Next** on the **Document Completeness** screen:

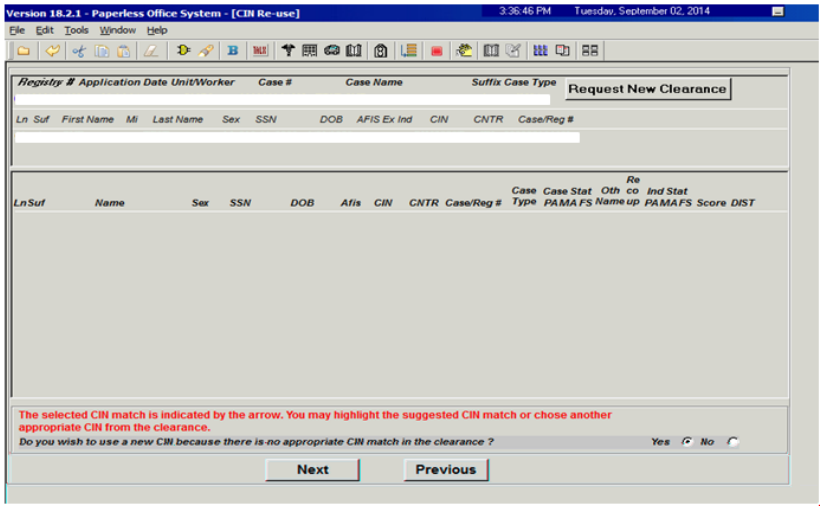
Document Completeness



Click **Next** on the **CIN Re-use** screen:

CIN Re-use

Refer to PD #05-17-OPE and PB #14-17-ELI

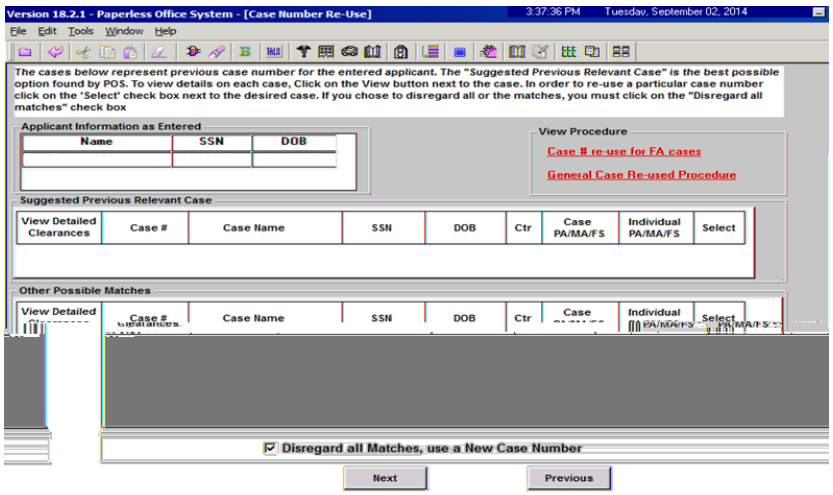


Attachment A

Click **Next** on the **Case Number Re-Use** screen:

Case Number Re-Use

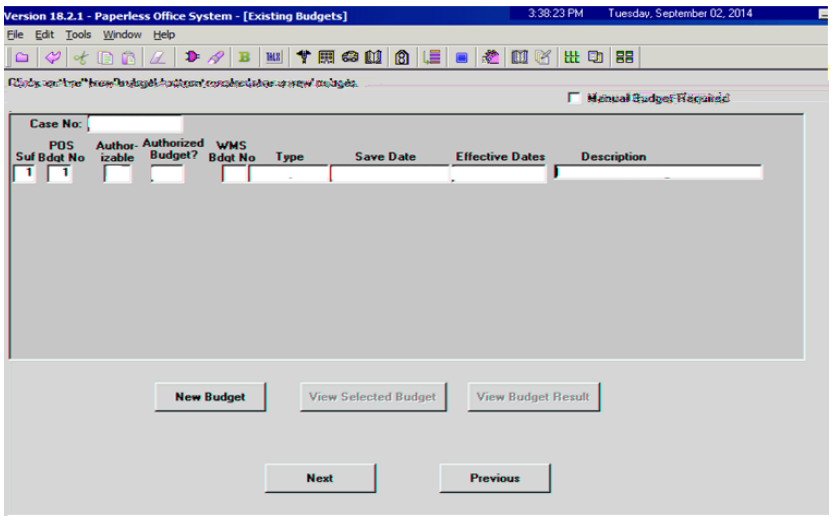
Refer to PB #13-16-SYS



Complete the following on the **Existing Budgets** screen:

1. Click **New Budget** if the applicant household qualifies for the issuance of expedited SNAP benefits; and
2. Click **Next**.

Existing Budgets

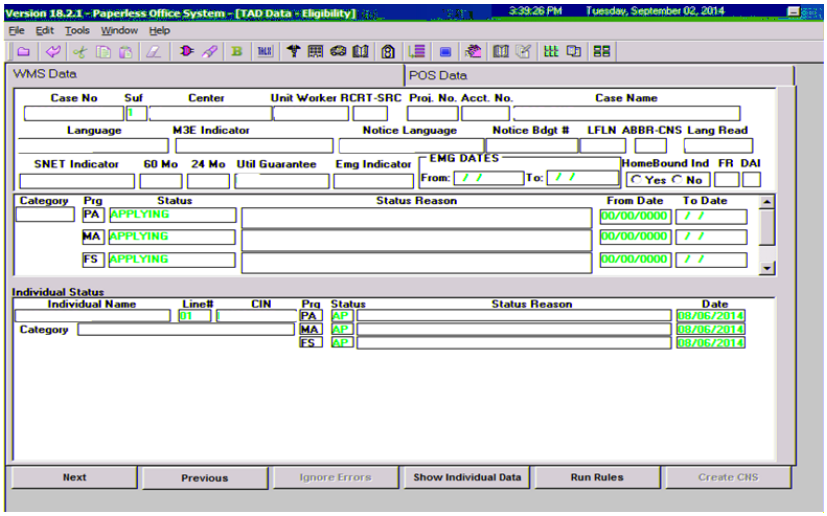


Complete the following on the **TAD Data Eligibility** screen (see screen shot on the following page):

1. Click on the **Show Individual Data** button and update the applicant information as necessary; and
2. Click **Next**.

Attachment A

TAD Data - Eligibility

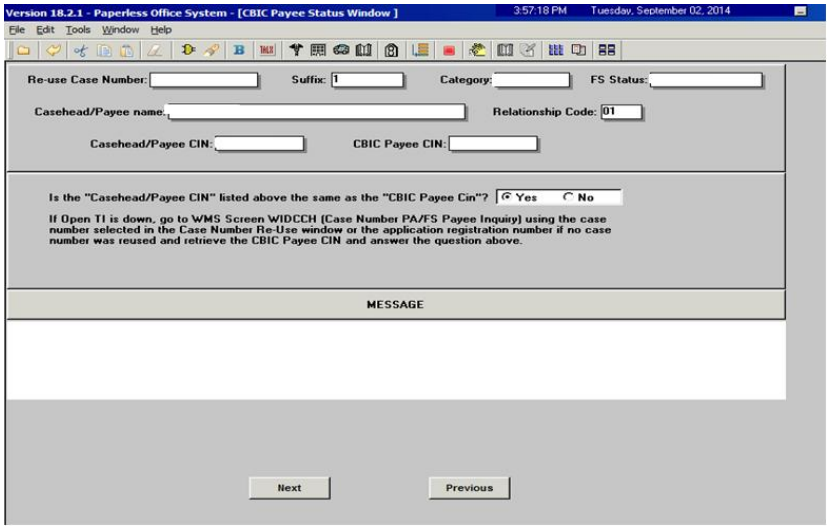


Complete the following on the **CBIC Payee Status Window** screen:

1. Record the answer to the question asked and complete the **Response to Question** window, as required; and
2. Click **Next**.

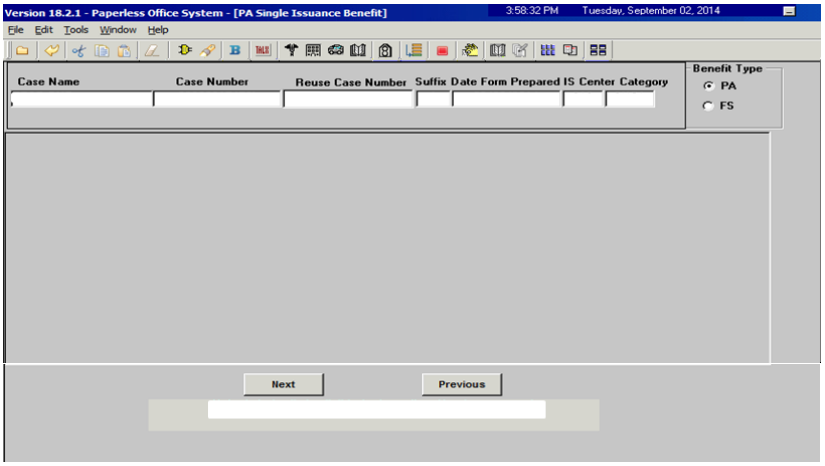
CBIC Payee Status Window

Refer to
PD #13-50-OPE.



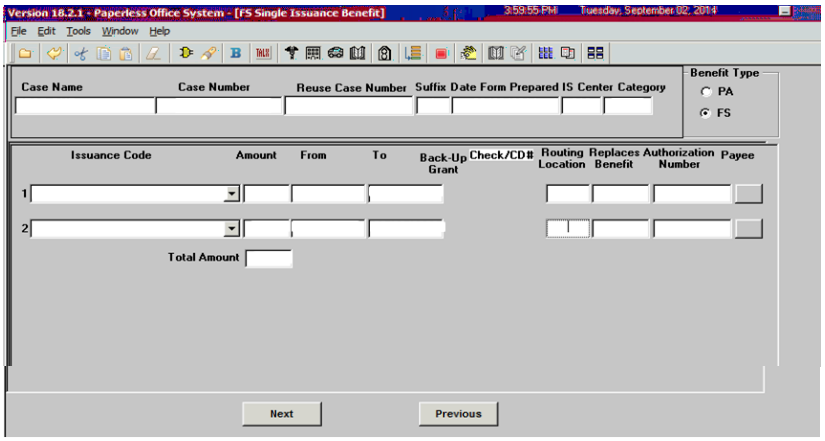
Complete the **PA Single Issuance Benefit** screen, if applicable:

PA Single Issuance Benefit



Complete the **FS Single Issuance Benefit** screen, if applicable:

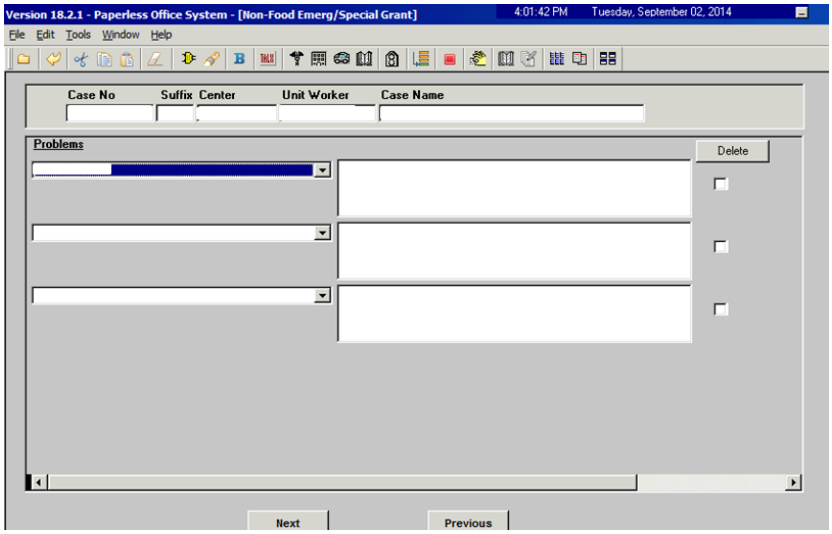
FS Single Issuance Benefit



Complete the following on the **Non-Food Emergency/Special Grant** screen, if applicable (see screen shot on the following page):

1. If the applicant states that s/he has a non-food emergency or an immediate need, select the problem from the dropdown menu;
2. Enter a detailed description of the problem; and
3. Click **Next**.

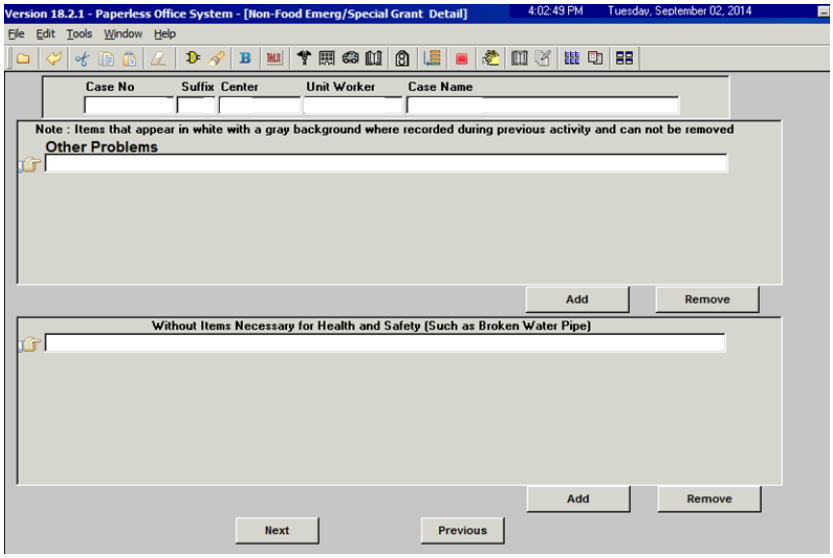
Non-Food Emergency/ Special Grant



Complete the following on the **Non-Food Emergency/Special Grant Detail** screen, if applicable:

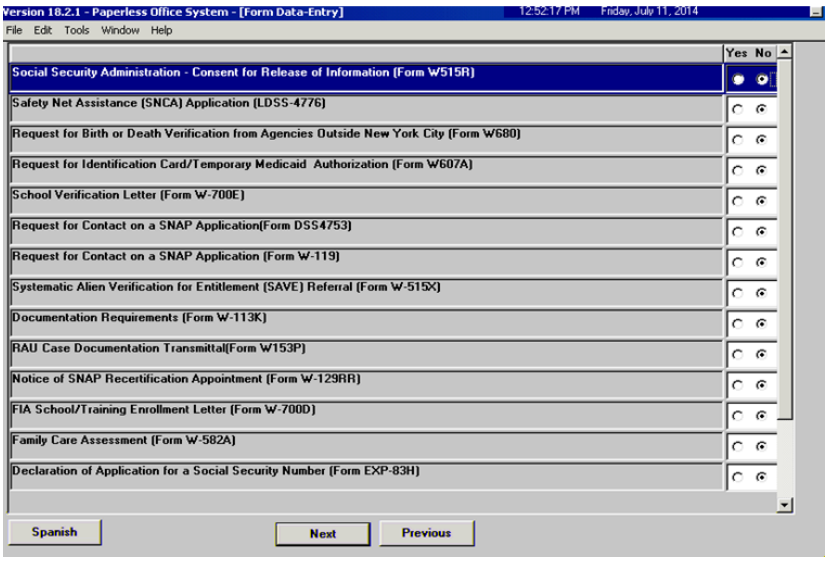
1. If the applicant states a problem that is not listed in the dropdown menu on the **Non-Food Emergency/Special Grant** screen, enter the problem in the **Other Problems** field; and
2. Click **Next**.

Non-Food Emergency/ Special Grant Detail



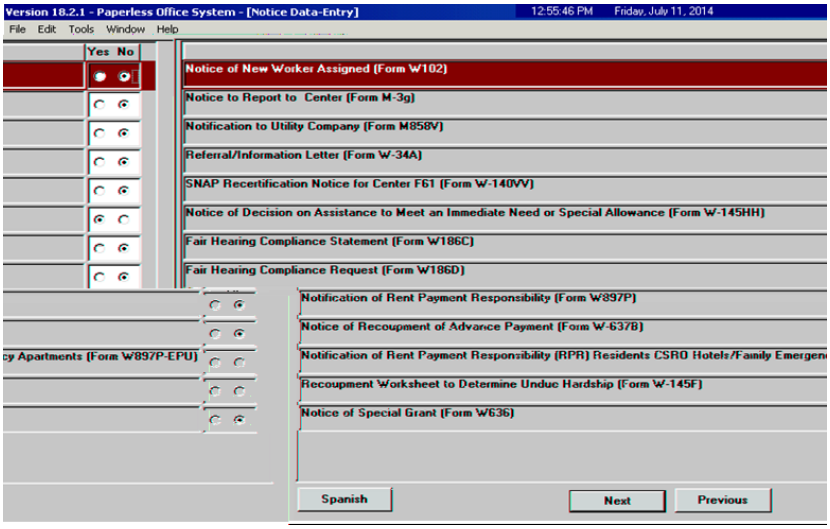
Click **Next** on the **Form Data-Entry** screen:

Form Data-Entry
IN/ESNAP Issuance activity



Click **Next** on the **Notice Data-Entry** screen:

Notice Data-Entry
IN/ESNAP Issuance activity

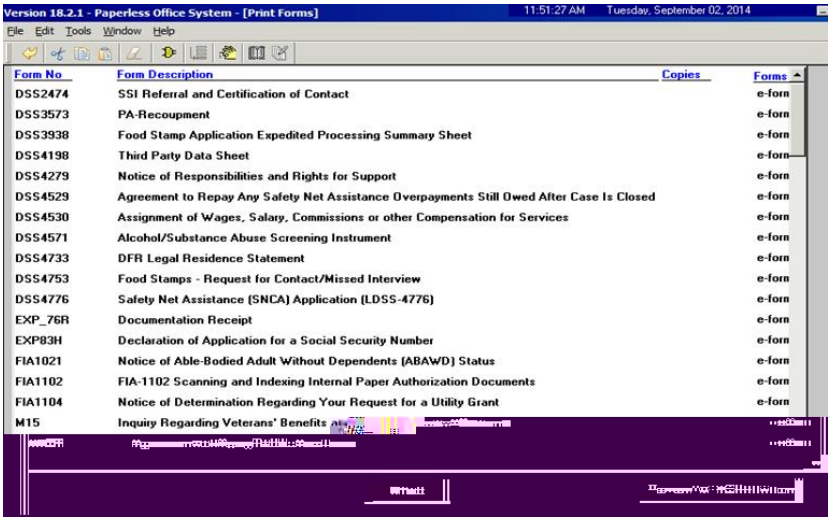


Complete the following on the **Print Forms** screen (see screen shot on the following page):

1. Select the form(s) to be printed, as required; and
2. Click **Print**.

Attachment A

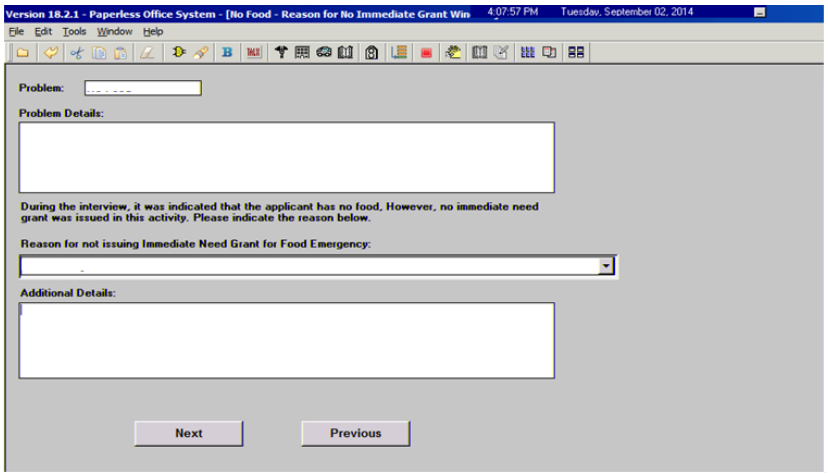
Print Forms
IN/ESNAP Issuance activity



Complete the following on the **No Food Reason for No Immediate Grant Window** screen, if applicable:

1. Record the answer to the question asked and enter a detailed comment in the **Additional Details** field, as required; and
2. Click **Next**.

No Food Reason for No Immediate Grant Window



Attachment A

Complete the following on the **Approval Elements** screen:

Center 078 Cases:

1. Enter a detailed case comment;
2. Click **File**; and
3. Click the **Suspend** button.

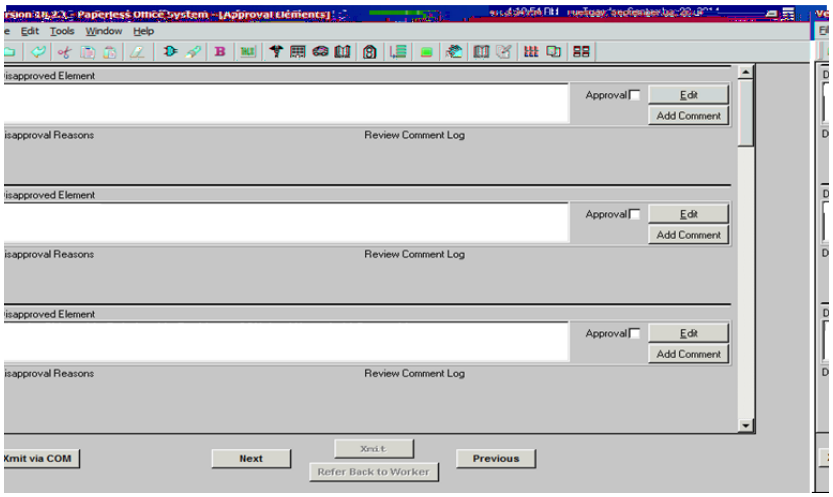
Note: The **/ESNAP Issuance** activity is submitted by an HDU JOS/Worker once the center designation is changed from **078** to the responsible Job Center.

Non-Center 078 Cases:

1. Click **File**;
2. Click the Complete button;
3. Select your Supervisor from the list of supervisors;
4. Enter a detailed case comment; and
5. Click **OK**.

Note: The HDU Supervisor will complete any required actions on the **Approval Elements** screen.

Approval Elements



Attachment A

Center 078 Cases only: CA Application Interview Activity Second Contact

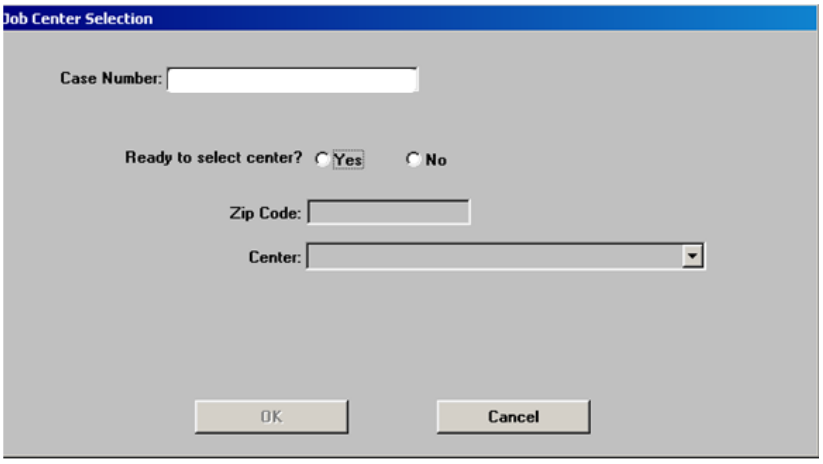
Complete the following on the **Job Center Selection** window:

Refer to the Job Center Zip Code Region Guide

1. Select the **Yes** radio button to the question "*Ready to select center?*";
2. Enter the zip code of the shelter in the **Shelter Zip Code** field;
3. POS will pre-fill the **Center** field; and
4. Click **OK**.

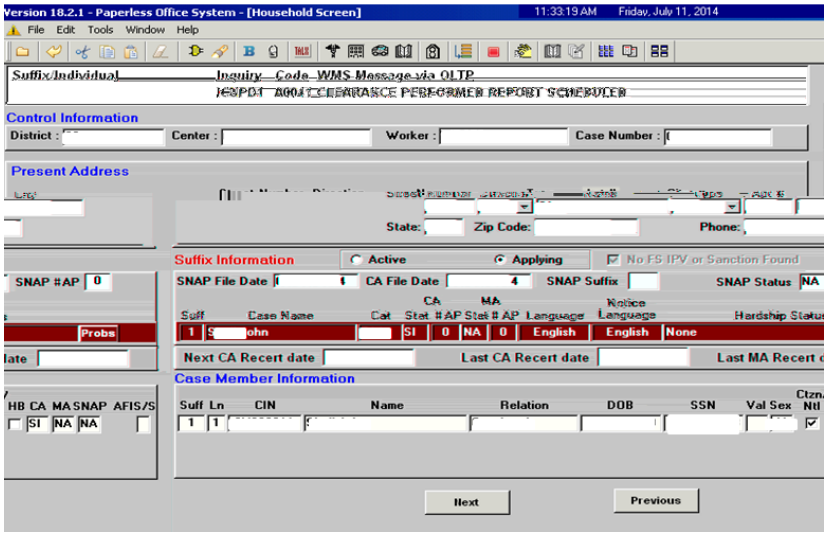
Note: If the conditional placement is not assigned by 5:00 PM, select **East River #37** from the **Center** dropdown menu.

Job Center Selection



Click **Next** on the **Household** screen:

Household Screen

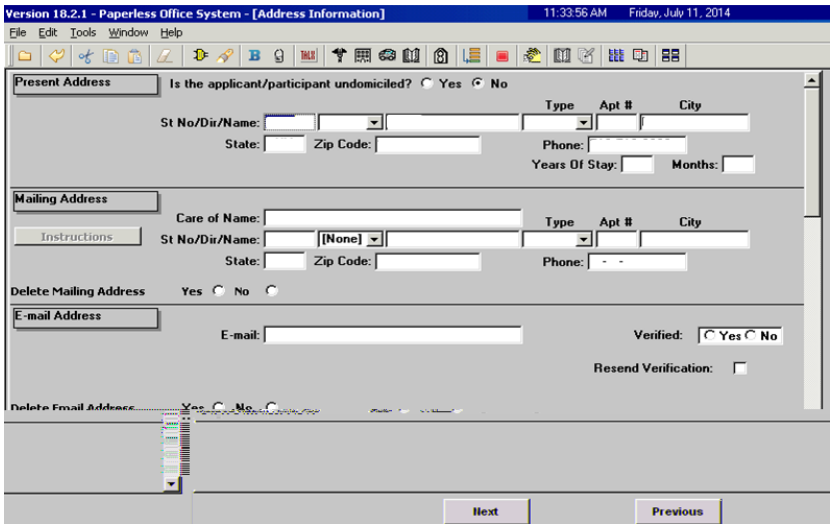


Complete the following on the **Address Information** screen:

1. If the conditional placement is known:
   a. Select **No** to the question "*Is the applicant/participant undomiciled?;*"
   b. Enter the shelter address assigned to the applicant in the **Present Address** fields; and
   c. Click **Next**.

   Note: If the conditional placement is not assigned by 5:00 PM, verify the mailing address with the applicant. If the applicant does not return to meet with the HDU JOS/Worker and a mailing address was not obtained from the applicant during their first contact with the HDU JOS/Worker, contact the DHS supervisor to obtain a mailing address/emergency contact address for the applicant.

Address Information
2nd contact



Complete the following on the **Referrals** screen (see screen shot on the following page):

Refer to PB #14-97-OPE, and PB #12-97-OPE.

1. Make all referral appointments, as required; and
2. Click **Next**.

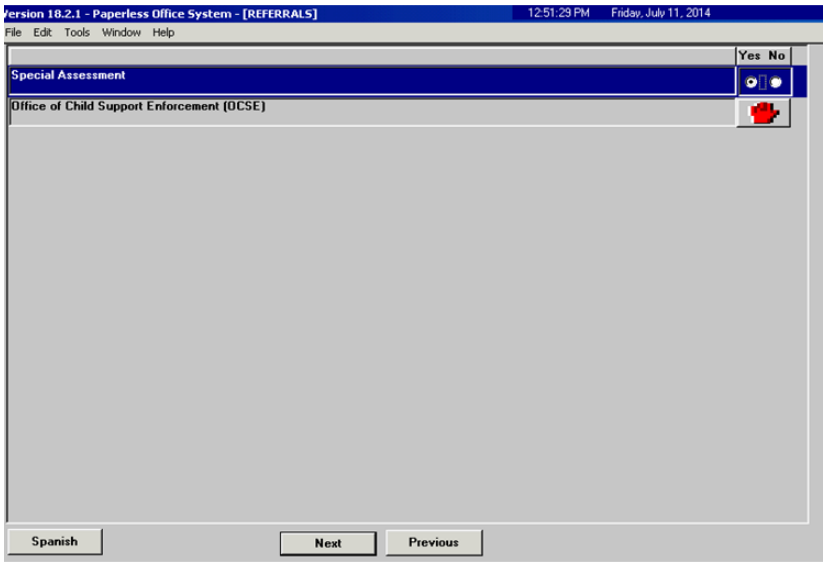
Refer to PD #10-08-ELI.

Note: If a Special Assessment referral is needed, the referral must be made in NYCWAY using Action Code **991S** (Referral/Reschedule) and the worker must only make the Special Assessment and BEV referrals.

Refer to PD #12-14-EMP.

Note: If a substance abuse referral is needed, the referral must be made in NYCWAY using Action Code **915G** (CASAC Assessment – Applicant).

Referrals 2nd contact

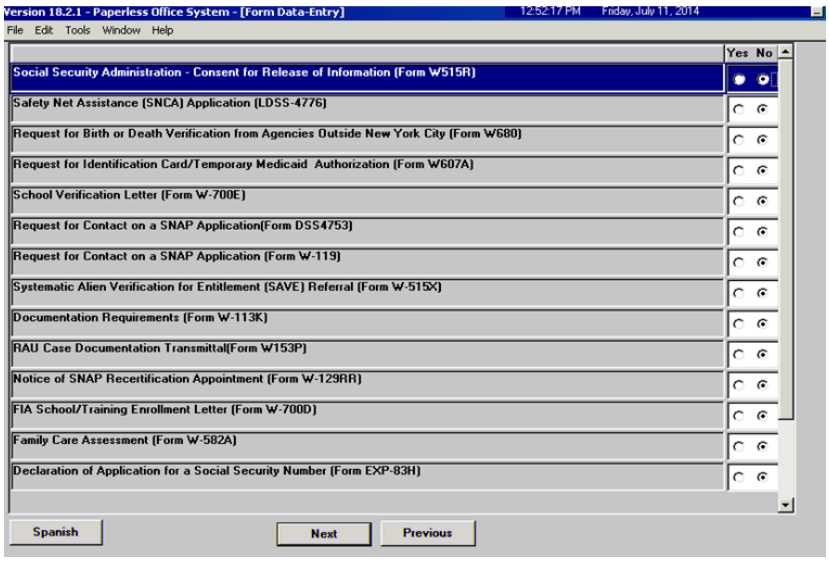


Complete the following on the **Form Data-Entry** screen:

4. Record a response for each form listed;
5. Enter the requested information in the form(s) that must be completed, as required; and
6. Click **Next**.

Note: A separate SAVE Referral (**W-515X**) must be generated for each non-citizen in the household.

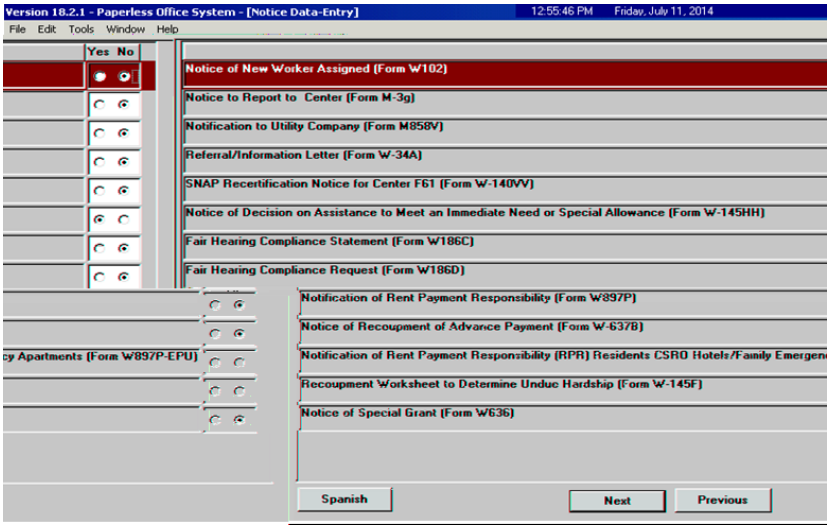
Form Data-Entry 2nd contact



Complete the following on the **Notice Data-Entry** screen:

4. Record a response for each notice listed;
5. Enter the requested information in the notice(s) that must be completed, as required; and
6. Click **Next**.

Notice Data-Entry 2nd contact



Complete the following on the **Finger Imaging AFIS** screen (see screen shot on the following page):

4. Choose the radio button that describes the household member listed;

Refer to PD #13-08-ELI.

Note: If an individual is required to be finger imaged and the onsite AFIS is closed or not operable, an AFIS referral to the responsible Job Center must be made. Select "*Required to be finger imaged*" to generate the **W-519** for the individual.

5. Click **Print**; and
6. Click **Done**.

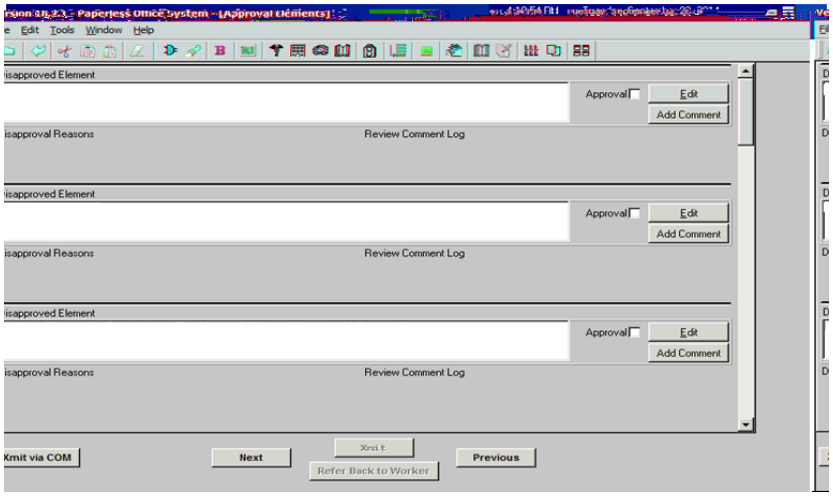
Attachment A

Finger Imaging AFIS
2nd contact

Attachment A

Complete the following on the **Approval Elements** screen:

4. Click **File**;
5. Click the **Complete** button;
6. Select your Supervisor from the list of supervisors;
7. Enter a detailed case comment; and
8. Click **OK**.

Note: The HDU Supervisor will complete any required actions on the **Approval Elements** screen once the HDU JOS/Worker has changed the center designation from **078** to the responsible Job Center during the applicant's second contact with HDU.

Approval Elements