



FAMILY INDEPENDENCE ADMINISTRATION


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POLICY BULLETIN #15-77-OPE

ENHANCED SHELTER MOBILE DIVERSION TEAMS

<p>Date: August 19, 2015</p>	<p>Subtopic(s): Homelessness, Diversion, Rental Assistance</p>
<p> This procedure can now be accessed on the FIAweb.</p> <p>Background for the formation of ESMDT</p>	<p>The purpose of this policy bulletin is to introduce Job Center staff, Back 2 Work (B2W) representatives, and Homelessness Prevention Administration (HPA) staff to the new Enhanced Shelter Mobile Diversion Teams (ESMDT), a new unit within HPA. This policy bulletin is informational for all others.</p> <p>HPA has been working with the Department of Homeless Services (DHS) to address the growing population of families in temporary shelters throughout NYC. HPA held informational sessions at DHS shelters, in conjunction with DHS staff, on the weekends to provide families with housing related benefit services.</p> <p>HPA has created the new Enhanced Shelter Mobile Diversion Teams (ESMDT), which will now offer the services discussed in this policy bulletin, Monday through Friday to residents of family shelters operated by DHS. This expansion of HPA services is an effort to ensure that shelter residents are aware of the benefits, services and housing options that are available to facilitate their exit from shelter.</p> <p>ESMDT is comprised of four components, which are designed to meet shelter residents at their temporary residence and provide the education and services they need to exit shelter. These components include:</p> <ul style="list-style-type: none"> • Out stationed HPA staff at designated DHS shelters; • Mobile teams of HPA staff that visit DHS shelters in all five boroughs; • HPA staff at Back 2 Work (B2W) vendor sites; and • A center based team at the East River Job Center (#37).

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

Out Stationed HPA staff at DHS Shelters

ESMDT JOS at out stationed DHS shelter sites.

ESMDT Job Opportunity Specialists (JOS) will provide diversion outreach and take Cash Assistance (CA) applications for ongoing assistance from residents at the following ten family shelters:

- Seneca House;
- Alice Branch Plaza;
- Flatlands Family Residence;
- Briarwood Family Residence;
- Springfield Family Residence;
- Liberty Family Residence;
- Crotona Family Inn;
- Arbor Inn;
- Stockholm Family Residence; and
- SCO Family of Services/Flushing Avenue Shelter.

Additional shelters may be added at a later date. Staff will be notified if additional shelters are added.

DHS Shelter Providers will refer individuals to the ESMDT that meet pre-determined criteria. ESMDT JOS will conduct a full eligibility interview for all CA applications for ongoing assistance. CA applications will only be accepted from residents of the shelters listed above. Each location is staffed by an ESMDT JOS Monday through Friday, from 9:00 AM to 5:00 PM.

HDU Applications queue.

The completed application interview activity goes to the Paperless Office System (POS) **HDU Applications** queue of the Job Center selected based on the applicant's shelter zip code. These application cases will be assigned unique caseloads as identifiers based on the point of application. The caseload designations for the Bronx range from **EDX01 – EDX99**; for Brooklyn and Staten Island– **EDB01 – EDB99**; for Manhattan – **EDM01 – EDM99**; and for Queens – **EDQ01 – EDQ99**.

Case load designations.

Action code **1HHS**.

Action code **1HHS** will be posted in New York City Work, Accountability, and You (NYCWAY) for each application case established at these shelters. The Employment Plan (EP) is deferred until after the case is accepted. Any document return and follow-up will be the responsibility of the assigned Job Center. Automated Finger Imaging Systems (AFIS) is not in place at the shelters. Therefore, applicants will be referred for finger imaging at the assigned Job Center. Applicants will be given a **W-519** Finger Imaging Notice, a **W-607A** Request for Identification Card/ Temporary Medicaid Authorization/Update Existing CBIC, and a **W-113K** documentation Requirements and/or Assessment Follow-up. ESMDT JOS will make Office of Child Support Enforcement, Bureau of Eligibility Verification, substance abuse (Credentialed Alcohol and Substance abuse Counselor [CASAC]) and domestic violence (DV) referrals, as needed.

Note: Applicants can also be finger imaged by the AFIS operator on the 12th floor at 109 East 16th Street.

Individuals with existing CA cases will also have the opportunity to meet with the ESMDT staff to inquire about their case, including actions pending on their case or follow-up on a requested grant. The ESMDT JOS will contact the designated Liaison at the participant's respective Job Center for follow-up and resolution.

Implications for Job Centers

Implications for Job Centers.

Applications processed at the family shelters will be associated with the Hunts Point (#40), Clinton Hill (#67), Bushwick (#66), and Jamaica (#54) Job Centers, based on the shelter's zip code. Cases will appear on the WINRO535 of its respective Job Center and in the **HDU Application** queue in POS. The Job Centers are responsible for making the eligibility determination on these cases.

Note: Action Code **1HHS** is shut down when the case status is changed from Applying (AP) or Single Issuance (SI) to Active (AC), or Denied (RJ). The adults in the household will be placed in the unengaged pool and will be called into the Job Center as part of the batch call-in process when the future action date (FAD) expires.

Refer to [PD #15-02-OPE](#).

The Associate JOSII must monitor the HDU Applications queue for document return and the POS Management console report for cases coming due. In an instance where an applicant does not complete his/her application interview at the shelter, the Job Center will be responsible for completing the application interview. Refer to the Job Center Responsibilities on pages 16 through 18 of PD #15-02-OPE.

Note: East River Job Center (#37) staff can refer CA applicants that have been in shelter less than six months and have employment income to the Center Based Team. See the *Center Based Team* section beginning on page 5 for routing instructions.

Roving/Mobile Teams at DHS Shelters Citywide

Mobile teams at DHS shelters citywide.

The roving/mobile teams will travel to various shelters throughout the five boroughs, based on a schedule provided by DHS program administrators, to provide residents with information regarding available HPA services. The services discussed include, but are not limited to, one shot deals, potential eligibility for New York City Federal Eviction Prevention Supplement (CITYFEPS) program, and connecting families with resources that are available for shelter residents. Residents that are eligible for HRA services will be referred to the ESMDT Center based team for follow-up and processing.

The roving/mobile teams will post Action Code **1HHU** (HHS Undercare – Participant) in NYCWAY to record the details of their conversations with CA participants. The roving/mobile teams do not have access to a computer when they make their visits to DHS shelters. These workers have access to a computer on one day during the workweek. Therefore, Action Code **1HHU** must be back-dated to reflect the date that the interaction between the HPA staff and participant actually occurred.

ESMDT Staff at B2W Vendor Sites

ESMDT at B2W vendor sites.

Action Code **1HSR**.

The orientation provided by B2W vendors to applicants/participants will include information regarding the availability of onsite ESMDT staff. B2W vendors will use NYCWAY Action Code **1HSR** (B2W Vendor Housing Services Referral) to refer individuals to the ESMDT staff after orientation or at any point an individual expresses an issue related to their housing. Onsite ESMDT staff provides information to shelter residents, who are working with the B2W vendors to secure employment, as to what services are available to them once they are employed.

Action Code **1HSX**.

Note: If the B2W vendor posts Action Code **1HSR** in error, Action Code **1HSX** (Housing Services Referral/Return Cancelled) can be posted by the B2W vendor to remove the referral.

HSREF Worklist.
 Action Code **1HSK**.
 Action Code **1HSE**.

The **1HSR** referrals appear on the **HSREF** Worklist. The ESMDT staff will post Action Code **1HSK** (Housing Services Referral Kept) in NYCWAY to indicate that the referral was kept. Action code **1HSK** requires a comment, regarding the services and referrals provided, before it can be posted to the case. If the **1HSR** is not marked as kept by the FAD, the system will automatically post **1HSE** (Housing Services Referral Expired) to complete the **1HSR**. There is no adverse action taken on a case if the referral to the ESMDT staff is not kept.

Center Based Team

Center based team.

The Center based team (CBT) will work out of the East River Job Center (#37) and is responsible for processing the work of the mobile teams, including the issuance of specific benefits. The CBT will also provide support to the ESMDT staff at the shelters, both out stationed and mobile teams, and B2W vendor sites.

Action Code **1HST**.

If a return appointment is necessary, the CBT JOS posts Action Code **1HST** (Housing Services Job Center Referral Return Appointment) in NYCWAY to schedule the return appointment. If the CBT JOS posts Action Code **1HST** in error, Action Code **1HSX** can be posted by the CBT JOS to remove the return appointment.

HSRET Worklist.
 Action Code **1HSJ**.

The **1HST** appointments appear on the **HSRET** Worklist. The CBT JOS will post Action Code **1HSJ** (Housing Services Job Center Return Appointment Kept) in NYCWAY to indicate that the appointment was kept. Action code **1HSJ** requires a comment, regarding the appointment, before it can be posted to the case. . If the **1HSJ** is not marked as kept by the FAD, the system will automatically post **1HSE** to complete the **1HSJ**. There is no adverse action taken on a case if the return appointment to the CBT JOS is not kept.

Referrals from Center #37 to CBT.

East River Job Center (#37) staff will refer a CA applicant to CBT if the individual has been in shelter less than six months and has employment income. The purpose of the referral is to discuss housing resources that are available from HPA, DHS, and their community, which can facilitate their move out of DHS shelter and into permanent housing.

Individuals routed to CBT using the MONIQ **HG** ticket.

Center #37 staff issues an **HG** ticket using the Model Office Numbering Identification Queue (MONIQ) to route the CA applicant to CBT. The destination label on the **HG** ticket issued from MONIQ has been changed from “HDU General” to “Enhanced Diversion Unit”. The appointment associated with the **HG** ticket appears in the **HDU General** queue.

Note: The name for the **HG** ticket issued by MONIQ has only been changed at Center #37.

Effective Immediately

Related Item:

[PD #15-02-OPE](#)