



FAMILY INDEPENDENCE ADMINISTRATION

Seth W. Diamond, Executive Deputy Commissioner



James K. Whelan, Deputy Commissioner
Policy, Procedures and Training

Lisa C. Fitzpatrick, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN # 07-42-SYS

GOOD CAUSE NOT GRANTED AT CONCILIATION

<p>Date: March 29, 2007</p>	<p>Subtopic(s): NYCWAY</p>
<p> This procedure can now be accessed on the FIAweb.</p> <p>The case will be closed if the H/H size = 1.</p> <p>Currently, a NOI to sanction is not generated until the FAD on the conciliation code expires.</p>	<p>The purpose of this policy bulletin is to inform Job Center staff of a new process for handling cases that are not granted good cause in the conciliation process. This policy bulletin serves as information for all other staff.</p> <p>Currently, when a participant fails to comply with a work requirement, action is taken to initiate an employment sanction. Before the sanction is initiated, the participant is sent a notice of a conciliation appointment. At the conciliation appointment, the participant is given the opportunity to explain why s/he did not comply/cooperate with the work requirement and to present evidence to support his/her claim. If the participant cannot keep the appointment indicated on the notice, s/he can come to the Job Center on any business day until the notice expires. The notice expiration date is indicated on the conciliation notice and is generally up to 14 days from the date of the notice. A conciliation code is posted in NYCWAY with a Future Action Date (FAD) of up to 14 days (equal to the expiration date of the notice). If the participant does not keep the conciliation appointment and does not report to the Job Center before the FAD expires, NYCWAY will send the sanction to WMS, which generates a notice of intent (NOI) to reduce or close the case.</p> <p>If the participant keeps the conciliation appointment but does not establish a good cause reason for not complying with the work requirement, the Conciliation Worker will post action code 830 (Good Cause Not Granted) in NYCWAY. Since the FAD on the conciliation code, in most instances, has not expired, the sanction will not post until the FAD expires.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 2 at the prompt followed by 765 or
send an e-mail to *FIA Call Center*

If good cause is not granted, a NOI will be generated prior to the expiration of the FAD.

Effective immediately, when a participant reports to the conciliation appointment, but does not establish good cause for noncompliance, the Conciliation Worker will post action code **830** in NYCWAY. NYCWAY will send the sanction to WMS immediately, without waiting for the conciliation FAD to expire. This will generate a notice of intent (NOI) to reduce or close the public assistance and/or food stamp case.

In addition, if more than one conciliation code is open, a pop-up window will display both codes and the Conciliation Worker will have to choose the code for which good cause was not granted.

Effective Immediately