



# 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 #07-47-SYS

### CHANGES TO THE FAIR HEARING COMPLIANCE SUBSYSTEM

<p><b>Date:</b> April 17, 2007</p>	<p><b>Subtopic(s):</b> NYCWAY</p>
<p> This procedure can now be accessed on the FIAweb.</p> <p>The automated <a href="#">W-186E</a> was not transferred and was processed outside of NYCWAY.</p>	<p>The purpose of this policy bulletin is to inform the Processing Unit staff; designated Fair Hearing Compliance staff at the Brighton Non-Public Assistance (NPA) Food Stamp (FS) Office (<b>F28</b>); and Regional Office staff of new capabilities added to the NYCWAY Fair Hearing Compliance subsystem.</p> <p>Previously, when a Fair Hearing decision was posted on the <b>FHOUT</b> Worklist to the wrong Job Center or NPA FS Office, the following steps were taken to transfer responsibility for completion of the compliance:</p> <ul style="list-style-type: none"> <li>• A designated person in the sending Center contacted his/her Regional Office to request that the Fair Hearing decision be removed from the <b>FHOUT</b> Worklist;</li> <li>• If the Regional designee validated the request, s/he posted the <b>799X</b> (Fair Hearing No Longer Open with State) in NYCWAY and annotated the transaction on an internal log used to track these cases;</li> <li>• The sending Center would advise the receiving Center that they needed to complete the compliance. Due to system constraints, the compliance was completed manually outside of NYCWAY;</li> <li>• The Regional office provided a log (annotated with all of the compliances completed outside of NYCWAY) to the Assistant Deputy Commissioner's office.</li> </ul>

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*

Effective May 1, 2007, it will be possible to transfer the automated Fair Hearing Tracking Sheet ([W-186E](#)) and responsibility for the compliance to the correct location. Immediately following the transfer action, the case will be removed from the sending Center's **FHOUT** Worklist and placed on the receiving Center's worklist. Upon receiving a request from a Center, the Regional office must verify that the request is appropriate before honoring it and transferring the decision to the receiving center through NYCWAY. An outcome should only be transferred once.

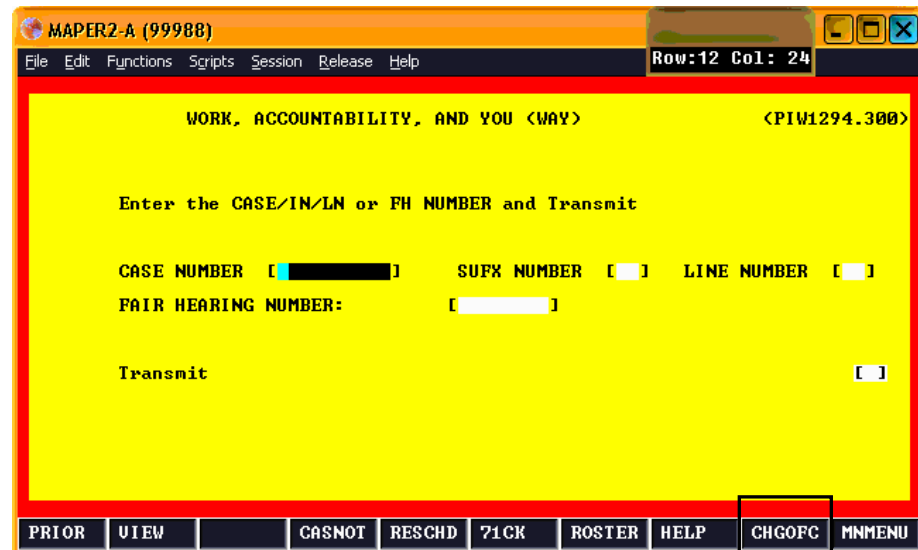
Time frames for transferring decisions

For Public Assistance (PA) decisions, the transfer should be made within three days of appearing on the **FHOUT** Worklist. For decisions on NPA FS cases or FS-only issues on PA cases, the transfer should be made on the first day the case appears on the **FHOUT** Worklist.

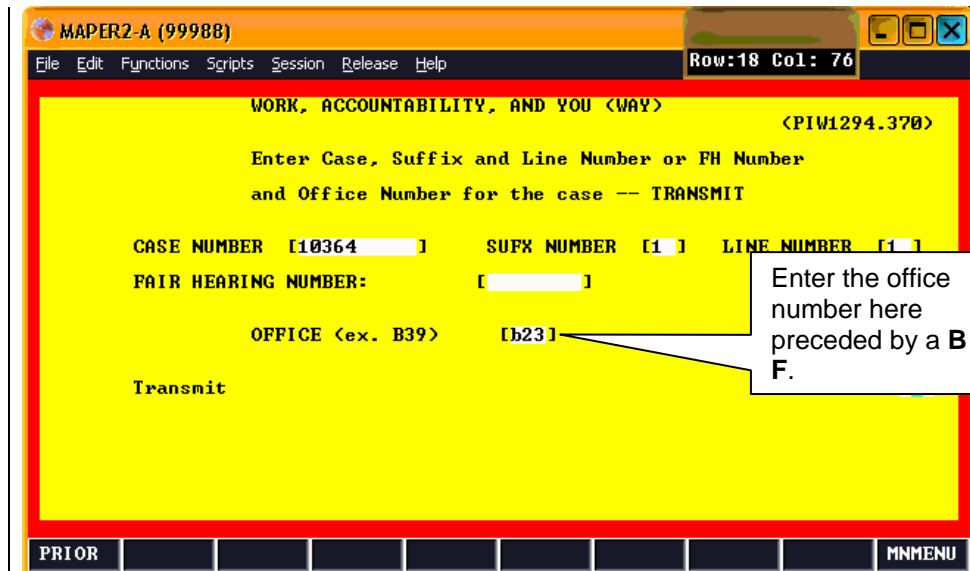
Regional Office Staff

Regional office staff must follow these steps in **NYCWAY** when a Fair Hearing decision requires transfer:

- Access the Fair Hearing Compliance subsystem;



- Press **F9** or select the **CHGOFC** option from the **Enter Case Data** screen;



- Enter **Case Number**, **Suffix Number** and **Line Number** or the **Fair Hearing Number**;
- Enter the new office. The letter **B** must precede the Job Center Number (as shown in the example above) and the letter **F** must precede the Food Stamp Office Number. Transmit and the case will be added to the **FHOUT** Worklist of the new responsible Center.

Processing Unit Staff

Processing Unit staff are reminded to pull up the **FHOUT** Worklist daily. This worklist is used for all compliance cases, not just those cases transferred from one center to another. In addition, when pulling up the **FHOUT** Worklist in all situations, an entry must be made in the **Activity Office** field instead of the **WMS Office OR Region** field.

Processing Unit staff must follow these steps in **NYCWAY** when pulling up the **FHOUT** Worklist:

To retrieve cases from the **FHOUT** Worklist

- Access the **NYCWAY Master Menu**, and position the cursor at **Worklist Processing**, Transmit and the **Update from Worklist** screen appears:

MAPER2-E (99990)

File Edit Functions Scripts Session Release Help

WORK, ACCOUNTABILITY, AND YOU (WAY) PIV040.010  
Update from Worklist

Enter Worklist and other data for selection of cases:  
Try the new SELECT function (Function Key 4)

Worklist Name: [fhout] Act Office: [ ]

WMS Office OR Region [ ] WMS Worker: [ ]

Future Action Date: [ / / ] thru [ / / ]

Action Date: [ / / ] thru [ / / ]

Create Date: [ / / ] thru [ / / ]

Action Code: [ ] PA/SN/FS: [ ]  
(Blank = PA & SN)

Number of Cases: [0200] Transmit [ ]

Prior Select Count Print Help Paint MnMenu

- Enter **FHOUT** in the **Worklist Name** field and the corresponding office (center) number preceded by an **F** or **B** in the **Activity Office** field and Transmit.

*Effective May 1, 2007*

**Related Item:**

[PD #06-20-OPE](#)