



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY BULLETIN #07-61-SYS

### NYCWAY UPDATES – NEW ACTION CODES

| <p><b>Date:</b><br/>May 23, 2007</p>  | <p><b>Subtopic(s):</b><br/>NYCWAY</p>  |
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| <p> This procedure can now be accessed on the FIAweb.</p> <p>New Information Only Action Codes <b>908P</b> and <b>908Q</b></p> | <p>NYCWAY is updated on a regular basis to make the system more helpful to users and to update current policy. The purpose of this policy bulletin is to inform staff of the following updates:</p> <ul style="list-style-type: none"> <li>• New Information Only Action Codes <b>908P</b> (POS Appointment) and <b>908Q</b> (POS Appointment Rescheduled)</li> <li>• New Office of Child Support Enforcement (OCSE) Action Codes</li> </ul> <p>To enhance the engagement process, NYCWAY has begun to extract the Face to Face Recertification (FFR) appointment dates from POS. Two new information-only action codes, (<b>908P</b> for the original appointment and <b>908Q</b> for a reschedule), will post in NYCWAY on a nightly basis when the FFR appointment information is received from POS.</p> <p>Action Codes <b>908P</b> and <b>908Q</b> will post in NYCWAY on the active casehead line. All cases with a <b>908P</b> or <b>908Q</b> will appear on the <b>POSFR</b> Worklist and the codes will prevent other NYCWAY appointments from being scheduled on the same day as the FFR.</p> <p>The <b>908P</b> and <b>908Q</b> will be completed by a <b>908D</b> (Synchro CED Captured) on a nightly basis once the FFR appointment has been completed.</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*

New OCSE Action  
Codes

Staff at the Residential Treatment Service Center (RTSC) are responsible for entering Action Code **200H** (Referred To OCSE) for applicants/participants who require a referral to OCSE. The outcome of the OCSE referral is entered by OCSE staff using one of the following new codes:

- 140J** RTSC: Inappropriate OCSE Referral (Participant)
- 140K** RTSC: Action Initiated-Pending OCSE Outcome (Participant)
- 140W** RTSC: OCSE Case Referred to Court (Participant)
- 940J** RTSC: Inappropriate OCSE Referral (Applicant)
- 940K** RTSC: Action Initiated-Pending OCSE Outcome (Applicant)
- 940W** RTSC: OCSE Case Referred to Court (Applicant)

*Effective Immediately*