

**MEMORANDUM**

**DATE:** February 20, 2018

**TO:** Job Center Directors, Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Center Directors

**FROM:** James K. Whelan, Executive Deputy Commissioner Office of Policy, Procedures and Training

*JKW*

**SUBJECT:** RAR/HVN Center 90 Changes in the Intranet Quorum (IQ) System

The RAR/HVN Center 90 and Office of Constituents Services (OCS) staff use the IQ System as part of their daily function in servicing applicants and participants that request or are granted a reasonable accommodation and/or home visit needed/homebound status. Effective December 29, 2017, changes were made to the IQ system that affects how Center 90 and OCS use the IQ system.

Changes to the IQ System are the following:

- Center 90 and OCS are now able to designate a call as an Emergency or a Non-Emergency. Cases identified as an emergency (impending eviction, utility shutoff notice or no food) will be listed in red at the top of the RAR queue. Center 90 must prioritize cases marked as emergency and contact the individual on the same day or the next business day to further evaluate the emergency and take any necessary actions (i.e. schedule a home visit, request extension from utility provider, etc.).

\* Analyze All By

All FIA RAR Operations Unit Workflows and Open Date After 12/14/2017 -- 95 Records

#	ID	Primary Person	Opened By	Template	Step	Step Status	Assigned To	Workflow Due Date	Workflow Opened
1	582385	Alexia Smith Other(s) Attached: 7	CHEUNG, SUZANNE	FIA RAR Operations Unit	Step 2 of 2 - Supervisor Approval	Active	CHEUNG, SUZANNE	11/24/2017 02:27 PM	11/17/2017 02:27 PM

**Client Comments** Entering on the side of the street

**Emergency Case File** Emergencies

RAR/HVN: General Case: 691

Constituent: CLIENT

Date Received: 11/17/2017

Origin: Telephone

Case Instructions: FIA Operations - Please review and take Appropriate action

SSA (last 4 digits): 1234

Issue Codes(s): CA HWN Application

Scheduled Telephone Interview Date Scheduled: 99999999

Mailed / Emailed / Faxed Date Sent: 99999999

Mailed / Emailed / Faxed Date Received: 99999999

Mailed / Emailed / Faxed Date Received: 99999999

Task Name	Task Date	Outcome	HV Date	Time Assigned To	Doc Request Received	Client Delay	Comments
1	11/17/2017	No Client Response	11/28/2017	11am,abc			
2	11/20/2017	Schedule Home Visit	11/29/2017	12pm,cbd			Client was a no show for the visit
	11/20/2017	Home Visit					

Resolution Outcome: Home Visit Completed

Resolution Date: 11/29/2017

Resolution Description: Home visit successful

Resolved by: suzanne

Date Notified Client: 11/29/2017

Reschedule/Revisit: Home Visit

Via: Telephone

Roles: Alexia Smith (Primary, No Role - 8)

- Center 90 staff are now able to enter comments in the People Record section. The people record is a contact record composed of profiles of individuals known to the system. These profiles contain personal information such as, name, address, telephone number and any customized fields. Staff at Center 90 should document important information observed during the home visit or information communicated at the home visit (i.e. client has mobility issues, allow longer time to answer door).

- A new section called *HVN Inquiry Tasks* has been added to the **FIA RAR Operations Unit** workflow. This section allows the staff at Center 90 to select a Task Name and a Task Outcome. For every Task Name selected a Task Outcome must be selected. If a Task Outcome is not selected, the workflow cannot be completed. The Task Name and Task Outcome are as follows:

Task Name	Task Outcome
Home Visit	Home Visit Successful Home Visit Unsuccessful Rescheduled Home Visit HRA Request Rescheduled Home Visit Client Request
Client Outreach	Information Provided Home Visit Scheduled No Client Response – Staff should do at least two outreach attempts before closing the workflow.
Case Update	Issued EBT Card Issued Benefits Mailed CAS Forms* Mailed Eligibility Documents* No Client Response Other Update *If mailed documents or forms is selected, workflow can be closed once completed.

- If multiple tasks are required to properly document the needs of the individual, staff is allowed to add multiple tasks to one workflow. The multiple tasks should be added during the interview or home visit.

The screenshot shows a web-based form titled "HVN Inquiry Tasks". The form contains several input fields and dropdown menus:
 

- Task Name: [dropdown]
- Task Date: [calendar icon]
- Outcome: [dropdown]
- HV Date: [calendar icon]
- Time: [input field]
- Assigned To: [input field]
- Doc Request: [calendar icon]
- Received: [calendar icon]
- Client Delay: [dropdown]
- Comments: [text area]

 At the bottom left, there is a button labeled "delete add".

- For all scheduled home visits, the Notice of Scheduled Home Visit (**FIA-1028h**) must be sent to the applicant/participant and documented in the comments section.

**Attachment:**

- FIA-1028h Notice of Scheduled Home Visit
- FIA-1028h (S) Notice of Scheduled Home Visit (Spanish)



Date: \_\_\_\_\_

Case Number: \_\_\_\_\_

Case Name: \_\_\_\_\_

Center: \_\_\_\_\_

### Notice of Scheduled Home Visit

- This notice is to let you know that someone from the Human Resources Administration (HRA) will visit your home. On \_\_\_\_\_, we spoke to you about this visit.

We agreed to schedule your home visit for:

Appointment Date: \_\_\_\_\_ Time: \_\_\_\_\_  AM  PM

If you cannot keep this appointment, call us right away at: \_\_\_\_\_

- This notice is to let you know that we have not been able to talk with you to schedule a home visit. Call us at **718-557-1387** to let us know when someone can visit you at home. You must call us within five business days of receiving this notice.

The purpose of this home visit is to discuss:

- You must have the documents listed below when we do the home visit:

See next page

If you have any questions or cannot keep this appointment, call the telephone number on **page 1**. You must call us before the time scheduled for your home visit.

- This is a mandatory eligibility appointment.** If you do not keep this appointment or call us, your Cash Assistance and/or Supplemental Nutrition Assistance Program (SNAP) benefits may end or be reduced.
- This is a nonmandatory eligibility appointment.**
- This is not an eligibility appointment.**

**A medical or mental health condition or disability** may make it hard for you to understand this notice or to do what this notice is asking you to do. This kind of condition may make it hard for you to get other services at HRA. **If this is true for you, we can help you.** Call us at 718-557-1387. You have a right to ask for this kind of help under the law.

SAMPLE



Fecha: \_\_\_\_\_

Número del Caso: \_\_\_\_\_

Nombre del Caso: \_\_\_\_\_

Centro: \_\_\_\_\_

### Aviso de Visita Programada al Hogar

- Por el presente este aviso le informamos que la Administración de Recursos Humanos (Human Resources Administration – HRA) visitará su hogar. El \_\_\_\_\_, hablamos con usted sobre esta visita.

Hemos acordado programar su cita según indicado a continuación:

Fecha de la Cita: \_\_\_\_\_ Hora: \_\_\_\_\_  AM  PM

Si usted no puede cumplir esta cita, por favor llámenos de inmediato al: \_\_\_\_\_

- Por el presente aviso le informamos que no hemos podido hablar con usted para programar una visita a su hogar. Llámenos al **718-557-1387** para informarnos cuándo podemos visitar su hogar. Usted debe llamarnos dentro de cinco días laborables de haber recibido este aviso.

El objetivo de esta visita al hogar es tratar siguiente tema:

- Usted debe tener los siguientes documentos durante nuestra visita a su hogar:

Vea la próxima página 

Si usted tiene alguna pregunta o si no puede cumplir esta cita, favor de llamar al número de teléfono en la **página 1**. Usted debe llamarnos antes de la hora programada de su visita al hogar.

- Ésta cita de elegibilidad es obligatoria.** Si usted no cumple esta cita o no nos llama, sus beneficios Asistencia en Efectivo y/o del Programa de Asistencia de Nutrición Suplementaria (SNAP) se pueden terminar o reducir.
- Ésta cita de elegibilidad no es obligatoria.**
- Esta cita no es de elegibilidad.**

**El padecimiento de una afección o discapacidad médica o psiquiátrica** puede impedirle entender este aviso o cumplir el mismo. Este tipo de afección puede obstruir el recibimiento de otros servicios de la HRA. **Si esta situación le corresponde a usted, nosotros podemos ayudarle.** Llámenos al 718-557-1387. Conforme a la ley, usted tiene el derecho de solicitar este tipo de ayuda.

SAMPLE