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MEMORANDUM

DATE: August 20, 2021

TO: Job Center and HIV/AIDS Services Administration (HASA) Center Staff

FROM: James K. Whelan, Executive Deputy Commissioner

Office of Policy, Procedures and Training (OPPT)

SUBJECT: Reminder on the Cash Assistance (CA) Application and

Recertification Telephone Interview Process in the Paperless Office

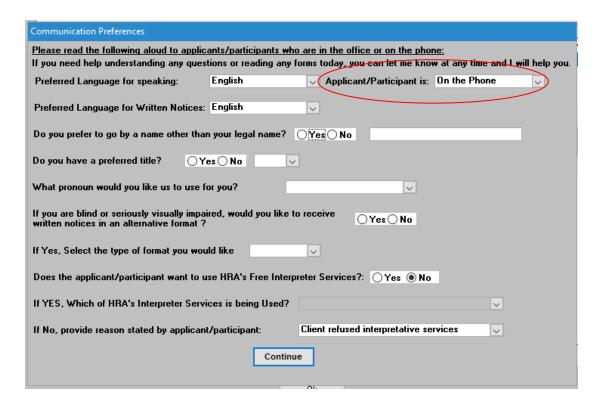
System

This Center Director (CD) Memorandum is being issued as a reminder to Job Center and HIV/AIDS Services Administration (HASA) Center staff on the Cash Assistance (CA) application and recertification telephone interview process in the Paperless Office System (POS).

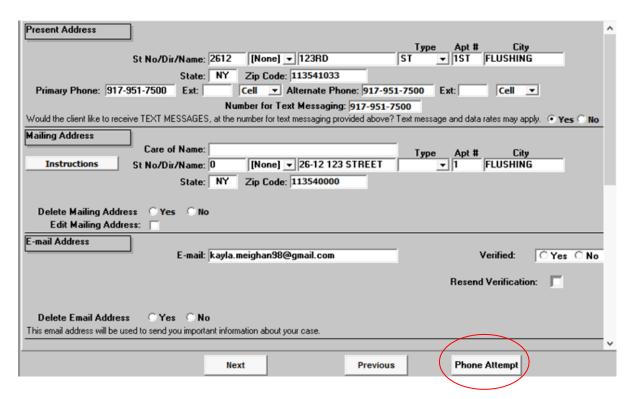
The Job Opportunity Specialist (JOS)/Worker is required to make two telephone call attempts to contact applicants/participants to conduct an application/recertification interview, prior to initiating a case rejection/closing in POS. Refer to PB #20-17-ELI and PB #20-64-ELI.

When the JOS/Worker is in the "Communication Preferences" section in POS, they must indicate that the applicant/participant is "on the phone", which is an option in the drop down for that data field. Refer to the screenshot below.

Note: The JOS/Worker should not indicate that the applicant/participant is "in the office" unless the applicant/participant is physically present to complete the eligibility interview, which should not be the case under current Job Center processes. These processes require that all eligibility interviews be conducted on the phone whether or not the applicant/participant is at the location.



After the JOS/Worker indicates that the applicant/participant is "on the phone", the JOS/Worker will be able to click on the "Phone Attempt" button. Refer to the screenshot below.



After selecting the "Phone Attempt" button, the JOS/Worker will choose the appropriate radio button to record if the telephone call was successful or unsuccessful, using the appropriate corresponding option. Refer to the screenshot below.

✓ First Attempt	Wednesday, August 18, 2021 09:38:32 AM
Call Unsuccessful - Voice Mail L	eft Call Unsuccessful - No Voice Mail Left
Call Unsuccessful - Wrong Numl	er Call Successful
OPhone is no longer in service or	disconnected

First Unsuccessful Telephone Call Attempt

If the first telephone call attempt is unsuccessful, the JOS/Worker must leave the applicant/participant the following voicemail message, telling the applicant/participant they will get another telephone call on the following day:

"Hello, I am calling from the City of New York Human Resources Administration (HRA). We received [applicant/participant name]'s application [or recertification, based on interview type] and are calling to conduct your eligibility interview. This interview is required, and we won't be able to process your application [or recertification, based on interview type] if we can't reach you. It typically only takes about 20 minutes to complete the interview. We will call you again tomorrow. The call may come from an unidentified number. Please expect our call and answer it so we can proceed with your telephone interview. Thank you."

The JOS/Worker must provide detailed comments in POS, and include relevant information about the telephone number called, date and time of telephone call, and if any alternative telephone number was attempted, if available.

After the first unsuccessful telephone call attempt, when the CA case is suspended, POS will move the CA case to:

- APP INT-ATT queue for applications, and
- Recert INTATT queue for recertifications.

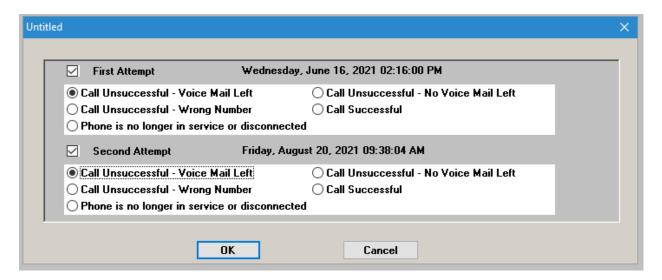
Note: CA cases, except HASA cases, are moved automatically to the queues for Missed Interviews. HASA cases continue to be moved manually by a supervisor.

The CA case will then be assigned the next day for a second telephone call attempt.

Second Unsuccessful Telephone Call Attempt

If the second telephone call attempt is unsuccessful, the JOS/Worker must leave the applicant/participant the following voicemail message, using the interview rescheduling number:

"Hello, I am calling from the City of New York Human Resources Administration (HRA). We received [applicant/participant name]'s application [or recertification, based on interview type] and are calling to conduct your eligibility interview. This was our second attempt to contact you. If you would like to continue with your application [or recertification, based on interview type] please call us back at 212-835-7304 to let us know you want to have your interview. Thank you."



The JOS/Worker must provide detailed comments in POS, and include relevant information about the telephone number called, date and time of telephone call, and if any alternative telephone number was attempted, if available.

After the second unsuccessful telephone call attempt, when the CA case is suspended, POS will move the CA case to:

- APP NONDEF gueue for applications, and
- Missed Recert queue for recertifications.

Note: CA cases, except HASA cases, are moved automatically to the queues for Missed Interviews. HASA cases continue to be moved manually by a supervisor.

The CA case is ready for processing (rejection/closing) in POS based on the failed interview attempts.

Effective Immediately

Related Items:

PB #20-64-ELI PB #20-17-ELI

cc: FIA Call Center Code X