

**M E M O R A N D U M**

**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.

**Communication Preferences**

Please read the following aloud to applicants/participants who are in the office or on the phone:  
 If you need help understanding any questions or reading any forms today, you can let me know at any time and I will help you.

Preferred Language for speaking: English  Applicant/Participant is: **On the Phone**

Preferred Language for Written Notices: English

Do you prefer to go by a name other than your legal name?  Yes  No

Do you have a preferred title?  Yes  No

What pronoun would you like us to use for you?

If you are blind or seriously visually impaired, would you like to receive written notices in an alternative format?  Yes  No

If Yes, Select the type of format you would like

Does the applicant/participant want to use HRA's Free Interpreter Services?:  Yes  No

If YES, Which of HRA's Interpreter Services is being Used?

If No, provide reason stated by applicant/participant: Client refused interpretative services

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.

**Present Address**

St No/Dir/Name: 2612 [None] 123RD Type: ST Apt #: 1ST City: FLUSHING  
 State: NY Zip Code: 113541033  
 Primary Phone: 917-951-7500 Ext: Cell Alternate Phone: 917-951-7500 Ext: Cell  
 Number for Text Messaging: 917-951-7500

Would the client like to receive TEXT MESSAGES, at the number for text messaging provided above? Text message and data rates may apply.  Yes  No

**Mailing Address**

Care of Name:

Instructions: St No/Dir/Name: 0 [None] 26-12 123 STREET Type: Apt #: 1 City: FLUSHING  
 State: NY Zip Code: 113540000

Delete Mailing Address:  Yes  No  
 Edit Mailing Address:

**E-mail Address**

E-mail: kayla.meighan98@gmail.com Verified:  Yes  No  
 Resend Verification:

Delete Email Address:  Yes  No  
 This email address will be used to send you important information about your case.

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 Left**       **Call Unsuccessful - No Voice Mail Left**

**Call Unsuccessful - Wrong Number**       **Call Successful**

**Phone 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 screenshot shows a dialog box with the following content:

- First Attempt** Wednesday, June 16, 2021 02:16:00 PM
- Call Unsuccessful - Voice Mail Left
- Call Unsuccessful - No Voice Mail Left
- Call Unsuccessful - Wrong Number
- Call Successful
- Phone is no longer in service or disconnected
- Second Attempt** Friday, August 20, 2021 09:38:04 AM
- Call Unsuccessful - Voice Mail Left
- Call Unsuccessful - No Voice Mail Left
- Call Unsuccessful - Wrong Number
- Call Successful
- Phone is no longer in service or disconnected

Buttons: **OK** (highlighted), **Cancel**

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** queue 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