

M E M O R A N D U M

DATE: April 12, 2022

TO: Job Center Directors, Regional Managers, and HIV/AIDS Services Administration (HASA)

FROM: DSS Office of Procedures

SUBJECT: **Routing Applicants/Participants to the Appropriate Service Area at the Job Center**

The purpose of this Center Director (CD) memorandum is to inform Job Center staff that if a Cash Assistance (CA) applicant/participant expresses an inability to read, write, or understand any part of the application/recertification process, or is identified as someone who may be struggling, and it prevents the applicant/participant from successfully completing a CA application/recertification without the assistance of a staff member, they should be given a ticket to the appropriate service area for an in-center interview. The applicant/participant will be directed to the Customer Service Information Center (CSIC) (**CG** ticket) or the Job Center's identified telephone interview area and issued an interview ticket (**PI** ticket). Applicants/Participants in this situation should not be referred to the PC Bank or be given a paper application/recertification form.

The identified applicant/participant with the inability to read, write, or understand any part of the process will be interviewed onsite, at one of the above identified service areas, without prior submission of a completed CA application/recertification form. This interview process will follow the interview process of those without a telephone; refer to [PB#20-13-ELI](#). The applicant/participant will use a telephone in a designated workstation within the Job Center. The applicant/participant will be asked to wait by the designated telephone to receive a call from the Job Opportunity Specialist (JOS)/Worker assigned to the case for the telephone interview.

Telephone interviews will be initiated by the JOS/Worker calling the designated workstations for those individuals who have no access to a telephone or who have asked to conduct their interview while in the Job Center. Interviews will be conducted in the Paperless Office System (POS). All relevant eligibility questions will be asked, and all necessary documentation will be requested. The JOS/Worker must go over the list of documents identified on the document request with the applicant/participant.

Once the telephone interview is successfully completed, the JOS/Worker will provide a printed copy of the application/interview to the applicant/participant to sign (any signature, including an "X" is acceptable). The JOS/Worker will scan and index the signed copy into the applicant's/participant's case record.

In instances where an applicant/participant does not answer the telephone, the JOS/Worker should annotate the Participant Request Control Card (**W-111F**) form. The Center Director or Designee will be in charge of tracking the **W-111F** form.

For telephone interviews, the Documentation Requirements and/or Assessment Follow-Up (**W-113K**) form will be mailed to the applicant/participant upon completion of the telephone interview. The JOS/Worker will inform the applicant/participant that they can submit their documents using the ACCESS HRA Mobile App or by using the self-service scanners in the Job Center. If no interview was conducted (e.g., applicant leaves the Job Center before the call), the Job Center will need to make a decision as per current procedure.

Note: Applicants/Participants must not be directed to leave the location and seek assistance from the Homevisit Needed/Homebound (HVN/HB) Center #90. Once an applicant/participant is in the Job Center, it remains the responsibility of the Job Center to assist them with completion of the application/recertification interview. Job Center staff must proceed as directed above to ensure that the applicant/participant receives the service and assistance they need to complete the interview successfully.

Effective Immediately

References:

[PB #18-37-OPE](#)
[PB #20-13-ELI](#)

Attachments:

W-111F	Participant Request Control Card (Rev. 9/2/11)
W-113K	Documentation Requirements and/or Assessment Follow-Up (Rev. 4/11/22)

cc: FIA Call Center
Code X

Participant Request Control Card

Job Center No. _____ Group _____

Month _____ Year _____

Page _____ of _____

Request Date	No. of Ext. Days	Participant's Name	Case Number	Case-Load	Participant Request						Action Taken		Sign Off Date	Req. Iss. Date	Act. Iss. Date
					H/H Add.	Other Add. Allow (Specify)	Emergencies			Approved	Denied				
							Shelter	Utility	Other (spec)						
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
1															
2															
3															
4															
5															
6															
7															
8															
9															
10															
11															
12															
13															
14															
15															

SAMPLE

Group Total _____ Job Center Total _____



Date: _____
Case Number: _____
Case Name: _____
Center Number: _____
SNAP Filing Date: _____
Subject: _____

Documentation Requirements and/or Assessment Follow-Up

To see if you can get, or keep getting, benefits, you must give us the required documents by the due date on this form.

Please see the Eligibility Factors and Suggested Documentation Guide (**W-119D**) sent with this letter for some of the types of documents you can give us.

If you need more time or help getting the documents call the number on page 3 of this notice.

SAMPLE
Due Date: _____

Forms Reminder

(Please return the following Agency form(s), completed and signed where necessary.)

- | | |
|--|--|
| <ul style="list-style-type: none"> <input type="checkbox"/> LDSS-2474 SSI Referral and Certification of Contact <input type="checkbox"/> W-146E Request to Pay Rent Arrears in Excess of PA Maximum Shelter Allowance <input type="checkbox"/> W-146W Verification of Tenant's Rent in Section 8 Housing <input type="checkbox"/> W-147CC Certification of Move Statement <input type="checkbox"/> W-147M Landlord's Statement (Regarding Broker's Fee) <input type="checkbox"/> W-147Q Verification of Secondary Tenant's Residence and Housing Costs | <ul style="list-style-type: none"> <input type="checkbox"/> M-15 Inquiry Regarding Veteran's Benefits/Allotment <input type="checkbox"/> W-274U Attestation of Employment as an Informal Child Care Provider <input type="checkbox"/> W-299 Notice to Applicants and Participants Regarding Third Party Health Insurance <input type="checkbox"/> W-451 NYPD – New York Police Department Report/Referral <input type="checkbox"/> W-582A Family Care Assessment <input type="checkbox"/> W-700E School Attendance Verification Letter |
|--|--|

(Turn page)

You may submit any required documents/information by:



UPLOAD (*easiest!*) — use your mobile phone or tablet with our ACCESS HRA mobile app at: www.nyc.gov/accesshramobile



IN PERSON — bring copies of the documents to your Center



FAX — send documents to _____



MAIL copies using envelope provided



CALL _____ if you need help getting documents or more time to get documents

Failure to submit verification/documentation or failure to contact your HRA worker on or before the due date may make you ineligible for Cash Assistance and/or SNAP, or may cause a reduction in your Cash Assistance and/or SNAP benefits for a specific period of time.

SAMPLE

Do you have a medical or mental health condition or disability? Does this condition make it hard for you to understand this notice or to do what this notice is asking? Does this condition make it hard for you to get other services at HRA? **We can help you.** Call us at 212-331-4640. You can also ask for help when you visit an HRA office. You have a right to ask for this kind of help under the law.

(Turn page)

THINGS TO REMEMBER



Pay Stubs: for each person working, you must provide pay stubs to cover the last 4 weeks they were paid.



Employer Letter: If you don't get pay stubs, have your employer write a letter stating the amount and frequency you get paid, and the company name and telephone number, and your employer must **sign and date** it.



Landlord or Primary Tenant Letter: must be signed, dated and include:

- amount of rent you are charged;
- whether you pay the landlord or primary tenant for heating/cooling or other utilities separate from your rent, and if so, how much;
- how many people are in your household; and
- the landlord's name and telephone number.

SAMPLE