

IDNYC POLICIES AND PROCEDURES

RELATIONSHIPS WITH HOST AGENCIES

Policy

The IDNYC program is committed to maintaining positive relationships and clear lines of communication with all Enrollment Center host agencies.

Intake Supervisors and Intake Directors are responsible for establishing cordial working relationships with their designated contact(s) at the host agency in order to ensure that enrollment operations are running smoothly and that all IDNYC employees are following appropriate protocols. IDNYC Intake Directors and Intake Supervisors will also meet with partner agency leadership as needed for quality assurance purposes.

All IDNYC staff should direct facility and operational issues to the Intake Supervisor overseeing their Enrollment Center. The Intake Supervisor will work to address the issue by notifying the designated host agency contact, as well as the IDNYC Intake Directors.

The Intake Directors will escalate urgent and/or serious issues to the Deputy Director of Operations, as appropriate. Urgent and serious issues include, but are not limited to, changes to the host agency's hours of operations, workplace safety issues, and other circumstances that impact IDNYC's enrollment and appointment systems.

At all times, employees must conduct themselves consistent with the core values of both HRA and the IDNYC program, and adhere to HRA's Code of Conduct and Dress Code, regardless of where IDNYC staff are stationed.

HRA's Code of Conduct is available at:

<http://hraedocs.hra.nycnet/HRAeDocs/DocumentFunctions/DocumentDirectAccess.aspx?DocId=210b8aef-ac89-4121-8e1a-8d8cf0550688&CategoryId=34&VersionDate=1%2f25%2f2010+12%3a38%3a34+PM&FileType=pdf>.

HRA's Dress Code policy is available at:

<http://hraedocs.hra.nycnet/HRAeDocs/DocumentFunctions/DocumentDirectAccess.aspx?DocId=10c651ed-50a7-4048-b931-0546c27018ac>