

## **SECONDARY REVIEW**

### **Purpose and Policy**

Under Executive Order E-740, an individual whose application has been denied may request a Secondary Review (“SR”). The Secondary Review process provides an opportunity for the applicant to meet with an Intake Supervisor who was not involved in the applicant’s original enrollment process before s/he reapplies for the IDNYC card. At a Secondary Review conference, the Intake Supervisor will be the first IDNYC staff to meet with the applicant and review the new application, supporting documents, and any other information presented by the applicant. Note that applicants whose applications are denied can always reapply for the IDNYC card, regardless of whether they have requested a SR.

### **Scheduling a Secondary Review Appointment**

To receive a Secondary Review of a denied application, the applicant must request an SR within 30 days of the date of the denial letter. The request consists of the applicant calling 311 and telling the operator that s/he wants a Secondary Review. The 311 operator will forward the request to IDNYC Customer Service. A Customer Service representative will reach out to the applicant to schedule the SR conference. Every reasonable effort will be made to reach out to the applicant to schedule the SR within two weeks of the date that the applicant contacted 311.

Customer Service will schedule these appointments for the hours between 10am – 4pm and notify Supervisors of the conferences ahead of time. When scheduling the appointment, Customer Service will encourage all applicants to bring to their Secondary Review meeting any documents they have that could qualify them for the card.

### **Location**

Secondary Reviews will be held at the following locations:

- Manhattan- Department of Finance
- Grand Central Library
- Brooklyn Department of Finance
- Coney Island- SNAP
- Bronx Department of Finance
- Corona Department of Mental Health and Hygiene

### **Staffing**

The Secondary Review will be assigned to an Intake Supervisor who was not involved in the applicant’s original enrollment. If the applicant wishes to return to the enrollment site where s/he first applied, Customer Service will explain to the applicant that by doing so the applicant will forgo the opportunity to have his application reviewed by staff who were not involved in the original enrollment. If the applicant nevertheless wishes to have the Secondary Review appointment at the same location, Customer Service will schedule it there.

### **Exception for Applicants with Disabilities**

When an applicant indicates that s/he is unable to go to a different location due to a disability, then Customer Service will arrange for a different Intake Supervisor to take part in the Secondary Review at the original enrollment center.

### **The Secondary Review Process**

At the Secondary Review appointment, the assigned Intake Supervisor will meet with the applicant, review the reapplication, and examine all documents and additional information presented by the applicant. If the application and supporting documents appear to meet the IDNYC eligibility requirements, the Intake Supervisor will pass the application to the Enrollment Specialist for processing. If the Intake Supervisor determines that the application does not meet the eligibility requirements, s/he will so inform the applicant and advise him or her on how to reapply.

Enrollment Specialists must process Secondary Review reapplications as they would any reapplication, **with two additional requirements:**

- All Secondary Review reapplications must be escalated to the Integrity Specialist.
- All Secondary Review reapplications must be flagged "2R."
  - o If using CSS Enrollments v.2, Integrity Specialist flags "2R."
  - o If not using CSS Enrollments v.2, Enrollment Specialist flags "2R."

Intake Supervisors must review the final reapplication before it is submitted, and email Customer Service to confirm that the applicant was reprocessed.

Within 30 days of the date of the SR and reapplication (if applicable), the program will send the applicant a letter informing him or her of the decision.

## **Supervisor's Role in the Secondary Review Process**

### **Policy and Procedure**

At a Secondary Review conference, the Intake Supervisor will be the first IDNYC staff member to meet with the applicant and review the new application, supporting documents, and any other information presented by the applicant.

Secondary Review appointments are scheduled by Customer Service at 1 MetroTech. Once a Secondary Review appointment is scheduled, Customer Service will send an Outlook appointment to the Intake Supervisor assigned to the Secondary Review meeting. The meeting invite will include the date, time, and location of the Secondary Review meeting, and include the applicant's IDNYC number. The appropriate Intake Director will also be notified about the Secondary Review meeting.

The Intake Supervisor should email the Customer Service manager after the Secondary Review appointment to report on the outcome of the meeting (i.e., did the applicant end up reapplying or not). No-shows should also be reported to Customer Service for tracking purposes.