



FAMILY INDEPENDENCE ADMINISTRATION

Seth W. Diamond, Executive Deputy Commissioner




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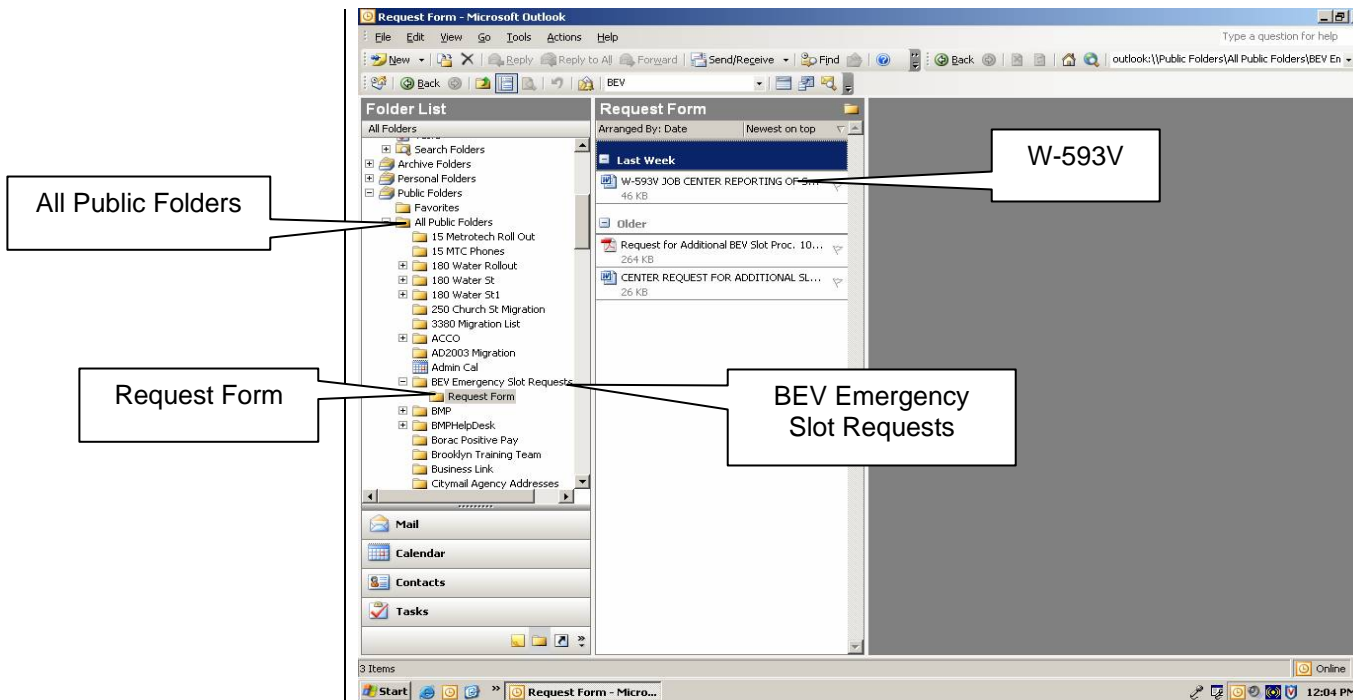
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POLICY BULLETIN #06-48-OPE

REPORTING PROBLEMS WITH BEV APPOINTMENT SCHEDULING IN MAPPER

Date: March 31, 2006	Subtopic(s): Bureau of Eligibility Verification (BEV) Appointment Slots
<p> This procedure can now be accessed on the FIAweb.</p> <p>See PB #04-76-OPE</p>	<p>The purpose of this policy bulletin is to provide staff at the Job Centers with information regarding a new BEV initiative to resolve MAPPER appointment scheduling problems.</p> <p>To ensure that systems problems with BEV appointment scheduling that are <u>not related to the shortage of slots</u> are reported and resolved in a timely manner, BEV has developed a form called Job/Model Center Reporting of Systems Error Using the EVR/FEDS Appointment Scheduling/Inquiry Menu (W-593V) to obtain information that will facilitate the correction of the problem.</p> <p>Note: The procedure for handling a shortage of appointment slots remains unchanged.</p> <p>Workers must access the W-593V in order to obtain assistance with systems problems (not related to a shortage of slots) that may arise when scheduling BEV appointments.</p> <p>To access the W-593V via Microsoft Outlook:</p> <ul style="list-style-type: none"> • Go to “Public Folder.” (Note: To get to the Public Folder, you might have to first click on Go [some Centers may need to click on View in order to access the Public Folder] in the menu at the top of the screen. Then click on Folder List. The Public Folder should appear as one of the items on the list.) • Open the Public Folder by clicking on it. • Open “All Public Folders” by clicking on it. • Go to the “BEV Emergency Slot Requests” folder. • Go to the “Request Form” subfolder. • Select the W-593V.

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call (718) 557-1313 then press 2 at the prompt followed by 765 or
send an e-mail to *FIA Call Center*



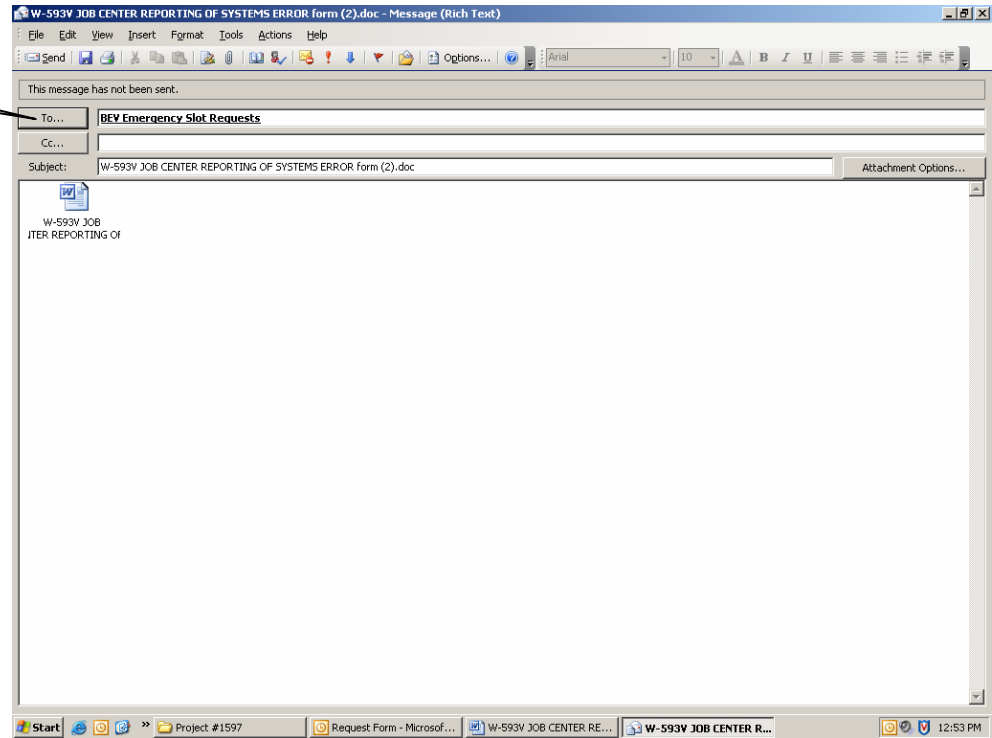
The **W-593V** lists questions/instructions designed to aid the Worker in finding a solution to the problem before sending a request for assistance to BEV. The Worker should follow these instructions in order to solve the problem before obtaining assistance.

If the Worker needs assistance with the instructions on the **W-593V**, s/he should call the Welfare Management System (WMS) Helpline at (718) 510-0600 for assistance.

If the problem cannot be resolved by following the instructions or through assistance from the WMS Helpline, the Center Director's Designated Liaison must:

- Complete the **W-593V**;
- Click "File";
- Click "Send To";
- Select "Mail Recipient (as attachment)";
- Click "To";
- Enter "BEV";
- Double-click "BEV Emergency Slot Requests";
- Click "Ok";
- Send the **W-593V** to BEV.

To



Note: The **W-593V** is to be only e-mailed to BEV, do not fax copies of this form to BEV.

Effective Immediately

Related Item:

PB #04-76-OPE

Attachments:

W-593V Job/Model Center Reporting of Systems Error Using the EVR/FEDS Appointment Scheduling/Inquiry Menu (3/06)

🖨 Please use Print on Demand to obtain copies of forms.



**JOB/MODEL CENTER REPORTING OF SYSTEMS ERROR
USING THE EVR/FEDS APPOINTMENT SCHEDULING / INQUIRY MENU**

Please provide the following information to help us promptly resolve the issue.

Today's Date: _____ Job/Model Center Number: _____

Date Error Occurred: _____

App-Reg/Case Number: _____

Case Name: _____

Please review the Application on WMS before reporting a problem.

- Is the center number a valid FIA center? An invalid center will cause error message **"194 EVR Cntr Table Is in Error**, You should perform WMS Application Maintenance to correct the center number.
- If this is a non-payee case, is there at least 1 adult applying for PA? Review the dates of birth.
- If this is a payee case, does the case name have "WMS" in the "Case Name" field? An invalid case name will cause error message **"300 This is not a valid Case; See Other Option"**.
- If this is an HRA employee case, you must enter Reason for Reporting in the "Reason for Reporting" field.
- If this is a Homebound Appointment, does the case name have "Homebound for N" in the homeless field?



Note: Notify the Workforce Administration at 101-601-1000 for general assistance; otherwise, complete this form and mail to "BEV Emergency Support Requests"

If you get error message **"015 Appointment/Referral Already Made for Selected Client,"** go to Case Inquiry and determine if this is the same case as your application. If no, indicate to whom the former case appointment belongs to (case name, client name, SSN). If yes, note the referral or appointment date. If these are not current, report the problem below.

If you get error message **"004 Invalid Selection Type,"** go to Case Inquiry and check to see if your applicant already has an upcoming BEV appointment scheduled. If no, and the case number brings up someone else's case, report the problem below. Indicate to whom the case number belongs to (case name, client name, SSN).

If you are still having trouble performing one of the following functions, place an "X" next to the function:

- Initial Appointment
- Homebound Client Appointment
- HRA Employee Appointment
- Appointment/ HB Maintenance
- Appointment Inquiry
- Reprint Letter
- Appointment For Payee Case (Not Homeless)

Error Message Received: _____

Description of Problem: _____

Name of Contact Person: _____ **Telephone Number:** _____