



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #08-71-ELI

NEW HIRE CALL-IN PROCESS

<p>Date: June 20, 2008</p>	<p>Subtopic(s): NYCWAY</p>
<p> This procedure can now be accessed on the FIAweb.</p> <p>The New Hire Match is not considered verified upon receipt.</p> <p>Cases where NYC is the Employer</p>	<p>The purpose of this policy bulletin is to inform Regional and designated Job Center staff of an eligibility review process for contacting Cash Assistance (CA) participants who have been identified as employed based on the New Hire Match.</p> <p>HRA receives a New Hire Match file from the state which identifies participants who are in receipt of CA and are also receiving employment income. Management Information Systems (MIS) will match the New Hire Match file against WMS, NYCWAY, and TALX/The Work Number Service Review to eliminate the following cases from the call-in:</p> <ul style="list-style-type: none"> • CL (Closed) • RJ (Denied) • WD (Withdrawn) • HIV/AIDS Services Administration (HASA) • Active Cases • Cases where NYC is the employer <p>For cases where NYC is the employer, NYCWAY will post an 11NY (New Hire Match City of NY Employment)/16NY (New Hire Match City of NY Employment-WeCARE) with a 14-day Future Action Date (FAD) and place the case on the NHNYC Worklist. These cases will be reviewed by Employment Services (ES) staff to determine if these were former Parks cases that received permanent employment and if so, they will review to see if the income has been budgeted. If a call-in is not required, ES staff will post a 10NX (New Hire Match Cancel/Completed)/16NX (Cancel New Hire Actions WeCARE) to close out the 11NH (New Hire Match)/16NH (New Hire Match-In WeCARE). If the income has not been budgeted, ES staff will post Action Code 11NH/16NH to place case on the NHMAT Worklist.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center*

ICP review of TALX hits

For those cases identified by TALX with income, an **11NT** (New Hire TALX Match Case)/**16NT** (WeCARE New Hire TALX Match Case) is posted by NYCWAY. These cases will appear on the **NHTLX** Worklist with a 14-day FAD and are sent to the Income Clearance Program (ICP) for follow-up. ICP will review WMS and NYCWAY to determine if the income was already budgeted. If the income was budgeted and there is no **FIA3A** on file, ICP staff will initiate an Informational Only **FIA3A**. If the income was not budgeted, ICP will initiate an automated **FIA3A** to budget the income and close out Action Codes **11NT/16NT**.

Note: Job Center Workers should not take any action on cases with Action Codes **11NT/16NT**.

If after 14 days ICP has not completed the review of a case, NYCWAY will autopost an **11NH/16NH** for those cases remaining on the **NHTLX** Worklist. This places the case on the **NHMAT** Worklist.

Regional Responsibilities

Designated Regional staff must:

Income already reported

- review the **NHMAT** Worklist to determine if the last employment reported matches the one listed on the New Hires Match file. Check the **FIA3A** and WMS to make this determination.
- once a determination is made as to which cases have already reported employment, and if an **FIA3A**, **FIA3A Information Only** has been completed or is in progress, post a **10NX** or **16NX** to eliminate these cases from the call-in.

Call-In required

- If the employment listed has not been reported, or if the Social Security number (SSN) does not match the participant's, or if another discrepancy about the participant exists, post a **10NM** (New Hire Match Call In Appointment) or **16NM** (New Hire Match Call-In Appointment-WeCARE). The **10NM/16NM** will place these participants on the **NHCAL** Worklist.
 - Select the desired appointment date/time on the **Appointment Requestor for Action Codes 10NM/16NM** screen and print the Notice to Report to Center (**M-3g**) with prefilled comments and mail it to the participant. If the employed person is under 18 years of age, mail the letter to the casehead.

Participants with travel restrictions	<p>WeCARE participants with travel restrictions (other than 16TE [WC Travel Accommodation: Temporary Medical Restriction] or 16TT [WC Paratransit Services Needed]) will be called in. If they Fail To Report (FTR), the case will appear on the WECNH Worklist for WeCARE to monitor. WeCARE will conduct an outreach and if the outreach is unsuccessful, NYCWAY will autopost the appropriate closing code.</p>
Job Center Responsibilities	<p>When the participant arrives for the appointment, the designated JOS/Worker must:</p> <ul style="list-style-type: none"> • meet with the participant to determine if she/he is employed as per the New Hire Match file. Review the documentation submitted by the participant. Scan and index the documentation. • complete a Letter to Past and Present Employer Form (W-532) and send it to the employer if the participant is employed or claims he/she is no longer employed.
Unresolved RFI items	<ul style="list-style-type: none"> • review WMS for any unresolved Resource File Integration (RFI) items and resolve them by the end of the call-in process per current procedure.
Employed participants	<ul style="list-style-type: none"> • if the participant is employed, give the participant the Benefits and Services for Employed Individuals Form (W-203R) and: <ul style="list-style-type: none"> ▪ Complete the FIA3A and a budget as per current procedure. Workers should. If the employed participant is a minor, initiate an FIA3A Informational Only. See PD #02-49-ELI for the treatment of employment earnings of minor children and follow the actions in Attachment A of this policy bulletin. ▪ If the employed participant is on a durational sanction, budget the income per current procedure and the PA Budgeting Manual, and <u>do not</u> lift the sanction. ▪ If the participant is in WeCARE and has employment income, it must be budgeted as per current procedure. See Attachment A. Do not initiate or complete an EP.
Refer to PD #02-49-ELI for details	
No longer employed	<ul style="list-style-type: none"> • for participants who state they are no longer employed, confirm he/she is no longer employed. This is done by contacting the employer using the W-532. Ensure that the participant has applied for or is in receipt of UIB, or in receipt of a letter of termination from the employer, if applicable. <ul style="list-style-type: none"> ▪ If the documentation is sufficient to verify the participant's unemployment, post a 10NW (New Hire Call In: No Longer Employed) with comments. For details on work assignments for minors, refer to PD #07-17-EMP, PD #07-23-ELI, and Attachment A. For WeCARE participants, post a 16NW (WeCARE New Hire Match Not/No Longer Employed) and no further action is required.

Fraud suspected

Participants with insufficient documentation

- initiate referrals for barrier or engagement needs as per current procedure.
- if fraud is suspected, or if the participant claims someone may be using their SSN, make the appropriate referral to the Bureau of Fraud Investigation as per [PD #07-03-OPE](#).
- for participants who have insufficient documentation, or a need to reschedule an appointment, schedule a return appointment, with a FAD of seven days and post a **10NM/16NM**. This code requires a mandatory comment.

Slots for Action Codes **10NM/16NM** must be maintained as Appointment Type **S7**.

Note: If the employed person is not the casehead/payee, enter the employment information (**FIA3A**, or **FIA3A Informational Only**) on the employed individual's line and post a **10NH** (New Hire Call In Comments). Complete the casehead/payee appointment with a **10NX/16NX** with a comment that it is not the casehead that is employed.

Infraction Process

FTR

- For all geographic regions, NYCWAY will autopost a **452O** (FTR New Hire Call In) one day after the appointment date of the **10NM** for cases that did not keep the appointment.
- For the special needs region, NYCWAY will autopost a **452O** 14 days after the appointment date of the **10NM** and place the case on the **CLOSE** Worklist.
- For WeCARE cases, NYCWAY will autopost a **16NR** (WeCARE Failed To Respond To New Hire Call-In Notice) with a 30-day FAD one day after the appointment date of the **16NM**, which will place the case on the **WECNH** Worklist for WeCARE to monitor. If WeCARE participants fail to respond to WeCARE Outreach, NYCWAY will autopost a **452O** the day after the 30-day FAD of the **16NR** and place the case on the **CLOSE** Worklist.

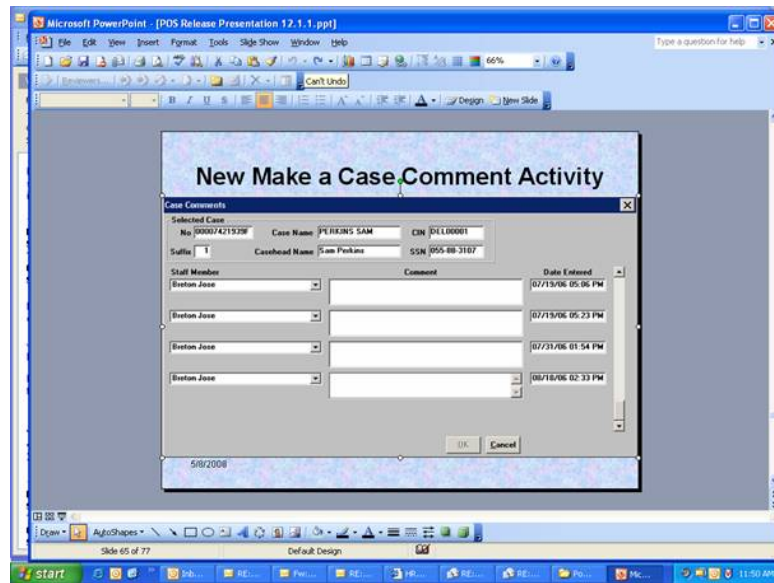
Failure To Cooperate (FTC)

- If a participant fails to cooperate with the New Hires process, post a **452C** (FTC with New Hire Process) with a mandatory command. The case is then placed on the **CLOSE** Worklist.

NOI Clerks

- Notice of Intent (NOI) Clerks will review the **CLOSE** Worklist and close cases using Case Closing Code **N17** (Failure to Complete Eligibility Process). Do not suppress the CNS notice. Enter a comment in POS through the **Make a Case Comment** activity. If the non-compliant individual is not the casehead or legally responsible adult, do not close the entire case, instead remove the individual from the case using Closing Code **Y99** (All Other Manual Notice Required).

Make a Case Comment Activity screen



- NOI Clerks will monitor the **CLOSE** Worklist and will manually post a **412U** (NOI Sent – Eligibility) when the NOI has been initiated.

Food Stamp Implications

FS participants are not required to report to the Job Center between certification periods, therefore no adverse action can be taken against the food stamp household for failure to comply with an eligibility call-in. As a result, the income from the New Hire Match can only be budgeted for Food Stamps when it is verified by a primary source (e.g., employer or participant) or verified at the next recertification.

Conference

If the applicant/participant comes to the Job Center to request a conference, the Receptionist must alert the Fair Hearing and Conference (FH&C) unit that the applicant/participant needs to be seen by the FH&C Supervisor I/AJOS I. If the applicant/participant calls the JOS/Worker directly, the JOS/Worker must tell the applicant/participant to call the FH&C unit.

The FH&C Supervisor I/AJOS I will listen to and evaluate the applicant's/participant's complaint. After reviewing the case record and discussing the issue with the Worker and Group Supervisor, the FH&C Supervisor I/AJOS I will make a decision. If it is determined that the participant responded to the NOI, the FH&C Worker will enter Action Code **820** (Good Cause Granted) into NYCWAY to stop the closing and settle the case in conference by submitting the NOI to the Control Clerk to stamp Settled In Conference (SIC). The Control Clerk will complete the Fair Hearing Update Form ([LDSS-3722](#)) and refer the case on the same day to the JOS/Worker by posting a **10FH** (Referral from FH&C for Employability Assessment).

The FH&C Supervisor I/AJOS I is responsible for ensuring that further appeal by the applicant/participant through a Fair Hearing request is properly controlled and that appropriate follow-up action is taken in all phases of the Fair Hearing process.

Effective Immediately

References:

[18 NYCRR 387.8, 17](#)
[18 NYCRR 351.2, 351.8\(a\)\(2\)](#) and [351.21\(a\)](#)
[18 NYCRR 352.20\(a\), 387.11\(f\)\(j\)](#)

Related Items:

[PD #00-32R](#)
[PD #02-49-ELI](#)
[PD #07-17-EMP](#)
[PD #07-23-ELI](#)
[PD #07-45-EMP](#)
[PB #05-146-SYS](#)

Attachments:

Attachment A Participant Action Chart

Attachment B New Action Codes for the New Hires Call-In Process

Attachment A

Participant Action Chart

	Legally Responsible Adult	Non Legally Responsible Adult	Child Under 18 in High School	Child 18 to 19 in High School *	Child Under 21 in College, Vocational or Technical School	Child 17 to 20 Not in School *
Not Employed	Post 10NW . Engage	Post 10NW . Engage	Post 10NW . Post 186V through EP.	Post 10NW . For 18 year olds, refer to BTW for employment assessment unless exempt.	Post 10NW . Engage** TAG referral	Post 10NW . Engage
Employed Full-Time	Initiate an FIA3A . No assignment necessary.	FIA3A . Remove line and income for CA and rebudget for FS.	Disregard income for CA and FS. FIA3A Informational . Post 186V through EP.	Disregard income for CA but include for FS. FIA3A Informational . Post 186V through EP.	Disregard income for CA but include for FS. FIA3A Informational .	FIA3A Informational . Remove line and rebudget for FS.
Employed 20 to 29 Hours	Initiate an FIA3A . BTW referral if not in concurrent assignment. Post 115W if already engaged.					FIA3A Informational . Remove line and rebudget for FS. ***
Employed Less Than 20 Hours						

*Refer to PD #07-17-EMP and PD #07-23-ELI for details on work assignments for 16 through 19-year-old participants and PD #02-49-ELI for treatment of employment earnings of dependent children/minors.

**Workers need to verify if the college provides an alternate activity.

***For 17 year olds not in school, working part-time, a BEGIN referral is required.

For 16 to 17 year olds not in school, assignment should be an educational activity not the Work Experience Program (WEP).

For engaging essential persons, refer to PD #00-32R.

10NW New Hire Call In: No Longer Employed

115E No Activity Needed: Employed

16NW New Hire Call In: No Longer Employed – WeCARE

186V Exempt in High School

Note: Educational grant, loan, scholarship, internship, externship and federal workstudy income is excluded for FS while participant is in college.

Attachment B

New Action Codes for the New Hire Call-In Process

<u>New Action Codes</u>	<u>Description</u>	<u>Worklist</u>
10NH	New Hire Call In Comments	–
10NM	New Hire Match Call In Appointment	NHCAL
10NW	New Hire Call In: No Longer Employed	UNENG
10NX	New Hire Match Cancel/Completed	–
11NH	New Hire Match	NHMAT
11NT	New Hire TALX Match Case	NHTLX
11NY	New Hire Match City of NY Employment	NHNYC
16NH	New Hire Match-In WeCARE	NHMAT
16NM	New Hire Match Call-In Appointment-WeCARE	NHCAL
16NR	WeCARE Failed to Respond to New Hire Call-In Notice	WECNH
16NT	WeCARE New Hire TALX Match Case	NHTLX
16NW	WeCARE New Hire Match Not/No Longer Employed	–
16NX	Cancel New Hire Actions WeCARE	–
16NY	New Hire Match City of NY Employment-WeCARE	NHNYC
452C	Failed to Cooperate With New Hire Call In	CLOSE
452O	FTR New Hire Call In	CLOSE