




OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #16-96-OPE
(This Policy Bulletin Replaces PB #16-66-OPE)

**REVISIONS TO AVAILABILITY OF ONLINE CA APPLICATIONS AND CA
RECERTIFICATIONS ON THE ACCESS NYC WEBSITE AND
AT PERSONAL COMPUTER (PC) BANKS**

<p>Date:</p> <p>December 9, 2016</p>	<p>Subtopic(s):</p> <p>Application, Recertification, FIA-1124, FIA-1167, W-531</p>
<p> This procedure can now be accessed on the FIAweb.</p>	<p>Revisions to the Original Policy Bulletin:</p> <p>This policy bulletin has been revised to:</p> <ul style="list-style-type: none"> • Remove references to specific Job Centers; • Add information about the use of Self-Service Check-In stations (kiosks) to route individuals who visit a Job Center to apply or recertify for Cash Assistance (CA); and • Inform staff that utility arrears data entered by applicants and participants into ACCESS NYC (ANYC) now transfers to the Paperless Office System (POS) and a case comment will not be generated by POS. <p>Purpose:</p> <p>The purpose of this policy bulletin is to inform Job Center, Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Center, and Centralized Rescheduling Unit (CRU) staff that electronic versions of the Cash Assistance (CA) application and recertification forms are available on the ACCESS NYC (ANYC) website, including limited availability in some instances; the routing of applicants and participants within the Job Centers; and interview scheduling process. This policy bulletin is informational for all other staff.</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 Fax* or fax to: (917) 639-0298

Beginning in July 2016, NYC residents were able to electronically submit their CA application and recertification forms to the Human Resources Administration (HRA) using the ANYC website, as follows:

- CA electronic application (**CA E-App**) forms (electronic version of the New York State Application for Certain Benefits and Services [**LDSS-2921**] form) can be submitted using the Personal Computer Bank (PC Bank) terminals at select Job Centers; and
- CA electronic recertification (**CA E-Recert**) forms (electronic version of the New York State Recertification Form for Certain Benefits and Services [**LDSS-3174**] form) can be submitted using PC Bank terminals at select Job Centers and at non-HRA computers that have an internet connection.

Note: Family Independence Administration (FIA) Operations will notify Job Centers as their sites are added.

After completion of the **CA E-App** form, applicants at select Job Centers will be routed to their CA eligibility interview and encouraged to complete their required in-person interview on the same day. Participants who submit the **CA E-Recert** form at the select Job Center PC Banks or from another computer should be interviewed on the date of their scheduled recertification interview. Additional clarification regarding the date range to submit a **CA E-Recert** and what to do if the participant missed their interview appears on pages 12 – 14.

Refer to [PD #16-16-OPE](#)

Applicants/participants who are deaf or hard of hearing and indicate a need for sign language interpretation are issued a CA Sign Language ticket and routed directly to the Sign Language Liaison.

CA Electronic Applications (CA E-Apps)

Availability of Online Application Submissions

CA E-App submitted at a Job Center

Applicants are able to submit **CA E-Apps** in the PC Bank terminals at select Job Centers. Applicants have the option to electronically submit the information requested on the **LDSS-2921** using ANYC prior to their in-person interview with a JOS/Worker.

Applicants who do not live in the zip codes covered by the Job Center at which they apply can submit a **CA E-App** at the PC Bank terminals in that Job Center and be interviewed there. Once the eligibility determination is made and if the case status is changed to Active (AC), the case will be transferred to the responsible Job Center based on the residential zip code of the household.

For example:

A person with a residential address in Coney Island can submit a **CA E-App** at the Rockaway Job Center. Once the case is accepted, it will be transferred to the Coney Island Job Center, which becomes the responsible Job Center for their case.

Types of applications available on ANYC

Applicants using ANYC can apply for ongoing Cash Assistance, emergency assistance (commonly known as a One-Shot-Deal), or Child Care in Lieu of Cash Assistance (CILOCA). The submission of any of these three types of applications is transmitted into POS as a **CA Application Interview** activity.

Front Door Reception and Self-Service Check-in Stations (Kiosks)

FDR - application

If the Job Center has Front Door Reception (FDR) in the main reception area, the FDR staff is responsible for routing applicants who indicate that they would like to apply for CA to the PC Bank terminals. The FDR Worker issues the applicant a **CA Intake PC (RA)** ticket from the Front Door Electronic Reception (FRED) system and directs the individual to the PC Bank.

Kiosks – application

New Information

If the Job Center has Self-Service Check-in Stations (kiosks) in the main reception area, the kiosk issues a **CA Intake PC (RA)** ticket to individuals that select the option *Apply for Cash Assistance* as the reason for their visit to the Job Center. Self-Service Clerk (SSC) staff is in the main reception area to assist individuals who need help using the kiosks.

Refer to [PB #16-18-OPE](#)

Note: There are several self-identification options that an individual can use to arrive at a screen that presents the option to *Apply for Cash Assistance*. Refer to the Expansion of and Revisions to Self-Service Initiatives for Check-in and Document Return ([PB #16-18-OPE](#)) policy bulletin for further information.

Updated Information

Other service areas within the Job Center that can issue an RA ticket

In addition to FDR and kiosks, the **RA** ticket can also be issued from the Model Office Numbering Identification Queue (MONIQ) system by workers in the Customer Service and Information Center (CSIC), Disbursements & Collections (D&C), Homelessness Diversion Unit (HDU), Fair Hearing & Conference (FH&C), SNAP CSIC and SNAP Reception areas, as needed.

Updated Information

FDR & kiosk – applicant arrives for a scheduled initial eligibility interview

FDR staff and the kiosks have the ability to issue the **CA Application Interview (PI)** ticket to applicants who previously submitted a **CA E-App** and an appointment is located in FRED. Additionally, the **PI** ticket can be issued by FDR staff if an appointment letter is presented by the applicant. The **PI** ticket can be issued to applicants for up to twelve (12) days after the application file date.

Updated Information

FDR & kiosk – Adding an adult on a CA case

Households that need to add an adult member to an existing CA case are issued a ticket, as follows:

- FDR staff issues a **CSIC General (CG)** ticket instead of the CA Application/Addition (**PA**) ticket; and
- The kiosk issues a **CG** ticket if the individual selects the option *Report a Case Change*.

Note: If the kiosk locates an appointment for the individual who self-identifies at the kiosk, the individual will not be shown the screen to select the reason for their visit to the Job Center and the kiosk will issue the ticket for the appointment found. If the individual's appointment is with CMU, the JOS at CMU will process the request. If the individual's appointment is not with CMU, the individual will be issued a **CG** ticket and directed to CSIC General after they complete their appointment, if necessary.

PC Bank

PC Bank – CA E-App submitted

At the PC Bank, the Electronic Application Counselor (EAC) assigns applicants to a personal computer terminal where they can enter the ANYC website to complete the **CA E-App**. PC Bank staff must instruct applicants to return the **RA** ticket to a member of the PC Bank staff once they have successfully submitted their **CA E-App**.

PI ticket issued to all applicants

Upon return of the **RA** ticket, the EAC must answer and re-route the **RA** ticket, issuing a **CA Application Interview (PI)** ticket, using MONIQ, and give the applicant a CA Application Kit. The applicant must then be directed to the Case Management Unit (CMU) application interview waiting area.

All applicants are directed to CMU

All applicants that submit a **CA E-App** must be directed to CMU. If an applicant is unable to stay for a same-day interview, the designated Worker is responsible for scheduling an interview on a future date. The EAC should instruct individuals who indicate that they cannot stay to go directly to the designated Worker to schedule an interview appointment and not wait for their **PI** ticket to be called by a CMU JOS/Worker.

PC Bank – CA E-App not submitted

If an individual states that s/he does not want to submit a **CA E-App** using the ANYC website or demonstrates significant difficulty in using ANYC or the computer in general, the EAC must re-route the **RA** ticket, issuing a **PI** ticket (annotate the spoken language, if necessary), give the applicant a CA Application Kit, and then direct the individual to proceed to the CMU application interview waiting area.

Applicants are not required to complete the paper application. They can answer the questions with a JOS/Worker during their interview.

Automatic Registration of CA E-Apps

Attempt to automatically register CA E-Apps in WMS

The Paperless Office System (POS) attempts to automatically register the **CA E-App** submissions in the Welfare Management System (WMS). The following queues are used in POS to store the **CA E-Apps** that are submitted:

- **CA E-App Queue** (new queue) – contains successfully registered **CA E-App** submissions; and
- **Login Queue** – contains **CA E-App** submissions that were not successfully registered.

Identifying CA E-App submissions in the Login Queue

CA E-Apps that appear in the Login Queue are identified by the content in the columns listed below:

- *E-App* column contains a check mark; and
- *Last Action* column contains “To be Registered.”

Login Queue tab - POS Activities Management screen

Primary Lang	Speak Eng	Paper Case	Non-Citiz	Mail or Fax	Canno Stay	E-App	Alert Message	Assigned To	Suspended By	Last Action
E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>				To be Registered
E	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>				To be Registered
E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>				To be Registered
E	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>				To be Registered
E	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>				Referred to JOS/Worker
E	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>				Referred to JOS/Worker
E	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				Referred to JOS/Worker

HRA’s Management Information Systems (MIS) use the information entered into the **CA E-App** to pre-fill the **CA Application Intake** and **CA Application Interview** activities in POS.

Screening for ESNAP processing

The ANYC software is programmed with business rules to perform the screening for expedited SNAP (ESNAP) processing based on the information provided by the applicant in their **CA E-App** submission. The JOS/Worker must still determine eligibility for a SNAP benefit to be issued under expedited processing for those who screen eligible for expedited processing.

Emergency Situations and Immediate Needs

Applicants are able to report emergency situations and immediate needs in their ANYC CA application form. The responses provided by the applicant are recorded in ANYC, and then populated into the **CA Application Interview** activity in POS.

POS Site Determination Screen

The JOS/Worker only encounters the **Site Determination** screen if the **CA E-App** submission was not successfully registered in WMS or if the applicant chose not to submit using the PC Bank.

If the applicant provided a residential zip code in their **CA E-App** that is not covered by the Job Center at which they apply, the JOS/Worker that completes the **CA Application Intake** activity must choose *Site Determination Override – Out of Territory* from the “*Is there a Special Situation/Hardship?*” drop down menu, if none of the other reasons apply.

Choose **Site Determination Override – Out of Territory** for applicants that do not live in a zip code covered by the Job Center where they apply

The screenshot shows the 'Site Determination' screen in the Paperless Office System. The title bar indicates 'Version 20.1.1 - Paperless Office System - [Site Determination]' and the date is 'Wednesday, June 15, 2016'. The form contains several sections:

- Residential Address:** Includes fields for House No., Street Dir/Name/Type, Apt., City, State (NY), Zip Code, and Phone.
- Undomiciled?** A checkbox.
- Is there a Special Situation / Hardship?:** A dropdown menu with a red border. The visible options are: None, No Shelter/Homeless, Victim of Domestic Violence, and Site Determination Override-Out of Territory.
- Programs Applying For:** Checkboxes for CA, MA, SNAP, Child Care in Lieu of CA, and One Shot Deal One-Time Emergency Payment Only.
- Language:** Fields for Language Spoken and Language Read, both set to English, with corresponding 'Can you speak/read/write English?' questions.
- Buttons:** 'Get Ticket', 'Verify Address', 'Next', 'Refer for Intake', and 'Referral'.

Designated Worker

Designated Worker – application

The designated Worker is responsible for:

- Scheduling interviews for applicants who cannot stay to complete their same day interview;
- Outreaching to applicants who submitted a **CA E-App** and left without having or scheduling their same day interview; and
- Completing a Supplemental Nutrition Assistance Program (SNAP) Application Expedited Processing Summary Sheet ([LDSS-3938 NYC](#)) for applicants who do not stay for a same day interview and whose **CA E-App** submission was not successfully registered in WMS.

Refer to [PB #15-104-OPE](#)

The existing CA application robocalls will be made to applicants if the interview appointment that is scheduled in NYC Work Accountability and You (NYCWAY) is also recorded in POS. Additionally, applicants who miss their interview appointments will receive the Important Information About Your Case – Notice of Missed Cash Assistance Appointment (**FIA-1124**).

Before scheduling an interview appointment, the designated Worker must open the POS **Review Case** activity and click the **Probs** button on the **Household** screen to check if the applicant indicated any emergency situations or immediate needs.

CA E-App submission not automatically registered in WMS and the applicant cannot stay for a same day interview

If the **CA E-App** submission is in the **Login Queue**, the designated Worker must first complete the **CA Application Intake** activity in POS to register the case before s/he is able to schedule an interview appointment for the applicant. The Worker must also manually complete the **LDSS-3938 NYC** and scan and index it to the electronic case record.

Scheduling interviews for applicants who submitted a **CA E-App** and state they cannot stay for a same day interview

If an applicant who submitted a **CA E-App** states that s/he cannot stay to be interviewed, the designated Worker is responsible for:

- Asking the applicant if s/he has any immediate needs or emergencies;

Note: If the problem indicated should be addressed that same day, the Worker should let the individual know that it may be better if they stay for a same day interview. If the individual still does not want to stay, the interview should be scheduled as soon as possible, within the mandated timeframe, to address the problem. A case comment should be entered to record that the conversation occurred.

Refer to [PD #12-29-ELI](#)

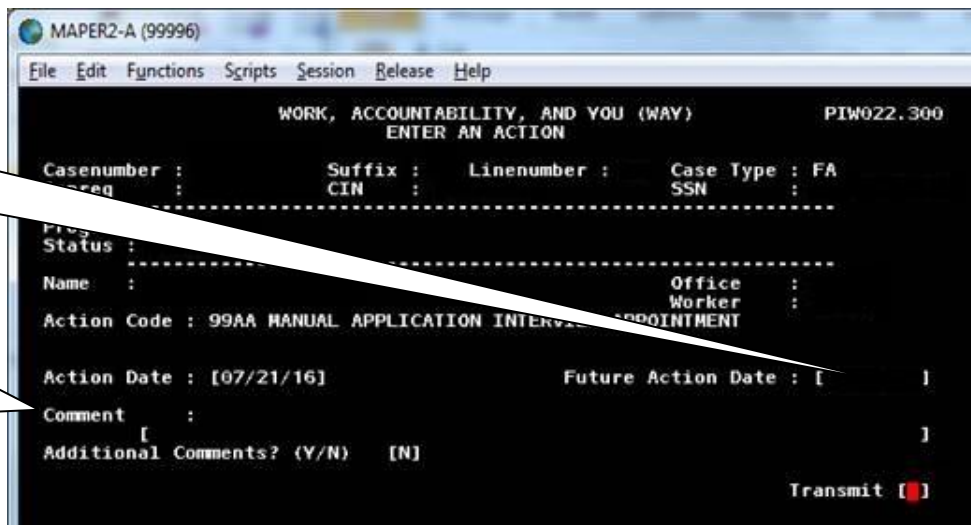
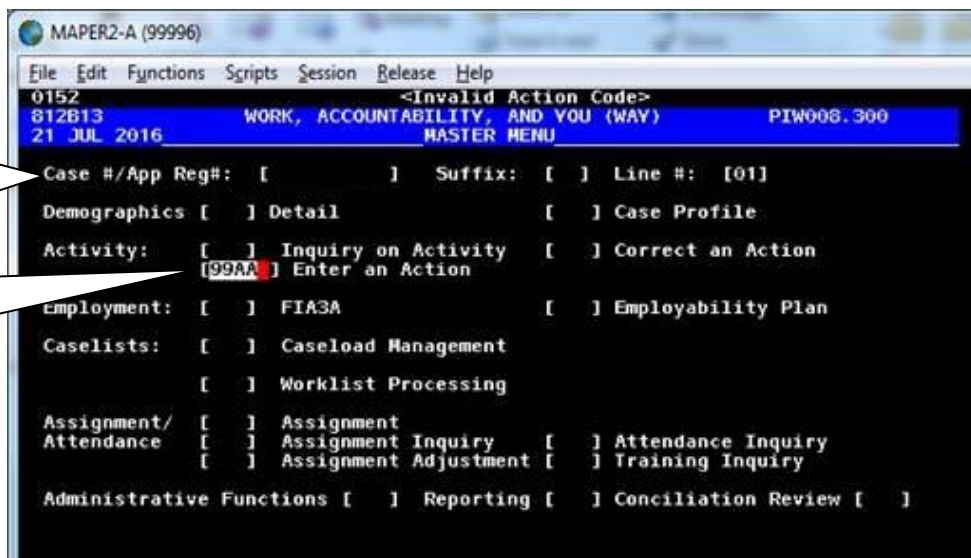
- Scheduling an interview in NYCWAY by posting Action Code **99AA** (Manual Application Interview Appointment) no later than 7 business days (2 calendar days if eligible for Expedited SNAP (ESNAP) processing) from the date the **CA E-App** was submitted);

Enter the case and suffix numbers in the appropriate fields

Enter **99AA** in the **Enter an Action** field and press the transmit key

Enter the interview appointment date in the **Future Action Date** field and transmit

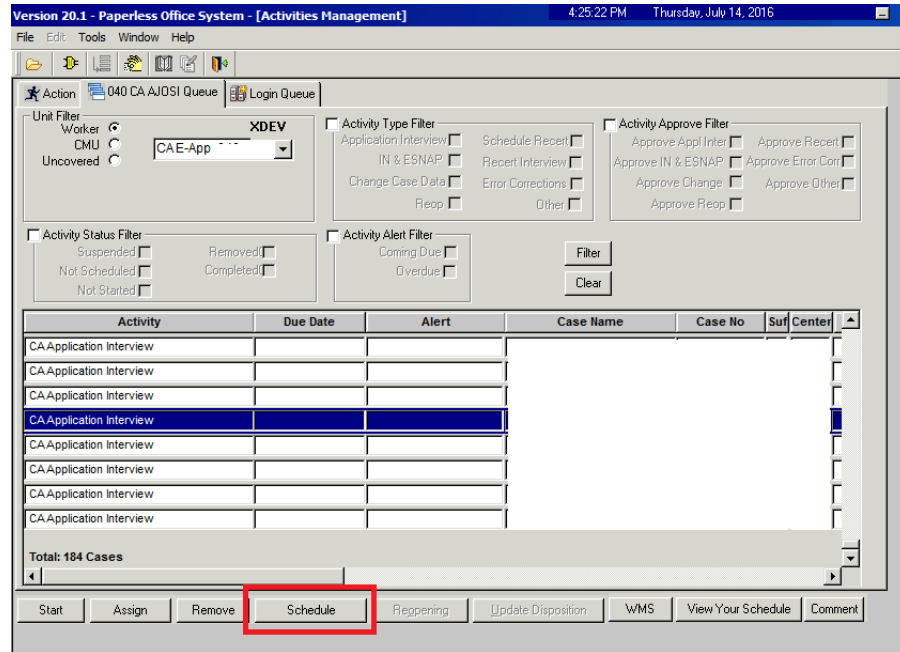
A comment is not required when the **99AA** is posted



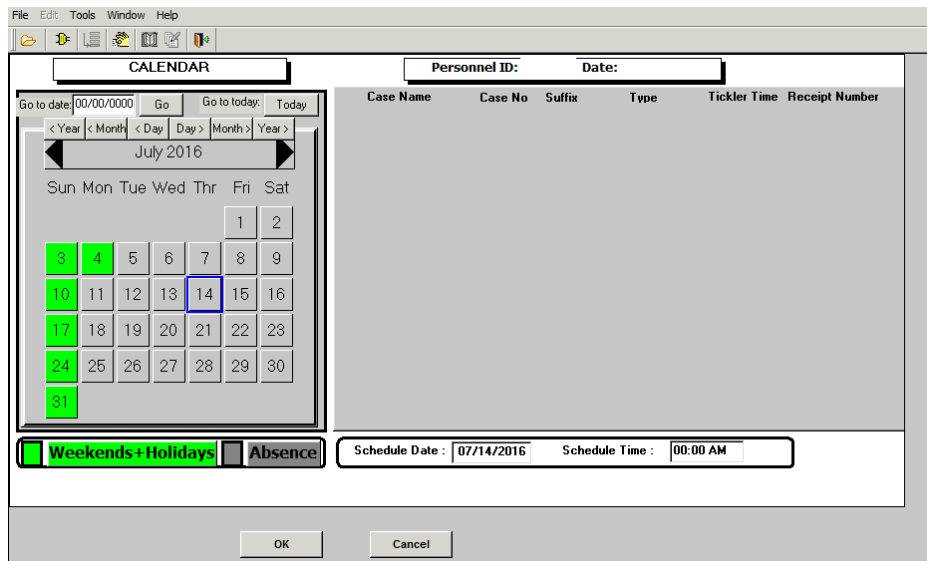
- Generating the Important Information About Your Application (**W-531**) form from HRA eDocs;
- Completing the **W-531** with an agreed date, if the applicant is present;
- Scanning and indexing the **W-531** into the applicant's electronic case record;
- Providing the **W-531** form to the applicant, which provides all of the interview appointment details;

- Entering the appointment date and time using the **Schedule** button on the Activities Management screen in POS, shown below; and
- Entering a detailed case comment in instances where an appointment was scheduled for an applicant who indicated an emergency or immediate need.

POS Activities Management screen



POS scheduling calendar



Contacting applicants that did not stay for an interview

The CMU Supervisor is responsible for checking both the **CA E-App** and **Login** queues throughout the day to see if any individuals who submitted a **CA E-App** were not interviewed. The CMU Supervisor must also check the **Date Initial Interview Started** field of the POS Application Log (PAL) in the Management Console to see if any individuals were not interviewed. The CMU Supervisor is responsible for assigning these applications to the designated Worker for the purpose of scheduling interviews.

All applicants who submit a **CA E-App** and then leave the Center without going to CMU or scheduling an interview for a future date must be contacted to schedule an interview appointment.

The designated Worker is responsible for:

- Calling the applicant to schedule an interview and asking the applicant if s/he has any immediate needs or emergencies;

Note: If the applicant indicated any problems, either on their application or in the interview, their interview should be scheduled for the next business day.

- Scheduling an interview in NYCWAY by posting Action Code **99AA** (no later than 7 business days, 2 calendar days if eligible for Expedited SNAP (ESNAP) processing, from the date the **CA E-App** was submitted), refer to the screen shots on page 8;
- Entering the appointment date and time using the **Schedule** button on the Activities Management screen in POS, refer to the screen shots on page 9;
- Entering a detailed case comment in instances where an appointment was scheduled for an applicant who indicated an emergency or immediate need;
- Generating the **W-531** form and scanning and indexing it into the applicant's electronic case record; and
- Mailing the **W-531** form to the applicant.

Interview appointments that are scheduled in NYCWAY using Action Code **99AA** appear on the **IBOOK** worklist.

Refer to [PD #11-15-OPE](#)

If an applicant submits a completed paper **LDSS-2921** and cannot stay for their interview, complete the **Site Determination** activity in POS using the non-same day application process to accommodate those applicants who are unable to stay.

Missed application
interview

Missed Application Interview Appointments

If the applicant misses the scheduled interview:

- comes back to the Job Center within twelve (12) days of filing the **CA E-App**, the applicant is given a **PI** ticket to CMU.
- comes back to the Job Center more than twelve (12) days after the **CA E-App** was filed and a case in Application (AP) status is not found, the applicant must submit a new **CA E-App**.

Note: If the applicant comes back to the Job Center prior to the 30th calendar day following the day the **CA E-App** was filed, the file date for the SNAP portion of the application must have the date of the initial **CA E-App** submission.

If the applicant does not keep their interview appointment, NYCWAY posts Action Code **99AX** (Applicant Interview Cancelled) at the end of the future action date (FAD) for the **99AA**, **99AI** (Applicant Interview Scheduled) and **99AR** (Applicant Interview Rescheduled).

Case Management Unit

CMU – applications

CMU staff conducts same day interviews for individuals who submit a **CA E-App** using ACCESS NYC. The CMU Supervisor assigns the **CA E-App** activity to a CMU JOS/Worker from the **CA E-App** queue.

Each ticket is called three times to allow for instances of an applicant not being in the waiting area when their ticket is called, as per current procedure. If the applicant does not respond by the third time the ticket is called, the JOS/Worker must close the **PI** ticket in MONIQ and alert the CMU Supervisor. The CMU Supervisor must remove that **CA Application Interview** activity from the JOS/Worker's queue and place it back into the **CA E-App** queue.

The CMU Supervisor is responsible for ensuring that individuals who need a Reasonable Accommodation (RA) for a shorter wait time are given priority to be seen by a CMU JOS/Worker. If there are multiple applicants with an RA for a shorter wait time, the applicant who has the longest wait time must be seen first.

JOS/Workers that are assigned a case from the **Login Queue** must perform the **CA Application Intake** activity to register the case, and then start the **CA Application Interview** activity.

JOS/Workers are responsible for conducting the full **CA Application Interview** activity in POS. JOS/Workers must ensure that they ask applicants all questions in the **CA Application Interview** activity.

Updated Information

Note: The utility arrears data that is entered by applicants and participants into ACCESS NYC (ANYC) now transfers to the Paperless Office System (POS). A case comment will no longer be generated by POS regarding utility arrears entries.

CA Electronic Recertifications (CA E-Recerts)

Availability of Online Recertification Submissions

Participants are able to submit a **CA E-Recert**, as follows:

- At the PC Bank in select Job Centers if that is the responsible Job Center for the participant's case; and
- At any non-HRA computer that has an internet connection.

Note: The **CA E-Recert** is available on computers at any PC Bank because ANYC released the **CA E-Recert** citywide. Only select Job Centers will have the ticket option in the Front Door Electronic Reception (FRED) system or at a kiosk to route participants to the PC Bank.

Date Range to Submit a CA E-Recert

Date range to submit a
CA E-Recert

Participants have the option to electronically submit the information requested on the **LDSS-3174** using ANYC prior to their face-to-face recertification interview (FFR) with a JOS/Worker. The date range for a participant to submit a **CA E-Recert** from the locations listed below is as follows:

- PC Bank (at their responsible Job Center) – beginning on the date of their scheduled FFR until the case is closed; and

Note: Participants can only use the PC Bank to submit a **CA E-Recert** if the Job Center that is responsible for their case can route individuals to the PC Bank.

- Any non-HRA computer – beginning on the date that the JOS/Worker schedules the FFR until the case is closed.

Regardless of where a participant submits the **CA E-Recert**, FFRs that are scheduled at a Job Center must be conducted at the participant's responsible Job Center.

The information entered by the participants in ANYC is transmitted to POS. POS pre-fills the information into the **CA Recertification Interview** activity that resides in the queue of the JOS/Worker who scheduled the recertification interview.

Front Door Reception and Kiosks

FDR – recertification

FDR staff is responsible for conducting a case search in FRED and routing participants who have come to the Job Center to complete their FFR and are within the date range to complete the interview, described in the previous section, as follows:

CA E-Recert not submitted

- Participants who have not submitted a **CA E-Recert** are given a **CA Recert PC (RR)** ticket and directed to the PC Bank; and

CA E-Recert submitted prior to Job Center visit

- Participants who have submitted a **CA E-Recert** are given a **CA Recertification (PR)** ticket and directed to CMU.

Note: The date range to complete the FFR includes the 5 business day-grace period after the date of the scheduled interview and the clocking down of an adverse action indicated on a notice of intent.

Kiosks – recertification

New Information

The kiosk issues one of the following tickets to individuals who are within the date range to complete their FFR based on the results of the kiosk conducting a case search in FRED using the individual's self-identification information entered:

- **RR** ticket – issued to participants who have not submitted a **CA E-Recert**; and
- **PR** ticket – issued to participants who have submitted a **CA E-Recert**.

Refer to [PD #16-14-OPE](#)

Participants who are eligible to recertify for CA benefits and for whom FRED indicates that they speak a language other than one of the seven Local Law 73 languages will be directed to the PC Bank. The **RR** ticket will be annotated with the individual's preferred spoken language as indicated in the Welfare Management System (WMS).

In addition to FDR and kiosks, the **RR** ticket can also be issued from MONIQ by workers in CSIC, D&C, HDU, FH&C, SNAP CSIC and SNAP Reception areas, as needed.

Participant arrives at the Job Center before their scheduled appointment

Participants who come into their responsible Job Center before their scheduled appointment must be issued a ticket according to the existing routing hierarchy in FRED.

Updated Information

If no appointment is found after a case search in FRED and the individual states that they are there to have their FFR:

- FDR staff issues a CSIC General (**CG**) ticket; and
- The kiosk issues a ticket based upon the selection made by the individual on the kiosk screen that is displayed.

Note: Refer to page 11 in [PB #16-18-OPE](#) to view the routing options on the kiosk screen displayed to a participant with a CA case in either Active (AC) or Single Issuance (SI) status.

Participants should be interviewed on the date of their FFR or within the 5 business day-grace period of their FFR. If the participant indicates an inability to return to the Job Center on the date of their FFR, the CSIC Worker will route the individual to CMU.

FDR & kiosk – missed recertification interview

If the participant missed their scheduled FFR appointment and the case is not closed, FDR staff/kiosk issues the participant:

- an **RR** ticket if a **CA E-Recert** was not submitted and the individual is directed to the PC Bank; or
- a **PR** ticket if a **CA E-Recert** was submitted and the individual is directed to the CMU waiting area.

Note: The CA Missed Appointment (**PQ**) ticket is disabled at Job Centers that route participants to the PC Banks to submit the **CA E-Recert**.

Participants Who Need a Reasonable Accommodation

Help needed when reading forms or completing forms

Participants with a known or expressed Reasonable Accommodation (RA) for help reading forms and/or completing forms are not to be directed to the PC Bank. These participants must be given a **PR** ticket and directed to CMU.

Sign language interpreter needed

Participants with a known or expressed RA for sign language interpretation are issued a CA Sign Language ticket and directed to the CMU waiting area.

PC Bank

PC Bank – recertification submitted online

At the PC Bank, the EAC assigns participants to a personal computer where they can enter the ANYC website to complete the **CA E-Recert**. PC Bank staff must instruct participants to return the **RR** ticket once they have successfully submitted their **CA E-Recert**.

Upon return of the **RR** ticket, PC Bank staff must answer and re-route the **RR** ticket, issuing a **CA Recertification (PR)** ticket using MONIQ and give the participant a CA Recertification Kit. The participant must then be directed to the CMU interview waiting area.

All participants who submit a **CA E-Recert** must be directed to CMU for their FFR.

PC Bank – recertification not submitted online

If a participant states that s/he does not want to submit a **CA E-Recert** using the ANYC website, presents an **RR** ticket that was annotated with a spoken language that is not one of the seven Local Law 73 languages, or demonstrates significant difficulty in using ANYC or the computer in general, the PC Bank staff must re-route the **RR** ticket, issuing a **PR** ticket (annotate the spoken language, if necessary), give the participant a CA Recertification Kit, and then direct the individual to proceed to the CMU interview waiting area.

Applicants are not required to complete the paper application. They can answer the questions with a JOS/Worker during their interview.

Participant does not complete their FFR

Participants who submit a **CA E-Recert** but do not reschedule or stay to complete their FFR receive the same notices and robocalls as participants who fail to keep their FFR and whose case is at a Job Center that does not route them to the PC Bank.

Refer to [PB #15-104-OPE](#)

Case Management Unit

CMU - recertification

The CMU JOS/Worker is responsible for conducting the **CA Recertification Interview** activities in their queue.

If a participant arrives at CMU for their FFR and the CMU JOS/Worker who is assigned to their case is absent, the CMU Supervisor is responsible for removing the **CA Recertification Interview** activity from the absent CMU JOS/Worker's queue and assigning it to the queue of a CMU JOS/Worker who is available to conduct the interview, as per current procedure.

The CMU Supervisor is responsible for ensuring that participants with a Reasonable Accommodation (RA) for a shorter wait time are given priority to be seen by a CMU JOS/Worker. If there are multiple participants with an RA for a shorter wait time, the participant who has the longest wait time must be seen first.

JOS/Workers are responsible for conducting the full **CA Recertification Interview** activity in POS. JOS/Workers must ensure that they ask participants all questions in the **CA Recertification Interview** activity.

Updated Information

Note: The utility arrears data that is entered by applicants and participants into ACCESS NYC (ANYC) now transfers to the Paperless Office System (POS). A case comment will no longer be generated by POS regarding utility arrears entries.

CMU - **G10** posted on the CA case

Participants who have a **G10** clocking down and arrive at CMU during the clock down period of the Notice of Intent (NOI) must be interviewed on that day. The CMU JOS/Worker conducting the interview must complete the **Settle In Conference** (SIC) activity in POS before starting the **CA Recertification Interview** activity. The **CA Recertification Interview** activity is launched when the **Settle In Conference** activity is transmitted.

Note: Even if a participant does not have all of his/her documents, the SIC must still be completed. The participant must be given a Documentation Requirements and/or Assessment Follow-Up (**W-113k**) and ten (10) days to return the requested documents.

Monitoring of CA Recertification Activities

Monitoring CA Recertification Interview activities in the **CA E-Recert Queue**

If a participant fails to report to their FFR appointment, a robocall is made to the participant on the day after the missed appointment. The robocall tells the participant that s/he has an additional 5 business day-grace period within which to report for the FFR. During that time, the **FIA-1124** will be mailed to the participant. The Worker cannot initiate the required action to close the case until after the 5 business day-grace period has passed.

On the first day after the 5 business day-grace period has ended, if a participant hasn't reported for or rescheduled their FFR, the JOS/Worker must take action to close the case using closing code **G10** (Failure to Recertify on [DATE]), even if the **CA E-Recert** was submitted online.

Features and Alerts in POS Related to Online Submissions of the CA E-App and CA E-Recert

ANYC Entries Pre-Fill the POS Interview Activities

MIS uses the information entered into the **CA E-App** and **CA E-Recert** to pre-fill the POS interview activities.

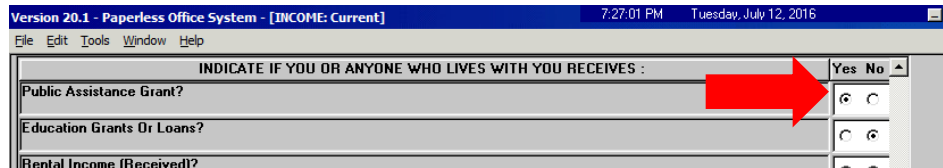
The **Yes** radio button next to questions in POS is preselected if the participant provided a **Yes** response to the corresponding question in ANYC.

Example:

If the applicant/participant indicates that a member of their household receives Public/Cash Assistance (Other Income) in ANYC, the **Yes** radio button is preselected for the question “Indicate if you or anyone who lives with you receives: Public Assistance Grant?” on the **INCOME: Current** screen in POS, see the screen shot below.

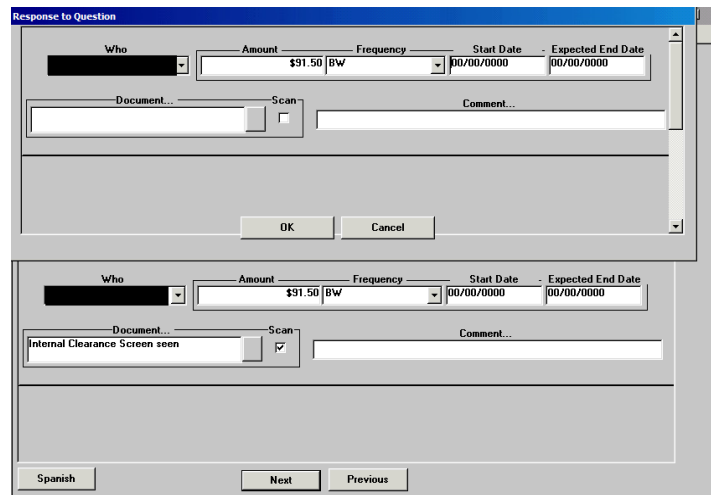
Example of how information entered into ANYC is displayed in the CA Recertification Interview activity in POS

POS **INCOME: Current** screen



The CMU JOS/Worker must click the **Yes** radio button to view the information that was entered in ANYC. The information entered by the applicant/participant in ANYC is displayed in the top portion of the **Response to Question** window. If the CMU JOS/Worker is conducting an interview with a participant, the information displayed in the bottom portion of the screen is from the participant’s previous interview, see the screen shot shown below.

POS **Response to Question** window that shows information transmitted from the **CA E-Recert**

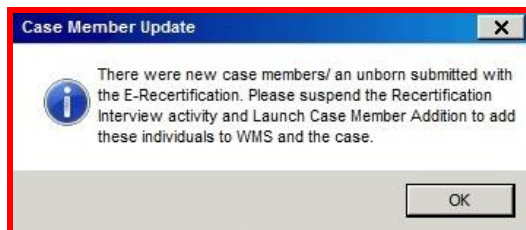


New Household Member Added on the CA E-Recert

New household member added to the case in the **CA E-Recert**

If a new household member was added to the case in the **CA E-Recert** submission, POS displays the **Case Member Update** alert message on the **Household** screen, shown below, when the JOS/Worker starts the **CA Recertification Interview** activity.

Case Member Update alert message



If the **Case Member Update** alert message appears, the JOS/Worker must suspend the **CA Recertification Interview** activity and then start the **Case Member Addition** activity. After the **Case Member Addition** activity has been transmitted, the JOS/Worker can then restart the **CA Recertification Interview** activity.

Removed household member in the **CA E-Recert**

Note: The CMU JOS/Worker does not perform the **Case Member Update** activity for household members that were removed from the case through ANYC. The CMU JOS/Worker closes the household member's line, as per current procedure.

Cash Assistance Recertification Form Now Available Online (FIA-1167) Form

FIA-1167

Updated information

The Cash Assistance Recertification Form Now Available Online (**FIA-1167**) form is an insert that is mailed with the Notice of Recertification Appointment (**W-908T**). The **FIA-1167** is part of the new **W-908T** Print to Mail (PTM) packet that is sent to participants after their recertification interview is scheduled. The **W-908T** PTM packets are printed and mailed by MIS mail distribution.

The **FIA-1167** advises participants of the availability and advantages of completing the **CA E-Recert**. It also reminds participants to keep their scheduled interview appointment.

A sample of the **FIA-1167** form is attached.

Effective Immediately


References:

18 NYCRR 350.3
18 NYCRR 351.22 (a) (b)

Related Items:

[PB #16-90-SYS](#)
[PB #16-56-SYS](#)
[PB #16-18-OPE](#)
[PD #16-16-OPE](#)
[PD #16-14-OPE](#)
[PB #15-104-OPE](#)
[PD #14-14-OPE](#)
[PD #14-12-ELI](#)
[PD #12-29-ELI](#)
[PD #11-15-OPE](#)

Attachments:

 Please use Print on Demand to obtain copies of forms.

W-531	Important Information About Your Application (Rev. 7/15/16)
W-531 (S)	Important Information About Your Application (Spanish) (Rev. 7/15/16)
FIA-1167 (E)	Cash Assistance Recertification Form Now Available Online (6/10/2016)
FIA-1167 (S)	Cash Assistance Recertification Form Now Available Online (Spanish) (6/10/2016)
FIA-1124 (E)	Important Information About Your Case – Notice of Missed Cash Assistance Appointment (07/31/14)
FIA-1124 (S)	Important Information About Your Case – Notice of Missed Cash Assistance Appointment (Spanish) (07/31/14)

Date: _____
Center Number: _____
Case Name: _____
Application File Date: _____

Important Information About Your Application

You left or needed to leave the Job Center before a Worker interviewed you. You must complete an eligibility interview. You have not finished the Cash Assistance (CA) application process.

We scheduled the following appointment for you:

Appointment Date: _____ Time: _____ Telephone: _____
Address: _____
City: _____ State: _____ Zip: _____

SAMPLE

If you need to reschedule this appointment, please call _____.

Please bring this form to your appointment.

Cash Assistance (CA) Eligibility

You must complete an eligibility interview for CA within seven (7) business days from the date you submit your application. The day after you submit your application counts as day 1 of your application filing period. If you don't, your application for CA may be DENIED.

Supplemental Nutrition Assistance Program (SNAP) Eligibility

You must complete an eligibility interview within thirty (30) calendar days from the date you submit your application. The day after you submit your application counts as day 1 of your application filing period. If you don't, your application for SNAP may be DENIED.

If you need to reschedule your appointment, please call the telephone number above.

Fecha: _____
Número del Centro: _____
Nombre del Caso: _____
Fecha de Presentación
de la Solicitud: _____

Información Importante Sobre su Solicitud

Usted se fue o necesitaba irse del Centro de Trabajo antes de entrevistarse con un Trabajador para llevar a cabo la entrevista de elegibilidad. Usted no ha terminado el trámite de solicitud de Asistencia en Efectivo (CA).

Nosotros le hemos programado la siguiente entrevista:

Fecha de la Cita: _____ Hora: _____ Teléfono: _____
Dirección: _____
Ciudad: _____ Estado: _____ Código Postal: _____
Si usted necesita reprogramar esta cita, favor de llamar al _____.

Favor de traer este formulario consigo a la cita.

Elegibilidad para Asistencia en Efectivo (CA)

Usted debe llevar a cabo una entrevista de elegibilidad para CA dentro de siete (7) días laborables a partir de la fecha de presentación de su solicitud. El día siguiente tras usted presentar su solicitud se considera el día 1 del período de presentación de solicitud. Si usted no lleva a cabo la entrevista, su solicitud de CA puede DENEGARSE.

Elegibilidad para el Programa de Asistencia de Nutrición Suplementaria (SNAP)

Usted debe llevar a cabo una entrevista de elegibilidad dentro de treinta (30) días calendarios a partir de la fecha de presentación de su solicitud. El día siguiente tras usted presentar su solicitud se considera el día 1 del período de presentación de solicitud. Si usted no lleva a cabo la entrevista, su solicitud de SNAP puede DENEGARSE.

Si necesita reprogramar su cita, favor de llamar al número de teléfono indicado más arriba.

Date: _____

Case Name: _____

Case Number: _____

Center: _____

Cash Assistance Recertification Form Now Available Online

We are changing for you! You can now submit your Cash Assistance recertification form using ACCESS NYC.

Here are some of the benefits to submitting your recertification form online:

- You can start the recertification process before your interview date.
- Your interview will go faster.
- You can use any computer that has an Internet connection.
- It's simple, secure and confidential.

Next Steps:



Go to www.nyc.gov/accessnyc and select



Apply Now

Start New Application/Recertification



Fill out and submit your Cash Assistance recertification form online.



Keep your scheduled interview appointment.

Remember, you still need to complete your face-to-face interview.

If you have questions:



CALL INFOLINE: 718-557-1399

Fecha: _____
Nombre del Caso: _____
Número del Caso: _____
Centro: _____

Ahora Disponible en Internet Formulario de Recertificación de Asistencia en Efectivo

¡Estamos cambiando para usted! Ahora usted puede presentar su formulario de recertificación de Asistencia en Efectivo mediante ACCESS NYC.

Algunos de los beneficios de presentar su formulario de recertificación por Internet:

- Usted puede comenzar el trámite de recertificación antes de la fecha de su entrevista.
- Su entrevista se realizará más rápido.
- Usted puede servirse de cualquier computadora conectada al Internet.
- Es fácil, seguro y confidencial.

Los próximos pasos:



Visite www.nyc.gov/accessnyc y seleccione



Solicitar ahora

Iniciar nueva Solicitud / Recertificación



Llene y presente su formulario de recertificación de Asistencia en Efectivo por Internet.



Cumpla su cita de entrevista programada.

Recuerde, usted aún tiene que realizar su entrevista en persona.

Si tiene alguna pregunta:



LLAME A LA INFOLINE: 718-557-1399

Date: _____
Case Number: _____
Case Name: _____
Center: _____

IMPORTANT INFORMATION ABOUT YOUR CASE

NOTICE OF MISSED CASH ASSISTANCE APPOINTMENT

Our records indicate that you missed your scheduled recertification/application appointment on _____. This important appointment was to discuss your eligibility or continued eligibility for Cash Assistance benefits.

If you have not already called to reschedule your appointment, please call us at _____ by _____ to set up another appointment.

It is important that you call to reschedule this appointment and keep the new appointment in order to avoid a possible loss of benefits.

SAMPLE

Fecha: _____
Número del Caso: _____
Nombre del Participante: _____
Centro: _____

INFORMACIÓN IMPORTANTE SOBRE SU CASO
AVISO DE CITA FALTADA DE ASISTENCIA EN EFECTIVO

Según nuestros archivos, usted faltó a su cita de recertificación/solicitud programada para el _____. Esta cita importante era para tratar el tema de su elegibilidad o elegibilidad continua para beneficios de Asistencia en Efectivo.

Si usted aún no ha llamado para reprogramar su cita, por favor llámenos al _____ para el _____ para fijar otra cita.

Es importante que usted llame para reprogramar esta cita y que la cumpla para evitar una posible pérdida de beneficios.

SAMPLE