



OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN #17-03-OPE

CONFERENCE BY PHONE PROCESS

<p>Date: January 5, 2017</p>	<p>Subtopic(s): Home Visit Needed, Homebound, Application, Recertification, Fair Hearing</p>
<p> This procedure can now be accessed on the FIAweb.</p>	<p>This policy bulletin is to inform staff at the Office of Constituent Services (OCS) Infoline Unit, Fair Hearing and Conference (FH&C), Job Centers, and Family Independence Administration (FIA) Reasonable Accommodation Request Operations (RARO)/ Home Visit Needed (HVN) Unit of the new Conference by Phone (CBP) process for Cash Assistance (CA) applicants and participants. This policy bulletin is informational for all other staff.</p> <p>In compliance with the <u>Lovely H.</u> Settlement Stipulation, all applicants and participants who receive Notices of Intent (NOI)/Notices of Decision (NOD) will be able to participate in Agency Conference appointments by telephone. All NOIs and NODs that are sent to applicants and participants (either manually or through the Client Notices System [CNS]), which contain fair hearing language, must include the telephone number that is used to request a CBP.</p> <p>All requests for a CBP appointment are made to Infoline staff and entered into the New York City Work Accountability and You (NYCWAY) system. CBPs are scheduled and conducted by designated staff in FH&C, Job Centers, and the FIA RARO/HVN Unit. The following items have been created in NYCWAY for the CBP process:</p> <ul style="list-style-type: none"> • The Conference by Phone System (CBPS), which is a NYCWAY supplementary application used throughout the entire process; • A worklist for each program area that is responsible for scheduling and conducting CBPs; • A priority worklist for scheduling and conducting CBPs that have been reassigned to another program area;

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Refer to Attachment A	<ul style="list-style-type: none"> • Action codes that record: <ul style="list-style-type: none"> ▪ Requests for CBP appointments; ▪ Attempts to contact individuals for their CBP; ▪ Re-assignments of CBPs to other program areas, if necessary; ▪ Outcomes of CBPs; and <p>Note: The NYCWAY Action Codes for the Conference by Phone Process (Attachment A) lists all of the newly created and some existing action codes used for the Conference by Phone Process.</p>
CBPS in NYCWAY	<ul style="list-style-type: none"> • Referrals to Wellness Comprehensive Assessment, Rehabilitation, and Employment (WeCARE) and appointments made outside of the Employment Plan (EP). <p>The Conference by Phone System (CBPS) supplementary application in NYCWAY provides staff with a platform to enter and track the CBP process. All actions taken by staff in the CBPS translate to the posting of Action Codes in NYCWAY. The CBPS allows staff to:</p> <ul style="list-style-type: none"> • Enter, reschedule, and cancel requests for CBP appointments; • Generate a confirmation number for the requested CBP; • View all requests for CBP appointments on a worklist screen that have been either: <ul style="list-style-type: none"> ▪ Scheduled and were not yet completed; or ▪ Must be conducted by a specific program area; and • Enter the call attempts for and outcome of the CBP in the applicant/participant's NYCWAY case record.
Rollout - phase one	<p><u>Phased Rollout of the Conference by Phone Process</u></p> <p>The CBP process consists of a phased rolled out to the Job Centers. The following five (5) Job Centers were included in phase one of the rollout in September 2016:</p> <ul style="list-style-type: none"> • Dyckman Job Center (#035); • Rider Job Center (#038); • Jamaica Job Center (#054); • Clinton Hill Job Center (#067); and • Rockaway Job Center (#079). <p>FIA Operations and FH&C will notify Job Center and FH&C staff as their sites are added to the CBP process.</p>

Conference by Phone Worklist Screens

CBPS worklist screens

The CBPS has two worklist screens, the **OCS Worklist** and **Program Area Worklist** screens. The screens display the CBP request and appointment information to staff. The details of the worklist screens are described in the sections below.

OCS Worklist Screen

The **OCS Worklist** screen is used by the Infoline staff. It is the screen from which CBP requests are either added or searched for by Infoline staff. It displays all of the requested telephone conferences. Instructions for completing actions on this and any resulting screens are described in detail on pages 6 - 10.

OCS Worklist screen

First Name	Last Name	Notice Deadline	Callback Date1	Callback From	Callback To	Callback Date2	Callback From	Callback To	Confirmation Number	Case Number
		12/30/16	10/31/16	08:30	11:30	11/30/16	01:30	04:00	WAYP201610120003	
		01/19/17	12/28/16	08:30	12:00	01/11/17	01:00	04:00	WAYP201610120004	

Program Area Worklist Screen

The **Program Area Worklist** screen is used by the FIA RARO/HVN Unit, Job Centers, and FH&C staff. It displays the CBP appointments that must be completed by the program area of the Worker that is logged into the CBPS.

Logic has been built into the CBPS to automatically populate the worklist with the CBP appointments that are scheduled for the date that the worklist screen is viewed. The appointments are first sorted by time range, using the *Callback Time* field, and then by the date of the notice deadline, using the *Notice Deadline* field.

Workers have the option to view all CBP appointments by selecting the **Show all local offices** radio button. Workers also have the option to search for a specific case by entering identifying information into the fields in the top portion of the **Program Area Worklist** screen.

This worklist screen can be filtered by the Worker and can be viewed by all staff members who have access to the **Program Area Worklist** screen.

Program Area Worklist screen

First Name	Last Name	Notice Deadline	Callback Date1	Callback From	Callback To	Callback Date2	Callback From	Callback To	Confirmation Number	Case Number
		10/28/16	10/19/16	08:00	10:00	10/19/16	12:00	02:00	PWAY201610180001	

NYCWAY Worklists

The CBP requests/appointments, which are displayed on the worklist screens, fall onto one of four NYCWAY worklists. The worklists were created to correspond with the newly created NYCWAY Action Codes that record the initial requests for and reassignments of CBP appointments. Once the request or reassignment is entered, the CBP appointment will appear on the worklist of the program area that is responsible for scheduling and conducting the CBP.

The worklists must be tracked and monitored on a daily basis by a Designee within each of the program areas to ensure that the CBPs are completed in a timely manner.

The NYCWAY worklists and the program areas that are responsible for scheduling and conducting the CBPs on each worklist are described below:

NYCWAY worklists created for the CBP process

- **TCHVN** – the FIA RARO/HVN Unit;
- **TCFIA** – the Job Center that the case is assigned to; and
- **TCFHC** – the FH&C Unit;
- **TCRED** – all program areas listed above.

TCHVN

TCHVN includes CBP requests for individuals with an existing or requested Home Visit Needed/Homebound status who received a notice that will result in an adverse action being taken on their case. This includes individuals who have a Failure to Recertify – Home Visit (**G20**) case closing code.

TCFIA

TCFIA includes CBP requests for individuals who received a notice that will result in an adverse action being taken on their application or case regarding any of the following issues:

- Failure to Recertify on (DATE) (**G10**);
- Failure to Provide Verification (**V20**);
- Application denials; and
- Failure to Comply with Finger Imaging Requirements (**F88** or **M88**).

TCFHC

TCFHC includes CBP requests for individuals who received a notice that will result in an adverse action being taken on their case regarding any issue that was not mentioned above.

TCRED

TCRED includes CBP requests for individuals whose CBP was reassigned from one program area to another after it was determined that the individual should speak with a different program area.

Note: The requests that appear on the **TCRED** worklist must be prioritized over the **TCHVN**, **TCFIA**, and **TCFHC** worklists.

TCRED must be filtered by the Designee from each program area

Refer to **Attachment B**

The Designee from each program area is responsible for filtering the **TCRED** to ensure that the CBP requests redirected to their program area are scheduled and completed in a timely manner. Instructions on how to filter the **TCRED** are contained in the NYCWAY Screen Shots Associated with the Conference by Phone Process (**Attachment B**).

Entering, Rescheduling, & Cancelling Conference by Phone Requests

Infoline Worker responsibilities

Applicants/participants must call the telephone number in the *Agency Conference* field listed on the notice that is sent to them to request, reschedule, or cancel a CBP. This number will connect the individual to Infoline. Once the individual identifies that the purpose of their call is to request, reschedule, or cancel a CBP, the Infoline Worker opens the CBPS in NYCWAY to enter the details of the desired action. Refer to **Attachment B**, which contains additional CBPSA screen shots.

Refer to **Attachment B**

Note: The FIA RARO/HVN Unit, Job Centers, and FH&C staffs also have the ability to reschedule or cancel CBP appointments.

Entering a New Request

Entering a **New Request**

The details of a new CBP request are entered on the **Appointment Scheduling** screen. An asterisk appears next to each required field on the **Appointment Scheduling** screen, see the screen shot below.

Appointment Scheduling screen – New Request

The Infoline Worker enters a new request for a CBP, as follows:

- Select the **SupMnu** button from the Master Menu in NYCWAY;
- Select the **NOI Conference by Phone System** option from the Supplementary Application Menu to open the CBPS;
- Select the **New Request** button on the **OCS Worklist** screen;
- Ask the individual the scripted questions from the Conference by Phone Requests (**Attachment C**) to determine which program area is responsible for scheduling and conducting the CBP;

Refer to **Attachment C**

A calendar widget can be used to select dates in the *Notice Deadline*, *Callback Date 1* and *Callback Date 2* fields

Callers should be advised to request a Telephone Conference before the NOI/NOD deadline

- Complete the fields on the **Appointment Scheduling** screen, based on the responses provided by the individual:
 - select a value from the *Program Area* drop down menu;
 - enter the notice number in the *Notice Number* field, if available;
 - enter or select the date of the notice deadline in the *Notice Deadline* field, if available;

Note: If the *Notice Deadline* field is blank when the Worker selects the **OK** button, NYCWAY will display an error message in a pop up window. If the Worker chooses the **Yes** button on the pop up window, NYCWAY will populate this field with a placeholder date.
 - enter the telephone number that should be used to contact the individual in the *Client Phone Number* field;
 - enter or select a callback date (Monday through Friday, excluding legal holidays) in the *Callback Date 1* field;

Note: Individuals should be advised to request a date that is before the end of the NOI period. If the individual requests a CBP on a date after the end of the NOI period, the Infoline Worker must select the check box labeled “*Client requested appointment date after deadline on notice*” and enter a comment in the *Notes/Comments* field.
 - enter the time range that is provided for the *Callback Date 1* in the *Callback Time 1 From* and *To* fields;

Note: The time range must be at least two hours between 8:30– 5:00 pm (For example: 10/2/16 from 9:30 – 11:30 am). The system does not allow the user to select a time range less than two hours. If the individual states that s/he is only available for less than two hours, add a comment to that affect and advise the individual that their request was noted but cannot be promised.
 - enter or select a callback date in the *Callback Date 2* field;

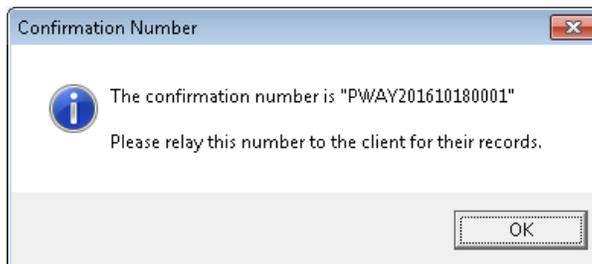
Note: The second callback date can be the same as the date entered in the *Callback Date 1* field or a different date. If the Infoline Worker does not enter a date in the *Callback Date 2* field, the *Callback Date 2* field will be populated with the date in the *Callback Date 1* field.

- enter the time range that is provided for the *Callback Date 2* in the *Callback Time 2 From* and *To* fields; and
- select the **Add Note/Comm** button and enter a brief description of the issue to be addressed during the CBP and any special circumstances in the *Notes/Comments* field;

Note: There is no character limit within the *Notes/Comments* field.

- Select the **OK** button; and
- Provide the individual with the unique confirmation number, see the screen shot below, generated by NYCWAY after the request for a CBP appointment has been saved by the CBPS.

Confirmation Number
window



NYCWAY Action Codes
for a CBP request

One of the following Action Codes will be posted to the applicant/participant's NYCWAY electronic case record when the Infoline Worker selects the **OK** button to submit the CBP request:

- **1THV** for FIA RARO/HVN Unit;
- **1TFA** for Job Centers; or
- **1TFH** for FH&C Unit.

Caller indicates an
emergency

If the caller indicates that s/he has an emergency, the Infoline Worker should refer to the OCS procedure "Handling HVN and RARs" for instructions on how to proceed, even if it is not an HVN case.

Infoline Worker cannot
find the case

If the Infoline Worker cannot identify the case associated with the individual who has called to request a CBP, the call must be escalated to an Infoline Supervisor who will assist the individual. The Infoline Supervisor will conduct a detailed search in an attempt to locate the individual's case.

Rescheduling or Cancelling an Existing Request

Rescheduling or cancelling an **Existing Request**

Appointment Scheduling screen – reschedule or cancel an existing request

The details of a rescheduled or cancelled CBP request are also captured on the **Appointment Scheduling** screen. An asterisk appears next to each required field on the **Appointment Scheduling** screen, see the screen shot below.

The Infoline Worker reschedules or cancels an existing request for a CBP, as follows:

- Select the **SupMnu** button from the Master Menu in NYCWAY;
- Select the **NOI Conference by Phone System** option from the Supplementary Application Menu to open the CBPS;
- Ask the caller for one of the following identifiers to locate the CBP request:
 - Confirmation number – that was provided when the CBP request was initially made;
 - Case number; or
 - Social Security Number (SSN);
- Enter the information provided by the caller in the appropriate field on the **OCS Worklist** screen;
- Select the **Search** button;
- Highlight the correct CBP request from the **OCS Worklist** screen;
- Select the **Submit** button or double click on the highlighted line to open the CBP request;

- Update the existing CBP request, as follows:
 - To cancel the CBP request, select the check box “*Client requests cancellation of the Telephone Conference Process*” on the **Appointment Scheduling** screen; or
 - To reschedule the CBP request, make the requested changes in the appropriate fields on the **Appointment Scheduling** screen (refer to pages 7 – 8 for detailed field entry instructions);
- Select the **Add Note/Comm** button and enter a comment regarding the requested changes in the *Notes/Comments* field; and
- Select the **OK** button.

Note: The unique confirmation number for the CBP always remains the same, even if the request is rescheduled or cancelled.

Conference by Phone Process

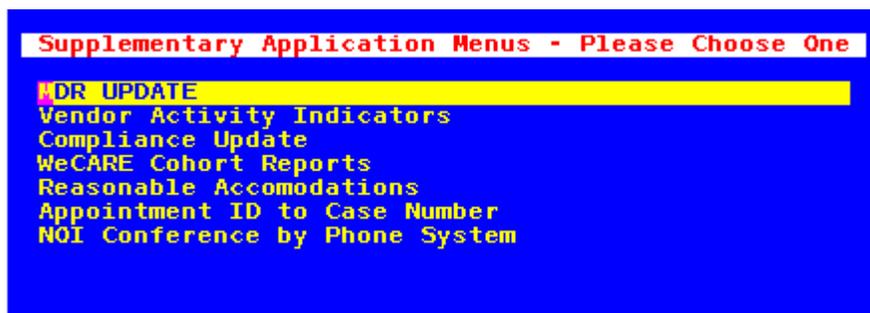
Each program area is responsible for scheduling and conducting the CBPs that appear on their program area’s worklist and the CBP requests for their program area on the **TCRED** worklist. Each program area has a designated staff member that is responsible for assigning the CBPs to Workers.

If a program area has an additional step required in the CBP, that information is detailed in the *Variations in the Conference by Phone Process by Program Area* section on pages 18 - 19.

Conducting the Conference by Phone

The Worker assigned to conduct the CBP is responsible for:

- Selecting the **SupMnu** button from the Master Menu in NYCWAY;
- Selecting the **NOI Conference by Phone System** option from the Supplementary Application Menu to open the CBPS;



Conducting a CBP appointment

Refer to **Attachment C** for a complete set of screen shots

Program Area Worklist
screen

- Selecting the Telephone Conference request that was assigned, and appears at the top of the **Program Area Worklist** screen;

Note: When the **Program Area Worklist** screen opens, it only displays the CBP requests that the Worker must conduct based on their program area. The Worker can see all existing CBP requests by selecting the **Show all local offices** radio button and then selecting the **Search** button.

- Reviewing the *Comments/Notes* field on the **Outreach Entry** screen and information available in other computer systems, such as the Paperless Office System (POS) and NYCWAY;

- Calling the applicant/participant to conduct the CBP;

Note: If the individual needs to reschedule the Telephone Conference, select the **Reschedule** button and complete the new **Outreach Entry** screen that opens. Refer to the *Reschedule/Reassign Conference by Phone Appointments* section on pages 16 - 17 for detailed instructions.

- Completing the necessary fields on the **Outreach Entry** screen, described below, based on their conversation with the individual:

- Select the appropriate call attempt outcome in the **Outreach** dropdown menu. The CBPS will post Action Code **1TOR** to the NYCWAY case record after the Worker selects the **Submit** button;

Note: If the Worker is unable to reach the individual on the first call attempt, a second call to the individual must be made. The message left for the individual after the first call attempt should indicate that the second call attempt will be made during the second callback time and date that was provided by the individual. If the second call attempt is unsuccessful, the message left should advise the individual to call the *Agency Conference* telephone number listed on the NOI/NOD to schedule a new CBP. The outcome of each call attempt must be entered into the **Outreach Entry** screen.

- Select the appropriate value from either the *Good Cause Granted* dropdown menu or select the *Post Good Cause Not Granted* radio button, based on the outcome of the CBP, as follows:

- If the issue **can be resolved**, the Worker will stop the clock-down, if a negative action is pending in WMS, by selecting the appropriate value from the *Good Cause Granted* dropdown menu. This field is used to record that either a Good Cause Granted or Settled in Conference [SIC] determination was made. The CBPS will post the appropriate Action Code to NYCWAY after the Worker selects the **Submit** button.

Two call attempts must be made to the applicant or participant

Each call attempt must be documented in NYCWAY

Attempting to resolve the issue over the telephone

Issue can be resolved over the telephone

Issue cannot be resolved over the telephone

Reassign the individual to a different program area

Scheduling an in-person or home visit interview

Good Cause Not Granted/Not Settled

The information typed in the pop up window, shown on the right, appears as a comment of the **1TCP** Action Code that is posted in NYCWAY.

- If the issue **cannot be resolved** because:

- the individual must be assigned to a different program area to complete their CBP; the Worker selects the **Reassign** button and completes the necessary fields on the new **Outreach Entry** screen that opens. Refer to the *Reschedule/Reassign Conference by Phone Appointments* section on pages 16 - 17 for detailed instructions.
- the individual must be seen face-to-face; the Worker must schedule an in-office or home visit interview outside of the CBPS.

Note: Before scheduling an in-office appointment, review the **Client Services Screen** in NYCWAY and ensure that all Reasonable Accommodations are honored.

- the Worker determines that good cause cannot be granted or that the issue cannot be settled; the Worker selects the *Post Good Cause Not Granted radio button*. The CBPS will post Action Code **830K** (Good Cause Not Granted/Not Settled) to NYCWAY after the Worker selects the **Submit** button.

Note: Action Code **830K** is used by all program areas when good cause is not granted or the issue is not settled.

- Select the *Follow-up Action is Required by the Client* radio button and record in the pop up window, shown below, any action that is required of the applicant/participant (such as a request to provide additional information or documentation regarding the issue addressed during the CBP) and select the **OK** button. Workers must provide individuals with the proper telephone and/or fax number.

The screenshot shows a dialog box with a light blue header containing the text "Please define or describe the follow-up action(s) required by the client". Below the header is a large, empty text input field. At the bottom right of the dialog box are two buttons: "Cancel" and "OK".

The CBPS will post Action Code **1TCP** to the NYCWAY case record after the Worker selects the **Submit** button on the **Outreach Entry** screen.

Refer to
[PB #10-119-OPE](#)

Note: If the individual provides documentation, a Documentation Receipt (**EXP-76R**) will be mailed to applicants/participants who submit documentation to HRA once the documentation that was received has been scanned and indexed to the individual's electronic case record.

- Enter a detailed comment about what was discussed during the CBP in the *Comments/Notes* field; and
- Select the **Submit** button to transmit the details of the CBP to NYCWAY, which will post the action codes that are associated with the selections described above, as necessary.

CBP request completion
action code

The CBP request is completed when the Worker selects a value from the *Good Cause Granted* dropdown menu or selects the *Post Good Cause Not Granted* radio button and then selects the **Submit** button on the **Outreach Entry** screen. The CBPS will post the appropriate action code in the individual's NYCWAY case record to indicate the completion of the CBP.

The action code to complete the CBP request removes the CBP from its respective worklist. It should only be posted when the issue(s) addressed during the CBP has been completed and there are no further requirements or actions needed by the individual or program area in the CBPS.

Creating Referrals During the Conference by Phone Process

Referrals can be
scheduled by FH&C and
Job Center staff

FH&C/Job Center Workers have the ability to schedule referral appointments with other program areas using the **Client Referral** screen in the CBPS. The referral selected on this screen will create a batch notice that is sent to the individual to report to the designated program area. The **Client Referral** screen opens when the Worker selects the **Submit** button on the **Outreach Entry** screen.

Client Referral screen

Telephone Conference Client Referral -

File

NYCWAY HRA Telephone Conference Process

Case Number	CIN	Name	Sex	Date of Birth	SSN

Address - Res:
Address - Mail:

Refer Client to:

[Not Applicable](#)

[WeCare](#)

[Substance Abuse](#)

[Engagement Appointment](#)

[Eligibility Appointment](#)

Comments / Notes

*** 10/19/2016 ***
changed dates and re-assigned to HVM/HB
*** 10/18/2016 ***
test
*** 10/18/2016 ***
Test

The **Client Referral** screen allows FH&C and Job Center Workers to schedule a referral, as necessary, for the following categories and/or program areas:

- Employability-related (includes Needed at Home);
- Eligibility-related;
- Substance Abuse; and
- WeCARE appointments.

Situations that require a referral

A referral appointment is required if the NOI, which is being discussed during the CBP, was the result of an employability, eligibility, substance abuse or WeCARE infraction. For example, an individual who requested a CBP appointment because she received an NOI that stated she failed to comply with a WeCARE appointment must receive a WeCARE referral.

A referral can also be made for an individual based on the information that is relayed to the Worker during the CBP appointment.

The Worker conducting the CBP is responsible for selecting the appropriate link on the **Client Referral** screen based on the outcome of the CBP. If the individual does not require a referral, the Worker selects the *Not Applicable* link. If the individual requires a referral, the Worker selects the appropriate referral link. The CBPS will post the appropriate Action Code to NYCWAY once the Worker selects the link.

Rescheduling and Reassigning Conference by Phone Appointments

Rescheduling a CBP

If the Worker speaks with the individual who indicates a need to reschedule the CBP, the Worker selects the **Reschedule** button on the **Outreach Entry** screen. This action opens a new **Outreach Entry** screen.

Reassigning a CBP request

If it is determined that a different program area is responsible for conducting the CBP request, the Worker selects the **Reassign** button on the **Outreach Entry** screen. This action opens a new **Outreach Entry** screen and allows the Worker to reassign the case to the appropriate program area.

Prioritization of reassigned CBP

CBP requests for cases that are reassigned to a different program area are automatically prioritized based on the callback dates and times provided by the applicant/participant. The reassignment of the CBP request happens in real time and appears in the **Program Area Worklist** screen of the newly assigned program area once the reassignment is submitted. This prioritization is to ensure that no additional time is lost in the CBP process.

CBP requests that are reassigned using the process described above will also appear on a manually generated **TCRED** Worklist from NYCWAY.

The Worker is responsible for completing the necessary fields on the **Outreach Entry** screen, as described below:

Rescheduling or Reassigning telephone conference requests

- Select the program area that the request will be reassigned to using the **Program Area** drop down menu, if necessary;

Note: The **Program Area** drop down menu is only enabled if the Worker selected the **Reassign** button.

- Update the information in the fields, such as *Callback Date* and *Time Range*, as necessary (refer to the instructions on s 7 - 8 for guidelines on entries to these data fields);

Note: The *Notice Number* and *Notice Deadline* fields are read only and cannot be edited when a Worker is rescheduling or reassigning a CBP.

- Select the check box next to “*Client requested appointment date after deadline on notice,*” if applicable;
- Enter a detailed comment in the *Comments/Notes* field to indicate why the CBP was rescheduled or reassigned; and

- Select the **Submit** button, which will update NYCWAY as follows:
 - Rescheduled appointments are updated on the **Program Area Worklist** screen and corresponding NYCWAY worklist with the new appointment information; or
 - Reassigned appointments will post the appropriate action code associated with the newly selected program area and appear on the **TCRED** worklist in NYCWAY.

Outreach Entry screen

Informational Action Codes used in the Conference by Phone Process

Informational action codes do not stop the WMS clock down

If good cause is granted and the effective date of an NYCWAY NOI/NOD 410/ series (except the 410A) has passed, the CBPS posts an informational good cause action code in NYCWAY. An informational action code is posted because an adverse action will have already been processed on the case. The CBPS will always post informational good cause action codes in NYCWAY, regardless of the NOI/NOD effective date, under the following circumstances:

- a manual NOI/NOD (411/, 412/, or 413/ series) was generated; or
- an NOI/NOD was generated in POS.

The informational action codes do not stop the WMS clock down. Therefore, the staff member who conducts the CBP must also complete a case action outside of the CBPS, which is described on page 18.

Settle in Conference Instructions**W-270**

In instances where an informational good cause action code is posted in NYCWAY, the Worker must complete and submit a Routing Control Sheet (**W-270**) to the responsible Job Center to resolve the issue.

LDSS-3722 and LDSS-3573 NYC

In instances where an issue that is resolved over the telephone cannot receive a good cause granted resolution in NYCWAY, and the adverse case action still shows on the "Pending" (**08**) screen in WMS, the designated staff member must prepare and submit a Fair Hearing/Case Update Data Entry Form (**LDSS-3722**), or stop the pending action/adverse action, or change the **02** to a **01** if the case is granted aid continuing (ATC), or prepare and submit a PA Recoupment Data Entry Form (**LDSS-3573 NYC**) to delete a recoupment.

Refer to [PB #15-67-SYS](#).

The **LDSS-3722** and **LDSS-3573 NYC** must be processed in the Paperless Alternate Module (PAM).

FH&C staff only

If the **W-270**, **LDSS-3722**, or **LDSS-3573 NYC** is completed by an FH&C worker, the Worker must also login to the NYCWAY system and manually post Action Code **702W** (W-270 Request Forwarded to JC Operations). FH&C staff is responsible for checking the Fair Hearing Routing (**FHRTE**) Worklist in NYCWAY to see whether the **W-270** form requests were completed by the Job Center.

Variations in the Conference by Phone Process by Program Area

Job Centers and FH&C:

Emergency stated to a Worker

If an individual indicates during the Telephone Conference that their household has an emergency need:

Refer to [PD #14-14-OPE](#) for how to handle requests for immediate needs and emergency assistance

- The FH&C Worker must email and/or call the Job Center Designee to alert them of the situation so that it can be addressed in a timely manner; and
- The Job Center Worker must follow the instructions in PD #14-14-OPE, based on the type of emergency relayed.

This step is done at the conclusion of the Telephone Conference call.

FIA RARO/HVN Unit:

Home visit scheduled by
FIA RARO/HVN Unit

If a participant's issue cannot be resolved over the telephone, the Worker must schedule a home visit to meet with the individual. Refer to the Revised Temporary Home Visit Needed/Homebound (HVN/HB) Status Request Process (PD #16-26-OPE) policy bulletin for instructions.

Refer to
[PD #16-26-OPE](#)

Process to Remove a Conference by Phone Request or Appointment for Individuals Who Come to a Job Center

Job Center removal of a
request for a CBP

There may be instances when an individual with a scheduled CBP request or appointment comes to their Job Center to address the NOI/NOD they received. If this occurs, the individual must be directed to the appropriate unit where an in-person conference will be conducted.

The Worker conducting the conference must post one of the following action codes in NYCWAY to remove the CBP request or appointment from its respective worklist:

- **1TCH** – FIA staff at the Job Center; and
- **1TCJ** – FH&C staff at the Job Center.

The Worker is responsible for entering a detailed comment to indicate that the individual had a conference in-person and therefore does not require a CBP.

Effective Immediately

Related Items:

[PD #16-26-OPE](#)
[PB #15-67-SYS](#)
[PD #14-14-OPE](#)
[PB #10-119-OPE](#)

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

Attachments:

- Attachment A** NYCWAY Action Codes for the Conference by Phone Process
- Attachment B** NYCWAY Screen Shots Associated with the Conference by Phone Process
- Attachment C** Conference by Phone Requests
- W-270** Routing Control Sheet (Rev. 7/5/11)
- LDSS-3573 NYC** PA Recoupment Data Entry Form – WMS (Rev. 6/15)
- LDSS-3722** Fair Hearing/Case Update Entry Form (Rev. 4/04)

Attachment A

NYCWAY Action Codes for the Conference by Phone Process

NYCWAY Action Code	Short Description	Long Description	Area Responsible for Entering Code	Completes	Worklist
1TAC	Tele Conf Comm	Tele Conference Comments	FIA RARO/HVN; FIA; FHC		
1TCA	Tele Conf Completed FIA	Tele Conference Completed FIA	FIA	1TFA, 1TRA	TCONC
1TCB	Tele Conf Completed HVN	Tele Conference Completed HVN/HB	FIA RARO/HVN	1THV, 1TRB	TCONC
1TCC	Tele Conf Completed FHC	Tele Conference Completed FHC	FHC	1TFH, 1TRC	TCONC
1TCJ	Tele Conf Comp JC	Tele Conf Comp Job Center	Job Centers; FHC	1TFA, 1TFH, 1THV, 1TRA, 1TRB, 1TRC	
1TCP	Tele Conf Pend Clnt Act	Tele Conf Pending Client Action	FIA RARO/HVN; FIA; FHC	N/A	
1TCW	Tel Conf Client Withdrew	Tele Conf Client Withdrew	FIA RARO/HVN; FIA; FHC	1TFA, 1TFH, 1THV, 1TRA, 1TRB, 1TRC	
1TCX	Tele Conf No Ref	Tele Conf No Referral	FIA RARO/HVN; FIA; FHC	1TCA, 1TCB, 1TCC	
1TEG	Telcon Elig Pool	Tele Conf Eligibility Pool	FIA RARO/HVN; FIA; FHC	1TCA, 1TCB, 1TCC	ENGAG
1TEP	Telcom Emp Pool	Tele Conf Employability Pool	FIA RARO/HVN; FIA; FHC	1TCA, 1TCB, 1TCC	UNENG
1TFA	Tele Conf OCS to FIA	Telephone Conference OCS to FIA	OCS – Infoline	N/A	TCFIA
1TFH	Tele Conf OCS to FHC	Telephone Conference OCS to FHC	OCS – Infoline	N/A	TCFHC
1THV	Tele Conf OCS to HVN/HB	Telephone Conference OCS to HVN/HB	OCS – Infoline	N/A	TCHVN
1TOR	Tele Conf Outreach	Tele Conference Outreach	FIA RARO/HVN; FIA; FHC	1TOR	
1TRA	Tele Conf Redirect to FIA	Telephone Conference Redirect to FIA	FIA RARO/HVN, FHC, OCS – Infoline	1TFH, 1THV, 1TRB, 1TRC	TCRED
1TRB	Tele Conf Redirect to HVN	Tele Conference Redirect to HVN	FIA, FHC, OCS – Infoline	1TFA, 1TFH, 1TRA, 1TRC	TCRED
1TRC	Tele Conf Redirect FHA	Tele Conference Redirect to FHA	FIA RARO/HVN, FIA, OCS – Infoline	1TFA, 1THV, 1TRA, 1TRB	TCRED

Attachment A

NYCWAY Action Codes for the Conference by Phone Process

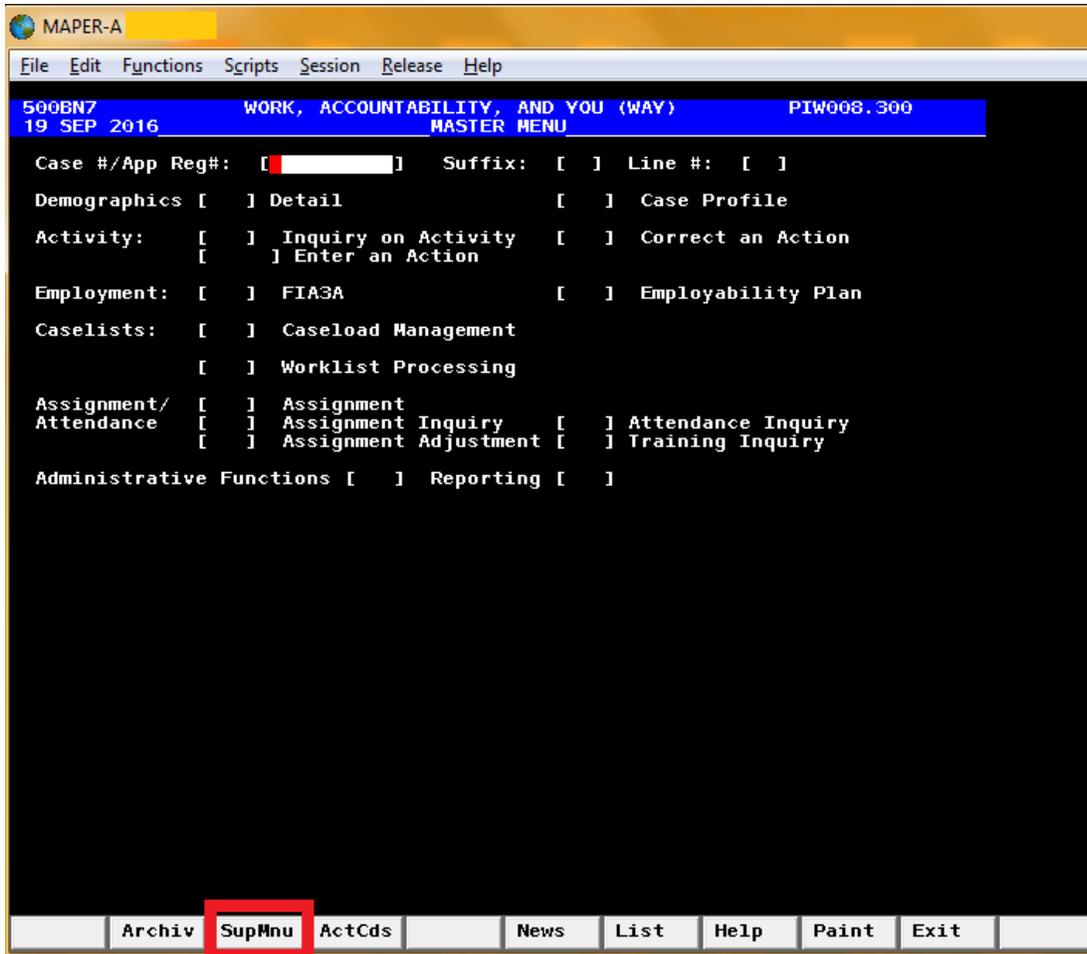
NYCWAY Action Code	Short Description	Long Description	Area Responsible for Entering Code	Completes	Worklist
16FT	WC Tele Conf Ref	WeCARE Tele Conf Ref	FIA; FHC	1TCA, 1TCB, 1TCC	WCPHN
19FT	Tele Conf Sub	Tele Conf Substance Use	FIA; FHC	1TCA, 1TCB, 1TCC	DPOOL
105	Eligibility Call In	Eligibility Call-In	FIA; FHC	1TCA, 1TCB, 1TCC	CALLD
105E	Refd to Emp Appt-E	Referred for Employment Appt- Employable	FIA; FHC	1TCA, 1TCB, 1TCC	CALLD
820A	Tel Con Good Cause FIA	Tele Conf Good Cause FIA	FIA	NYCWAY 4/// series	
820G	Tel Con Good Cause HVN	Tele Con Good Cause HVN Unit	FIA RARO/HVN	NYCWAY 4/// series	
820I	Tele Conf Info GC	Tele Conf Info Good Cause	FIA RARO/HVN; FIA; FHC		
820K	Tel Con Good Cause FHA	Tele Con Good Cause FHA	FHC	NYCWAY 4/// series	
830I	Tele Conf Info No GC	Tele Conf Info No Good Cause	FIA, FHC	830I	
830K	Tele Conf No Good Cause	Tele Conference No Good Cause Granted	FIA RARO/HVN; FIA; FHC		

Attachment B

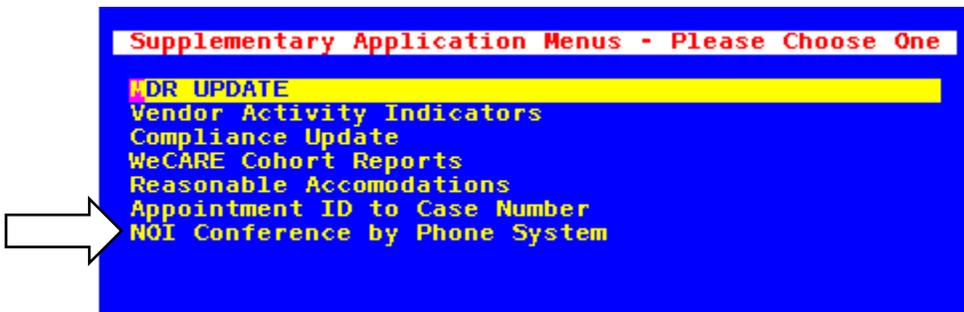
NYCWAY Screen Shots Associated with the Conference by Phone Process

NYCWAY and NOI Conference by Phone System Screen Shots

NYCWAY Master Menu:



NYCWAY Supplementary Application Menu:



Attachment B

NYCWAY Screen Shots Associated with the Conference by Phone Process

OCS Worklist Screen:

The screenshot shows a web application window titled "Conference by Phone Process". The header features the NYCWAY logo and the text "HRA Conference by Phone Process". Below the header, there are several input fields for search criteria: Program Area (dropdown), Notice Deadline (date), Callback Date (date), and Callback Time (time). There are also fields for Case Number, Local Ofc (dropdown), SSN (with dashes), Last Name, and Confirmation. Action buttons include "Search", "Clear", and "New Request".

First Name	Last Name	Notice Deadline	Callback Date1	From	To	Callback Date2	From	To	Confirmation Number	Case Number
		12/30/16	10/31/16	08:30	11:30	11/30/16	01:30	04:00	WAYP201610120003	
		01/19/17	12/28/16	08:30	12:00	01/11/17	01:00	04:00	WAYP201610120004	

Additional buttons at the bottom right include "Submit" and "Refresh".

Appointment Scheduling Screen – New CBP Request:

The screenshot shows a web application window titled "HRA Conference by Phone Appointment Scheduling". The header features the NYCWAY logo and the text "HRA Conference by Phone Process". Below the header, there are input fields for Case #, Suffix #, Line #, and SSN, with a "Submit" button. There are also fields for Case Number, CIN, Name, Sex, Date of Birth, and SSN. Below these are fields for Address - Res and Address - Mail.

Program Area* (dropdown), Notice Number* (text), Notice Deadline* (date), Client Phone Number* (text with parentheses).

Callback Date 1* (date), Callback Time 1 (From* and To* times), Callback Date 2 (date), Callback Time 2 (From and To times).

Monday - Friday Except Holidays

Client requested appointment date after deadline on notice

Notes/Comments* (text area)

Buttons: "Add Note/Comm" and "OK".

Attachment B

NYCWAY Screen Shots Associated with the Conference by Phone Process

Appointment Scheduling Screen – Reschedule or Cancel CBP Request:

The screenshot shows a software window titled "HRA Conference by Phone Appointment Scheduling". The window has a header with the NYCWAY logo and the text "HRA Conference by Phone Process". Below the header is a form with several fields and sections:

- Case Information:** Fields for Case Number, CIN, Name, Sex, Date of Birth, and SSN.
- Address:** Fields for Address - Res: and Address - Mail:
- Program Area:** A dropdown menu currently set to "Fair Hearing Administration".
- Notice Information:** Fields for Notice Number*, Notice Deadline* (01/19/2017), and Client Phone Number*.
- Callback Information:** Fields for Callback Date 1* (12/28/2016), Callback Time 1 (From 08:30 To 12:00), Callback Date 2* (01/11/2017), and Callback Time 2 (From 01:00 To 04:00).
- Notes/Comments:** A text area containing the text "10/12/2016" and "Importing case".
- Buttons:** "Add Note/Comm", "OK", and "Cancel".

Confirmation Number Message:

The screenshot shows a small dialog box titled "Confirmation Number". It contains an information icon and the following text:

The confirmation number is "PWAY201610180001"
Please relay this number to the client for their records.

At the bottom of the dialog box is an "OK" button.

Attachment B

NYCWAY Screen Shots Associated with the Conference by Phone Process

Program Area Worklist Screen:

The screenshot shows a web application window titled "Conference by Phone Process". The header features the NYCWAY logo and the text "HRA Conference by Phone Process". Below the header, there are several search and filter fields: "Program Area" (set to "Fair Hearing Administration"), "Notice Deadline", "Callback Date", and "Callback Time". There are also fields for "Case Number", "Local Ofc", "SSN", "Last Name", and "Confirmation". A "Search" button is present, along with a "Clear" button and radio buttons for "Show only local office 067" and "Show all local offices".

First Name	Last Name	Notice Deadline	Callback Date1	Callback From	Callback To	Callback Date2	Callback From	Callback To	Confirmation Number	Case Number
		10/28/16	10/19/16	08:00	10:00	10/19/16	12:00	02:00	FWAY201610180001	

At the bottom right, there are buttons for "Submit", "Refresh", and "Cancel".

Outreach Entry Screen (same screen layout as when the **Reschedule** or **Reassign** button is selected):

The screenshot shows a web application window titled "HRA Conference by Phone Outreach Entry". The header features the NYCWAY logo and the text "HRA Conference by Phone Process". Below the header, there are fields for "Case Number", "CIN", "Name", "Sex", "Date of Birth", and "SSN". There are also fields for "Address - Res:" and "Address - Mail:". Below these, there are fields for "Program Area" (set to "Fair Hearing Administration"), "Notice Number", "Notice Deadline" (set to "10/28/2016"), and "Client Phone Number".

There are also fields for "Callback Date 1" (set to "10/19/2016") and "Callback Time 1" (set to "08:00" to "10:00"), and "Callback Date 2" (set to "10/19/2016") and "Callback Time 2" (set to "12:00" to "2:00"). Below these, there is a note: "Monday - Friday Except Holidays".

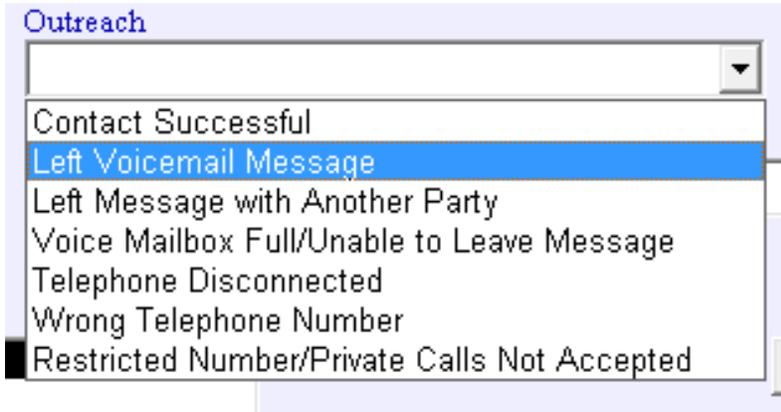
There are radio buttons for "Client requested appointment date after deadline on notice", "Client requests cancellation of the Telephone Conference Process", "Post Good Cause Not Granted", and "Follow-up Action is Required by the Client". There is also a dropdown menu for "Outreach" and a text field for "Good Cause Granted".

At the bottom left, there is a "Comments / Notes" section with a text area containing "Test" and a date "10/18/2016". At the bottom right, there are buttons for "Submit", "Reschedule", "Reassign", and "Cancel".

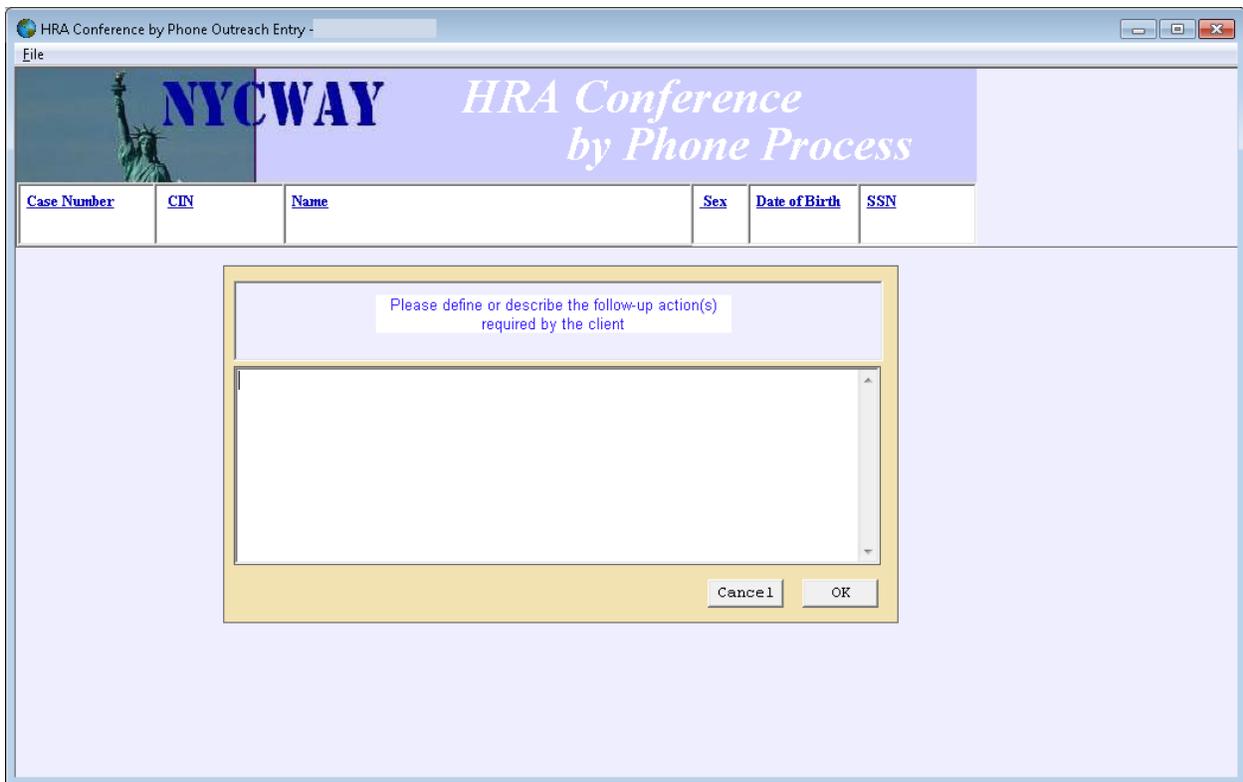
Attachment B

NYCWAY Screen Shots Associated with the Conference by Phone Process

Outreach drop down menu values include:



Comment pop up window that appears when the *Follow-up Action is Required by the Client* radio button is selected:



Attachment B

NYCWAY Screen Shots Associated with the Conference by Phone Process

Referral Screen:

Telephone Conference Client Referral -

File

NYCWAY HRA Telephone Conference Process

Case Number	CIN	Name	Sex	Date of Birth	SSN

Address - Res:
Address - Mail:

Refer Client to:

- [Not Applicable](#)
- [WeCare](#)
- [Substance Abuse](#)
- [Engagement Appointment](#)
- [Eligibility Appointment](#)

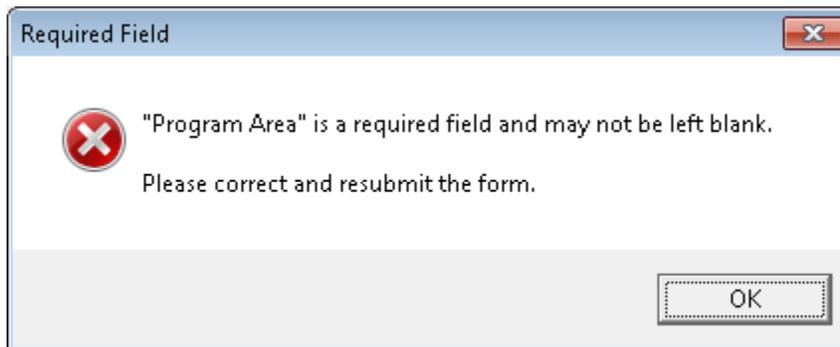
Comments / Notes

```
*** 10/18/2016 ***
changed dates and re-assigned to HVM/HB
*** 10/18/2016 ***
test
*** 10/18/2016 ***
Test
```

NOI Conference by Phone System Error Message Screen Shots

The messages shown below, and on the following pages, appear when:

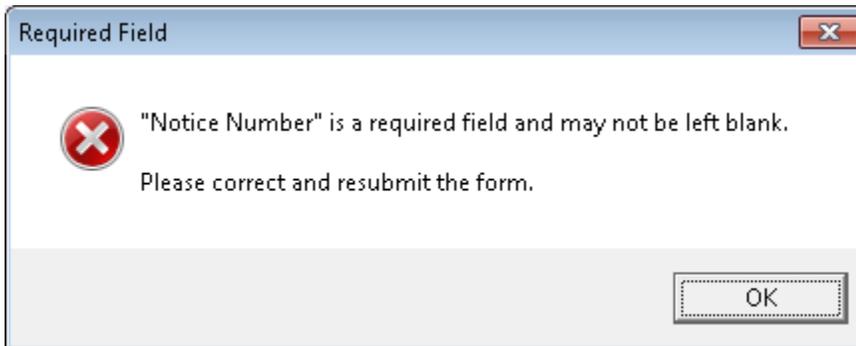
- A program area is not selected from the *Program Area* drop down menu.



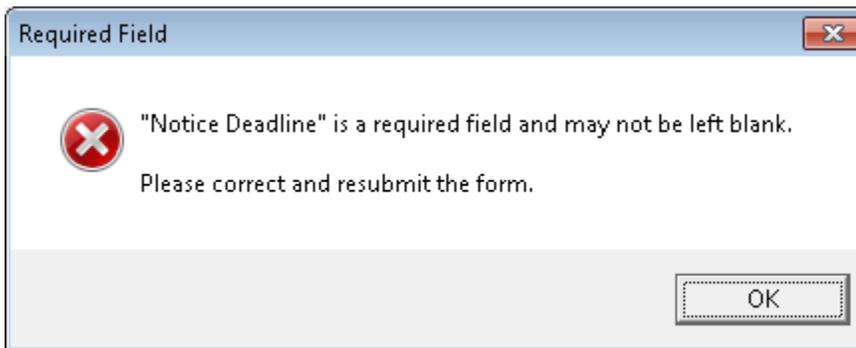
Attachment B

NYCWAY Screen Shots Associated with the Conference by Phone Process

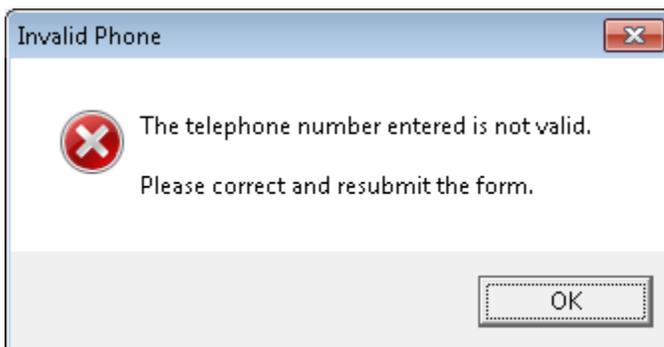
- A notice number is not entered in the *Notice Number* field.



- A notice deadline is not entered in the *Notice Deadline* field.



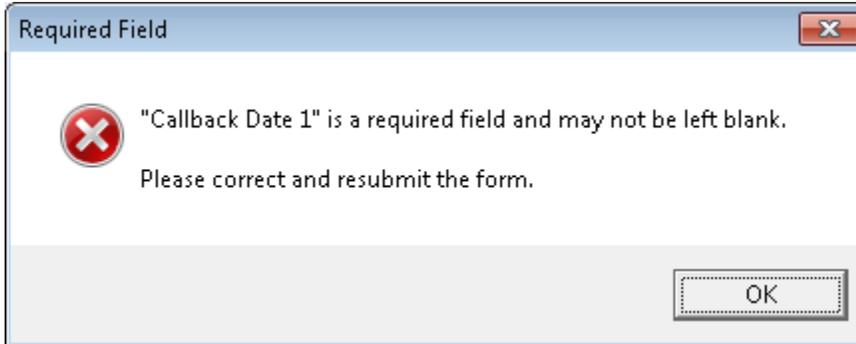
- A telephone number is entered incorrectly or not entered at all in the Client *Phone Number* field.



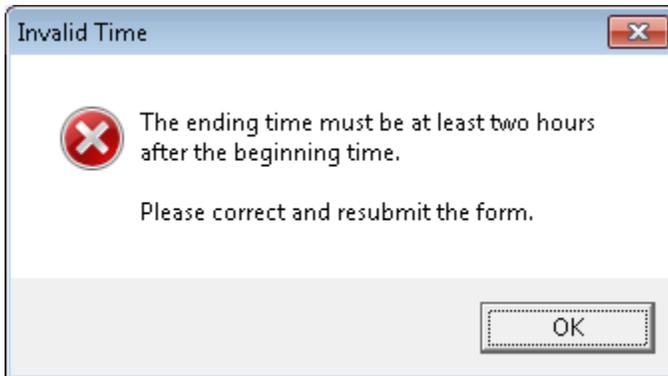
Attachment B

NYCWAY Screen Shots Associated with the Conference by Phone Process

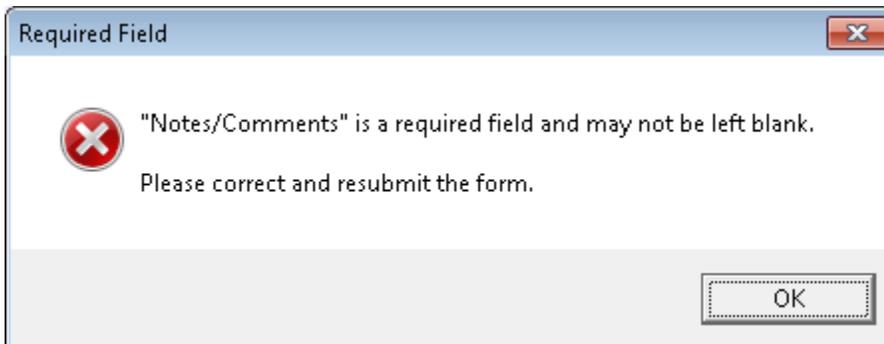
- A date is not entered in the *Callback Date 1* field. A similar message appears if a date is not entered in the *Callback Date 2* field.



- The ending time entered in the *To* field for either *Callback Time 1* or *Callback Time 2* was less than two hours from the time entered in the *From* field.



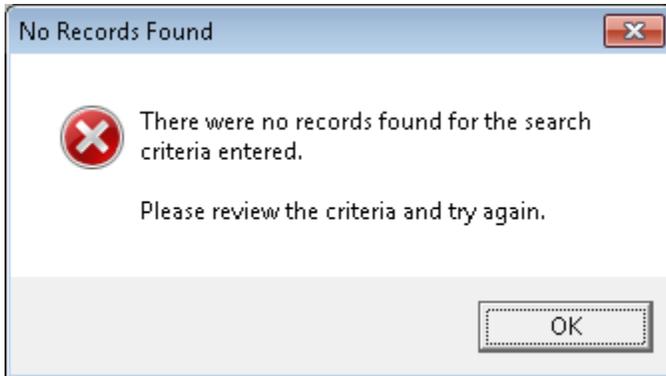
- A note or comment is not entered in the *Notes/Comments* field.



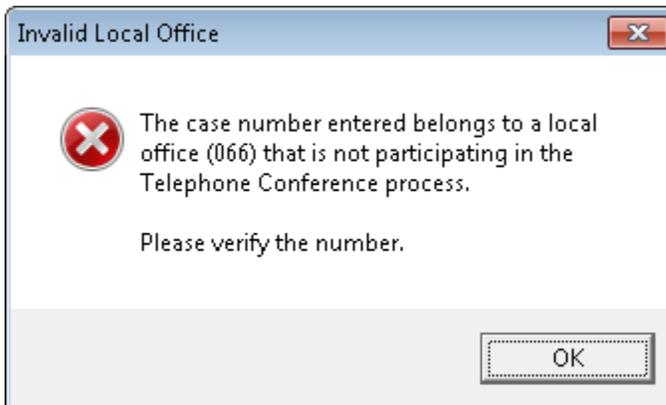
Attachment B

NYCWAY Screen Shots Associated with the Conference by Phone Process

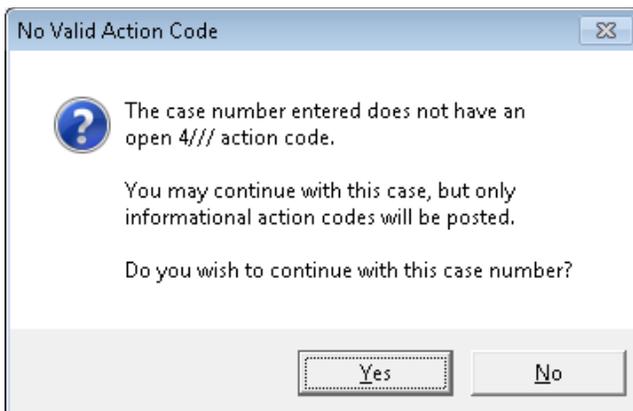
- A CBP request or appointment is not found based on the search criteria entered in either the *OCS Worklist* screen or the *Program Area Worklist* screen.



- A CBP request is made by an individual whose responsible Job Center is not part of the CBP process.



- The notice deadline has passed or the NOI/NOD infraction was not posted in NYCWAY.



Attachment B

NYCWAY Screen Shots Associated with the Conference by Phone Process

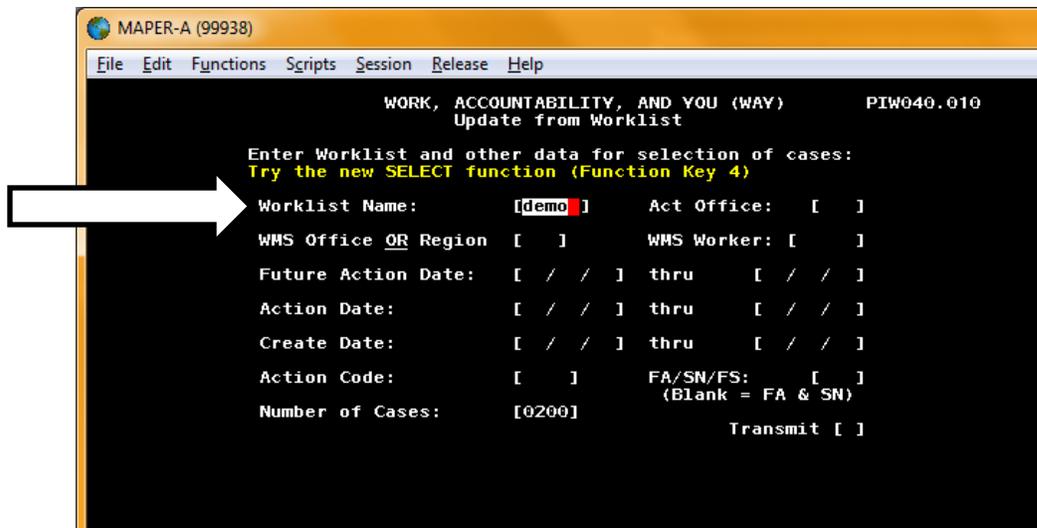
Filtering the TCRED

A Designee of the program area is responsible for filtering the **TCRED** to determine which individuals must have a telephone conference with their program area. Follow the steps below to filter the **TCRED**:

1. Place the cursor in the brackets next to **Worklist Processing** and press the transmit key.



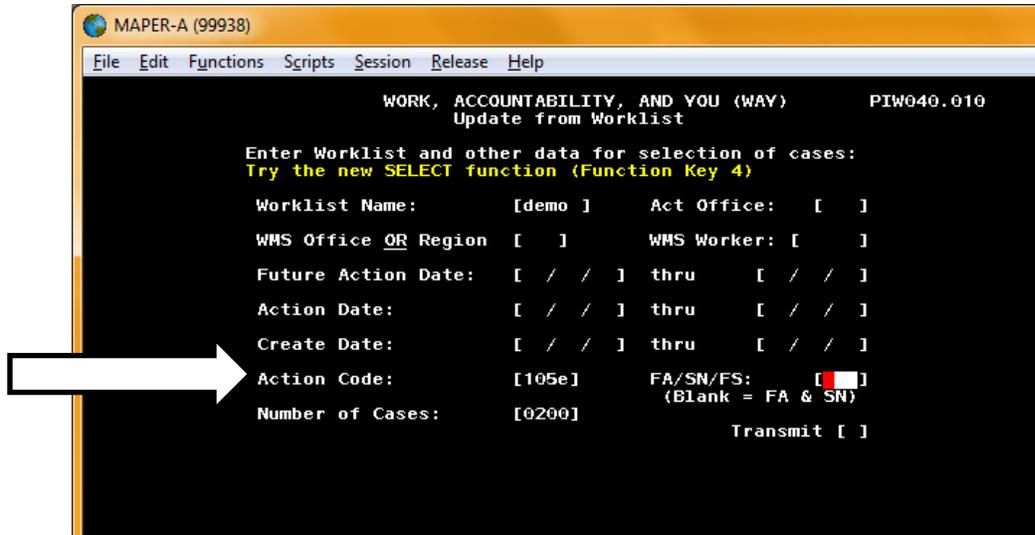
2. Place the cursor in the brackets next to **Worklist Name** and type **TCRED**.



Attachment B

NYCWAY Screen Shots Associated with the Conference by Phone Process

3. Place the cursor in the brackets next to **Action Code** and type the action code listed below that applies to your program area:
 - a. **1TRB** – FIA RARO/HVN Unit
 - b. **1TRA** – FIA/Job Centers
 - c. **1TRC** – Fair Hearing Administration



4. Place the cursor in the brackets next to **Transmit** and press the transmit key.

Following the steps above will ensure that the **TCRED** includes all individuals that have been redirected to your program area for a telephone conference.

Attachment C

Conference by Phone Requests

Ask clients if they are calling the Agency Conference number because they:

- received a notice from HRA, AND
- are requesting a telephone conference because they do not agree with or do not understand the decision in their notice of intent (NOI) or notice of decision (NOD)

FIND OUT WHICH HRA AREA WILL HANDLE THE CLIENT'S REQUEST

Depending on clients' circumstances, their request for a telephone conference will be forwarded through the Telephone Conference Process under NYCWAY's Supplementary Application Menu to one of three areas. Find out which program area applies to the caller:

- **Home Visit Needed/Homebound** – for clients who have or request Homebound status
- **Family Independence Administration** – for clients who must resolve an issue with FIA
- **Fair Hearing Administration** – for any other reason for a telephone conference

Ask the client:		If Yes ...	If No...
1	<p>Do you have or need Homebound status? [Check Client Services Screen in NYCWAY or Screen 07 in WMS to see if the client has Homebound status. If clients want to request Homebound status, escalate their RAR to IQ in the usual process and also continue to "If Yes..." column to submit the request for a telephone conference to FIA-RAR.]</p>	<p>Select Home Visit Needed/ Homebound in the Program Area field. Then find out client's telephone availability.</p>	<p>Go to Question #2</p>
2	<p>Does your notice explain that your benefits are being discontinued for one of these reasons? [Check WMS for a rejected application and WMS Screen 04 for any of these codes: G10, V20, M88, or F88] -Your application was denied. -You did not come in for a face-to-face recertification interview. [G10] -You did not provide all of the required proof. [V20] -You did not comply with the finger-imaging requirement. [M88, F88]</p>	<p>Select Family Independence Administration in the Program Area field. Then find out client's telephone availability.</p>	<p>Go to Question #3</p>
3	<p>If your notice gives any other reason for reducing or discontinuing your benefits, I can take your available times for a telephone conference.</p>	<p>Select Fair Hearing Administration in the Program Area field. Then find out client's telephone availability.</p>	

Attachment C

FIND OUT CLIENT'S TELEPHONE AVAILABILITY

Ask the client for two preferred 2-hour time ranges, phone number, and issue for a telephone conference.

Enter this information in the NYCWAY Telephone Conference Process supplementary application:

- Enter the **Notice Number** and **Notice Deadline** by asking the client to look on his or her notice or by searching Centerport for the notice. NOTE: Although Notice Deadline is a required field, if you can't find the notice and the client doesn't have it, you can still submit the request. When a request is submitted with a blank Notice Deadline field, a pop-up box will ask if you meant to submit the request without a Notice Deadline entered. If you click Yes, the request will go through.
- **Phone number** at which the client wants to be called
- **Two times for HRA to call the client back on the same day or two different days, from Monday to Friday, excluding holidays.** The time ranges should be two hours or more from 9am to noon or from 2pm to 5pm. For instance:

Two time ranges on two dates:

MARCH 7: 9am to 11:30am

MARCH 8: 9am to 11am

Two time ranges on the same day:

MARCH 7: 9:30am to noon and 2pm to 4pm

- The preferred date for a phone call should come **BEFORE** the date given in the notice that the benefits would be reduced or discontinued (Deadline on Notice, which is also known as the Notice Effective Date). If clients insist on a date that comes **AFTER** the Deadline, inform them their preferred date is after the deadline. If they still want this date, you can submit it. Just be sure to check the box: "Client requested appointment date after Deadline on Notice."
- **Description of the issue** that the client wants to address during the telephone conference. This field has unlimited characters, so you can include as much detail as necessary about why the client thinks the agency is wrong about his or her case.

When you submit the request, a pop-up box will provide you with a confirmation number to give to the client. Let clients know that they can use this number to inquire about their request.

PA RECOUPMENT DATA ENTRY FORM – WMS

(ROUTING: Original to Control Unit, Duplicate Filed in IM Record)

NEW YORK STATE

OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE

CASE NAME		Surname				First Name						
ACTION CODE <i>(Place "X" in applicable box; only one)</i>	NEW	CHANGE									RECOUPMENT ID NUMBER <div style="border: 1px solid black; width: 100%; height: 20px; margin-top: 5px;"></div>	
	(1) <input type="checkbox"/> NEW CLAIM	(0) <input type="checkbox"/> REVERSAL OF VOLUNTARY REPAYMENT TRANSACTION			(2) <input type="checkbox"/> CHANGE IN DATA			(3) <input type="checkbox"/> SUSPEND CLAIM				
		(4) <input type="checkbox"/> DELETE CLAIM		(5) <input type="checkbox"/> FAIR HEARING – AID TO CONTINUE			(6) <input type="checkbox"/> LIFT – FAIR HEARING – AID TO CONTINUE					
		(7) <input type="checkbox"/> TRANSFER RECOUPMENT TO NEW CASE			(8) <input type="checkbox"/> REINITIALIZE CLAIM			(9) <input type="checkbox"/> VOLUNTARY REPAYMENT				
CASE DATA	AUTHORIZATION NUMBER				IM CENTER		ORIG. ID		HARDSHIP AUTHORIZATION COMMENTS AND SIGNATURE			
	CASE NUMBER				SUFFIX		RECOUP %		FORM PREP. DATE			
FOR ACTION CODE 3	SUSPENSION DATE	<div style="border: 1px solid black; width: 100%; height: 20px;"></div>				FOR ACTION CODE 7	<div style="border: 1px solid black; width: 100%; height: 20px;"></div>				<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	
OFFENSE DATA	OFFENSE DATE		OFFENSE Type Sub Type		OFFENSE AMOUNT Dollars Cents		DATE OVERPAYMENT BEGAN		DATE OVERPAYMENT ENDED		DESCRIPTION OF OFFENSE	
	<div style="border: 1px solid black; width: 100%; height: 20px;"></div>		<div style="border: 1px solid black; width: 100%; height: 20px;"></div>		<div style="border: 1px solid black; width: 100%; height: 20px;"></div>		<div style="border: 1px solid black; width: 100%; height: 20px;"></div>		<div style="border: 1px solid black; width: 100%; height: 20px;"></div>			
	Is M-3E Signed? (Y) <input type="checkbox"/> Yes (N) <input type="checkbox"/> No				M3ca Date (MANUAL)		<div style="border: 1px solid black; width: 100%; height: 20px;"></div>					
DUPLICATE CHECK FRAUD	REPLACE CHECK NUMBER	<div style="border: 1px solid black; width: 100%; height: 20px;"></div>				REPLACE CHECK AMOUNT	Dollars		Cents			
	ORIGINAL CHECK NUMBER	<div style="border: 1px solid black; width: 100%; height: 20px;"></div>										
RENT ADVANCE DUPLICATION OFFENSES ONLY	BYPASS RESTRICTION (Y) <input type="checkbox"/> Yes (N) <input type="checkbox"/> No		LANDLORD'S NAME									
	Restriction/Direct Two-Party Indicator (1) <input type="checkbox"/> (2) <input type="checkbox"/>		LANDLORD'S ADDRESS									
			CITY						STATE	ZIP CODE		
			TWO-PARTY DESIGNATION									
ELIGIBILITY SPECIALIST				DATE		SUPERVISOR'S SIGNATURE				DATE		
CONTROL CLERK				DATE		CRT OPERATOR				DATE		

FAIR HEARING/CASE UPDATE DATA ENTRY FORM

NEW YORK STATE

OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE

CASE NAME	<input style="width: 95%;" type="text"/>		ORIGINATING ID	<input style="width: 95%;" type="text"/>					
	FAIR HEARING/CASE UPDATE AUTHORIZATION NO.	<input style="width: 100%; height: 20px;" type="text"/>							
CASE NUMBER	<input style="width: 100%; height: 20px;" type="text"/>	ORIGINAL AUTHORIZATION NUMBER	<input style="width: 100%; height: 20px;" type="text"/>	AID STATUS	<input style="width: 20px; height: 20px;" type="text"/>	CLOSE/ CHANGE	<input style="width: 20px; height: 20px;" type="text"/>	FS RECOUP	<input style="width: 20px; height: 20px;" type="text"/>

WORKER	DATE	SUPERVISOR'S SIGNATURE	DATE
--------	------	------------------------	------

CONTROL CLERK	DATE	CRT OPERATOR	DATE
---------------	------	--------------	------