



**OFFICE OF POLICY, PROCEDURES, AND TRAINING**

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**POLICY BULLETIN #17-42-OPE**

**MONITORING CASES WITH A CASE TRANSFER RELATED REASONABLE ACCOMMODATION REQUEST**

<p><b>Date:</b> April 13, 2017</p>	<p><b>Subtopic(s):</b> Case Transfer, Reasonable Accommodation</p>
<p>Center Transfer Request Negative Action Report</p>	<p>The purpose of this policy bulletin is to inform the Family Independence Administration (FIA) Reasonable Accommodations Request (RAR) Operations unit staff of the necessary steps to take on cases where a reasonable accommodation (RA) request has been made to either prevent a case from being transferred out of a particular location or transferred into a specific location. This policy bulletin is informational for all other staff.</p> <p>When HRA participants request a center transfer or prevent center transfer RA, HRA cannot grant the request provisionally. This means that the transfer cannot take effect until HRA reviews and approves the request. However, participants who make such a request are entitled to an agency review of all negative actions that occur while the determination of the RA request is pending. This review is conducted by the RAR Operations unit.</p> <p>To facilitate this review, Management Information Systems (MIS) has created the Center Transfer Request Negative Action Report. On a daily basis, MIS emails the report to the RAR Operations Unit at <a href="mailto:FIAADA@hra.nyc.gov">FIAADA@hra.nyc.gov</a>. This report captures case demographic and negative action details for all participants who have a <i>pending</i> RA request for “Center Transfer” OR “Block Center Transfer.” See <b>Attachment A</b> for the template of the report.</p> <p><b>Note:</b> Information about existing as well as pending RAs is available in the Client Services Screen.</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

Monitoring and  
Suppressing Negative  
Actions

Each day, designated RAR Operations unit staff must review the Center Transfer Request Negative Action Report and take the following actions:

- If the pending closing code is **G10** for failing to report to the Job Center for a face-to-face recertification interview, staff must
  - Suppress the negative action by processing a Transaction Cancellation Data Entry Form (**LDSS-3652**)
  - Reach out to the participant to notify him or her that the negative action will be suppressed.
  - Document the suppressing of the negative action through detailed case comments in POS
  - Follow up with a rescheduled appointment at a later date if appropriate.
- If the pending closing code is other than **G10**, staff must
  - Reach out to the individual to determine if he/she is aware of the negative action and determine if the negative action is related to the pending center transfer RA request.
  - If related, the HRA worker must suppress the negative action and follow all the steps listed above.

*Effective Immediately*

**Related Items:**

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

Home Visit Needed/Homebound (HVN/HB)  
Status Request/Reasonable Accommodation  
Request (RAR) Unit

[PD #16-27-OPE](#)

The Americans With Disabilities Act (ADA) And  
Reasonable Accommodations (RA)


[HRA-PB 2016-03](#)

Human Resources Administration (HRA)  
Reasonable Accommodation/Modification Policy

**Attachments:**

**Attachment A**

Center Transfer Request Negative Actions Report  
Template

 Please use Print on Demand to obtain copies of forms.

