




OFFICE OF POLICY, PROCEDURES, AND TRAINING

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POLICY BULLETIN # 16-35-OPE

ISSUANCE OF CONFIRMATION NUMBERS AT RESCHEDULING

<p>Date:</p> <p>April 20, 2016</p>	<p>Subtopic(s):</p> <p>Robo-Calls, CA Eligibility Appointments, CA Recertification Appointments, Missed Appointments, Rescheduled appointment</p>
<p> This procedure can now be accessed on the FIAweb.</p>	<p>The purpose of this policy bulletin is to inform staff at Job Centers and at the Cash Assistance (CA) Centralized Interview Rescheduling Unit (CIRU) of the issuance of a confirmation number to applicants and participants when an application or recertification interview is rescheduled.</p> <p>The confirmation numbers will be displayed as Receipt Numbers or Appointment ID in the different systems. The confirmation numbers will begin with the call letters of the program that is generating the number. When the number is generated in the Paperless Office System (POS), the number will begin with the letters POS and when the number is generated in New York City Work Accountability and You (NYCWAY), the call letters will be WAY. The call letters will be followed by the year, the month, the date and a 5-digit ID. Example: The receipt number WAY2016010700021 is a ticket that was generated in NYCWAY in 2016 on January 7 and the five digit Id is 00021.</p> <p><u>Rescheduling at the Job Center</u></p> <p>The JOS/Workers at the Job Center are responsible for issuing applicants and participants a confirmation number when an interview is rescheduled. When an applicant or participant calls the Job Center to reschedule an interview, the JOS/Worker will reschedule the appointment in the Paperless Office System (POS).</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

Once the rescheduling of the application or recertification appointment is complete and the JOS/Worker clicks on DONE, an Appointment – Receipt Number window displaying the receipt number will appear.

The JOS/Worker must:

- inform the applicant/participant that a receipt number is available as verification that the appointment has been rescheduled.
- ask if he/she needs time to get a pen and paper to write down the receipt number.
- read the receipt number to the applicant/participant.
- click on the OK button to close the window.

If for any reason the JOS/Worker needs to retrieve the receipt number for the appointment that was rescheduled, he/she can take the following steps:

- Select the rescheduled interview.
- Click the Schedule button
- On the Calendar, select the rescheduled appointment date.

- The Receipt Number field with the receipt number is in the last column to the right. Only the most recently generated receipt number will be displayed.

The screenshot shows a software window titled "PERSONNEL" with a "CALENDAR" section on the left and a "Case Information" table on the right. The calendar is for January 2016, with the 8th highlighted. The case information table has the following columns: Case Name, Case No., Suffix, Type, Tickler Time, and Receipt Number. The Receipt Number field contains the value "POS2015122400001". Below the table, there are fields for "Schedule Date" (01/08/2016) and "Schedule Time" (08:00 AM). Buttons for "OK" and "Cancel" are at the bottom.

Rescheduling at the CA Centralized Interview Rescheduling Unit

The CA Centralized Interview Rescheduling Unit (CIRU) reschedules application and recertification interviews resulting from the robo-calls for missed scheduled interviews. The Rescheduling Agents at the CIRU are responsible for issuing applicants and participants a confirmation number when an interview is rescheduled.

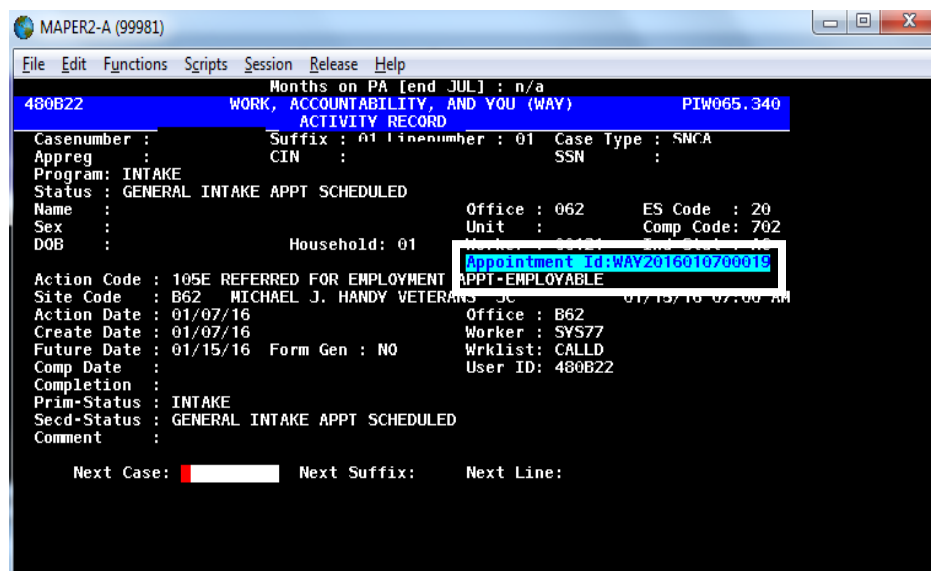
Once the Action Codes **99AR** (Applicant Interview Rescheduled) or **908U** (Request for CA Recertification Rescheduling) are entered in New York City Work Accountability and You (NYCWAY), the confirmation number will be displayed on the screen.

The screenshot shows a terminal window with a blue background and white text. The text displays appointment details for a case. The "Receipt Number" field is highlighted in red and contains the value "NAY2015120200014". Below this, there is a section titled "APPOINTMENT REQUESTOR FOR ACTION CODE 1051" with details for Appointment Type Code (F1), Appointment Description (FFR EMPLOYMENT OFFICE REFERRAL), Site Code (846), and Site Name (CROTONA CENTER). At the bottom, there is a date field showing "Date: [08/08/15]" and a time field showing "Time: [07:00]".

The Rescheduling Agent must:

- inform the applicant/participant that a Receipt Number is available as verification that the appointment has been rescheduled.
- ask if he/she needs time to get a pen and paper to write down the Receipt Number.
- read the Receipt Number to the applicant/participant.
- Transmit to complete the appointment process.
- follow the instructions in [PB #15-104-OPE](#).

If for any reason the Rescheduling Agent needs to retrieve the Receipt Number for the appointment that was rescheduled, he/she can click on the appointment in the Activity Screen. The Detail Screen will open and the Receipt Number will appear in the center right of the screen as the Appointment Id.



Rescheduling by Users of the NYCWAY Web

Users of the NYCWAY Web will also be responsible for issuing applicants and participants a confirmation number when an interview appointment is rescheduled.

Once the appointment has been rescheduled, a confirmation number will appear. The Worker rescheduling the appointment must:

- inform the applicant/participant that a Receipt Number is available as verification that the appointment has been rescheduled.

- ask if he/she needs time to get a pen and paper to write down the Receipt Number.
- read the Receipt Number to the applicant/participant.

Months on PA: n/a NARCO FREEDOM WE CARE CLINIC (ygl)

Action Details

Next Case: [] Suffix: [] Line Number: [] Submit

Case	Suffix	Line	Appreg	CIN	Name	Dob	SSN	Sex
[]	01	01	[]	[]	[]	[]	[]	[]
Case Type	Ind Stat	ES Code	Office	Worker	Household	Primary / Secondary Status		
FA	AC	20	046	ISO	05	WORK ACTIVITY WORW5 / JOB CLUB/JOB SEARCH		

Reset | Refresh | Return to List | Print | Next

Action	Appointment ID		
UNDERCARE VENDOR SITE TRANSFER B2W	WYAY201601070013		
Action Code	Action Date	Create Date	Future Date
158B	01/07/2016	01/07/2016	01/09/2016
Worker	Site Code	Office	Worker
BTW1N	Q8A	Q8A	00213
SES	Form Gen	Comp Code	Comp Date
046	no		
Primary Status	WORK ACTIVITY		
Secondary Status	JOB CLUB/JOB SEARCH		
Comment			

If for any reason the NYCWAY User needs to retrieve the Receipt Number for the appointment that was rescheduled, he/she can double click on the appointment in the List of Actions Screen.

Months on PA: n/a AMERICA WORKS B2W SITE 8 (Q8A)

List of Actions

Next Case: [] Suffix: [] Line Number: [] Submit

Case	Suffix	Line	Appreg	CIN	Name	Dob	SSN	Sex
[]	01	01	[]	[]	[]	[]	[]	[]
Case Type	Ind Stat	ES Code	Office	Worker	Household	Primary / Secondary Status		
FA	AC	20	046	ISO	05	WORK ACTIVITY WORW5 / JOB CLUB/JOB SEARCH		

00 All Actions | Category

#	A/C	Date	Action	Description	Status	Cmp	Future Date	Office	Worker	Site
1		01/07/2016	119B	EP COMPLETED	WORW5	119B		B46	S0152	
2		01/07/2016	154N	B2W U/C EP MAN SIGN	WORW5	154N		B46	S0152	
3		01/07/2016	125Q	AC VENDOR ASSIGN	WORW5		01/08/2016	Q8A	S0152	Q3N8U
4		01/07/2016	15BQ	U/C VENDOR REFL B2W	WORW5		01/08/2016	Q8A	S0152	Q8A
5		01/07/2016	119N	EP BARRIER NO EXEMP	WORW5	119B	01/07/2016	B46	S0152	
6		01/07/2016	119A	EP INITIATED	WORW5	119N	01/07/2016	B46	S0152	
7		01/07/2016	119X	CANCEL EP	WORW5	119X		B46	S0152	
8		01/06/2016	154R	B2W REP MAND APPT	WORW5	15BQ	01/19/2016	Q8A	SYSTEM	Q8A
9		01/05/2016	010Q	Case Accepted-In BTW	WORW5	154R	01/05/2016	Q8A	SYSTEM	
10		01/05/2016	000C	SYNC CASE NUM CHANGE	WORW5	000C		SYS	SYSTEM	
11		12/31/2015	13AF	PD FORMAL CC IN ACCI	WORW5		12/31/2015	SYS	SYSTEM	
12		12/30/2015	100A	CASE NOTE	WORW5	100A		Q2A	G7726	
13		12/29/2015	94RA	RTN OCSE APPT MISG D	WORW5		01/28/2016	O01	SYSTEM	O01

The Action Details Screen will open and the Receipt Number will appear on the right of the screen as the Appointment Id.

ShowActDet - CityTime Login Page

Menu | Inquiry | Update | Admin | Print | Exit | Client Services |

Months on PA: n/a AMERICA WORKS B2W SITE 8 (Q8A)

Action Details

Next Case Suffix Line Number

Case	Suffix	Line	Appreg	CIN	Name	Dob	SSN	Sex
	01	01						
Case Type	Ind Stat	ES Code	Office	Worker	Household	Primary / Secondary Status		
FA	AC	20	046	ISO	05	WORK ACTIVITY WORW5 / JOB CLUB/JOB SEARCH		

Action	UNDERCARE VENDOR REFERRAL B2W					Appointment ID	WAY2016010700018
Action Code	15BQ	Action Date	01/07/2016	Create Date	01/07/2016	Case Date	01/07/2016
Worklist	BTW	Site Code	Q8A	Office	Q8A	Worker	00213
OES	046	Form Gen	no	Comp Code		Comp Date	
Primary Status	WORK ACTIVITY						
Secondary Status	JOB CLUB/JOB SEARCH						
Comment							

Appointments to be rescheduled

If an appointment cannot be rescheduled, staff must explain to the applicant/participant the reason why and enter either a case note in NYCWAY or a case comment in POS. The case note/comment must indicate that the individual requested to reschedule and the reason why the rescheduling could not take place.

If NYCWAY or POS prevents the rescheduling of an appointment when there is no policy or procedural reason why it should, staff must contact either the NYCWAY Help Line or the POS Help Desk and alert them to the problem.

Effective Immediately

Related Item:

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