



OFFICE OF POLICY, PROCEDURES, AND TRAINING

James K. Whelan, Executive Deputy Commissioner

Stephen Fisher, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #18-21-OPE

NYCWAY GENERATING THE IMPORTANT INFORMATION ABOUT HOW TO COMPLETE YOUR APPLICATION (W-531) NOTICE

Date: April 18, 2018	Subtopic(s): Cash Assistance, Application, Forms
<p>Job Centers must maintain slots</p>	<p>The purpose of this policy bulletin is to inform all Job Center and Centralized Interview Rescheduling Unit (CIRU) staff that the New York City Work Accountability and You (NYCWAY) system will now be generating the Important Information About How to Complete Your Application (W-531) notice. This policy bulletin also serves to inform staff that the W-531 has been revised to comply with plain language guidelines.</p> <p>Note: The W-531 will always be generated with the Help for People with Disabilities (HRA-102c) form.</p> <p>When an applicant for Cash Assistance (CA) cannot stay to conduct their application interview, submits their application using ACCESS HRA at a PC Bank and leaves before having an interview, or when an applicant contacts CIRU to reschedule an application interview, NYCWAY will now generate the W-531.</p> <p>Note: In all instances, the cases must be in Applying (AP) status to generate the W-531. NYCWAY will not allow for the scheduling of an application interview appointment if the case is in Single Issue (SI) status.</p> <p>In order to ensure that appointments can be scheduled and rescheduled, Job Centers must maintain appointment slots. For initial application interview appointments (NYCWAY Action Codes AI and AA), the appointment type will be AI. For rescheduled application interview appointments, the appointment Type will be IR.</p> <p>Attachment A has been created to provide screen shots for the new process.</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

Cannot Stay For the Interview – No On-Line SubmissionRefer to [PD #11-15-OPE](#)

In instances where an applicant cannot stay to conduct their application interview, and has not submitted their application using ACCESS HRA, staff must follow the IBOOK procedure discussed in PD #11-15-ELI with the exception that by posting Action Code **99AI** (Applicant Interview Scheduled), staff will select an appointment date with the applicant and NYCWAY will generate the **W-531**.

Cannot Stay For the Interview – On-Line SubmissionRefer to [PB #16-96-OPE](#)

In instances where an applicant submits a CA Application using ACCESS HRA at a PC Bank but indicates that they cannot stay for the interview, staff must follow the necessary steps discussed in PB #16-96-OPE with the exception that by posting Action Code **99AA** (Manual Application Interview Appointment), staff will select an appointment date with the applicant and NYCWAY will generate the **W-531**.

Similarly, if an applicant submits a CA Application using ACCESS HRA at a PC Bank but does not indicate to anyone that they are not staying for the interview, designated staff will follow the instructions in PB #16-96-OPE to conduct outreach to the applicant and to schedule an appointment using Action Code **99AA**. In this instance, staff must enter a “Y” in the batch mailing field. NYCWAY will mail the **W-531** to the applicant. Staff must also provide the applicant with the Appointment ID created in NYWACY to the applicant so they have confirmation of the scheduled appointment.

Application Interview ReschedulingRefer to [PB #16-105-OPE](#)

When the applicant calls to reschedule an application interview, either Job Center or CIRU staff will follow the instructions in PB #16-105-OPE and enter Action Code **99AR** (Applicant Interview Rescheduled) to schedule another appointment. In these instances, staff must enter a “Y” in the batch mailing field and NYCWAY will mail the **W-531** to the applicant. Staff must also provide the applicant with the Appointment ID created in NYCWAY to the applicant so that they have confirmation of the rescheduled appointment.

Note: There are no edits to limit the number of times an applicant may reschedule. After the first initial rescheduling, staff must enter a detailed case note indicating that the applicant asked for the rescheduled appointment.

Effective May 1, 2018

Related Items:

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

[PB #16-96-OPE](#)

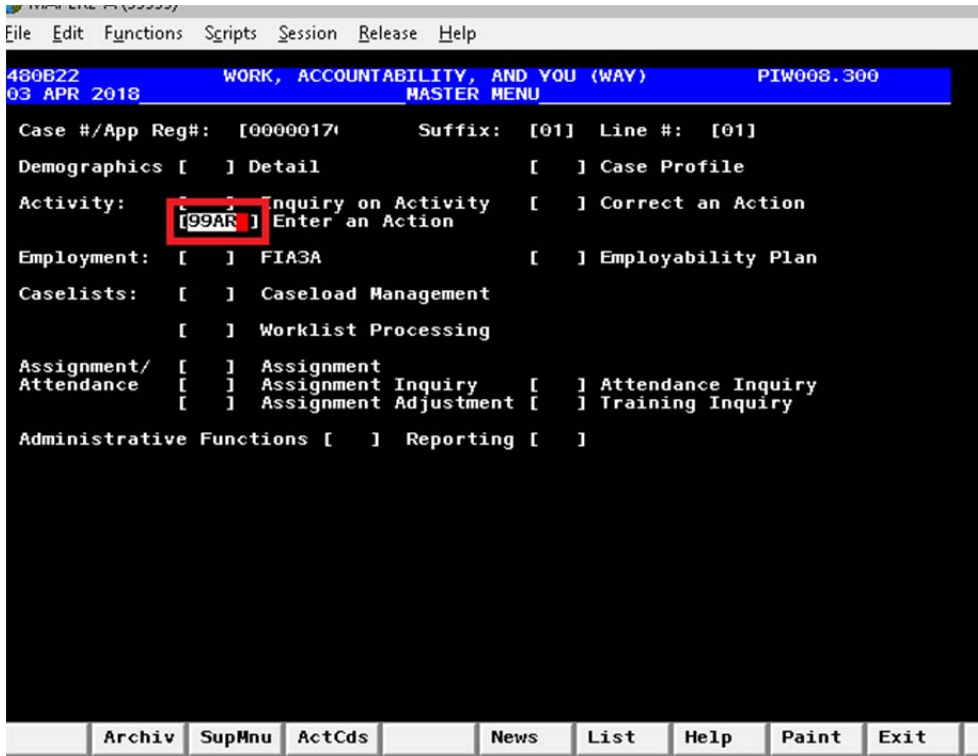
[PB #16-105-OPE](#)

Attachments:

- | | |
|---------------------|--|
| Attachment A | NYCWAY Screenshots |
| W-531 | Important Information About How To Complete Your Application (Rev. 08/16/2017) |
| W-531 (S) | Important Information About How To Complete Your Application (Rev. 08/16/2017) (Spanish) |

ATTACHMENT A

Enter the appropriate Action Code (99AI, 99AR, 99AA)



Review the Client Services Screen (CSS) to see if there are any known Reasonable Accommodations (RAs).



ATTACHMENT A

If the applicant is in the Job Center make sure the Batch Mailing field has an "N". If the applicant is not present, or has called to reschedule, and the appointment is going to be mailed, enter a "Y" in the Batch Mailing field. Enter any comments, if necessary. Hit transmit.

```
WORK, ACCOUNTABILITY, AND YOU (WAY)          PIW022.300
ENTER AN ACTION

Casenumber : 0000017 3 Suffix : 01 Linenumber : 01 Case Type : SNFP
Appreg      : 0000017 3 CIN   : R       J       SSN      :
-----
Program: UNDEFINED
Status : UNDEFINED STATUS
-----
Name      : P/      'AN                               Office   : 040
Worker    :                               Worker   : IBOOK
Action Code : 99AR Applicant Interview rescheduled

Action Date: 04/03/18                                BATCH MAILING: [N]
Comment    :
Additional Comments? (Y/N) [N]

Transmit [ ]
```

The Appointment Selection screen will open. Hit the "F7" function key or select the AvDtTm button to select a date and time for the appointment. If the applicant has any known RAs that affect scheduling, NYCWAY will not let staff select days or times that conflict with the RA. If there are no known RAs, staff must still take into account any scheduling limitations reported by the applicant when scheduling the appointment.

```
MAPER2-A (99993)
File Edit Functions Scripts Session Release Help
0255 *PRESS F1 or TRANSMIT to COMPLETE THE APPOINTMENT PROCESS*
WORK, ACCOUNTABILITY, AND YOU (WAY)          PIW300.385

Case #: 000001 3 Indv #: 01 Line #: 01 Case Type: 12
App Reg #: 000001 3 CIN: First: J/ M.I.:
Last: P/
Program Status: XXXXX (UNDEFINED )
Appointment ID: WAY2018040 / (UNDEFINED STATUS )

----- APPOINTMENT REQUESTOR FOR ACTION CODE 99AR -----
Appointment Type Code: IR
Appointment Description: IBOOK RESCHEDULED APPOINTMENT

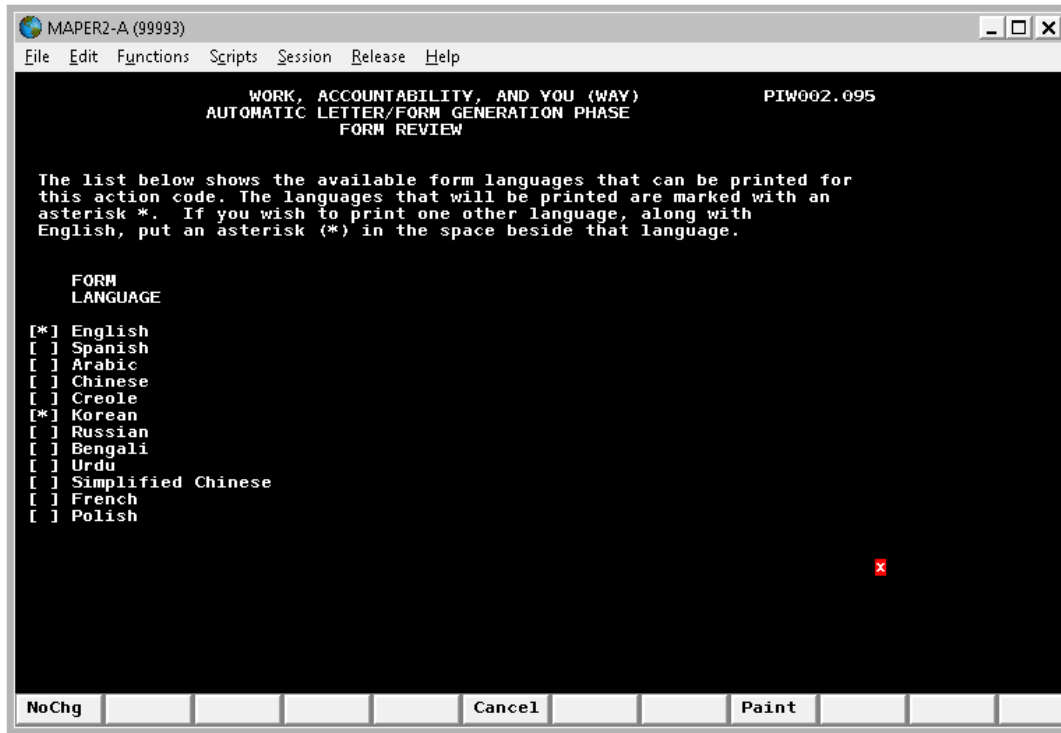
Site Code: B40
Site Name: HUNTS POINT JOB CENTER #40

** Valid Date Range: 04/04/18 - 04/13/18 **
Date: [04/04/18] Time: [10:00] AM/PM: [A] Transmit: [ ]

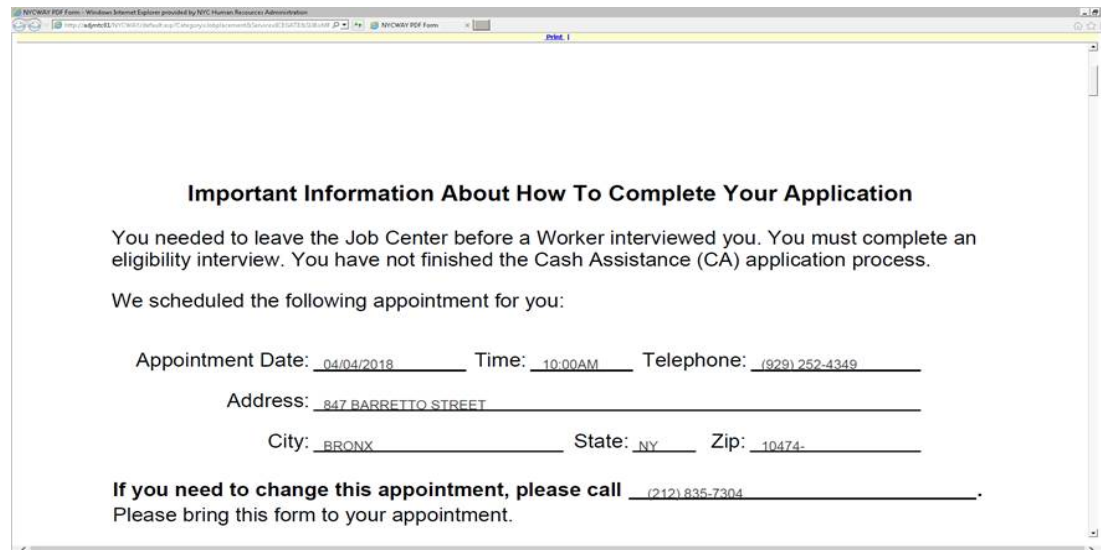
Confirm Cancel AvDtTm Help Paint
```

ATTACHMENT A

Select the appropriate language to generate the notice in.



Review and print the notice if the applicant is in the Job Center. If the applicant is not in the Job Center, the notice will be batch mailed to the applicant. Note that the **W-531** will be generated along with the **HRA-102c**.



ATTACHMENT A

The Action Code (99AI, 99AR, 99AA) will then be displayed in the Activity Inquiry.

```
480B22 WORK, ACCOUNTABILITY, AND YOU (WAY) PIW065.380
19:14 Activity Inquiry 04/03/2018
Case Number 000001; 1-01-01 AppReg 000001; ) CIN R. J SSN ;
DOB 08/ Gender Male Case Type SNFP Indiv Status AP Office 040
ES Codes - CA (20) Snap ( ) ABAWD ( ) Household Size (00) Worker IB00K
Prog Stat UNDEFINED - UNDEFINED STATUS
Client (First Name/Last Name) JA E
Title Preferred Name Pronoun
Hours - Model ( ) Engagement ( ) EP ( ) WMS ( ) Weekly Core Hr ( 0)

DATE ACTION/DESCRIPTION STATUS EMP TOT DATE OFF WORKR SITE
[ ] 04/03/18 99AR APL INTERV RSCH XXXXX 04/04/18 340 IB00K B40
[ ]! 04/07/11 99AI APL INTERV SCID AAAAA 99AR 04/12/11 340 IB00K
[ ]! 04/07/11 001A APPLIC REGISTERD-ADC APLA1 05/22/11 IS0 IB00K

CSS  Next Case _____ Suffix ___ Line No. ___ Category ___ 
```



Department of Social Services

Human Resources Administration
Department of Homeless Services
W-531 08/16/17 LLF

Family Independence Administration

Date: _____

Center Number: _____

Case Name: _____

Application File Date: _____

Important Information About How To Complete Your Application

You 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: _____

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

Please bring this form to your appointment.

Cash Assistance (CA) Eligibility

You must complete an eligibility interview within 7 business days from the date you gave us your application. The day after you gave us your application is the first day of the 7 days. If you do not complete your interview, we may deny your application for CA.

Supplemental Nutrition Assistance Program (SNAP) Eligibility

You must complete an eligibility interview within 30 calendar days from the date you gave us your application. The day after you gave us your application, counts as day 1 of your filing period. If you do not complete your interview, we may deny your application for SNAP.

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

Do you have a medical or mental health condition or disability? Does this condition make it hard for you to understand this notice or to do what this notice is asking? Does this condition make it hard for you to get other services at HRA? **We can help you.** Use the **Help For People With Disabilities** form that we gave you or that we sent with this mailing. You can also call us at 212-331-4640. You can also ask for help when you visit an HRA office. You have a right to ask for this kind of help under the law.



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

Información Importante Sobre Cómo Llenar su Solicitud

Usted tuvo que irse del Centro de Trabajo antes de realizar una entrevista con un Trabajador. Usted debe 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 consigo este formulario a la cita.

Elegibilidad para Asistencia en Efectivo (CA)

Usted debe llevar a cabo una entrevista de elegibilidad dentro de 7 días laborables a partir de la fecha de presentación de su solicitud. El día siguiente posterior a la presentación de su solicitud se considera el primero de los 7 días. Si usted no lleva a cabo la entrevista, le podemos rechazar su solicitud de CA.

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

Usted debe llevar a cabo una entrevista de elegibilidad dentro de 30 días calendarios a partir de la fecha de presentación de su solicitud. El día posterior a la presentación de su solicitud se considera el primer día del período de presentación. Si usted no lleva a cabo la entrevista, le podemos rechazar su solicitud de SNAP.

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

¿Padece usted una discapacidad o afección médica o psiquiátrica? ¿A usted le dificulta la afección entender o cumplir este aviso? ¿Le dificulta la misma recibir otros servicios de la HRA? Nosotros podemos ayudarle. Sírvase del formulario **Ayuda Para Las Personas Con Discapacidades** que le hemos entregado o incluido con este envío postal. Usted también puede llamarnos al 212-331-4640. Además, usted puede pedir asistencia al visitar una oficina de la HRA. Conforme a la ley, usted tiene el derecho de solicitar este tipo de ayuda.