



OFFICE OF POLICY, PROCEDURES, AND TRAINING

POLICY BULLETIN #22-39-ELI

(This Policy Bulletin Replaces PB #20-64-ELI)

CASH ASSISTANCE (CA) APPLICATION AND RECERTIFICATION PROCESS IN THE PAPERLESS OFFICE SYSTEM (POS)/INTRODUCTION OF A NEW VOICEMAIL SCRIPT

Date: June 21, 2022	Subtopic(s): CA and SNAP benefits
<p>Job Center Staff: Refer to PB #20-17-ELI and PB #21-09-ELI</p> <p>HASA Center Staff: Refer to HPI-2008-05-R and HPO-2003-02</p>	<p>Revision to Prior Policy Bulletin</p> <p>This policy bulletin is being revised to introduce a new voicemail script to be left after each (1st or 2nd) failed eligibility interview attempt by staff who conduct interviews and are working in the center or remotely.</p> <p>Purpose</p> <p>The purpose of this policy bulletin is to inform Job Center and HIV/AIDS Service Administration (HASA) Center staff of the changes to the Cash Assistance (CA) application and recertification process in the Paperless Office System (POS). This policy bulletin is informational for all other staff.</p> <p>The JOS/Worker must still make two attempts to contact applicants/participants by phone for an application/recertification interview, before rejecting or closing the case.</p> <p>Effective August 22, 2020, POS gave users the ability to indicate if a phone contact attempt was unsuccessful and record it.</p> <p>After an unsuccessful call attempt, CA application cases are moved to the queue for Missed Interviews for applications, and CA recertification cases are moved to the queue for Missed Interviews for recertifications (one for each center).</p> <p>CA cases, <u>except HASA cases</u>, are moved automatically to the queues for Missed Interviews discussed above while <u>HASA cases</u> are moved manually.</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

After the first unsuccessful call attempt, non-HASA CA cases are moved automatically to:

- **APP INT-ATT** queue for applications, and
- **Recert INTATT** queue for recertifications.

After the second unsuccessful call attempt (cannot be done on the same day) non-HASA CA cases are moved automatically to:

- **APP NONDEF** queue for applications, and
- **Missed Recert** queue for recertifications.

Refer to the **Attachment A** for the POS screens used in the automated process for moving cases after a failed phone contact attempt.

Revised Information

After each unsuccessful phone attempt to contact an applicant/participant for an application/recertification interview, staff must leave the applicant/participant a voicemail message. Depending on whether the staff member is working from the office or if they are working remotely, they must leave one of the following messages:

In-Office

Staff Working from the Office

“Hello, my name is [staff member’s name] I am calling from the City of New York Human Resources Administration (HRA). We received [applicant/participant name]’s application [or recertification, based on interview type] and are calling to conduct your eligibility interview. This was our [first or second] attempt to contact you. If you would like to continue with your application [or recertification, based on interview type] please call me back at [staff’s phone number] to let me know you want to have your interview. That number again is [staff’s phone number] You can also call 212-835-7304 and let them know that you would like to have your interview. If you don’t have an interview your application will be denied [or case will close, based on interview type]. Thank you.”

Refer to [PD #12-26-OPE](#) for detailed information on the Voice Mail Protocol

Note: Staff are reminded that they must:

- review all new and saved voice mail messages during work hours (the first review must occur within 30 minutes of arrival at work)
- respond to all voice mail messages within 24 hours to ensure that an emergency does not arise because of inaction

- change the voice mail message to reflect absence and include the name and number change the voice mail message to reflect absence and include the name and number of their immediate Supervisor.

Remote**Staff Working Remotely**

“Hello, I am calling from the City of New York Human Resources Administration (HRA). We received [applicant/participant name]’s application [or recertification, based on interview type] and are calling to conduct your eligibility interview. This was our [first or second] attempt to contact you. If you would like to continue with your application [or recertification, based on interview type] please call us back at 212-835-7304 to let us know you want to have your interview. That number again is 212-835-7304. If you don’t have an interview your application will be denied [or case will close, based on interview type]. Thank you.”

Reminder Regarding Interpretation Services

Staff are reminded that before making the interview and/or outreach attempts, they must check the preferred spoken language of the applicant/participant. If a language other than English or one the staff member speaks, staff must use telephonic interpretation services and contact them before reaching out to the applicant/participant. The interpreter should be providing the voice mail in the applicant’s/participant’s preferred spoken language.

Effective Immediately.

Related Items:

[PB #20-17-ELI](#)
[PB #21-09-ELI](#)
[HPI-2008-05-R](#)
[HPO-2003-02](#)
[PD #12-26-OPE](#)

Attachment:

Attachment A POS screens for the automated process to move cases after a failed phone contact attempt.

POS screens for the automated process to move cases after a failed phone contact attempt

The applicant/participant's telephone number was added to the Interview Disposition screen to make it easier for the JOS/Worker to call applicants/participants to conduct their interviews. After the first call attempt the JOS/Worker should click on the Phone Attempt button on the screen:

Present Address

Is the applicant/participant undomiciled? Yes No

St No/Dir/Name: 601 [None] W [REDACTED] Type Apt # City
State: NY Zip Code: 100337152
Primary Phone: 347 [REDACTED] Ext: Home Alternate Phone: 789- [REDACTED] 5 Ext: Cell
Number for Text Messaging: 789-564-5645

Would the client like to receive TEXT MESSAGES, at the number for text messaging provided above? Text message and data rates may apply. Yes No

Mailing Address

Care of Name: SAM

Instructions St No/Dir/Name: 564 [None] J [REDACTED] Type Apt # City
State: NY Zip Code: 112010000
Delete Mailing Address Yes No

E-mail Address

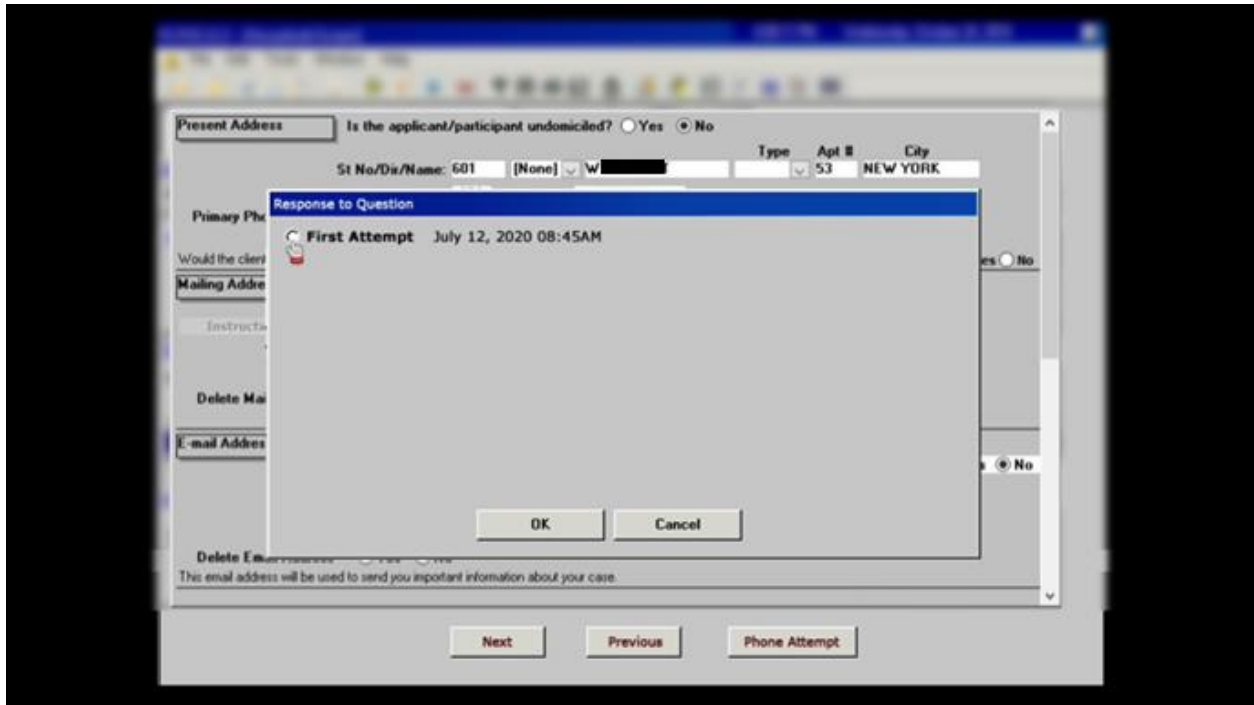
E-mail: [REDACTED]@om Verified: Yes No
Resend Verification:

Delete Email Address Yes No
This email address will be used to send you important information about your case.

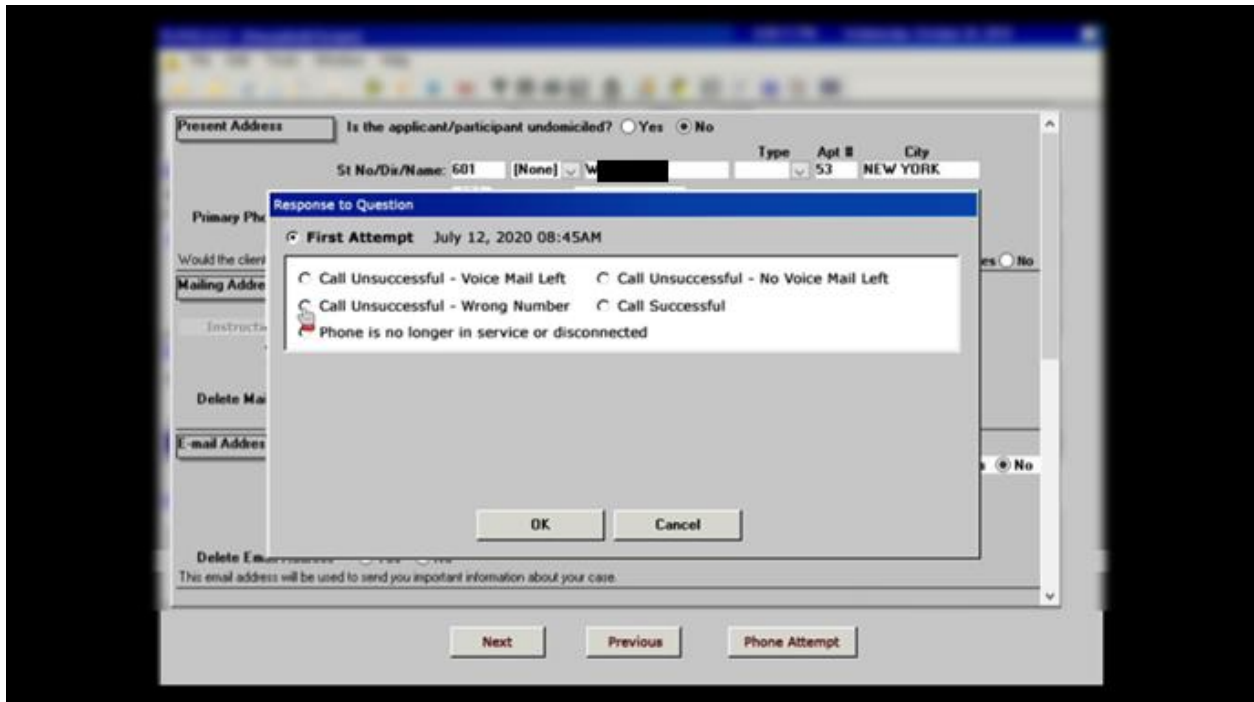
Next Previous Phone Attempt

The following screen will appear with the date and time the call attempt was made.

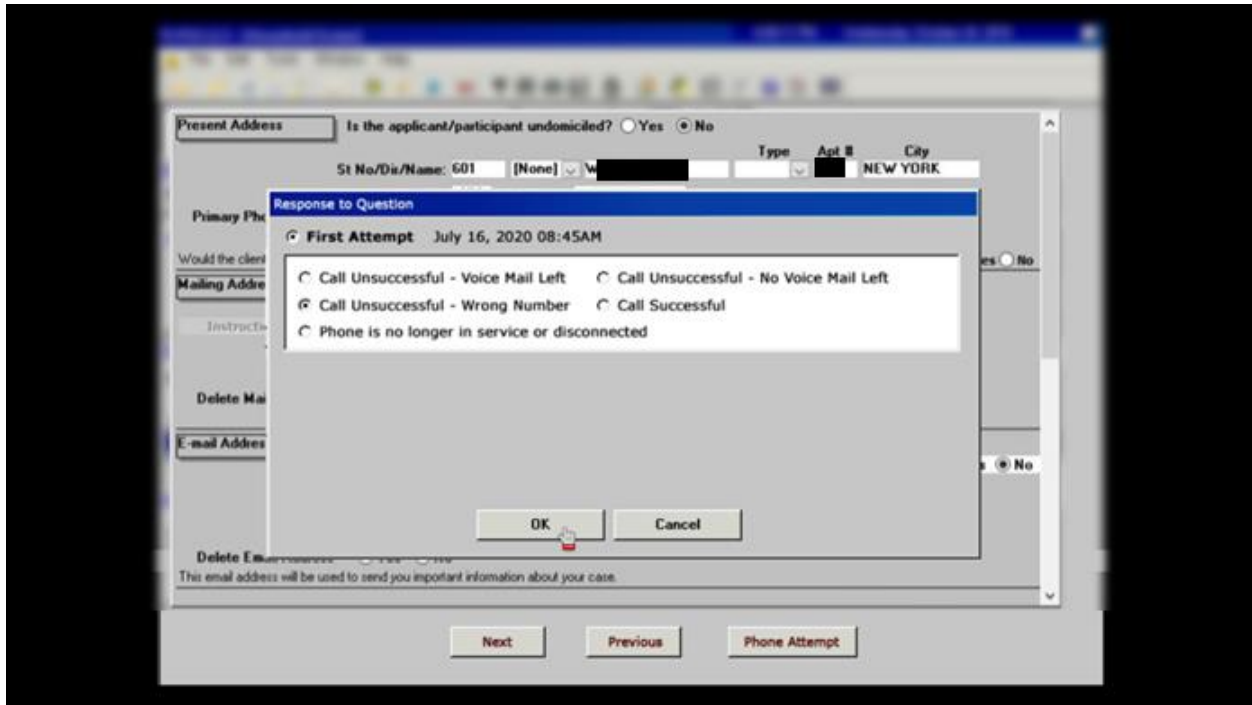
Attachment A



The JOS/Worker should click on a check box, and the following pick list will come up:



The JOS/Worker should indicate if the call attempt was successful or not, and then click OK button.



The JOS/Worker suspends the CA Interview activity after an unsuccessful call attempt.

The unsuccessful call attempt will trigger POS to move the case to the “Failed attempt” queue:

- **APP INT-ATT** queue for applications, and
- **Recert INTATT** queue for recertifications.

Note: HASA cases still will be moved manually by supervisor.

The JOS/Worker is required to make the second call attempt, but not on the same day. After the second call attempt was made, the JOS/Worker should click on the Phone Attempt button on the screen below:

Attachment A

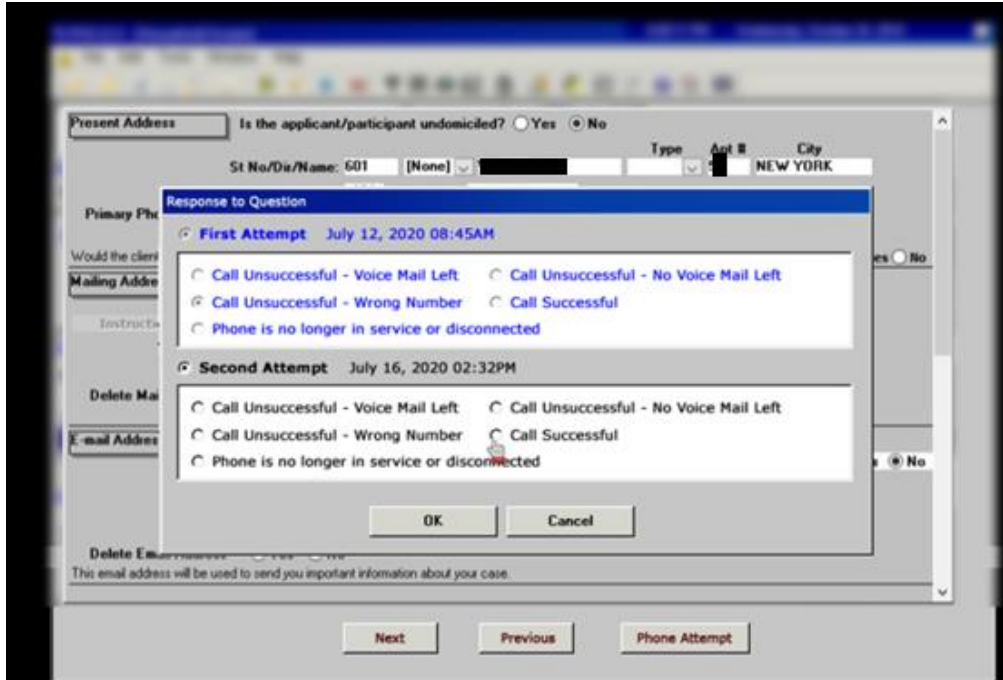
This screenshot shows a web form with several sections: 'Present Address', 'Mailing Address', and 'E-mail Address'. The 'Present Address' section includes a dropdown for 'Is the applicant/participant undomiciled?' (set to 'No'), a text field for 'St No/Div/Name' (601 [None] W [redacted]), a dropdown for 'State' (NY), a text field for 'Zip Code' (100337152), and a dropdown for 'City' (NEW YORK). There are also fields for 'Type', 'Apt #', and 'Home' phone number. The 'Mailing Address' section has a 'Care of Name' field (SAM), a dropdown for 'State' (NY), and a text field for 'Zip Code' (112010000). The 'E-mail Address' section has an 'E-mail' field and a 'Verified' dropdown (set to 'No'). At the bottom, there are 'Next', 'Previous', and 'Phone Attempt' buttons.

The following screen will come up, showing when the first attempt was done. The screen will also record the date and time for the second call attempt:

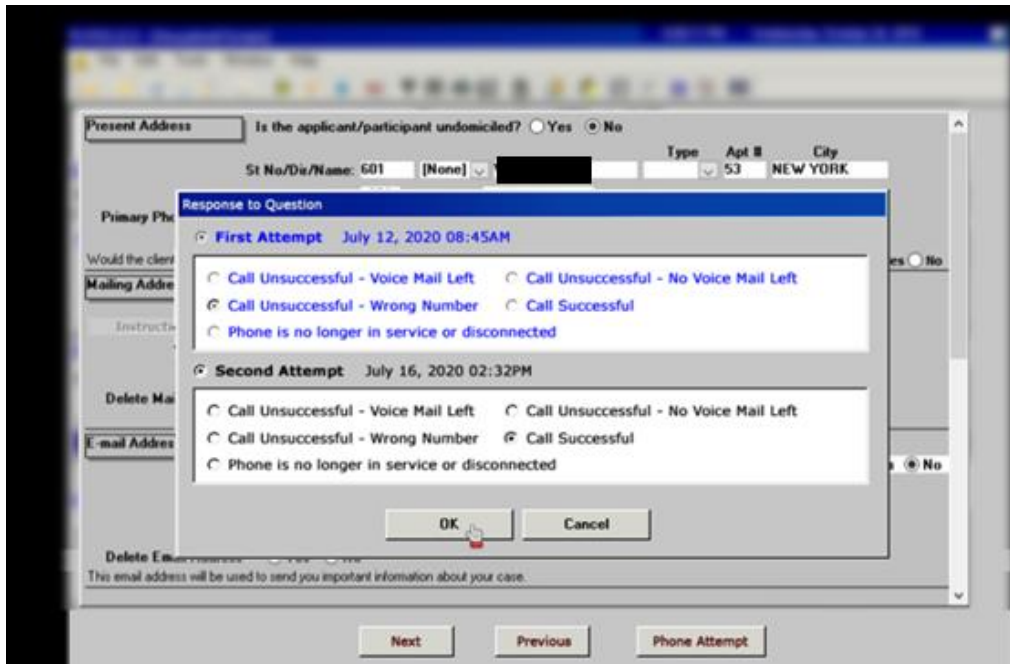
This screenshot shows the same web form as above, but with a 'Response to Question' dialog box overlaid. The dialog box has a title bar 'Response to Question' and contains a list of radio button options: 'First Attempt July 12, 2020 08:45AM', 'Call Unsuccessful - Voice Mail Left', 'Call Unsuccessful - No Voice Mail Left', 'Call Unsuccessful - Wrong Number', 'Call Successful', and 'Phone is no longer in service or disconnected'. Below these options, there is a 'Second Attempt July 16, 2020 02:32PM' label. At the bottom of the dialog box are 'OK' and 'Cancel' buttons.

After clicking on the OK button, the pick list will come up:

Attachment A



The JOS/Worker should indicate if the call attempt was successful or not, and then click on the OK button:



The second failed call attempt will trigger POS to move the case to the non-deferred queue for processing:

- **APP NONDEF** queue for applications, and
- **Missed Recert** queue for recertifications.

Note: HASA cases are moved manually by supervisor to the appropriate queue.