FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #04-01-SYS

ENHANCEMENTS TO EMPLOYABILITY PLAN (EP)

Date: January 30, 2004	Subtopic(s): NYCWAY Updates – Employability Plan

AUDIENCE

The instructions in this directive are for all staff in Job Centers working with NYCWAY, and informational for all other staff.

POLICY

An Employability Plan (EP) must be completed for all applicants and participants in order to make an individualized assessment of their skills and abilities to help them become self-sufficient.

BACKGROUND

The EP has been enhanced to include the following changes:

- Assessment – Primary Questionnaire Screen and processing changes
- Rescheduling of Appointments
- New "Needed At Home" process
- New Training Assessment Group (TAG) Referral type

REQUIRED ACTION

Assessment – Primary Questionnaire Screen and Processing Changes

The **Assessment** – **Primary Questionnaire** screen has changed. It now lists all barrier options, and processes these options differently. For the Special Assessment Required, Alcohol/Drug Problem, and Medical Problem Claimed barriers acknowledged with a **Y** response by the applicant/participant, the **Supplementary Information Inquiry** screen will appear. Once this screen is completed for each barrier, the Employability Plan (EP) will prompt the Worker to make the appropriate referral.

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 2 at the prompt followed by 765 or
send an e-mail to *FIA Call Center*

Distribution: X

To access the Assessment – Primary Questionnaire:

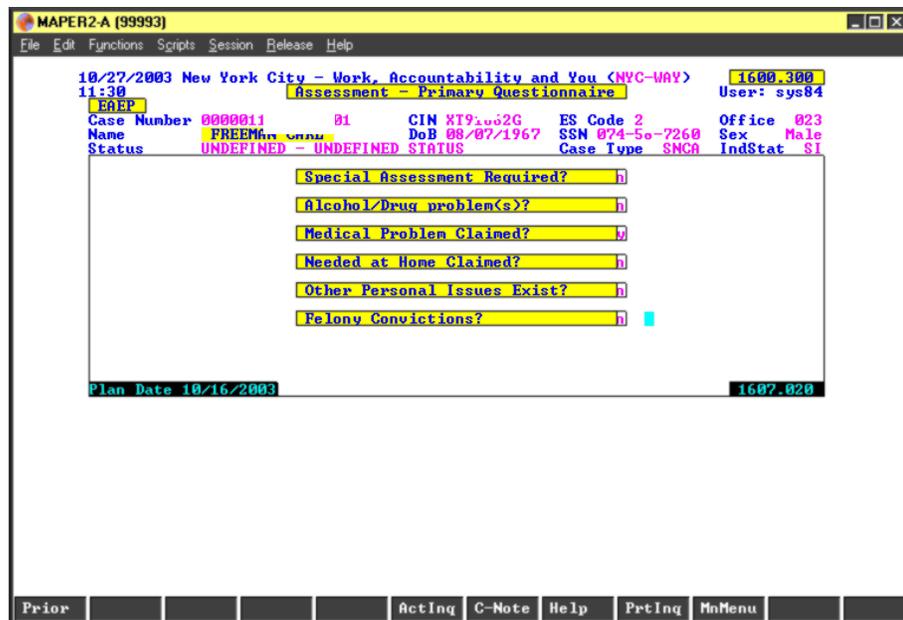**Accessing the Assessment – Primary Questionnaire screen**

> **Note:** The appearance of the screens in steps 2 and 3 will vary depending on whether the **EP** is being initiated or updated.

1. Enter the **Case Number**, select **Employability Plan EP** and press **Enter** from the **NYCWAY Master Menu.** The **EP Request Plan Date** screen appears for a new EP. The **Employability Plan Pick List** screen appears for existing EPs.

2. Press **Enter** from the **EP Request Plan Date** screen and the **Language Preference Assessment** screen appears.

3. Select a Language Preference and press **Enter**, or for existing EPs coming from the **Employability Plan Pick List** screen, press **Enter** and the **Assessment – Primary Questionnaire** screen appears.

4. Enter a **Y** if the applicant or participant has a barrier in any of the options. If there is no barrier, enter **N** for each barrier listed, and transmit.

Note: The Special Assessment Required option takes precedence over the other barrier options. As a result no other referrals can be made if it is selected.

Assessment – Primary Questionnaire screen

To further explain the Assessment – Primary Questionnaire and Processing changes, the "Medical Problem Claimed" barrier was selected as an example in the screens that follow.

Select a barrier

- If the applicant/participant has a barrier, enter **Y** in the appropriate barrier field on the **Assessment – Questionnaire** screen, and press **Enter**. The **Supplementary Information Inquiry** screen will appear if the Special Assessment Required, Alcohol/Drug problem or the Medical Problem Claimed barrier is selected.

Supplementary Information Inquiry screen

This example shows a medical barrier. If individual has a different barrier, this screen will reflect that information.

The Supplementary Information Inquiry screen will appear if the Special Assessment Required, Alcohol/Drug Problem or the Medical Problem Claimed barrier is selected.
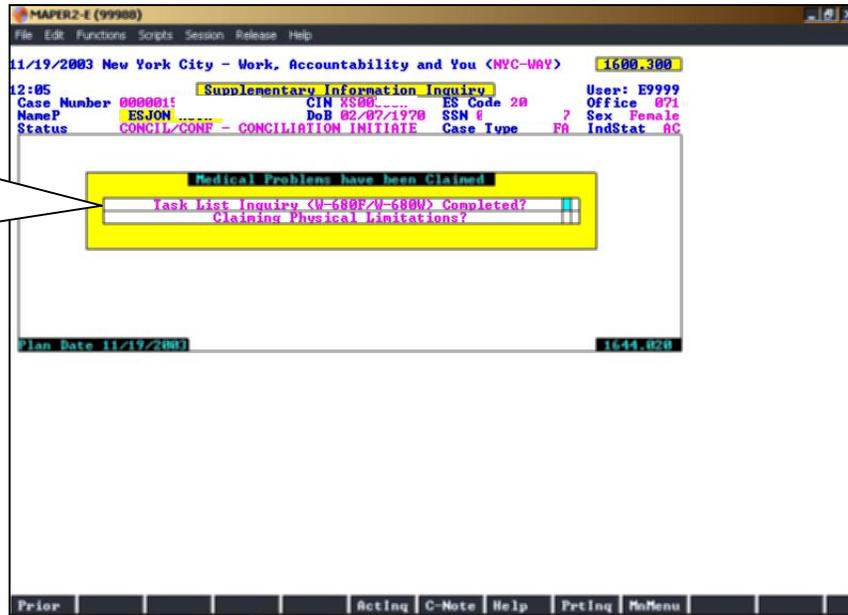
- Answer the questions in the Supplementary Information Inquiry Screen by entering **Y** or **N**, then press **Enter**.

Medical Reasons pop-up screen

In this example the **Medical Reasons** pop-up screen will appear with the question "Do you want to make a referral?"
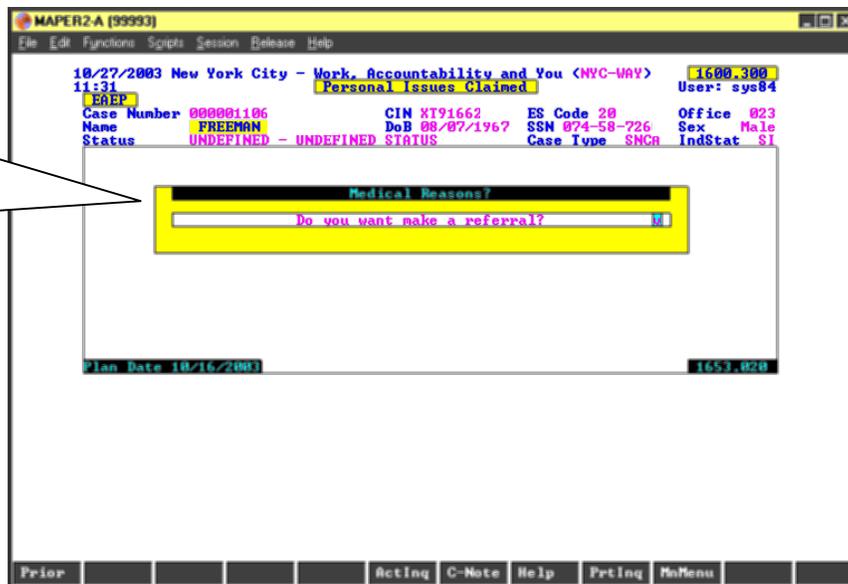
- If a referral is needed, enter a **Y** and press **Enter**. NYCWAY will determine the appropriate referral and action code needed and will display the **Creation of Actions** – **Comments, FAD Date and Comments** screen listing the selected codes. If it is unable to make the appropriate determination a pop-up box appears listing the possible referrals.

Pop-up box listing action codes to select from

This pop-up box only appears if there are multiple referrals as in this example. If there is only one referral code, the screen at the bottom of the page appears.
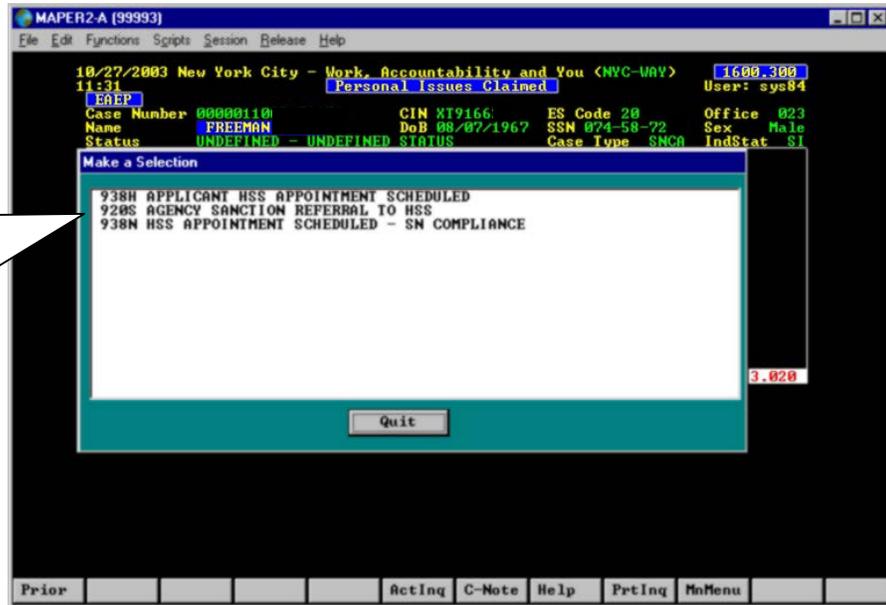
New feature

- From the pop-up box select the desired referral code. The **Creation of Actions** – **Comments, FAD Date and Comments** screen appears with both action codes for the desired appointment and for the return appointment (when appropriate) to the Job Center.

Creation of Actions – **Comments, FAD Date and Comments** screen listing appropriate referral code and return appointment code.

If there is no return appointment, only one code will post.
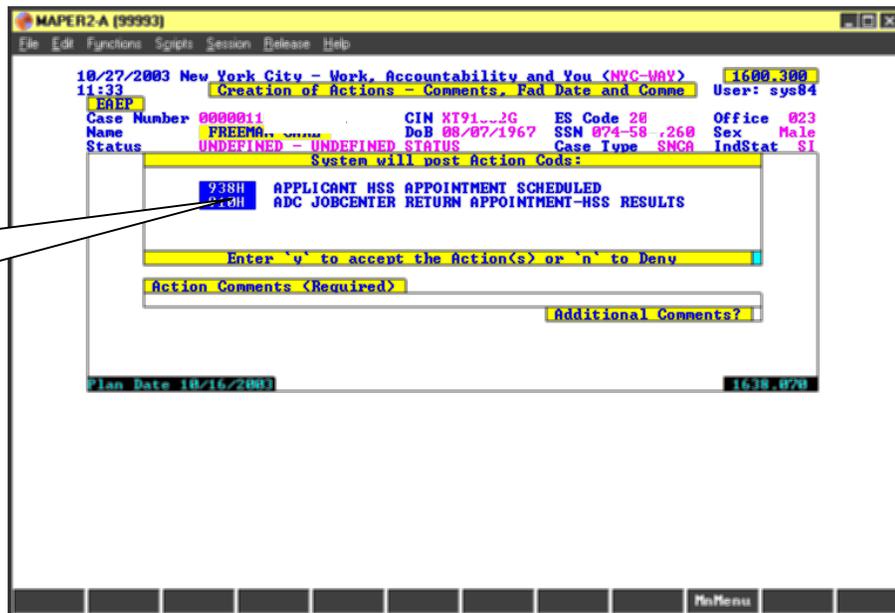
- Enter **N** if the information is not correct or to make a change. Press **Enter** to return to the previous screen.

- Enter **Y** if the information is correct, then press **Enter,** and the **Enter an Action** screen appears.

Enter an Action screen

> If a referral needs to be made but it is not an appointment (does not have appointment slots attached), then a FAD might be required.
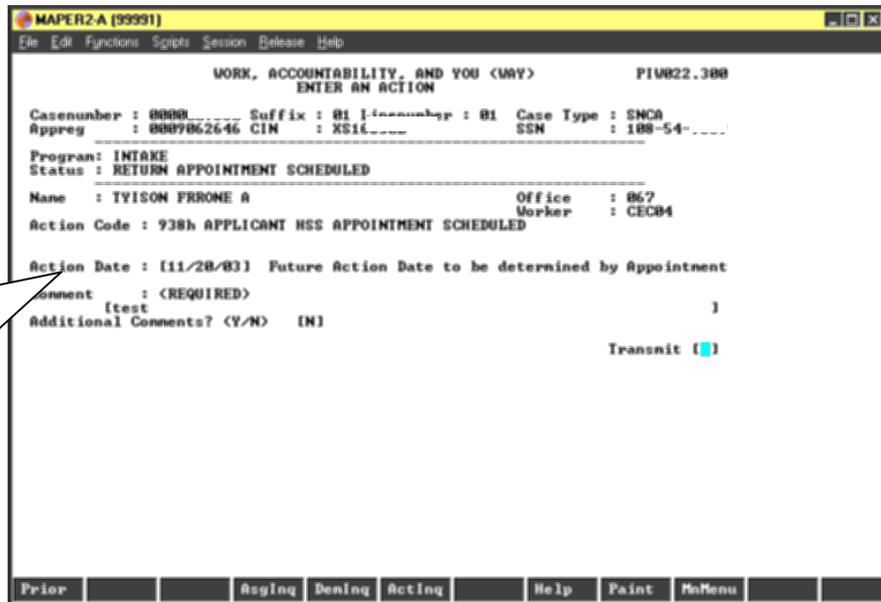
- From this screen, enter the required comments, transmit, and the **Appointment Requester** screen for scheduled appointment appears.

Appointment Requester screen

> If a referral is made and the referral does not have slot appointments attached this screen will not appear.
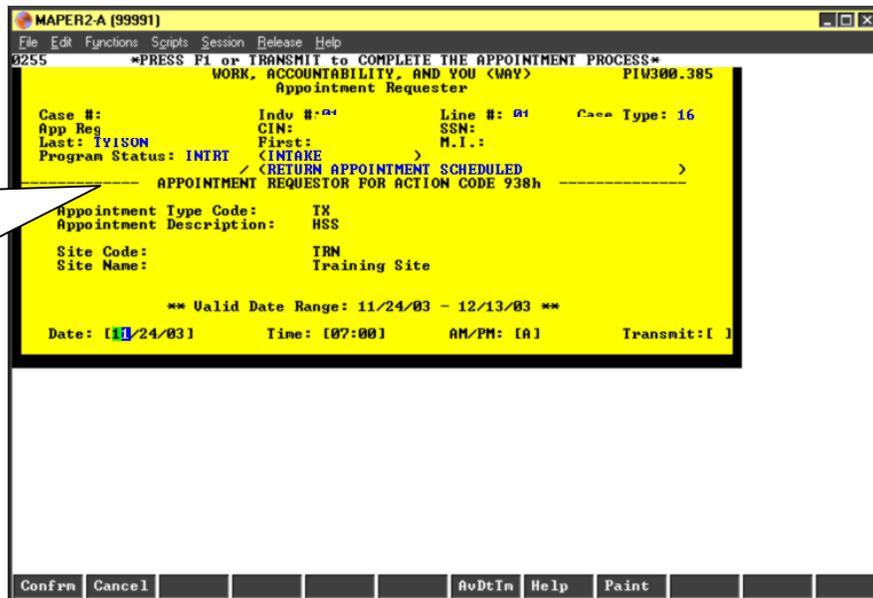
- Enter the **Date**, **Time**, and **AM/PM** and transmit. Upon transmittal, the referral letter for the applicant/participant will appear on screen. Print the letter and give it to the applicant/participant.
- Transmit from the letter screen. The scheduled appointment (and return appointment) will appear on the **Activity Inquiry** screen.

Activity Inquiry screen listing scheduled and return appointments

In this example the **938H** HSS appointment is scheduled and the **910H** is used for the return appointment.

```
MAPER2-A (99993)                                                    _ □ ×
File  Edit  Functions  Scripts  Session  Release  Help
                    Months on PA [end      ] : n/a
712D04            WORK, ACCOUNTABILITY, AND YOU <WAY>        PIW065.320
                         ACTIVITY INQUIRY
   Casenumber : 00000110   Suffix : 01 Linenumber : 01  Case Type : SNCA
   Appreg    :             CIN    : XT9166            SSN       : 074-58-72
   Program: INTAKE
   Status : RETURN APPOINTMENT SCHEDULED
   Name   : FREEMAN                        Office : 023      ES Code  : 20
   Sex    : M                              Unit   :          Comp Code:
   DOB    : 08/07/1967                     Worker : CEU07    Ind Stat : SI

     DATE     ACTION/DESCRIPTION          STATUS CMP  FUT DATE OFF WORKR SITE
   [ ]!-10/27/03 910H JC HSS RETURN APP    INTRT      11/10/03 B23 sys84 TRN
   [ ]!-10/27/03 938H APPL HSS APT SCHED   MEDM2      10/31/03 H01 sys84 TRN
   [ ]  10/16/03 119A EP INITIATED         XXXXX      10/16/03 B23 MIKE1
   [ ]  10/16/03 001  APPLIC REGISTERED    APLA1 938H 11/30/03 ISO MIKE1



       Next Case:           Next Suffix:   Next Line:    CATEGORY:




  Prior              AsgInq  DemInq  AddAct  Assign  HistPr  Profle  MnMenu
```
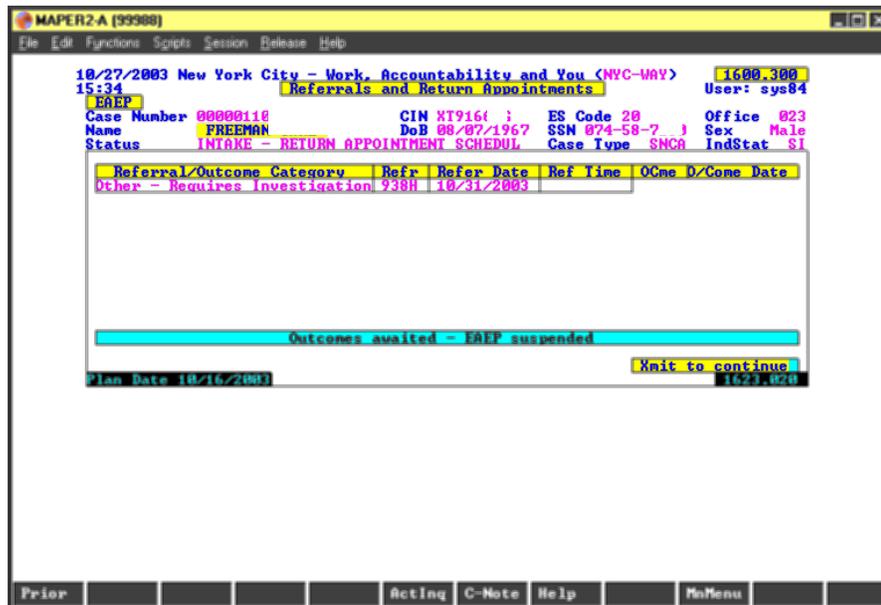
Note: Once a referral or return appointment has been made, the **Referrals and Return Appointments** screen appears whenever a Worker attempts to access the EP.

Referrals and Return Appointments screen

```
MAPER2-A (99988)                                                    _ □ ×
File  Edit  Functions  Scripts  Session  Release  Help
   10/27/2003 New York City - Work, Accountability and You (NYC-WAY)  1600.300
   15:34                Referrals and Return Appointments       User: sys84
   EAEP
   Case Number 00000110            CIN XT9166 :    ES Code 20      Office  023
   Name       FREEMAN              DoB 08/07/1967  SSN 074-58-7  : Sex    Male
   Status     INTAKE - RETURN APPOINTMENT SCHEDUL  Case Type  SNCA  IndStat  SI

    Referral/Outcome Category      | Refr | Refer Date | Ref Time | OCme D/Come Date
   Other - Requires Investigation  | 938H | 10/31/2003 |          |




                    Outcomes awaited - EAEP suspended
                                                   Xmit to continue
   Plan Date 10/16/2003                                1621.020

  Prior                   ActInq  C-Note  Help         MnMenu
```
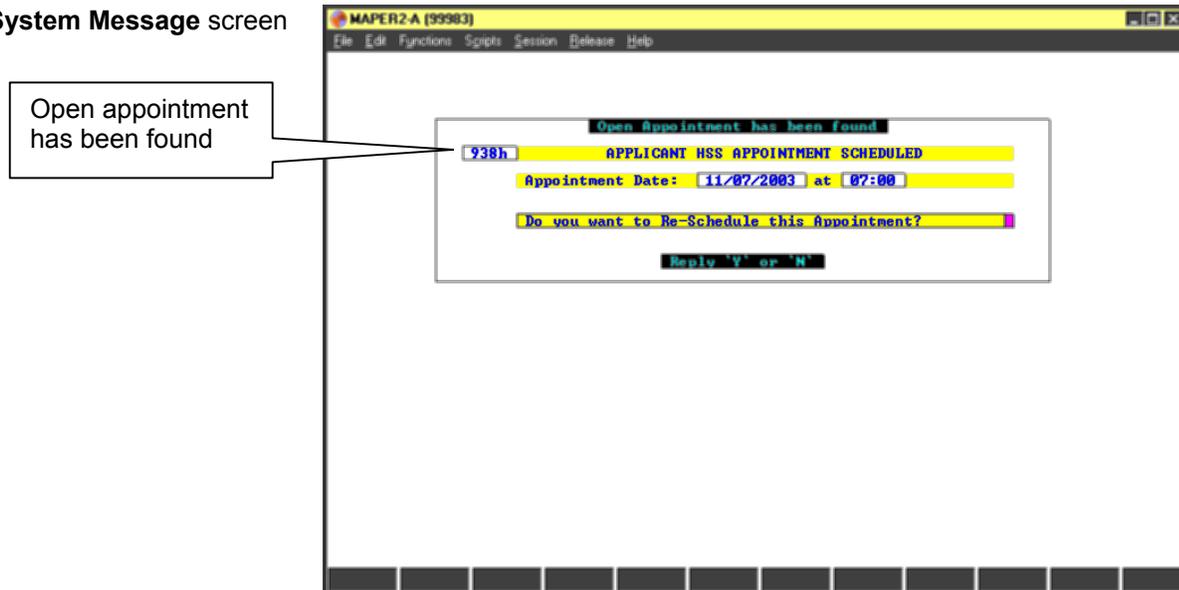
Rescheduling
Appointments

If there is an open referral code, rescheduling appointments must be done manually through the **NYCWAY Master Menu** as follows:

- Enter the **Case Number** in the **Case #/App Reg#** field on the **Master Menu**, enter the appropriate action code in the **Enter an Action** field and transmit. The system returns a screen indicating that an open appointment consistent with the type of referral being made has been found.
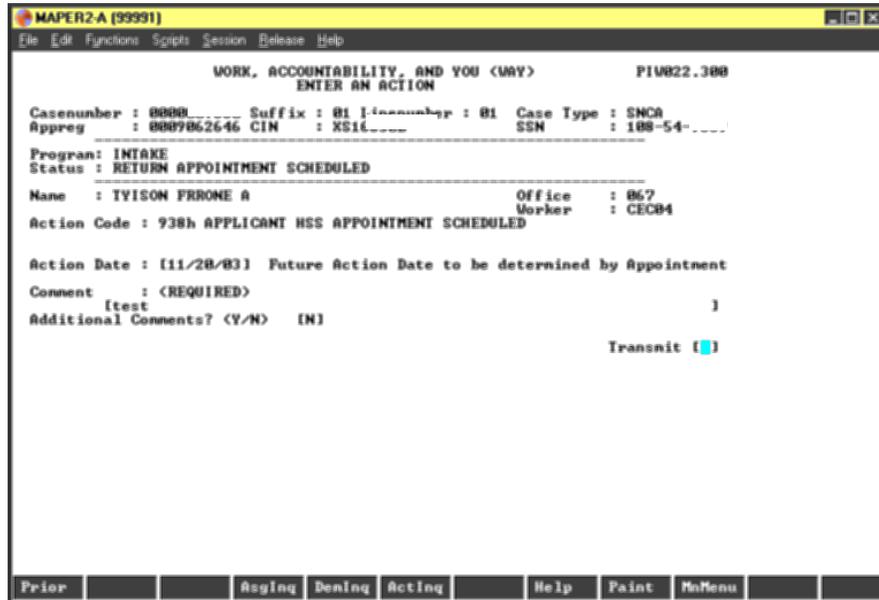
Enter the case
number

Enter the
action code

System Message screen
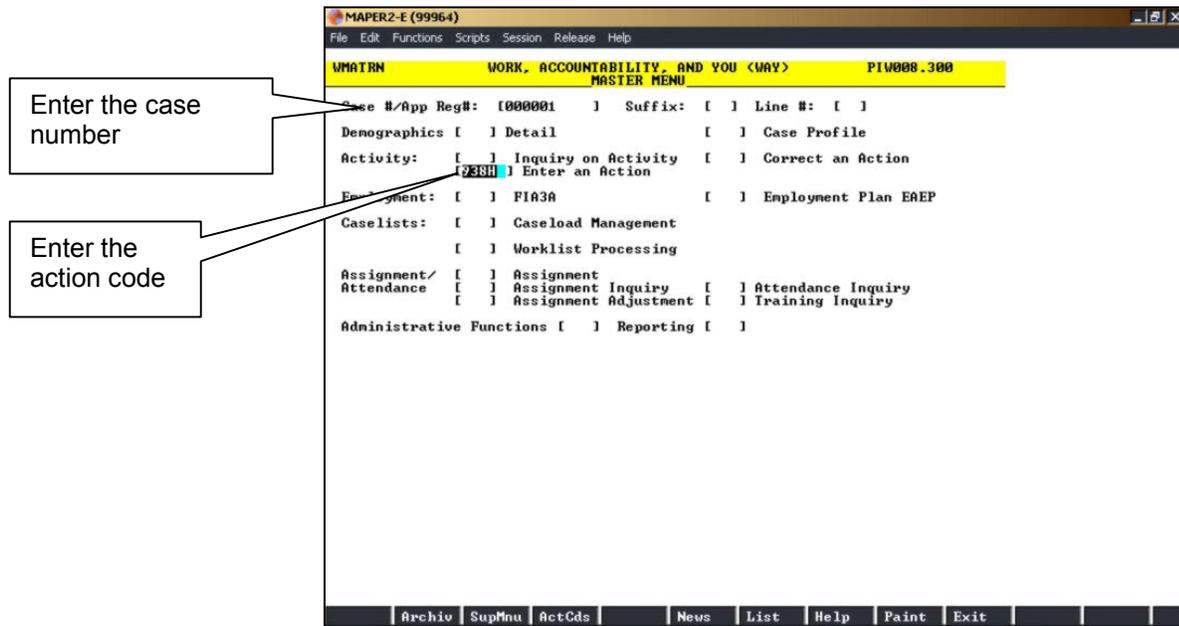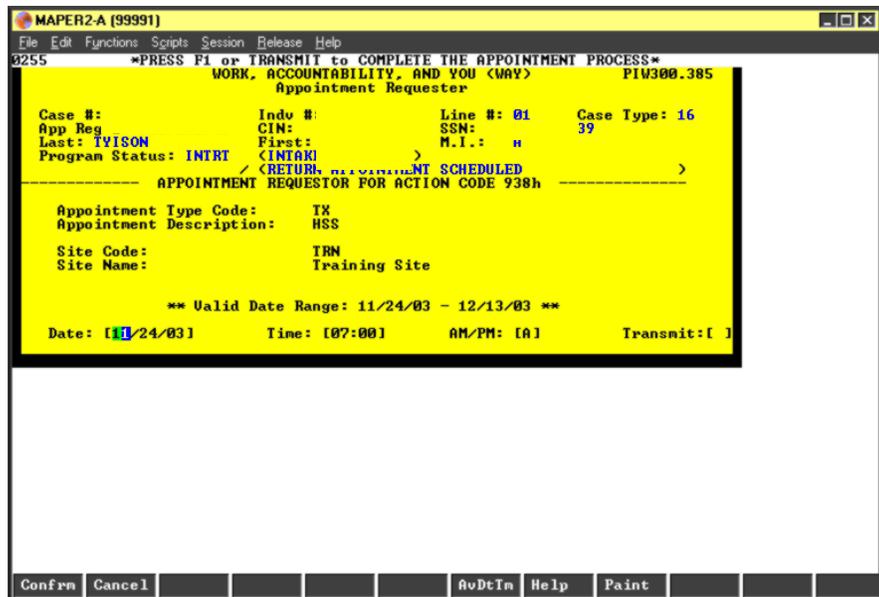
Open appointment
has been found

- From the **System Message** screen, enter **Y** to reschedule the appointment and transmit. The **Enter an Action** screen will appear next.

Enter an Action screen

- Enter the required comments. Transmit, and the **Appointment Requester** screen appears.

**Appointment Requester** screen

- Using the **Appointment Requester** screen, the rescheduling of appointments is to be done in the same way as outlined in the instructions on page 5.

Entering a referral/appointment from NYCWAY Master Menu if no open referral

If the Worker attempts to enter a referral/appointment directly from **NYCWAY Master Menu** when there is no open referral/appointment available, an error message will appear indicating the referral/appointment can only be made via the Employability Plan.

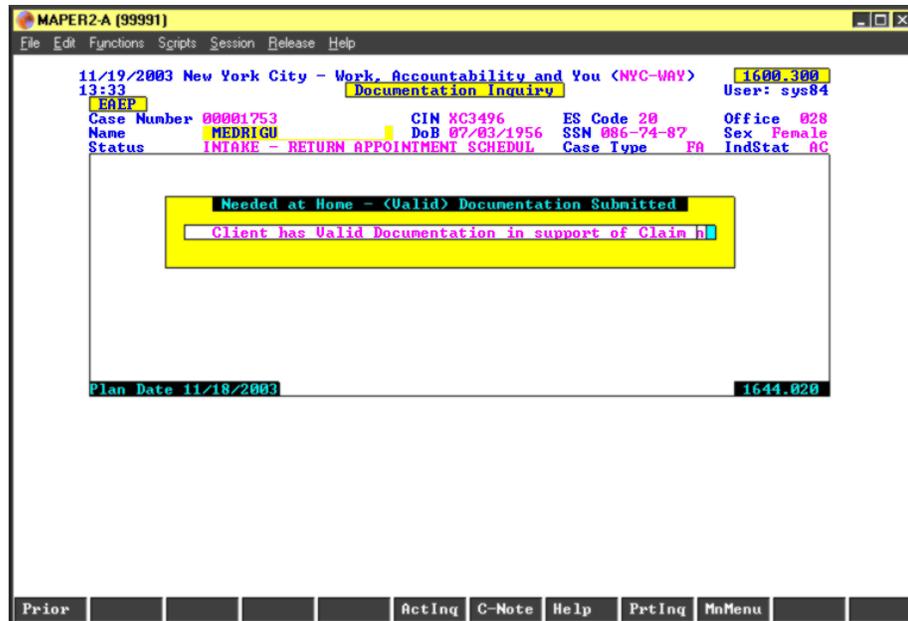**NYCWAY Master Menu** with error message

Action Code **938H** entered
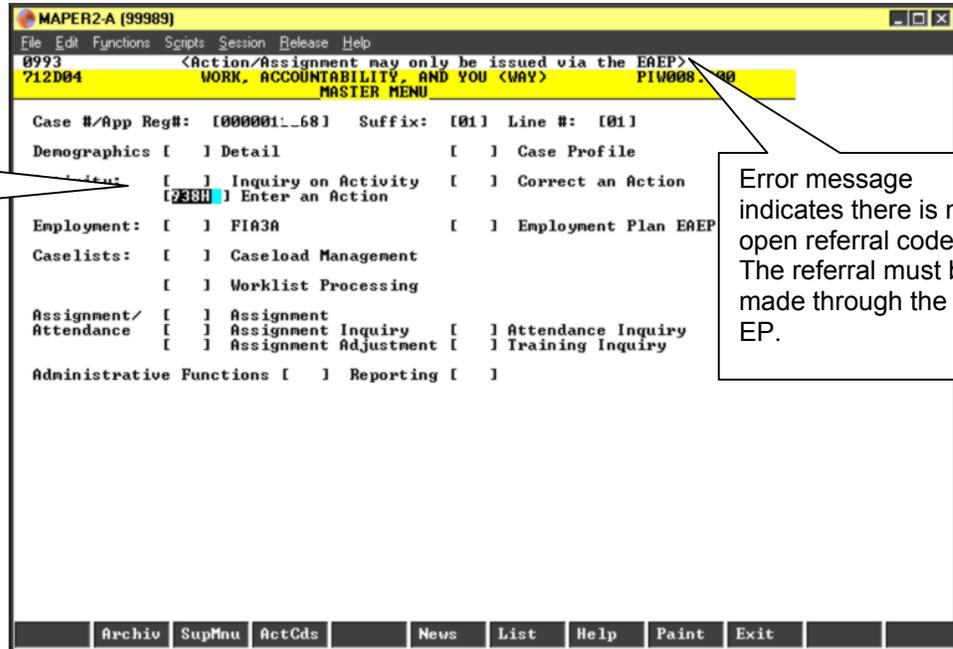
Error message indicates there is no open referral code. The referral must be made through the EP.

```
MAPER2-A (99989)                                                    _ □ ×
File  Edit  Functions  Scripts  Session  Release  Help
0993              <Action/Assignment may only be issued via the EAEP>
712D04              WORK, ACCOUNTABILITY, AND YOU <WAY>        PIW008.90
                              MASTER MENU

Case #/App Reg#:  [000001:_68]   Suffix:  [01]  Line #:  [01]

Demographics [   ] Detail                    [   ] Case Profile

               [    ] Inquiry on Activity   [   ] Correct an Action
               [938H ] Enter an Action

Employment:  [   ] FIA3A                     [   ] Employment Plan EAEP

Caselists:   [   ] Caseload Management

             [   ] Worklist Processing

Assignment/  [   ] Assignment
Attendance   [   ] Assignment Inquiry    [  ] Attendance Inquiry
             [   ] Assignment Adjustment [  ] Training Inquiry

Administrative Functions [   ] Reporting [   ]



      Archiv  SupMnu  ActCds      News   List   Help   Paint  Exit
```

Needed at Home Claimed option

If the applicant/participant indicates s/he is needed at home, enter **Y** in the **Needed at Home Claimed?** field on the **Assessment** – **Primary Questionnaire** screen, and press **Enter**. The **Documentation Inquiry** pop-up screen will appear.

Documentation Inquiry pop-up screen

```
MAPER2-A (99991)                                                    _ □ ×
File  Edit  Functions  Scripts  Session  Release  Help

   11/19/2003 New York City - Work, Accountability and You <NYC-WAY>   1600.300
   13:33                     Documentation Inquiry              User: sys84
   EAEP
   Case Number 00001753          CIN XC3496      ES Code 20      Office  028
   Name        MEDRIGU           DoB 07/03/1956  SSN 086-74-87   Sex  Female
   Status      INTAKE - RETURN APPOINTMENT SCHEDUL   Case Type   FA  IndStat  AC


         Needed at Home - (Valid) Documentation Submitted

         Client has Valid Documentation in support of Claim h



   Plan Date 11/18/2003                                          1644.020



   Prior                        ActInq  C-Note  Help   PrtInq  MnMenu
```

1. If the applicant/participant does not have valid documentation to support the needed at home claim, enter **N** on the **Documentation Inquiry** screen and press **Enter** to schedule a return appointment to get the documentation. The system will display the **Needed at Home Schedule Return Appointment** pop-up screen.
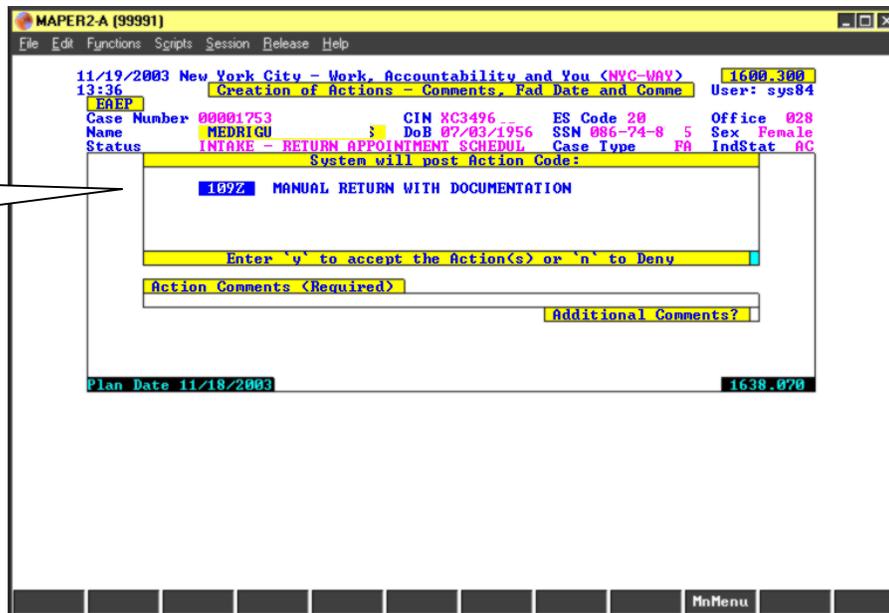
Needed at Home Schedule Return Appointment pop-up screen
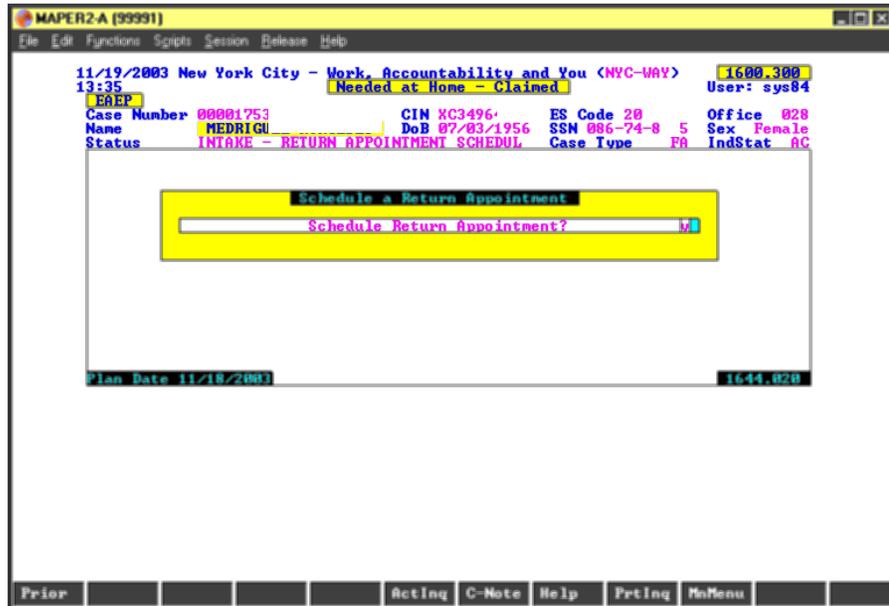
- Enter a **Y** to schedule a return appointment, press **Enter**, and the **Creation of Actions** – **Comments, FAD Date and Comments** screen will appear listing the return appointment action code.
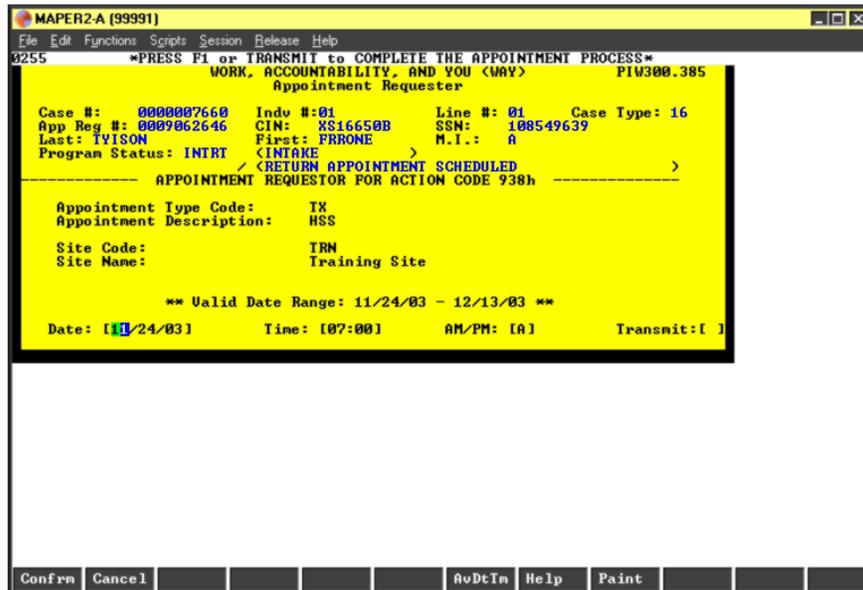
Creation of Actions – **Comments, FAD Date and Comments** screen with action code
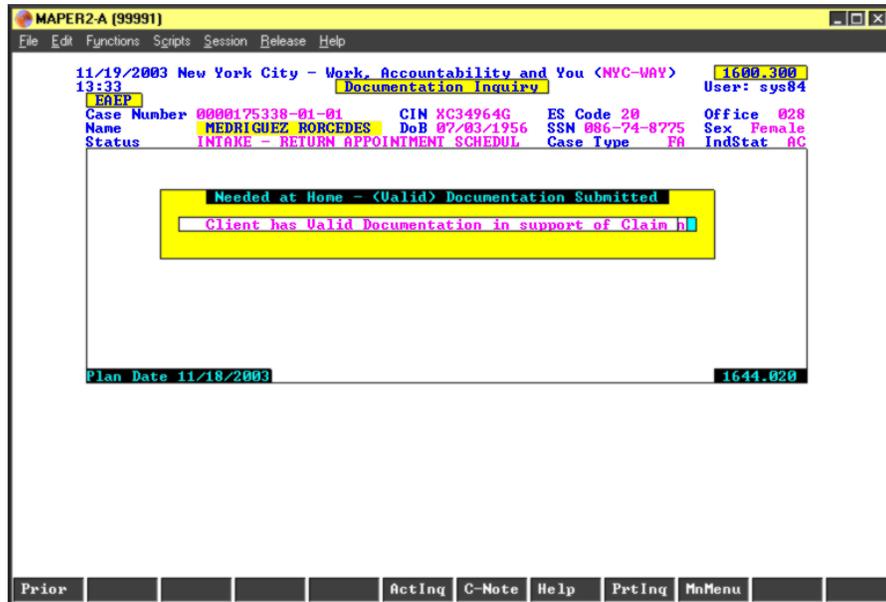
Return appointment action code

- Enter a **Y** and comments (comments are required), and press **Enter** to schedule the return appointment. The **Appointment Requester** screen will appear.

Appointment Requester screen

- Enter the **Date**, **Time** and **AM/PM,** transmit and the **Appointment Details** screen appears. Press **Enter** and the return appointment action code will appear on the **Activity Inquiry** screen.

2. If the applicant/participant keeps the return appointment select **EP** on the **NYCWAY Master Menu** to modify the existing EP. The system will automatically go to the **Documentation Inquiry** pop-up screen.
   - If s/he does not present valid documentation at the return appointment, enter an **N**, press **Enter** and the **Reschedule Return or Continue with Plan** screen will appear.

Documentation Inquiry
pop-up screen

Note: If the applicant/participant does not return with <u>valid</u> documentation to support his/her claim, another return appointment can be scheduled at the Worker's/Supervisor's discretion.

**Reschedule Return or Continue with Plan**
screen
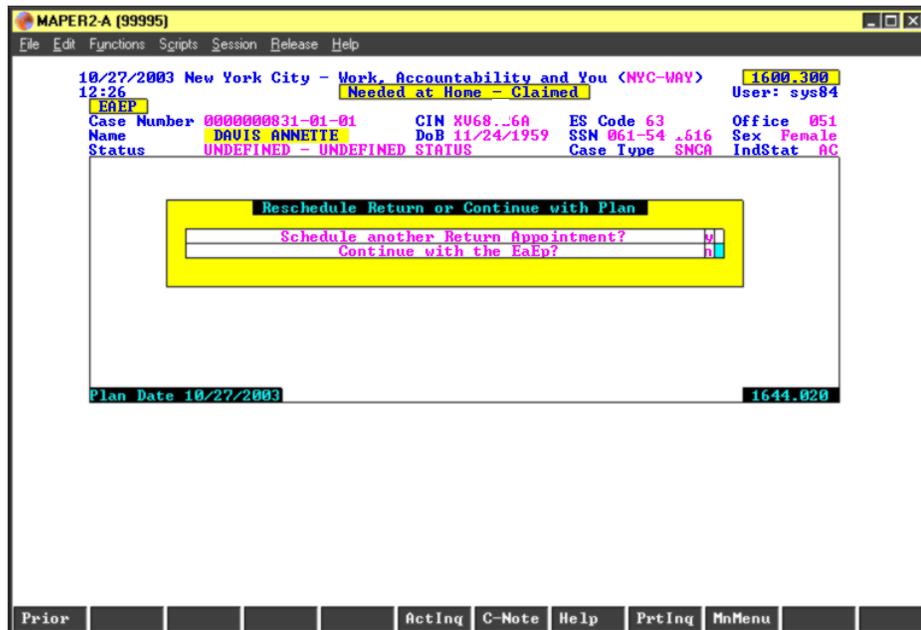
The Worker has the option to reschedule another appointment or continue with the EP if the documentation is invalid.

- Enter a **Y** to schedule another return appointment if participant does not have appropriate documentation and the agency is unable to help the participant obtain the verification, or enter a **Y** to continue the **EP** because the needed at home claim was not substantiated.

- If **Y** was entered to continue with the EP, the system will automatically update the needed at home claim to **No**. The Worker will be allowed to continue with the Employability Plan and make the necessary referrals.

Applicant/Participant has valid documentation

3. If the applicant/participant has valid documentation to support the needed at home claim, enter a **Y** on the **Documentation Inquiry** screen, press **Enter**, and the **Needed at Home Exemption Code** pop-up screen appears.
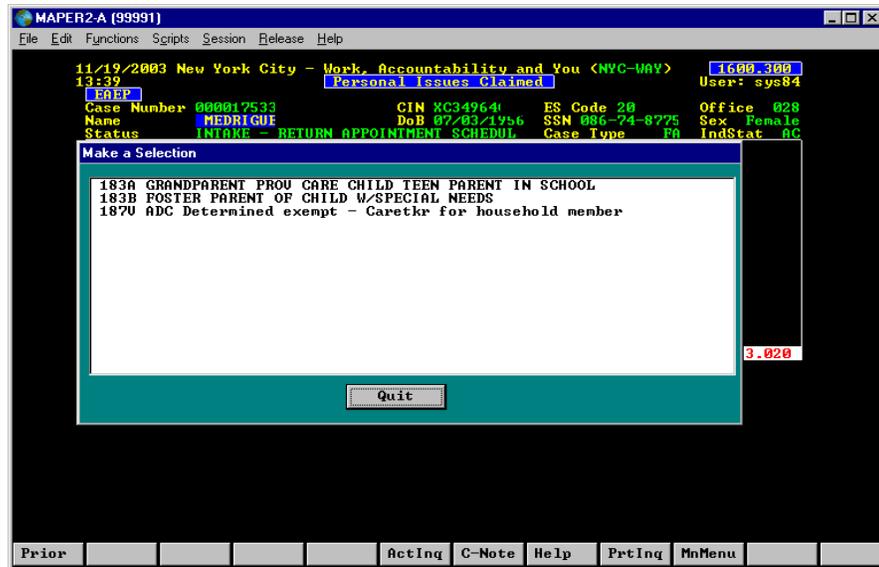
Needed at Home Exemption Code pop-up screen
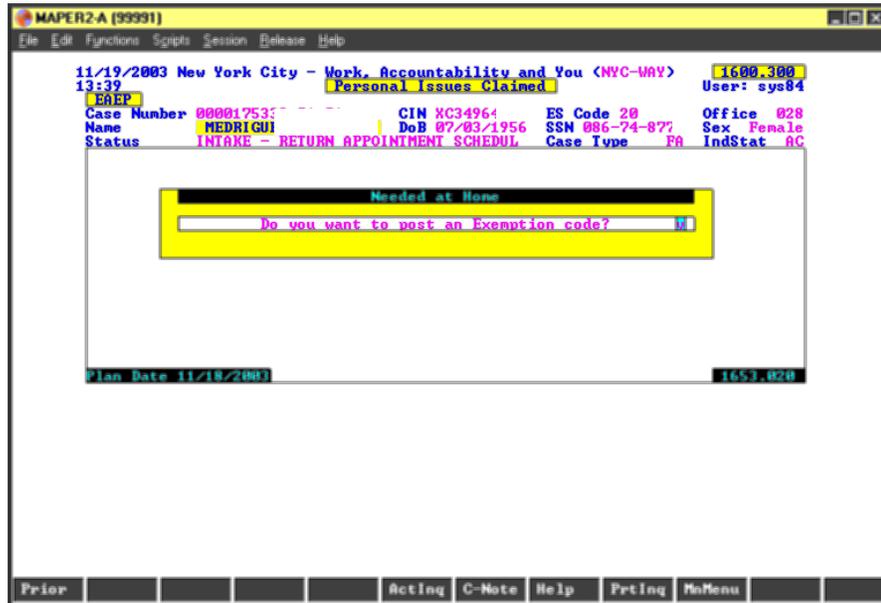
- Enter a **Y** to post an exemption code, press **Enter** and a pop-up box listing the exemption codes appears.

Note: If an **N** is entered, NYCWAY returns to the **Activity Inquiry** screen.

Pop-up box listing
exemption codes

```
MAPER2-A (99991)                                                    [_][□][X]
File  Edit  Functions  Scripts  Session  Release  Help
     11/19/2003 New York City - Work, Accountability and You <NYC-WAY>  1600.300
     13:39                        Personal Issues Claimed              User: sys84
      EAEP
     Case Number 000017533              CIN XC349640   ES Code 20      Office  028
     Name          MEDRIGUE             DoB 07/03/1956  SSN 086-74-8775 Sex  Female
     Status        INTAKE - RETURN APPOINTMENT SCHEDUL   Case Type    FA  IndStat  AC
    ┌─Make a Selection──────────────────────────────────────────────────────┐
    │                                                                        │
    │   183A GRANDPARENT PROV CARE CHILD TEEN PARENT IN SCHOOL               │
    │   183B FOSTER PARENT OF CHILD W/SPECIAL NEEDS                          │
    │   187U ADC Determined exempt - Caretkr for household member            │
    │                                                                        │
    │                                                                        │
    │                                                             3.020      │
    │                                                                        │
    │                          ┌──────────┐                                  │
    │                          │  Quit    │                                  │
    │                          └──────────┘                                  │
    └────────────────────────────────────────────────────────────────────────┘

   Prior                          ActInq  C-Note  Help   PrtInq  MnMenu
```

- Select the appropriate exemption code, press **Enter** and the exemption code and Action Code **119U** (EP Assessment Completed – Participant Exemption) will post to close out the EP.
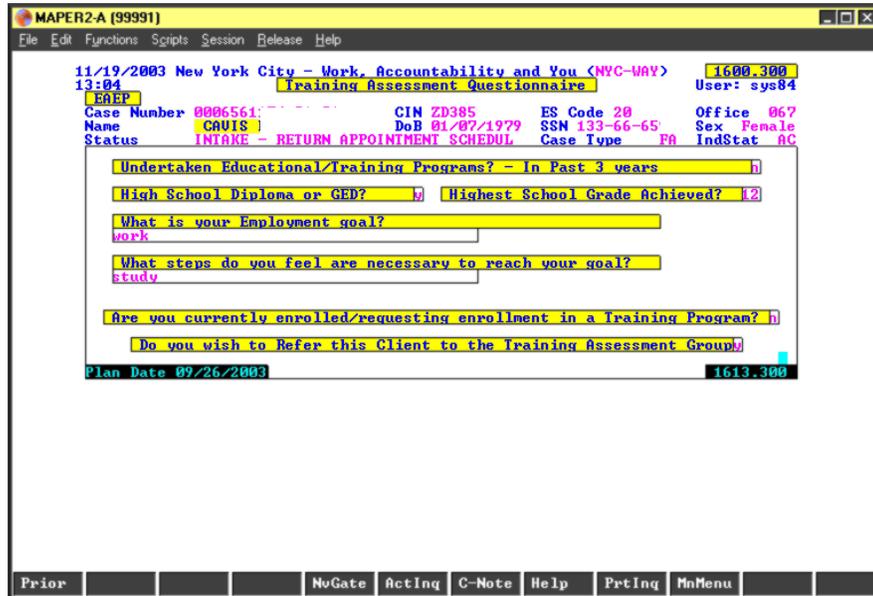
TAG Referral

The TAG referral process now allows the Worker to select appointment types for participants who need either TAG ESL referrals (when the Worker determines that the participant needs additional language testing because s/he clearly did not understand English at the Job Center interview) or TAG Basic referrals (all other testing and assessments).

The process begins with accessing the **EP** and the **Training Assessment Questionnaire** screen:

1. Access the EP, and the **Language Preference Assessment** screen appears.
2. Complete the screen, press **Enter** and the **Assessment – Primary Questionnaire** appears. Complete this screen and all other screens to resolve all barriers, including the **Child Associated with Case** (Child Care) screen. NYCWAY will prompt the Worker to post Action Code **119N** which indicates there are no more barriers. Enter a **Y** and press **Enter** and the **Training Assessment Questionnaire** screen will appear.


Training Assessment Questionnaire screen

3. Answer all the questions on this screen, and enter a **Y** to refer the participant to the Training Assessment Group (TAG). Only participants who meet TAG criteria can be referred to TAG. The system will post Action Code **13TT**, indicating a referral to TAG is being made. (Applicants in training, identified by action code **935T**, will be called into TAG once the case becomes active.)
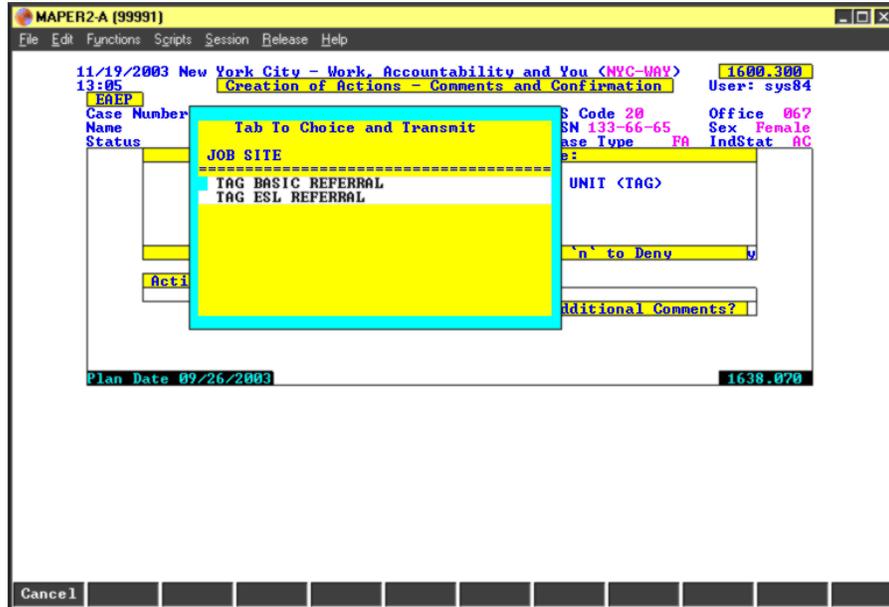
Note: If a participant does not meet the TAG referral criteria, they will not be able to continue and an error message will appear.

**Creation of Actions** – **Comments and Confirmation** screen with action code
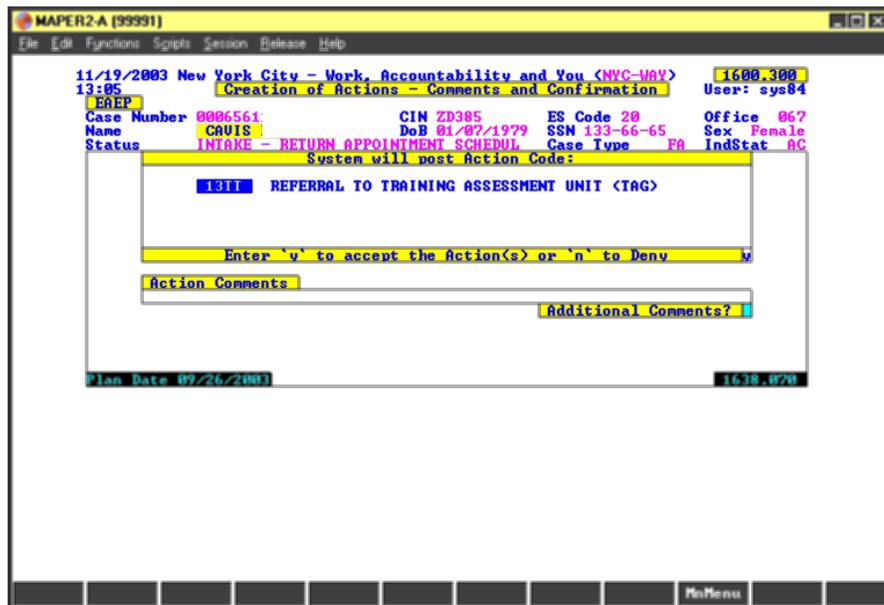
4. Enter a **Y** to accept the action code, press **Enter**, and the **TAG Referral Options** box appears.

TAG Referral Options
box

5. Select the desired TAG Referral option. The English as Second
    Language (ESL) Referral can only be given for Tuesday
    appointments, and is selected when the Worker determines that
    the applicant/participant needs additional language testing
    because s/he clearly did not understand English at the Job
    Center interview. The Basic Referral is selected for all other
    referrals; appointments can be scheduled for Monday–
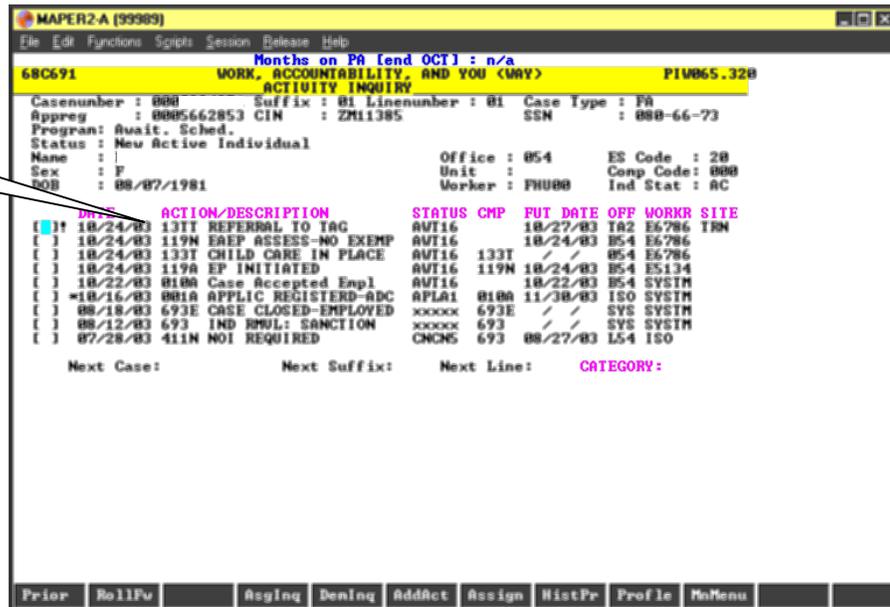   Thursday. Press **Enter**, and the **Appointment Requester**
    screen appears.

Appointment Requester
screen
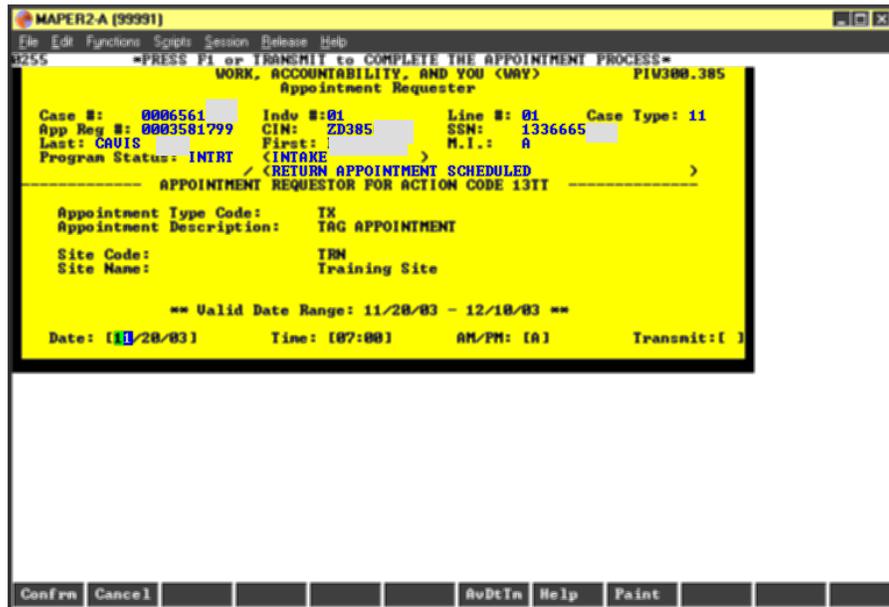
6. Enter the **Date**, **Time** and **AM/PM** within the **Valid Date Range** field and transmit. The referral will post on the **Activity Inquiry** screen as follows:

Activity Inquiry screen with TAG Referral

TAG referral

PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications

There are no POS implications.

Food Stamp Implications

There are no Food Stamp implications.

Medicaid Implications

There are no Medicaid implications.

LIMITED ENGLISH SPEAKING ABILITY (LESA) IMPLICATIONS

For Limited English Speaking Ability (LESA) applicants/participants, make sure to obtain appropriate interpreter services in accordance with Policy Directive #02-43-OPE.

FAIR HEARING IMPLICATIONS

There are no Fair Hearing Implications.

RELATED ITEMS

PD #99-34R(4)	Employability Assessment & Employability Plan
PD #99-35RR	Individualized Employability Assessment and Employability Planning

REFERENCES

12 NYCRR 1300.2 (b) (5)
12 NYCRR 1300.6 (b)
12 NYCRR 1300.7 (b)