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POLICY DIRECTIVE #08-23-OPE

GUIDE TO MANUAL NOTICE OF INTENT (NOI) PROCESS FOR NOI CLERKS

Date: June 26, 2008	Subtopic(s): Notice of Intent

AUDIENCE

The instructions in this policy directive are for Notice of Intent staff at Job Centers and serve as information for all others.

POLICY

A participant must be notified in writing of any action taken to discontinue, suspend, or reduce his/her Cash Assistance (CA), Food Stamp (FS), and/or Medical Assistance (MA) benefits.

The method of notification of an action is the Notice of Intent (NOI).

The NOI provides the participant with information regarding the specific action the Agency intends to take or has taken on his/her CA FS, and/or MA benefits including the date the action will occur (effective date), reason(s) for the action, specific laws and/or regulations upon which the action is based and the participant's right to an Agency Conference and State Fair Hearing.

This procedure covers the NOI process for infractions related to engagement and eligibility call-ins.

BACKGROUND

See the Employment Process Manual, Section XIV: Failure to Report/Comply and Conciliation.

Initiation of NOI Process

The NOI is generated for engagement related infractions after the Conciliation period ends. Conciliation provides the participant with the opportunity to explain and present good cause evidence for the non-compliance. For eligibility related infractions, there is no Conciliation; the NOI is generated after the infraction. For both engagement and eligibility infractions, the participant has the opportunity to discuss the matter as part of an Agency Conference.

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*

Distribution: X

Based on the type of infraction and household composition, NYCWAY automatically posts one of the following Action Codes on the case:

Engagement Infractions

Action Codes **41ES**, **41PO** and **41SA** are used only at the Special Needs Region/ Substance Abuse Service Center.

- **41PO** (Manual NOI Required – Perfect Opportunity for Individual Skills and Educational Development [POISED])
- **41SA** (Manual NOI Required – Substance Abuse [SA])
- **410** (Automated NOI Sent)
- **411F** (Manual NOI Required – WeCARE Vocational Rehabilitation Services [VRS])
- **411H** (Manual NOI Required – WeCARE BioPsychoSocial [BPS] Assessment)
- **411N** (Manual NOI Required – Employment)
- **411Y** (Manual NOI Required – WeCARE Wellness)

Eligibility Infractions

- **411U** (Manual NOI Required – Eligibility)

Errored Transmissions

- **41EB** (Prior Budget Clocking Down)
- **41ER** (WMS Transmission Failure – Manual Process Required)
- **41ES** (WMS Transmission Failure – Special Needs Region)

Action Code **410** sends the case to WMS for an automated line/case sanction/closing and NOI generation through the Client Notice System (CNS). All other Action Codes listed above place the case on the **NOI** or the **CLOSE** worklist, indicating that:

- a manual process to implement the adverse action and initiate a Worker-generated NOI is required; or
- the automated NOI failed to transmit to WMS (Action Codes **41EB**, **41ER** and **41ES**).

See the Processing Manual NOIs in WMS/CNS Desk Guide Form (**W-116Y**) for information on the infraction codes which make up the **NOI** and **CLOSE** worklists.

REQUIRED ACTION

Accessing and Printing the **NOI** and **CLOSE** Worklist

On a daily basis, NOI staff must generate the **NOI** and **CLOSE** Worklists from NYCWAY. A Worklist in NYCWAY is accessed and printed as follows:

- Select the **Worklist Processing** option from the **Master Menu** screen and transmit.

Master Menu Screen
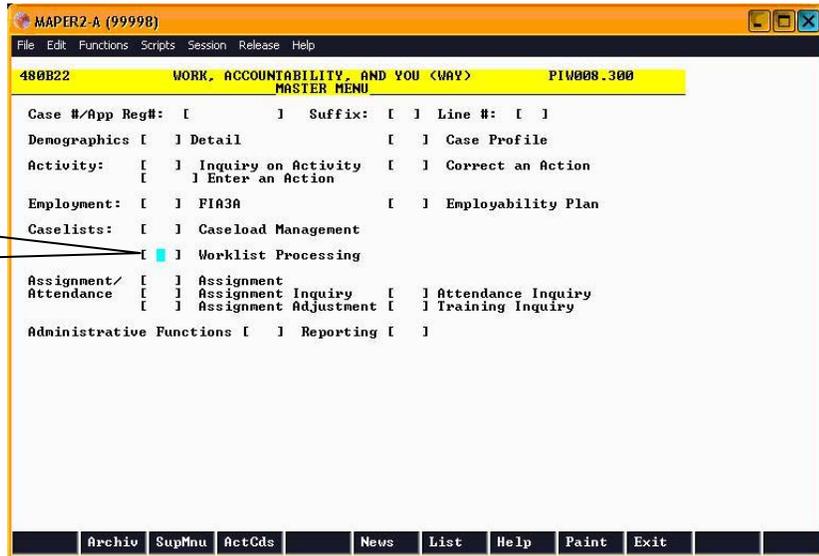
- Enter the following on the **Update from Worklist** screen and transmit:

  - Name of the worklist (e.g., **NOI** or **CLOSE**) in the **Worklist Name** field.
  - The NOI staff member's 3-digit Center number in the **WMS Office OR Region** field.

Update from Worklist Screen
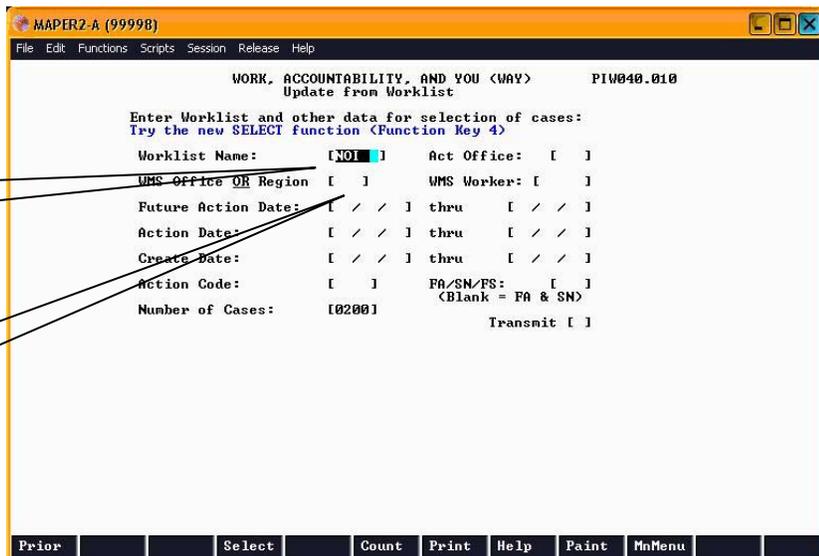
- Press **F7** to access the **Worklist Print** screen. Select option **3. Future Action Date/Name** to sort the Worklist by Future Action Date (FAD) (cases with oldest FADs appear on top) to avoid "time-outs" and transmit to print the worklist.

Worklist Print Screen

```
              WORKLIST PRINT

   NUMBER OF COPIES (1-3)            [1]

   Tab to desired sequence and Transmit -

   1. Lastname / Firstname / Initial   [_]

   2. Casenumber / Suffix / Linenumber  [_]

   3. Future Action Date / Name        [_]

   4. Casenumber Terminal Digit / Name  [_]

   5. CaseWorker/ Future Action Date   [_]
```

Select option **3**
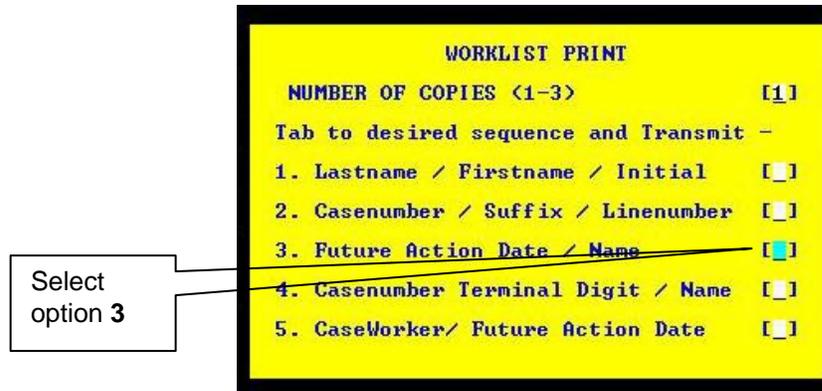
> **Note**: In order to print all the fields on the Worklist, the print settings may need to be adjusted.

Action Codes **41EB**, **41ER** and **41ES**

41EB

41EB is systemically posted when an automated NOI fails to transmit to WMS due to the existence of a prior pending budget clocking down on the case (WMS error **E1955** [Prior Budget Transaction in Pending Clocking Down]). The **41EB** is posted with a 10-day Future Action Date, which provides sufficient time for the prior pending budget to clock down. On the date of the FAD, NYCWAY posts new Action Code **410R** (Resend Automated NOI) on the case and resends the automated NOI to WMS for processing. Cases with the **410R** Action Code posted reside on the **SSUPV** worklist.

If the transmission errors out in WMS again, NYCWAY posts the appropriate **411/** code on the case and indicates the nature of the transmission failure in the Comments section of the Action Code. Review the Comments section and address the reason for the error. Once resolved, proceed with the manual process for implementing the adverse action and generating the NOI.

41ER and **41ES**

The **41ER** and **41ES** are systemically posted on automated NOI cases that are transmitted from NYCWAY to WMS but fail WMS edit checks. The **41ER** posts on cases with infractions that are not related to POISED or substance abuse; the **41ES** posts on cases with infractions that are related to POISED or substance abuse.

The nature of the transmission failure will be indicated in the Comments section of the Action Code. The most typical reason for failure is missing information. Review the Comments section and address the reason for the error. Once resolved, proceed with the manual process for implementing the adverse action and generating the NOI.

Manual NOI Process

For all cases on the **NOI** and **CLOSE** Worklists (excluding cases with Action Code **41EB** but including cases with Action Codes **41ER** and **41ES** whose errors were resolved), perform the following:

In NYCWAY:

- Review the infraction information, including the:

  - infraction code
  - infraction date
  - infraction location (e.g., Back to Work [BTW] Vendor site, Job Center)

  Note: This information is also available on the original appointment letter, which can be accessed in NYCWAY or the HRA OneViewer (see PB #08-06-SYS).

In WMS:

Action Code **411F** or
411N and not currently
sanctioned

- If the participant is not currently sanctioned and the Action Code is **411F** or **411N**, determine the number of previous infractions committed by the participant for the same reason. The participant's infraction history can be viewed by entering the following information on the **WMS Individual Inquiry Menu** and transmitting:

  - **14** (Client Infraction History) in the **Enter # of Inquiry Desired** field.
  - The case number in the **Case #** field and the line number of the non-compliant participant in the **Line** field.

**WMS Individual Inquiry
Menu** Screen

```
NQIN00 (P)                    WMS Individual Inquiry Menu
07/16/07

----------------------------------|----------------------------------
#1. Associated Names and Addresses | #8. Generate a New Clearance
#2. Client Information             | #9. Employment Services Client Info.
#3. Case Involvement History       |#10. MA History
#4. Medicare and TPHI Data         |#11. Facility Involvement
#5. Display External Clearance(WRS,UIB)#12. IM Fin. Profile Inds. & Pay Stubs
#6. Display Current Clearance       |#13. IM Fin. Profile Income & Deds.
#7. Cross Machine Inquiry           |#14. Client Infraction History
----------------------------------+----------------------------------
  Enter # of Inquiry Desired 14

  Enter CIN            or  Case #          and Line    or SSN   - -
    or
  First Name M Last              Sex  Birthdate   Ctr
                                       / /

  Enter Date Range Desired 05/01/07 to 07/16/07

  Enter Date Desired 07/16/07
                                                              CMD
```

Enter case number

Enter line number

Enter **14**

The **Client Infraction History** screen appears and displays all infractions recorded for the participant.

Note: When calculating the number of previous infractions, do <u>not</u> count infractions that occurred prior to December 1, 1996 (**AUTH DATE** column), and infractions marked with "**X**" in the **DEL** (Delete) column.

**Client Infraction
History** Screen

```
NQIN22 (P)              CLIENT INFRACTION HISTORY
07/16/07
                                                   Page 01 of
01
   CIN      First Name M Last         Sex   SSN     Val  Birth Date
                                       F          8
   MA ID Number:
           ------------------ LAST TXN ------------------
PGM TYPE CASE #    AUTH #    TYPE  Code  AUTH DATE  SN EXP DT  DEL IND
PA                00032835   0109  WE2   05/25/07   08/23/07

PA                06121005   0120  WE1   01/02/07   01/02/07

PA                04092405   0120  WE1   10/19/04   00/00/00     X
                                          / /        / /
                                          / /        / /
                                          / /        / /
                                          / /        / /

       Next CIN:                                            CMD
```

Do not count infraction

- Select option **12** from the **WMS Host System Menu** screen to access CNS.

In CNS:

- Enter the following on the **WMS/Client Notice Subsystem Menu** screen and transmit:

  - Case number in the **CASE NUMBER** field.
  - Case suffix in the **SUFFIX** field.
  - **01** (Notice Entry) in the **INDICATE SELECTION NUMBER** field.

WMS/Client Notice Subsystem Menu Screen

Enter case number

Enter suffix

Enter **01**


```
Department of Social Services            Date 07/18/07
                    WMS/Client Notice Subsystem Menu        Time 15:33:09

    CASE NUMBER _____       SUFFIX ___
    NOTICE NUMBER _____            BATCH NUMBER _____
                                    INDICATE SELECTION NUMBER __    Xmit _

    01   NOTICE ENTRY                    (CASE/REGISTRY NUMBER REQUIRED)
    02   NOTICE INQUIRY                  (NOTICE NUMBER REQUIRED)
    03   NOTICE UPDATE                   (NOTICE NUMBER REQUIRED)
    04   PENDING NOTICE INQUIRY          (CASE/REGISTRY NUMBER REQUIRED)
    05   SUPERVISORY REVIEW PRINT        (NOTICE NUMBER REQUIRED)
    06   SIGNOFF
    07
    08   BATCH NOTICE ENTRY
    09   BATCH NOTICE INQUIRY            (BATCH NUMBER REQUIRED)
    10   BATCH NOTICE UPDATE             (BATCH NUMBER REQUIRED)
    11   NOTICE HISTORY INQUIRY          (CASE/REGISTRY/NOTICE NO REQUIRED)
    12   NOTICE HISTORY REPRINT          (NOTICE NUMBER REQUIRED)
    13   FS OVERPAYMENT CALCULATION WORKSHEET   (CASE/REGISTRY NUMBER REQUIRED)
    14   CNS CONTROL INFO MAINTENANCE
    15   NYC/UPSTATE INQUIRY
    F16  WMSMNU (MENU KEY)
```

- Based on the infraction code and household composition, determine the appropriate adverse action to impose on the case (line sanction, line removal or case closing) and CNS code for entry on the **Reason Code Screen**, as indicated on Form **W-116Y**.

  Note: When entering a **WE** or **WX** series CNS code, the appropriate code based on the number of previous infractions recorded for the participant (see pages 6-7 for instructions on calculating the number of infractions) must be used as follows:

WE1/**WX1**	Failure to Comply with Employment Requirement (1st occurrence)
WE2/**WX2**	Failure to Comply with Employment Requirement (2nd occurrence)
WE3/**WX3**	Failure to Comply with Employment Requirement (3rd and subsequent occurrences)

If the **WE/WX** code entered in CNS does not correspond with the number of infractions recorded in WMS, the CNS letter will not be generated and the CNS transaction error message "Invalid CNS Entry" will appear in the error report. For example, if the participant committed his/her third infraction and the JOS/Worker incorrectly enters **WE1** (instead of **WE3**), the CNS transaction will error out. The **WE/WX** codes in CNS do <u>not</u> automatically "bump up" as they do in WMS.

- For case closings, enter the following and transmit:

  – "**CL**" in the **TRANS TYPE** field.
  – The CNS code in the **PA** or **FS** row in the **CASE REASONS** section.

- For line removals or line sanctions, enter the following and transmit:

  – "**CH**" in the **TRANS TYPE** field.
  – The line number of the non-compliant individual in the **LN** column.
  – The CNS code in the **PA** or **FS** column in the **INDIVIDUAL REASONS** section.

Reason Code Screen


```
WMS/Client Notice Subsystem                    Date 07/18/07

                             Reason Code Screen             Time 15:34:50

CASE NO ████████   SUFFIX 01                        TRANS TYPE __

   OFFICE 099            UNIT _____       WORKER 00202


CASE REASONS:    PA   ___      ___      ___
                 FS   ___      ___      ___
                 MA   ___      ___      ___


INDIVIDUAL REASONS:

    LN    PA               FS               MA
    __   __  __           __  __           __  __
    __   __  __           __  __           __  __
    __   __  __           __  __           __  __
    __   __  __           __  __           __  __
    __   __  __           __  __           __  __
    __   __  __           __  __           __  __
    __   __  __           __  __           __  __

                                               Xmit _
```

For case closings, enter CNS code here

For line sanctions/line removals, enter line number and CNS code here

Enter **CL** for case closings or **CH** for line sanctions/line removals here

Please ensure the information entered on this screen is accurate in order to access the correct **Employment Reason Entry Screen** and **Notice Entry Screen** (see following sections) and to avoid the production of an erroneous NOI.

- The **Employment Reason Entry Screen** may appear to prompt the staff member to select the infraction description language which will appear on the NOI. If applicable, the NOI staff member must place the cursor by the appropriate selection (see the attached Form **W-116Y**) and transmit.

Employment Reason Entry Screen

```
*WCN150            WMS/Client Notice Subsystem          Date XX/XX/XX
                PA and FS Employment Reason Entry Screen   Time XX:XX:XX


CASE NAME
CASE NO              SUFFIX
INDV REASON WX1 : FL CMP EMP - 1
EMPLOYMENT ACTIVITIES:

_ FAILED TO KEEP/COMPLETE ASSESSMENT APPOINTMENT

_ FAILED TO KEEP/COMPLETE AN EMPLOYMENT/TRAINING APPOINTMENT

_ FAILED TO GO TO AN EMPLOYMENT/TRAINING ASSIGNMENT
_ FAILED CONTINUATION OF EMPLOYMENT/TRAINING ASSIGNMENT
_ FAILED TO KEEP/COMPLETE JOB SEARCH APPOINTMENT
_ FAILED TO COMPLETE JOB SEARCH
_ FAILED TO GO TO A JOB OPENING INTERVIEW

_ FAILED TO TAKE A JOB

_ FAILED TO PROVIDE A MEDICAL REPORT

_ FAILED TO PROVIDE A MEDICAL REPORT (LIMITATIONS)

_ FAILED TO KEEP/COMPLETE A MEDICAL EXAM APPOINTMENT

_ FAILED TO KEEP/COMPLETE A MEDICAL EXAM APPOINTMENT (LIMITATIONS)

   FAILED TO WORK REGISTER

   FAILED TO PROVIDE EMPLOYMENT STATUS

   FAILED TO ACTIVELY SEEK EMPLOYMENT AND PROVIDE PROOF

_ OTHER

                                                        xmit _
```

Note: The infraction descriptions available for selection on the **Employment Reason Entry Screen** will vary based on the CNS code entered on the previous **Reason Code Screen**.

- Based on the information entered on the **Reason Code Screen** and **Employment Reason Entry Screen**, the **Notice Entry Screen** may appear to prompt the NOI staff member to enter infraction details such as location and date/time of infraction (see the attached Form **W-116Y**). If applicable, the NOI staff member must enter the requested information (obtained when reviewing the infraction information in NYCWAY and/or WMS) and transmit.

Notice Entry Screen

```
3.)  CASE NAME ████████████████
CASE NO ██████████     SUFFIX 01
INDV REASON WE1 : FL CMP EMP-1         LINE NO 01
SELECTION: FAILED TO TAKE A JOB

                        DATE 072407
 INFO SILVER LAKE_____
      42 REVERA STREET/UNIVERSTY PLACE_____
                    _____
                    _____
                    _____



 ENTER DATE: JOB OFFER DATE (MMDDYY)    ENTER INFO: JOB LOCATION
```

The appearance of the **Notice Entry Screen** will vary based on the information entered on the previous **Reason Code Screen** and **Employment Reason Entry Screen**. The screen pictured above is only one example.

Additional **Notice Entry Screen** for **WE** Code Series

For the **WE** series of CNS codes, the NOI staff member will also be prompted to select an appropriate message regarding the Conciliation on an additional **Notice Entry Screen**. The NOI staff member must select the first option, "Did Not Respond to the Conciliation Letter Sent," unless Action Code **830** (Good Cause Not Granted) is posted on the case. If Action Code **830** is posted, select the third option, "Not Satisfied Through Conciliation." The second option, "Did Not Appear for Scheduled Conciliation on : Date," is not currently used for this process and must not be selected on this screen.

Notice Entry Screen

Select first option unless Action Code **830** is posted

Select third option if Action Code **830** is posted

Do not select this option

```
4.)  CASE NAME ████████████████
CASE NO ██████████     SUFFIX 01
INDV REASON WE1 : FL CMP EMP-1         LINE NO 01




CHOOSE ONE OF THE FOLLOWING CONCILIATION MESSAGES:
   DID NOT RESPOND TO THE CONCILIATION LETTER SENT
   DID NOT APPEAR FOR SCHEDULED CONCILIATION ON   : DATE 121655
 X NOT SATISFIED THROUGH CONCILIATION

CHOOSE A CONCILIATION MESSAGE


                                          Xmit C
```

- The pending notice number will appear in bold on the bottom of the **WMS/Client Notice Subsystem Menu**. The pending notice number with the variable data entered also appears on the automatically generated **Supervisory Review Report** (see PD #02-20-SYS). <u>Retain the notice number</u> for entry on the Paperless Office System Turn-Around Document (TAD) or paper TAD.

  Note: A copy of the notice will not be generated.

WMS/Client Notice Subsystem Menu Screen

```
              Department of Social Services            Date 07/18/07
                      WMS/Client Notice Subsystem Menu           Time 15:37:56


       CASE NUMBER _____      SUFFIX  __
       NOTICE NUMBER _____               BATCH NUMBER _____
                                       INDICATE SELECTION NUMBER  __     Xmit _


       01   NOTICE ENTRY                       (CASE/REGISTRY NUMBER REQUIRED)
       02   NOTICE INQUIRY                     (NOTICE NUMBER REQUIRED)
       03   NOTICE UPDATE                      (NOTICE NUMBER REQUIRED)
       04   PENDING NOTICE INQUIRY             (CASE/REGISTRY NUMBER REQUIRED)
       05   SUPERVISORY REVIEW PRINT           (NOTICE NUMBER REQUIRED)
       06   SIGNOFF
       07
       08   BATCH NOTICE ENTRY
       09   BATCH NOTICE INQUIRY               (BATCH NUMBER REQUIRED)
       10   BATCH NOTICE UPDATE                (BATCH NUMBER REQUIRED)
       11   NOTICE HISTORY INQUIRY             (CASE/REGISTRY/NOTICE NO REQUIRED)
       12   NOTICE HISTORY REPRINT             (NOTICE NUMBER REQUIRED)
       13   FS OVERPAYMENT CALCULATION WORKSHEET  (CASE/REGISTRY NUMBER REQUIRED)
       14   CNS CONTROL INFO MAINTENANCE
       15   NYC/UPSTATE INQUIRY
       F16  WMSMNU (MENU KEY)        CASE ██████████ - NOTICE NO N091PL4391 CREATED
```

CNS Notice Number

In the Paperless Office System (**POS**):

Note: POS will not be used by any program that handles cases from multiple Centers (e.g., Substance Abuse Case Control [SACC]). Additionally, cases with multiple suffixes will not be updated in POS, as POS does not currently support multisuffix cases. In these instances the budget and TAD must be processed manually.

- On the **Action** tab in the **Activities Management** screen:

  - select **Change Case Data** from the **Activities** pick list.
  - enter the Case number.
  - highlight the appropriate case.
  - click on the **Perform Specified Action** button.

- When the activity starts:

  - open the **Screen Picklist.**
  - select **TAD** from the list.
  - click on the **POS Data** tab.
  - identify the line requiring the sanction and perform the following:

    – Select **SN** in the **Status** field drop down list.
    – Select the appropriate **Reason Code** from the drop down list (**Note**: This should be the same code entered in CNS. However, if a **WE/WX** code was entered in CNS, **WE1** or **WX1** must be selected here as WMS will automatically bump the code up to the appropriate level).
    – Enter the current date in the **Date** field.

- Run the business rules.
- Return to the **Screen Picklist** and:

  - select the **Budgets** option and perform the following:

    – Click on the **New Budget** button.
    – Enter the beginning **Effective Date** for the budget in the pop-up window and click the **OK** button.
    – Click on the **Income or Results** button.
    – Enter the **Income Source Code** as follows:

      ➢ **46**: for participant households or re-applicant households previously sanctioned for a CA employment or drug/alcohol non-compliance where the individual is not also sanctioned for FS.
      ➢ **47**: for applicant households with no previous employment or drug/alcohol non-compliance or participant households or re-applicant households previously sanctioned for a CA employment or drug/alcohol non-compliance where the individual is also sanctioned for FS.

    – Leave the **Financial/Alien Involvement Code** for the sanctioned line blank.
    – Click on the **Calculate Budget Results** button.
    – Click **Y** to save the budget.
    – Click on **Existing Budgets.**
    – Enter a description (e.g., "sanction line 1") in the **Description** field.

- Return to the **Screen Picklist** and:

  - select **TAD**.
  - click on the **POS Data** tab.
  - select the saved budget number from the **Budget** field drop down list.
  - enter the CNS Notice number and click the **Next** button.
  - click on the **Folder** icon.
  - click on the **Complete Activity** button.
  - select the Supervisor's name from the list.
  - enter comments.
  - click the **OK** button. The case is queued for Supervisory approval.

Conclusion of Manual NOI Process

The day after processing the manual NOI, the NOI staff member must check the **Pending** (**08**) screen in WMS to determine if the transaction processed successfully. If the transaction status is **04**, then immediately post the appropriate Action Code in NYCWAY, as follows:

Action Codes **412P** and **412S** are used by the Special Needs Region only.

- **412H** (NOI Sent WeCARE)
- **412N** (NOI Sent)
- **412P** (PRIDE Manual NOI Sent)
- **412S** (SA Manual NOI Sent)

PROGRAM IMPLICATIONS

Model Center Implications

There are no Model Center implications.

Food Stamp Implications

A nonexempt individual who refuses or fails without good cause to comply with the Food Stamp Program work requirements is ineligible to participate in the Food Stamp Program and will be sanctioned.

A separate FS determination is required for CA cases that close for failing to comply with an eligibility call-in.

Medicaid Implications

There are no work requirements for MA. A separate Medicaid determination is required for CA cases that close for failing to comply with an eligibility call-in.

LIMITED ENGLISH SPEAKING ABILITY (LESA) AND HEARING-IMPAIRED IMPLICATIONS

For Limited English Speaking Ability (LESA) and hearing-impaired applicants/participants, make sure to obtain appropriate interpreter services in accordance with PD #08-18-OPE and PD #08-20-OPE.

FAIR HEARING IMPLICATIONS

Avoidance/ Resolution

Ensure that all case actions are processed in accordance with current procedures and that electronic case files are kept up to date. Remember that applicants/participants must receive either adequate or timely and adequate notification of all actions taken on their case.

Conferences

An applicant/participant can request and receive a conference with a Fair Hearing and Conference (FH&C) AJOS/Supervisor I at any time. If an applicant/participant comes to the Job Center requesting a conference, the Receptionist must alert the FH&C Unit that the individual is waiting to be seen. In Model Offices, the Receptionist at Main Reception will issue an FH&C ticket to the applicant/participant to route him/her to the FH&C Unit and does not need to verbally alert the FH&C Unit staff.

The FH&C AJOS/Supervisor I will listen to and evaluate any material presented by the applicant/participant, review the case file and discuss the issue(s) with the JOS/Worker responsible for the case and/or the JOS/Worker's Supervisor. The AJOS/Supervisor I will explain the reason for the Agency's action(s) to the applicant/participant.

If the determination is that the applicant/participant has presented good cause for the infraction or that the outstanding Notice of Intent needs to be withdrawn for other reasons, the FH&C AJOS/Supervisor I will settle in conference (SIC), enter detailed case notes in NYCWAY and forward all verifying documentation submitted by the applicant/participant to the appropriate JOS/Worker for corrective action to be taken. In addition, if the adverse case action still shows on the "Pending" (**08**) screen in WMS, the AJOS/Supervisor I must prepare and submit a Fair Hearing/Case Update Data Entry Form (**LDSS-3722**), change the **02** to an **01** if the case has been granted Aid Continuing (ATC), or prepare and submit a PA Recoupment Data Entry Form (**LDSS-3573**) to delete a recoupment. The AJOS/Supervisor I must complete a Conference Report Form (**M-186a**).

If the determination is that the applicant/participant has not shown good cause for the infraction or that the Agency's action(s) should stand, the AJOS/Supervisor I will explain to the applicant/participant why he/she cannot settle the issue(s) in conference (SIC). The AJOS/Supervisor I must complete Form **M-186a**.

Should the applicant/participant elect to continue his/her appeal by requesting a Fair Hearing or proceeding to a Fair Hearing already requested, the FH&C AJOS/Supervisor I is responsible for ensuring that further appeal is properly controlled and that appropriate follow-up action is taken in all phases of the Fair Hearing process.

Evidence Packets   All Evidence Packets must contain a detailed history, copies of relevant WMS screen printouts, other documentation relevant to the action taken and copies of NYCWAY "Case Notes" screens.

RELATED ITEMS   Employment Process Manual, Section XIV: Failure to Report/Comply and Conciliation
PD #02-20-SYS
PB #08-06-SYS

ATTACHMENT
⌨ Please use Print on Demand to obtain copies of forms.

W-116Y   Processing Manual NOIs in WMS/CNS Desk Guide

NYC™ Human Resources Administration Department of Social Services
Family Independence Administration

Processing Manual NOIs in WMS/CNS Desk Guide

If Manual NOI Action Code is:	and Infraction Code is:	Perform the following action on the CNS Reason Code Screen:		Select the following infraction description option on the WMS/CNS PA and FS Employment Reason Entry Screen:	Enter the following infraction related information on the WMS/CNS PA and FS Employment Reason Entry Screen:
		Household size equals 1	**Household size is greater than 1**		
411F (WeCARE VRS)	**468U** **468V**	Close case using **WX** (**1**, **2** or **3**).	Sanction line using **WE** (**1**, **2** or **3**).	"Failed to Keep/Complete a Medical Exam Appointment"	Site name and date
411H (WeCARE BPS/SSI)	**468B** **468K** **468H** **468S**	Close case using **W11** if head of household or spouse infracted. Otherwise, remove line using **W12**.		Not Applicable (N/A)	Appointment date, participant's name and facility name
	468D **468E** **491A**	Close case using **F12**.		N/A	N/A
411N (Employment)	**401K** **434A** **401P** **434F** **434P**	Close case using **WX** (**1**, **2** or **3**).	Sanction line using **WE** (**1**, **2** or **3**).	"Failed to Keep/Complete an Employment/Training Appointment"	Appointment date, address and appointment purpose
	434B **434C**	Close case using **WX** (**1**, **2** or **3**).	Sanction line using **WE** (**1**, **2** or **3**).	"Failed to Keep/Complete Assessment Appointment"	"x" next to "ON/AT" and appointment date and time
	434D **434N** **434H** **443D** **434K**	Close case using **WX** (**1**, **2** or **3**).	Sanction line using **WE** (**1**, **2** or **3**).	"Failed to Go to an Employment/Training Assignment"	Beginning of no-show date and WEP site name
	434E **436N** **434G** **440X** **434I** **440Y** **434L** **440Z** **434Y**	Close case using **WX** (**1**, **2** or **3**).	Sanction line using **WE** (**1**, **2** or **3**).	"Failed Continuation of Employment/Training Assignment"	Beginning of no-show date and WEP site name

Processing Manual NOIs in WMS/CNS Desk Guide (Continued)

If Manual NOI Action Code is:	and Infraction Code is:	Perform the following action on the CNS Reason Code Screen:		Select the following infraction description option on the WMS/CNS PA and FS Employment Reason Entry Screen:	Enter the following infraction related information on the WMS/CNS PA and FS Employment Reason Entry Screen:
		Household size equals 1	Household size is greater than 1		
411N (Employment)	**434O**	Close case using **WX** (**1**, **2** or **3**).	Sanction line using **WE** (**1**, **2** or **3**).	"Failed to Go to an Employment/Training Assignment"	Appointment date and Job Search appointment site name
	434R **434U**	Close case using **WX** (**1**, **2** or **3**).	Sanction line using **WE** (**1**, **2** or **3**).	"Failed to Keep/Complete Assessment Appointment"	"x" next to "ON/AT" and appointment date and time
	440W	Close case using **WX** (**1**, **2** or **3**).	Sanction line using **WE** (**1**, **2** or **3**).	"Failed to Go to an Employment/Training Assignment"	Beginning cycle date of no-show date and WEP site name
	443E **470W**	Close case using **WX** (**1**, **2** or **3**).	Sanction line using **WE** (**1**, **2** or **3**).	"Failed Continuation of Employment/Training Assignment"	Site name and date
	448P	Close case using **WX** (**1**, **2** or **3**).	Sanction line using **WE** (**1**, **2** or **3**).	"Failed to Complete Job Search"	Record for week beginning date and "10" for number employers per week
411U (Eligibility)	**105F*** **452C*** **435U*** **452O*** **435V*** **496***	Close case using **N17** if casehead or spouse infracted. Otherwise, remove line of non-legally responsible adult using **Y99**. (Use these codes until OTDA approves code changes).		N/A	N/A
	435W **435T**	Close case using **M88** if head of household or spouse infracted. Remove line using **F88** if 18 year old infracted.		N/A	N/A
411Y (WeCARE Wellness)	**468C** **468W**	Close case using **W40**.	Sanction line using **W40**.	"Medical Care at"	Doctor or health facility name and beginning date of infraction

* indicates code appears on **CLOSE** worklist (all other codes appear on **NOI** worklist).